

## *Criteria for an Inclusive Organisation*

	<b>Successful but excluding organisations tend to</b>		<b>Including organisations tend to</b>
<b>A</b>	Reach some sections of the community with information, opportunities, goods, services, and employment.	<b>Comprehensive</b>  1-2-3-4	Serve the whole community. Service users are employed in the service, sit on management teams and monitor quality. Information and opportunity to influence the organisation is freely available.
<b>B</b>	Focus on the provision of health and social care.	<b>Holistic</b>  1-2-3-4	Work towards everyone having the chance to enjoy good health, develop skills, earn a wage and live in safety.
<b>C</b>	Promote support between people who use services.	<b>Roles</b>  1-2-3-4	Promote the maintenance and further development of positive roles in the community and relationships between people who use services and other citizens.
<b>D</b>	Focus on assessment of needs, eligibility criteria and review of interventions. Most people receive standard packages of services in segregated settings.	<b>Unique</b>  1-2-3-4	Attend to people’s life ambitions in partnership with informal supporters. Most people get a unique package of support to maintain their life in the mainstream community.
<b>E</b>	Getting help often means a disruption to personal routines and relationships.	<b>Service</b>  1-2-3-4	Support is offered in a manner which nurtures personal roles and relationships beyond the service system.
<b>F</b>	Staff job descriptions and monitoring systems track the delivery of health and social care processes and outcomes.	<b>Monitoring</b>  1-2-3-4	Job descriptions and performance indicators track inclusive outcomes for service users – a job, friends, a decent home, personal life targets.
<b>G</b>	Thorough supervision systems identify staff limitations and repair with appropriate training.	<b>Creative</b>  1-2-3-4	Staff are supported through balanced lifestyles, mentoring and encouragement to solve problems using imagination and creativity.
<b>H</b>	Pooled budgets, joint funded projects and partnership work is rare and only with similar agencies.	<b>Partnership</b>  1-2-3-4	Support a variety of community organisations that assist people to engage with them and move freely from ‘serviceland’ into a full life in the community.