

RAN Business Plan 2017 - 2020

Introduction

1 The purpose of this Business Plan is to give strategic direction to the work of the Reading Advice Network (RAN) over the three years from 2017 - 2020. It reflects our aims and objectives, and the priorities identified by our members and key stakeholders. It will be updated annually.

Our Aims and Objectives

2 RAN has three aims, each linked to three underpinning objectives:

Aim One: To improve the quality of information, advice and non-statutory advocacy that is available to people in Reading by:

- setting and maintaining an appropriate quality standard for RAN members
- supporting organisations to achieve this standard
- raising the capacity of RAN members through sharing knowledge, training and specialist expertise

Aim Two: To make it easier for people in Reading to get the information, advice and non-statutory advocacy they need by:

- publicising the services provided by RAN members
- developing joint outreach services in areas of particular need
- providing a simple and effective referral process between RAN members

Aim Three: To become a focal point for information, advice and non-statutory advocacy services in Reading by:

- providing a forum where RAN members can discuss key issues
- assembling and disseminating useful information to RAN members
- being the collective voice of RAN members to shape service provision

Our vision

3 Our vision is that over these three years RAN will:

- persuade the great majority of the voluntary organisations providing information and advice in Reading to join the network
- become a trusted and effective support network for its members
- significantly improve the quality and accessibility of information and advice in Reading
- become a respected and valued strategic partner with Reading Borough Council and the Clinical Commissioning Groups

Our Strategic Priorities

- 4 Over the next three years we will pursue four strategic priorities:
- 1 Become financially secure
 - 2 Grow our membership
 - 3 Develop and deliver excellent services for our members and, through them, improved services for the people of Reading
 - 4 Build a strong reputation

1 Financial security

We will become financially secure by:

- securing sufficient long-term funding
- setting and implementing sensible budgets in each year of this Plan
- making cost-effective use of our resources
- actively managing the relationships with our funders
- regularly monitoring our financial health

2 Membership

We will grow our membership by:

- building relationships with all the voluntary organisations providing information and advice in Reading
- creating incentives for organisations to join the network
- demonstrating the quality of the services we provide for our members
- showing how effective the voices of members can be when they work together

3 Our services

We will develop and deliver the following services for our members:

- free, simple and straightforward assessment against a quality standard that is clear, relevant and practicable
- individually tailored support to help members prepare for assessment against the standard
- regular Advice Forums which tackle the key issues for our members
- other meetings and events as appropriate
- a subsidised training programme designed to meet our members' priority needs
- regular and timely publicity, through our website and proactive use of social media, for our members' activities and services
- timely information to our members about important developments in the wider information and advice world.

We will make these excellent by:

- developing them to high standards
- seeking regular feedback on them, and using this to improve them

We will improve the integration and accessibility of our members' services to the people of Reading by:

- developing a programme of joint outreach services that builds on existing outreach by individual members
- embedding the RAN referral process into the working relationships between our members

Reading Advice Network

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4 Our reputation

We will build a strong reputation by:

- securing and retaining RVA's 'Safe and Sound' Quality Mark
- establishing good relationships with key people in Reading Borough Council and the Clinical Commissioning Groups
- identifying and tackling shared member problems
- being a clear and coherent voice on the issues facing our members and their service users
- working constructively, as a partner with RBC and the CCGs, to improve services to the people of Reading by more effectively linking statutory and voluntary provision
- not promising more than we can deliver, but delivering what we promise.

Conclusion

5 We believe this Business Plan gives us the best chance of achieving our vision for the next three years.