

# The Smart Community Management Manual

## Chapter 21 - 1.5c) Cognitive or Learning Disabilities



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## 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.

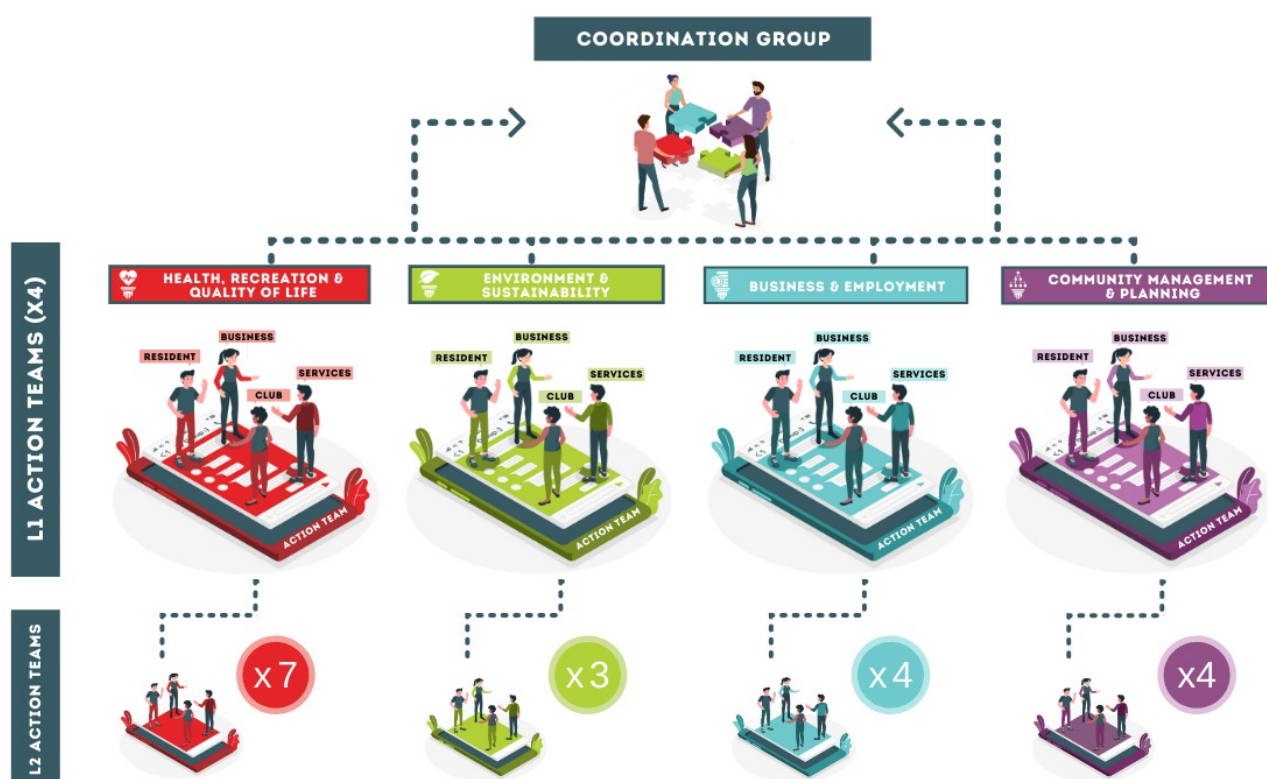
## How to use this manual to build a local action team?

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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
	Afterschool Service ( <a href="#">S4</a> )	Business		
	School - Junior / Pre ( <a href="#">S177</a> )	Public Service		
	School - Secondary ( <a href="#">S203</a> )	Public Service		
	School - Special Needs Children ( <a href="#">S754</a> )	Public Service		

	Special Needs Assistants <a href="#">(S216)</a>	Public Service		
	Special Needs Teacher <a href="#">(S217)</a>	Public Service		
	Special Needs Transport <a href="#">(S218)</a>	Public Service		
	Carers <a href="#">(S838)</a>	Individual		
	Persons with: Intellectual Difficulties <a href="#">(S837)</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
	Private Hospital <a href="#">(A787)</a>		
	Public Hospital <a href="#">(A117)</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
- a Helps focus local action teams

- b Coordinate data collection
- c Compare & analyse performance to help plan



- 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 - (G61)		<input type="checkbox"/>	
	Awareness, Understanding & Skills - (G62)		<input type="checkbox"/>	
	Preserve, Support & Develop - (G63)	***** Maintain Physical, Mental & Emotional Wellbeing of the Cognitive/Learning Impaired Ensure that those with cognitive and learning impairment are supported to achieve and maintain the best possible physical, mental and emotional well-being,	<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 coming year



- 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 - (G61)

Related Project Ideas	Rate	Comments
<b>Identify Local Infrastructure Needs <a href="#">(P126)</a>:</b> Survey business owners regarding local broadband and other services and help identify area that need improvement more specifically to areas that affect impaired persons.		
<b>Inclusion in Sports Clubs <a href="#">(P314)</a>:</b> 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.		
<b>Provide Arts For The Vulnerable <a href="#">(P399)</a>:</b> Provide arts workshops to at risk groups and integrate them into the cultural life of the community  <a href="#">(Case Study: 131)</a> Access to Arts - Double Impact		



## Goal: Awareness, Understanding & Skills - (G62)

Related Project Ideas	Rate	Comments
<b>Road Safety Awareness <a href="#">(P329)</a>:</b> 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.		



## Goal: Preserve, Support & Develop - (G63)

\*\*\*\*\* Maintain Physical, Mental & Emotional Wellbeing of the Cognitive/Learning Impaired Ensure that those with cognitive and

Cognitive/Learning Impaired Ensure that those with cognitive and learning impairment are supported to achieve and maintain the best possible physical, mental and emotional well-being,

Related Project Ideas	Rate	Comments
<b>Safety Audit of Infrastructure (P333):</b> Organise a group of volunteers to complete an audit on the infrastructure in the local area and make a list of anything that might need to be updated or changed i.e. roads, potholes, children crossing, traffic lighting, dangerous stretches of roads, blind spots, bridges		
<b>Care Farm Project (P440):</b> A farm where people with intellectual and other challenges can interact with animals and nature. This can be very beneficial to them.  <a href="#">(Case Study: 171)</a> Social Farming in the Netherlands		
<b>Family Support Scheme (P462):</b> A scheme to support local families, for example information evenings. This could help families to have better health and other outcomes.  <a href="#">(Case Study: 191)</a> SPECS early intervention project		

## 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.

