



## **Annual Report**

**2018 - 19**

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## **Patrons**

The Rt. Hon. Amber Rudd MP, Secretary of State for Work and Pensions

The Rt. Hon. Matt Hancock MP, Secretary of State for Health and Social Care

Alok Sharma MP, Minister of State for Employment

Stephen Hammond MP, Minister of State for Health

Caroline Dinenage MP, Minister of State for Care

Sarah Newton MP, Minister of State for Disabled People, Health and Work

Justin Tomlinson MP, Parliamentary Under Secretary of State for Work and Pensions

Steve Brine MP, Jackie Doyle-Price MP and Baroness Blackwood, Parliamentary Under Secretaries of State for Health

## **President**

Peter Schofield CB, Permanent Secretary, Department for Work and Pensions

## **First Vice President**

Sir Chris Wormald KCB, Permanent Secretary, Department of Health and Social Care

## **Vice Presidents**

<b>DWP</b>	Susan Park	Director General Operations
	John-Paul Marks	Director General Universal Credit Operations
<b>DH</b>	Prof. Dame Sally Davies	Chief Medical Officer
	Dr Ian Hudson	Chief Exec. Medicines & Healthcare Products Regulatory Agency
<b>FSA</b>	Jason Feeney	Chief Exec. Food Standards Agency
<b>HSE</b>	Richard Judge	Chief Exec. HSE

## **Glossary**

AGM	Annual General Meeting
BOM	Board of Management (national)
CMG	Child Maintenance Group
CMS	Customer Management System
CSiS	Civil Service Insurance Society
CSL	Civil Service Learning
CSSC	Civil Service Sports Council
CSWOF	Civil Service Widows and Orphans Fund
DH	Department of Health and Social Care
DWP	Department for Work and Pensions
EC	Executive Committee
FC	Finance Committee
FSA	Food Standards Agency
HRP	Historic Royal Palaces
HSE	Health and Safety Executive
MHRA	Medicines and Healthcare Products Regulatory Agency
MI	Management Information
MyCSP	My Civil Service Pension
NAM	National Associate Member
NHS	National Health Service
RBP	Regional Business Partner
RFM	Regional Finance Manager
WWT	Wildfowl and Wetland Trust

## **Foreword**

Firstly, I want to thank everyone in HASSRA: members for their participation, volunteers for their tireless contribution, and the National Team for their professionalism. This report tells a remarkable story of their commitment and collaboration, which together have delivered another successful year for HASSRA

Behind that success lies an infrastructure that allows us to operate as a disciplined delivery business. Our flagship project to put much of it on to a digital platform has been running throughout 2018 and continues into 2019. This is a complex task necessary to modernize our delivery capability and improve the membership experience. You can read about progress in this report, but I want to stress above all its importance to the long-term viability of our association.

This report contains a wealth of other information about the year just gone. Please read it and share it with colleagues in the office.

Margaret Moor  
HASSRA National Chair  
April 2019

## 1. Scope and format of report

1.1 This report covers Association business for the year ending 31<sup>st</sup> December 2018. It broadly follows the format of the 2018 HASSRA National Work Programme to help readers compare outcomes against objectives.

## 2. National Programme

### National Conference and Awards Ceremony

2.1 The 2018 Annual Conference was held on Thursday, 17th May 2018 at Radcliffe Conference Centre, Warwick University, and was attended by 77 members and staff. One motion was submitted for consideration – bringing the constitution up to date with new job roles and titles - which was passed unanimously. Details can be found in the conference minutes.

2.2 The awards dinner was attended by 139 guests including Peter Schofield (Permanent Secretary, DWP), Neil Couling (DG Universal Credit Programme, DWP), Chris Flint (Director of Energy, HSE), Richard Cornish (CFCD Director, DWP) and Matt Briggs (People and Locations Director, DWP). Trophies were awarded to our highest achievers in 2017 in the following categories:

HASSRA Major Awards	Winners for 2017
<b>The President's Trophy</b> for Best Association	HASSRA South West
<b>Highly Commended</b>	HASSRA West Midlands
<b>The First Vice-President's Trophy</b> for Best Large Club	Dearne Valley
<b>Sir Michael Partridge Trophy</b> for Best Small Club	HASSRA North Notts
<b>Highly Commended</b>	North Kirklees
<b>Terry Green Trophy</b> for Best Sportsperson	Kerry Brown
<b>Rachel Lomax Trophy</b> For Best Volunteer	Simon Jowitt
<b>Highly Commended</b>	Kevin Merrill
<b>Sir Leigh Lewis Trophy</b> for Best Participant	Jo Jones
<b>Lesley Strathie Trophy</b> for Best Business Sponsor	Path Bhatt
<b>Highly Commended</b>	Michelle Tait
<b>Sir Robert Devereux Trophy</b> Wellbeing Award	Pedmore House
<b>Highly Commended</b>	Glasgow Springburn

## **National, Regional & CSSC Events**

2.3 HASSRA delivered a full and varied programme of national and regional events and competitions during 2018 with more than 3,910 people taking part in sporting events. All of the national championships were held at the Summer Festivals. HASSRA was strongly represented at CSSC events, with 359 members taking part.

## **HASSRA Festivals**

2.4 The HASSRA Festivals took place on Saturday 7<sup>th</sup> July and Saturday 8<sup>th</sup> September and were attended by 1,175 competitors and volunteers. This was the highest attendance we've ever had at the Festivals since their inception in 2013. Twenty-one national championship events, three inter-association events (IA) and five open events were staged across the two festivals, with competitors and volunteers giving a combined overall satisfaction score of 4.3 out of 5.

*Details of Festival events and results are at Appendix 6.*

## **Review National Championships**

2.5 A review of National Championships was completed and negotiations are taking place with Warwick University for the next three-year contract from 2020 to 2022. The programme will include 18 National Championships, two Inter-Association events and between six and nine open events each year. Warwick University have just completed the construction of a new sports complex and attendees at the 2019 Festivals will be one of the first groups to experience the new facilities. To take advantage of these facilities new events will be trialed during this three year-period including aqua fitness, martial arts, mixed volleyball, walking football, walking netball, and water polo.

## **Membership Benefits**

2.6 Discounts and benefits are important to our members. In 2018 they purchased 85,000 cinema and theme park tickets from our on-line shop, saving £570k on normal admission prices. In July we launched a web portal for sales of discounted cinema e-codes, run by our partners at Filmology from which our members purchased 67,000 e-codes and saved £270k. Members also purchased 5,500 discounted tickets from our partners Merlin Entertainment Group, The Eden Project and Longleat.

2.7 Members also enjoyed savings from other benefit providers such as Hotpoint Privilege Club, APH Airport Parking, Haven Holidays, Eurocamp and more.

2.8 English Heritage is an important and popular with members. Members enjoyed six years of corporate membership (February 2012 to March 2018) with free access to more than 300 English Heritage sites. Since April 2018 we have sold English Heritage full memberships which gives members the following benefits:

- Unlimited access to more than 400 sites.
- Members' handbook (normally £10.95).

- Members' magazine delivered four times a year.
- Free access to hundreds of special events.
- 50% off at Cadw and Historic Scotland sites and free entry upon renewal.

2.9 We were concerned that the new English Heritage deal would not be well received by members. However we sold 1,700 memberships in the first year. We have secured a similar deal from April 2019 and although English Heritage prices have risen slightly we have kept prices to members the same as last year by increasing the subsidy. HASSRA members will be able to purchase new memberships and renew their memberships at the same prices as last year saving them almost 80% on the normal price.

2.10 We have had fantastic news from Historic Royal Palaces. They have extended our corporate membership until the end of November 2019 so our members can continue to enjoy free access to their sites. We are now working hard with them to strike a new great deal from November.

2.11 Wildfowl and Wetland Trust (WWT) have nine sites located in eight of HASSRA's 12 regions. They appeal to families as well as wildlife enthusiasts because of their programme of events throughout the year. From June 2016 to the end of May 2017 we completed a trial corporate membership year with WWT. This did not work financially for WWT so from June 2017 we purchased 8,000 tickets and sold them at a discounted rate of £2 each. These were all sold by October 2018. 8,000 more tickets will be available for members to purchase at the same price of £2 during 2019.

### **Summer Promotion and Winter Promotions**

2.11 We ran two large promotions during the year. Our Summer Promotion once again offered members half price tickets for theme parks and zoos throughout the country. Members purchased 18,968 tickets saving £233k on normal admission prices. This was an increase of 18% on the previous year. Another popular Winter Promotion saw members with an online shop account included in the Christmas Cracker draw. 100 winners shared prizes worth £25k, including cash and electronic gadgets. Shop registrations increased as a result of this draw.

### **Free Competitions**

2.12 In 2018 we ran 14 free competitions, ballots and giveaways; more than ever before. A record 160 members and their families benefited from prizes worth over £27.5k. This is 10% more than the actual cost to the Association due to negotiating discounts, savvy price-matching and sourcing complimentary prizes from benefit partners. The popularity of the competitions also resulted in an increase in Online Shop registrations.

*Details of membership benefits are shown at Appendix 7.*

### **3. Recruiting and Retaining Members**

#### **Campaigns**

3.1 The Programme and Recruitment Team have concentrated on recruitment amongst co-located colleagues as well as attending large events and targeting ALBs and contractors attending more than 50 recruitment events. 4,000 recruitment packs have been sent to 106 clubs to help them recruit new members. The National Team have also processed clerical applications collected by clubs after recruitment events. Over the year the total number of new member applications received was 6,190. At the year-end overall membership stood at 60,400 with a take-up of 65%.

#### **Promoting HASSRA to Managers**

3.2 RBPs attended three Spring School events in London, Edinburgh and Leeds; four Autumn School events in Sheffield, Wembley, Bath and Edinburgh; attended two Civil Service Live days in Birmingham and Blackpool; two corporate NHS Improvement events; CFCD Leeds and Grantham, CHES East Midlands Airport, OED Sheffield; National BPDTS online event; Wellbeing Conferences at Chorlton, Dudley, Headingley and Oldham. We continue to take every opportunity to explain to managers the positive impact HASSRA can have in the workplace. Working collaboratively with C10K staff and volunteers the benefits of HASSRA were promoted at Wellbeing conferences in Wolverhampton, Preston, Tyneview Park, Swindon, Oldham, Lancaster and Norwich.

3.3 The winner of the best business sponsor award Path Bhatt was featured in Livelife magazine to highlight the important contribution managers can make by working in partnership with their local HASSRA.

*Details of membership figures are shown at Appendix 8.*

### **4. Supporting Volunteers**

#### **Volunteer Strategy**

4.1 In 2018 HASSRA awarded its first National Volunteer Long Service Awards to reward and recognise the sterling work done by National volunteers. The recipients were as follows:

- Nick Hume - 20 years as a HASSRA National Volunteer
- Denise Ward - 20 years as a HASSRA National Volunteer
- John Nunn - 5 years as a HASSRA National Volunteer.

Thanks to Nick, Denise and John for their hard work and commitment.

### **5. Building Sponsorship and Promoting HASSRA to Managers**

5.1 We continue to work closely with the DWPs Wellbeing Team participating in advocates calls to forge links with office wellbeing champions. Our move to CMG has

increased our profile and Tom McCormack has continued to provide support presenting an award at conference and judging the DWP Great HASSRA Cup Cake Bake Off.

### **Livlife Challenge**

5.2 We made two changes to the Livlife Challenge in 2018:

- it only ran for seven and a half months instead of the usual 11 as it was launched in May (in previous years it was launched at the beginning of February).
- only HASSRA members were allowed to take part (in previous years non-members were also eligible).

5.3 These changes made a marked difference to the numbers taking part. In 2018 just 7,309 took part compared to 19,551 in 2017, a 63% decrease. May to September participation figures compare favourably but participation overall was down by 30%. The 2019 challenge was launched at the beginning of February and we hope applications will return to 2017 levels.

### **Financial Sponsorship**

5.4 Generous sponsorship of our AGM and Awards Dinner was given by the Civil Service Insurance Society (CSIS), and the CSIS Charity Fund continued to provide funding to our Development Scheme for disabled and disadvantaged members. We are very grateful to CSIS for their long-term commitment to HASSRA.

## **6. Managing the Business**

### **HASSRA National Accounts**

6.1 The Association's auditors Dafferns conducted an audit of the financial statements of the HASSRA National Revenue and Lottery accounts for 2018. The final results are as follows:

- the national revenue account had an excess of expenditure over income of £76k.
- the national lottery account had an excess of income over expenditure of £131k.

6.2 The excess income from the lottery is used to offset expenditure from the revenue accounts. The overall result is an excess of income over expenditure of £55k for the year, resulting in a commensurate increase in our reserves which currently stand at £1.379m.

### **Investment Accounts**

6.3 Income from national and regional investment bonds remained low during 2018 as a result of prevailing interest rates. Investments are reviewed regularly to maximise returns for both national and regional accounts.

## **CSSC Grant**

6.4 The CSSC Departmental Association Grant for 2018 was £102k, the same as the previous year.

## **Ticket Sales**

6.5 In 2018 our on-line shop administered over 17,000 orders for 85,000 cinema and theme park tickets. Sales of theme park tickets increased by 18% on the previous year. Cinema ticket sales reduced by 56%. This reduction was the result of outsourcing the cinema sales operation to our partners at Filmology in July, which coincided with launch of e-codes to replace paper tickets. This new streamlined service has improved the gateway process for members, enabling them to purchase and redeem their codes instantly on demand.

## **7. Building the Business**

### **Customer Management System - HASSRA Live**

7.1 During 2018 development of our digital business platform – formerly known as the customer management system but since renamed HASSRA Live – has continued apace. This is an extremely complex project which will eventually incorporate national and regional web pages, on-line shop, member profiles, targeted messaging, on-line event registration, on-line expenses claims amongst many other functions.

7.2 At its heart sits a new membership database. This is currently being built from data provided by 30 payroll providers. Obtaining agreement to use this data, and satisfying all our stakeholders security requirements, has been challenging – and rightly so because protecting members' data is important – but this has now been resolved. This means development of critical elements of functionality can now be completed and the system will begin to emerge during 2019. The National Board has agreed that rigorous testing, and training for users, will be essential before they will agree go-live.

### **Strategic Communications Plan**

7.3 We have continued to build upon the plan as reviewed last year. This has enabled the Communications and Marketing Team to work closely with our benefit partners to coordinate their priorities alongside the HASSRA NWP to promote a vibrant and attractive offer throughout the year.

### **Social Media and Other Communications Channels**

7.4 During 2018, HASSRA's web pages underwent a major transformation when they were migrated from the DWP Intranet onto the HASSRA Online Shop. The initial process of moving all National content on to the external site was completed in October, closely followed by the Regional pages in November. This has proved to be a real step-change in how the pages are presented and managed.

7.5 In collaboration with a focus group formed at AGM in May 2018, we undertook a

total brand refresh looking at HASSRA's visual identity and updating key marketing messages. The resulting brand was launched in the September 'Livelife' magazine and received positive feedback and was adopted into regional logos towards the end of the year. Fresh and vibrant marketing materials have been introduced and existing recruitment packs and paraphernalia will undergo a complete refresh in 2019.

7.6 During 2018 HASSRA's social media pages were regularly updated to promote campaigns and advertise membership benefits. At the end of 2018 we had 6,500 Facebook followers and 750 Twitter followers, increases of 14% and 19% respectively over the previous year.

7.7 Flickr has continued to be a valuable tool throughout 2018. The new albums for flagship events such as Festivals and Bake Off have seen an upturn in website hits. This has continued to engage members and provide a growing library of vibrant 'real' images to use in various communication channels. We have also started working with regions to run their Photography competitions using Flickr which has increased participation and has been well received.

### **Service Model for Regional Support**

7.8 We introduced a new service model in January 2018 as a result of a reorganisation in the National Team. Regions helped us enormously with this transition. One of our biggest challenges was to ensure we continued to provide regions, clubs and members with a quality service to answer all their questions and queries. The dedicated e-mail box we established has been an enormous success. In 2018, we answered 7,500 e-mails, an average of 625 per month, 98% on the day of receipt. It shows how much this service is needed. Live chat on HASSRA Live will make this service even more accessible for members.

7.9 Another key element of these changes has been the Quarterly Regional Reports in which we have sought to give regions the information needed to inform their strategic management. Regions feedback has been positive and has led to some changes to these reports. We know that some regions were worried that they would not have the volunteer power to design and distribute regional news e-mails. Some regions needed help from us in the first few months but all regions are now handling their own communications.

7.10 Regions have also done a great job of collating entries for the Festivals. All regions appointed Festival Team Managers who worked with the national team to meet the deadlines. Again we know some regions had reservations about whether they would be able to complete this work and worried that it would result in fewer entries to the Festivals. However, we had a record number of entries in July of 654 which indicates regions have overcome any issues and shows the commitment of the Team Managers.

7.11 We think the new service model is working well. As usual our regional volunteers have risen to the challenge, adapting and changing ways of working to ensure the new model works for regions and members.

## 2018 HASSRA Member Survey

7.12 The 2018 survey was completed by 8,570 respondents – almost 20% down on 2016 figures. The majority of questions were carried over from the previous survey to identify trends and changes over time. Some key findings are included in the table below.

2016	2018
71% were female and 64% had dependent children	74% were female and 30% had dependent children
69% do not want to take part in sporting events	71% do not want to take part in sporting events
66% were over the age of 45 and 10% under the age of 35	70% were over the age of 45 and 7% under the age of 35
63% said HASSRA is good for staff morale and team spirit in the workplace	68% said HASSRA is good for staff morale and team spirit in the workplace

7.13 Since the last survey in 2016 we have listened to members and worked hard to enhance our overall offer. In addition to headline benefits like cinema e-codes and heavily-discounted full membership of English Heritage, we have an ever-increasing range of attractive and diverse benefits via our Offers and Discounts page on the Online Shop.

7.14 For our active members we introduced deals with several national gym chains and discounts on a range of fitness equipment cycling to running, skiing to skateboarding, golf to hiking and much more. Those seeking travel deals now can choose from over a dozen offers on hotels, holiday parks, cruises, lodges, both here and abroad. We have also negotiated increased discounts with APH airport parking.

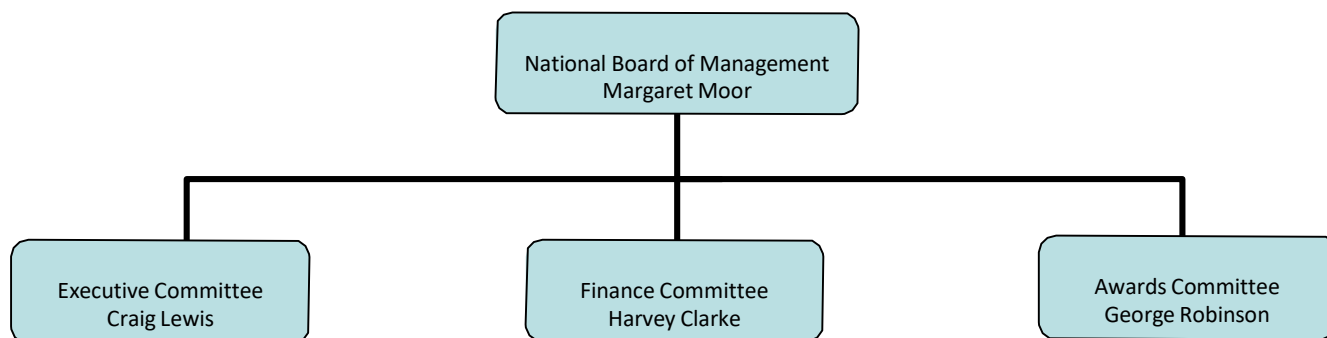
*Survey highlights are shown at Appendix 11.*

**HASSRA National Team  
May 2019**

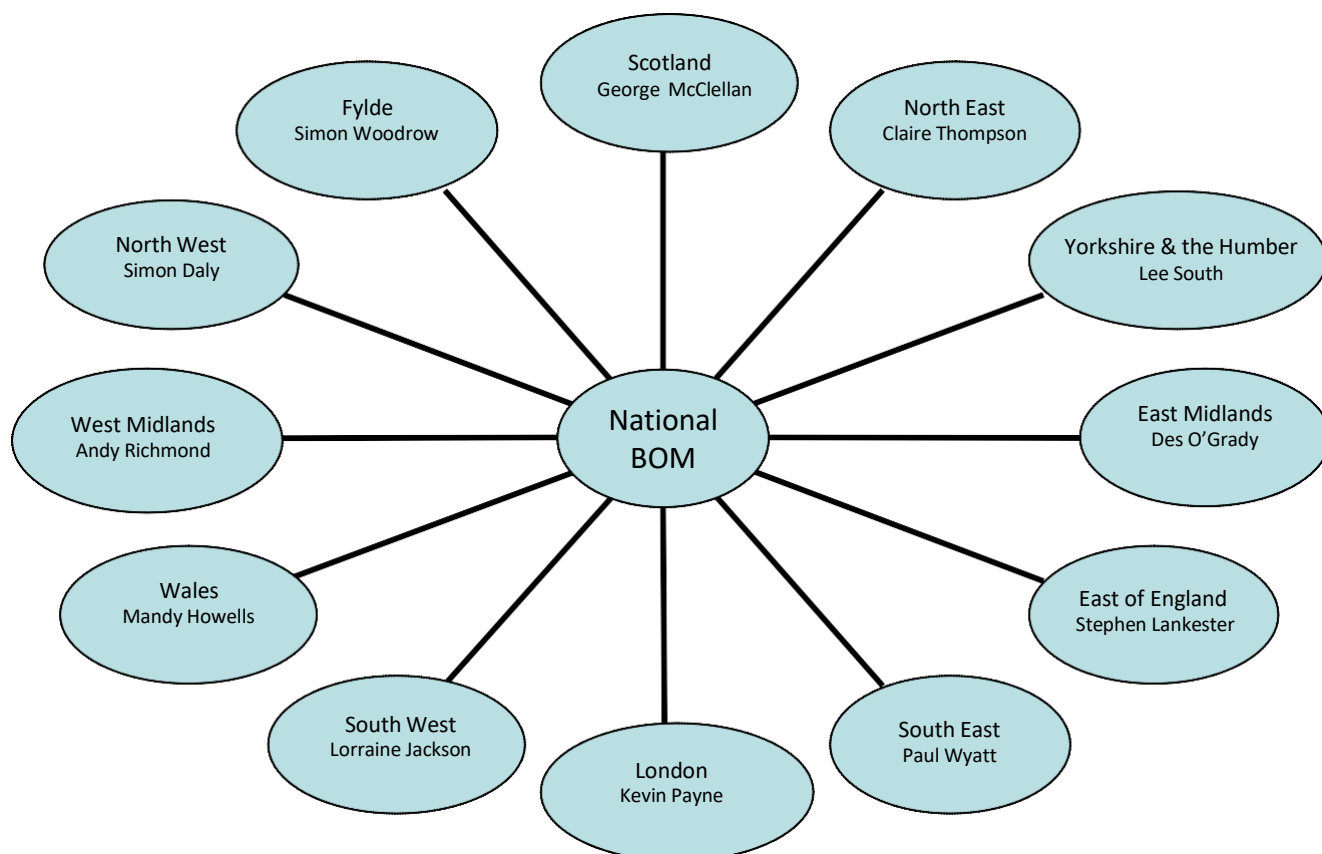
## Appendix 1: National and Regional Management Committees

The organisation charts below show HASSRA's National and Regional Committees and the names of their Chairs. Members of these decision-making bodies are at Appendix 2.

### National



### Regional



## Appendix 2: 2018/2019 National HASSRA Decision Making Bodies

<b>National Officers</b>		<b>Subject to Election</b>
Chair	Margaret Moor	n/a
Operations Director	Craig Lewis	n/a
Finance Director	Harvey Clarke	n/a
<b>Board of Management</b>		
Chair	Margaret Moor	n/a
Operations Director	Craig Lewis	n/a
Finance Director	Harvey Clarke	n/a
Elected Member	Nigel Thomas	May 2020
Elected Member	Catriona Patterson	May 2019
Elected Member	John Nunn	May 2019
Elected Member	Simon Woodrow	May 2021
Elected Member & Vice Chair	Paul Adams	May 2021
Co-opted Member	Heather Luckman	
Co-opted Member	Gary Thorogood	
Co-opted Member	Lynne Wray	
Secretariat	Jenny Richardson	
<b>Finance Committee</b>		
Chair	Harvey Clarke	n/a
Elected Member	Di Grossey	May 2020
Elected Member	Helena Whitehead	May 2019
Elected Member	Nikki Stowe	May 2019
Elected Member	Willie Hunter	May 2021
Elected Member	Martin Gale	May 2021
Elected Member	Kevin McClorry	May 2020
Co-opted Member	Dave Lees	
<b>Awards Committee</b>		
Elected Member (Chair)	George Robinson	May 2019
Elected Member	Ann Nash	May 2020
Elected Member	Irena Gorbun	May 2021
<b>Executive Committee</b>		
Chair/Operations Director	Craig Lewis	n/a
Field Operations Manager	Dawn Crow	n/a
Elected Member	Simon Jowitt	May 2021
Elected Member	Denise Ward	May 2021
Co-opted Member	Della Tucker	

All HASSRA Regional and Programme Team are EC members: Moz Baker, Ann Cook, Lesley Harvey, Maggie Ritchie and Tina Street.

### **Appendix 3: Report from Awards Committee**

The Awards Committee of me, Irena Gorbun and Ann Nash, met on 3 occasions during 2018 with much of our work being dealt with by correspondence. The regular work of the Committee continues to be making decisions on applications for Development Scheme awards. In 2018 the Committee considered a total of 23 applications out of which 21 awards (91% of applications) were made, amounting to £6,850. This compares to £3,350 paid out in 2017 when there were 19 applications and 12 awards (63% of applications). It is encouraging that the number of applications is beginning to rise again and the percentage of awards made has risen considerably. The applications received in 2018 were predominately related to sport and it would be good to see more applications from those outside the sporting arena. The diversity of activities undertaken by our members, however, never fails to amaze – from footgolf to counselling! A major review of the Development Scheme has been ongoing over the past 18 months to further promote the merits of the scheme, revise the criteria and make applications a much simpler process whilst maintaining the scheme's essential integrity. I must praise the efforts so far from Paul Adams, Sarah Oxley, Dawn Crow, Craig Lewis and the Awards Committee. Look out for further 'developments'.

The awards to members who consider themselves to have a disability or are disadvantaged in some way have continued to be funded by the Civil Service Widows and Orphans Fund (CSWOF) from money generously provided to them by CSiS. We are grateful to CSiS for making this money available but applications are still few. This is an area of concern that is also being addressed.

As always, the biggest single responsibility of the Committee, and the most enjoyable to preside over, is to consider submissions for the HASSRA Major Awards. We always try to give Regions as long as possible to submit their submissions as we are aware that the majority of the work involved is now done by volunteers in addition to their 'day job'. As always the Associations do a sterling job in ensuring the submissions are made in time. Thank you to them. My thanks also go to my fellow Awards Committee members for their sterling work throughout the year.

The purpose of major awards is sometimes questioned as those being publicly recognised are relatively small compared with the overall membership. They do, however, focus on recognising and rewarding those key performers who give so much of their own time to go the extra mile for other members. This is no more evident than in the awards for Best Volunteer and Best Participant. Equally important is the recognition of our Best Business Sponsors who enable HASSRA to flourish for the benefit of us all. The award categories and the way in which they are judged are under constant review to ensure their relevance in recognising and rewarding the excellence within HASSRA. We accept that not everyone will be happy with the decisions we make but we will continue to try our very hardest to be fair. Remember your submissions and applications are usually the only information we have on which to base our decisions.

**George Robinson**  
**Committee Chair**

## **Appendix 4: Report from Executive Committee**

My thanks to the EC – and especially our elected members Della Tucker and Denise Ward and co-opted member Simon Jowitt – for their hard work and commitment to HASSRA throughout the year.

The EC has not met this year due to the reorganisation of the National Team to concentrate on the development of HASSRA Live. However, members of the EC have provided invaluable support to the National Team. They have volunteered at Festivals and Conference and provided invaluable background information on the issue of Newcastle Estates.

During 2019 the Terms of Reference for the EC will be reviewed and a full programme of work will be scheduled. This will include testing applications in HASSRA Live to ensure they meet the needs of volunteers.

**Craig Lewis**  
**Committee Chair**

## **Appendix 5: Report from Finance Committee**

The FC's work in the past year has been limited. This has been partly due to focussing on other higher profile business priorities and partly due to the National Board dealing directly with strategic finance matters, such as establishing a new mechanism for distributing subscription income, and evaluating regional and club reserves.

Nonetheless we undertook an annual review of the lottery prize fund to establish affordability for 2019. Our policy is to have a set prize fund equivalent to 85% of share income, with the remaining 15% used to offset the overspend in the rest of the national programme. If share income reduces, the value of the prize fund rises above 85% causing a shortfall in funds for the national programme. A successful lottery is therefore critical. We studied the trend in lottery sales and share income and forecast that the value of the prize fund would remain on or around our target level of 85% of share income. We recommended that no changes were required for 2019. However, we will be conducting another review later this year when, as well as looking at affordability, we will look at options for changing the prize structure to attract more shares.

FC also compiled and published a finance bulletin to give advice and guidance on submission and governance of club accounts and the process for splitting clubs. This and all previous finance bulletins are available on the HASSRA Volunteer Toolkit on the HASSRA website and on the HASSRA App.

Despite its limited output this year, the FC continues to play an important role in the Association and in the coming year we will review its Terms of Reference to ensure it has a full programme of work.

**Harvey Clarke**  
**Committee Chair**

## Appendix 6: HASSRA National Championships Results

### July Festival 2018 Results

Event	Category	Name of Winner(s)	Region
Archery	Male	Steven Lester	West Mids
Archery	Female	Zoe Langton	East Mids
Archery	Team	Steven Lester & Jackie Parton	West Mids
Articulate	Team	Simon Jowitt, Chris McDermott, Chris Williamson	Fylde
Badminton	Ladies Doubles	Helen Bamber	NE
		Nicola Bibby	NE
	Men's Doubles	Simon Bamber	NE
		David Parker	NE
	Mixed Doubles	Simon Bamber	NE
		Helen Bamber	NE
Coarse Angling	Team	Chris Knights, Gary Boast, Garry Anderson	EofE
	Individual	Chris Knights	EofE
Drama	Best Production	Who was that ?	West Mids
	Best Performance	Martin Perrin	South West
	Best Actress	Sue Roach	South West
	Best Actor	Martin Perrin	South West
	Best Supporting Actor	Moz Baker	West Mids
	Best Supporting Actress	Emily Carroll	East Mids
	Best Costumes		South West
	Best Set Design		West Mids
	Peoples Choice		West Mids
Five a Side Football	Team		Scotland
Flat Green Bowls	Ladies Singles	Maureen Hunter	Scotland
	Men's Singles	Michael Stephens	Scotland
	Pairs	Eddie Henry	NE
		Ronnie Hall	NE
Fly Fishing	Individual	Mick Tarbet	Scotland
	Team	Mick Tarbet, Kenny Panton, Bill McFarlane	Scotland
Footgolf	Mens	Allan McNeil	Fylde
	Ladies	Joise Anderson	West Mids
GK Quiz		George Robinson, Iain Dodds, Andy Mills, Dave Richards	East Mids
Mixed Rounders	Team		South West
Squash	Ladies	Sian Hughes	Wales
	Mens	Paul Atkinson	Wales
Tennis	Mens Doubles	Ian Hartley	North West
		Matthew Gibson	North West
	Ladies Doubles	Jane Rimmer	North West
		Louise Williams	North West
Ten KM Race	Mens	Nick Hume	Fylde
	Ladies	Paula Ellwood	East Mids

## September Festival 2018 Results

Event	Category	Name of Winner(s)	Region
Art	Winner	Jon White	South West
Chess	Winner	Bill Hewitt	Wales
Crown Green Bowls	Singles	Colin Parry	North West
	Pairs	Paul Holden & Jackie Butterworth	North West
Dance Workshop	N/A		
Darts	Ladies Singles	Ros Wilkinson	Y&H
	Men's Singles	Stuart Monaghan	Y&H
	Team	Mick Allen, Martin Tree, Glenn Stoneman	South East
Gaming	Winner	Lee Anderson	North East
	Team	Lee Anderson & Mohammed Uddin	North East
Golf	Ladies Handicap	Caroline Riley	Yorks & The Humber
	Ladies Scratch	Caren Spindler	South West
	Men's Handicap	Tilla Khan	West Midlands
	Men's Scratch	David McIntyre	Scotland
Mixed Touch Rugby	Team		Yorks & The Humber
Music	Overall winner	Helen Boyce	Wales
	Contemporary Voice	Helen Boyce	Wales
	Instrumental	Joanna Statham	West Midlands
	Classical Voice	Diane Midgeley	Yorks & The Humber
Netball	Winners		West Midlands
Photography	Overall Winner	Daniel Harris	North West
	Black & White Category	Graeme Vine	East of England
	Colour Category	George Lawson	West Midlands
	Round Category	Martin Caldwell	South West
	People Category	Gavin Jackson	South West
Pool	Men's	Ryan Cleaves	South West
	Ladies	Lorraine Grice	Yorks & The Humber
Snooker	Winner	Paul Baxter	Fylde
Sports Quiz	Winners	Christopher Bates, Dave Butler, Malcolm Gee	West Midlands
Table Tennis	Ladies Singles	Lucy Elliott	Scotland
	Men's Singles	Ian Denton	Yorks & The Humber
	Ladies Doubles	Joan Donovan, Lesley Whitehead	London
	Men's Doubles	Ian Denton, Ian Teale	Yorks & The Humber
	Mixed Doubles	Lucy Elliott & Gordon Duff	Scotland
Ten Pin Bowling	Ladies Handicap	Maggie Gaughan	South West
	Ladies Scratch	Jackie Arnold	North West
	Men's Handicap	Mark Wisden	Wales
	Men's Scratch	Norman Hamed	Yorks & The Humber
	Pairs	Norman Hamed & Vicki Ackerman- Mitchell	Yorks & The Humber
	Team	Norman Hamed, Vicki Ackerman- Mitchell, Lyndsey South & Chris Scott	Yorks & The Humber

## Appendix 7: Membership Benefits

English Heritage membership sales	2017			2018		
	Quantity Sold	Member Savings		Quantity Sold	Member Savings	
English Heritage Annual Membership - Family 1 Adult	n/a	n/a	n/a	88	£3,608	76%
English Heritage Annual Membership - Family 2 Adults	n/a	n/a	n/a	978	£72,372	77%
English Heritage Annual Membership - Individual Adult	n/a	n/a	n/a	80	£3,360	78%
English Heritage Annual Membership - Individual Senior	n/a	n/a	n/a	22	£770	76%
English Heritage Annual Membership - Joint Adult	n/a	n/a	n/a	358	£26,492	77%
English Heritage Annual Membership - Joint Senior	n/a	n/a	n/a	64	£3,392	76%
<b>TOTAL</b>	n/a	n/a	n/a	<b>1,590</b>	<b>£109,994</b>	<b>77%</b>

Historic Royal Palaces Visitor numbers 2018				
Hampton Court Palace	Kensington Palace	Tower of London	Hillsborough Castle	Total
3,404	2,798	6,747	10	12,959
Total savings to members (assuming half adult and half child)				£189,300
% savings to members				100%

Longleat & Cheddar Gorge - Online Sales	2017	2018	variance	
Number of tickets sold	375	422	47	12.53%
Total face value	£11,630	£14,749	£3,119	26.82%
Total HASSRA price	£8,141	£10,324	£2,183	26.82%
Total savings to members	£3,489	£4,425	£936	26.82%
Overall % savings	30%	30%	0%	0.00%

Eden Project Ticket Sales	2017	2018	variance	
Number of tickets sold	494	421	-73	-14.78%
Total face value	£12,290	£10,414	-£1,876	-15.26%
Total HASSRA price	£9,218	£7,811	-£1,407	-15.26%
Total savings to members	£3,073	£2,604	-£469	-15.26%
Overall % savings	25%	25%	0%	0.00%

Hotpoint Privilege Club	2017	2018	variance	
Number of goods purchased	141	535	394	279.43%
Total face value	£58,025	£138,704	£80,679	139.04%
Total HASSRA price	£33,364	£101,254	£67,889	203.48%
Total savings to members	£24,661	£37,450	£12,789	51.86%
Overall % savings	43%	27%	-16%	-36%

APH Airport Parking	2017	2018	variance	
Number of bookings	570	1,105	535	93.86%
Total face value	£27,902	£55,675	£27,772	99.53%
Total HASSRA price	£23,159	£46,210	£23,051	99.53%
Total savings to members	£4,743	£9,465	£4,721	99.53%
Overall % savings	17%	17%	0	0.00%

<b>CSIS Insurance</b>	<b>2017</b>	<b>2018</b>	<b>variance</b>	
Quotations	113	<b>113</b>	0	0.00%
Motor Policies	13	<b>8</b>	-5	-38.46%
Home Policies	1	<b>6</b>	5	500.00%
Single Travel Policies	49	<b>46</b>	-3	-6.12%
Annual Travel Policies	13	<b>29</b>	16	123.08%

<b>HASSRA Development Scheme</b>	<b>2017</b>	<b>2018</b>	<b>variance</b>	
Number of Applications	19	<b>23</b>	4	21.05%
Number of Awards	12	<b>21</b>	9	75.00%
Total value of awards	£3,500	<b>£6,850</b>	£3,350	95.71%
Average savings per member	£291.67	<b>£326.20</b>	£35	11.84%

<b>Merlin Attractions - Hotline/Online Sales</b>	<b>Number of tickets sold</b>		<b>variance</b>	
	<b>2017</b>	<b>2018</b>		
Alton Towers	668	<b>1,465</b>	797	119.31%
Bear Grylls Adventure	0	<b>43</b>	43	n/a
Blackpool Dungeon	37	<b>0</b>	-37	-100.00%
Blackpool Tower	170	<b>185</b>	15	8.82%
Chessington WoA	252	<b>306</b>	54	21.43%
Edinburgh Dungeon	42	<b>109</b>	67	159.52%
Jurassic Skyline	0	<b>0</b>	0	n/a
LDC Birmingham	0	<b>72</b>	72	n/a
LDC Manchester	20	<b>107</b>	87	435.00%
LEGOLAND Windsor	352	<b>457</b>	105	29.83%
London Dungeon	98	<b>128</b>	30	30.61%
London Eye	231	<b>542</b>	311	134.63%
Madame Tussauds Blackpool	67	<b>0</b>	-67	-100.00%
Madame Tussauds London	238	<b>249</b>	11	4.62%
Shrek's Adventure	36	<b>62</b>	26	72.22%
SEA LIFE Birmingham	40	<b>82</b>	42	105.00%
SEA LIFE Blackpool	19	<b>35</b>	16	84.21%
SEA LIFE Brighton	6	<b>34</b>	28	466.67%
SEA LIFE Great Yarmouth	5	<b>20</b>	15	300.00%
SEA LIFE Gweek	4	<b>0</b>	-4	-100.00%
SEA LIFE Hunstanton	0	<b>4</b>	4	n/a
SEA LIFE Loch Lomond	4	<b>8</b>	4	100.00%
SEA LIFE London	91	<b>100</b>	9	9.89%
SEA LIFE Manchester	3	<b>29</b>	26	866.67%
SEA LIFE Oban	0	<b>4</b>	4	n/a
SEA LIFE Scarborough	0	<b>11</b>	11	n/a
SEA LIFE Weymouth	2	<b>14</b>	12	600.00%
Thorpe Park	345	<b>375</b>	30	8.70%
Warwick Castle	175	<b>244</b>	69	39.43%
York Dungeon	34	<b>38</b>	4	11.76%
<b>TOTAL</b>	<b>2,939</b>	<b>4,723</b>	<b>1,784</b>	<b>60.70%</b>
Total savings to members	£61,290	<b>£107,590</b>	£46,300	75.54%
Overall % savings	53.90%	<b>55.56%</b>	0	3.08%

Holiday Discounts				
Haven Holidays - Hotline/Online Sales	2017	2018	variance	
Number of bookings	687	417	-270	-39.30%
Total face value	£287,059	£274,907	-£12,152	-4.23%
Total HASSRA price	£258,353	£247,416	-£10,937	-4.23%
Total savings to members	£28,706	£27,491	-£1,215	-4.23%
Overall % savings	10%	10%	0%	0.00%
Forest Holidays - Hotline/Online Sales	2017	2018	variance	
Number of bookings	44	48	4	9.09%
Total face value	£22,560	£24,830	£2,270	10.06%
Total HASSRA price	£19,972	£23,130	£3,158	15.81%
Total savings to members	£2,958	£1,839	-£1,119	-37.82%
Overall % savings	13%	7%	-6%	-44%
Cottages.Com Hotline/Online Sales	2017	2018	variance	
Number of bookings	173	200	27	15.61%
Total face value	£110,036	£114,352	£4,316	3.92%
Total HASSRA price	£103,160	£108,394	£5,234	5.07%
Total savings to members	£6,877	£5,418	-£1,459	-21.21%
Overall % savings	6%	5%	-2%	-24%
Eurocamp Hotline/Online Sales	2017	2018	variance	
Number of bookings	14	tbc	#VALUE!	#VALUE!
Total face value	£20,063	tbc	#VALUE!	#VALUE!
Total HASSRA price	£12,338	tbc	#VALUE!	#VALUE!
Total savings to members	£7,725	tbc	#VALUE!	#VALUE!
Overall % savings	39%	tbc	#VALUE!	#VALUE!
Butlins Hotline/Online Sales	2017	2018	variance	
Number of bookings	75	152	77	102.67%
Total face value	£49,459	£103,146	£53,687	108.55%
Total HASSRA price	£34,621	£69,162	£34,541	99.77%
Total savings to members	£14,838	£33,984	£19,146	129.04%
Overall % savings	30%	33%	3%	10%
Fred Olsen Cruises Hotline/Online Sales	2017	2018	variance	
Number of bookings	41	tbc	#VALUE!	#VALUE!
Total face value	£50,127	tbc	#VALUE!	#VALUE!
Total HASSRA price	£45,114	tbc	#VALUE!	#VALUE!
Total savings to members	£5,013	tbc	#VALUE!	#VALUE!
Overall % savings	10%	tbc	#VALUE!	#VALUE!
TOTALS:	2017	2018	variance	
Number of bookings	1034	tbc	#VALUE!	#VALUE!
Total face value	£539,303	tbc	#VALUE!	#VALUE!
Total HASSRA price	£473,557	tbc	#VALUE!	#VALUE!
Total savings to members	£65,746	tbc	#VALUE!	#VALUE!
Overall % savings	12%	tbc	#VALUE!	#VALUE!

<b>HASSRA Lottery</b>	<b>2017</b>	<b>2018</b>	<b>variance</b>	
Number of New Lottery Applications	2,037	<b>2,250</b>	213	10.46%
Annual value of prizes	£660,000	<b>£660,000</b>	0	0.00%
<b>Breakdown of Lottery Shares purchased</b>	<b>Dec-17</b>	<b>Dec-18</b>	<b>variance</b>	
DWP	£58,695	<b>£59,729</b>	1,034	1.76%
DH	£432	<b>£346</b>	-86	-19.91%
FSA	£121	<b>£115</b>	-6	-4.96%
HSE and ONR	£189	<b>£138</b>	-51	-26.98%
MyCSP	£13	<b>£12</b>	-1	-7.69%
Rampton	£0	<b>£0</b>	0	n/a
Broadmoor	£0	<b>£0</b>	0	n/a
Ashworth	£75	<b>£61</b>	-14	-18.67%
Retired	£3,802	<b>£3,834</b>	32	n/a
Accenture	£0	<b>£0</b>	0	n/a
ATOS Origin	£4	<b>£12</b>	8	200.00%
BPDTS	£28	<b>£24</b>	-4	n/a
ENGIE(Cofely /Balfour Beatty)	£58	<b>£3</b>	-55	-94.83%
CHDA	£10	<b>£10</b>	0	n/a
Capita	£0	<b>£0</b>	0	n/a
HPES	£46	<b>£27</b>	-19	-41.30%
Fujitsu	£0	<b>£0</b>	0	n/a
ILF	£0	<b>£0</b>	0	n/a
MHS	£0	<b>£0</b>	0	n/a
PPF	£18	<b>£13</b>	-5	-27.78%
Trillium	£1	<b>£0</b>	-1	-100.00%
PHE	£38	<b>£35</b>	-3	-7.89%
Gov Legal Dept (Tsol)	£27	<b>£27</b>	0	0.00%
Monitor	£35	<b>£14</b>	-21	-60.00%
NAMS	£601	<b>£581</b>	-20	-3.33%
Steria	£161	<b>£147</b>	-14	-8.70%
HFEA	£0	<b>£7</b>	7	n/a
<b>TOTAL</b>	<b>£64,354</b>	<b>£65,135</b>	<b>£781</b>	<b>1.21%</b>

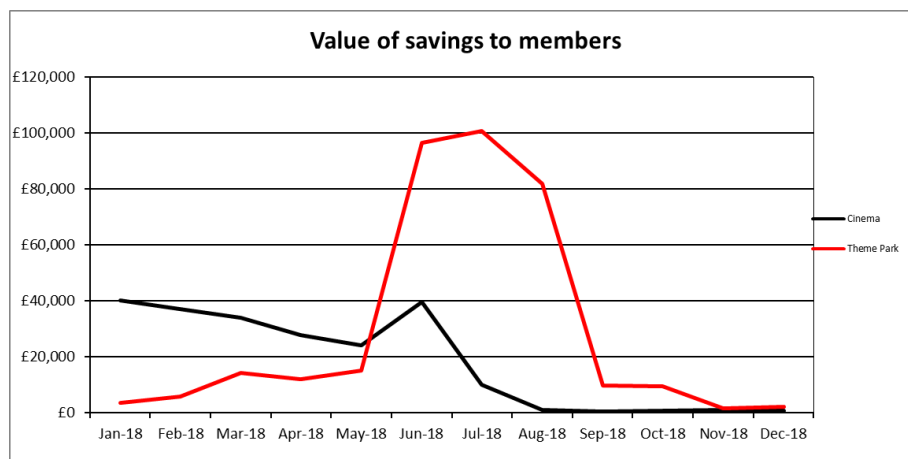
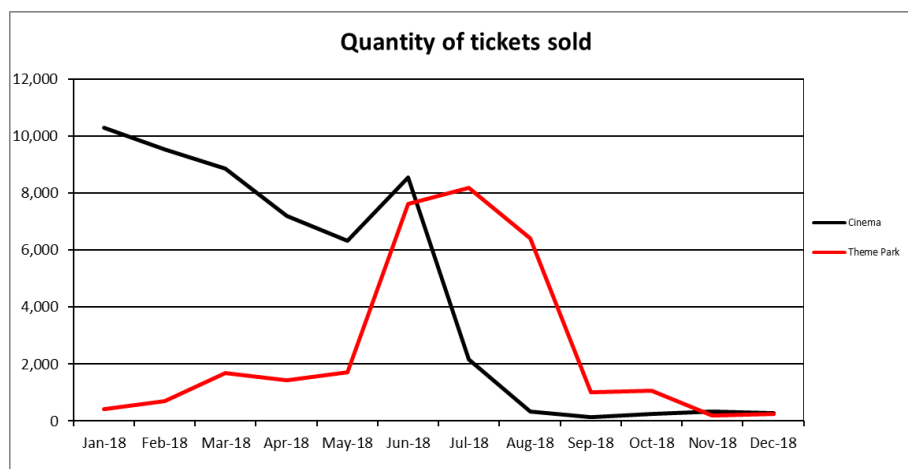
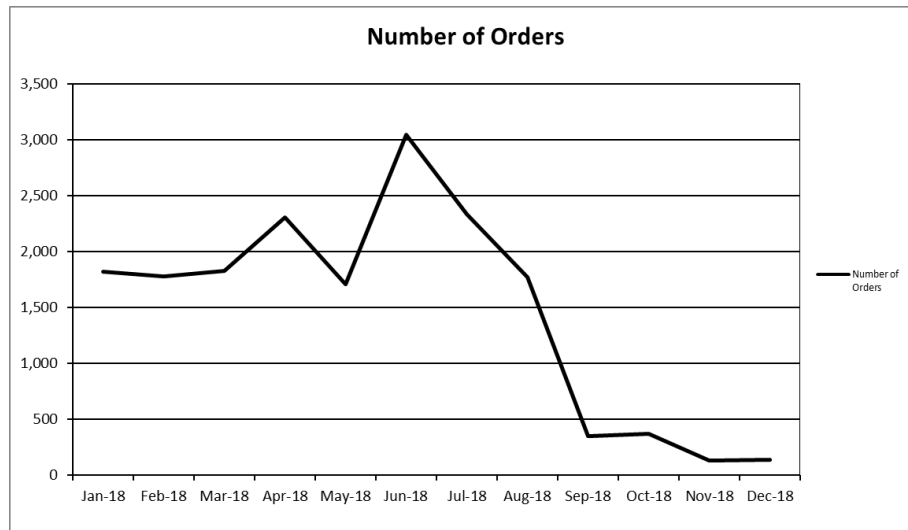
<b>National Fun 'n' Free Competitions</b>	<b>Number of entries</b>	<b>Number of beneficiaries</b>	<b>Value of prizes</b>
Cornish Hampers	12,170	12	£1,200
IPADs	5,397	10	£3,190
42nd Street	48,408	10	£3,960
Warwick Castle	1,390	16	£240
Spa Breaks	3,659	20	£5,000
HAVEN and LTS vouchers	8,570	29	£750
Johnny English Filmology	128	12	£600
Alton Towers	310	4	£160
Kitchen Aids	44,343	6	£1,800
Adventure Island	340	10	£225
Wimbledon	4,007	16	£2,532
Hotpoint Priviledge Club	288	1	£150
Love 2 Shop vouchers	24	1	£250
Holiday vouchers	50,628	13	£7,500
Chrsitmas Cracker	49,000	100	£25,000
<b>TOTAL</b>	<b>228,662</b>	<b>260</b>	<b>£52,557</b>

<b>HASSRA Online Shop ticket sales</b>	<b>2017</b>	<b>2018</b>	<b>variance</b>	
Number of orders	25,706	<b>17,597</b>	<b>-8,109</b>	<b>-31.55%</b>
<b>Cinema tickets:</b>	<b>2017</b>	<b>2018</b>	<b>variance</b>	
Quantity of tickets sold	123,086	<b>54,252</b>	<b>-68,834</b>	<b>-55.92%</b>
Total face value	£1,175,335	<b>£513,639</b>	<b>-£661,696</b>	<b>-56.30%</b>
Total savings to members	£477,958	<b>£216,327</b>	<b>-£261,631</b>	<b>-54.74%</b>
% savings to members	40.67%	<b>42.12%</b>	1.45%	3.57%
<b>Theme Park tickets:</b>	<b>2017</b>	<b>2018</b>	<b>variance</b>	
Quantity of tickets sold	26,117	<b>30,774</b>	4,657	17.83%
Total face value	£629,505	<b>£701,649</b>	£72,144	11.46%
Total savings to members	£300,755	<b>£352,720</b>	£51,965	17.28%
% savings to members	47.78%	<b>50.27%</b>	2.49%	5.21%
<b>TOTALS:</b>	<b>2017</b>	<b>2018</b>	<b>variance</b>	
Quantity of tickets sold	149,203	<b>85,026</b>	<b>-64,177</b>	<b>-43.01%</b>
Total face value	£1,804,840	<b>£1,215,288</b>	<b>-£589,552</b>	<b>-32.67%</b>
Total savings to members	£778,713	<b>£569,047</b>	<b>-£209,666</b>	<b>-26.92%</b>
% savings to members	43.15%	<b>46.82%</b>	3.67%	8.52%

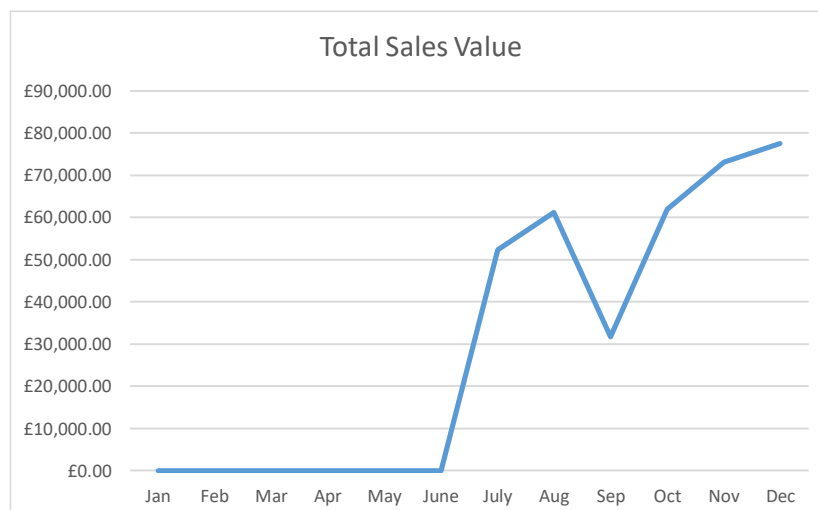
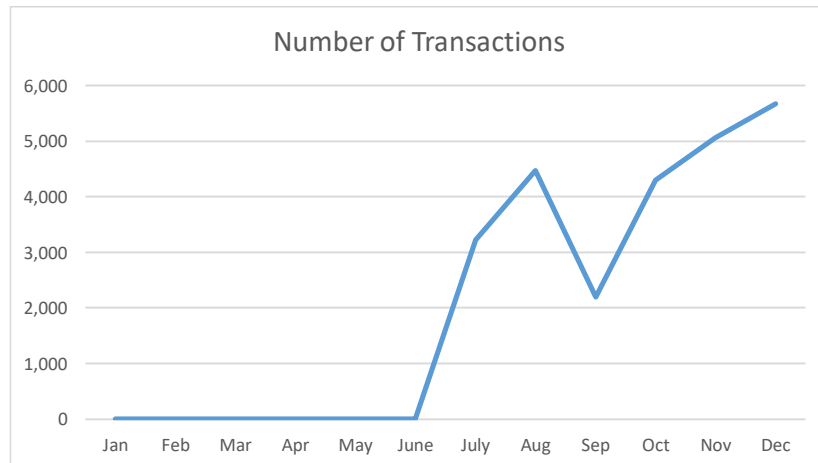
<b>Summer Promotion</b>	<b>Number of tickets sold</b>	<b>Total savings to members</b>	<b>% savings</b>
Blackpool Pleasure Beach Adult	1,875	£36,563	50%
Blackpool Pleasure Beach Child	805	£13,283	50%
Blair Drummond Adult	1,121	£9,674	50%
Blair Drummond Child	611	£4,353	50%
Bristol Zoo Adult	132	£1,584	50%
Bristol Zoo Child (2-14 Years)	66	£660	50%
Camel Creek Adventure Park	161	£1,364	50%
Chester Zoo High Season ADULT (valid from 26/5 to 2/9/17)	2357	£30,641	50%
Chester Zoo High Season CHILD (valid from 26/5 to 2/9/17)	1051	£11,561	50%
Colchester Zoo Adult	436	£5,012	50%
Colchester Zoo Child	244	£1,951	50%
Flamingoland	2,525	£50,500	50%
Landmark Forest Adult	179	£1,853	50%
Landmark Forest Child	137	£1,274	50%
M&D Theme Park	174	£1,692	50%
Paultons Family Theme Park	1,252	£21,441	50%
Sundown Adventure	589	£4,712	50%
Twycross Adult	256	£2,554	50%
Twycross Child (2 to 16 years)	135	£1,009	50%
Twycross Concession (over 60 years)	23	£201	50%
Wetlands	3,969	£22,465	50%
Woburn Safari Park Adult	226	£2,824	50%
Woburn Safari Park Child	153	£1,376	50%
Woburn Safari Park Senior	25	£275	50%
Woodlands Adult and Children over 110 cm tall	429	£4,033	50%
Woodlands Child 92 to 110cm tall	37	£268	50%
<b>TOTAL</b>	<b>18,968</b>	<b>£233,121</b>	<b>50%</b>

<b>On-line shop ticket sales breakdown</b>	<b>Total Quantity</b>	<b>Total Walk-up Price</b>	<b>Total Savings</b>	<b>% Savings</b>
Adventure Island Southend Big Adventure	281	£8,430	£4,215	50.00%
Adventure Island Southend Junior/Mini	69	£1,656	£936	56.52%
Blackpool Pleasure Beach Adult	2,165	£84,435	£40,913	48.45%
Blackpool Pleasure Beach Child	909	£29,997	£14,427	48.09%
Blackpool Zoo Adult	332	£6,059	£1,487	24.55%
Blackpool Zoo Child (3-15 yrs)	85	£1,169	£289	24.73%
Blackpool Zoo Family (2 Adult & 2 Child)	70	£4,095	£1,014	24.77%
Blackpool Zoo Family (2 Adult & 3 Child)	18	£1,256	£311	24.80%
Blackpool Zoo OAP	45	£731	£180	24.68%
Blair Drummond Adult	1,217	£20,993	£9,965	47.47%
Blair Drummond Child	649	£9,248	£4,447	48.09%
Bristol Zoo Adult	232	£5,104	£2,650	51.92%
Bristol Zoo Child (2-14 Years)	92	£1,472	£888	60.29%
Camel Creek Adventure Park	192	£3,830	£2,157	56.30%
Chester Zoo Low Season ADULT	185	£4,440	£1,480	33.33%
Chester Zoo Low Season CHILD	53	£1,060	£371	35.00%
Chester Zoo Mid Season ADULT	305	£7,930	£2,440	30.77%
Chester Zoo Mid Season CHILD	67	£1,474	£489	33.18%
Chester Zoo High Season ADULT	2,491	£69,748	£36,481	52.30%
Chester Zoo High Season CHILD	1,110	£26,640	£14,114	52.98%
Cineworld 3D Child	4	£32	£8	25.13%
Cineworld Ticket	14,613	£138,824	£55,237	39.79%
Colchester Zoo Adult	503	£11,564	£5,394	46.65%
Colchester Zoo Child	283	£4,525	£2,106	46.53%
Deep Sea World Adult	51	£778	£204	26.23%
Deep Sea World Child	26	£280	£70	25.02%
Devon's Crealy Adventure Park	1,092	£22,229	£11,036	49.65%
Devon's Crealy Adventure Park 6 Day Return	50	£1,029	£431	41.91%
Edinburgh Zoo	923	£17,999	£6,000	33.33%
Edinburgh Zoo Adult	230	£4,485	£1,553	34.62%
Edinburgh Zoo Child	86	£856	£297	34.67%
Empire Adult	1,591	£13,953	£6,889	49.37%
Empire Child	712	£4,628	£2,193	47.38%
Festive Gift Adult Thursday	33	£363	£165	45.45%
Festive Gift Adult Friday	48	£528	£240	45.45%
Festive Gift Adult Saturday	42	£546	£210	38.46%
Festive Gift Adult Sunday	46	£598	£230	38.46%
Festive Gift Child Sunday	2	£8	£0	0.00%
Flambards Adult	57	£1,251	£342	27.33%
Flambards Child	50	£798	£300	37.62%
Flambards Senior	7	£112	£49	43.89%
Flamingoland	2,731	£109,240	£52,972	48.49%
Gardeners' World Thursday	10	£250	£86	34.40%
Gardeners' World Friday	16	£400	£138	34.40%
Gardeners' World Saturday	24	£600	£196	32.60%
Gardeners' World Sunday	15	£375	£129	34.40%
Glasgow Science Centre	157	£1,727	£471	27.27%
Good Food Glasgow Saturday	14	£322	£133	41.30%
Good Food Glasgow Sunday	5	£115	£48	41.30%
Good Food NEC Thursday	8	£216	£77	35.74%

Good Food NEC Friday	17	£459	£164	35.74%
Good Food NEC Saturday	35	£1,050	£410	39.00%
Good Food NEC Sunday	18	£513	£201	39.12%
Independent Adult	2,109	£16,872	£5,863	34.75%
Independent Child	720	£4,680	£1,966	42.00%
Landmark Forest Adult	226	£4,678	£2,097	44.83%
Landmark Forest Child	169	£3,143	£1,437	45.72%
Lightwater Valley	740	£17,760	£7,030	39.58%
M&D Theme Park	547	£10,639	£6,885	64.71%
Marwell Zoo Adult	61	£1,220	£305	25.00%
Marwell Zoo Child	24	£384	£128	33.33%
Newquay Zoo Adult	88	£1,342	£484	36.07%
Newquay Zoo Child	37	£424	£155	36.68%
Newquay Zoo Senior	9	£117	£43	36.54%
Odeon Adult	9,718	£97,180	£40,038	41.20%
Odeon Child	2,969	£20,783	£7,838	37.71%
Odeon London Adult	415	£4,358	£1,303	29.90%
Odeon London Child	118	£944	£333	35.25%
Paignton Zoo Adult	388	£7,411	£2,716	36.65%
Paignton Zoo Child	223	£3,178	£1,148	36.14%
Paignton Zoo Senior/Student	61	£988	£360	36.42%
Paultons Family Theme Park	1,319	£45,176	£21,886	48.45%
Pleasurewood Hills	57	£1,254	£314	25.00%
Showcase Cinema Adult Ticket	1,551	£14,238	£5,118	35.95%
Showcase Cinema Child Ticket	517	£3,878	£1,520	39.20%
Showcase Cinema de Lux Adult	895	£9,845	£3,401	34.55%
Showcase Cinema de Lux Child	17	£153	£63	41.00%
Southport Flower Show	139	£3,614	£1,251	34.62%
Summer Good Food Thursday	7	£203	£72	35.34%
Summer Good Food Friday	14	£406	£144	35.34%
Summer Good Food Saturday	19	£570	£205	36.00%
Summer Good Food Sunday	2	£58	£21	35.34%
Sundown Adventureland	669	£10,704	£5,072	47.38%
Twycross Zoo Adult	321	£6,404	£2,842	44.37%
Twycross Zoo Child	173	£2,586	£1,159	44.79%
Twycross Zoo Senior	36	£630	£299	47.50%
Vue, Every Film Every Day 2D	905	£9,050	£5,439	60.10%
Vue London	791	£8,306	£2,602	31.33%
Vue Non-London	16,607	£166,070	£76,579	46.11%
West Midland Safari Park Adult - Admission only	26	£598	£161	26.96%
West Midland Safari Park Adult - All Inclusive ticket	55	£2,035	£990	48.65%
West Midland Safari Park Child - Admission only	4	£72	£19	26.11%
West Midland Safari Park Child - All Inclusive	35	£1,015	£473	46.55%
Wildfowl and Wetland Trust	6,732	£74,052	£60,588	81.82%
Woburn Safari Park Adult	260	£6,582	£3,044	46.25%
Woburn Safari Park Child	177	£3,224	£1,488	46.16%
Woburn Safari Park Senior	32	£723	£319	44.07%
Woodlands Adult and Children over 110 cm tall	550	£10,340	£4,952	47.89%
Woodlands Child 92 to 110cm tall	54	£716	£359	50.20%
Yorkshire Wildlife Park Adult	282	£4,935	£987	20.00%
Yorkshire Wildlife Park Child	92	£1,334	£322	24.14%
<b>Total</b>	<b>85,026</b>	<b>£1,215,288</b>	<b>£569,047</b>	<b>46.82%</b>



Filmology cinema e-code sales (from July to Dec)	2017	2018	variance	
Number of transactions	n/a	<b>24,917</b>	n/a	n/a
Quantity purchased	n/a	<b>66,969</b>	n/a	n/a
Total Sales Value	n/a	<b>£357,562</b>	n/a	n/a
Total HASSRA Subsidy	n/a	<b>£34,045</b>	n/a	n/a
Estimated total savings to members	n/a	<b>£269,740</b>	n/a	n/a
% savings to members	n/a	<b>43%</b>	n/a	n/a



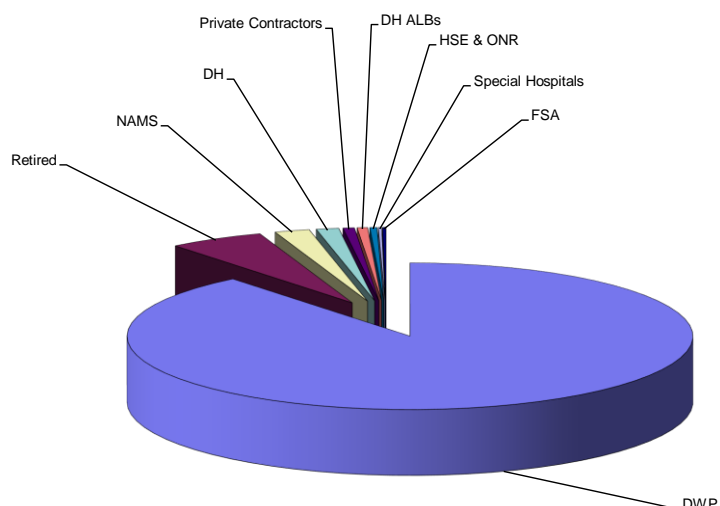
## Appendix 8: HASSRA Membership

Membership Applications	2017	2018	variance	
Number of New Membership Applications	7,170	6,190	-980	-13.67%

31 December 2018	DWP		DH		DH ALBs		HSE & ONR		Contractors		Spec Hospitals		FSA		NAMS		Sub-Total		Retired		Grand Total	
	total	%	total	%	total	%	total	%	total	%	total	%	total	%	total	%	total	%	total	%	total	%
East of England	2786	5.16%	2	0.26%	1	0.28%	11	4.49%	0	0.00%	0	0.00%	21	17.36%	54	4.48%	2875	5.03%	157	4.75%	3032	5.01%
Fylde	3245	6.01%	1	0.13%	1	0.28%	0	0.00%	93	23.72%	0	0.00%	1	0.83%	36	2.99%	3377	5.91%	407	12.31%	3784	6.26%
London	4857	9.00%	436	56.11%	151	42.18%	49	20.00%	36	9.18%	0	0.00%	24	19.83%	306	25.39%	5859	10.25%	289	8.74%	6148	10.16%
East Midlands	2636	4.88%	0	0.00%	7	1.96%	6	2.45%	0	0.00%	2	1.74%	9	7.44%	58	4.81%	2718	4.75%	142	4.29%	2860	4.73%
West Midlands	4331	8.03%	0	0.00%	5	1.40%	1	0.41%	0	0.00%	0	0.00%	10	8.26%	68	5.64%	4415	7.72%	161	4.87%	4576	7.57%
North East	6690	12.40%	0	0.00%	16	4.47%	19	7.76%	77	19.64%	0	0.00%	1	0.83%	140	11.62%	6943	12.14%	386	11.67%	7329	12.12%
North West	7020	13.01%	0	0.00%	3	0.84%	77	31.43%	9	2.30%	89	77.39%	9	7.44%	84	6.97%	7291	12.75%	311	9.40%	7602	12.57%
Scotland	6471	11.99%	0	0.00%	0	0.00%	9	3.67%	0	0.00%	0	0.00%	0	0.00%	78	6.47%	6558	11.47%	248	7.50%	6806	11.25%
South East	3457	6.41%	0	0.00%	1	0.28%	5	2.04%	0	0.00%	24	20.87%	17	14.05%	97	8.05%	3601	6.30%	272	8.22%	3873	6.40%
South West	3296	6.11%	0	0.00%	7	1.96%	30	12.24%	0	0.00%	0	0.00%	14	11.57%	85	7.05%	3432	6.00%	211	6.38%	3643	6.02%
Wales	3521	6.52%	0	0.00%	1	0.28%	32	13.06%	3	0.77%	0	0.00%	2	1.65%	19	1.58%	3578	6.26%	142	4.29%	3720	6.15%
Yorks & Humber	5408	10.02%	298	38.35%	47	13.13%	4	1.63%	8	2.04%	0	0.00%	12	9.92%	180	14.94%	5957	10.42%	317	9.59%	6274	10.37%
Unassigned	245	0.45%	40	5.15%	118	32.96%	2	0.82%	166	42.35%	0	0.00%	1	0.83%	0	0.00%	572	1.00%	264	7.98%	836	1.38%
NATIONAL TOTAL	53963	100.00%	777	100.00%	358	100.00%	245	100.00%	392	100.00%	115	100.00%	121	100.00%	1205	100.00%	57176	100.00%	3307	100.00%	60483	100.00%

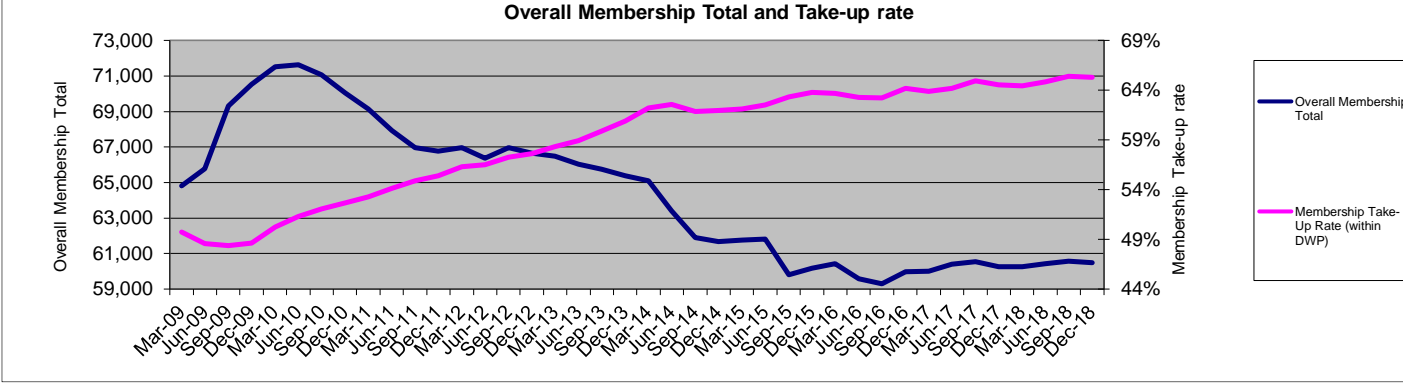
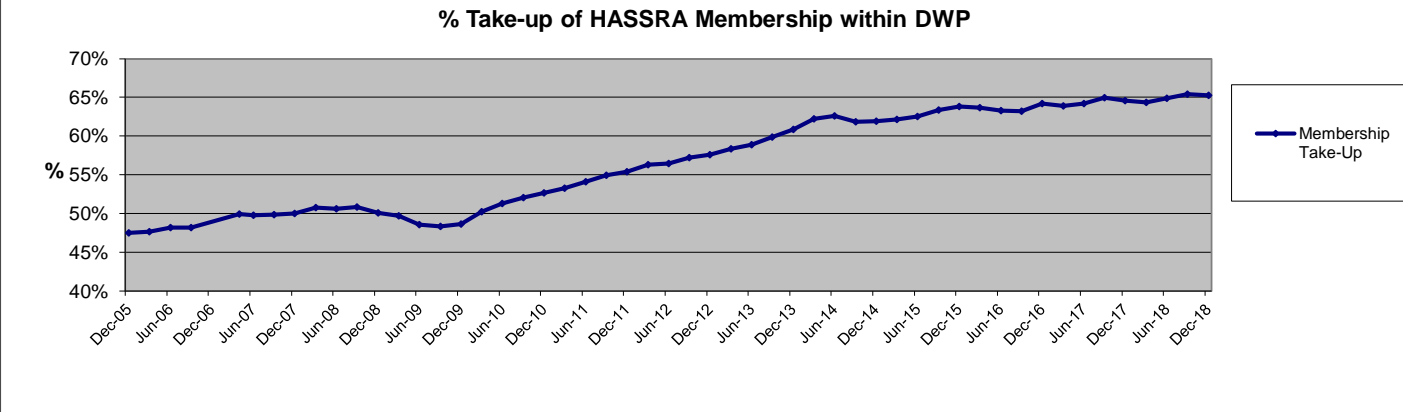
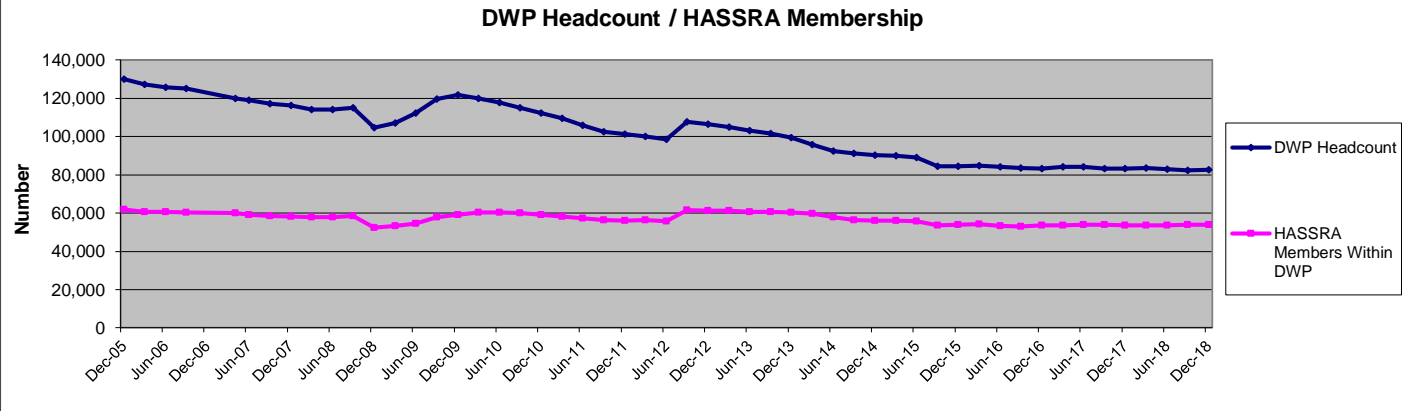
Regional share of Grand Total		
North West	7602	12.57%
North East	7329	12.12%
Scotland	6806	11.25%
London	6148	10.16%
Yorks & Humber	6274	10.37%
West Midlands	4576	7.57%
South East	3873	6.40%
Fylde	3784	6.26%
Wales	3720	6.15%
South West	3643	6.02%
East of England	3032	5.01%
East Midlands	2860	4.73%
Unassigned	836	1.38%
<b>TOTAL</b>	<b>60483</b>	<b>100.00%</b>

Membership Groups		
DWP	53963	89.22%
Retired	3307	5.47%
NAMS	1205	1.99%
DH	777	1.28%
Private Contractors	392	0.65%
DH ALBs	358	0.59%
HSE & ONR	245	0.41%
Special Hospitals	115	0.19%
FSA	121	0.20%
<b>TOTAL</b>	<b>60483</b>	<b>100.00%</b>



Date	DWP Headcount			HASSRA Members within DWP			% Take-up of Membership	
	Total	Comparison with prev Qtr		Total	Comparison with prev Qtr		Total	Comparison with prev Qtr
Sep-05	128,433	n/a	n/a	62,194	n/a	n/a	48.43%	n/a
Dec-05	130,075	1,642	1.28%	61,764	-430	-0.69%	47.48%	-0.94%
Mar-06	127,147	-2,928	-2.25%	60,586	-1,178	-1.91%	47.65%	0.17%
Jun-06	125,712	-1,435	-1.13%	60,593	7	0.01%	48.20%	0.55%
Sep-06	125,194	-518	-0.41%	60,349	-244	-0.40%	48.20%	0.00%
Apr-07	120,072	-5,122	-4.09%	59,959	-390	-0.65%	49.94%	1.73%
Jun-07	118,909	-1,163	-0.97%	59,227	-732	-1.22%	49.81%	-0.13%
Sep-07	117,254	-1,655	-1.39%	58,459	-768	-1.30%	49.86%	0.05%
Dec-07	116,333	-921	-0.79%	58,218	-241	-0.41%	50.04%	0.19%
Mar-08	113,972	-2,361	-2.03%	57,835	-383	-0.66%	50.74%	0.70%
Jun-08	114,225	253	0.22%	57,866	31	0.05%	50.66%	-0.09%
Sep-08	114,989	764	0.67%	58,461	595	1.03%	50.84%	0.18%
Dec-08	104,662	-10,327	-8.98%	52,451	-6,010	-10.28%	50.11%	-0.73%
Mar-09	106,963	2,301	2.20%	53,198	747	1.42%	49.73%	-0.38%
Jun-09	106,262	-701	-0.66%	54,525	1,327	2.49%	51.31%	1.58%
Sep-09	113,013	6,751	6.35%	57,857	3,332	6.11%	51.19%	-0.12%
Dec-09	115,031	2,018	1.79%	59,247	1,390	2.40%	51.51%	0.31%
Mar-10	113,422	-1,609	-1.40%	60,348	1,101	1.86%	53.21%	1.70%
Jun-10	117,665	4,243	3.74%	60,357	9	0.01%	51.30%	-1.91%
Sep-10	114,985	-2,680	-2.28%	59,875	-482	-0.80%	52.07%	0.78%
Dec-10	112,135	-2,850	-2.48%	59,073	-802	-1.34%	52.68%	0.61%
Mar-11	109,445	-2,690	-2.40%	58,294	-779	-1.32%	53.26%	0.58%
Jun-11	105,864	-3,581	-3.27%	57,283	-1,011	-1.73%	54.11%	0.85%
Sep-11	102,415	-3,449	-3.26%	56,238	-1,045	-1.82%	54.91%	0.80%
Dec-11	101,331	-1,084	-1.06%	56,143	-95	-0.17%	55.41%	0.49%
Mar-12	99,958	-1,373	-1.35%	56,294	151	0.27%	56.32%	0.91%
Jun-12	98,536	-1,422	-1.42%	55,663	-631	-1.12%	56.49%	0.17%
Sep-12	107,553	9,017	9.15%	61,574	5,911	10.62%	57.25%	0.76%
Dec-12	106,487	-1,066	-0.99%	61,339	-235	-0.38%	57.60%	0.35%
Mar-13	104,889	-1,598	-1.50%	61,190	-149	-0.24%	58.34%	0.74%
Jun-13	103,147	-1,742	-1.66%	60,779	-411	-0.67%	58.92%	0.59%
Sep-13	101,482	-1,665	-1.61%	60,783	4	0.01%	59.90%	0.97%
Dec-13	99,343	-2,139	-2.11%	60,479	-304	-0.50%	60.88%	0.98%
Mar-14	95,923	-3,420	-3.44%	59,707	-772	-1.28%	62.24%	1.37%
Jun-14	92,510	-3,413	-3.56%	57,883	-1,824	-3.05%	62.57%	0.32%
Sep-14	91,272	-1,238	-1.34%	56,440	-1,443	-2.49%	61.84%	-0.73%
Dec-14	90,388	-884	-0.97%	55,988	-452	-0.80%	61.94%	0.10%
Mar-15	90,018	-370	-0.41%	55,931	-57	-0.10%	62.13%	0.19%
Jun-15	89,179	-839	-0.93%	55,767	-164	-0.29%	62.53%	0.40%
Sep-15	84,553	-4,626	-5.19%	53,556	-2,211	-3.96%	63.34%	0.81%
Dec-15	84,429	-124	-0.15%	53,859	303	0.57%	63.79%	0.45%
Mar-16	84,919	490	0.58%	54,091	232	0.43%	63.70%	-0.09%
Jun-16	84,226	-693	-0.82%	53,303	-788	-1.46%	63.29%	-0.41%
Sep-16	83,663	-563	-0.67%	52,899	-404	-0.76%	63.23%	-0.06%
Dec-16	83,332	-331	-0.40%	53,501	602	1.14%	64.20%	0.97%
Mar-17	84,052	720	0.86%	53,708	207	0.39%	63.90%	-0.30%
Jun-17	84,123	71	0.08%	54,007	299	0.56%	64.20%	0.30%
Sep-17	83,167	-956	-1.14%	54,017	10	0.02%	64.95%	0.75%
Dec-17	83,155	-12	-0.01%	53,676	-341	-0.63%	64.55%	-0.40%
Mar-18	83,421	266	0.32%	53,713	37	0.07%	64.39%	-0.16%
Jun-18	82,818	-603	-0.72%	53,722	9	0.02%	64.87%	0.48%
Sep-18	82,380	-438	-0.53%	53,868	146	0.27%	65.39%	0.52%
Dec-18	82,645	265	0.32%	53,963	95	0.18%	65.29%	-0.09%
	variance over whole period			variance over whole period			variance over whole period	
	-45,788			-8,231			16.87% points	
	-35.65%			-13.23%				
	variance over last 12 months			variance over last 12 months			variance over last 12 months	
	-510			287			0.75% points	
	-0.61%			0.53%				

% Membership Take-Up within DWP by Region											
Quarter Ending	East Midlands	East of England	North West (inc Fylde)	London	North East	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber
Mar-09	44.39%	52.77%	55.47%	48.58%	55.58%	50.58%	51.80%	36.28%	56.62%	41.06%	43.48%
Jun-09	43.33%	49.74%	55.35%	46.81%	54.18%	49.28%	48.82%	35.75%	56.43%	40.12%	42.90%
Sep-09	42.29%	49.58%	55.05%	44.83%	55.58%	53.28%	47.92%	36.30%	55.44%	38.80%	41.51%
Dec-09	43.34%	50.60%	55.21%	45.14%	56.87%	52.04%	47.84%	36.49%	55.95%	39.42%	41.96%
Mar-10	44.46%	52.40%	56.21%	46.32%	58.47%	53.91%	50.17%	38.16%	57.82%	42.91%	43.19%
Jun-10	45.83%	53.03%	56.79%	47.49%	60.12%	54.91%	51.26%	39.70%	58.99%	43.57%	44.41%
Sep-10	46.94%	54.09%	57.26%	48.20%	61.04%	56.60%	52.29%	40.23%	59.28%	44.12%	44.89%
Dec-10	47.14%	54.07%	57.68%	48.94%	61.78%	57.32%	52.96%	40.50%	59.91%	44.96%	45.74%
Mar-11	47.76%	54.53%	57.59%	49.68%	62.84%	58.01%	52.87%	40.99%	60.75%	45.71%	46.56%
Jun-11	48.44%	55.22%	58.38%	50.40%	63.31%	59.31%	54.22%	42.30%	61.09%	46.08%	47.51%
Sep-11	49.16%	55.75%	59.33%	51.15%	64.59%	60.06%	55.45%	42.37%	61.70%	46.71%	48.02%
Dec-11	49.86%	56.58%	59.39%	51.88%	65.42%	60.84%	55.43%	42.33%	62.03%	47.05%	48.77%
Mar-12	50.30%	58.06%	59.84%	52.76%	67.00%	61.68%	56.85%	43.11%	62.60%	47.81%	50.05%
Jun-12	50.07%	58.89%	60.01%	52.99%	67.65%	61.93%	57.25%	42.66%	62.41%	47.57%	50.34%
Sep-12	50.11%	59.84%	60.16%	53.24%	68.44%	62.26%	58.31%	42.99%	62.15%	48.12%	50.84%
Dec-12	50.07%	60.62%	59.91%	53.33%	69.54%	63.33%	57.90%	43.22%	62.09%	48.55%	51.56%
Mar-13	51.20%	61.21%	60.63%	54.34%	70.62%	64.37%	59.28%	44.66%	63.16%	48.84%	52.49%
Jun-13	52.65%	62.06%	61.54%	54.61%	71.75%	64.87%	60.18%	46.02%	63.90%	49.67%	52.93%
Sep-13	53.19%	63.32%	62.41%	55.40%	72.98%	65.71%	61.92%	47.49%	64.21%	50.94%	54.01%
Dec-13	54.02%	63.74%	62.50%	56.16%	73.65%	67.80%	59.09%	52.74%	65.95%	51.23%	56.17%
Mar-14	55.89%	65.68%	63.36%	57.88%	74.36%	69.68%	60.77%	54.49%	66.72%	52.91%	57.39%
Jun-14	57.04%	65.71%	63.18%	58.80%	74.31%	70.48%	61.36%	54.45%	67.67%	53.48%	56.78%
Sep-14	55.60%	65.09%	62.51%	57.70%	73.75%	68.93%	60.98%	54.80%	65.41%	53.36%	56.89%
Dec-14	56.23%	65.67%	61.96%	58.12%	73.88%	68.73%	61.79%	54.61%	64.87%	54.36%	56.89%
Mar-15	57.96%	66.69%	61.50%	58.56%	72.91%	68.30%	62.01%	55.82%	64.77%	54.94%	57.31%
Jun-15	58.37%	66.20%	62.09%	58.87%	73.69%	69.00%	61.49%	56.02%	65.29%	55.44%	58.12%
Sep-15	59.24%	68.22%	62.41%	59.22%	74.29%	70.08%	62.03%	57.36%	65.96%	56.41%	58.72%
Dec-15	59.60%	69.27%	62.72%	59.73%	74.50%	70.15%	63.64%	58.01%	65.20%	57.26%	58.98%
Mar-16	59.88%	69.16%	62.35%	59.83%	73.82%	70.23%	64.05%	59.42%	64.42%	57.16%	58.73%
Jun-16	60.30%	68.38%	62.05%	58.50%	73.56%	70.01%	63.44%	58.39%	64.57%	57.41%	58.08%
Sep-16	60.42%	68.72%	61.65%	58.08%	74.23%	69.51%	65.43%	57.99%	63.40%	56.85%	58.37%
Dec-16	61.43%	69.75%	61.91%	59.13%	75.70%	70.70%	66.45%	58.90%	66.32%	57.20%	59.13%
Mar-17	60.63%	70.53%	60.60%	58.69%	74.97%	70.79%	66.06%	59.79%	66.39%	57.10%	59.97%
Jun-17	61.41%	69.68%	61.04%	59.02%	75.65%	70.64%	67.25%	60.73%	65.32%	57.87%	60.10%
Sep-17	61.53%	70.36%	61.46%	60.67%	75.53%	71.50%	67.63%	62.08%	65.65%	58.49%	61.73%
Dec-17	61.59%	69.94%	60.73%	60.04%	75.13%	70.98%	67.98%	62.22%	65.83%	58.22%	61.13%
Mar-18	60.64%	70.72%	60.17%	60.24%	75.36%	71.26%	67.20%	62.24%	64.64%	58.43%	61.50%
Jun-18	62.29%	71.07%	60.32%	61.14%	75.53%	71.90%	67.79%	64.03%	63.78%	58.78%	61.70%
Sep-18	62.71%	71.85%	60.89%	61.64%	75.08%	71.94%	68.41%	64.13%	64.56%	59.88%	63.15%
Dec-18	62.99%	72.16%	60.24%	61.70%	75.51%	72.06%	68.62%	65.02%	64.02%	59.42%	63.05%
Variance over whole period	18.59 points 41.88%	19.39 points 36.74%	4.77 points 8.61%	13.12 points 27.00%	19.93 points 35.86%	21.48 points 42.46%	16.81 points 32.46%	28.74 points 79.22%	7.39 points 13.06%	18.36 points 44.71%	19.57 points 45.02%
Variance over last 12 months	1.40 points 2.27%	2.22 points 3.17%	-0.49 points -0.81%	1.66 points 2.76%	0.38 points 0.50%	1.08 points 1.52%	0.64 points 0.94%	2.80 points 4.50%	-1.81 points -2.75%	1.20 points 2.06%	1.92 points 3.14%

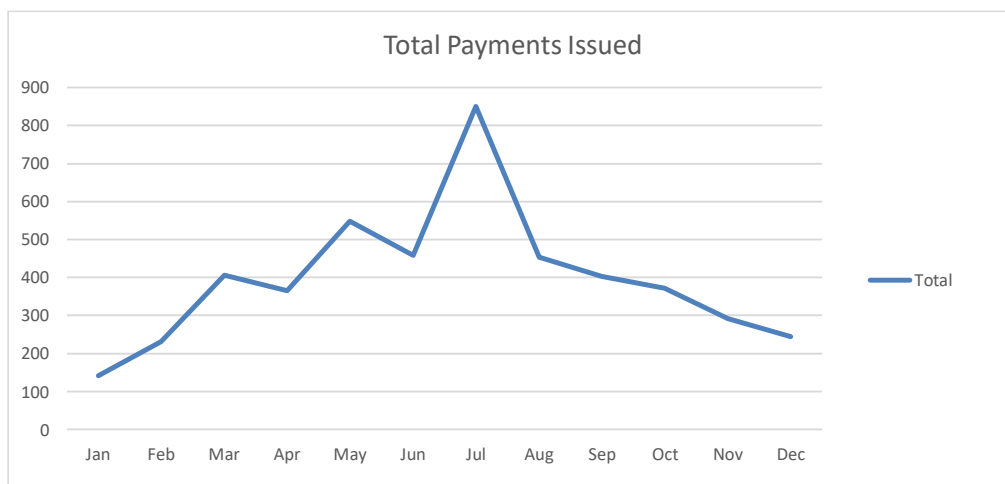
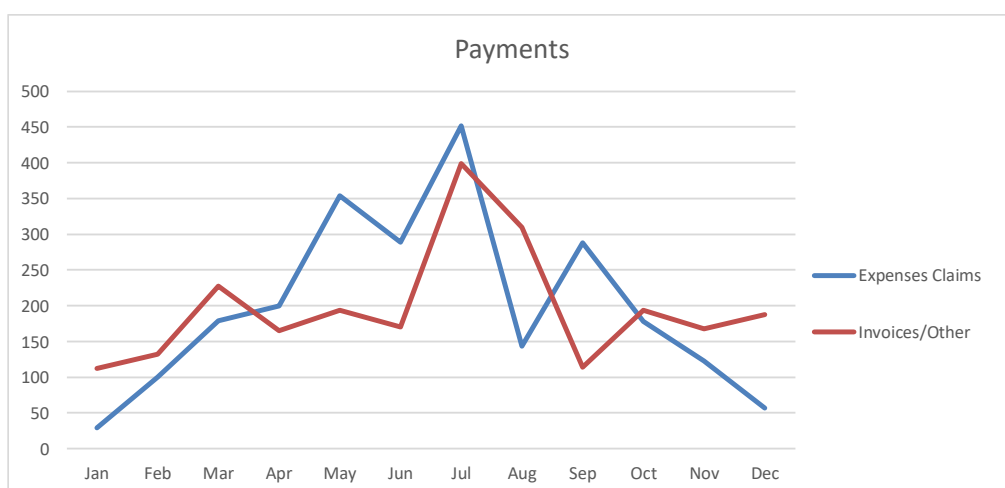


## Appendix 9: 2018 Finance Transactions

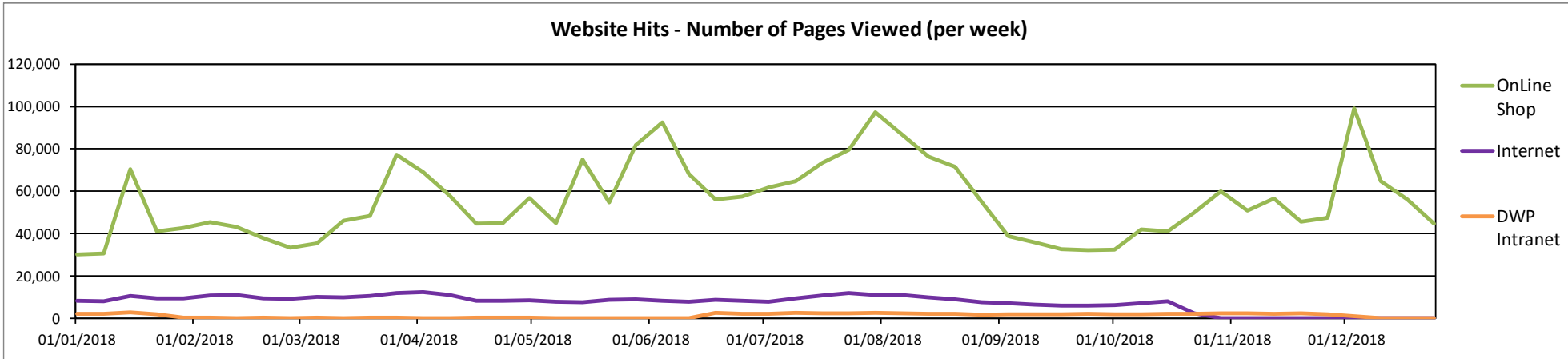
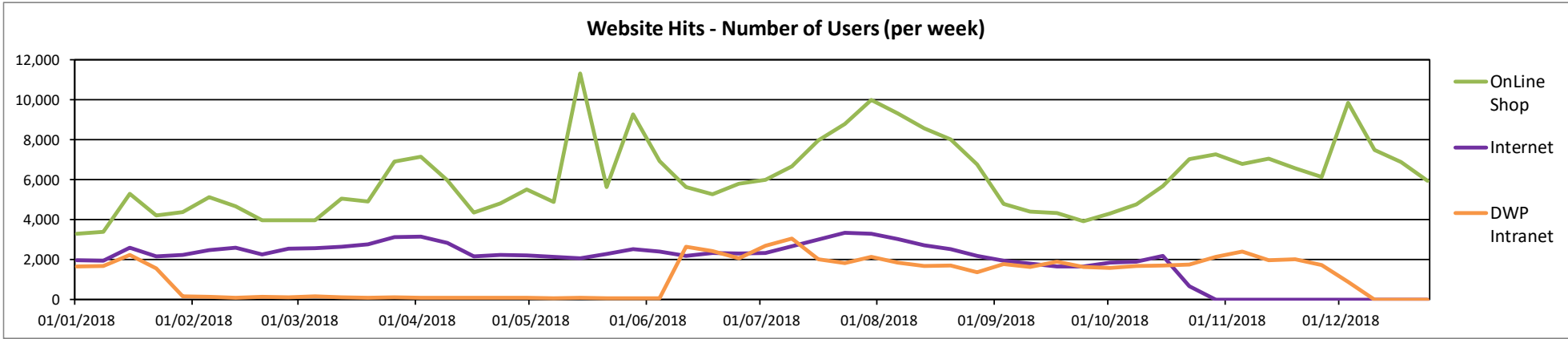
National and Regional Finance Transactions	2017	2018	variance	
Number of member expenses claims	2,476	<b>2,392</b>	<b>-84</b>	<b>-3.39%</b>
Number paid within 15 day target	99.72%	<b>100.00%</b>	0.28%	0.28%
Number of Invoices and other payments	2,157	<b>2,373</b>	216	10.01%
Number paid within 30 day target	100.00%	<b>100.00%</b>	0.00%	0.00%
Number of payments issued by BACS	4,612	<b>4,745</b>	133	2.88%
Number of payments issued by cheque	11	<b>20</b>	9	81.82%
Total payments issued	4,623	<b>4,765</b>	142	3.07%

Expenses Claims Summary	2017	2018	variance	
Competitor	£89,599	<b>£90,507</b>	£908	1.01%
Volunteer	£29,725	<b>£22,443</b>	<b>-£7,282</b>	<b>-24.50%</b>
Organiser	£19,747	<b>£18,268</b>	<b>-£1,479</b>	<b>-7.49%</b>
Other	£6,412	<b>£3,339</b>	<b>-£3,073</b>	<b>-47.93%</b>
TOTAL	£145,483	<b>£134,557</b>	<b>-£10,926</b>	<b>-7.51%</b>

Mileage Claims Summary	2017	2018	variance	
Number of Mileage Claims	1,408	<b>1,503</b>	95	6.75%
Number of Miles Claimed	224,255	<b>225,560</b>	1,305	0.58%
Average Mileage per claim	159	<b>150</b>	<b>-9</b>	<b>-5.78%</b>



Appendix 10: Website Hits



## Appendix 11: Member Survey Results

- Over 97% of respondents were HASSRA members.
- The vast majority of members joined HASSRA as part of departmental induction and through word of mouth in the workplace.
- Cinema and Theme Park discounts continue to be the most popular benefits, closely followed by the chance to win prizes in the HASSRA Lottery and Fun & Free competitions.
- 95% are either very satisfied or satisfied with the Online Shop
- 55% of respondents were not consciously subscribed to the Shop Newsletter, many completely unaware of its existence.
- 85% are proud to be a HASSRA Member.
- 90% agree that our offers and discounts are an important employee benefit.
- Over 80% are very satisfied with their HASSRA membership.
- 30% sometimes forget they have HASSRA Membership.
- Over 77% of respondents are AO and EO grades.

How did you find out about HASSRA before you joined? Please select all that apply.				
			Response Percent	Response Total
1	When I joined the department I was given information during my induction		58.26%	4847
2	Following a presentation by a HASSRA rep		15.46%	1286
3	A friend/colleague told me		32.84%	2732
4	Posters on the notice board at work		6.80%	566
5	HASSRA Livelife magazine sent to my e-mail box		0.93%	77
6	HASSRA Livelife magazine left on my desk or in the breakout area/canteen		1.32%	110
7	Through events organised by my local office club		7.80%	649
8	Through e-mails telling us about national/regional events/competitions		4.12%	343
9	Looking at the HASSRA website and/or social media pages		2.90%	241
10	Other (please specify):		1.67%	139

How long have you been a HASSRA member?				
			Response Percent	Response Total
1	0 - 5 years		18.80%	1594
2	5-10 years		14.31%	1213
3	10 -20 years		30.34%	2572
4	20 - 30 years		17.11%	1450
5	30 - 40 years		12.87%	1091
6	over 40 years		4.11%	348
7	I am not a HASSRA member		2.47%	209

Tell us how you feel about the following statements.				
	Agree	Neither Disagree Nor Agree	Disagree	Response Total
HASSRA offers a range of discounts that are relevant to me	83.0% (6856)	12.6% (1039)	4.4% (361)	8256
HASSRA's offers and discounts are a valuable employee benefit	89.7% (7388)	7.9% (653)	2.4% (195)	8236
I am proud to be a member of HASSRA	85.3% (6990)	13.3% (1088)	1.4% (114)	8192
I am happy with the events arranged by my local club	64.4% (5297)	27.6% (2268)	8.1% (664)	8229
HASSRA activities help me achieve a healthy work/life balance	47.0% (3841)	42.7% (3485)	10.3% (840)	8166
HASSRA is good for morale and team spirit in my workplace	68.1% (5585)	25.0% (2049)	6.9% (570)	8204
I sometimes forget that I have HASSRA membership	30.4% (2484)	12.8% (1050)	56.8% (4640)	8174
HASSRA partner with companies that offer great products and services	67.1% (5483)	29.1% (2378)	3.9% (316)	8177
I am very satisfied with my HASSRA membership	80.6% (6621)	15.7% (1288)	3.7% (304)	8213

Over the last 12 months how tempted have you been to take part in these HASSRA events?				
	Took part	Tempted	Not tempted	Response Total
Local club sporting events	10.7% (867)	17.9% (1454)	71.4% (5789)	8110
Local trips e.g. shopping trips, Eurodisney trips	16.4% (1340)	51.2% (4177)	32.4% (2644)	8161
Regional sporting events	7.8% (629)	15.4% (1240)	76.7% (6161)	8030
Regional trips e.g. shopping trips, Eurodisney trips	10.0% (813)	50.8% (4141)	39.2% (3190)	8144
Membership buddy draws	13.6% (1083)	32.9% (2623)	53.5% (4270)	7976
HASSRA Festivals held at Warwick University	5.3% (425)	17.2% (1371)	77.4% (6153)	7949
HASSRA Fun and Free competitions	66.9% (5488)	22.6% (1857)	10.5% (861)	8206
HASSRA Lottery	65.3% (5351)	21.4% (1754)	13.3% (1087)	8192

Over the last 12 months how tempted have you been to use the following HASSRA offers?					
	Purchased/used more than once	Purchased/used once	Tempted but did not use/purchase	Was not tempted	Response Total
Free entry to Historic Royal Palaces for you and up to 3 guests	11.6% (955)	11.4% (936)	47.9% (3928)	29.1% (2386)	8205
Discounted FULL membership of English Heritage	11.7% (949)	6.1% (500)	47.9% (3905)	34.3% (2791)	8145
Discounted entry to Wildfowl and Wetland Trust sites	4.9% (394)	5.1% (407)	38.2% (3070)	51.8% (4164)	8035
Purchasing discounted cinema tickets and e-Codes	38.8% (3181)	15.1% (1233)	35.0% (2867)	11.1% (909)	8190
Purchasing discounted theme park/zoo/sea life centre tickets	20.0% (1629)	17.7% (1442)	43.3% (3521)	18.9% (1534)	8126
Purchasing Summer Promotion tickets at 50% discount	14.9% (1210)	11.0% (895)	51.4% (4178)	22.7% (1846)	8129
Visiting the Eden Project and using your HASSRA card to get discounted entry for 2 adults and up to five children	1.4% (114)	2.5% (206)	42.6% (3459)	53.4% (4333)	8112
Purchasing discounted London Eye tickets	2.0% (165)	3.3% (271)	45.9% (3727)	48.8% (3963)	8126
Discounted airport parking and hotels with APH	4.1% (329)	6.6% (530)	41.2% (3326)	48.2% (3896)	8081
Booking a Eurocamp holiday and receiving up to 50% discount on your booking	0.5% (42)	1.2% (98)	34.2% (2753)	64.1% (5158)	8051
Booking a Haven holiday and receiving a 10% extra discount on your booking	3.6% (287)	4.7% (375)	44.1% (3550)	47.7% (3844)	8056
Discounted appliances through the Hotpoint Privilege Purchase Club	1.7% (139)	3.7% (301)	40.5% (3250)	54.0% (4338)	8028
Purchasing discounted health benefits (gym, yoga, Vitality, etc.)	1.5% (123)	2.3% (188)	36.4% (2923)	59.7% (4797)	8031
Purchasing discounted motor or home insurance through CSIS	3.3% (267)	3.3% (263)	34.1% (2760)	59.3% (4795)	8085

