

AMOSSHE Executive meeting

11 June 2021 | Zoom video conference call



Agenda

- Apologies:

Item no.	Title	Timing: 10:45 - 11:00 (15mins)	Presented by	Paper
0	Login / welcome			
Item no.	Title	Timing: 11:00 - 11:15 (15mins)	Presented by	Paper
1	Standing item: Reserved business, Conflicts of Interest and AOB check		Jayne Aldridge	
Item no.	Title	Timing: 11:15 - 11:30 (15mins)	Presented by	Paper
2	Standing item: Minutes and Matters arising		Jayne Aldridge	20-21-22
Item no.	Title	Timing: 11:30 - 11:45 (15mins)	Presented by	Paper
3	External updates discussion		Helen McNeely	20-21-23
Item no.	Title	Timing: 11:45 – 12:00 (15mins)	Presented by	Paper
4	Operations and COVID update - Management reports - 2021-22 budget guidance		John Bloomfield	20-21-24 20-21-25 20-21-26
Item no.	Title	12:00 - 12:10 (10mins)	Presented by	Paper
5	Break			
Item no.	Title	12:10 - 12:45 (35mins)	Presented by	Paper
6	National Conference and CPD update - CPD programme 2021-11 discussion		Chris Warrington Lesley O'Keeffe	20-21-27
Item no.	Title	12:45 - 13:15 (30mins)	Presented by	Paper
7	Break (Lunch)			
Item no.	Title	13:15 - 13:45 (40mins)	Presented by	Paper
8	Reflections from COVID		John Bloomfield Helen McNeely	
Item no.	Title	14:0 - 14:30	Presented by	Paper
9	Student Minds - Leigh Spanner		Jayne Aldridge	
Item no.	Title	Timing: 14:30 – 15:00 (30mins)	Presented by	Paper
10	AMOSSHE Governance discussion: - Elections update - AGM update - Membership fees - Residential meeting		John Bloomfield Helen McNeely	20-21-28
Item no.	Title	15:00 - 15:10 (10mins)	Presented by	Paper

11	AMOSSHE Strategy update	John Bloomfield	
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Item no.	Title	Timing: 15:10 – 15:25 (15mins)		Paper
12	AOB		Jayne Aldridge	

Item no.	Title	Timing: 15:25 – 15:30 (5mins)	Presented by	Paper
13	Reflection time		Jayne Aldridge	

Item no.	Title		Presented by	Paper
14	Date, time of remaining meetings: None: next membership year, August 5 & 6 Residential		Jayne Aldridge	

AMOSSHE Executive meeting

Friday 11 June 2021, Zoom online

Attendees

- Anji Gardiner (AG), Executive Member
- Anya Knight (AK), Operations Manager, AMOSSHE National Office
- Benjamin Parsons (BP), Head of Engagement, AMOSSHE National Office
- Claire Slater (CS), Executive Member
- Chris Warrington (CW), Executive Member
- Fay Sherrington (FS), Vice Chair
- Helen McNeely (HM), Vice Chair (Operations)
- Jayne Aldridge (JA), Chair
- John Bloomfield (JB), Executive Director, AMOSSHE National Office
- Jill Stevenson (JS), Executive Member
- Kelsey Coward (KC), Executive Member
- Lesley O’Keeffe (LO), Executive Member
- Rotimi Akinsete (RA), Executive Member
- Simon Lee (SL), Executive Member

Apologies

- Nic Streatfield (NS), Vice Chair (Professional Development)

Links to papers

[20-21-22 ACTION log](#)

[All papers](#)

Minutes and matters arising

No conflicts of interest and no AOB (any other business) to add. The Executive agreed the minutes of the previous meeting back in March 2021, no amendments raised.

CS updated on AMOSSHE awards: for now, we are going to have a ‘recognition wall’ as a part of the National Conference, where delegates can give thanks to their teams and connect with others.

External updates discussion

HM presented the external updates document. HM and JB attended two meetings of the Universities UK co-ordinated group, which included Public Health England, the UK government Department for Education and Cabinet Office on developing an FAQ document for the vaccination rollout. They were thinking about the process of rolling out the NHS vaccination (for example, you might not need an NHS number in order to get the vaccine).

ACTION: HM and JB to chase up John de Pury at Universities UK for outcomes and further meetings

to discuss AMOSSHE's involvement

ACTION: BP to advertise the FAQs when they are published

KC updated from the Wales group about Student Space:

- Welsh language capability: Student Space doesn't meet Welsh Language Standards, and is not really bilingual. English and Welsh do not have like for like content, for example audio is only available in English.
- It is poor value for money based on student engagement by number of site hits, and for Welsh speaking students in particular (200K from Welsh Government).
- Concern that Student Minds represents the third sector offering support services specific to higher education students enrolled in higher education providers funded by the state. The state is using a third sector body to deliver Student Services less professionally and less effectively.
- The group queries the value of commissioning specialist services (for example LGBTQ+ and BAME support) for extension to current Student Minds provision. The group's preference is to work in partnership with these services rather than commission them.

ACTION: External Development strategy group to look at establishing closer links with Student Minds and decide on the level of engagement with student minds moving forward in the new academic year. This will include Student Space and the MH Charter and other areas of Student Minds work.

It was discussed that some institutions would argue the University Mental Health Charter that Student Minds has created is a comparatively expensive and work intensive accreditation, which may appeal to university leadership as evidence of engagement in the mental health agenda. The substantial income generated by it goes from higher education providers to fund Student Minds. The vast majority of the requirements to be accredited are deliverables for AMOSSHE members. AMOSSHE members will end up doing the work, their budgets will end up (in many cases) funding it.

Holly Guard has approached AMOSSHE about an app for students to help keep you safe when you're in trouble. They would like AMOSSHE to promote the free app and then to work with member organisations to implement the more extensive application of the app. The Executive discussed if we have a policy, or do we need to look at our policy on external partnerships. There doesn't seem to be a parallel app on the market at the moment.

ACTION: Executive to let JB know if they want to be part of a working group looking at developing guidance or a framework on how we work with External organisations on partnerships and endorsing products that might not be deemed a sponsorship opportunity.

JA and RA attended a meeting with the UK government Universities Minister to discuss student transitions.

JB and HM noted updates on the IASAS Global Summit.

Operations and COVID-19 update

JB presented updates outlined in papers [20-21-24 to 20-21-26](#).

JA thanked everyone on the call for all their efforts over the last year, leading during uncertain times

and how AMOSSHE has come up on top has been incredible. Very grateful to all members, Executive and NO team.

HM also thanked the outgoing Chair (JA), Vice Chair (FS), and Executive members for all their hard work and contributions.

JB then presented the management reports and projected budget for 2020-21 (see papers).

No queries raised by the Executive Committee.

National Conference and CPD update

JB presented updates outlined in paper [20-21-27](#).

AG raised the following query: does our new CPD platform (RD Mobile) help with creating communities of practice? BP replied that the current web platform (Wild Apricot) already enables this. The challenge with creating communities of practice is not the technology but getting members to engage in a structured way.

With regard to the sponsor showcase event, CW liked the idea because it gives us an easy response to sponsors when we are approached for support / endorsement. We don't endorse but you can have a place on our next showcase.

ACTION: NO to consider bringing together regional / national groups to meet physically instead of physical events as there is much less risk. BP to encourage regional and national groups to meet in person in the autumn term.

Executive happy to sign off the CPD programme that JB has put together.

CW updated on National Conference 2021 and National Conference 2022.

Topic suggestions for CPD planning:

- Risk management
- Cultural competency
- Anti racism
- LGBTQ+
- Flexible working in light of COVID
- Engaging academic colleagues
- Digital accessibility/literacy
- Restructuring services in light of the pandemic

CPD events agreed for before Christmas were:

- August: OfS webinar on the outcomes of their mental health projects to date
- September: UKCAT joint webinar – exact topic TBC
- October: Cultural Competency
- November: LGBTQ+ students and community support (looking broader than any specific group within LGBTQ+)

These to be reviewed again as part of the 2 day meeting in August with the new executive committee.

ACTION: CS to follow up with UKAT on joint event that could take place in September (to be mindful, UKAT is only David so its likely with this event it could be joint, but we would need to host this and do the majority of admin)

ACTION: JS and CW and SL happy to be involved in CPD discussions for the next academic year planning, AK to organise meeting for leads to pick this up following Executive meeting June / July 2021

Reflections from COVID-19

Pushed back to August meeting. Not enough time in the meeting.

ACTION: ALL Executive to send through feedback to JB about reflections on COVID-19 from 2020/21

Student Minds - Leigh Spanner

Student minds presented to the Executive Committee on the key strands of their most recent work. This included Student Space, Mental Health Charter and government lobbying for more month for mental health support in Universities. Student Minds has asked AMOSSHE to support the key policy asks Student Minds are pushing.

The AMOSSHE Executive discussed these and felt they could not support these asks currently and would engage with Student Minds to discuss in more detail before going back to the membership if appropriate.

ACTION: JS and HM to be a part of a group to work with Student Minds on behalf of AMOSSHE moving forward. JB to organise.

AMOSSHE governance discussion

JB presented updates outlined in paper [20-21-28](#).

Executive agreed to keep membership fees the same in 2021/22.

The Executive agreed to keep residential online this August to mitigate risk and then look at holding Executive meetings in person in the new academic year.

ACTION: JB to ensure this is on the agenda for discission at the August residential meeting.

KC raised: Welsh government is considering extending social distancing until the end of the year. So let's use this as a chance to work on our accessibility and learn from the last reflections of COVID-19 this year.

AMOSSHE strategy update

JB presented updates outlined in paper [20-21-29](#).

Any Other Business

None.

Key: Closed- here action is time limited and now expired Complete – where action has been taken

Executive 2020-21 Action Log

Exec Board	Action No.	Agenda No.	Action	Actioned to	Status
Aug-20	4	2	Executive to complete a skills audit of the committee to understand expertise on the board and areas we can consider improving skills gaps	Executive/JB	Ongoing - people to complete the skills audit template
Jan-21	41	4	JB to send out more information on total VAT costs for 2020-2021 for the Executive to review.	JB	Ongoing
Jan-21	43	4	Executive to revisit hosting a physical meeting, in line with government advice, at the next meeting in March.	Executive, JB	Ongoing to be agreed at March executive meeting
Jan-21	46	8	BP and JB to incorporate / publish the 'Roles and Responsibilities Principles'	BP, JB	Ongoing - will be done in line with elections communications after EGM
Jan-21	47	8	HM to incorporate the 'Roles and Responsibilities Principles' into work on consideration of conflicts of interest	HM	Complete prior to last Exec meeting
Jan-21	50	10	JB and BP to determine where to record a record of the association descriptions of members.	JB, BP	Ongoing - to be completed after the EGM
Jan-21	54	10	JB and Chairs to devise a process in the case of removing an Executive Member.	JB, Chairs	Ongoing - to be completed after the EGM
Jan-21	56	10	JB and HM to review a schedule of work to ensure that the articles and rules do not become out of date again and allocate budget for this as appropriate.	JB, HM	Ongoing - to be completed after the EGM
Jan-21	58	11	JS to bring a proposal for an EDI framework to the next Executive meeting in March	JS	Ongoing
Jan-21	59	11	JB and chairs to consider a process for the template about completion and presenting it to Executive colleagues within a suitable timeline.	JB, Chairs	Ongoing
Jan-21	60	12	HM, CS and AG to act as leads together with the National Office to put together a proposal for AMOSSHE awards to present at the next meeting.	HM, CS, AG	Ongoing
Jan-21	61	12	AK to organise meeting for the awards team to meet and discuss.	AK	Ongoing
Jan-21	63	13	AK to begin future meetings with 15-minute break out groups for Executive to debrief and discuss current workloads with peers.	AK	Ongoing-will be completed for the June executive meeting
Mar-21	64	4	JB to continue to gather updates from the Woburn House team and update the Executive again at the June meeting.	JB	Complete
Mar-21	65	4	JB to gather signatures from AMOSSHE Chair and Vice-Chair on representation letter and any other relevant documentation.	JB	Complete
Mar-21	66	4	JA and FS to ensure financial documents are signed in a timely manner.	JA, FS	Complete
Mar-21	67	4	JB to update members about the financial position, in advance of the AGM, with narrative to explain that the overall loss was anticipated and has been managed	JB	Ongoing
Mar-21	68	4	ALL to report on their HEP travel policies at the next Executive meeting in June, alongside personal preferences about travel.	ALL, Executive	Report in June meeting
Mar-21	69	6	ALL to think about the roles now available, re-elections and considering if they would like to take on the Chair or Vice-Chair roles.	ALL, Executive	Complete
Mar-21	70	6	AK and BP to arrange recording Executive members about the benefits of nominating.	AK, BP	Complete
Mar-21	71	6	AK and BP to set up a meeting for members to meet the Executive and discuss joining the Executive team.	AK, BP	Complete
Mar-21	72	6	BP to add Executive nominations to regional / national groups, and Executive members should drop in on this.	BP	Complete
Mar-21	73	6	JB to send out a doodle poll with the options for executive meeting dates. Executive to decide nearer the time about the potential for having these as virtual, physical or hybrid meetings.	JB	Complete
Mar-21	74	6	JB and BP to create a Doodle poll to secure a date for the AGM WC 5th July 2021.	JB, BP	Complete - 7 July 2021
Mar-21	75	8	CS and JS to think about those in the sphere of AMOSSHE that aren't engaging and how to think about this moving forward. How to reach those with no connection to AMOSSHE?	CS, JS	Ongoing - report in strategy discussion
Mar-21	76	8	JB to schedule a review of member engagement groups at the next June meeting.	JB	Ongoing - report in strategy discussion
Mar-21	77	8	ALL workstream leads to report back on strategy updates at the next meeting.	ALL, Executive	Ongoing - report in strategy discussion
Mar-21	78	8	AK to organise a meeting with all workstream leads to meet between now and the next Executive meeting.	AK	Ongoing - no meeting has been arranged as we are behind on current actions
Mar-21	79	9	CPD6 team, RA and JS, to consider press coverage for CPD6	RA, JS	Complete
Mar-21	80	9	CS to lead on joint hosted UKAT event	CS	Ongoing
Mar-21	81	9	JB to include a discussion on Hybrid hybrid models for future CPD / Conferences conferences at the residential in August 2021. What we can carry forward in terms of virtual events that benefit member engagement.	JB	Ongoing
Mar-21	82	10	JB to plan for a mixture of virtual and physical Executive meetings in 2021-22, perhaps ear-marking the October / November 2021 Executive meeting as virtual just in case there is another wave in the run up to Winter 2022.	JB	Ongoing
Mar-21	83	10	JB and HM to discuss areas of reflection on best practice during COVID from 2020-21 to present at the next June meeting .	JB, HM	Complete - on June meeting agenda
Mar-21	84	10	AK to create WhatsApp group for Executive.	AK	Complete

AMOSSHE Operations and COVID Update

This update combines our usual updates for the central operations of AMOSSHE and includes information relevant to AMOSSHE's response to the COVID-19 pandemic.

National Office staff team and Woburn House update

The National Office team continue to work from home. Our maternity leave cover Ellen Golby will be continuing to work with us on a week by week basis for as long as she is able to do in Hiba's absence. Hiba will be returning to the office week commencing 12 July 2021. I would like to take the opportunity to thank Ellen for her help and support over these past few months, it has been invaluable to have her on board during this time and we really appreciate it.

Woburn house is gradually reopening, currently 2 days a week which will increase over the coming months to full time by 1 September. The AMOSSHE National Office staff will be dropping into the office from time to time and are encouraged to make a few visits in the build up to September when we expect to be working from the office again. This may change due to changes in government guidance but in addition we will look to be a flexible organisation for staff within reason whilst still having the tie and opportunities to meet and work together as a team.

Membership update

Membership level	March 2021	May 2021
Small and specialist	34	34
Tier 1 organisation	45	46
Tier 2 organisation	59	59
Tier 3 organisation	28	29
Additional member	330	341
International organisation	13	13
International additional member	21	21
Less than 50% HE organisation	0	0
Corporate organisation	3	3
Corporate additional member	6	6
Individual member	5	5
Non-profit organisation	2	2
Non-profit additional member	1	1
Student member	2	2
Total organisations	184	185
Total members	789	803

New Tier 1 member organisation:

- City of Glasgow College

GDPR update

Wild Apricot has four settings for members to control email contact. Here are the named members who have unsubscribed, using one of more of the settings:

- 8 members have ticked not to receive AMOSSHE updates about news and events (including the AMOSSHE newsletter).
- 6 member has disabled receiving any emails through Wild Apricot.
- 13 members have unsubscribed from Wild Apricot mailings (newsletters, event announcements).
- 9 members have unsubscribed from Wild Apricot event announcements.

Wild Apricot has two settings for members to control whether they share their details with other members for networking purposes. Here are the named members who have unsubscribed, using one of more of the settings:

- 42 members have ticked not to share their details with other members for networking purposes (including Jiscmail and the online lists).
- 1 member has ticked not to share their profile details in online lists.

58 members in total have used one or more of these settings to unsubscribe. This number has increased slightly from 42 at the previous meeting.

[Financial Management report](#)

AMOSSHE continue to perform well against budget, at the present time the management report show that we have already beaten our income target for the year quite substantially due mainly to increased sponsorship and membership income providing us with an increase against budget of over £20,000. Overall we have spent slightly more than against budget at this stage of the year by £2000. There are a number of factors to this which includes temporary staff cost and additional work we have completed on the Rules and Articles of Association and increased costs for zoom and vimeo online conferencing platforms. We are still expecting increased attendees for the National Conference so I am hopeful the total loss figure for the year is close to zero. We have not yet used any of our reserves.

[Budget projections for 2021 – 2022](#)

The attached overview is a very high level depiction of what next year may look like. This vastly depends on decisions that the executive take in regards to CPD events including hybrid events and any additional spend that is needed in line with the AMOSSHE Strategy. This is designed to provide a guide for executive committee members. Once a decision is made on CPD events in particular further work will be done on the detail of each event to cost it up. The current costs are based on this years 2020-21 projections and altered based on adding in a physical event. This budget will change once further decisions have been agreed.

Directors Finance Summary

Paper reference: 20-21-25 | Presented by: John Bloomfield

April 2021

Code	Income	Year to date			Budget	% of full year budget achieved TD*	Notes
		Actual	Budget	Variance			
200	Conference	£3,650.00	£0.00	£3,650.00	£25,100.00	15	
300	CPD	£26,726.35	£25,830.00	£896.35	£25,830.00	103	
	Sponsorship	£34,615.50	£26,054.25	£8,561.25	£26,054.25	133	
	Membership	£129,345.89	£97,975.57	£31,370.32	£97,975.57	132	
	Other income	£2,457.39	£0.00	£2,457.39	£0.00	100	
	TOTAL income	£196,795.13	£149,859.82	£46,935.31	£174,959.82	112	Year end VAT % based on the previous year has been factored in - this figure, includes £19,438.11 of VAT) Includes income that needs to be reallocated to membership (£694), money for attendance at StudentMinds governance group (£1750) and bank interest (£13.39)
	Expenditure						
10	Central	£94,047.77	£84,295.00	(£9,752.77)	£110,437.21	85	Rules and Articles work, Ellen (temp support invoices), zoom and vimeo costs, adobe renewal = additional £8k minimum
200	Conference	£36,776.09	£37,395.00	£618.91	£64,350.31	57	
300	CPD	£25,771.05	£32,665.00	£6,893.95	£42,003.09	61	Costs for Zoom software to be moved to here at the end of the year
20	Executive	£971.85	£869.57	(£102.28)	£869.57	112	Cost for external consultant and goodie boxes for residential, ext activity
400	Futures	£0.00	£0.00	£0.00	£0.00	0	
500	Insight	£0.00	£0.00	£0.00	£0.00	0	
100	Membership	£90.00	£0.00	(£90.00)	£0.00	0	
	TOTAL expenditure	£157,656.76	£155,224.57	(£2,432.19)	£217,660.18	72	
	TOTAL Surplus / Deficit	£39,138.37	(£5,364.75)	£44,503.12	(£42,700.36)		

TOTAL Cash position	Main account	£28,202.53
31/04/2021	Savings account	£200,983.03
	TOTAL	£229,185.56

Notes on reading the management report

- * The full year budget percentage relates to how much income / expenditure has been raised and spent against our budgeted expectations for the year to date
- The year to date figure only is shown as the monthly figures can vary against budget
- Area specific expenditure is shown against those areas that are of interest to the executive
- Figures in red are negative figures
- Any additional information is supplied on the corresponding executive paper

2021 - 2022 draft budget projections

	2021 Estimated final	Budget - 2022	Notes
Income			
Conference	£ 17,000.00	£93,880.00	Based on minimum numbers for a physical conference in 2022 in Newcastle
CPD	£ 26,726.00	£30,000.00	Increase in income based on running 1 x physical event CPD event other than the conference
Sponsorship	£ 34,600.00	£47,000.00	Increased due to running a physical National Conference
Membership	£ 125,000.00	£125,000.00	Kept the same and final figures are estimated dependant on VAT calculations at the end of the year
Other income	£ 2,457.00	£0.00	This was from attendance at Student Space meetings, this is not envisaged to happen this coming year
TOTAL income	£ 203,326.00	£295,880.00	
Expenditure			
Central	£ 123,000.00	£118,000.00	Kept the same as we are likely to be able to save on some areas whilst continue spending on others. Save on solicitor costs from Rules and Articles work and temporary staff.
Conference	£ 64,350.00	£148,000.00	Increased due to running a physical conference this year
CPD	£ 25,000.00	£33,000.00	Increased due to running a physical event this year
Executive	£ 971.00	£2,800.00	Increased as it is likely that we will run at least 1 physical executive meeting during the year
Futures	£ -	£0.00	
Insight	£ -	£0.00	
Membership	£ 90.00	£0.00	
TOTAL expenditure	£ 213,411.00	£301,800.00	
TOTAL Surplus / Deficit	(£10,085.00)	(£5,920.00)	

Savings account £ 200,983.03

£ 200,983.03

Notes on reading the management report

Area specific expenditure is shown against those areas that are of interest to the executive

Figures in red are negative figures

AMOSSHE CPD programme 2021-22

Definition of CPD for 2021-22

CPD includes all professional development events, whether they are online or in person including the National Conference.

This essentially means that CPD might be 30mins long as a webinar or 2/3 days long as part of a Winter Conference or National Conference. We will refer to them all under the umbrella of CPD.

Different types of recommended CPD events for 2021 – 22

- 1 hour online webinar from a trusted partner / recommended to us. This would be 30mins of presentation and 30mins breakout/discussion groups to enable members to discuss and digest the topic. These would generally be free events.
- 1.5 hour long online event with 2 thought provoking presentations on a very specific topic and some time for questions at the end of it. Each presentation would be 30mins long including Q & A with 30mins at the end for discussion in breakout groups to help members digest the content and share thoughts and ideas.
- Half day online event (generally 3 or 4 hours long) which is a mixture of workshop and presentations as part of it with questions throughout. Could include additional time for further discussion at the end for members.
- 1 day online conference event. This would have a mixture of workshops, presentations and networking / breakout rooms as part of it with the ability to ask questions throughout the day and at the end of the event.
- 1 day physical event. This would be based around our current understanding of a physical one day event. Based in either London, Manchester or Birmingham for this year current year. Content would include workshops, presentations and networking time (within breaks mainly).
- 3 day physical National Conference event. This would be based on our current understanding of the national conference over the course of 3 days in July 2022.
- 1 day sponsor showcase online event. This would be a free event for members to come along and hear from a series of corporate companies on their products and services all on one day. There are a number of ways we could run this such as theming streams around areas of interest for members such as residence life, mental health and wellbeing, counselling/case management etc. This way you would hear from companies that are selling services and products for your area of work. Corporate companies would pay for a slot on the day to pay for the event with additional revenue raised used to offset increasing the number of CPD events we would need to have.

Proposed CPD structure for 2021 – 2022 membership year

Month	Event	Notes
August	1 hour online webinar event	Free
September		
October	Half day online event	Paid
November	1.5 hour online event	Paid
December	Sponsor showcase online 1 day event	Free
January	1 hour online webinar event	Free
February	1 day online winter conference event	Paid
March		
April	1 day physical event (or half day online event)	Paid
May	1.5 hour online event Half day online event	Paid Paid
June		
July	3 day physical National Conference	Paid

Proposed changes to the management of CPD

Given the structure of the events we would suggest changes to the management of the different types of event to maximise efficiency and time for both Executive members and the National Office staff team.

- 1 hour online webinar event – 2 Executive members to lead on all 1 hour webinar events given that they will not take too much organising. Manly just to ensure the topics and content are correct. NO staff can run these on the day if necessary.
- 1.5 hour online event – 2 Executive members to lead on all 1.5 hour CPD events given that they will not take too much organising.
- Half day online events – 2 Executive members to lead on each event.
- 1 day online event – 2 Executive members to lead on each event.
- 3 day physical National Conference – 2 Executive leads and an Executive succession lead
- Sponsor showcase online event – 2 Executive members to lead on this to help structure the day and ensure the right types of sponsors are involved to meet the needs of members.

Hybrid / Blended events

The NO staff team are currently looking at the possibility of how we can manage blended / hybrid events this coming year based on the learning we have accumulated throughout the year. This is especially something we would want to consider for National Conference but would also consider for other events throughout the year. The NO staff will continue to look into this and will work with the leads for each event where an opportunity may arise to try this out.

CPD topic feedback

At each of our events this year we have asked members to suggest other topics that we should consider going forward. Attached in Appendix 1 is a list of the feedback from each event. You will see when browsing through this that there are some themes through. There is merit however in looking at the feedback in relation to the topic is has been suggested on as it might provide some insight to members as to what might be more impactful for members. Ideally we would want to

agree the topics for events up to the end of December 2021 to enable the NO team to start planning. Based on the proposed structure in this document we would need to agree 1 webinar, 1 1.5hour event and 1 half day event topic.

The Executive Committee are invited to discuss this proposal.

Appendix 1

CPD suggestions from event feedback 2020/21

Ideas from National Conference proposals

- Risk in Student Services
- Violence against minority groups (Gender-based, Racial-based, Honour-based, Religion-based, Domestic-based)
- Proposal from UKCISA about the graduate route

Suggestions from 'Student mental health: minding the gaps'

- Applying for the Student Minds charter.
- More on understanding the legal implications of our student support work, including policy guidelines.
- Cultural competence of student support services.
- Genuinely practical on-the-ground advice.
- Managing a counselling service as a non-clinician.
- Cover in more detail the embedding of wellbeing into teaching - practical examples from MH professionals in HEIs and teaching staff.
- Inclusion, LGBTQ+, financial support programs for students.
- Whole university approach to wellbeing - how to onboard academic staff.
- Topics on (mental) health and wellbeing, including maintaining focus amidst competing demands.
- Student engagement in policy and strategy.
- Leading the institution to take a more inclusive approach to teaching and learning.
- More about mental health and inclusivity. Would be great to hearing from universities that have developed interventions for students that face extra barriers (structural, personal, cultural etc.).

Suggestions from 'More with less'

- Universal Design for Learning.
- Co-design and co-production, student voices.
- Pandemic support related events.
- Response to Black Lives Matter.
- Working with the NHS to support student mental health.
- Always useful to look at current challenges and opportunities, especially as over the years Student Services has become so much more important to core HEI functions and has strategic importance - including to the OfS / devolved governments.
- Managing a Counselling Service well.

Suggestions from 'Intersectionality and Student Services'

- More on intersectionality, hate crime, and emerging cohorts.
- Move forward the momentum of inclusion, and also to look at the experience of off campus / commuter students.

Suggestions from 'Digital poverty in the context of Student Services'

- Mental health post Covid.
- Revisit how Student Services can do more with less money.
- Clinical v practical wellbeing support - where does the balance lie for universities?

- Discussing the strategic importance of Student Services would be good. Maybe something with a Students' Union / NUS / CUC / UUK/GuildHE.
- Intersectional and Widening Participation.
- Transition from FE into HE, and HE into graduate employment.

Suggestions from 'Rethinking disability services for a post-pandemic world'

- Opportunity to share good practice / challenges.
- Embedding accessibility in learning teaching and assessment.
- Challenges of designing inclusive curriculum.
- More discussion around DSA, what is happening with the various consultations that were proposed.
- Case studies from universities - what we've done well and how we did it.
- Influencing change with academic staff. Inclusive pedagogical practice - how to speak academic language.
- Practical service redesign in the disability support landscape.
- Digital accessibility.
- Inclusivity practice for academics and module designers.
- Measuring effectiveness of Student Support.
- More practical sessions around how to improve and change our Disability Services.

Suggestions from 'Creating an anti-racist culture'

- Engaging students and collaborating with the Students' Union.
- Ideas for events for a range of students - on-campus, off-campus, international students, blended / online / in-person and how to help students make the most of their time at university outside their studies.
- Revisit to today's event and updating of what delegates implemented in view of the conference discussions and talks delivered today. Similar topics around creating anti-racist cultures within HE Student Services should be on-going and commitment to find best ways forward by HE establishments.
- More on anti-discriminatory practices - show casing good examples? Problematising and sharing / exploring challenges.
- Substance abuse.
- More on anti-racism.
- Catalyzing culture change.
- Students' mental health.
- Sexual violence and misconduct.
- The impacts of technology (distance learning, social media etc) on student education and wellbeing.
- Supporting staff to support students.
- Mentoring students / student internship projects.
- Measuring services - methodologies and standards.
- Developing a student-focused culture.
- Parents are increasingly becoming a prominent topic / issue within Student Services and there are a number of areas that could be covered - so parents and disclosure of mental health crisis, managing parent enquiries, are parents stakeholders? We know that parents are often the first point of call for students seeking help so what can we do to ensure parents provide accurate information and signposting of support.

- Navigating the complexity of intersectionality. I would love more information on the Ally training that some universities have been developing.
- Consider the possibility of cross-sector conferences, AMOSSHE co-hosting with an organisation representing academics or senior staff groups on particular topics. Discussing these agendas with others who approach with a different lens would be interesting.

Suggestions from 'Self-care in Student Services: looking after yourself and your teams'

- Looking at good practice examples of Student Wellbeing services during and post pandemic.
- Resilience within our working environments.
- More topics that we can relate to our own team (e.g. how to look after wellbeing, how to start conversations about wellbeing, tools of how to manage change).
- Best practice or different ways of doing things e.g. improving academic engagement, expediting extenuating circumstances, decreasing academic misconduct.
- Further meetings on blended modes of delivery (online and on campus).

Membership fees 2021-2022 membership year

Each year the AMOSSHE Executive recommends any fee changes to the membership at the Annual General Meeting. Given the circumstances we have not increased the fees for membership for the past 3 years in a row. Instead, we have increased the cost of CPD and National Conference slightly and pushed hard to increase and maintain sponsorship income. This has been very successful in previous years although most recently with the pandemic we have dramatically changed the look of CPD for the short term.

Due to the COVID pandemic, AMOSSHE has lost income in the past 2 years, it is possible that we will do again this coming year albeit a small amount. Given this we cannot feasibly and responsibly decrease our membership fees as to do so would not be of benefit to members and would be detrimental to AMOSSHE's financial position not only for the short-term yearly budget but also reduce our current reserves position. To ensure any reductions would have some reasonable impact we would need to decrease our fees quite significantly for members.

In addition, in reflection I would also advise against an increase in fees for this coming year, mainly as this might be reflected in a loss of members and would also place an unnecessary strain on those members who can just about afford to be members of AMOSSHE given the uncertainty of budgets for the coming year. At this point in time being consistent is likely to sit better with our members and their finance departments.

Below are some calculations of income based on a decrease of membership fees of 10% and an increase in membership fees of 5%.

Based on current fees: £122,469.00 | Difference to current = £0.00

Decrease membership by 10%: £113,077.00 | Difference to current: (£-9,392.00)
Small and Specialist: -£40.00 | Tier 1: -£61.00 | Tier 2: -£76.00 | Tier 3: -£91.00

Increase membership by 5%: £128,593.00 | Difference to current: £6,124.00
Small and Specialist: £20.00 | Tier 1: £31.00 | Tier 2: £38.00 | Tier 3: £46.00

I would recommend that AMOSSHE continues to freeze membership for the coming year 2021-22 but note to members that this is likely to increase next year to ensure that AMOSSHE continues to be financially sustainable and deliver new services to members. We can weave this into progress around strategy and other areas to demonstrate value and where the money is being spent when looking to justify increases in 2022-23, this would be more difficult this year.