



Open Hearts Open Minds

Sharing Tools Tips & News for a more inclusive Devon

DID you KNOW ? Many hands can make light work.....

North Devon project 'Transform' describes how people at the delivery & user ends of services can solve problems in disadvantaged communities:



- Have a local board of local & service representatives who listen to a network of street level focus groups
- Listen to what people tell you & act upon it, with a can-do approach.
- Identify the key issues for your area. Ensure there is agreement about them. Do site visits together for a reality-check & inspiration.
- At the same time as working on the big issues, tackle the irritant issues people get fed up (If people tell you about something like dog poo, work with them to try and find some solution.)
- Ensure that your plans for activity are clear, inclusive and deliverable.
- Make sure you evaluate and review your work. To prove a new way of working and mainstream it, you need to be able to measure the outcomes.

For more, & to sign up to receive the latest facts & ideas go to www.OpenHeartsOpenMinds.org.uk – it's free!

