

## Programme Readiness – Programme Call 2022

Webinar Questions & Answers from County Childcare Committees and Service Providers.

For ease of reference, a subject line has been included under which you can review questions and answers relating specifically to Service Providers, ECCE, NCS and CCSP.

Subject	Question	Answer
Service Provider	Why is a four week notice period required to update a fees list?	Service providers are required to give 4 weeks' notice for changes to their fees or their calendar, so parents have a chance to react to those changes. For example, if fees increased, parents could then give four weeks' notice and change provider.
Service Provider	Are session start and end times required for all fees lists?	It is advised that services register session start and end times, however the system will not prevent services from submitting sessions without them.
Service Provider	Are services required to enter no Deposit/Discount on separate lines?	Yes. This is required for CCSP and ECCE, but not required for NCS.
Service Provider	Effective Date? Is this when the Fees List is created or the date that the session begins?	The effective date is the date on which the session begins.
Service Provider	Do Service Providers need to update their NCS fees list?	Services are required to certify their fees list before completing their contract activation for the new programme year. In advance of certification, the fees list should be checked to ensure all fees options/extras are still correct and available. Options/extras can be removed or created and a new effective date for the fees list is set.
Service Provider	How is the "effective date" seen in relation to new options added to service?	This is the date to which the fees relate. EG The date on which it is first possible for a child to attend the service.
Service Provider	What actions can a service take if they have not received their Tusla Cert?	Services can upload mail/email from Tusla which states that they are in the middle of the process of receiving a new Tusla certificate.
Service Provider	What are inactive / historical fees?	These are fees that were used in the past, but that are not used by the service any more.
Service Provider	What actions are required if a service decides to change its name?	Submit a request on HIVE and the Data Management Team will assess if you a need new reference number.
Service Provider	Will the webinars be available to services? Particularly for CCSP registrations?	Yes.
Service Provider	What is the process for updating your bank details? Changing bank e.g., Ulster Bank.	Through the HIVE portal, add a new bank account and then connect this new bank account to specific programmes as required.
Service Provider	What is the deadline for submitting the funding agreement?	The deadline is the beginning of the new programme year. Example : NCS would be 22/08/2022
Service Provider	In what circumstances can a Service Provider be paid while closed?	If they are granted FM (Force Majeure) or if there is a Bank Holiday. Bank Holidays are paid under NCS and CCSP. Also in NCS, services can use 10 days as subsidised closures.

<b>Service Provider</b>	Can the deadlines for the actions required of the Service Providers be clarified?	Please check HIVE announcements where the dates are clearly stated for all programmes.
<b>Service Provider</b>	How do you change the PAU for a service?	Please add the new PAU as a user on HIVE and then submit a request on HIVE to assign the new user as the PAU and the Data Management team will provide specific instructions.
<b>Service Provider</b>	What does a service do if some of the auto populated information is incorrect?	In such a circumstance, please submit a request through HIVE.
<b>Service Provider</b>	How do we export and print the contracts from the system for the different programmes?	Go to programmes. Click on yellow triangle next to the programme and select view. Then scroll down and at the bottom there is link to a PDF version of that agreement.
<b>Service Provider</b>	Do we need to submit the Fees List and Calendar to our CCC for preapproval?	No, simply submit them on HIVE and each CCC will approve them from there.
<b>Service Provider</b>	How can I update my service profile? EG Moving from Sole Trader to a limited company?	In this situation, you will have to apply for a new DCEDIY reference number and complete a full on-boarding of the service with the new structure.
<b>ECCE</b>	Required No. of days open for ECCE? 182 or 183?	The required number of days for the ECCE 2022/23 Programme Call is 182 days. This is due to the new Bank Holiday in February.
<b>ECCE</b>	Do times have to be entered for the ECCE sessions?	No. You simply need to confirm if the session is AM or PM, morning or afternoon from the dropdown. It is possible to submit without this detail.
<b>ECCE</b>	Do new/established services need to submit ECCE Qualifications List Form / Declaration Form?	ECCE Qualifications List - Form 1 must be submitted by New Service Providers and Service Providers with a new Service Reference number. The Declaration - Form 1 must be submitted by all service providers at pre-contracting stage.
<b>ECCE</b>	Are Optional Extras still allowable under ECCE rules?	Yes, but only those contained in the approved DCEDIY Optional Extras list and shall not include activities which are considered key parts of the ECCE curriculum e.g., general arts and crafts activities. Please refer to ECCE Programme Rules available on Hive for the approved DCEDIY list.
<b>ECCE</b>	When is an SP required to submit Form 1 for PR?	ECCE Qualifications List - Form 1 must be submitted by New Service Providers and Service Providers with a new Service Reference number. The Declaration - Form 1 must be submitted by all service providers at the pre-contracting stage.
<b>ECCE</b>	What do "ECCE Only" services enter for the fees before and after ECCE?	In this scenario for 'Fee Excluding ECCE' & 'Fee Including ECCE' please enter '€0 or N/A' in the free text box. Session Type AM/PM always refers to when the 3 hours of ECCE take place. Please refer to How to Guides on Hive for additional detail.
<b>ECCE</b>	When is precontracting available for the different programmes that services offer?	ECCE 2022 precontracting documents are available on HIVE and can be uploaded from 27/05/2022.
<b>ECCE</b>	How much should a weekly fee be reduced for a child within ECCE?	The standard weekly ECCE capitation is €69.00 for the 2022/2023 programme year. Where a child is attending a part-time or full time service the ELC Service provider must reduce the fees paid by the parent/guardian by

		€64.50 (or €12.90 per day) which was the standard capitation rate in 2017 before the 7% increase was introduced in the 2018 budget to support quality in childcare.
<b>ECCE</b>	Is there a date that ECCE sessions need to finish for the Summer?	38 Week Services must finish by 01/07/2022 & 41 Week Services by 15/07/2022.
<b>ECCE</b>	How do you create individual ECCE sessions for a service within HIVE?	Please select AM or PM session from the drop down menu. For further details, please refer to HOW-TO Guide on HIVE.
<b>ECCE</b>	Can I have 182 days over 39 weeks for ECCE?	No. Please refer to ECCE Programme Rules.
<b>ECCE</b>	Within the ECCE calendar, is it possible to have 8 non payable weeks instead of 9?	No. Please refer to ECCE Programme Rules.
<b>ECCE</b>	Can you select any week as a non-payable week?	For ECCE, yes. For CCSP, you need to mark all five days as closures to register a week as non-payable. If there is a Bank Holiday in that week then this week is still payable.
<b>ECCE</b>	Where can the ECCE Declaration Form 2 be located?	<a href="https://earlyyearshive.ncs.gov.ie/downloads/downloads-ecce/">https://earlyyearshive.ncs.gov.ie/downloads/downloads-ecce/</a>
<b>NCS</b>	At what point within the NCS Fees List does it need to be confirmed that ECCE is offered?	Only if the fee listed within the NCS Fees List is related to ECCE eligible children.
<b>NCS</b>	As CCS Universal will no longer exist for the coming programme call, have all children aged out and should new children be registered through NCS?	Yes.
<b>NCS</b>	Our session opening time changes depending on Term and Non- Term time. How can this be registered?	At the moment, service providers need to change those hours on HIVE in the week when those changes happened.
<b>CCSP</b>	Does the non-payable week tick box need to be manually ticked?	No. That option is only for the first week of the programme year. If you marked all five days in the week as closed, then the non-payable week box ticks automatically. If in that week, there is bank holiday, then this week will always be a payable week.
<b>CCSP</b>	Are operating hours required for each session type required?	It is advised that services register session start and end times, however the system will not prevent services from submitting sessions without them.
<b>CCSP</b>	How do SPs inform CCCs of a change to their CCSP calendar?	They do not need to inform their CCC, they simply need to update the calendar through HIVE and it will be visible to Pobal and Compliance.
<b>CCSP</b>	What fields within the CCSP Fees List are prepopulated?	Please see quick guide in relation to CCSP Fees list creation: <a href="https://earlyyearshive.ncs.gov.ie/CCSP-fees-list-guide.pdf">https://earlyyearshive.ncs.gov.ie/CCSP-fees-list-guide.pdf</a>
<b>CCSP</b>	How will a service know what band a parent is in?	Please go to <a href="https://earlyyearshive.ncs.gov.ie/downloads/ccsp-documents/">https://earlyyearshive.ncs.gov.ie/downloads/ccsp-documents/</a> and open programme rules.  On the page 22, you will see the table with CCSP Saver Programme Band Eligibility. However, after a service submits the registration, this registration still has to be approved by Pobal and band may change.

<b>CCSP</b>	How do we register a change in attendance? Term time Vs Non Term Time. Part time to Full time.	Services must create new registrations for those periods in order to alter attendance.
<b>CCSP</b>	Will CCSP registrations be on HIVE or on PIP?	CCSP will be on HIVE for the 2022/23 Programme call.
<b>CCSP</b>	Can I include Full Time and age range within the Session Type Title as opposed to a Room Name?	Yes.