**Member survey results 2024**

5,414 of you completed this year’s membership survey, which was sent in May and open for four weeks.

This year’s response rate was approximately 8% and respondents are broadly representative of our membership categories.

**Key findings**

This year, you said it’s still important that BACP:

1. Provides you with resources that support professional and ethical practice
2. Provide services for members and the public to raise concerns or complaints
3. Sets and maintains standards for the profession
4. Shares best practice in ethics, standards and policy making with membership and professional bodies in the UK
5. Keeps you informed about our work
6. Provides events and opportunities for CPD

**Your membership**

1. 68% say your membership is important to you
2. 76% say you’re likely to renew your membership

**What are we doing well**

1. 66% say we support your professional and ethical practice well
2. 63% say we set standards for the profession well
3. 56% say we share best practices in ethics, standards and policy making with membership and professional bodies in the UK
4. 69% say we keep you informed about the work of BACP
5. 68% agree we provide continuing professional development (CPD) opportunities
6. 51% say we provide opportunities for you to communicate with us

**What we could do better**

1. 24% say we provide opportunities for you to communicate with other members
2. 24% say we listen and respond to member concerns
3. 46% say we’re contributing to building the evidence base for the profession through research
4. 46% say we provide services for members and the public to raise concerns or complaints

**Your relationship with us**

1. 56% say you trust BACP to represent the best interests of its membership and profession
2. 56% thinks BACP membership supports you with your practice
3. 60% say that you have opportunities to be involved with BACP if you wanted to be
4. 53% say that we inform the public about the value of counselling
5. 58% agree that BACP is the professional body that you most identify with
6. 48% agree that BACP is an inclusive association reflecting who its members are, what they stand for and their values and beliefs

**Thank you**

We can only achieve our aims with your support and honest feedback. Thank you again to those of you who took part in this survey. Your feedback helps us to continually improve as your association and ensure that we’re able to better support you as you change lives through counselling.

BACP | Counselling changes lives

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