

Administration Report 2022.

The Covid break to our activity's has greatly speeded up the changes to our general administration Procedure's. We are now moved over to a fully on line entry and payment system which has proved to be very efficient at registration. We have had to adjust the system to cope with the new classes, Of foil and winging, but this has been done and we are glad to welcome them onto the water with us. However we have an IT system that is not up to the standard we would like and will be Looking to address this as required.

On a personal note, I would like to extend a large vote of thanks to Sue in the office and Sue at Registration who took on my duties when I as unable to due to illness.

Brian

Additional comments from Sue Robinson Administrator

Membership renewal analysis shows that we have recovered now to above pre pandemic rates and this is very encouraging.

The split of type of membership has shifted slightly with an increase from 16% in 2019 to 23% currently of Youth members, Individual membership has reduced from 68% to 58% in the same timeframe and family membership has gone from 16% in 2019 to 19% currently.

I wanted to mention the unresolved IT problems which really need addressing, we are not getting the benefit from the investment in the new laptop. The volume of transactions via paypal has had a particular impact on workload which would be greatly mitigated by shifting Quickbooks to the new laptop. I can no longer send receipts from Quickbooks as the old laptop doesn't connect to the internet which needs a solution. There are several options that can be explored with better IT support.

There is still a Standing order membership payments issue, which is currently close to £1000 outstanding subscriptions and this is set to increase significantly when we hit the large number of renewals at 1st December. We need to get a message out to all Standing order members to check and update their subscription – preferably by automatic email from the membership system like the renewal reminder.