

## Admin's report for Central Council Zoom meeting, 1<sup>st</sup> August 2020

### SHA website development

Max Peters, a WordPress expert, helped Officers and VCs develop ideas for updating the SHA website. These will be discussed with our webmaster requesting a cost breakdown to take to CC and Treasurer.

### New PayPal online joining form

The PayPal online joining form implemented May 2018 was fraught with problems. We probably lost some prospective new members as a result.

I have implemented a new online joining form for those members that wish to join using our PayPal account. This form should also process credit/debit cards, but this may not be a robust as it should be, with some of the final steps being unclear. If the new member does not understand the process, the transaction is lost and admin is not informed. This means that I have to email the new member to check what happened and find a solution.

I am awaiting advice from PayPal. I have removed any reference to acceptance of credit/debit card acceptance for the time being.

### Database and Membership

The membership database is now nearly 3 months out of date for those members paying by Standing Order/Faster payment because the Treasurer has not sent admin the recent official SHA Co-op bank statements, nor a copy, nor an online generated monthly statement to update the membership database, despite being asked. It is also unclear whose names the SHA bank account are in, who are the signatories and who has a security device to access the Coop accounts online.

### Financial irregularities

The absence of an active, effective Treasurer from 2018 to March 2020 lead to many financial access problems. In 2019, most of the banking access was carried out by Alex Scott-Samuel.

Unfortunately, Alex Scott-Samuel had difficulty in negotiating the online banking system as did the two other signatories added in late 2019. This resulted in the SHA Secretary and myself having to use PayPal to pay any monies legitimately incurred in her attending meetings and my agreed remuneration for acting admin of the SHA and keeping everything together.

All such expenditure is correctly documented. We would welcome an examination and are happy to offer explanations.

Some of the irregularities in 2018 and 2019 are likely to stem from the Coop Bank account holder paying expenses outwith agreed procedures and paying invoice and expenses payments late.

Admin welcomes an analysis of the irregularities.

### Website stats

Traffic to the website is rising:

2017	37,960	33,408	41,456	29,271	35,554	24,202	15,021	13,209	22,490	32,328	35,662	26,590	347,151
2018	34,590	28,352	38,236	32,289	31,378	28,103	22,305	19,200	24,383	40,413	43,307	30,948	373,504
2019	46,400	42,364	44,626	33,463	34,664	27,634	26,971	27,890	37,768	28,952	29,199	25,549	405,480
2020	33,745	38,692	48,388	52,077	57,768	48,816	32,511						311,997

Ken Smith 23/07/2020