

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
2016/7				New strategic plan <i>Shop for the Future</i> launched Update of Demos report, <i>Shopping for Good</i> , published Good Cause Santa Claus campaign launched	388	£350,396

2017/8	Anne Webb (Oxfam)			<p>Formation of new All Party Parliamentary Group on Charity Retail</p> <p>Barclay review of business rates in Scotland published with no adverse effect on charity retail thanks to CRA lobbying</p> <p>FOI request on waste and business rates sent to every local authority in England and Wales</p>	388	£351,957
2018/9				<p><i>De minimis</i> for Retail Gift Aid launched after extensive lobbying</p> <p>Number of shops included in membership exceeds 9000 for the first time</p> <p>Find-a-shop web tool launched</p>	388	£363,957
2019/20				<p>Development of Charity Retail Safeguarding Scheme</p> <p>Launched volunteering toolkit</p> <p>Remodelled activities due to COVID-19 pandemic</p> <p>Held 20 board meetings to provide advice and guidance</p> <p>Ran some 70 members meetings</p> <p>Provided invaluable advice and guidance to membership</p> <p>Launched volunteering portal</p> <p>Membership exceeds 400 for the first time</p> <p>EDI action plan launched</p>	410	424592
2020/21	Emma Peake (Air Ambulance Service)			<p>New strategic plan – A Diverse and Sustainable Future</p> <p>COVID-19 still a major factor in activities</p> <p>Enormous amount of media undertaken following reopening of shops</p> <p>Founder member of Civil Society Group</p> <p>TRUST collector licensing scheme launched</p> <p>Charity Retail Academy launched</p> <p>Half the membership attended meetings</p>	449	436697