



An Roinn Forbartha  
Tuaithe agus Pobail  
Department of Rural and  
Community Development

## COMMUNITY SERVICES PROGRAMME CLÁR SHEIRBHÍSÍ POBAIL

# GUIDANCE NOTE

FOR COMPLETION OF EXPRESSION OF INTEREST  
TO THE DEPARTMENT OF RURAL AND COMMUNITY DEVELOPMENT  
TO BE CONSIDERED FOR THE SUBMISSION OF AN APPLICATION TO THE  
COMMUNITY SERVICES PROGRAMME

**MAY 2018**

The expression of interest form completed in all aspects should be returned to:

**Community Services Programme  
Libraries Development and Community Policy Unit  
Department of Rural and Community Development  
Government Offices  
Ballina  
Co Mayo  
F26 E8N6**

Email: [csp@drccd.gov.ie](mailto:csp@drccd.gov.ie)

[www.drccd.gov.ie](http://www.drccd.gov.ie)

# TABLE OF CONTENTS

<b>INTRODUCTION</b>	<b>2</b>
<b>SECTION 1: OVERVIEW OF THE COMMUNITY SERVICES PROGRAMME</b>	<b>2</b>
<b>SECTION 3: COMPLETING THE EOI FORM</b>	<b>6</b>

## INTRODUCTION

The purpose of this guidance note is two-fold; (a) support SICAP Programme Implementers (PIs) in selecting a social enterprise to complete a CSP Expression of Interest (EOI) form, and (b) support the selected social enterprise in completing the EOI form.

The Guidance note contains 3 sections.

Section 1 provides background information relating to the Community Services Programme, and the expectations of service providers funded under the programme.

Section 2 provides guidance for SICAP Programme Implementers (PIs) in relation to the 2017 targeted call for Expressions of Interest (EOI), including details of the relevant timelines.

Section 3 provides guidance for selected social enterprises in relation to completing the EOI form.

## SECTION 1: OVERVIEW OF THE COMMUNITY SERVICES PROGRAMME

### *Aims and objectives*

The aim of the CSP is to support legally incorporated community organisations (companies limited by guarantee) and industrial and provident societies (co-operatives) to provide local social, economic and environmental services through the application of a social enterprise model of delivery. The objectives of the programme are as follows:

- To promote social enterprise as an approach to alleviating disadvantage and addressing local social, economic and environmental needs which are not being met through public or private funding or other resources.
- To create sustainable jobs for those most distant from the labour market, in particular for those who are long term unemployed and from specific target groups
- To promote sustainable social and economic development
- To enable service providers to lever additional public investment to improve facilities and services
- To strengthen local ownership through participation in decision making
- To support social innovation and encourage sharing of learning and expertise between participating service providers.

A key requirement under the CSP is that services generate traded income by adopting a social enterprise model of delivery. For the purposes of the CSP, social enterprises can be defined as follows:

**“An enterprise that trades for social/societal purpose, where at least part of its income is earned from its trading activity, is separate from government and where the surplus is primarily re-invested in the social objective”**

*Forfas: Social Enterprise in Ireland, Sectoral Opportunities and Policy Issues. (July 2013)*

The generation of traded income must be a consistent component of the business model, underpinned by a business planning ethos.

At present, there are 398 services in receipt of a CSP co-funding contribution. The total budget for CSP in 2017 is €41.8m

### ***Purpose and Structure of the CSP Funding Contribution***

The funding provided to service providers is expressed as a fixed annual co-funding contribution towards the costs of employing a manager and/or a specified number of full time equivalent positions (FTEs). The DSP co-funding contribution towards employing each Full-Time Equivalent position (“FTEs”) is €19,033 per annum.

Where the CSP contributes to the cost of employing a manager, this amounts to €32,000 co-funding per annum. The above contributions are based on each FTE and manager working a minimum of 39 hours per week exclusive of lunch. Positions funded under CSP must be for a minimum of 30 hours, and spread across a minimum of 4 days, per week.

### ***Types of Services Supported under CSP***

Services currently funded under the CSP are categorised under 3 Strands:

- Stand 1 consists of community halls and facilities
- Strand 2 consists of social enterprises that provide services to local, regional and/or national geographical communities or communities of interest, especially to disadvantaged communities
- Strand 3 consists of social enterprises that provide employment for specific disadvantaged groups. This EOI call relates to Strand 3 type social enterprises only.

There are a number of areas of activity that the CSP does not support as they are viewed by DSP as being more appropriately funded from other sources. These include as follows:

- (a) additional FTEs in existing CSP funded childcare services;
- (b) enterprise centres other than those currently funded within the programme;
- (c) care assistants and medical services;
- (d) community development and youth projects and workers;
- (e) citizens information and advice centres;
- (f) health service delivery;
- (g) IT or other training projects other than those currently funded within the programme;
- (h) advocacy, mediation and counselling.

### ***Differences between CSP and other DSP Supported Programmes/Schemes***

There are clear differences between the CSP and active labour market programmes run by the Department of Social Protection such as Community Employment, Tús, Gateway and the Rural Social Scheme. Such programmes provide additional income to jobseekers in exchange for working a set number of hours, usually 19.5 hours per week, in a community based organisation or setting. The objectives of these programmes are in the main to provide individuals with work experience or placements in local community settings, in most cases for a defined period of time.

The CSP provides a co-funding contribution to service providers to employ a manager and/or Full Time Equivalents (FTEs) to help deliver the objectives of the community service. The focus under CSP is on service delivery to disadvantaged communities and target groups. Employees are recruited from the labour market subject to the service provider meeting certain programme requirements. As such, the CSP enables the creation of paid employment positions and is not a welfare payment, or an add-on to a welfare payment. This approach sets the programme apart from other public funding sources and reflects the social enterprise ethos of the programme.

The vast majority of CSP service providers contain the following key characteristics that distinguish them from other organisations in the community:

- The organisation and business is started by a group of individuals within a community setting. It is important that those involved in a social enterprise are clear that they are setting up a business, which although owned and controlled by the community, must sell services or products, receive payments in return and aim to achieve sustainability.
- The organisation provides services to specific target groups/areas.
- It adopts a social enterprise approach to addressing social issues and creating positive social change and social inclusion (i.e. it charges for the service/product it provides);
- It has social and economic goals. A key objective is to attain one or more social goal with profit/surplus seen as the means to ensure sustainability
- It expects to be financially viable and sustainable with any surpluses re-invested for the purpose of that business or in the community, rather than being driven to provide profit for owners or shareholders;
- It is an independent organisation accountable to a defined set of members and the wider community;
- It is democratic in its membership and decision making; the governance structures generally represent their key stakeholders (community representatives, members of target groups, general community interests and specialist areas of knowledge/skills);
- It is participatory in nature, involving those who will be impacted by the activity or services or goods being provided;
- It strives to create sustainable jobs for disadvantaged target groups such as Travellers, long-term unemployed or people with disabilities;
- It has an asset lock i.e. It holds its assets and wealth for the benefit of community, usually in the form of reserves;
- It encourage workers to learn and update their skills;
- It encourages a high level of co-operation with other social enterprises, statutory bodies and other regional/national organisations.

### ***Expectations of CSP Funded Social Enterprises***

The following are some of the key expectations of social enterprises funded under the CSP.

Traded Income: CSP service providers are required to generate traded income from a variety of sources including sales, fees (often with a sliding scale or pricing policy according to need and ability to pay), contracts, room rental and/or the organisation of events. In order to assist sustainability, all CSP service providers should strive for a situation where at least 30% of annual turnover is from traded income, and where the CSP grant is not more than 50% of annual turnover. While this may not be achievable in the short-term for some service providers, it is something to focus on in the medium to long term and business planning should be orientated towards the achievement of these benchmarks in terms of sustainability.

Surplus Income: A distinguishing feature under the CSP is that the surplus income directly derived from services/facilities/activities supported is re-invested by the organisation to achieve its primary social and environmental objectives. The building of company reserves is encouraged.

Rates of Pay: The CSP contribution is provided on a co-funding basis and employers are expected to provide additional funds from their own resources to meet the full cost of employment. Employers are expected to pay a reasonable and adequate rate of pay to staff in line with local market rates. For FTE positions, employers should strive towards achieving the payment of a 'living wage' which is viewed as a rate €11.50 per hour (or circa €450 per week) where feasible. Service providers are obliged under employment law to pay the minimum wage of €9.25 per hour. Neither The Department of Social Protection and by extension Pobal set the wage rate, this is entirely a matter for the employer.

Ownership and Accountability: As the organisations supported by CSP operate in the wider interest of the local communities and/or target groups, it is essential that openness, transparency and accountability are clearly evidenced in the governance arrangements.

Assets: CSP service providers need to ensure that their assets are legally protected and permanently retained for social benefit. Cash reserves and organisational policy need to reflect the mission statement and social objectives.

Employment: The contract-holder (service provider) must be the employer of those in funded positions.

Displacement: CSP funded companies and co-operatives operate independently and are not limited from engaging in other commercial activity by reason of receiving CSP funding. However, public funding, such as that provided under the CSP, cannot be used to displace commercial activity.

**SECTION 3: COMPLETING THE EOI FORM**

SECTION 1		DESCRIPTION OF THE APPLICANT																																														
1.1	<b>LEGAL NAME OF COMPANY/APPLICANT (as registered with the CRO or otherwise)</b>	The full legal registered name for the prospective applicant body must be shown – please use version of name used by the CRO – no abbreviations should be used.- example “Expression of Interest (Dublin) Limited”																																														
1.2	<b>BUSINESS OR TRADING NAME (if different from above)</b>	If the services are delivered by or known by another more commonly used name or term, it should be included here – example as in the above but known as “The Eoi”																																														
1.3	<p><b>LEGAL FORM OF YOUR ORGANISATION?</b></p> <table border="1"> <thead> <tr> <th>Type of organisation</th> <th>Tick ✓ (select one)</th> </tr> </thead> <tbody> <tr> <td>1. Company Limited by Guarantee not having a Share Capital</td> <td><input type="checkbox"/></td> </tr> <tr> <td>2. Friendly/Industrial Provident Society</td> <td><input type="checkbox"/></td> </tr> <tr> <td>3. Other Form (specify further below)</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Type of organisation	Tick ✓ (select one)	1. Company Limited by Guarantee not having a Share Capital	<input type="checkbox"/>	2. Friendly/Industrial Provident Society	<input type="checkbox"/>	3. Other Form (specify further below)	<input type="checkbox"/>	<p>Simply tick the appropriate box to describe the company’s legal form. Applications cannot be accepted from organisations that do not have a recognisable and acceptable legal form. Application cannot be accepted from private or public limited companies with share capitals or from private individuals or unincorporated bodies.</p> <p>Documentation will be requested in the form of the Memorandum and Articles of Association of the Company or documents relating to constitution, incorporation and/or rules as appropriate.</p> <p>We suggest that copies of the M&amp;A and financial statements be email to the Department with this Eoi (csp@drcd.gov.ie).</p>																																						
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1.4	<p><b>FINANCIAL OVERVIEW OF YOUR ORGANISATION</b> (please provide actual figures for 2017 and estimates for 2018/2019)</p> <table border="1"> <thead> <tr> <th rowspan="2">INCOME</th> <th colspan="2">Value</th> </tr> <tr> <th>Year Past</th> <th>Current</th> </tr> </thead> <tbody> <tr> <td>Public funds – revenue</td> <td>€</td> <td>€</td> </tr> <tr> <td>Public funds – capital</td> <td>€</td> <td>€</td> </tr> <tr> <td>Income from service provision</td> <td>€</td> <td>€</td> </tr> <tr> <td>Donations + Fundraising</td> <td>€</td> <td>€</td> </tr> <tr> <td>Other – not defined above</td> <td>€</td> <td>€</td> </tr> <tr> <td><b>Total</b></td> <td>€</td> <td>€</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th rowspan="2">Expenditure</th> <th colspan="2">Value</th> </tr> <tr> <th>Year Past</th> <th>Current</th> </tr> </thead> <tbody> <tr> <td>Wages</td> <td>€</td> <td>€</td> </tr> <tr> <td>Service inputs</td> <td>€</td> <td>€</td> </tr> <tr> <td>Overheads - utilities</td> <td>€</td> <td>€</td> </tr> <tr> <td>Administration</td> <td>€</td> <td>€</td> </tr> <tr> <td>Other – not defined above</td> <td>€</td> <td>€</td> </tr> <tr> <td><b>Total</b></td> <td>€</td> <td>€</td> </tr> </tbody> </table>	INCOME	Value		Year Past	Current	Public funds – revenue	€	€	Public funds – capital	€	€	Income from service provision	€	€	Donations + Fundraising	€	€	Other – not defined above	€	€	<b>Total</b>	€	€	Expenditure	Value		Year Past	Current	Wages	€	€	Service inputs	€	€	Overheads - utilities	€	€	Administration	€	€	Other – not defined above	€	€	<b>Total</b>	€	€	<p>A financial overview of your organisation and operations are essential factors in making a determination in respect of the CSP. Financial capacity and fitness underpin the viability of operations.</p> <p>Additional information can be set out in a covering note if that is required.</p> <p>Copies of financial statements for at the two previous years plus projections for the current financial year should be emailed with this Eoi (email to <a href="mailto:CSP@drcd.gov.ie">CSP@drcd.gov.ie</a>).</p> <p>Insofar as it is possible, figures should be traceable to the annual financial statements. Estimates and best projections should be provided for the current year.</p>
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1.5	<b>IF YOUR ORGANISATION IS PUBLICLY FUNDED OR SUPPORTED BY PUBLIC GRANTS – PLEASE SPECIFY THE PROGRAMME(S) AND THE ANNUAL VALUE OF THE FUND</b>	Insofar as it is possible, figures should be traceable to the annual financial statements. Estimates and best projections should be provided for the current year.																																			
		The Programme will not wish to duplicate funding or provision made under other publicly supported programmes.																																			
		With respect to State or local authority funding received or committed, this question seeks to get a profile of the level of funds received.																																			
		With respect to “status” applicants are asked to indicate if this is Annual (received as an annual grant), Recurring (say for the provision of specific services) or Once-off (say for a particular project or capital item or in response to a particular urgent need).																																			
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1.6	<b>CRO &amp; CHY REGISTRATION NUMBERS</b>	This number is the Companies Registration Office number of the company	CHY No: If charitable status has been granted – an organisation does not need to be a registered to apply to the Programme																																		
1.7	<b>WEB ADDRESS</b>	Knowing your website address can allow us to address queries without needing to contact you. If you have a website and you are successful in accessing the Programme, we will want to check that the support from the Programme is recognised																																			

SECTION 2		DESCRIPTION OF SERVICES												
2.1	<b>OUTLINE THE PURPOSE OF YOUR BODY/ORGANISATION</b>	A briefing description of the purpose of the organisation is sufficient.												
2.2	<p><b>WHAT BEST DESCRIBES THE SERVICES PROVIDED BY YOUR ORGANISATION?</b></p> <p>This list does not give an indication that these are the services eligible for support from the CSP</p> <table border="1"> <thead> <tr> <th>Type of organisation</th> <th>Tick ✓ (select one or more)</th> </tr> </thead> <tbody> <tr> <td>Administration services to other bodies/persons</td> <td></td> </tr> <tr> <td>Business &amp; IT services</td> <td></td> </tr> <tr> <td>Catering/food service, meals on wheels</td> <td></td> </tr> <tr> <td>Community resource centre/facility</td> <td></td> </tr> <tr> <td>Education, training, personal development</td> <td></td> </tr> </tbody> </table>	Type of organisation	Tick ✓ (select one or more)	Administration services to other bodies/persons		Business & IT services		Catering/food service, meals on wheels		Community resource centre/facility		Education, training, personal development		Simply tick the boxes that best describe the services provided – not the services you would like to see provided.
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Business & IT services														
Catering/food service, meals on wheels														
Community resource centre/facility														
Education, training, personal development														
2.3	<b>WHAT IS THE CATCHMENT AREA FOR THE SERVICES PROVIDED (IF NATIONAL, INDICATE IF ALL AREAS OF THE COUNTRY ARE COVERED)?</b>	A brief description of the physical area should be provided – it can be in the form of, for example, “the town and environs of X” or “city district of Y” or to “older people within the catchment of Z”.												
2.4	<b>PLEASE STATE THE PHYSICAL LOCATIONS AT WHICH SERVICES ARE DELIVERED?</b>	This is different to a later question at 2.4 and you should indicate the location at which the service is offered – for example “23 Main Street, Townname, County Mayo.												
2.5	<b>WHAT DISCREET SOCIAL ENTERPRISE IS BEING PROPOSED FOR CSP SUPPORT?</b>	What we are looking for in this question is a short description of the services proposed for the CSP. Note that not all service types are eligible for support. Services must be genuine and revenue generating.												
2.6	<b>WHAT PRODUCT OR SERVICE IS BEING SOLD?</b>													
2.7	<b>HOW LONG HAS YOUR ORGANISATION BEEN DELIVERING THIS SERVICE?</b>	Is this a new or existing service or the expansion of an existing service? Identify the year the service commenced and any other relevant milestones.												

<p><b>2.8</b> WHAT NEEDS ARE BEING MET BY THE SERVICE AND HOW WERE THESE IDENTIFIED?</p>	<p>The CSP will only award a contract where a genuine need is demonstrated by the applicant. It is essential that as much detail in respect of this question be provided.</p>
<p><b>2.9</b> HOW IS THE PROPOSED CSP SERVICE CURRENTLY RESOURCED, INCLUDING STAFF (PAID AND UNPAID)?</p>	
<p><b>2.10</b> WHAT IS THE REVENUE GENERATION CAPACITY AND COSTS OF THE PROPOSAL?  Please note the variance between the CSP contribution and the cost of employment for the minimum wage which will be €2,977 p.a. for 2019</p>	<p>Provide your best estimates and the basis of which these estimates were generated.</p>
<p><b>2.11</b> WHAT LEVEL OF STAFFING SUPPORT IS BEING SOUGHT FROM THE CSP?</p>	<p>This should be expressed in terms of 1 manager and x FTE positions.</p>
<p><b>2.12</b> WHAT TYPES OF STAFFING ROLES ARE ENVISAGED USING THE CSP CONTRIBUTION?</p>	<p>The proposed FTE roles should be named. Indicate how the roles will contribute to service delivery and the generation of traded income Note that each FTE position should ideally be for 39 hours per week ex lunch, but must be for a minimum of 30 hours per week spread across a minimum of 4 days.</p>
<p><b>2.13</b> WHAT TARGET GROUP(S) DO YOU INTEND TO PROVIDE EMPLOYMENT FOR UNDER THE CSP PROGRAMME?</p>	<p>Target groups to be employed under CSP must be drawn from the following:</p> <ul style="list-style-type: none"> <li>• Persons in receipt of disability allowance, invalidity pension or blind person's pension;</li> <li>• Travellers in receipt of jobseeker's payments or One Parent Family Payment;</li> <li>• Stabilised and recovering drug misusers;</li> <li>• People with convictions who are in contact with the Probation Service.</li> <li>• People who are homeless</li> <li>• Immigrants, legally allowed to work in Ireland, who are in receipt of jobseeker's payments or One Parent Family Payment</li> <li>• <input type="checkbox"/> Long-term unemployed</li> </ul>

## SECTION

### Disclaimers

#### **Please read carefully**

By submitting the expression of interest to the Department of Rural and Community Development in respect of the Community Services Programme, the Board of Directors/Management Board declare that the information provided is true and complete to the best of their knowledge and belief.

The Board of Directors/Management Board acknowledges that by submission of this expression of interest that no commitment is created between the organisation and the Department of Rural and Community Development. The Board of Directors/Management Board accept that submission does not constitute an application for funded to the Department of Rural and Community Development. The Board also understands that information supplied in, or accompanying, this application may be made available on request under the Freedom of Information Acts 2014

The Board of Directors/Management Board also accepts that the Department may make enquiries with other agencies and Departments in respect of any information provided in this application.

#### **Disclosure under the Freedom of Information Act**

The Department of Rural and Community Development reminds organisations that the information contained in the application form and any documentation supplied may be released, on request, to third parties, in accordance with the Department's obligations under the Freedom of Information Act 2014.

Information considered sensitive by your board should be excluded from this document. All information supplied will be considered to be non-sensitive and available for release by the Department of Rural and Community Development.

#### ***Disclaimer***

#### **Please read carefully:**

It will be a condition of any expression of interest to the Department of Rural and Community Development in respect of the Community Services Programme that:

- i. The Department of Rural and Community Development shall not be liable to the body submitting the expression of interest or any other party in respect of any loss, damage or costs of any nature arising directly or indirectly from:
  - a) the subject matter of the expression of interest
  - b) The rejection for any reason of any of the expression of interest.
- ii. The Department of Rural and Community Development and their servants or agents shall not, at any time, in any circumstances be held responsible or liable in relation to any matter whatsoever arising in connection with this application for funding.

**SECTION  
SUBMISSION OF EXPRESSION OF INTEREST**

By submitting this expression of interest and completing this section the Board of Directors/Management Board acknowledges that they have read, understood and accepted the above points.

BOARD MEMBER/DIRECTOR	Signature
	Print name
CEO/MANAGER/AUTHORISED OFFICER	Signature
	Print name
Date submitted	

**CONTACTS**

<b>PRIMARY CONTACT INFORMATION</b> NOMINATE THE PERSON WHO CAN BE CONTACTED IN RELATION TO THIS APPLICATION.	Name of contract person	
	Job Title/Role within the Organisation	
	Main Phone Number	
	Mobile Phone Number	
	E-Mail Address	
<b>ALTERNATIVE CONTACT PERSON</b> NOMINATE THE PERSON WHO CAN BE CONTACTED IN RELATION TO THIS APPLICATION.	Name of contract person	
	Job Title/Role within the Organisation	
	Main Phone Number	
	Mobile Phone Number	
	E-Mail Address	
<b>ADMINISTRATIVE ADDRESS OF ORGANISATION</b>	Line 1	
	Line 2	
	Line 3	
	County	
	Eircode	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>REGISTERED ADDRESS (IF DIFFERENT FROM ABOVE)</b>	Line 1	
	Line 2	
	Line 3	
	County	
	Eircode	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>