

The Smart Community Management Manual



Chapter 72 - 4.18e) Internal Communications



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.

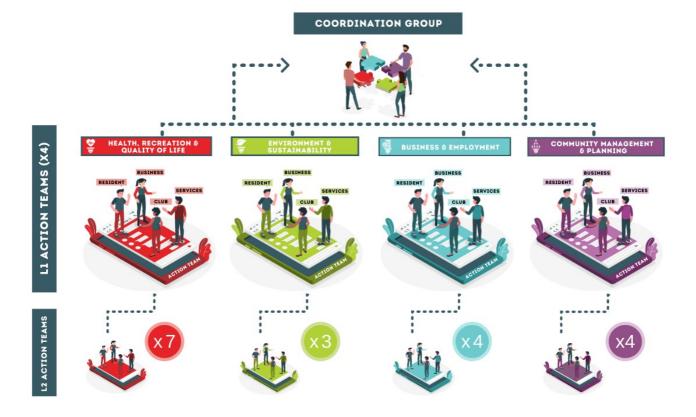
Members of the action team follow the structured format of the smart community framework. They decide their work schedule as a team, creating and implementing local action plans together.

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.



	Title	Туре	#	Comment
	Event Management Companies (S795)	Business		
©	Telephone Service (S398)	Business		
	Local Development Company (S146)	Public Service		
VOTE	Local TDs (S151)	Public Service		

	Public Participation Network (\$180)	Public Service
(!)	Community Alert Group (S54)	Club / Group
	Priest (<u>S820)</u>	Club / Group
	University Student (S845)	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
f	Community Facebook Page (A86)		
f	Community Logo / Brand (A64)		
	Community Newsletter (A168)		
8;;	Community Notice Board (A66)		
	Community Owned PA (A67)		
www	Community Website (A69)		
	Garda Station (A99)		
	Post Office (A397)		



Step 3: Goals & Metrics Review

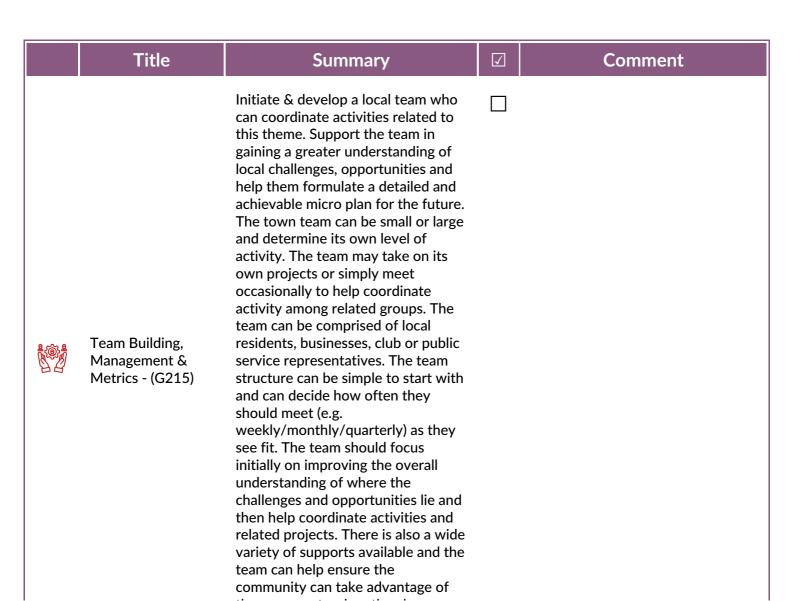
Understanding the goal for each action team and attributing relevant metrics is a key part of the Smart Community Management Framework. Below we provide suggested goals and metrics. Please use these as a support to define goals and metrics that work for your community. In the plan, the action team should define how often the goals are to be reviewed and how often the metrics collected.

- Agree suitable goals & metrics
- D Coordinate data collection
- Compare & analyse performance to help plan



- Helps focus local action teams
- b Leverage data for better decision making
- Compare project outputs to planned goals

Title How is this data collected Comment 🗵





Awareness, Understanding & Skills - (G216)

> Develop our brand and channels for promoting the community for visitors of all types. ****** Develop **Internal Communications Develop** efficient communications among local people and groups Create and develop a local action group who can drive activities in the area. Encourage the group to gain a greater understanding of local barriers and opportunities and formulate a realistic plan for future activities. The town team can be small or large and decide its own format. The team may take on its own projects or simply meet occasionally to help coordinate activity among related groups. The team could be comprised of local residents, businesses, club or public service representatives. The team structure can be simple to start with and decide how often they should meet 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 groups with common interests. There is also a wide variety of supports available and the team can help ensure the community can take advantage when these supports become available. ****** Marketing & Communications Develop & implement a local marketing and commutations strategy for the community It is important for a community to recognize the importance of how it communicates with the outside world in areas such as marketing the areas as a tourism destination, attracting local investment and raise awareness of local issues when required. As part of this goal, communities should local to develop a local communication strategy and assemble a local interest group, who would be willing to take responsibility for this area. ******* **Develop Digital Opportunities** Develop and Implement an Online Community Strategy across all

> community stakeholders Develop and implement an online community strategy across all community



Preserve, Support & Develop - (G217)

stakeholders, ensuring the local residents of all ages and abilities, local business and local community groups can make best use of online tools to support them.

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



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

Goal: Team Building, Management & Metrics - (G215)



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
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Rate

Comments

Digital Communications Team (P2):A team to investigate digital communications in the

area and develop strategies to impprve them. The team can then offer supports to help improve digital communications in the locality.	
(Case Study: 74) People's Radio: Communicating change across Africa	
Community Planning Forum (P106): Develop community planning forum to engage with statutory services	
Direct Marketing (P627): Information and promotion activities on direct marketing by the Slovak National Rural Network.	
(Case Study: 329) "Selling from the yard" in Slovakia	
Create A Tagline (P649): A tagline is a useful memory hook for people and especially visitors. It can be used on all marketing material, applications and can be built into the overall brand for the town. The tagline should be short approximately 5-10 words, and reflects the essence of the town. A good idea is to invite the community to suggest taglines and then allow a vote on Facebook or Surveymonkey to decide the best tagline.	
Business Hub (P652): The community may choose to build or hire a facility to be converted into a business hub in which broadband connectivity is installed. The business hub acts as a center from which members of the community such as business owners, education and health experts, entrepreneurs, and other groups can access high speed internet.	
(Case Study: 463) Mountmellick Business Hub	
Communications List (P654): Populating a communications list with media outlets within the community that may help relay information and getting information to the intended recipients. Mass media and other channels of communication play an enormous role in promoting understanding and in shaping opinion.	
Community Profiles (P658): A community profile is a summary about a community with regard to specific areas such as art, history, businesses and culture among others that can be used to portray a brand and strong points. The community profile can be short or long and can be used on websites and social media platforms.	
Community Public Survey (P659): A public survey should be as short as possible and formulated in neutral text. The public survey will be aimed at collection and better understanding of ideas that will be implemented in improving local online communication.	

Community Video Competition (P660): A good way to get sufficient and authentic video would through the conception of a recurring video competition that gets locals within the community to submit videos for the chance to win a small prize. The competition should have different categories to attract videos from across different facets of life within the community.	
Create Community Logo (P663): A community logo helps to create an identity and a brand. The logo acts as the first introduction to visitors and is an incredible way to communicate the background and values of the community.	
Email Newsletter (P664): Email newsletters are a valuable way of keeping contact with people and also a powerful marketing tool. Creating a community email newsletter will help to build loyalty, trust, and relationships with prospects, locals and even current clients.	
Create A Flickr Profile (P666): Creation of a community Flickr account and profile will help community members to share their photos and videos. Flickr provides the advantages of being a channel of communication and on the other hand acts as a gallery to showcase community art and similar projects.	
Prepare a Table of Community-Related Hashtags (P668): Hashtag structure plays a big role in the success of campaigns and other communication strategies. In the preparation of community related hashtags, ensure that you keep them simple and relevant and that they are specific and unique. Make use of the prepared hashtags across multiple social media channels.	
Historical Videos / Podcasts (P671): Organizing and recording interviews with elderly locals within the community is a straightforward way to create historical videos or podcasts. These historical videos can be stored on an online library for preservation and posterity.	
Create A LinkedIn Profile (P673): LinkedIn is a social networking platform for professionals. The formation of a community LinkedIn business networking group will help to find professional opportunities, to list jobs, to seek career opportunities, to search for companies, products and services, and to share information about the community.	
Local Wifi Access (P681): Local WiFi access can be made accessible through the initiation of a program that will endeavor to	

encourage local business owners to avail WiFi to their customers. The initiative will make the local town WiFi accessible with far reaching benefits to the community.	
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(Case Study: 494) How Visit Greenland is Reclaiming Its Storytelling with Digital Asset Management	
WhatsApp Safety Group (P696): For purposes of emergency and rapid response, a local WhatsApp safety group should be created to help in sending warnings of impeding danger, contacting community members, and accounting for members in times of emergency.	

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Goal: Awareness, Understanding & Skills - (G216)

Related Project ideas	Rate	Comments
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Local Computer Training Programme (P100): Devise local training programme for those with limited computer/ecommerce skills. This is important for the local economy and will allow people to communicate via social media.		
Digital Training Programme (P473): A digital training programme to help adults to get online. Could be based in the local community centre. n promoting adult education it is important to remember that not everyone is technology friendly. Especially those that have been away from formal education for a long time, they might not have had the skills needed to work with technology. In this instance the youth could give sessions on how to work with technology for example sending emails, typing, saving text on word. (Case Study: 201) BITE Digital Skills Training		
Programme Direct Marketing (P627): Information and promotion activities on direct		
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Social Media Training (P690): Training sessions can be organized for locals to gain knowledge and skills required to manage social media profiles. Ensure that you find a good social media marketing expert to conceptualize and come up with training material as well as offer training to the locals.	
Tourism Photo Library (P691): A tourism photo library just as the name suggests is meant for visitors to the community. It is a way of promoting the community out there to people who may be interested in paying a visit or who have an interest in cultural events and practices of the community.	
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Goal: Preserve, Support & Develop - (G217)

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		C
Related Project Ideas	Rate	Comments
Introduction to Planning Process (P108): Establish a planning roadshow where planning experts speak to communities in relation to processes and participation		
Organisation and Community Communications (P109): Create a communication forum through which information can be communicated from an organisation to community level and vice versa. These can be on or offline.		
(Case Study: 75) Building Communities of Practice that work: a case study based research		
Community Online Forum (P240): An online forum can be a useful way to discuss issues and identify opportunities for people in the community. Set up an online forum to allow a discuss on local issues. This form may be placed inside the community website or use a third party tool such as Facebook, Linkedin or other online tools		
(Case Study: 46) Shannon Facebook Group		
Local Online Directory (P241): Create a local online directory for the community. A directory which has comprehensive list of local entities and update to date information is more likely to gain traction. Ideally create a directory that listing owners can edit and manage themselves. The directory can be categorised and cover a cross section of business, local organisations, artists and public bodies.		
(Case Study: 45) Shannon Community Directory		
Local Radio Strategy (P449): A strategy to better use local radio to imporve the social and cultural life of the community. More advertising of community events for example.		
(Case Study: 180) Radio: A tool for building communities		
Direct Marketing in Farms (P534): Create a website and mobile application aimed to improve direct marketing in the farm sector		
(Case Study: 324) Goodies from the Farm		
Create A Tagline (P649): A tagline is a useful memory hook for people and especially visitors. It can be used on all marketing		

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Historical Photos (P670): An online photo library is absolutely essential for purposes of preservation of memories, community milestones and achievements, and creating a record of past events. An online photo library has the advantages of access to all community members, preservation of historical photos even if physical copies are destroyed, and availability for many generations to come.	
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Promote Local Activities via SM Profiles (P677): In the creation of social media profile for the community, there should be separation of profiles depending on areas of interest. Creation of a social media profile dedicated to local activities such as sports, arts, festivals etc	
Local SM Profile (Business) (P678): Businesses should use social media platforms to promote, market, and even make sales of a product. The creation of a community profile will help with	

marketing and engagement around a product or campaign. People will always want to connect with brands they can related with and that represent their ideals.	
Local SM Profile (Visitors) (P680): Having a social media profile dedicated to the promotion of the local town in which the community lives serves to provide information to visitors who choose to visit or learn more about the town. information such as places of interest, historical sites, recreational sites and general directions are included on the social media profile.	
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Develop An Online Presence (P894): Developing the communities online presence and actively marketing the community online is becoming ever more important. There are many ways to communicate your work: • Newsletters • Text Alerts • Newspaper • Community Notice board Website Social media pages ie Facebook, Twitter, Instagram etc Keep all lines of communication up to date. Keep Social Media Sites up to date sharing details of key aspects of your work or that of other community groups. Aim for an update every month. Where possible ask other local groups to advertise key events such as the Spring Clean.	

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
Leighlinbridge Parish Mens Shed Leighlinbridge Parish Mens Shed, producing bespoke wooden furniture and furniture repair.	
Virginia Men's Shed Our Men's Shed, set up in 2014 in Virginia Show Centre, Virginia, Co Cavan,includes retirees, farmers, craftsmen, and men who just like a cup of tea!	
Longford Women's Link LWL is a women's centre based in Longford, Ireland. Founded in 1995, our vision is that women can fulfil their potential in a safe and equal society	
Portarlington Men's Shed	
Portlaoise Men's Shed Open Tuesday 11am - 4pm, Thursday 11am - 4pm @ Portlaoise Equestrian Centre beyond KWS	
Camross This is a Facebook page for the community of Camross county Laois. This will be a page where we can share news, events, photos about the community. Please contribute what you can.	