



STRATEGIC PLAN 2017 –2020



Advice NI's mission

is to ensure access to quality advice through providing leadership, support and services to the Independent Advice Network.

OUR VALUES AND PRINCIPLES



Strategic Aims and Objectives

Aim 1

To respond to identified need through strengthening the Independent Advice Network & providing specialist advice services

- ❖ Grow and maintain a diverse, engaged membership
- ❖ Identify and provide relevant and accessible support services for members
- ❖ Develop, encourage and support service quality assurance across the Independent Advice Network
- ❖ Through collaboration with members, provide advice services to meet identified need across NI
- ❖ Increase ease of accessibility to services and support using innovative, creative and digital mechanisms as relevant

Aim 2

To prepare for and respond to change through informed leadership



- ❖ **Measure and share impact to enhance service provision and influence policy**
- ❖ **Ensure a clear identification and understanding of current and emerging advice needs across NI**
- ❖ **Facilitate and lead informed, collaborative lobbying to influence policy**
- ❖ **Explore new models of collaborative working to strengthen advice services**

Aim 3

To ensure a sustainable and effective organisation

- ❖ **Raise the profile and awareness of the Independent Advice Network**
- ❖ **Maintain and nurture a skilled and cohesive staff and volunteer team**
- ❖ **Explore opportunities for increased and innovative use of digital technology throughout the organisation**
- ❖ **Maintain and develop sustainable revenue via diverse income streams**
- ❖ **Maintain and improve organisational standards, systems and processes**

STRATEGIC PLANNING PROCESS

The strategic planning process was facilitated by Blue Moss.

Blue Moss uses recognised international facilitation processes such as The Institute of Cultural Affairs' (ICA) Technology of Participation methodologies. The processes used are rooted in international development, ensuring all participants have a voice and the power to influence and take responsibility for the future of their organisation and their community. 'sticky wall' processes were used to ensure that participants could see and engage with all their information, creating connections and enabling fully informed discussions and decision making.

The unique and innovative processes enabled Staff and Board Members to engage, discuss, make decisions and commit to actions that will strengthen and develop the Independent Advice Network and bring positive impact to the wider communities.





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