Taking the UK Chapter to the next level

How the UK Chapter answered the five ICF criteria for a high performing chapter: credible voice, capabilities, infrastructure, governance and financial viability.

WHAT WE WOULD BE RECOGNISED FOR

Turning social impact coaching into a repeatable operating model rather than an act of goodwill.

2,814
ICF members affiliated to the UK Chapter

1,660
ICF credential holders in the Chapter

>100
member activities offered, delivering 98 CCE units

23%
of chapter revenue from non dues sources

373
pro bono coaching sessions across two partnerships

33
active groups: 19 Local Coaching, 14 Special Interest

01 Social impact coaching taken to scale

Goal Extend professional coaching to organisations that could never buy it commercially, while giving members real volunteer practice.

Result 373 sessions delivered with the UK Centre for Ecology and Hydrology and MTO Sustainability; five further organisations invited into the 2026/27 programme across conservation, mental health, cancer support, peacebuilding and responsible investment.

Evidence 27 volunteer coaches, 68 participants, both partners asking to continue, three applications to ICF Foundation Ignite 2026.

02 Governance rebuilt for the next decade

Goal Move from a working board that delivers to a leading board that sets direction.

Result Four new Co-Directors appointed and onboarded; all business facing activity merged into a single Partnerships directorate; full Articles of Association review begun with professional counsel.

Evidence Every vacancy filled ahead of departures, no interruption to member services, revised Articles to a member vote at the 2027 AGM.

03 A member community that keeps showing up

Goal Sustain belonging while membership numbers fall across the profession.

Result 19 Local Coaching Groups and 14 Special Interest Groups active, seven launched this year, including AI and Coaching, Burnout, Nature and Outdoor, Neuro-inclusion and Supervision.

Evidence Sustained attendance, monthly welcome webinars, and the annual Have Your Say listening session.

Challenges met during the year

Membership decline. Around 400 members lost, roughly eight per cent, in line with ICF Global. Response: rebuilt proposition, automated renewal reminders, wider group offer, and a proposed exit question so next year we know why people leave.

Financial pressure. A deficit on revenue. Response: quarterly reviews with our accountant, supplier renegotiation, cost neutral partnerships, non dues revenue strategy.

Volunteer capacity. Ten leaders stepped back over the summer. Response: early recruitment, two directorates merged,

Governance fallback: move from a ‘working’ board to a ‘leading’ board model.

Looking ahead

- Website and member experience rebuilt in period, launch autumn 2026
- Team Coaching conference with Hult Ashridge, November 2026
- Ignite 2026 with Mind over Mountains: 10 clients, 4 coaches, October to January
- Articles of Association to member vote, AGM May 2027
- Mind over Mountains nominated for the ICF Chapter Recognition donation