



MEMBERSHIP

Membership
SURVEY

Report

2022-2023

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INTRODUCTION

We are thrilled to share the results of our membership survey, which aimed to gather your valuable feedback and insights. Your participation will be instrumental in shaping the future of CATCH membership, and we are incredibly grateful for your time and input.

Here are some key highlights from the survey results:

Overall Satisfaction: We are pleased to report that all respondents expressed high levels of satisfaction with our member networks. Your positive feedback confirms that we are moving in the right direction and provides us with the certainty to continue delivering quality services, networks and events.

Membership Benefits: The survey highlighted that many members are accessing the full spectrum of benefits available and that our members find them very valuable. We will use suggestions highlighted in the survey to enhance and introduce new benefits that align with your ideas.

Areas for Improvement: We understand that there is always room for improvement, and your feedback has shed light on areas where we can enhance our operations.

Communication Preferences: The survey also provided us with valuable insights into your preferred communication channels and formats. We will take this into account when disseminating information and engaging with our members in the future.

Next Steps:

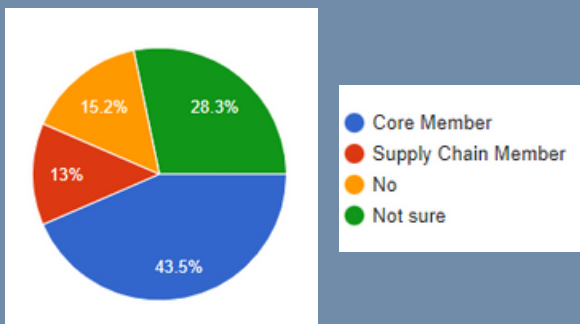
Ongoing Feedback: Your feedback is vital to our continuous improvement efforts. We encourage you to continue sharing your thoughts, ideas, and suggestions with us as we work together to create a better experience for all members.

Once again, we would like to express our gratitude for your participation in the survey and for being a valued member of CATCH.

Should you have any questions or require further information, please do not hesitate to reach out to us.

MEMBERSHIP AWARENESS

ARE YOU A MEMBER?



28% of respondents, were not sure if they were members of CATCH. of these 45% were in fact CATCH Members. However, 10% thought that they were members, when in fact we don't receive a subscription fee.

ACTION: To raise awareness of which companies are CATCH Members

45%
OF MEMBERS
ATTEND
CATCH
NETWORK MEETINGS

OUR BENEFITS

The vast majority of members have accessed a wide range of CATCH membership benefits.

With the largest increase being those that are subscribed to the CATCH e-newsletter since the implementation of our new CRM system.

37% of members have accessed the membership portal.

ACTION: To raise awareness of CATCH membership benefits, include a "did you know" membership benefits email and a recap of benefits at each network on a yearly basis.

ACTION: To have an annual "membership value" review, to see the impact that member investment both time and money has had over the last 12 months. Including network topics , projects and signposting received.



NETWORKS & EVENTS

1

VALUE

100% of CATCH network attendees rated their network experience as Good (59%) and Excellent (41%).

COMMENTS:

- "Essential Networking for the area"
- "A great opportunity to share and learn"
- "Gaining knowledge, seeing that its not just me that has challenges"
- "Chance to meet new people is invaluable"
- "Hearing the latest news about Humber specific developments"

2

HOW TO IMPROVE

Over 60% of respondents advised there were no improvements to make. However suggestions are extremely useful - here are a selection:

COMMENTS:

- "More engagement form members"
- "Keep blended meetings"
- "Have actions for the group to acheive together"
- "A larger forum, conference per network"
- "Include the supply chain companies, as they have similar requirements"
- "A profile of all attendees"

3

Network Topics

Members were very happy with current topics covered by existing network groups. Including praise for the introduction of the CATCH EDI network group.

SUGGESTIONS:

- *How COMAH is affected by the energy transition.
- *An event around resourcing and planning for upcoming work
- *CATCH as being a facilitator for local contracting companies (large to small) on collaboration
- *A Nature positive network

ACTION: CATCH to review all comments and feed into 2023/2024 network plan

4

Social Events

CATCH have organised a Dinner for many years, this year we asked what other events we could organise to increase social activities between members.

- Just the Annual Dinner 32.6%
- Include awards at the Dinner 32.6%
- Summer Social Event 35%
- Golf day 7%
- Team building / activity day 26%

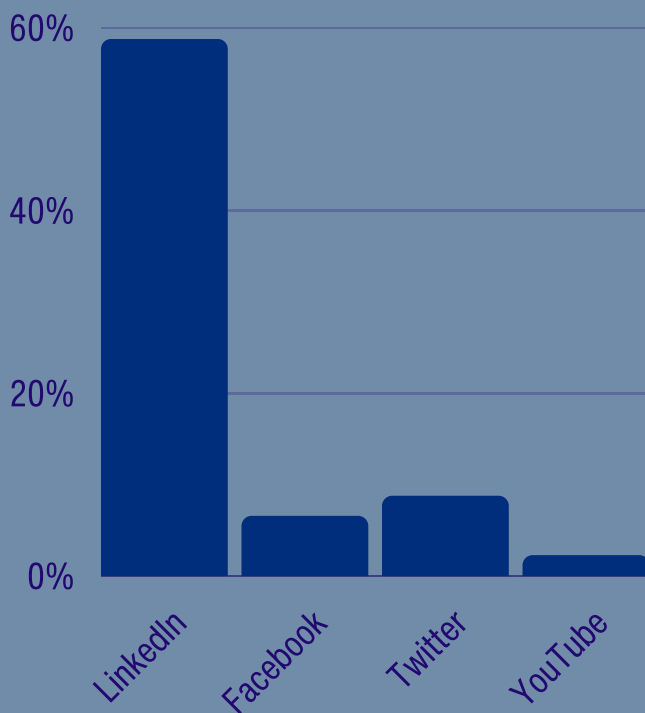
SUGGESTION: To include a social event, with making an impact locally.

ACTION: Review CATCH social events and organise as appropriate.

COMMUNICATION

91% tell us that CATCH Membership is Value for money

Social Media following:



60%

Follow CATCH on social media

37%

Have used the membership portal

84%

Have not visited the online directory

95% Respondents

Tell us that the best way to communicate is via email
And newsletters

46

Respondants

FEEDBACK

What do you value most about your membership?

*The people opportunity - meeting and sharing with like minded businesses

*Being made aware of the activities

*Networks

*The community

*Catch enables collaboration between businesses on the humber and the supply chain

*I like how the networking events are organized.

*Most importantly to myself is the culture of an organisation, and when I always arrive at CATCH I am welcomed with a smile and great facilitation. Well done to the whole team on a strong working, professional and personable culture to one another and external visitors.



