

Membership Representatives Group (MRG) Report to the CILT (UK) Board

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Purpose

This report provides the CILT (UK) Board with an overview of matters that will be discussed and progressed at the next meeting of the Membership Representatives Group (MRG), including membership trends, member engagement activity, and key governance updates.

1. Membership Numbers & Trends – Planned Discussion

At its next meeting, the MRG will review current membership numbers and emerging trends across the Institute.

The discussion will be used to identify areas of opportunity, potential risk, and where targeted engagement or retention activity may be required.

Board Context: Membership trends will be reviewed to inform future MRG priorities and engagement activity.

2. Upcoming New Member Webinar – Proposed Scope and Agreement

The MRG will discuss and seek to agree the scope and delivery of an upcoming New Member Webinar, intended to support members new to CILT (UK) and to improve visibility of the Membership Representatives Group.

The new proposed webinar will:

- Welcome new members and reinforce the value of CILT (UK) membership
- Introduce the role of the MRG and how it represents the member voice
- Highlight professional pathways, forums, regions, and opportunities for engagement
- Provide clarity on how members can influence and shape the Institute

The role of individual MRG members in supporting and participating in the webinar will be discussed and finalised.

Board Context: The MRG will agree next steps to support improved onboarding and early member engagement.

3. Community Platform Survey – MRG Led Review and Next Steps

The MRG recently designed and issued a community platform survey to gather direct feedback from members on engagement, usage, and value.

At its next meeting, the MRG will review the survey findings, including:

- Engagement levels across different member segments
- Features and activities most valued by members
- Barriers to participation and engagement (Return rate was poor)

The MRG will discuss the implications of the feedback and seek to agree priority actions and ownership for follow-up activity.

Board Context: The MRG is proactively gathering and acting on member insight to inform engagement improvements.

4. Regional and Forum Representation – Proposed Approach

The MRG will consider a proposed approach for clearer regional and forum representation.

This will include discussion on:

- MRG members acting as named points of contact for regions and/or forums
- Responsibilities associated with acting as a conduit between members and the MRG
- How insights from regions and forums are captured and escalated to the MRG.
- POC - List to be published

The approach and allocations will be discussed and, where appropriate, agreed.

Board Context: The MRG will consider options to strengthen member representation and accountability.

5. Feedback on Regional Structure – Northern Home Counties and Eastern Region

Feedback to be provided to the MRG on the decision to merge the Northern Home Counties and Eastern Region.

At its next meeting, the MRG will:

- Note any member feedback received in relation to the merger
- Discuss any emerging themes or concerns raised by members
- Consider how best to support clear communication, continuity of engagement, and representation during and after the transition (Ensure the MRG rep as aligned to point 3.

Any observations or recommended actions arising from this discussion will be captured and, where appropriate, escalated.

Board Context: The MRG is acting as a conduit for member feedback on regional structural changes and will support effective communication and engagement.

6. MRG Visibility – Short Member Facing Video

It has been agreed with the CILT (UK) Marketing and Communications team to produce a short MRG visibility video (approximately 20–30 seconds) to provide members with a clear and approachable introduction to the Group.

The video will:

- Put a visible face to the MRG Chair
- Briefly explain the role of the MRG and how it represents members
- Encourage members to engage with their regional or forum representatives

The video is scheduled to be recorded and produced within the current month, with publication planned shortly thereafter across appropriate CILT (UK) channels.

Board Context: This is a low-cost, high-visibility engagement action aligned with improving member awareness and accessibility of the MRG.

7. Recruitment of Chief Executive Officer – Update

The MRG will receive an update on progress with the recruitment of the CILT (UK) Chief Executive Officer, including:

- Current status of the recruitment process
- Indicative timelines and next steps
- Consideration of member communications during transition

Board Context: Progress will be noted, with implications for member communications considered.

Conclusion

At its next meeting, the MRG will focus on agreeing practical actions to strengthen member engagement, improve onboarding for new members, and ensure the member voice is visible, accessible, and clearly represented across regions and forums. Outcomes from these discussions, including feedback on regional structures, will be reported to the Board in due course.