



Organisation & Recruitment (O&R) Report

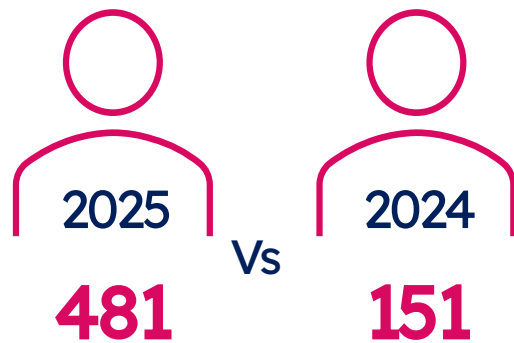
David Luxton - Deputy General Secretary
on behalf of the Executive Council

The O&R Report highlights the work over the past 12 months on:

- Membership recruitment trends
- The recruitment strategy we are pursuing
- Our local organisation through Branches and Groups
- Our engagement with members
- How we are raising the profile of CSPA

Membership recruitment trend is positive

218% increase
in new members
during 2025



Recruiting an average
of **50 new members**
each month



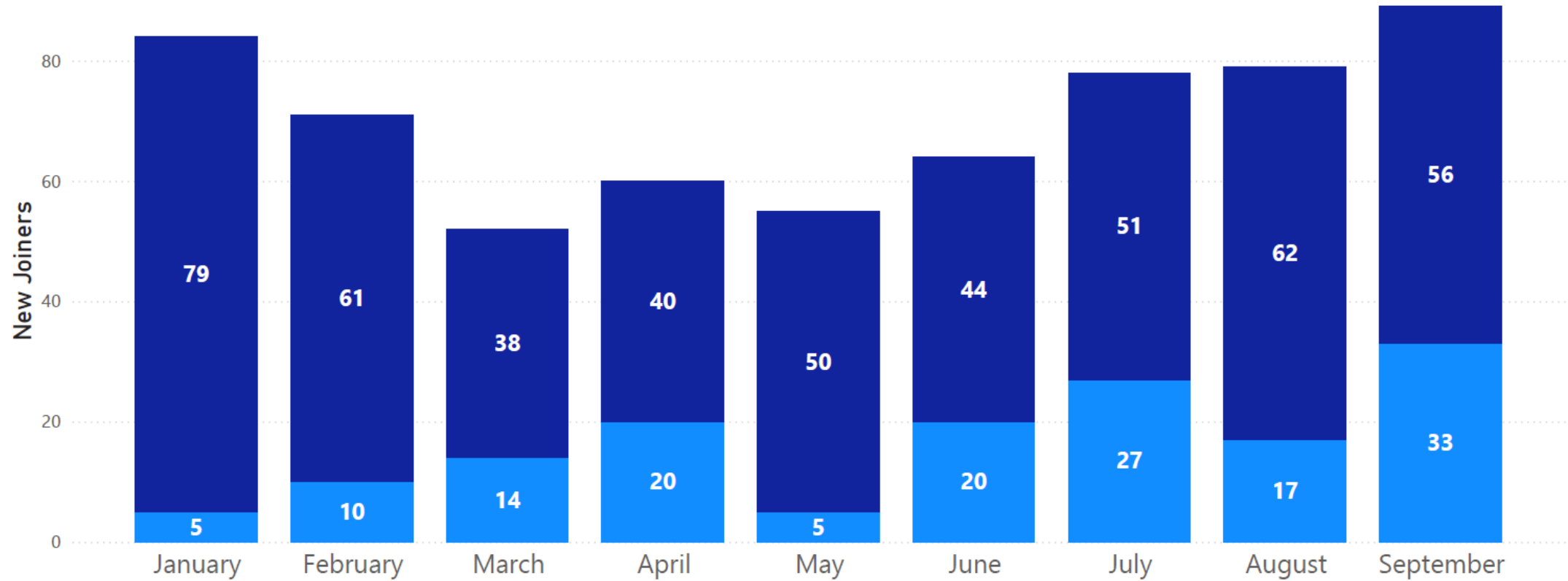
New Joiners

January- September

151

481

Year ● 2024 ● 2025



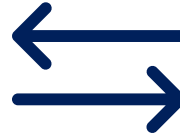
Recruitment has been helped by



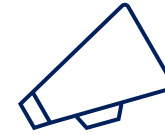
CSIS Travel
Insurance



MyCSP delays
and strikes



Change to
Capita



Raising our
public profile

However,

In 2024 a total of 412 new members joined

But in the same year we lost 2,843 members

Our total membership now stands at 33,655
(as of 1/9/2025)

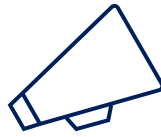
- It is apparent the arithmetical discrepancies were due to some transcribing errors in preparing the columns table;
- There was a data cleanse in July 2024, which highlighted inaccuracies in our stated 2023 membership totals which removed from the table. The corrected table is as follows:

	England & Wales	Scotland	Northern Ireland	Overseas	Totals
Revised Membership at 31 December 2024	27,254 (not 27,512 as published)	2,730 (not 2,736 as published)	3,393 (not 3,405 as published)	500 (not 502 as published)	33,877 (not 34,117 as published)
Members recruited during 2024	346 (not 344 as published)	33	30	3	412 (not 414 as published)
Members lost during 2024	2,069	246 (not 509 as published)	509 (not 19 as published)	19 (not 234 as published)	2,843 (not 2,831)

Positive progress over the past year



Joint webinar initiatives



Strong focus on campaigning



Inclusion in Cabinet Office and Civil Service Club newsletters



Pre-retirement webinars and face-to face seminars in HMRC



Promoting attractive and relevant membership benefits

CSPA organisation relies on our Branches and Groups

- Positive member engagement in the Scotland and Northern Ireland Branches
- Highly successful Branch Newsletters that have been popular with members
- Positive steps to strengthen activity across Groups at Regional level – 34 open Groups across 9 Regions
- Encouragement of Group mergers rather than closures
- To all our volunteer Branch and Group representatives you are the life-blood of CSPA and we thank you for all your local work

We are rising to the Challenge of recruitment:

- Massive increase in traffic to our website
- Huge improvement to accuracy of our database
- Pension webinars
- We have a strong message to tell on protecting pensions and pensioner benefits

Working together through our Branches and Groups, and our willingness to adapt our structures, we will continue to be the voice for all retired Civil Servants and start to grow CSPA fit for the future.