eTOWNZ

The Smart Community Management Manual

Chapter 2 - 1.1b) Mental Health

Email info@etownz.com for queries or visit us at www.etownz.ie

Introduction

eTownz has partnered with a number of highly respected research organisations in Ireland and the EU on research projects in the community development and health spaces over the past eight years. The Smart & Engaged Community Management framework was formed based on this research and the guidance of Dr. Maura Farrell of NUIG and Dr. Maura Adshead of UL.

The framework is designed so that it can be applied to any community and under any thematic area of community development. This manual is created using the dynamic "eTownz Knowledge Hub" database which is continually updated with new project ideas and other useful information. If you would like to contribute new ideas please contact us on info@etownz.com.

This manual can be used as a standalone document or used along with eTownz Community Management Portal.

Who is involved and what is the structure?

Coordination Team

The Coordination Team facilitates coordination and knowledge sharing between different Town Teams. Highly committed Stakeholders experienced in community development are strongly encouraged to join the Coordination Team. Town Teams should retain independence and responsibility for their own areas.

Town Teams

Town Teams are inclusive smart local teams focused on specific aspects of local development. Town Teams link like minded people together to develop and implement solutions to community problems.

Stakeholders

A stakeholder can be a business, club, public service provider or interested local people. A stakeholder may represent one or more of these interests. All the stakeholders are invited to join a community council.

Core Town Teams x4

Members are invited to form Town Teams related to each of the four main community development Pillars. These are:

1. Health, Recreation & Quality of Life

2. Environment & Sustainability

3. Business & Employment

4. Infrastructure, Planning & Governance

Every participating community should aim to have, at minimum 3 to 6 people on each of the four, top-level Town teams.

Town Teams

Specialist Town Teams are invited to form teams related to specific areas under the four main Pillars. Members of the council are invited to join the Town teams that are relevant to them.

Members of the action team follow the structured format of the smart community framework. They decide their work schedule as a team, creating and implementing local action plans together.

How to use this manual to build a local action team?

The Coordination Team will introduce like-minded stakeholders who wish to form Town teams. The action team then follows a 5-step format illustrated below to compile a "Smart Community Action Plan" for their team. The then follows a 5-step format illustrated below to compile a "Smart Community Action Plan" for their team. The plans can be updated internally throughout the year.

Town teams are invited to submit their plan for the coming 12 months annually. This will be integrated into the overall community plan for the year, compiled before the community AGM.

The AGM helps align the various Town teams and encourage cross-community collaboration on implementation of the plan for the year.
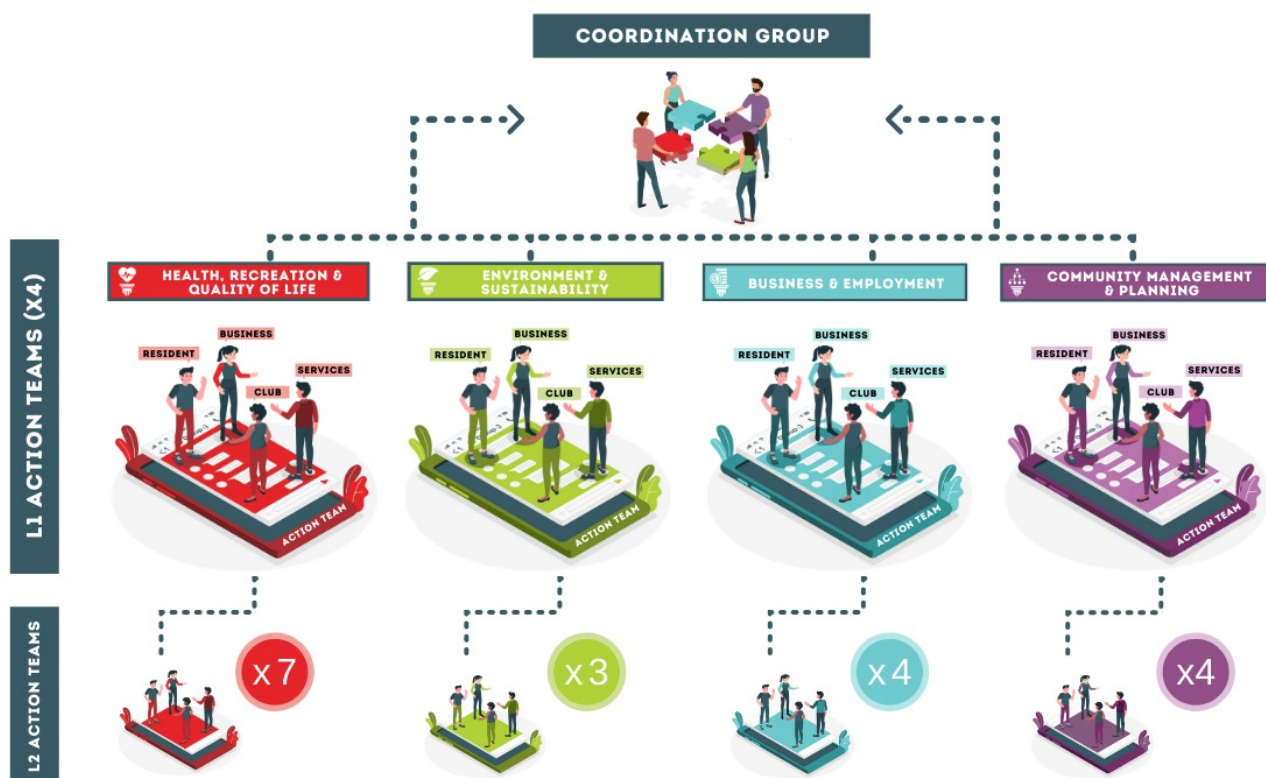
Step 1: Stakeholder Review

The table below can be used by your team to help identify the stakeholders related to this theme. The stakeholders should be invited to provide their ideas, opinions and to join the local action team to help collaborate on initiatives.

Actions

a. Manage a register of local assets

b. Survey local opinions/ideas

c. Recruit & engage local action team

Outcomes

a. Top down understanding of local stakeholders

b. Bottom up understanding stakeholder perspectives

c. Expand team, increase ambitions, plan succession

	Title	Type	#	Comment
	Alternative Medicine (S498)	Business		
	Counselling & Mental Health (S502)	Business		
	Centre for Displaced People (S41)	Public Service		
	Council Cycling Officer (S768)	Public Service		

Local Development Company (S146)	Public Service		
Mental Health Support Services (S157)	Public Service		
Regional Sports Partnership (S769)	Public Service		
School - Primary / National (S161)	Public Service		
School - Secondary (S203)	Public Service		
Special Needs Assistants (S216)	Public Service		
Special Needs Transport (S218)	Public Service		
Baking Club (S274)	Club / Group		
Board game Club (S275)	Club / Group		
Carers Group (S227)	Club / Group		
Comedy Club (S303)	Club / Group		
Cycling Club (S363)	Club / Group		
Dance Club (S282)	Club / Group		
Do It Yourself Club (S283)	Club / Group		
Drawing Club (S285)	Club / Group		
Equestrianism Club (S323)	Club / Group		
GAA Club (S96)	Club / Group		
Golf Club (S581)	Club / Group		
Kayaking Club (S350)	Club / Group		
Meals on Wheels (S153)	Club / Group		

	Music Club (S296)	Club / Group	
	Painting Club (S297)	Club / Group	
	Photography Club (S314)	Club / Group	
	Pottery Club (S298)	Club / Group	
	Running Club (S366)	Club / Group	
	Sailing Club (S367)	Club / Group	
	Soccer Club (S212)	Club / Group	
	Surfing Club (S332)	Club / Group	
	Walking Club (S374)	Club / Group	
	Weight Training Club (S269)	Club / Group	
	Woodworking Club (S306)	Club / Group	
	Yoga Club (S307)	Club / Group	
	Youth Clubs (S256)	Club / Group	
	Carers (S838)	Individual	
	Parents (S828)	Individual	
	Persons with: Addiction Problems (S835)	Individual	
	Persons with: Intellectual Difficulties (S837)	Individual	
	Pregnant women (S829)	Individual	
	Retired persons (S827)	Individual	

	Title		
	Secondary School Student (S844)	Individual	
	Teenagers (S825)	Individual	
	Unemployed (S831)	Individual	
	University Student (S845)	Individual	

Step 2: Asset Review

Use the table below to help build the record list of assets in your area. Use the eTownz portal or a spreadsheet to register your local assets, discuss conditions and how the assets can be better utilised in the community.

a Update register of local assets

b Undertake assessment of local assets

c Profile & discuss local assets

2. Asset Review

a Thematic database of all local assets

b Better understand, develop & maintain local assets

c Forum for cross community collaboration

	Title	#	Comments
	Beach (A575)		
	Community Health Scheme (A63)		
	Intercultural Centres (A123)		
	Leisure Centre (A139)		
	Private Hospital (A787)		
	Public Hospital (A117)		
	School (A849)		

Step 3: Goals & Metrics Review

Understanding the goal for each action team and attributing relevant metrics is a key part of the Smart Community Management Framework. Below we provide suggested goals and metrics. Please use these as a support to define goals and metrics that work for your community. In the plan, the action team should define how often the goals are to be reviewed and how often the metrics collected.

a. Agree suitable goals & metrics
b. Coordinate data collection
c. Compare & analyse performance to help plan

3. Goals & Metrics Review

a. Helps focus local action teams
b. Leverage data for better decision making
c. Compare project outputs to planned goals

Title	How is this data collected	Comment	☑
To Add (M80)			☐

	Title	Summary	☑	Comment
	Team Building, Management & Metrics - (G4)	Create and develop a local action group who can drive activities in the area. Encourage the group to gain a greater understanding of local barriers and opportunities and formulate a realistic plan for future activities. The town team can be small or large and decide its own format. The team may take on its own projects or simply meet occasionally to help coordinate activity among related groups. The team could be comprised of local residents, businesses, club or public service representatives. The team structure can be simple to start with and decide how often they should meet as they see fit. The team should focus initially on improving the overall understanding of where the challenges and opportunities lie and then help coordinate groups with common interests. There is also a wide variety of supports available and the team can help ensure the community can take advantage when these supports become available.	☐	
		There are a range of services that can be accessed locally, regionally or nationally to support people that require mental health support	☐	

	Awareness, Understanding & Skills - (G5)	require mental health support. Create a clear list of all these services and distribute locally on a regular basis. Including in this goal is supporting other mental health organisations activities and promotions.		
	Preserve, Support & Develop - (G6)	Bullying and related crimes can put significant psychological pressure on people and have a range of negative effects on their victims. Such crimes affect children, teenagers and adults. Working with local and regional interest groups implement programs to raise awareness of the issues and provide people with details of where they can access support when required. ****** Support Suicide Prevention Initiatives Enhance the support for young people who are vulnerable to suicide. *Improve the continuation of community level responses to suicide through planned, multi-agency approaches. * Ensure that accurate information and guidance on effective suicide prevention are provided for community-based organisations (e.g. family resource centres, sporting organisations). * Ensure the provision and delivery of training and education programmes on suicide prevention to community-based organisations.	☐	

Step 4: Project Register & Planning

The action team should begin this section by taking consideration of the projects undertaken in the past 2 years, the currently active projects as well as project ideas for the future. Use the eTownz portal to conduct an online discussion on this topic. We also provide a suggested format for huddles related to this.

a Add new & update existing projects in project register

b Review completed projects, document learnings & celebrate successes

c Discuss, agree, prioritise and schedule projects for the coming year

4. Project Register & Plan

a Continual cycle of new idea generation & team building

b Teams learn from experience & pass on best practise to others

c Agree, realistic actions plans to better coordinate

Goal: Team Building, Management & Metrics - (G4)

Create and develop a local action group who can drive activities in the area. Encourage the group to gain a greater understanding of local barriers and opportunities and formulate a realistic plan for future activities. The town team can be small or large and decide its own format. The team may take on its own projects or simply meet occasionally to help coordinate activity among related groups. The team could be comprised of local residents, businesses, club or public service representatives. The team structure can be simple to start with and decide how often they should meet as they see fit. The team should focus initially on improving the overall understanding of where the challenges and opportunities lie and then help coordinate groups with common interests. There is also a wide variety of supports available and the team can help ensure the community can take advantage when these supports become available.

Related Project Ideas	Rate	Comments
Training/Information On Health (P19): Implement local training and information programmes in schools and within the community to increase the awareness of issues relating to community health and well-being. (Case Study: 207) Youth Mental Health		
Women Social Club (P393): A club where women from a variety of backgrounds can come togther. This can help with issues such as cultural integration and social isolation. (Case Study: 124) The Women's Friendship Group - The Vine Centre, Nottingham		
Mental Health Forum (P401): A local form where myths and misconceptions about mental illness are challenged. This can help to remove barriers to recovery. (Case Study: 133) The Chair Project: On the Edge		
Supports for Dementia Patients (P406): Arrange a number of acitvities such as music sessions and workshops that can help those with dementia. (Case Study: 138) Azure at St Gabriel's		
Mental Health in Care Settings (P413): Provide art projects to those with mental health issues who are in some sort of institutional care. They can be supported to engage in art works. (Case Study: 144) Iontas arts and mental health programme		

Goal: Awareness, Understanding & Skills - (G5)

There are a range of services that can be accessed locally, regionally or nationally to support people that require mental health support. Create a clear list of all these services and distribute locally on a regular basis. Including in this goal is supporting other mental health organisations activities and promotions.

Related Project Ideas	Rate	Comments
Training/Information On Health (P19): Implement local training and information programmes in schools and within the community to increase the awareness of issues relating to community health and well-being. (Case Study: 207) Youth Mental Health		
Mental Health Awareness Programme (P293): Create a series of events to increase the awareness of the importance of positive mental health in the locality. (Case Study: 15) Limerick Mental Health Awareness		
Public Awareness Talks (P294): Arrange a series of talks in partnership with local organisations and charities with regard to mental health.		
Social Exclusion Workshop (P346): Workshops that can discuss the issue of social and provide solutions.		
Mental Health Forum (P401): A local form where myths and misconceptions about mental illness are challenged. This can help to remove barriers to recovery. (Case Study: 133) The Chair Project: On the Edge		
Mental Health Workshop For Youth (P403): A workshop or seminar offering young people advice on how to maintain and promote their mental health. (Case Study: 135) The Music of What Happens: A Student's Guide to Arts and Health (Case Study: 189) Creative Use of Digital Media: Developing the Skills of Young People (Case Study: 198) Work with schools and youth organisations		
Older people's guide to sustainability (P404): The older generation lived in a more sustainable way and their knowlede on the issue can be collected by younger people. This could be published or uploaded onto a website. (Case Study: 136) Wise Ways		

(Case Study: 135) Wise Ways		
Supports for Dementia Patients (P406): Arrange a number of acitvities such as music sessions and workshops that can help those with dementia. (Case Study: 138) Azure at St Gabriel's		
Drama Project On Mental Health (P411): People with mental health conditions can dramatise their challenges and how they overcame them. (Case Study: 142) Silver Strands		
Children's Book on Mental Health (P414): A book written and produced by local children on mental health, which can de-stigmatise mental health problems. (Case Study: 145) Bouncing Away		
Individual Health & Well-Being (P498): Focused on improving both community and individual health and well-being using a community development approach. (Case Study: 255) Niche's Community Arts for Health Programme (NCAfHP)		
Promote Mental Health (P582): The Arts on Prescription project was originally modelled on a scheme focusing on promoting good mental health through engagement with the arts delivered by Stockport Primary Care Trust. (Case Study: 161) Ashfield DC Arts on Prescription Goes for a walk case study		
Raise Awareness of Mental Health Prejudice Through Arts (P817): Create a consistent space in the national cultural calendar where citizens can be inspired through arts and cultural events to talk about mental health issues in a non-scripted manner (Case Study: 524) First Fortnight: Nefele Project		

Goal: Preserve, Support & Develop - (G6)

Bullying and related crimes can put significant psychological pressure on people and have a range of negative effects on their victims. Such crimes affect children, teenagers and adults. Working with local and regional interest groups implement programs to raise awareness of the issues and provide people with details of where they can access support when required. ****** Support Suicide Prevention Initiatives Enhance the support for young people who are vulnerable to suicide. *Improve the continuation of community level responses to suicide through planned, multi-agency approaches. * Ensure that accurate

information and guidance on effective suicide prevention are provided for community-based organisations (e.g. family resource centres, sporting organisations). * Ensure the provision and delivery of training and education programmes on suicide prevention to community-based organisations.

Related Project Ideas	Rate	Comments
Local Mens Shed Group (P288): Establish a local Men's Shed group where men of all ages can gather to share skills/learn new skills and also chat in an open, welcoming and friendly environment. The Irish Men's Shed Association works towards a future where all men have the opportunity to improve and maintain their health and well-being by participating in a community Men's Shed.The local men's shed would be developed in response to the needs, as expressed by the Men in the locality making it easy for any locality to establish a shed. (Case Study: 493) Mulhuddart Men's Shed		
Suicide Prevention/Support Database (P291): Establish a database of all relevant stakeholders, groups, helplines, events and funders who are involved locally, regionally and nationally in suicide prevention and support.		
Rural Community Elderly Care Project (P390): A scheme to support the elderly. It could be managed by local people and staff by the local unemployed. (Case Study: 121) CareBright Rural Home Elder Care Service		
Arts for Discharged Mental Health Patients(P396): An arts programme that offers supports to those who have been insitutionalised or treated for serious mental health illnesses. (Case Study: 128) Arts In-Reach - Nottinghamshire Healthcare NHS Trust		
Promote Health (P488): A organisation which goal is to promote healthy lives and encourage well being within our town and re capture the word community. (Case Study: 445) Claremont Stadium – Sports – Social – Educational		
Installing 'Chat Benches' (P1013): or people who feel isolated in their daily lives especially during Covid19, the benches are an opportunity to make a connection with someone new. They also give people who want to help the lonely members of their community a way to do so.		

Step 5: Community Huddles & Implementation

Community Huddles cover a variety of different meetings types that take place throughout the year. This includes remote meetings, project planning or project implementation meetings. We provide a suggested one hour format for the main meeting types to help make best use of people's time.

a Organise an annual public "Community Huddle",

b Team agree huddle plans, coordination and implementation

c Present individual plan & celebrate

5. Implementation & Community Huddles

a Creates meaningful engagement between local Teams

b Short, actionable recurring meeting keep teams on track

c Measures success/progress
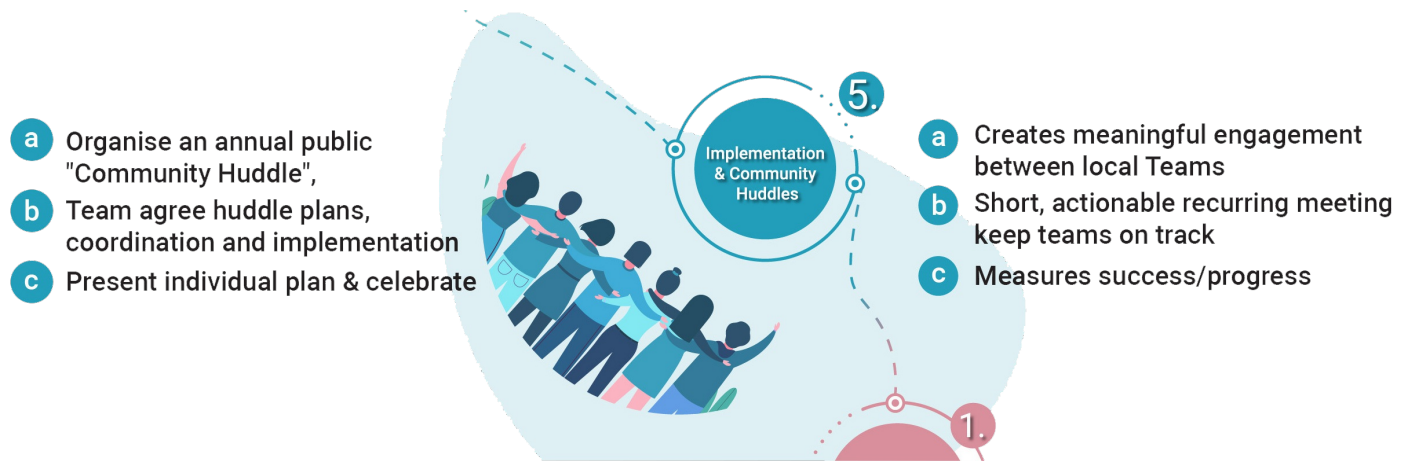
Relevant/Supporting Organisations

Title	Comment
Laois Connects Mental Health Week Promoting Positive Mental Health & Wellbeing	
South Tipperary Supports Mental Health, LGBTI, Addiction Promoting and Sign Posting Support Services available in South TIpperary	
Birr Mental Health Association We promote positive mental health and actively support persons coping with mental health difficulties in our community. Mentalhealthireland.ie	
Longford Mental Health Association (MHA) We aim to promote positive mental health and to actively support persons with a mental illness, their families and carers by identifying their needs and advocating their rights.	