

The Smart Community Management Manual



Chapter 19 - 1.5a) Visual / Hearing Impairment



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:



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.

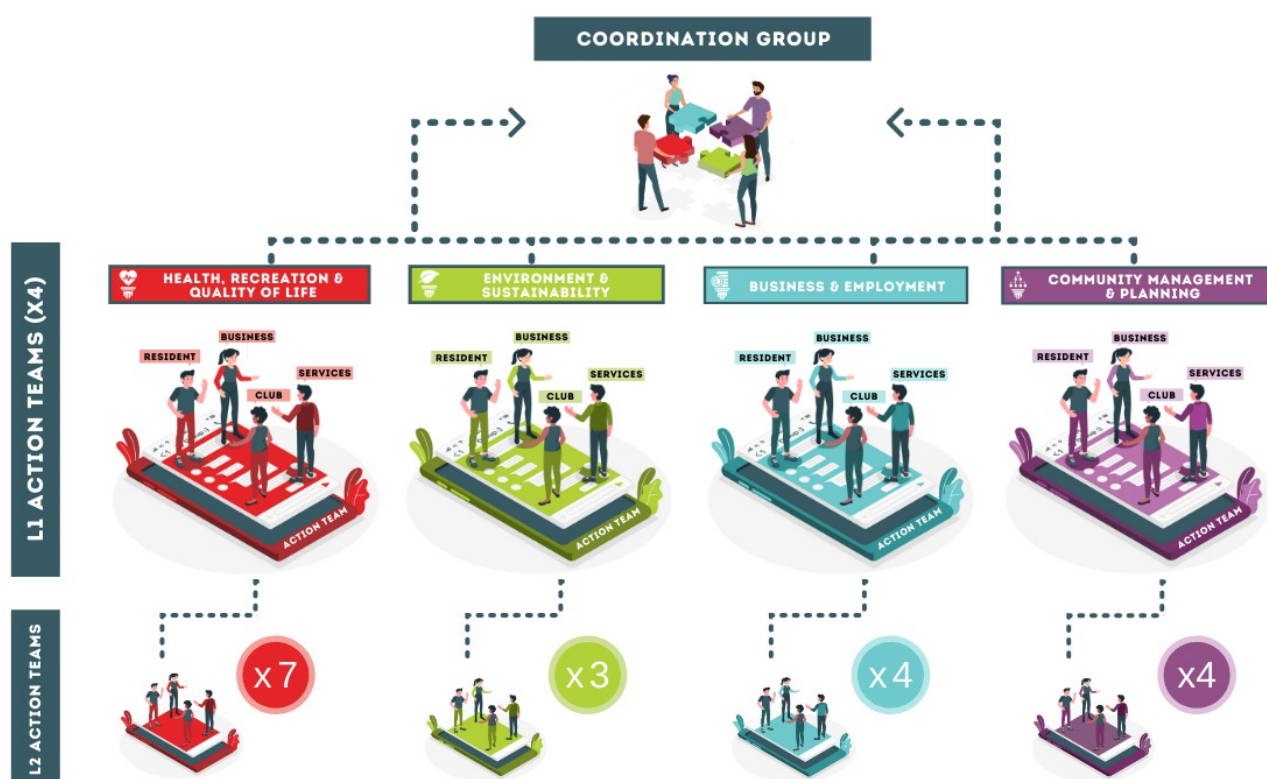
Members of the action team follow the structured format of the smart community framework. They decide their work schedule as a team, creating and implementing local action plans together.

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


- 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
	Opticians (S511)	Business		
	Special Needs Assistants (S216)	Public Service		
	Special Needs Teacher (S217)	Public Service		
	Special Needs Transport (S218)	Public Service		

	Book Club (S22)	Club / Group		
	Walking Club (S374)	Club / Group		
	Carers (S838)	Individual		
	Persons with: Physical Impairment (S836)	Individual		
	Retired persons (S827)	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



- a Thematic database of all local assets
- b Better understand, develop & maintain local assets
- c Forum for cross community collaboration

	Title	#	Comments
	Community Health Scheme (A63)		
	Private Hospital (A787)		
	Public Hospital (A117)		
	Public Seating (A182)		
	Social Housing (A213)		

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	<input checked="" type="checkbox"/>
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	Title	Summary	<input checked="" type="checkbox"/>	Comment
	Team Building, Management & Metrics - (G55)		<input type="checkbox"/>	
	Awareness, Understanding & Skills - (G56)		<input type="checkbox"/>	
	Preserve, Support & Develop - (G57)	***** Provide Social & Health Support to the Visual/Hearing Impaired Ensure that those with visual or hearing impairment have access to suitable social, health and employment support services	<input type="checkbox"/>	

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

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 - (G55)

Related Project Ideas	Rate	Comments
<p>Promote Participation in Community (P110): Explain to community how to get involved in local issues and how local governance works. For example through workshops and presentations.</p> <p>(Case Study: 226) Local Democracy in Strasbourg (France)</p>		
<p>Identify Local Infrastructure Needs (P126): Survey business owners regarding local broadband and other services and help identify area that need improvement more specifically to areas that affect impaired persons.</p>		
<p>Integration of Visually Impaired (P570): A Latvian association that promotes social integration of visually impaired people, used EAFRD support to purchase 3D printing equipment for producing signs, maps and educational material.</p> <p>(Case Study: 295) Purchase of 3D printing Equipment for Increasing Quality of Services to the Visually Impaired</p>		



Goal: Awareness, Understanding & Skills - (G56)

Related Project Ideas	Rate	Comments
<p>Road Safety Awareness (P329): Organise for members of the road safety authority to come out and give a talk to students both in primary and secondary schools targeting the youth before they start driving. These talks could also be given to older groups in the community.</p>		
<p>Study Youth Arts Groups (P426): A study of how art can be used to help youth and to</p>		

deal with issues such as social exclusion.

[\(Case Study: 158\)](#) Being Here – Youth Focused Arts



Goal: Preserve, Support & Develop - (G57)

***** Provide Social & Health Support to the Visual/Hearing Impaired Ensure that those with visual or hearing impairment have access to suitable social, health and employment support services

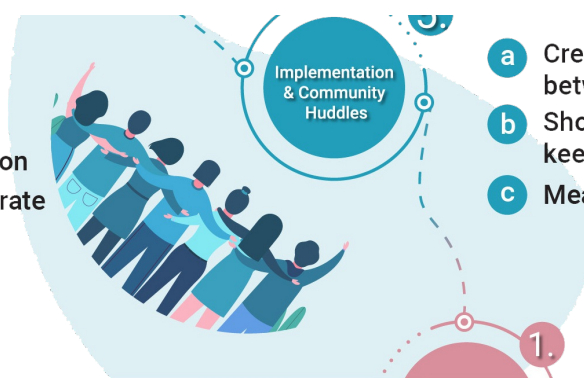
Related Project Ideas	Rate	Comments
Inclusion in Sports Clubs (P314): Start by checking in with the various organisations around the area and see if they are inclusive to people with special needs, people who are on the fringes of the community, disadvantaged people, new residents in the area. For example discuss with local sports club, how many people with special needs are members.		
Road Safety Workshops (P330): Ask members of the community to volunteer one or twice a week to hold workshops and, or give driving lessons for local youth in a designated safe environment.		
Family Support Scheme (P462): A scheme to support local families, for example information evenings. This could help families to have better health and other outcomes. (Case Study: 191) SPECS early intervention project		
Government Friendly Benefit Scheme (P481): A system which wants all the money which is spent to stay in the community. (Case Study: 262) Kilkenny Chamber Gift Vouchers		

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



- a Creates meaningful engagement between local Teams
- b Short, actionable recurring meeting keep teams on track
- c Measures success/progress

Appendices: Additional Info

Quick Win Projects

Summary	<input checked="" type="checkbox"/>
Organise a buddy companion for invalids: Organise a buddy companion for invalids/ people with disabilities	<input type="checkbox"/>
Organise local carer visits: Organise local carer visits, these visits could be done weekly.	<input type="checkbox"/>
Provide A Sign Language Teacher : Have a sign language teacher hold classes in the town	<input type="checkbox"/>