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Strategic Plan 2014 - 2017

Vision

Advice NI's vision is of a society of confident, informed, and active citizens who can access their rights and entitlements.

Mission

Advice NI's mission is to provide leadership and services to our members and ensure accessible advice services across NI.

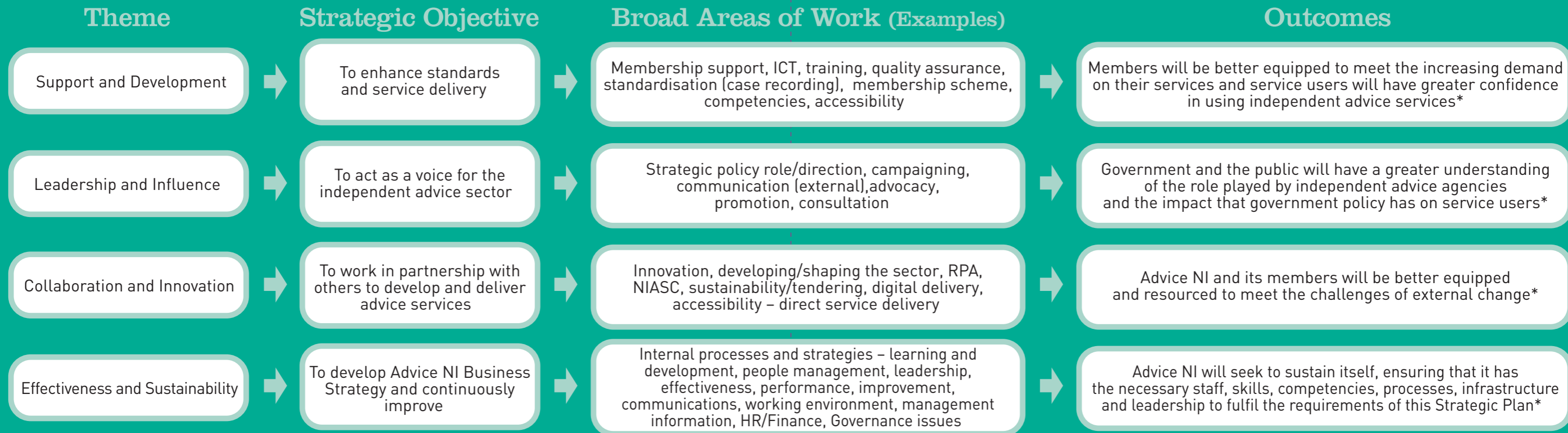
Our Values

- > **A**ccountability, transparency and quality in all our work
- > **D**iversity, growth and sustainability of our members promoted
- > **V**aluing our members and meeting their needs through creative and collaborative working
- > **I**ndependence of advice services promoted
- > **C**ommunity development and well-being at the heart of our work
- > **E**quality and social justice in all we do

Advice NI Growth and Sustainability Principles

- > We will not compete for local contracts unless members wish us to do so on their behalf – or wish us to support them to make a bid;
- > We will not enter into any local frontline advice delivery contracts without consulting with local members in the area;
- > We will always seek to use existing member organisations in the delivery of regional contracts;
- > We will always try to collaborate with, rather than compete with, our members;
- > We will always seek to work with a voluntary sector organisation rather than a private sector organisation in the delivery of front line advice services.

Strategic Themes, Objectives and Outcomes 2014 - 2017



*The operational plan will include detailed targets from which to measure if we have achieved these outcomes

Advice NI Strategic Planning Process 2013

Description of the process

Advice NI engaged IISC Ireland in February 2013 to help design and facilitate its strategic planning process. The following core questions/conversations were identified as crucial ones in setting future strategic direction:

1 What does the wider environment in which Advice NI is operating look like now - and what are the forecasts for the future?

2 What are the current and future anticipated needs in relation to advice provision in NI that we need to be aware of?

3 What does Advice NI look like today in terms of the number of projects, staff employed, contracts entered into? And how does this change annually over the next three years?

4 What has Advice NI's progress been - against the targets in its current Strategic Plan - over the last three years?

5 What are some initial thoughts about possible strategic areas of focus/ objectives for Advice NI to prioritize over the next three year period which could be used to elicit the views of members and a wider group of stakeholders?

6 How can the wider membership of Advice NI be engaged in a meaningful way in setting the organisation's future strategic direction?

7 What are the (final) strategic objectives that Advice NI will pursue over the next three years, and what areas - if any - will Advice NI not focus on?

Our approach to engaging staff and members in these discussions was as follows:

1 day Strategic Planning Workshop 7th March 2013

7 Board members & 12 staff attended.

Purpose: to clarify the environment in which Advice NI is working; develop a greater awareness of the current and anticipated future state of the organisation re contracts, projects and staffing levels; design an engagement strategy to connect with the wider organisation; and identify possible priorities to solicit feedback on from the wider membership.

Members' consultation carried out by independent consultant:
12 members consulted by one-to-one interviews August 2013

1 day follow-up workshop Monday 14th October 2013

12 staff & 4 Board members attended.

Purpose: to hear and consider the feedback from the wider engagement process and then develop an initial set of strategic objectives based on this.

Consultation on draft strategic plan carried out at AGM workshops with 36 staff and 44 members. Workshops were held to gather the views of members and staff on the draft plan.

Key issues / concerns raised:

- > Tendering & Contracts
- > Case recording Systems & Advice NI Quality Mark
- > Social Policy
- > Review of Public Administration
- > Demands on Centres
- > Welfare Reform

How we responded:

- > These key issues / concerns have shaped our strategic themes, objectives and outcomes for 2014–17.
- > We have developed a set of Growth & Sustainability Principles
- > Members' feedback will inform our work in the NIASC (Northern Ireland Advice Sector Consortium) working groups.



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