Community and Network Mapping:

Your guide to strengthening social inclusion

EVE QA Department

Plain
English
Approved by NALA

EVE
Living Well: Working Well

An Clár Éabha - EVE

Community and Network Mapping:
Your guide to strengthening social inclusion

Contents

About this guide and how it can help you

This guide gives practical information, examples and useful reference material to help you carry out a community audit. It was designed primarily for HUB services but other agencies may also find it useful.

It will help you to:

- find out what resources are available in your community
- map all local resources and activities
- set up and nurture connections with community resources
- raise awareness and promote your service to the wider community

This guide breaks the community and network mapping process into three key stages:

Stage 1
Preparation:
How to get your service started

Stage 2
Process:
5 practical steps for collecting and recording data

Stage 3
Next steps

Each key stage is broken down into simple and achievable steps that you can tailor to meet the needs of your specific service and the participants within that service.

Introduction: Community integration and mapping

Being part of a community can have a positive effect on mental health and emotional wellbeing. Community involvement gives a sense of belonging and social connectedness. It can also offer extra meaning and purpose to everyday life. Community and network mapping is a way to support participants to get involved in and to know their community. It is an important process as it helps participants to develop social skills and links and become active citizens within their local communities.

National policy advocates for the rights of people with disabilities to integrate into their community. Traditionally, this has been described in the context of employment or other productive activity, independent living and social activity. As such, community integration is a crucial aspect of the mental health recovery process.

Community and Network Mapping is an essential part of EVE's HUB Programmes.

> **Community mapping** gives a detailed description of the resources available to a participant in their community.
>
> **Network mapping** brings the participant through what they know about the community, who they know and where activities happen. It helps them recognise or create their own individual network.

So, what is a HUB?

A HUB is a person-centred service that supports and encourages individuals, over two years, to set and achieve personal goals while engaging in meaningful activities. It does this through a combination of centre-based and community modules. Each HUB service aims to develop programmes and links which promote engagement and integration of people into their communities.

The service tracks how long participants spend in the community. The goal is that participants spend about 40-60% of their time in the community.

HUB programme aims

The HUB programme aims to:

- support participants to access and actively engage with the people, resources and opportunities within their local and wider community
- promote personal health and wellbeing and
- encourage the achievement of self-determined goals.

Accordingly, the overall goals of HUB programmes are as follows:

Goal 1   Claiming citizenship and connecting with the community

Goal 2   Increasing physical and mental wellbeing

Goal 3   Achieving self-directed goals

Goal 4   Improving participant experience and programme satisfaction

EVE has a number of established and emerging HUB programmes. They are informed by the belief in the potential of every individual to change and grow and focus on the individual's strengths and abilities rather than their deficits. HUB supports people to live their lives based on their own personal goals. The service offers a range of supports to enable each person to live a healthy, fulfilling and independent life and to get more involved in their community.

HUB programme content

HUB programme content changes every 17 weeks to respond to individual needs, as identified through the person-centred planning system. Participants are engaged in modules about:

- life skills
- community integration
- vocational and employment options
- health and wellbeing, and
- social activities

One module is based on a programme called Community Access & Training for Continued Health (CATCH). CATCH is a community-based programme tailored to help participants to connect with recreational, employment and educational opportunities in their local area. The programme focuses on developing skills that promote community inclusion and on abilities that let people become more self-reliant. (See Appendix 2 for more details.)

There are three elements to community inclusion:

1. Active participation
2. Meaningful social interactions
3. Contribution

How community and network mapping helps your service

Community and network mapping is a highly effective way to get to know the local community and to build a framework for future community development work. This involves making links and developing relationships so that each HUB becomes an equal player and useful resource to the community. Every community has resources and communities grow to the benefit of all when these resources come together.

In community and network mapping, you identify and make contact with all organisations in your community that offer any kind of programme, service or learning opportunity which might benefit your participants. The information you collect about each organisation makes up the community map, which is a dynamic document.

Advantages of community and network mapping

1. You make many new contacts, meeting people you wouldn't otherwise meet.

2. You learn what is available for people in the community.

3. You learn about programmes and services.

4. You find out what is going on in your community.

5. You discover which programmes and services are lacking in the community. For example, there may be several computer courses, but no literacy programmes.

6. People start to get to know you and learn about your service. You build a network of connections in the community.

7. Making connections with other organisations could lead to cross-promoting programmes and events, partnering to offer a programme or co-developing a project within the community.

As part of any community development, making connections is important, and community mapping is key to that process. On the next page is an example of a joint project which could be replicated within the HUB programme quite easily.

Example: Making connections through community mapping

Example: Youth Maps, Limerick Youth Service

Limerick Youth Service (LYS) carried out a community mapping project which resulted in the launch of www.youthmaps.ie, an exciting new website that maps the variety of services available for young people in Limerick City.

This project was supported by The Community Foundation for Ireland's Youth Fund.

Developed by a young adults group from LYS's Community Mapping group, the website has details of sports clubs, schools, training centres, youth clubs, mental health services and lots more.

On clicking on www.youthmaps.ie, you will be guided to a colourful and easy to use page that features an interactive map, with all you need to know about the services and supports in Limerick City.

'Although we live in the information age, for many the internet can be a confusing place, so having a directory and details of the relevant organisations on one site is a great asset,' said LYS's Stacey Lyons.

'We have details of community services, education establishments, entertainment venues and more,' explained Stacey, who led the Community Mapping Project.

'Many of the young people had never been involved in this type of project and as a result have become very knowledgeable about the many assets and indeed lack of assets in Limerick,' said Stacey.

Youthmaps.ie was designed by a group of young adults from across Limerick and Clare, with the initiative giving them a valuable insight into services and agencies in the community that individuals can link in with. It also gave them a valuable insight into what it takes to create and populate a website from the technical side to researching the information and uploading it. This would would also relate to the development and maintenance of the CATCH folders as mentioned in this document.

Stage 1

Preparation

Before starting a community and network mapping exercise it is important to plan and prepare well. Try and involve as many local people as possible as they will know about various resources in the community.

Explain what is involved

It is a good idea to get a group together (staff and participants) to start the exercise. Explain community and network mapping to them and what may be involved in being part of the exercise. Get them to work in pairs, or larger groups, to carry out tasks. For example, a participant may have to collect information about services and may need to role play doing this before they actually do it.

Make sure you have the resources you need

You will need a dedicated space for the community mapping exercise. This space will need a phone, internet access, a book shelf, folders and whiteboards (see examples of whiteboards in Appendix 4 and 5).

Set up a HUB email address: Your HUB will need its own HUB email address – separate from the centre's email address. The reason for a separate HUB email address is to make it easier to collect data and communicate HUB-related information. HUBs can use this email address to sign up to various mailing lists in the community which send out newsletters, prospectuses, timetables, agendas and so on.

You can display the information you gather on the relevant whiteboards or noticeboards around your HUB.
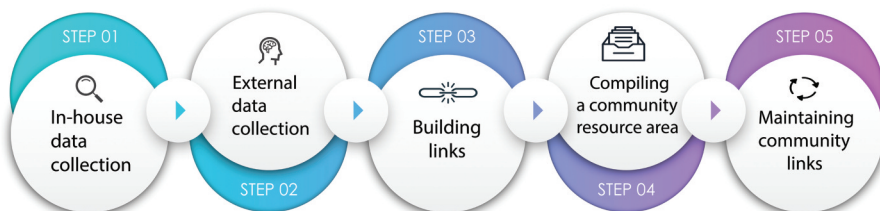
Have a clear plan

The mapping exercise also needs time. There is no start date or finish date. The map will expand as the community does. It will also change as services and businesses come to an end or close.

<table>
<tr><td>**Stage 2**</td><td># Process</td></tr>
</table>

There are five steps for completing a community mapping exercise, as shown in the diagram below.

STEP 01 — In-house data collection

STEP 02 — External data collection

STEP 03 — Building links

STEP 04 — Compiling a community resource area

STEP 05 — Maintaining community links

Please note that you can carry out steps 1 and 2 at the same time if you have enough people to do so.

Step 1: Collecting information in-house

This step involves collecting information in-house in a co-produced manner by service users and staff. It has three main actions:

1. Identify local services and groups
2. Organise the information you have gathered
3. Identify your participants' networks

Let's look at each of these in turn.

1. Identify local services and groups

Gather local directories (online directories and or books) and identify services in the local area. Use these to compile a profile on the services you have identified as relevant (use the template in Appendix 1 to help create the profile).

Make sure to map the services that are particularly relevant to your service and participants, for example Citizens Information Centres and Local Employment Services. Gathering information in this way takes dedication, time and people. However, the information collected will be incredibly useful in your HUB.

Try to get as much information about community services and groups as you can. Some of the people who attend your service may know of other groups and services in the community which are not widely known or advertised on the internet or in directories, so it's a good idea to hold meetings in the HUB to compile lists of other services.

2. Organise the information you have gathered into areas

When you have gathered the information, group the service profiles into useful areas so that your participants can easily identify and access the service they want. The following list may help:

- Health
- Education
- Employment
- Social activities
- Government services such as social welfare
- Shopping
- Community groups …

If you can think of other major areas, add them to the list.

3. Identify your participants' networks

The final step of the in-house data collection is the 'network' mapping element. This is where you sit with the participants and talk to them, individually or in groups, to learn about each participant's network within their community. The information you are looking for is:

- the activities the participant already knows about and uses

- the activities they do not know about and might usefully use

- any resources they use such as literacy services

- the connections they already have
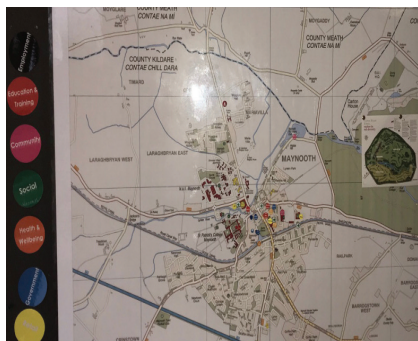
Examples of Community maps developed in EVE services

Note: You may already have strong links within your community. If so, you do not need to start at step 1 you can can jump to step 4, for example.

Step 2: Collecting information outside your service

This step involves going out to collect information in your community to find out what services are available. Here we focus on factors to consider under three headings:

1. before collecting

2. when collecting

3. right after you collect information

Let's look at each of these in turn.

1. Before collecting

Break the data collection into areas or sections and take one area at a time

For example, if you take education, you could go out into the local area to see what schools, further education or training centres are there.

Or you might find it easier to break the sections into geographic areas such as the local village, town or shopping centre, and create a profile of the services there.

Have your own promotional material

Use things like as leaflets or posters about your service ready to hand out in the places you visit. This will help you to explain who you are and why you are collecting information. You can see an example of a promotional leaflet in Appendix 3.

Educate your participants

Make sure your participants are willing, comfortable and knowledgeable on the task they are doing. Do practice sessions and role plays on how to approach people and what to say to them.

Agree on the main messages

This may be your first opportunity to highlight what your service is doing in the community, and you want to create a good impression.

Organise who is going with who

It is a good idea to work in pairs when visiting other projects, groups or services.

2. When collecting information

Try to get as much information as possible about the services you are visiting take the opportunity to make links. You can make links by chatting with the managers, introducing yourself and your service, building up a relationship and finding out if there are benefits to working together or linking up in other ways. The key worker can do this independently or participants can be involved when comfortable. This will depend on your service and participants.

3. Right after you collect information

When you have collected the information you need, the group can return to the HUB to put the data into a computer and print out each profile of services.

Place the printed profiles in folders which participants and staff can access in the CATCH area. Remember to save the details on the computer, too, so others can access the information online or email it to HUB members. This is a useful outreach tool.

[Remember to update the profiles, folders and boards regularly as services and groups can change their details daily, weekly, monthly, and so on.]

Step 3: Building links

This steps involves building more in-depth links with profiled services. It involves:

- the HUB group meeting to go through the profiles of local services and identify those that it would be useful to create a link with
- staff and or participants contacting these services using agreed messaging.

Let's look at each of these in turn.

1. The HUB group meets to go through the profiles of services and identify those that it would be useful to create a link with

When the HUB group meets first, it will need to talk about its work in step 2 focusing on the people they met in the community, for example, staff, managers, group leaders, organisers, participants and so on. This would have been the initial introduction. They then need to select the people they think would be most useful to build closer contacts with. This is based on HUB participants' needs.

2. Now, you need to build more in-depth links through:

- phone or email contacts
- meetings
- presentations

Example

As an example, let's look at the local Citizens Information Centre (CIC). As part of the profile you have created, you should have the name, address, contact details, and so on for the local CIC. Given that the CIC is a particularly important source of information, a member of the HUB could phone the CIC and arrange a meeting with the manager or staff.

The aim of this meeting is to tell the CIC about the HUB service. In turn, the CIC can tell you more about the service it provides. During the meeting, you may get an opportunity to invite the CIC to the HUB for a look around. You could also explore if the CIC would be willing to give information sessions at the HUB. Ask, too, if there is anything that the HUB can offer to the CIC. Following meetings such as these, you can build and maintain the relationship through on-going communication.

Some services might prefer emails or calls only in the first instance – no meetings. At the HUB, a group can contact people by phone or email to introduce the HUB and see if there is scope to work together or to arrange meetings to build links.

Agreed messaging: You need to agree the main messages for participants and staff so everyone is comfortable speaking. The HUB leaflet can be the main point of information and will help keep the conversation going. Those involved in the community mapping exercise should meet regularly to make sure everyone is doing ok and is still comfortable in their role within the group.

Remember: if someone chooses to step back from the group, they should be told they are free to return at any time. Some participants may only engage in a small part (a phone call, email or visit) and then opt out of the exercise; this is completely acceptable.

Step 4: Compiling a community resource area in the HUB

By now, you will have gathered a lot of information about services, groups and activities in your area. You need to sort and organise this information in an efficient and user-friendly way, for example, by geographical areas. You then need to display it so people can find the information they need. Here are some ways you can display this information:

- on a database
- in folders
- as part of a library of resources

You can see an example of a folder in Appendix 1. Keep the information online as well so you can email it to others when needed.

The CATCH area within the HUB will be a busy working environment. This is the place to go to find out what's going on, where, at what time and who is involved. See the photo below. Time, commitment, energy and enthusiasm are all essential for a successful CATCH area.

An example of a CATCH room

Regular meetings needed

The CATCH group will need to meet at least twice a week to update noticeboards, tidy them, update the folders, check the HUB email address for new mails, join as many relevant mailing lists as possible using the HUB mail address, search internet sites, and so on. See the CATCH overview in Appendix 2 for more examples.

Step 5: Maintaining community links – and making new links

After all the hard work of building links with the various services and groups in the community, it is crucial to keep these links. This involves communication, keeping each other informed, meeting up, sending emails (using the HUB email address), phone calls, and so on. This takes time, involvement and commitment from both sides.

When the CATCH group is set up, part of its work will be maintaining links and making new links.

Actions needed: Attend meetings or hold seminars as required: some links may want the HUB to do one or both of these actions.

Keep up to date: Other links may change their timetables frequently, and the HUB will need to keep on top of changes, and so on.

Get feedback: The HUB may need to email its agenda or timetable so that other groups can feed into the HUB programme.

Maintaining links can be harder than creating links, so people must be committed to this work. This part of the process is vital for participants. They have the opportunity to develop good relations with the community or link person. They can develop friendships. When this happens, the community or link person can see, more clearly, the participant's strengths, gifts and capabilities. They will see the person and not the mental health difficulty or disability. At this stage, it can be important, where possible, for the participant to take more of a lead and the staff member to take a step back so the participant can put skills into practice and grow in confidence.

Stage 3	**Next steps**

The mapping process is an evolving exercise. Timetables change, locations change and community resources change. What do we do now?

There are a number of ways that you can use the community map. Here are three suggestions.

1. Look at the information that you have gathered and identify connections that you can make between each service and your centre. Some connections may be small like cross-promoting programmes and events. Some connections may be more significant like partnering to offer a programme in the community. Even the smaller connections are important because they benefit your centre and their service.

2. Use your new contacts from the community mapping to conduct some focus groups (small feedback sessions with 6-8 people). Ask community services if you can meet with a group of their clients, like a computer class or a parenting class, to ask them what they would like from your centre. This will give you first-hand information from these participants – and you can use it.

3. Use your community mapping and focus group results to identify recurring programme ideas. You can also use the community map to determine which services would be the best partners to offer those programmes.

Last words …

Different HUBs might be able to help each other by sharing templates and or methods.

Appendices

Appendix 1: Community Mapping Area – completed sample template

Community folder for geographical area: Tallaght	
Date we completed this profile: **June 2019**	
Name of service: **Tallaght Citizen Information Centre**	Postal and web address: **Hainault House** **The Square** **Tallaght** **Dublin 24** http://www.tcic.ie/index.php
Contact's name: **John Smith**	
Phone number: **0761 07 8340**	
Email address: **tallaght@citinfo.ie**	

Services offered and who it is offered to	
• **Info about free legal advice – and local solicitors** (everyone) • **Info about health services** (everyone) •	• **Housing** (everyone)

Cost	Transport
☐ Free ☐ Fee paying ☐ Contribution	☐ Bus ☐ Luas ☐ Rail
Opening hours: **Wednesday – 2.15pm-4.30pm. Monday, Tuesday, Thursday and Friday – 9.30am-1.15pm; 2.15pm-4.20pm**	

Timetable or prospectus available	Notes about service
☐ Yes ☐ No	• **Wheelchair accessible** • **Willing to come and talk to us in September** • **Have leaflets on MABs they can give us**

Community and Network Mapping:
Your guide to strengthening social inclusion

Health folder for [insert geographical area]

Date we completed this profile:

Name of service:

Postal **and** web address:

Contact's name:

Phone number:

Email address:

Services offered and who it is offered to

-
-
-

-
-
-

Cost

Transport

- ☐ Free
- ☐ Fee paying
- ☐ Contribution

- ☐ Bus
- ☐ Luas
- ☐ Rail

Opening hours:

Timetable or prospectus available

Notes about service

- ☐ Yes
- ☐ No

-
-

Appendix 2: CATCH overview

Community Access and Training for Continued Health (CATCH)

There are two main elements to the implementation and success of the CATCH programme within a HUB.

1. Community Mapping (internal and external)
2. CATCH Admin

The community mapping guide gives a step-by-step approach to carrying out a community mapping exercise. Mapping, or local knowledge of what is available in both the HUB and each participant's local community, is essential to the success of CATCH.

In relation to CATCH admin, it is important to have a CATCH group to carry out the tasks detailed on the next pages. This needs to be done at least twice each week.

1. CATCH tasks

1. CATCH tasks			
Please tick the tasks as you complete them			
Update and tidy noticeboard, including updating CATCH leaflet to display	☐	Continue to update community and network maps	☐
Check HUB email for new mails	☐	Review community and network mapping plan	☐
Join relevant mailing lists using your HUB's email	☐	Update community and networking map timetable	☐
Search internet sites for opportunities	☐	Archive old information such as annual events so you can check back and add them to new timetables	☐
Check what is on in libraries	☐	Record external CATCH activities	☐
Update CATCH folder	☐	File these activities in the relevant folder along with agendas and minutes of meetings	☐
Identify and invite guest speakers	☐	Do a risk assessment and identify any controls needed	☐
Maintain links with local agencies	☐	Record how many participants are out and about attending courses and activities in the community, and so on. (This is recorded on the CATCH Activity Board.)	☐

2. General tasks

2. General tasks			
Please tick the tasks as you complete them			
Clean the coffee dock	☐	Conduct a monthly health and safety audit	☐
Organise the coffee dock	☐	Conduct weekly health and safety checks	☐

3. Admin tasks

Admin tasks			
Please tick the tasks as you complete them			
Set up and keep an up-to-date calendar of events	☐	Scan activity logs monthly on shared files	☐
Prepare PowerPoint slides of what's coming up	☐	Print, photocopy and bind booklets as needed	☐
Type up notices for the boards	☐	Type up notices and articles for the newsletter	☐
Type up 'Sign up sheets' for PATH groups	☐	Type up notices and information for the blog	☐
Type up 'Sign up sheets' for social activities	☐	Sort photos from cameras and update daily photo on blog	☐
Carry out reception duties (answering phones, taking messages, greeting visitors, and so on)	☐	Keep posters up to date	☐
Check and record suggestions from the suggestion box	☐	Other tasks [write in]	☐

Appendix 3: Sample promotional material

Who can access the service?

The programme is open to individuals who experience mental health difficulties and are 18 years and over.

If you are interested in receiving an application form, please contact us at the centre or download the application form from our website: www.eve.ie

How to apply

The application forms will need to be completed by you and your medical team/GP and returned to the Centre Manager at the address below.

An informal interview will be arranged to see if the service is for you. You may be offered a sampling period.

Please note that there may be a waiting list.

Location

EVE Castleview HUB,
Unit 1a, Century Business Park,
St. Margare's Road, Finglas,
Dublin 11,
D11 KA03.

- (01) 8642290
- (086) 300249
- castleview.eve@hse.ie
- https://evecastleview.wordpress.com
- www.eve.ie

Please see directions and map overleaf.

Where can you find us?

- 9, 40, 40b, 83, 83A & 140.
  Get off at Charlestown shopping centre.
- Take a right off Melville Road into Century Business Park.

Please ring us on (01) 864 2290 if you need help finding us.

Castleview HUB is a smoke free campus

SMOKE FREE
TOBACCO FREE
VAPOR FREE

EVE Castleview HUB

Creating Citizenship -
Connecting with Community

What is Castleview HUB?

Castleview HUB supports people who experience mental health difficulties live their lives based on their own personal goals.

We offer a range of supports to help each person live a more healthy, fulfilling and independent life.

We support people to get more involved in their community and develop their natural supports. This is achieved through a mix of centre and community modules & activities.

Our Approach

At Castleview HUB, we focus on peoples' knowledge, skills, personal resources and social supports.

We are passionate about creating opportunities to empower individuals to live a life of their choosing.

Our Principles

We commit to:

1. Work in **partnership**
2. **Listen** carefully
3. Offer **hope**
4. Give **choice**
5. **Work holistically**
6. Provide **quality programmes**
7. Promote **social inclusion**
8. Offer a **voice**

Our Programme

We provide a range of meaningful activities and programmes that change every 17 weeks.

We support and encourage individuals to set and achieve personal goals. The programme focuses on individual needs in the areas of:

- Life Skills
- Community Integration
- Vocational/ Employment Options
- Health & Wellbeing
- Social Events

Why get involved?

Castleview HUB programme can support individuals to:

- achieve personal goals
- develop personal health & wellbeing
- develop valued roles in the community
- become a more active citizen
- develop increased social skills and independence

Hours of Service

Monday to Thursday from 9am until 4pm & Friday from 9am until 1pm.

Appendix 4: Sample CATCH task board

Appendix 5: Sample of notice boards in CATCH rooms in EVE