**Member survey results 2023**

4,323 of you completed this year’s membership survey, which was sent in May and open for 4 weeks.

This year’s response rate was approximately 7% and although this is lower than last year, respondents are broadly representative of our membership categories.

**Key findings**

It is important that BACP:

1. Provides you with resources that support professional and ethical practice
2. Keeps you informed about issues within the field of counselling and the profession and how they affect you
3. Sets standards for the profession
4. Protects clients from unsafe and unethical practice by providing support, information and a complaints procedure
5. Keeps you informed about our work and how it affects you

**Membership survey**

1. 72% say you’re a member of BACP because it gives credibility to your practice
2. 76% of you say you’re likely to renew your membership either without hesitation or with some consideration of member value

**What are we doing well**

1. Three quarters of members join BACP to demonstrate commitment to ethics and 77% agree that we do well at providing ethical support and resources
2. 70% say we set standards for the profession well
3. 65% agree that we work well to deliver a robust regulatory framework and hold and maintain a PSA accredited register which promotes confidence in BACP members
4. 67% agree we keep you informed about the issues within the field of counselling and the profession
5. 62% agree we provide online continuing professional development (CPD) opportunities
6. 61% say we protect clients from unsafe/unethical practice well by providing support, information and a complaints procedure

**What we could do better**

1. 57% say BACP supports members by increasing awareness of EDI within the profession
2. 43% agree we raise awareness of the counselling professions in the public and the media
3. 32% say BACP works well to influence government and policy-makers to improve opportunities for counselling professionals
4. 28% say you feel part of a community of members

**Your relationship with us**

1. 58% say BACP membership supports you with your practice
2. 58% say you trust us
3. 45% 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.

BACP | Counselling changes lives

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