

The Reading Advice Network was established as an independent charity in February 2016 following a two year project funded by the Big Lottery and the Cabinet Office. It exists to:

- Improve the quality of information and advice that is available to people in Reading
- Make it easier for people in Reading to get the information and advice they need
- Be a focal point for information and advice services in Reading

We do this primarily by:

- Setting a Quality Standard for our member organisations and supporting them to achieve this Standard
- Publicising the services provided by our member organisations
- Organising regular Advice Forums where members can discuss key issues
- Providing a peer support group for the CEOs of our member organisations

We currently have 20 member organisations:

- Age UK Berkshire
- Age UK Reading
- Autism Berkshire
- Berkshire Womens Aid
- British Red Cross
- Citizens Advice Reading
- CommuniCare
- Dingley's Promise
- Graft Thames Valley
- Launchpad
- PACT (Parents and Children Together)
- Parenting Special Children
- RAB Sightloss
- Reading Mencap
- Refugee Support Group
- Reading University Students Union Advice Service
- RVA (Reading Voluntary Action)
- Reading Welfare Rights
- The Mustard Tree
- YMCA Reading

To become a member an organisation must:

- Provide information or advice to people in Reading
- Make a commitment to achieve our Quality Standard
- Make a similar commitment to achieve RVA's 'Safe and Sound' Governance Standard
- Pay an annual membership fee - currently £30

Our Quality Standard requires our member organisations to:

- Be strongly customer-focused
- Ensure service delivery is properly supervised
- Train their staff and volunteers and support them to develop
- Record and check enquiries and cases
- Use good procedures when giving advice and doing casework

More detailed information is available from our website - [readingadvicenetwork.org.uk](http://readingadvicenetwork.org.uk)

**Reading Advice Network**  
**March 2023**