

## RAN Business Plan 2022-2025

### 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 2022- 2025. It reflects our aims and objectives, and the priorities identified by our members.

### Our Aims and Objectives

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

**Aim One:** To improve the quality of information and advice that is available to people in Reading by:

- setting and maintaining a quality standard for RAN members
- supporting members to achieve this standard
- helping members to share knowledge and expertise to make each other more effective

**Aim Two:** To make it easier for people in Reading to get the information and advice they need by:

- publicising the services provided by RAN members
- making referral between RAN members straightforward
- strengthening links between RAN members and statutory services

**Aim Three:** To be a focal point for information and advice services in Reading by:

- providing a forum where RAN members can discuss key issues
- sharing useful information with RAN members
- acting as the collective voice of RAN members to shape service provision

### Our vision

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

- continue to expand its membership so that it includes the great majority of the voluntary organisations providing information and advice in Reading
- remain a trusted and effective support network for its members
- make it easy for members to discuss issues, share experience and take joint action
- significantly improve the quality and accessibility of information and advice in Reading
- work closely with other VCS infrastructure organisations
- become a key strategic partner with Reading Borough Council and key organisations in the Health Sector in Reading

### Our Strategic Priorities

4 Over the next three years we will pursue four strategic priorities:

- 1 remain financially secure
- 2 grow our membership
- 3 develop and deliver appropriate services for our members
- 4 further strengthen our reputation

## **1 Financial security**

We will remain financially secure by:

- growing our membership
- setting and implementing sensible budgets
- making cost-effective use of our resources
- regularly monitoring our financial health

## **2 Membership**

We will grow our membership by:

- building relationships with non-members providing information and advice
- creating incentives for organisations to join the network
- demonstrating the value of the services we provide for our members
- showing that the voices of members can be stronger when they work together

## **3 Our services**

We will continue to deliver the following services for our members:

- free, simple and straightforward assessment against a quality standard that is clear, relevant and practical
- individually tailored support to help members prepare for assessment against the standard
- regular Advice Forums which tackle the key issues for our members
- regular peer support groups for member CEOs
- other meetings and events as appropriate
- collective services where this would be valuable and cost-effective
- publicity for our members' activities and services

We will improve our service provision by:

- investigating possible new services
- developing good services that meet members' needs
- seeking and using feedback from members

We will make our members' services more visible to the people of Reading by:

- publicising them
- strengthening their links with statutory services

## **4 Our reputation**

We will build a strong reputation by:

- demonstrating that the Network is properly governed
- retaining RVA's 'Safe and Sound' Quality Mark
- identifying and tackling shared member problems
- being a clear and coherent voice on the issues facing our members and their service users
- working effectively with other VCS infrastructure organisations, Reading Borough Council and key organisations in the Health Sector in Reading
- 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.