

CSSC Governance Update – Q3 2025

Putting Members and Volunteers at the Heart of Decisions

This quarter, CSSC's Board committees have focused on strengthening how member and volunteer voices shape decisions, ensuring transformation programmes deliver real benefits and protecting the long-term sustainability of the organisation.

Member Voice & Experience

- **Integrated Member Voice Network approved** – bringing together feedback channels into one coordinated system.
- **Outdated member panel to be refreshed** – the same group has been in place for over 5 years. The refresh will ensure voices from across regions and demographics are heard.

What this means for members: You will see faster, more representative feedback loops, and your views will directly shape CSSC's priorities.

Volunteering & Community Support

- **Volunteer insight workshops proposed** – part of the Integrated Member Voice Network and moving beyond surveys to engaging, two-way discussions.
- **Quarterly Meetings and WhatsApp groups for volunteers** – creating regular touchpoints between volunteers and decision-makers.

What this means for volunteers: Clearer ways to influence strategy, stronger support networks, and reduced any feelings of disconnection. This means better experiences for members at local level too.

Transformation & Change

- **Success criteria framework adopted** – every project will now be measured across four pillars: member acquisition, retention, engagement and business efficiency.
- **Enhanced dashboards introduced** – including top risks and issues as well as digital transformation progress.

What this means for members: Transformation is not just about internal efficiency alone; it is about delivering better activities, services, and value for you.

Governance & Leadership

- **Audit & Risk Committee sharpened focus on member numbers and transformation risks** – ensuring resources support sustainability.
- **Nominations & Remuneration Committee set agenda for Board evaluation and leadership development.**

What this means for members: Confidence that your membership fees are backed by strong oversight, leadership capability and planning.

Coming This Autumn:

- **North West Regional Hub Trial** progress review
- **Committee sequencing** optimised so Board decisions are better informed by cross-committee insights.

In Summary

Your committees have worked together this quarter to:

- Put member and volunteer voices at the centre.
- Ensure transformation programmes deliver benefits you can feel.
- Strengthen oversight of resources and risks.

This is governance in action — transparent, accountable and focused on improving your experience as a CSSC member.