
Title:	Proposed Business Plan 2015 – 2016, and Beyond
Author:	Peter Robertson
Date:	29 May 2015
Version:	1.1

Northumbria Blood Bike's 'business year' runs from 1 July to 30 June.

We hold our AGM in September to give time for accounts to be finalised and scrutinised and for an annual review to be written for members and also for the Charity Commission.

As previously discussed the process for arriving at a business plan for July 2015 on has been:

1. March 2015: initial discussion of possible objectives at the members open meeting;
2. Discussion of ideas on members forum;
3. April 2015: consideration of these ideas, and others, at committee meeting;
4. May 2015 committee meeting, agree ideas to present to members

At this meeting we need to agree the objectives for 2015 – 2016 on, the committee recommends:

A: Year 1 (1 July 2015 – 30 June 2016)

1. By September 2015 achieve those areas of the 2014-2015 plan not achieved by end 30 June 2015, i.e.
 - a. Item 1: Ensure Service Level Agreements (SLA's) are in place with all six NHS Acute Hospital Trusts in our area.
 - b. Item 7: Review, taking action as appropriate: Qualifications required for riding, specifically how to ensure advanced riding qualifications are 'current'.
2. By July 2015 ensure that the 'Buddy System' is operational.
3. By July 2015 establish an IT development plan;
4. By August 2015 develop contingency a plan for any withdrawal of service by the Stockton-on-Tees Security Centre which can be fully implemented within 30 days.
5. By August 2015 fully introduce the Andromeda system to riders, drivers and Shift Co-ordinators;
6. By September 2015 review how we are helping our patron(s) to provide their planned support.
7. By September 2015 review committee roles required for September 2015 on.
8. By October 2015 review deployment of car to BoB.
9. By November 2015 review announced changes to Section 19 and determine NBB approach.
10. By November 2015 introduce new, targeted, leaflets, posters and a volunteer booklet (giving increased clarity as to what new members can expect).
11. By November 2015 introduce an induction checklist for new members

12. By November 2015 achieve minimum rota occupancy levels on a month by month basis as follows:
 - a. BoB, to continue at 100%;
 - b. Bike rotas, 90% with at least one filled at all times;
 - c. Car 2, 50% increasing to at least 75% in the period November – March;
 - d. Shift Coordinator, 100% evenings and weekend / bank holiday days, 50% nights.
13. By November 2015 deploy more bikes at weekends / BHs
14. By December 2015 complete task of moving from Handbook and Brief to Policies and Procedures, updating as required.
15. By December 2015 increase numbers of active (i.e. fully 'qualified' carrying out a relevant shift at least three times in a three month period for each role agreed when joining) members to:
 - a. Riders: 60
 - b. Drivers: 35
 - c. Shift Coordinators: 35
 - d. Fundraisers: 35.
16. By January 2016 negotiate to expand our service to include:
 - a. Both of the NHS Mental Health Trusts;
 - b. The Human Milk bank service planned to be based at the RVI.
17. 'Retire' and replace vehicles as per policy for vehicle replacement (in production).
18. Establish indicative budgets for key areas of expenditure.
19. By the end of the year achieve an income target of at least £60,000.
20. Develop a reserve of at least £20,000 to aid vehicle purchases and related expenditure in future years.

B: 2016 – 2017

1. Achieve rota occupancy of 95% for motorcycles and cars, 100% for BoB and shift co-ordinators.
2. Replace vehicles as required under policy for vehicle replacement (in production).
3. increase numbers of active (i.e. fully 'qualified' carrying out a relevant shift at least three times in a three month period for each role agreed when joining) members to:
 - a. Riders: 65
 - b. Drivers: 40
 - c. Shift Coordinators: 40
 - d. Fundraisers: 40.
4. By the end of the year achieve an income target of at least £70,000.
5. Reserve to be at least £10,000.

C: 2017 – 2018

1. Achieve rota occupancy of 98% for motorcycles and cars, 100% for BoB and shift co-ordinators.
2. Replace vehicles as required under policy for vehicle replacement (in production).

3. increase numbers of active (i.e. fully 'qualified' carrying out a relevant shift at least three times in a three month period for each role agreed when joining) members to:
 - a. Riders: 70;
 - b. Drivers: 45
 - c. Shift Coordinators: 45
 - d. Fundraisers: 45.
4. By the end of the year achieve an income target of at least £75,000
Reserve to be at least £15,000