

# Community Action Network

## Membership Survey Report 2024 – 2025

**‘Thank you for the excellent work you do’**



**94% of members would recommend CAN.**

Membership charities like Community Action Network (CAN) play a pivotal role in fostering community engagement, ensuring financial sustainability, and amplifying our impact on society. CAN is one of many, including household names like The National Trust and the RNLI, with a model that combines the strengths of grassroots involvement with strategic advocacy.

- **Enhanced community engagement**

CAN members are active participants who contribute time, expertise, and advocacy. They make up most of our board of volunteer trustees and provide accountability and scrutiny by the sector. This fosters a sense of ownership and belonging, which leads to increased volunteerism, event participation, and word-of-mouth promotion.

- **Advocacy and representation**

CAN serves as a powerful advocate for our communities. By uniting voices, we can influence policy decisions and ensure that the needs of our members are represented at local and national levels.

- **Access to resources and networking**

CAN Membership comes with access to exclusive resources, training, and networking opportunities. We offer our members discounts, training, and a platform for collaboration, which enhances their capacity to deliver services effectively.

- **Building a resilient sector**

In times of economic uncertainty, membership charities are more resilient due to diversified income streams and strong community ties. This allows CAN to continue its vital work, even when external funding sources fluctuate.

### Membership Survey insights

Membership charities are dynamic communities that drive social change, advocate for members, and contribute to local social action. CAN listen to our members and gather insights about their experiences, satisfaction and needs. Our latest Members Survey received 75 responses, ensuring a statistically representative dataset. The overall response was a positive inditement of our work. We are pleased to be able to say that we are getting it right for most of our members.

**eNewsletters:** The majority thought the frequency just right and found them “invaluable” or “very useful”, and circulate them within their organisation.

**Why did you join:** Most said it was because they “believe in the work of CAN”, with others citing “to network”, “access training/support” and “receive our eNewsletters”.

**Website:** The majority found our website either “invaluable” or “very useful”.

**Membership Zone:** Most found it “very useful”; however, some members have not accessed it.

**Support:** Around 70% accessed our bespoke support with the majority finding it “invaluable” or “very useful”.

**Nature of support:** A wide range of reasons, with many members requesting support with volunteer management, policies/governance, safeguarding and fundraising.

**Advertising for volunteers:** Users (approximately 50% of respondents) found it “invaluable” or “very useful”.

**How can the volunteer hub be improved:** The majority didn’t offer a suggestion, however there were requests for more promotion of volunteering, sharing ideas on volunteer recruitment with each other, encouraging the public to respond to the group when they’ve shown an interest.

**Training:** Most respondents found our training to be “invaluable” or “very useful”.

**Paying for training:** Most said they would pay between £15 - £30 for training. Two respondents would pay over £50, and a minority felt training should be free.

**Virtual Hub:** Users of the Virtual Hub reported it to be “invaluable”.

**Access to community support services:** 50% of respondents access the service, and most found it “invaluable” or “very useful”.

## **Comments from members**

- “Thank you for the work you do, bringing people and information together - much appreciated”.
- “CAN Staff been helpful and approachable”.
- “Just want to say a massive thank you to CAN for the support they have given us as a new member of the local community - its been really appreciated and very supportive”.
- “The CAN training that I have attended has always been excellent”.
- “CAN are just brilliant. networking meetings bring great people together and ensure some amazing collaborations”.
- “It would be really helpful to have all the resources online (e.g. volunteer job descriptions, template policies) and not to have to email for them. It would also be helpful to have the video training prerecorded so I can do it in my own time”.
- “CAN has been really helpful in our volunteer recruitment and organising training sessions and of course the awards were fantastic”.
- “I speak to a lot of charities that have been helped so much by CAN, a lot of the good work they do is often under the radar and we for one like to champion CAN”.
- “Additional support to the smaller, self-funding peer groups which provide ongoing community-based support to people but who are not always recognised as they are not charities”.

- “Always supportive and the newsletters are extremely useful for research, tips, advice, information and opportunities available. Always an insightful read”.
- “A wonderful asset to our local community helping to support so many organisations and individuals alike. Thank you CAN!”
- “Can you facilitate joint meetings with multiple funders?”
- “When I became Manager of a charity you were such massive support - helping me ensure the policies and procedures were in order, provided help with volunteer training packs and most importantly guided me as I quickly learned to write funding applications. I truly feel that your support has helped me achieve my vision. I am lucky to have such amazing people I can call on for help advice or just a friendly natter - Thank you!”
- “Such an excellent Networking organisation with professional team members who I can always look to for support and ideas. The Networking sessions I attend are always well run, ensuring everyone's needs are met and actions followed through”.
- “The work as a county wide organisation is invaluable - especially during these very challenging times for all charities. Thank you for your support!”.
- “Thank you CAN, for championing the voluntary sector locally. Your contribution is invaluable, and we are better off having an organisation like yours from which we can connect and draw expertise. Thank you!”.

Feedback will be used to inform our plans going forward, including:

- Maintaining our quality-assured work
- Updating our Membership Zone
- Increasing promotion of volunteering
- Reviewing how we provide funding advice – bringing groups and funders together
- Increasing awareness of the diverse range of work we deliver
- Highlighting the work of our members.

TOGETHER WE CAN MAKE A DIFFERENCE