

RAN Business Plan 2024-2027

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 2024- 2027. It reflects our aims and objectives, and the priorities identified by our members.

Our Aims and Objectives

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

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

- setting, maintaining and publicising 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 be a focal point for information and advice services in Reading by:

- providing services which enable RAN members to discuss key issues and support each other
- sharing useful information with RAN members
- publicising RAN to non-members
- acting as the collective voice of RAN members to help shape service provision

Our vision

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

- continue to improve the quality of information and advice available in Reading
- continue to expand its membership
- remain an effective support network for its members
- make it easy for members to discuss issues, share experience and take joint action
- work closely with other VCS infrastructure organisations
- become a valued partner with Reading Borough Council

Our Strategic Priorities

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

- 1 remain financially secure
- 2 continue to build 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:

- attracting and retaining members
- setting and implementing sensible budgets
- making cost-effective use of our resources
- regularly monitoring our financial health

2 Membership

We will continue to build our membership by:

- developing relationships with non-members providing information and advice
- demonstrating the value of the services we provide for our members

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
- services which enable members to become stronger by working together
- regular Advice Forums which tackle the key issues for our members
- regular peer support groups for member CEOs
- regular peer support groups for HR specialists

We will improve our service provision by:

- seeking regular feedback from members on our services
- using this feedback to develop new services that meet members' needs

4 Our reputation

We will further strengthen our 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 and Reading Borough Council
- 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.