

# The Smart Community Management Manual

## Chapter 16 - 1.4c) Home Provision



Email [info@etownz.com](mailto:info@etownz.com) for queries or visit us at [www.etownz.ie](http://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](mailto: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?

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## 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.



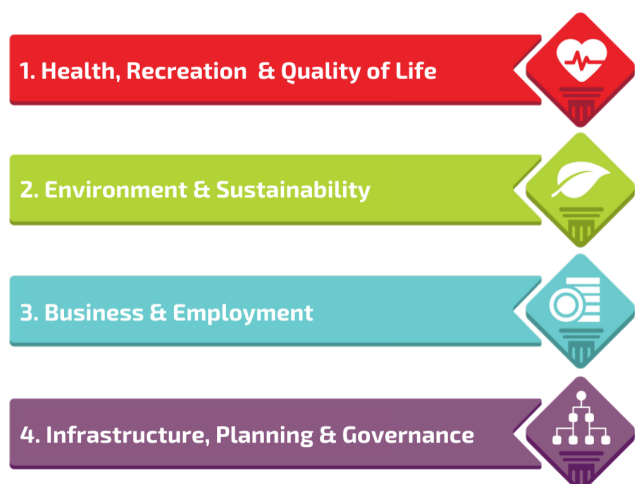
## Stakeholders

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

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



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

## Town Teams

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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.

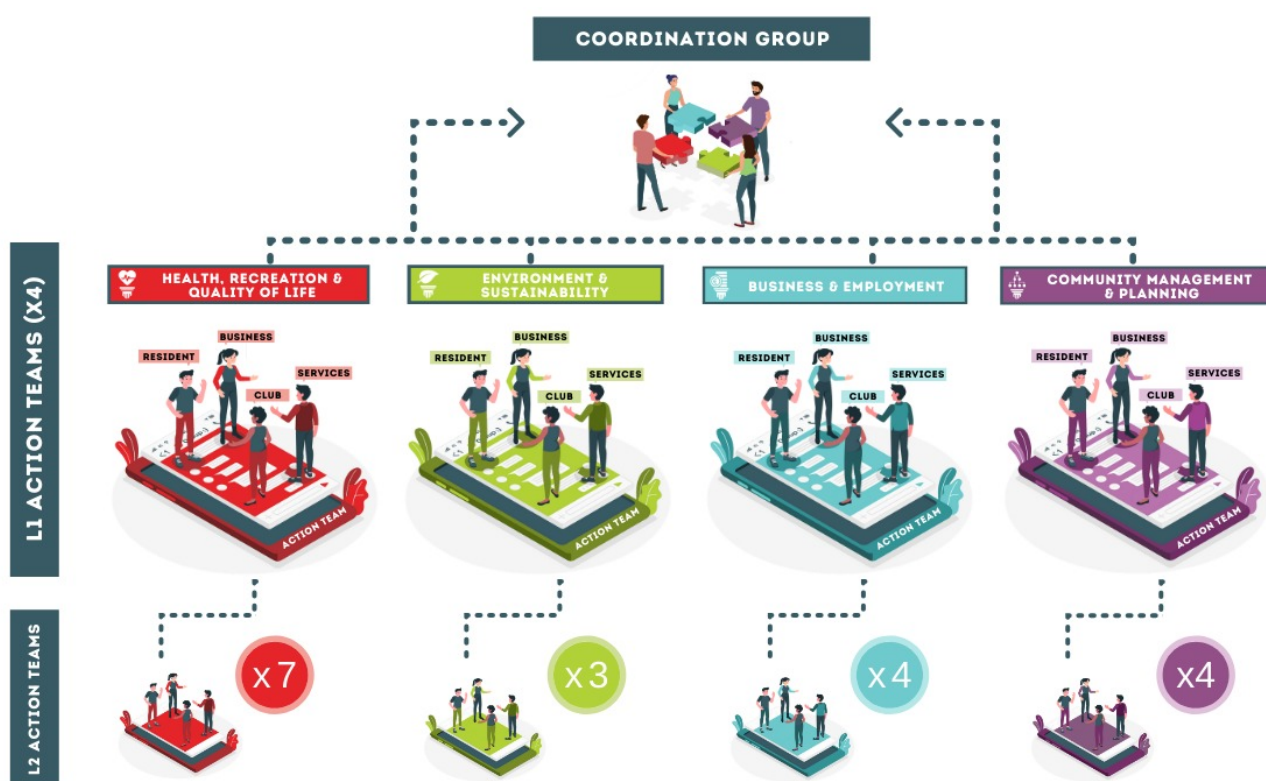
## How to use this manual to build a local action team?

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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





- Manage a register of local assets
- Survey local opinions/ideas
- Recruit & engage local action team



### Outcomes

- Top down understanding of local stakeholders
- Bottom up understanding stakeholder perspectives
- Expand team, increase ambitions, plan succession





	Title	Type	#	Comment
	Bed & Breakfast <a href="#">(S669)</a>	Business		
	Home Services <a href="#">(S115)</a>	Business		
	Hotels <a href="#">(S671)</a>	Business		
	Addiction Clinics <a href="#">(S2)</a>	Public Service		
	Community Health	Public Service		

	Community Housing Organisation ( <a href="#">S822</a> )	Club / Group		
	Migrant ( <a href="#">S846</a> )	Individual		
	Parents ( <a href="#">S828</a> )	Individual		
	Unemployed ( <a href="#">S831</a> )	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.



	Title	#	Comments
	Halting Site ( <a href="#">A108</a> )		
	Homeless Shelter ( <a href="#">A116</a> )		
	Hostel ( <a href="#">A119</a> )		
	Social Housing ( <a href="#">A213</a> )		

## 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



- 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	<input checked="" type="checkbox"/>
Number of Homeless (M24)	Affordable homes		<input type="checkbox"/>

	Title	Summary	<input checked="" type="checkbox"/>	Comment
	Team Building, Management & Metrics - (G46)	Initiate & develop a local team who can coordinate activities related to this theme. Support the team in gaining a greater understanding of local challenges, opportunities and help them formulate a detailed and achievable micro plan for the future. The town team can be small or large and determine its own level of activity. The team may take on its own projects or simply meet occasionally to help coordinate activity among related groups. The team can be comprised of local residents, businesses, club or public service representatives. The team structure can be simple to start with and can decide how often they should meet (e.g. weekly/monthly/quarterly) 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 activities and related projects. There is also a wide variety of supports available and the team can help ensure the community can take advantage of these supports when they become available.	<input type="checkbox"/>	
	Awareness, Understanding & Skills - (G47)		<input type="checkbox"/>	
		The provision of accessible and affordable housing for all members of a community is essential to the sustainability and development of any community. Affordable housing should be a priority for all members	<input type="checkbox"/>	





#### Preserve, Support & Develop - (G48)

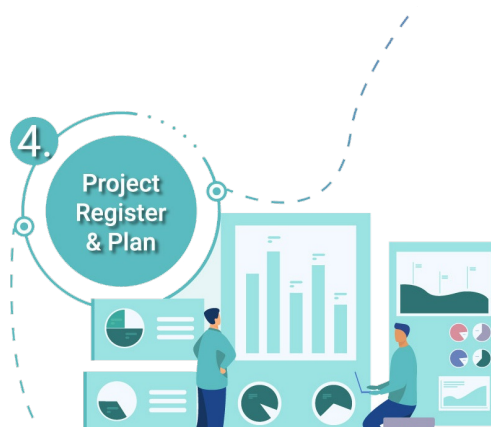
of a community, including the elderly, those with special needs and individuals who are unable to afford housing from their own resources. The lack of affordable and accessible housing in a community can lead to high rent burdens, overcrowding, substandard housing and housing insecurity for many families and individuals within a community. These issues can in turn result in an increase in issues of crime, anti-social behaviour and indeed a sense of insecurity and a lack of value within a community. To counteract these issues, accessible and affordable housing is a key issue that needs to be considered when planning the sustainability or development of any community.

\*\*\*\*\* Support People Experiencing Homelessness Develop projects to support those who are victims of homelessness There are a variety of social, financial and other negative effect of being made homeless. Working with local groups with expertise in this area, help improve the lives of those who are victims of homelessness in the area. \*\*\*\*\* Help Prevent Homelessness Implement measures to help prevent and reduce homelessness in the community Homelessness effects many community across the country. An important aspect of homeless plan is to develop initiatives to prevent people becoming homeless.

## 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



- 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 - (G46)

Initiate & develop a local team who can coordinate activities related to this theme. Support the team in gaining a greater understanding of local challenges, opportunities and help them formulate a detailed and achievable micro plan for the future. The town team can be small or large and determine its own level of activity. The team may take on its own projects or simply meet occasionally to help coordinate activity among related groups. The team can be comprised of local residents, businesses, club or public service representatives. The team structure can be simple to start with and can decide how often they should meet (e.g. weekly/monthly/quarterly) 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 activities and related projects. There is also a wide variety of supports available and the team can help ensure the community can take advantage of these supports when they become available.

Related Project Ideas	Rate	Comments
<b>Homelessness Action Plan (P34):</b> Draw up a plan to tackle homelessness in the community, consulting community groups and individuals as well as current policy guidelines and experts in the area.  <a href="#">(Case Study: 535)</a> Mid East Region Homelessness Action Plan		
<b>Cold Weather Risk Register (P324):</b> A community support network will help to identify households/individuals who may need additional supports during periods of cold weather. Community groups will identify the households /individuals within the area who would avail of their services. Members of this volunteer group would visit these homes and ensure that individuals (in particular the elderly) are coping sufficiently during cold weather conditions.		



## Goal: Awareness, Understanding & Skills - (G47)



## Goal: Preserve, Support & Develop - (G48)

The provision of accessible and affordable housing for all members of a community is essential to the sustainability and development of any community. Affordable housing should be a priority for all members of a community, including the elderly, those with special needs and individuals who are unable to afford housing from their own resources. The lack of affordable and accessible housing in a community can lead to high rent burdens, overcrowding, substandard housing and housing insecurity for many families and individuals within a community. These issues can in turn result in an increase in issues of crime, anti-social behaviour and indeed a sense of insecurity and a lack of value within a community. To counteract these issues, accessible and affordable housing is a key issue that needs to be considered when planning the sustainability or development of any community. \*\*\*\*\* Support People Experiencing Homelessness Develop projects to support those who are victims of homelessness There are a variety of social, financial and other negative effect of being made homeless. Working with local groups with expertise in this area, help improve the lives of those who are victims of homelessness in the area. \*\*\*\*\* Help Prevent Homelessness Implement measures to help prevent and reduce homelessness in the community Homelessness effects many community across the country. An important aspect of homeless plan is to develop initiatives to prevent people becoming homeless.

Related Project Ideas	Rate	Comments
<b>Establish a Community Safety Steering Committee (P27):</b> Establish a community safety steering committee		
<b>Community Housing Committee (P30):</b> Establish a community committee to explore the issue of community housing. For eample identify the housing needs of local people.		
<b>Audit of Community Housing (P31):</b> Carry out an community audit to determine if all sectors of the community are catered for in relation to community housing		
<b>Put A Community Housing Plan in Place (P32):</b> Put a community housing plan in place which identifies the specific needs of the community		



### Homelessness Action Plan (P34):

Draw up a plan to tackle homelessness in the community, consulting community groups and individuals as well as current policy guidelines and experts in the area.

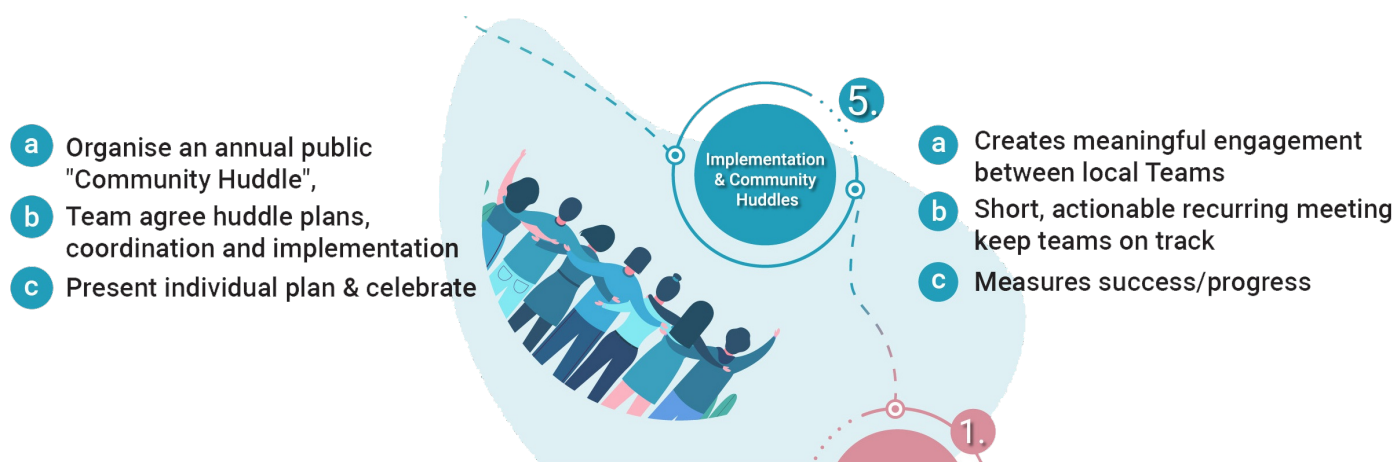
(Case Study: 535) Mid East Region Homelessness Action Plan

### Provide Mobile Showers (P775):

Homeless people don't always have easy access to fresh water and bathing facilities. Mobile shower unit travelling around the city – may help people to stay clean, this could help them in the search for jobs and housing, by boosting their self-esteem.

## 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.



### Sample Local commitments

#### Direct Service Provider



- To Offer Professional Skills Directly/ Assist in job Training: ☐  
Utilize your professional services and skills to mentor/support disadvantaged people.

#### I live locally



- To Become an Advocate for Homelessness: ☐  
Before you do anything else, educate your friends and family about the realities of homelessness. Help to lessen the stigma around

homelessness