

Member survey results 2021



5,740 of you completed this year's membership survey, which was sent in May and open for 4 weeks.

The response rate was approximately 10% and although this is lower than last year, respondents are broadly representative of our membership categories.

Key findings

It is important that BACP:



- Provides you with resources that support professional and ethical practice



- Keeps you informed about issues within the field of counselling and the profession and how they affect you



- Sets standards for the profession

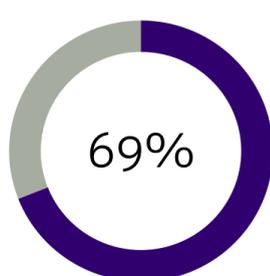


- Protects clients from unsafe and unethical practice by providing support, information and a complaints procedure

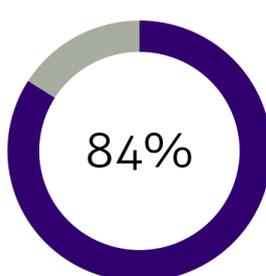


- Keeps you informed about our work and how it affects you

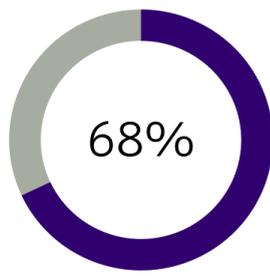
Membership survey



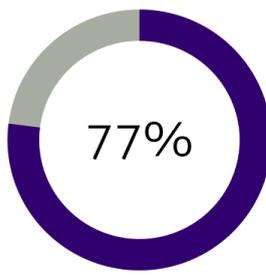
69% say BACP is the professional body you identify most with



84% of you say you're likely to renew your membership without, or with little, hesitation



68% say you trust us
*further results show 23% neither agreed nor disagreed with this statement



77% say you're a member of BACP because it gives credibility to your practice



What we could do better



56% say BACP is an inclusive association



31% of you say we work well in providing forums and groups for people with similar interests to come together and network



35% say you feel part of a community of members



22% of you say we work well on behalf of members to improve employment opportunities



25% agree we promote opportunities for paid employment and volunteer placements for students



42% agree we raise awareness of the counselling professions in the public and the media



What are we doing well



Three quarters of members join BACP to demonstrate commitment to ethics and 81% agree that we do well at providing ethical support and resources



76% say we set standards for the profession well



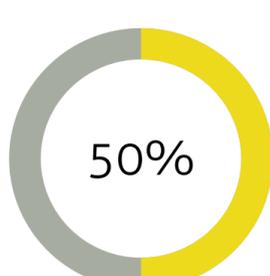
72% agree that we work to deliver a robust regulatory framework and hold and maintain a PSA accredited register which promotes confidence in BACP members



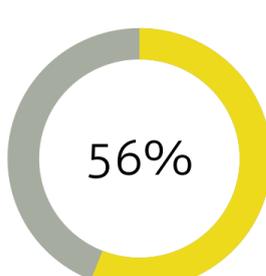
73% agree we keep you informed about the issues within the field of counselling and the profession



Your relationship with us



50% say we listen well



56% agree we act in the best interests of our members

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.