

In 2023 ...

- 490 members - up 5%
- Running 9780 shops - up 5.4%
- Retention 90%
- Member satisfaction 93%
- Would recommend membership 98%
- 176 policy queries answered
- Over 100 policy guidance notes
- 140 wellbeing accounts created
- 300 charity retail jobs posted
- 1 million web views
- 38 MPs met
- 5 Government forums attended
- 6 national media slots
- Training partnership courses 100% good or excellent
- 71 research reports
- 10 special interest groups
- 50 member meetings held - up 10%
- Record conference attendance
- SROI report and toolkit created
- Volunteer toolkit expanded

And for 2024 ...

- CRA 25th anniversary celebrations
- Charity retail reuse manifesto
- Lobbying parliamentary candidates
- Sustainability interest group
- Conference 2024
- Net zero support
- New campaigns