

NCMD AGM 8th June 2022

Membership Secretary Report

1 Year Membership Subscriptions

Individual	5467
Anglian Region	79
NE Region	58
NW Region	541
Scottish Region	309
CR Clubs	1106
Total	7560

2 Year Membership Subscriptions

Individual	4201
Anglian Region	15
NE Region	1
NW Region	30
Scottish Region	247
CR Clubs	254
Total	4748

3 Year Membership Subscriptions

Individual	4035
Anglian Region	12
NE Region	0
NW Region	15
Scottish Region	275
CR Clubs	167
Total	4504

Total Membership Subscriptions Combined

Individual	13703
Anglian Region	106
NE Region	59
NW Region	586
Scottish Region	831
CR Clubs	1527
Total	16812

Hours worked

July 2021 3.63hrs

August 2021 58.15hrs

September 2021 50.1hrs

October 2021 41.02hrs

November 2021 63.5hrs

December 2021 83.8hrs

January 2022 150.33hrs

February 2022 138.25hrs

March 2022 167hrs

April 2022 124.1hrs

May 2022 39.55hrs

Total hours worked 919.43hrs

Membership Overview

The new membership system and website have totally transformed the NCMD and made it fit for the future. It's been a heck of a task with lots of duplicated data removed with many postal and email addresses amended along the way. The 4 Regions membership only totalled 1304. This has resulted in a significant drop of 7150 members from 23962 when the old data base was shut down to 16812 members today.

Between November 2021 and now I've replied to 5488 emails. Member enquiries are very varied but the most common are related to passwords and access to the website and App. I set-up an Auto Responder Email which has the answers to some of the most common questions. This saves me a lot of time answering the same questions. I've also created several Draft Emails which I can copy and paste for some of the most common enquiries. This again is a huge time saver.

New NCMD Cards

After a frustrating slow start with the new membership cards, I'm pleased to say that things are now running smoothly with Plastic Card Services (PCS). At the peak of membership renewals, I processed almost 2000 in a week.

This has now dropped off to around 380 a week. The number of lost/undelivered cards has reduced significantly, members now have to pay £4 for lost cards. Undelivered cards lost in the post are reordered free of charge. There have been some members that have invertedly joined in their partners name because their computer has auto filled the name incorrectly. If the card has been re-printed members are charged £4.

Club Membership Secretaries

There are very few Club Membership Secretaries that manage their own Club data. This was initially disappointing as the system was intended to give Membership Secretaries the ability to manage their Club Members within a membership area. It's involved me inputting the data on their behalf which has been time consuming but absolutely not a problem. The hard work has now been done and next year will be a lot less time consuming.

Now the data has been uploaded and with some improvements scheduled to the back end of the website/data base it should be far simpler for membership secretaries to use the system. The website improvements require the approval of the Executive but fall within the overall budget set for the website and App. Alan and Tracy will be able to provide information regarding this.

Conclusion

Launching a brand new website and implementing a new custom built data base was always going to be a huge challenge especially as the system went live as it was evolving. The hard work has now been done and I envisage that my work load will now pick up again probably in January until May but with members auto renewing there should be less membership enquires for me to handle.