

The Smart Community Management Manual

Chapter 24 - 1.6c) Cultural Integration



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.

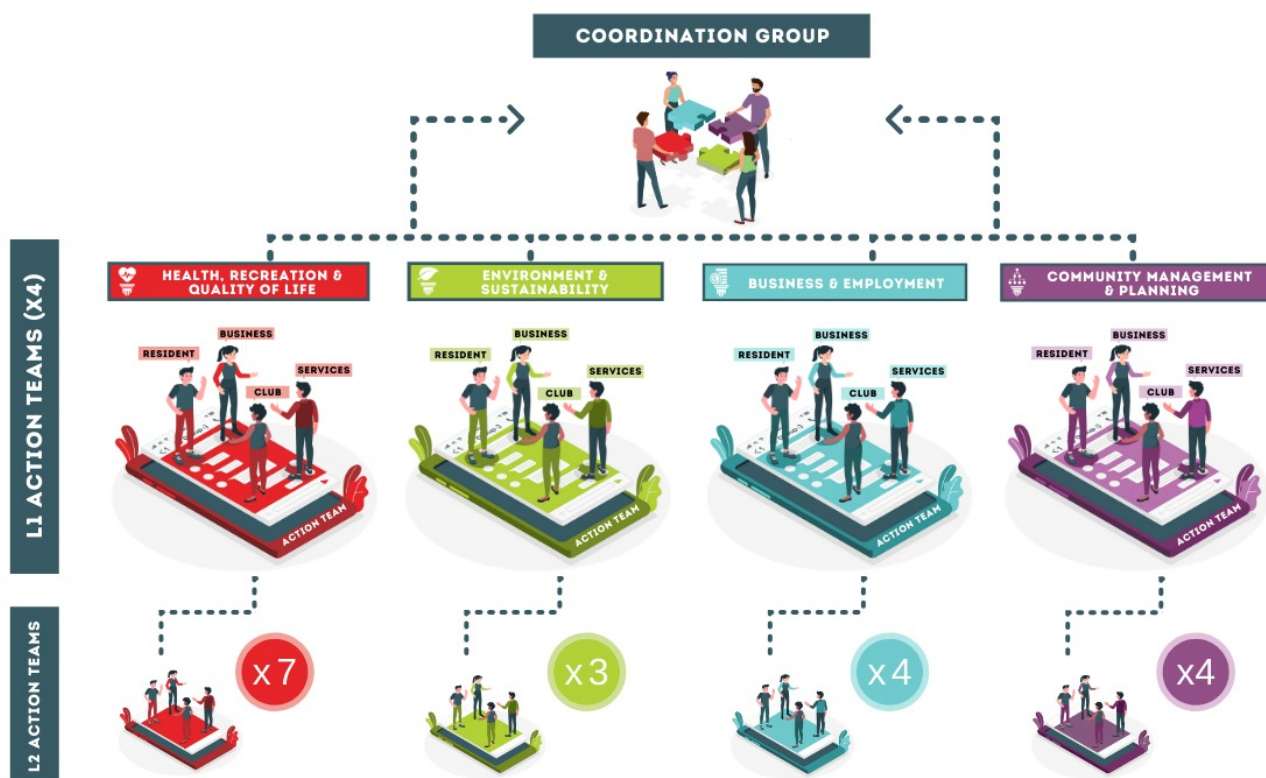
Members of the action team follow the structured format of the smart community framework. They decide their work schedule as a team, creating and implementing local action plans together.

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




- 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
	Accredited Museums (S667)	Public Service		
	Centre for Displaced People (S41)	Public Service		
	School - Primary / National (S161)	Public Service		
	School - Secondary (S203)	Public Service		

	Comhaltas Group (S52)	Club / Group		
	Community Games Committee (S61)	Club / Group		
	Migrant (S846)	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
	Church (A46)		
	Community Centres (A56)		
	Community Coffee Shop (A57)		
	Genealogy Research Centre (A100)		
	Intercultural Centres (A123)		
	Library (A140)		
	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.



Title	How is this data collected	Comment	<input checked="" type="checkbox"/>
Number of proposed/planned events (M52)	- Create and manage a local event timetable - Periodically categorise and county event types		<input type="checkbox"/>
Number of active Irish speakers (M53)	Reference census data		<input type="checkbox"/>
Interest in commencing Irish speaking (M54)	Community Survey		<input type="checkbox"/>
Number of Asylum seeker in the local area (M55)	Liaise with the relevant local public sector body to help determine this figure.		<input type="checkbox"/>
Invite collaborations between different cultural groups (M56)	Through feedback from relevant members of the community (via surveys, interviews or other feedback mechanisms).		<input type="checkbox"/>
Number of creative/arts events that occur annually (M57)	- Using community events list, categories and count the events related to arts/creative sector.		<input type="checkbox"/>

	Title	Summary	<input checked="" type="checkbox"/>	Comment
		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	<input type="checkbox"/>	



Team Building, Management & Metrics - (G70)

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.



Awareness, Understanding & Skills - (G71)

Participatory arts and culture programmes have been used as a tool to develop community and an understanding of what a 21st century community looks like (Kay 2000). Positive benefits from programmes like 'arts in the community' include: skills development, expression, communication, networking, greater understanding and identity building. Understanding and accepting community diversity allows for more vibrant places to live (Kay 2000).



Preserve, Support & Develop - (G72)

The sense of isolation was compounded by the frustration of not being able to work. The lack of opportunity to work was seen as contributing to isolation and the sense of marginalisation, compounding the sense of their lack of entitlement to having their needs met. ***** Helping Refugee and Asylum Seeker To help refugees and asylum seekers integrate within the community and partake in local activities. In recent years, the number of refugee and asylum seeker has increased worldwide. As part of EU deal, Ireland will host a considerable number of asylum seekers while government agencies will provide all necessary help, volunteer and NGO's in the community also can offer assistance to the asylum seeker in their local area. ***** Employment Opportunities for Refugee and Migrants. Increase employment opportunities for migrants and explore ways in which they can add value to local businesses Making links between local employers and skilled refugees by setting up an entrepreneurship agency and

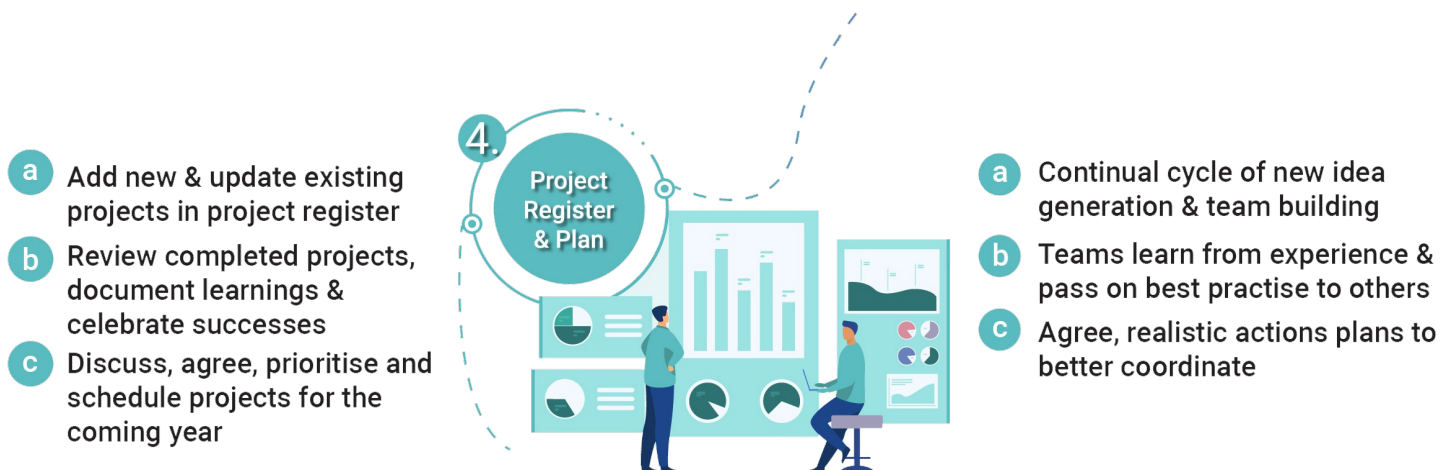


entrepreneurship agency, and providing them with information to build their own business *****

Services for Reguees and Asylum Seekers To make provision for the basic services to destitute refugees and asylum seekers including health and welfare. Refugees and asylum seekers fled from their country of origin because of the war and political crisis. They often have no access to their belonging such as money, land and other property. Therefore, they are in a destitute situation.

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.



Goal: Team Building, Management & Metrics - (G70)

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
Register of Irish Speakers/Educators (P147): Develop local directory of Irish speakers/educators		
Migrants and Sports Clubs (P269): An effort to participate refugee and migrants in local clubs, such as GAA, hurling, Rugby etc. facilitate integration process of young refugees and asylum seekers into the local community. . (Case Study: 37) GAA club's integration policy pays off in Ireland's most ethnically diverse town		
Mental Health for Refugees (P274): The Asylum Seeker Mental Health Consultation service helps asylum seekers to understand their unique circumstances, mental health service assist them to understand negative thinking and support them to look after themselves with practical and professional support. it also assist them with planning for the future, offering emotional and practical support often in difficult circumstances. (Case Study: 32) Review of Current Research on the Health of		
Providing Family Reunification Assistant (P276): Persons granted refugee status are entitled to apply for family reunification for additional family members. This process takes a legal procedure and involves bureaucratic works that are not possible for a newly arrived refugee to deal with.		
Bring Together Natives & Immigrants (P562): This project will bring together locals and those born abroad through baking (Case Study: 282) Cross-cultural integration through traditional baking in Sweden		
Establish Local Integration (P581): Establishing a network of local integration actors between partner regions and offering them an opportunity to exchange knowledge and experiences. (Case Study: 429) Immigrant integration in rural areas		
Develop Regional Competences (P586): The 'RIKK' project aimed to develop regional, intercultural competences, for a more unified approach to many initiatives supporting better integration of immigrants. (Case Study: 273) RIKK - Fostering intercultural dialogue and understanding		

Introduce A Cooking Workshop (P618):

In order to foster citizens' interaction and social cohesion in your area, introduce cooking workshops for the citizens .

[\(Case Study: 406\)](#) GAL'otte – fostering networking between citizens

Develop An Integration Team (P642):

Develop an integration team facilitated by people from different backgrounds. A project working directly with people in a community through groups and by providing one to-one support and advocacy to more vulnerable people.

[\(Case Study: 227\)](#) Crossroads Youth and Community Association

Bring Together Stakeholders involved in Education (P837):

Develop structures which can support an integrated service for immigrants as this would enhance education opportunities available to them and improve their knowledge of the Irish Educational System.

**Goal: Awareness, Understanding & Skills - (G71)**

Participatory arts and culture programmes have been used as a tool to develop community and an understanding of what a 21st century community looks like (Kay 2000). Positive benefits from programmes like 'arts in the community' include: skills development, expression, communication, networking, greater understanding and identity building. Understanding and accepting community diversity allows for more vibrant places to live (Kay 2000).

Related Project Ideas**Rate****Comments****Education for Socially Excluded (P59):**

Determine what marginalised groups are in need of in terms of education and hold training within the community

Promote Multiculturalism (P91):

Enhance local acceptance of various cultures and nationalities and demonstrate how those from minorities can benefit the locality.

Identify Various Culture & Art (P192):

Identifying all local cultures within the community and find a way for integration

[\(Case Study: 81\)](#) Cultural Diversity and the Arts

Promote Art/Cultural Activities (P193):

<p>Encouraging local community members to participate in culture and art activities.</p> <p>(Case Study: 82) Promote social integration through local events</p>		
<p>Cultural Events (P196): Organise cultural event such as a festival or lectures.</p> <p>(Case Study: 100) Culture and Creativity: The case study from the West of Ireland</p>		
<p>Multiculturalism Promotion Strategy (P265): Setting-up Multicultural events in the local area and publicising the benefits of multiculturalism</p> <p>(Case Study: 40) Worcestershire Waifs Altogether Now</p>		
<p>Anti-racism Awareness Campaign (P266): Working with the local community to raise awareness of asylum, refugee and anti-racism issue and to promote tolerance in the community.</p>		
<p>Provide Language Support (P267): Provide the necessary language skills to new migrants in a student-centred, welcoming and inclusive manner. Recognise their skills, expertise and contribution to the community</p> <p>(Case Study: 39) Direct Provision and Dispersal in Ireland</p>		
<p>Asylum Seeker/Refugee Cultural Events (P268): Asylum seekers in Ireland came from different countries with different cultural background, religion and languages. Organising a cultural event in the local area would help both local people and refugees to better understand each other.</p> <p>(Case Study: 38) The Killarney Asylum Seekers Initiative</p> <p>(Case Study: 218) "Romani Platni" Roma Restaurant (Budapest, Hungary)</p>		
<p>Research on Migrant Integration Experiences (P370): A study examining how local migrants/refugees are integrating into the local society. For example a study on their experiences in the local area and the ways in which the community can improve social integration.</p> <p>(Case Study: 101) The Integration Experiences of African Families in Ireland</p> <p>(Case Study: 356) Exchanging good practices on integrating immigrants in rural areas across the EU</p>		
<p>Develop Regional Competences (P586): The 'RIKK' project aimed to develop regional, intercultural competences, for a more unified approach to many initiatives supporting better integration of immigrants.</p> <p>(Case Study: 273) RIKK - Fostering intercultural dialogue and understanding</p>		

Oppose All Forms of Discrimination & Segregation

(P646):

The Association opposes all forms of discrimination and segregation. Their strategic aim relates to implementing complex programs, which not only reach the widest possible scope of disadvantaged youths, but help lift whole families out of poverty by ensuring that children complete secondary-level education, learn a trade and obtain professional qualifications, hence building an educational system which inhibits the reproduction of employment disadvantages.

(Case Study: 225) BHIM RAO Association, Szendrőlád (Hungary)

Provide information on Local volunteering (P836):

Increase access to volunteering opportunities amongst minority ethnic communities. This will help people to acquire local experience and improve their prospects of getting jobs

Goal: Preserve, Support & Develop - (G72)

The sense of isolation was compounded by the frustration of not being able to work. The lack of opportunity to work was seen as contributing to isolation and the sense of marginalisation, compounding the sense of their lack of entitlement to having their needs met. ***** Helping Refugee and Asylum Seeker To help refugees and asylum seekers integrate within the community and partake in local activities. In recent years, the number of refugee and asylum seeker has increased worldwide. As part of EU deal, Ireland will host a considerable number of asylum seekers while government agencies will provide all necessary help, volunteer and NGO's in the community also can offer assistance to the asylum seeker in their local area. ***** Employment Opportunities for Refugee and Migrants. Increase employment opportunities for migrants and explore ways in which they can add value to local businesses Making links between local employers and skilled refugees by setting up an entrepreneurship agency, and providing them with information to build their own business ***** Services for Refugees and Asylum Seekers To make provision for the basic services to destitute refugees and asylum seekers including health and welfare. Refugees and asylum seekers fled from their country of origin because of the war and political crisis. They often have no access to their belonging such as money, land and other property. Therefore, they are in a destitute situation.



Related Project Ideas

Rate

Comments

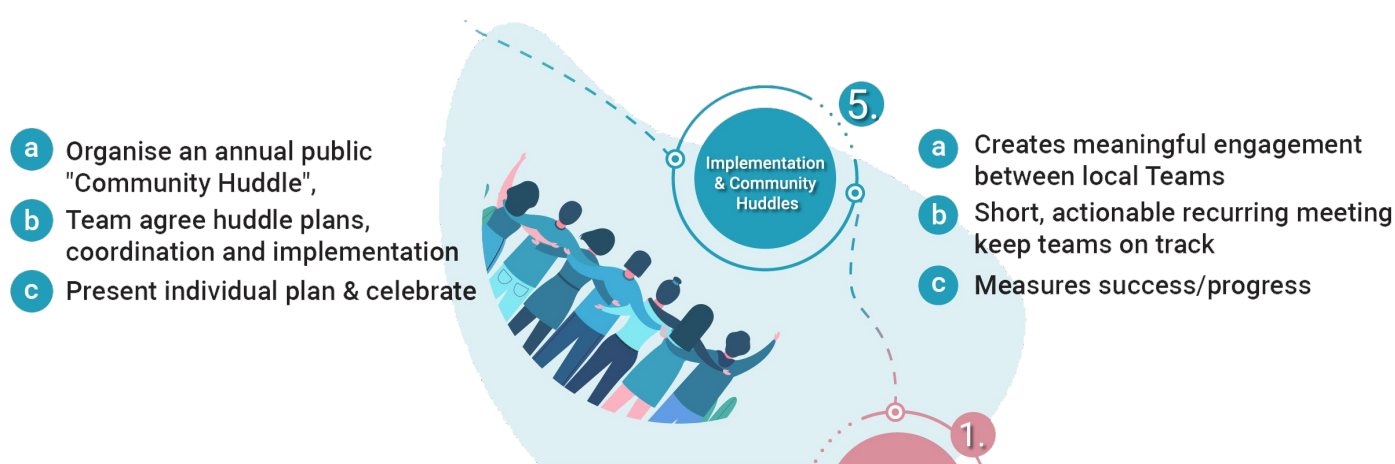
<p>Strategic Plan For The Marginalised Group (P60): Develop a strategic plan to assist marginalised groups in the community with further education and training.</p>		
<p>Create / Develop A Local Heritage Day/Week (P169): Perhaps in conjunction with other events such as heritage week, undertake a series of events to promote knowledge of local heritage</p> <p>(Case Study: 99) Hadrian's Wall World Heritage Site/ English Heritage</p>		
<p>Asylum Seeker/Refugee Employment (P270): Making links between local employers and skilled refugees by setting up an entrepreneurship agency, and providing them with information to build their own business</p> <p>(Case Study: 344) Green enterprise introduction course in Sweden</p>		
<p>Assistance To Entrepreneurial Immigrants (P271): Providing information to immigrant and refugees to set up their own business and integrate into the local economy</p>		
<p>Training for Migrants/Refugees (P272): Provide necessary training and skills to refugees and migrants such as basic computer skills and basic language training</p> <p>(Case Study: 34) Provisions of language training and education for refugees and asylum seekers in Ireland</p>		
<p>Refugee/Asylum Seeker Information (P273): Most of Asylum seekers on arrival are in need of shelter, food and health. the Irish government provides all basic services to asylum seeker in the DP. Setting -up an information centre for asylum seekers and refugee with relation to their health, shelter and other need available in the local area would enhance the quality life of asylum seekers</p> <p>(Case Study: 26) Un/settling Angels: Faith-Based Organizations and Asylum-Seeking in the UK (Case Study: 33) Integration and Support Unit</p>		
<p>Mental Health for Refugees (P274): The Asylum Seeker Mental Health Consultation service helps asylum seekers to understand their unique circumstances, metal health service assist them to understand negative thinking and support them to look after themselves with practical and professional support. it also assist them with planning for the future, offering emotional and practical support often in difficult circumstances.</p> <p>(Case Study: 32) Review of Current Research on the Health of</p>		
<p>Providing Family Reunification Assistant (P276): Persons granted refugee status are entitled to apply</p>		

for family reunification for additional family members. This process takes a legal procedure and involves bureaucratic works that are not possible for a newly arrived refugee to deal with.		
Provide Information to Refugees (P277): Many of the migrants to Ireland are women, they have come here to work, as dependent spouses of male migrant workers, or to seek asylum. With this growth in female immigration, Frontline domestic violence services are increasingly supporting migrant women from a variety of countries, who are experiencing violence by their spouse/partner. Providing legal information to refugee and asylum seeker women would be an important step toward women's rights in Ireland. (Case Study: 30) DOMESTIC VIOLENCE COALITION MARKS 16 DAYS OF ACTION – MELINA'S STORY		
Create Networks for Refugee Women (P279): Network of women refugee would help them to share their experiences and deal with their daily difficulties much easier. (Case Study: 28) Gender Based Violence		
Asylum Seeker/Refugee Advocacy (P280): Setting-up an advocacy centre for refugee and asylum seeker women with regard to their rights such as right to reproduction, right to religious practice, right to married (Case Study: 27) Domestic Violence and Migrants		
Create A Social Farm (P347): A social farm where people with disabilities or assylum seekers/refugees find work and training. (Case Study: 448) Field of Dreams DS Cork		
Arts Programme for Refugees/Migrants (P397): An arts schemes that provides an outlet for refugees and assylum seekers and helps them and other migrants to integrate in the community. (Case Study: 129) Artists in Exile - City Arts		
Migrants Catering (P564): Setting up a catering company and café utilising the culinary skills of migrants. (Case Study: 286) Provins Mat (Province Food)		
Integrate Migrants through Work (P573): In a rural area that is rather disadvantaged and in risk of abandonment, EAFRD and ESF support were combined in a project for the integration of migrants through work training. (Case Study: 307) Terre & comuni		
Promote Traditional Food (P591): An organisation to promote local traditional food (Case Study: 376) European Traditional Food		

(Case Study: 358) Promoting traditional food products in Mazovia region, Poland		
Organise Summer Activities (P617): The project supported the organisation of summer activities for children aged between 7 and 12, including children of refugees, and fostered cultural diversity and the values of 'living together'. (Case Study: 407) World City Miselerland – promoting social inclusion		
Help Refugees Integrate (P630): An integration coordinator was hired to help refugees mostly from Myanmar and Syria with language, housing, education, employment etc issues. (Case Study: 280) Immigrant Villages Project		
Support Integration Initiatives (P632): Supporting integration initiatives for residents in your community. (Case Study: 230) Crossroads Youth and Community Association (Glasgow, UK) (Case Study: 274) Integration Pact in Luxembourg		
Host A Welcome Dinner (P731): Welcome new arrivals with dinner in your community. Join a welcoming movement built around food, language and social interaction. (Case Study: 538) Welcome Dinner		

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.



Relevant/Supporting Organisations

Title		Comment
	Refugee and Migrant Solidarity Ireland	
	Dublin City Integration Forum DCIF is a platform for migrant led organisations which works towards integration, equality, social inclusion and civic participation for new communities.	