

## COMMUNITY SERVICES PROGRAMME CLÁR SHEIRBHÍSÍ POBAIL

# GUIDANCE NOTE

ON THE 2017 CSP EXPRESSION OF INTEREST (EOI) PROCESS  
AND EOI FORM

**MAY 2017**

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## 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 2: OVERVIEW OF THE 2017 EXPRESSION OF INTEREST CALL

### *Introduction*

A commitment of an additional €1m was announced in Budget 2017 to facilitate additional social enterprises to join the CSP. The Department of Social Protection now request expressions of interest from social enterprises who wish to be supported under the programme. This is a targeted call to be conducted via SICAP Programme Implementers (PIs) in recognition of the role that PIs play in supporting social enterprise under Goal 3 of the programme. SICAP PIs are well positioned to identify social enterprises who meet the eligibility requirements of the Call and to select one such enterprise from their SICAP Lot area to complete an EOI form. Completed EOI forms must be submitted to [cspeoi@pobal.ie](mailto:cspeoi@pobal.ie) by each PI by **5pm on Friday 30<sup>th</sup> June 2017**.

This call is focused on Strand 3 type services only. These are social enterprises who deliver services that meet a need in the community, particularly disadvantaged communities, and who use the CSP funding contribution to employ staff from specific disadvantaged target groups. The standard rule in CSP is that people from the target groups must make up at least 70% of the CSP funded FTE positions (excluding the Manager's position). This rule applies to all services funded under CSP regardless of whether they are categorised as Strand 1,2 or 3. What marks out Strand 3 type services from others is that employment creation and progression for members of the target group is as much a core objective as the delivery of the service itself. Some examples of service providers under this category in CSP include re-use and recycling businesses, grounds maintenance and security services, horticulture and food production businesses, and community cafés.

### *Stages in the EOI Process*

The EOI process will consist of a number of distinct stages as follows:

**Stage 1: Selection and Submission of the EOI:** SICAP Programme Implementers (PIs) will select one social enterprise in their SICAP Lot area for submission of an EOI. The selected social enterprise will then complete an EOI form which the SICAP PI must submit to [cspeoi@pobal.ie](mailto:cspeoi@pobal.ie) by **5pm on Friday 30<sup>th</sup> June 2017**. **It is important to note that submission of an EOI does not guarantee progression to the business planning stage of the EOI process.**

**Stage 2: Pobal Appraisal and DSP Decision:** Pobal will appraise the EOI submissions and make recommendations to DSP regarding the social enterprises to be invited to submit a Business Plan for consideration under CSP. **It is important to note that progression to the business planning stage is not a guarantee of funding support under CSP.** It is envisaged that organisations selected to submit a business plan will be notified in August/September 2017.

**Stage 3: Preparation and Submission of Business Plans:** Social enterprises that are successful in Stage 1 and 2 of the EOI process will progress to Stage 3 which involves the preparation and submission of a business plan to Pobal. It is on the basis of the appraisal of the business plan that Pobal will make a recommendation to DSP regarding a potential CSP contract offer. Social enterprises that progress to Stage 3 will be invited to a support event in relation to the business planning process with a deadline for final business plan submission in October/November 2017. .

### *Criteria for Selection*

To be considered under this targeted EOI call, social enterprises must:

- be a company limited by guarantee (CLG) or co-operative, or plan on adopting a CLG or co-operative structure if successful in the EOI process.
- be able to present clear evidence of being a fit with Strand 3 i.e. that they provide a service that meets a community need and are serious about providing employment opportunities for those most distant from the labour market.

- Be up and running and generating a traded income as a social enterprise with at least one set of audited accounts available for review, with evidence provided of the continued potential for generating traded income. Plan on using the CSP funding contribution to employ Full-Time Equivalents (FTEs) from one of the following named target groups:
  - Persons in receipt of disability allowance, invalidity pension or blind person's pension;
  - Travellers in receipt of jobseeker's payments or One Parent Family Payment;
  - Stabilised and recovering drug misusers;
  - People with convictions who are in contact with the Probation Service.
  - People who are homeless
  - Immigrants, legally allowed to work in Ireland, who are in receipt of jobseeker's payments or One Parent Family Payment
  - Long-term unemployed

Pobal will appraise submitted EOIs against the above criteria in order to identify those social enterprises that are a strategic fit with Strand 3 of the programme. Only those that clearly meet all of the above criteria will be recommended to progress to Stage 3 of the process.

Social enterprises that are currently in the planning phase, or who are not yet generating a traded income, are ineligible for consideration under the EOI process.

### ***Selecting a service***

In selecting one social enterprise per SICAP Lot to be considered for support under CSP, SICAP PIs should be cognoscente of due process and ensure that an open and transparent process is implemented locally. It is a matter for each PI to decide it's approach locally. It is expected that PIs will agree a selection process and inform relevant service providers about the EOI process. Relevant service providers locally should be afforded an opportunity to express their interest in being part of the CSP, with the PI making the selection in line with its agreed selection process. It is important that the selection process is documented.

### ***Submission of the EOI***

The EOI form must be completed by the selected social enterprise, and submitted to [cspeoi@pobal.ie](mailto:cspeoi@pobal.ie) by the SICAP PI, by **5pm on Friday 30<sup>th</sup> June 2017**. The following is a checklist for submission to Pobal:

- ✓ EOI Form
- ✓ 2016 Audited Financial Statements for the selected organisation
- ✓ Memo and Articles of Association or Co-op rules for the selected organisation

### ***Further queries***

If any SICAP PI or selected social enterprise has any further queries relating to the EOI call, please email [cspeoi@pobal.ie](mailto:cspeoi@pobal.ie) and your query will be responded to.



## SECTION 3: COMPLETING THE EOI FORM

SECTION 1		DESCRIPTION OF THE ORGANISATION	
1.1	<b>LEGAL NAME OF ORGANISATION</b> (as registered with the CRO or otherwise)	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.	
1.2	<b>BUSINESS OR TRADING NAME</b> (if different from above)	If the company has a different trading name, or the services are delivered by or known by another more commonly used name or term, it should be included here.	
1.3	<b>LEGAL FORM OF YOUR ORGANISATION?</b>		Simply tick the appropriate box to describe the company's legal form. All CSP funded companies must be either a company limited by guarantee or a co-operative. Social enterprises that have an alternative structure will only be considered if they are willing to meet the CSP legal status requirement should their EOI be successful.  Please submit a copy of Memorandum and Articles of Association of the Company or Co-op rules as appropriate.
	Type of organisation	Tick ✓ (select one)	
	1. Company Limited by Guarantee not having a Share Capital 2. Friendly/Industrial Provident Society 3. Other (please specify)		
1.4	<b>FINANCIAL OVERVIEW OF YOUR ORGANISATION</b>		
	INCOME		Value
		2016	2017
	Public funds – revenue	€	€
	Public funds – capital	€	€
	Income from service provision )	€	€
	Donations + Fundraising	€	€
	Other – not defined above	€	€
	Total	€	€
	Expenditure		Value
		2016	2017
	Wages	€	€
	Service inputs	€	€
	Overheads - utilities	€	€
Administration	€	€	
Other – not defined above	€	€	
Total	€	€	

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>				<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> <p>With respect to State or local authority funding received or committed, this question seeks to get a profile of the level of funds received.</p> <p>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)</p>	
	Programme/Department or agency		Status*	GRANT VALUE		
				Year Past		
				Current		
			€	€		
			€	€		
			€	€		
			€	€		
<b>TOTAL PUBLIC FUNDS RECEIVED</b>				€	€	
1.6	<b>CRO &amp; CHY REGISTRATION NUMBERS</b>				<p>This number is the Companies Registration Office number of the company</p>	<p>CHY No: If charitable status has been granted –</p>
1.7	<b>WEB ADDRESS</b>				Please include your website address.	

SECTION 2		DESCRIPTION OF SERVICES												
2.1	<b>OUTLINE THE PURPOSE OF YOUR BODY/ORGANISATION</b>	A brief description of the overall purpose of the organisation is sufficient.												
	<b>WHAT BEST DESCRIBES THE SERVICES PROVIDED BY YOUR ORGANISATION?</b>	Simply tick the boxes that best describe the services currently provided by your organisation												
	<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		
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2.2														
2.3	<b>WHAT IS THE CATCHMENT AREA OF 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 LOCATION(S) AT WHICH SERVICES ARE DELIVERED?</b>	Indicate the specific location at which the service is offered – for example “23 Main Street, Townname, County Mayo.												
2.5	<b>WHAT SERVICE IS PROPOSED FOR CSP SUPPORT?</b>	What we are looking for in this question is a short description of the services proposed to be supported via the CSP funding contribution. Services must be revenue generating.												
2.6	<b>HOW DOES THE SERVICE GENERATE A TRADED INCOME?</b>	Highlight how the service generates a traded income. What are charges based on? Who pays for the service?												
2.7	<b>HOW LONG HAS YOUR ORGANISATION BEEN DELIVERING THIS SERVICE?</b>	Identify the year the service commenced and any other relevant milestones.												

<p><b>2.8 WHAT NEEDS ARE BEING MET BY THE SERVICE AND HOW WERE THESE IDENTIFIED? WHO WILL BENEFIT FROM THE SERVICE?</b></p>	<p>The CSP will only award a contract where a genuine need is demonstrated by the applicant. Identify who benefits directly from service delivery. A brief description of the community who will benefit from the delivery of the service is sufficient. For example, it could be a specific cohort or target group, or it could be the wider community.</p>																																
<p><b>2.9 HOW IS THE PROPOSED CSP SERVICE CURRENTLY RESOURCED, INCLUDING STAFF (PAID AND UNPAID)?</b></p>	<p>This question relates solely to the service proposed for CSP support and no other aspects of the organisations services. Indicate how the service is currently resourced, and where the money for current staff comes from.</p>																																
<p><b>2.10 WHAT IS THE REVENUE GENERATION CAPACITY AND COSTS OF THE PROPOSAL?</b></p> <table border="1" data-bbox="131 558 751 1003"> <thead> <tr> <th rowspan="2">PROPOSED SERVICE</th> <th colspan="2">Value</th> </tr> <tr> <th>2016</th> <th>2017/20</th> </tr> </thead> <tbody> <tr> <td><b>INCOME</b></td> <td></td> <td></td> </tr> <tr> <td>Fees/charges</td> <td>€</td> <td>€</td> </tr> <tr> <td>Other financing</td> <td>€</td> <td>€</td> </tr> <tr> <td><b>TOTAL financing</b></td> <td>€</td> <td>€</td> </tr> <tr> <td><b>COST</b></td> <td>€</td> <td>€</td> </tr> <tr> <td>Wages</td> <td>€</td> <td>€</td> </tr> <tr> <td>Service/input costs</td> <td>€</td> <td>€</td> </tr> <tr> <td><b>TOTAL costs</b></td> <td>€</td> <td>€</td> </tr> <tr> <td>Surplus/deficit</td> <td>€</td> <td>€</td> </tr> </tbody> </table>	PROPOSED SERVICE	Value		2016	2017/20	<b>INCOME</b>			Fees/charges	€	€	Other financing	€	€	<b>TOTAL financing</b>	€	€	<b>COST</b>	€	€	Wages	€	€	Service/input costs	€	€	<b>TOTAL costs</b>	€	€	Surplus/deficit	€	€	<p>Provide your best estimates and the basis of which these estimates were generated.</p>
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<p><b>2.11 WHAT LEVEL OF STAFFING SUPPORT IS BEING SOUGHT FROM THE CSP?</b></p>	<p>This should be expressed in terms of 1 manager and x FTE positions.</p>																																
<p><b>2.12 WHAT TYPE OF STAFFING ROLES ARE ENVISAGED USING THE CSP CONTRIBUTION?</b></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 WHAT TARGET GROUP DO YOU INTEND TO PROVIDE EMPLOYMENT FOR UNDER THE CSP PROGRAMME</b></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>• Long-term unemployed</li> </ul>																																