

# Review of the year

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Robin Osterley, Chief Executive, Charity Retail Association

**#CharityRetailAGM**

# THE YEAR IN QUESTION

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- Ok so this is an AGM so we should be talking about 2022-23
- But that was 7 months ago
- So we'll talk about 22-23 finances and up to date activities
- And we'll do the same next year

## JOBS DONE SINCE LAST YEAR -

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- Strategic plan now coming to a close - *A Diverse and Sustainable Future*
- 6 objectives:
  - Champion charity retail
  - Strengthen charity retail
  - Build a strong community of charity retailers
  - Be the accessible knowledge hub of charity retail
  - Promote environmental sustainability within the CRA and the sector
  - Strengthen the CRA's capacity to support the sector and our members

## Champion Charity Retail

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### Lobbying and advocacy

- Met with Stuart Andrew, Charities Minister and numerous MPs
- Planning meeting with Labour
- Held an excellent parliamentary drop-in
- Launched SROI report in the House of Commons
- Made 8 policy submissions to Government
- Responded to 69 policy queries from members

### Positive perception

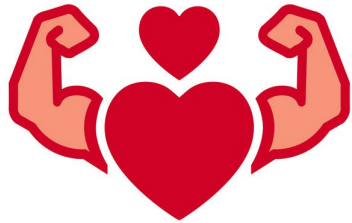
- Social media still strong
- Lots of media work, including BBC Breakfast (9 million viewers), ITN and lots of national press and website coverage as well as the usual crop of local media

### Collaborative working

- RO coming to the end of term as co-convenor of Strategic Oversight Group of Civil Society Group, has been a really rich source of contacts and put us even further on the civil society map
- Has reaped enormous benefits in terms of government agenda, volunteering collaborations, networking
- TRUST now motoring strongly, and many charities are benefitting
- Corporate membership still thriving
- Investing in Charity Shop Gift Card
- Charity Retail Learning Joint Venture going very well

## Strengthen Charity Retail

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### Service provision

- New membership survey underway
- Special interest groups now all hybrid – not clear if this is sustainable
- All SIGs doing well, but drop-out rate quite high
- Charity Retail Safeguarding Scheme successful – BHF our latest sign-up
- Member queries responded to within 24 hours
- Volunteering toolkit now launched successfully
- Membership at a record 489

### Charity Retail Learning

- Charity Retail Learning going from strength to strength, excellent feedback
- Subscription sales going particularly well

### EDI

- Now appointed an EDI director (Ruth Blazye) to work with responsible member of staff (Anna)
- Making progress in working out how to move this agenda through the sector – but more needs doing



## Build a Strong Community

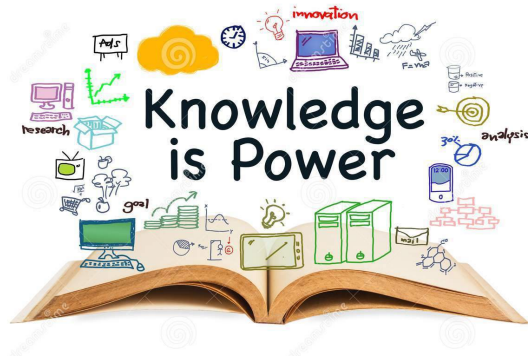
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- Varied portfolio of events from special interest group meetings, small retail chain meetings, hospice network groups, The Autumn Series of webinars, and Conference of course
- Network meetings in Scotland, Wales and Northern Ireland have returned
- 369 delegates booked onto conference 2023 (largest by 1!)  
- 97% would recommend attending to another charity and 92% said it has helped them to develop their charity retail offering (dinner was a problem...)
- Members area page of SIG minutes and presentations is superb

## Be the Accessible Knowledge Hub

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- Loads of news articles added to the website weekly
- Research still a really important function
- Quarterly Market Analysis still the flagship product
- Annual workforce survey
- Major SROI report - £7.35 ration, £75billion of social value
- Fantastic toolkit produced for members

## Environmental sustainability

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- Have now appointed Sustainability Director (Alex Sutton) to work with responsible member of staff (Susan)
- Achieved carbon neutral status
- Working closely with CAFA
- Recent successful webinar
- We have been placing ourselves in the wider sustainability debate via sponsorship of Sustainable Fashion Week and lobbying activity.
- TRUST is also a plank in this area



## MEMBERSHIP

Year	Number of members (all)	Number of shops (all)	Increase/Decrease (Shops, UK)
2016-17	388	8577	
2017-18	388	8889	+0.6%
2018-19	396	9058	+1.7%
2019-20	410	9147	+0.8%
2020-21	449	9227	+0.9%
2021-22	472	9116	-1.2%
2022-23	464	9268	+1.6%

- Current figures:
  - 489 members
  - 9776 shops (includes all renewers now)

# JOBS STILL TO DO

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- New website development project now starting, a little late but....
- New strategic plan process - starting today!
- More events and publicity of the back of the SROI report
- 25<sup>th</sup> anniversary celebrations!

# FINANCIALS

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- 2022-3 was an OK year financially
- But some expensive activities and projects on the horizon to build our capacity
- This year will be much tougher and we are going to have to (finally) raise membership fees for the first time in 6 years

# THE FINANCIAL YEAR

INCOME	2022/23	2021/22	Change last year	Change this year
Membership subscriptions	463,245	428,931	-1.7%	7.8%
Conferences, events and training	287,922	242,176	302%	18%
Other income	62,588	41,857	94%	49.5%
<b>TOTAL INCOME</b>	<b>813,725</b>	<b>712,964</b>	<b>126%</b>	<b>14%</b>

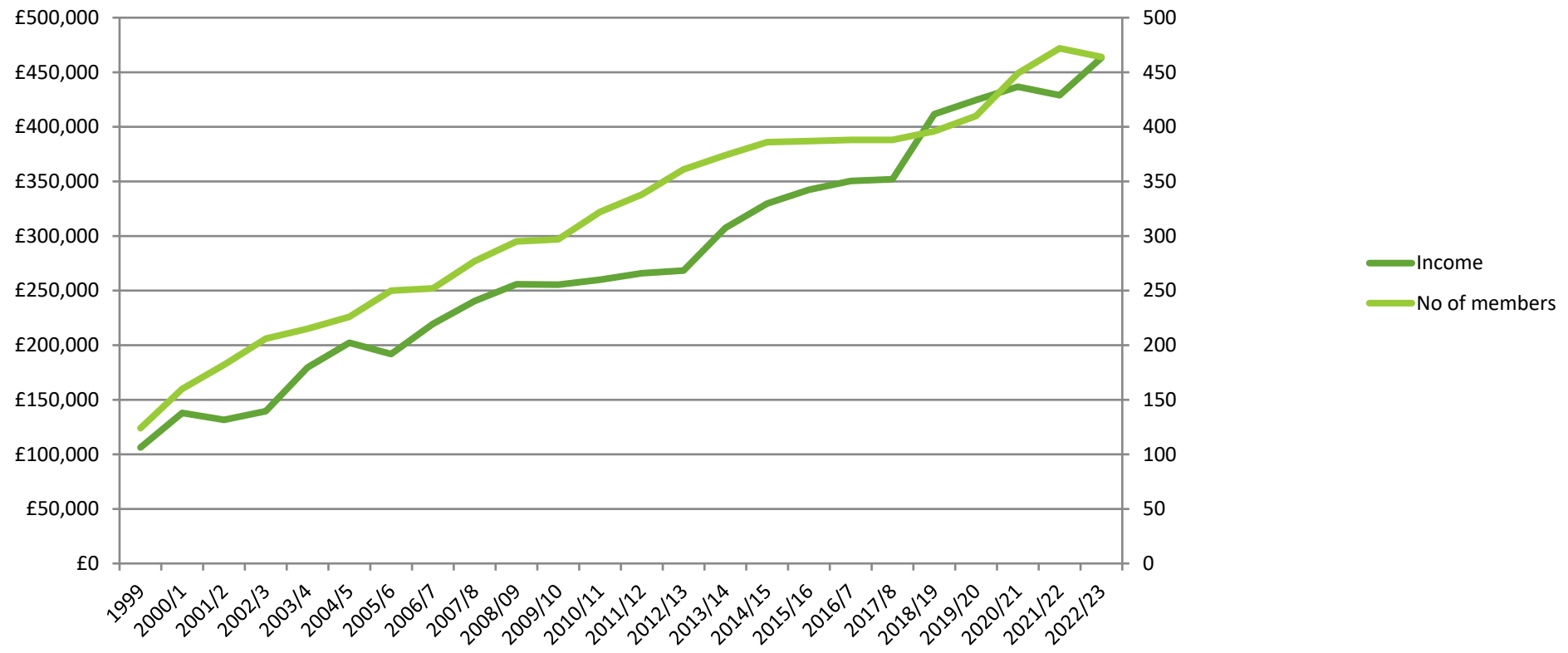
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<b>EXPENDITURE</b>				
Staff costs	502,395	386,717	13.8%	29.9%
Other operating costs	305,865	264,364	107%	15.6%
<b>TOTAL EXPENDITURE</b>	<b>808,260</b>	<b>651,351</b>	<b>16%</b>	<b>24%</b>
Interest, taxation etc	1572	-32		
<b>SURPLUS AFTER TAXATION</b>	<b>7,037</b>	<b>61,581</b>		



# ANNUAL MEMBERSHIP GROWTH

ACS/CRA charity membership since foundation



## SUMMARY

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- CRA still in excellent health, financially, membership, staff, board, and strategically
- Reserves still very substantial - £427,434 – but this is going to change in a year or two!
- Policy stands at £300,000
- Thanks to all who help – board, volunteers, and of course the amazing CRA staff