

Open Hearts Open Minds



A Social Inclusion Self-Assessment Handbook

**For staff working with the public
and those who support them**

'This handbook challenged me to think differently about the way I work, look at some of my preconceptions, and put the issue of social inclusion firmly on my organisation's agenda'

By Sam Magne and Angela McTiernan for the LINKS Project

This is an essential guide for any front-line staff (whether paid or working on a voluntary basis) who want to improve the way they and their organisations work with socially excluded groups

Why has this handbook been developed?

The LINKS Project was set up in 2000 as a joint initiative between a number of Exeter-based organisations including Exeter Community Initiatives (a local social inclusion and development charity), Exeter Primary Care Trust, Exeter Council for Voluntary Service, Exeter City Council and Devon County Council. A key aim was to promote understanding of social exclusion and to improve the way staff and organisations work with socially excluded people and communities. This handbook has been designed as a resource to help staff working with the public to assess their ability to work in a socially inclusive way and draw more support from the strategy-makers and managers in their organisations. It has been produced by Sam Magne and Angela McTiernan of Red Door Associates in consultation with LINKS staff and Steering Group members, frontline and managerial staff from a cross section of statutory bodies and a number of voluntary organisations serving marginalised groups.

What does the handbook contain?

Although it has arisen out of the context of both Exeter and Devon based organisations, the handbook has been written so that it can be used in any part of the country.

- Part A gives an introduction to social inclusion and contains exercises for personal use
- Part B is for personal self-assessment and development with exercises to provoke thinking about the individual's role and ideas to make their work more inclusive
- Part C is about the organisation and includes exercises for the frontline worker and their line manager
- Part D is for both personal use and joint discussion. It helps workers review their attitudes and to assess their training needs. It also contains some valuable information on frequently excluded groups e.g. people with learning difficulties, looked-after children leaving care etc.

What versions of the handbook are available?

The handbook is available in two versions with a licence to photocopy:

- any number of copies of the document for **an organisation** for use by staff/volunteers and officials of that organisation. Organisational copies are produced in A4 ring-binder folder for ease of copying.
- particular pages of the document for **an individual** for their own use only. Individual copies are available in spiral-bound version.

For more information, please call 01392 205800, although please note we cannot take telephone orders.

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How did you find out about the handbook?

Organisational version of 'Open Hearts, Open Minds' **Cost**

..... copies at £18 per copy for voluntary/community groups with turnover under £50K pa

..... copies at £25 per copy for voluntary/community groups with turnover of £50K+ pa

..... copies at £50 per copy for local statutory organisations*/private sector/partnership bodies

(* Parish Councils will be charged at the same rates as voluntary/community groups)

..... copies at £75 per copy for non-voluntary sector national organisations/partnership bodies

Individual version of 'Open Hearts, Open Minds'

..... copies at £12.50 per copy

Packaging and posting

..... copies of the organisational handbook at £5 per copy

..... copies of the individual handbook at £2.50 per copy

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If you want us to invoice you, please tick the box. We will add £1 to cover admin costs.

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