

## **Outcome of the CMSUK Membership Survey 2019**

This year's membership survey went out during May and was co-ordinated by the CMSUK Membership Group. The survey was of particular importance this year as it is linked with a review of membership subscription fees.

The CMSUK has not raised its membership subscriptions since its launch in 2001. Since that time the organisation has grown, both in terms of the number of members, and also in terms of the scope of the work to support activities and members across the UK. An increase in fees is vital to enable the Board to improve the internal structures and business processes that will support risk management as the organisation grows. Prior to increasing the fees, the Board wanted to first complete a survey of members to help with the decision as to the level of the increase. A major focus for the team undertaking the survey was to ensure a good understanding of the priorities of members so that the fee increase could be managed appropriately.

### **The results?**

108 completed surveys were received (from a total membership of just over 700). Key messages were as follows:

- The respondents were split roughly 50/50 between those who self-fund their membership and those whose employer funds the fees. About half the respondents were also members of other membership organisations (BABICM, VRA). This information is important in terms of managing an increase in subscriptions that will not overburden our members.
- Feedback on the benefits of membership were largely very positive with 80% of respondents indicating that they would recommend membership to a colleague.
- Reasons given for being a member of the CMSUK were strongly focused on being a part of the case management community and having access to professional guidance such as standards of practice and industry updates.
- Webinars, the e-Newsletter and conference were positively viewed by respondents as highly valued areas of the CMSUK activity.
- Also viewed as very important was the joint working of CMSUK with BABICM and VRA towards an educational pathway for case managers.
- The most supported area for future development was the introduction of a format for professional advice for practising case managers. This development is now being considered by the Board.

### **Membership Fees**

The CMSUK Board has considered the survey results and the fees will be increasing from January 2020 as follows:

The membership fee will be increasing from £75 to £90

The 20% discounted fee for associate, supporter, overseas members will remain. Student memberships will remain at £20.

Any memberships due on or after 1 January 2020 will be charged at the new rate. Any memberships due before the 1 January but not paid by 1 January will be charged at the new rate.

If you have any queries regarding the survey or the increase to subscription rates, or would like more information, please contact the Membership Director Sue Ford on [sue.ford@cmsuk.org](mailto:sue.ford@cmsuk.org)