

# The Smart Community Management Manual

## Chapter 25 - 1.7a) Crime



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.



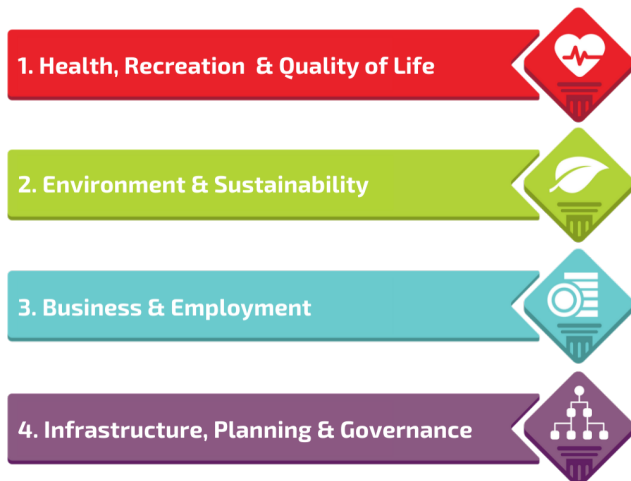
## Stakeholders

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.

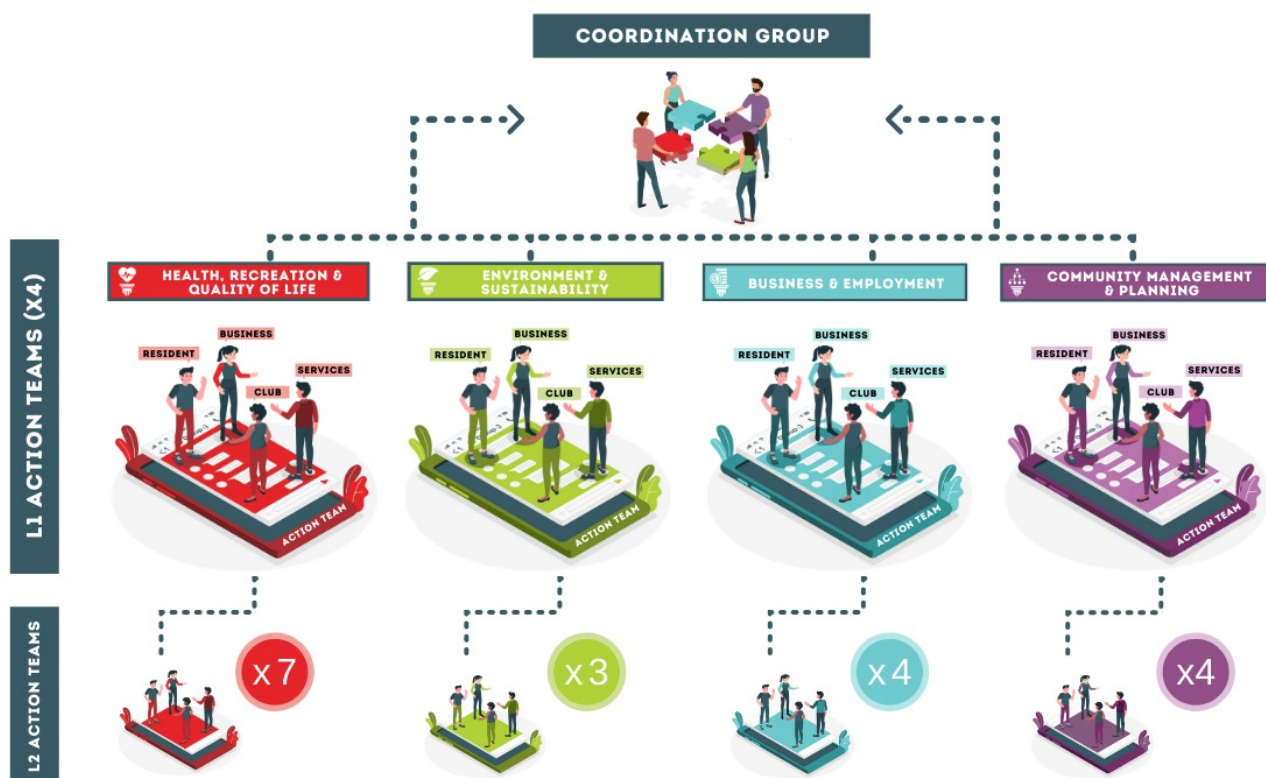
## How to use this manual to build a local action team?

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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

- 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 |
|--|--|----------------|---|---------|
|  | Community Alert ( <a href="#">S53</a> )      | Public Service |   |         |
|  | Neighbourhood Watch ( <a href="#">S162</a> ) | Public Service |   |         |

## 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 |
|--|---|---|----------|
|    | CCTV Cameras <a href="#">(A40)</a>      |   |          |
|    | Flood Defenses <a href="#">(A93)</a>    |   |          |
|    | Garda Station <a href="#">(A99)</a>     |   |          |
|  | Security Cameras <a href="#">(A204)</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.



| Title   | How is this data collected  | Comment | <input checked="" type="checkbox"/> |
|---|---|---------|-------------------------------------|
| Number of Victims Supported (M22)               | Increase in victim support services   |         | <input type="checkbox"/>            |
| Level of crime within the local community (M49) | Through feedback from relevant members of the community (via surveys, interviews or other |         | <input type="checkbox"/>            |

|  |   |  |                          |
|--|---|--|--------------------------|
|  | feedback mechanisms).   |  |                          |
| Number of community programmes in place to counteract anti-social behaviour. (M50) | Through feedback from relevant members of the community (via surveys, interviews or other feedback mechanisms). |  | <input type="checkbox"/> |
| Number of people involved in community safety training (M51)                       | Through feedback from relevant members of the community (via surveys, interviews or other feedback mechanisms). |  | <input type="checkbox"/> |

|  | Title                                       | Summary   | <input checked="" type="checkbox"/> | Comment |
|--|---|---|-------------------------------------|---------|
|  | Team Building, Management & Metrics - (G73) | 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 - (G74)   |   | <input type="checkbox"/>            |         |
|  |   | Unfortunately, crime re-offence is an issue for some people in society and often is caused by other social issues. Communities should understand issue around crime reoffence in their community and where required implement a plan to help reduce re-offense. *****<br>Develop Support for Crime Victims  | <input type="checkbox"/>            |         |





#### Preserve, Support & Develop - (G75)

Ensure a proper and robust support structure for victims of crime People who are the victims of crime can require help and support for the trauma associated with the event. Help put in place procedures and organisation to help cater for this need and ensure local people are aware of the support services available locally \*\*\*\*\* Reduce Local Crime Levels Reduce Community Crime and anti-Social Behaviour within the community Community crime and anti-social behaviour can have a considerable impact on the quality of life of community residents. No matter how minor the crime or how inconsequential the anti-social behaviour, these situations can cause considerable stress for many individuals within the community. All communities require a level of community safety that allows them to feel secure within their environment. To ensure this sense of community security, local communities have a vital role to play in the development and implementation of community safety strategies.

## 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



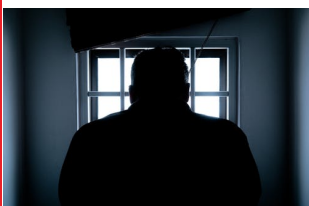
- a Continual cycle of new idea generation & team building
- b Teams learn from experience & pass on best practise to others
- c Agree, realistic actions plans to better coordinate



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.



### Goal: Awareness, Understanding & Skills - (G74)



### Goal: Preserve, Support & Develop - (G75)

Unfortunately, crime re-offence is an issue for some people in society and often is caused by other social issues. Communities should understand issue around crime reoffence in their community and where required implement a plan to help reduce re-offense.

\*\*\*\*\* Develop Support for Crime Victims Ensure a proper and robust support structure for victims of crime People who are the victims of crime can require help and support for the trauma associated with the event. Help put in place procedures and organisation to help cater for this need and ensure local people are aware of the support services available locally \*\*\*\*\* Reduce Local Crime Levels Reduce Community Crime and anti-Social Behaviour within the community Community crime and anti-social behaviour can have a considerable impact on the quality of life of community residents. No matter how minor the crime or how inconsequential the anti-social behaviour, these situations can cause considerable

stress for many individuals within the community. All communities require a level of community safety that allows them to feel secure within their environment. To ensure this sense of community security, local communities have a vital role to play in the development and implementation of community safety strategies.

| Related Project Ideas  | Rate | Comments |
|--|------|----------|
| <p><b>Community Safety Audit (P24):</b><br/>Put a community safety plan in place, which could include, for example the following: Agreed mechanisms for recording, reporting and tracking crime and anti-social behaviour affecting local residents. Agreed acceptable Gardai response times.</p> <p><a href="#">(Case Study: 52)</a> An Overview of Community Safety in Blanchardstown RAPID Areas</p>                  |      |          |
| <p><b>Safety Information Plan (P25):</b><br/>Put a local safety information plan in place to ensure all residents are aware of the safety statement and procedures</p>   |      |          |
| <p><b>Community Safety Training (P26):</b><br/>Involve community individuals in community safety training</p> <p><a href="#">(Case Study: 489)</a> Meet Your Street: Community Safety Campaign</p>   |      |          |
| <p><b>Crime Minimisation Scheme (P28):</b><br/>Put a community safety plan in place, which could include, for example the following: Agreed mechanisms for recording, reporting and tracking crime and anti-social behaviour affecting local residents. Agreed acceptable Gardai response times.</p> <p><a href="#">(Case Study: 51)</a> Case Studies in Community Engagement within the Context of Community Safety</p> |      |          |
| <p><b>Encourage Behaviour Change for Offenders (P227):</b><br/>Provide a range of services to adult and young offenders in local communities, including training and education, offending behaviour programmes, residential accommodation, and drug and alcohol treatment programmes.</p>  |      |          |
| <p><b>Organise Community Watch (P228):</b><br/>This is also called a “block watch”, “apartment watch”, “home watch”, or “community watch”. These programs organize communities to work together with local police to manage crime in their areas</p> <p><a href="#">(Case Study: 50)</a> THE EFFECTIVENESS OF NEIGHBORHOOD WATCH</p>   |      |          |
| <p><b>Community-Based Victim Assistance (P229):</b><br/>The aim is to increase community support for victims of crime. Victims of crime need a variety of support systems. Those people have usually imposed by and subjected to the horror and trauma, therefore they</p>   |      |          |



need psychological therapy.

[\(Case Study: 49\)](#) Innovative community services for rape victims: an application of multiple case study methodology.

**Creating Community Outreach [\(P230\)](#):**

Communities can keep the spotlight on their issues by conducting a variety of outreach, such as: visiting, appeasement and supporting victim financial and psychologically.

**Crime Prevention Training and Education [\(P285\)](#):**

Setting up a community group where locals are educated on the prevention's that are associated with tackling crime in the area.

**Setup A House Locating System [\(P628\)](#):**

Setting up a house locating system in your areas especially for those living in the countryside will make it easier for emergency services and other service providers to access isolated homes.

[\(Case Study: 338\)](#) Setting up a house locating system in Formentera

## 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.

