

Year	Chair	Chief Executive /Director	Premises	Significant events	No of charity members	Charity membership income
1999/2000	Colin Sandford (BHF)	Lekha Klouda	Islington/Shoreditch	Foundation of Association of Charity Shops Member meetings start Monthly newsletter Research and benchmarking activities start	124	£106,250
2000/1				Information/guidance leaflets Annual conference starts Website launched Property group starts	160	£137,950
2001/2				Legal advice line introduced Recycling group starts Researcher appointed	182	£131,650
2002/3				Charity Retail Awards started Health and Safety project delivered Business Development Manager appointed	206	£139,490
2003/4				National consumer survey published to members Commercial income developed	215	£179,550
2004/5			Bloomsbury	HR group starts Projects officer appointed	226	£202,215
2005/6				Members' handbook launched DEFRA grant received to promote reuse Strategic plan published	250	£191,900
2006/7	Stephen Robertson (Shelter)			Head of Public Affairs appointed Setting up and Running Charity Shops book published New activities in Scotland and Northern Ireland	252	£219,500
2007/8	John Canessa (Marie Curie)			More research reports published Commercial income expanded significantly Code of Charity Retailing became mandatory for members Selling on eBay workshops launched	277	£240,500

2008/09	Sue Azzopardi (British Red Cross)			Lobbying on Gift Aid became key issue Focus raised on house to house collections Deal negotiated with PRS on music in shops Website relaunched	295	£255,797
2009/10	David Cryer (Helen and Douglas House)			New strategic plan launched Many consultations responded to Much press coverage received following <i>Mary Queen of Charity Shops</i> BBC2 programme	297	£255,468
2010/11		Warren Alexander	Holloway Road	Change of name to Charity Retail Association, associated with full rebranding activity Issue of bogus collections addressed	322	£259,945
2011/12				Lobbying and PR activity strengthened considerably Gift Aid simplification project started – some progress made Stock generation campaign launched	338	£265,905
2012/13				Gift Aid simplification achieved Campaign in Wales started	361	£268,408
2013/14	Vicki Burnett (Cats Protection), Ben Merrett (Debra)			Wales campaign brought to a successful conclusion Publication of <i>Giving Something Back</i> , Demos report on social impact of charity shops New CRM system introduced to improve customer service	374	£307,397
2014/15		Martin Blackwell		Campaigns on waste in local authorities	386	£329,681
2015/16		Steve Biddle (interim), Robin Osterley		#More than a shop campaign started to protect business rates in NI New relationships established with industry bodies Gift Aid further simplified Gift Aid training guidance produced	387	£342,361