The Smart Community Management Manual

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.
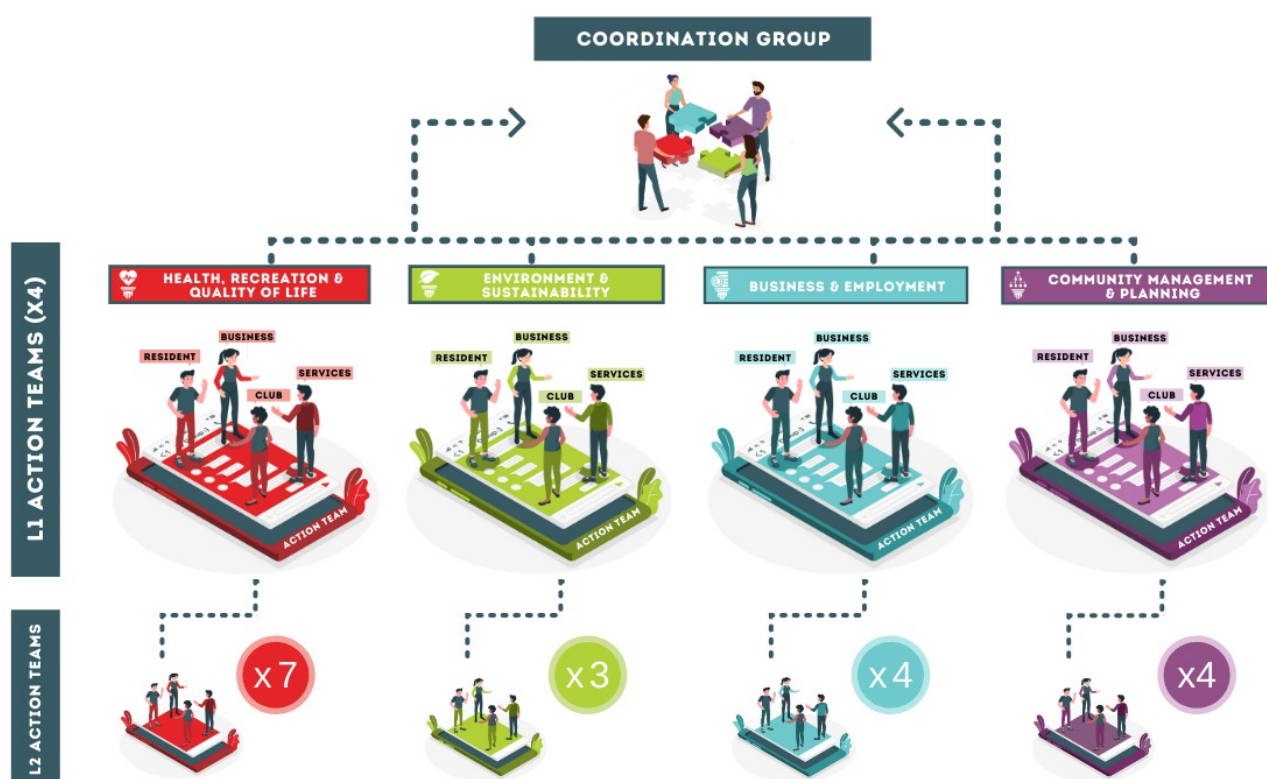
Step 1: Stakeholder Review

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

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
+18	**Adult Education Centre** (S3)	Public Service		
	Career Guidance Officer (S37)	Public Service		
	Community Creche (S59)	Public Service		
	Local Enterprise Office (S148)	Public Service		

	Mental Health Support Services (S157)	Public Service	
	School - Primary / National (S161)	Public Service	
	School - Secondary (S203)	Public Service	
	Special Needs Teacher (S217)	Public Service	
	Special Needs Transport (S218)	Public Service	
	Third level college (S235)	Public Service	
	Persons with: Intellectual Difficulties (S837)	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
	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.

a Agree suitable goals & metrics

b Coordinate data collection

c Compare & analyse performance to help plan

Goals & Metrics Review 3.

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	☑
Numeracy / Literacy Rates (M18)	Increase in numeracy and literacy.		☐
The number of marginalised individuals within the community requiring training and education (M107)	Through feedback from relevant members of the community (via surveys, interviews or other feedback mechanisms).		☐
The type of training and education required to suit different marginalised groups and individuals (M108)	Through feedback from relevant members of the community (via surveys, interviews or other feedback mechanisms).		☐
The type of programmes currently running within the community for marginalised groups and individuals (M109)	Through feedback from relevant members of the community (via surveys, interviews or other feedback mechanisms).		☐

	Title	Summary	☑	Comment
	Team Building, Management & Metrics - (G170)	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	☐	

|				
		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 - (G171)		☐	
	Preserve, Support & Develop - (G172)	This goal aims to explore what training and education programmes can be funded or accessed under the Social Inclusion and Community Activation Programme. The Local Community Development Programme ceased on 31st March 2015 and was succeeded by a programme 'The Social Inclusion and Community Activation Programme' (SICAP). The SICAP has 9 'target' groups which include Children and Families from Disadvantaged Areas - Lone Parents - New Communities (including Refugees/Asylum Seekers) - People living in Disadvantaged Communities - People with Disabilities - Roma - The Unemployed (including those not on the Live Register) - Travellers - Young Unemployed People from Disadvantaged areas. People from these groups can now look forward to being able to access additional supports through the SICAP as they make attempts to improve their current situations.	☐	

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.

4. Project Register & Plan

a Add new & update existing projects in project register

b Review completed projects,

a Continual cycle of new idea generation & team building

b Teams learn from experience &

b Review completed projects,
document learnings &
celebrate successes

c Discuss, agree, prioritise and
schedule projects for the
coming year
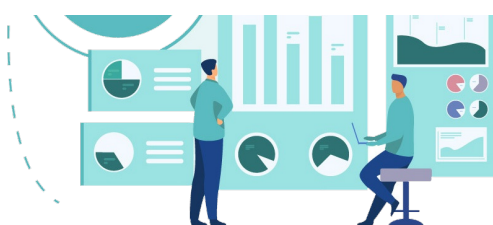
pass on best practise to others

c Agree, realistic actions plans to
better coordinate

Goal: Team Building, Management & Metrics - (G170)

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Related Project Ideas	Rate	Comments
Collaboration in Providing for Special Needs Students (P772): The child's parents, classroom teachers and SNAs should collaborate in providing for a special needs student		

Goal: Awareness, Understanding & Skills - (G171)

Related Project Ideas	Rate	Comments
Community Education/Training Initiatives (P321): Organising groups to volunteer and help out in the community for example after school homework clubs, foroige clubs, adult education training, book clubs, societies, literacy and numeracy classes, ICT		

Goal: Preserve, Support & Develop - (G172)

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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 dscuss with local sports club, how many people with special needs are members.		
Transportation for Special Needs Residents (P317): Advocating that there should be a bus organised and in place for people with special needs, in order for them to attend any social events in the area and to feel included in the community. The bus service would also ensure that they are getting out of the house once or twice a week.		
Improving Accessibility in Community (P320): Ensuring that those with disabilities can access schools, clubs, societies, events in the local area. Making sure also that they have safe access to most buildings in the community. i.e. there should be ramps in place wherever possible to ensure safety for example in schools, in the local community centre, parking, hand railings, on the bus.		
Support for Community Workshops (P323): Develop a centre where people have access to facilities so they can hold their workshops, i,e, computer lab, common area for meetings,		

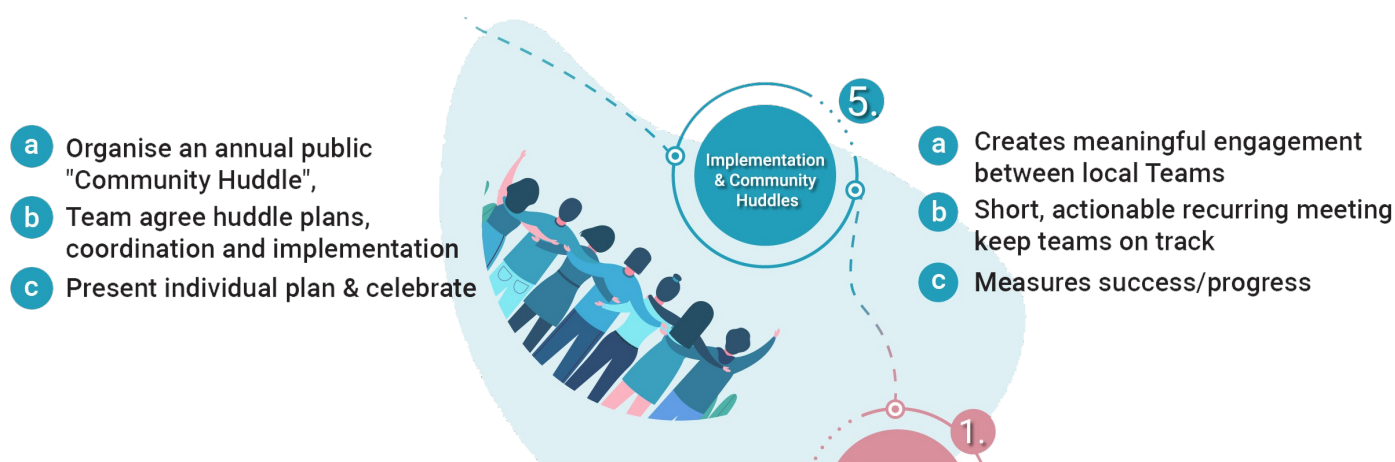|		
Under Achievement & Educational Disadvantage [(P484)](): An organisation which works with old and young people in a place to identify local needs and take joint action to tackle under-achievement and educational disadvantage in the local area. [(Case Study: 203)]() Education and training		
Horse-Assisted Therapy Centre [(P639)](): Convert the holding into a horse-assisted therapy centre for children and adults with special needs. [(Case Study: 348)]() Bühübl - Horse-assisted therapy centre for children		

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	☑
Create a Pamphlet for Special Needs Education : Create a pamphlet that includes helpful tips concerning the respect of and interaction with people who have special needs.	☐

Relevant/Supporting Organisations

Title	Comment
Laois Offaly Families for Autism Laois Offaly Families for Autism (LOFFA) is a local midlands support group run by parents for parents and families of children and adults with Autism Spectrum Disorder (ASD). LOFFA is registered charity number 20106997	