

AMOSSHE Executive meeting

31 January 2025 | AMOSSHE National Office

Formal meeting time: 10:30 to 15:30

Attendees: Jill Stevenson (JST), Sarah Sweeney (SSW), Emma Bales (EBA), Chris Warrington (CWA), Andy Shanks (ASH), Aleata Alstad-Calkins (AAL), Keith Houghton (KHO), Paul Rossi (PRO), John Bloomfield (JBL), Benjamin Parsons (BPA), Emma Maslin (EMA), Julia Jean-Baptiste (JJE), Jaimee Shan (JSH), Angela Scanlon (ASC), Ian Munton (IMU), Sally Lambah (SLA)

Apologies: Sammy Li (SLI), Michelle Scop (MSC)

Minutes

Welcome, minutes and matters arising

Item 1

Standing item: Reserved business, Conflicts of interest and check for any other business.

No conflicts of interest. One item of other business (GDPR) raised.

Item 2

Standing item: Minutes and matters arising: The minutes of the November 2024 meeting were confirmed as an accurate record.

Action log:

- 31 JBL / BPA to devise / share a process for responding to requests to work with AMOSSHE that come through Chairs or other Executive members – Ongoing
- 32 JBL and BPA to extract actions from the Rules of Association paper in order to implement the changes **Ongoing**
- 33 JBL and EBA to review ideas about extending Executive terms from two years Ongoing
- 38 JBL to review the allocation processing with AMOSSHE's accountants to better stabilise showcasing income **Ongoing**
- 8 EBA and JBL to look at risks associated with the EGM/AGM Ongoing
- 17 Policy and research group to start a project to collate examples of practice for tackling harassment and sexual misconduct, and delegate to the Benchmarking group where required – Complete
- 18 Policy and research group to start a project to respond to the public consultation for the development of a ten year health plan for England **Closed**
- 19 Stakeholder mapping group to update the map with the advisory group for the Office for Students sexual violence prevalence survey – Closed
- 20 Stakeholder mapping group to update the map with CUC (Council of University Chairs) regarding the work of mental health strategy **Complete**
- 21 Commercial activity / growth group to consider co-working with Epigeum and Intersol Global about tackling harassment and sexual misconduct – Closed (the subgroup can take this action)
- 22 JBL and BPA to revise the working groups diagram to make it clearer what the reporting lines are, including reporting to the Executive Committee **Complete**
- 23 JBL and BPA to revise the strategy progress tables to indicate where a task is dependent on the progress of another task **Ongoing**

- 24 Strategy oversight group to consider, for the strategy launch at Winter Conference 2025, how we should articulate what success will look like and what we aim to achieve – Closed (the subgroup can take this action)
- 25 Benchmarking group to consider a survey of the membership to determine whether our strategic progress is making an impact, at the end of the year Closed (Strategy Oversight and Benchmarking groups to take this action)
- 26 Sustainability group to include EBA as a new co-lead, and JBL to update the group leads and representation list **Complete**
- 27 JBL to include the Sustainability group terms of reference in the papers for the January 2025 Executive meeting – Ongoing (the group hasn't met again yet, so this will be in the March meeting)
- 28 Communications group to consider a campaign about who AMOSSHE is, in advance of our strategy launch in 2025 – Closed
- 29 JBL to include a link to our report on who is attending external events and meetings on behalf of AMOSSHE **Complete**

Item 3

Standing item: Policy update: EMA added topics that have arisen since paper 24-25-20 was written:

- Announcement of an increase of maintenance loans in Northern Ireland.
- UKRI has announced an increase of their stipend by 8% to £20,780 for 2025-26 to match living wages.
- The UK government has published consultation responses about non-medical help.

EMA discussed the topics in paper 24-25-20:

- Office for Students' 2025-2030 strategy consultation: AMOSSHE response:
 - The Executive agreed that we should respond to the consultation, for action by the Policy and Research subgroup.
 - o The Executive agreed the proposed structure for consultation with members.
- OFS Sexual misconduct survey
 - o External organisations that work in this area including Culture Shift are doing work on their own survey related to sexual misconduct.
 - o ACTION: IMU to get in touch with Culture Shift to understand the work they are doing and the intended outcomes.
- Any Other policy related business
 - UUK efficiency taskforce has had it's first meeting, outcomes are yet to be shared.
 - Does AMOSSHE need to do any further work around reasonable adjustments in the same way we are on OfS E6 condition examples of practice? It was decided we will wait until we have further information and outcomes from the work of OfS in this before deciding if we need to do anything.

Discussion and approval items

These agenda items were discussed and approved as per the directives within each paper.

Item 4

Year-end accounts 23-24: JBL discussed paper 24-25-21. The Executive Committee discussed these accounts and approved them for submission to Companies House.

Item 5

Strategy oversight group: SSW gave an overview of progress with the strategy overall. Work has started on all three strategy workstreams and terms of reference and progress reports are in place for each group and subgroup.

JBL gave an overview of the project planning tool that the National Office is using to keep track of all the strategy projects and tasks, accounting for dependencies. This will also give an overview of all the work that currently underway and scheduled completion dates.

Item 6

Influence our sector: PRO discussed paper 24-25-22. The Executive Committee agreed to work with the stakeholder mapping document to record interactions with stakeholders and manage priorities. Our engagement with international events must be driven by our strategic priorities.

ACTION: All Executive Members to review the Stakeholder Mapping spreadsheet and advise JBL about any gaps or updates.

ACTION: JBL to share the live link to the stakeholder mapping document to the executive members.

ACTION: JBL to explore version control and viewing experience of the executive to ensure it is clear for all Executive Committee members to follow.

ACTION: JBL and National Office to send monthly reminders to the executive committee to refer to the stakeholder map and send in any updates to the National Office team for updating.

ACTION: Executive Committee members to let EMA know who is attending the roundtable events set up by the student support champion to ensure that we have people attending all roundtable events.

Item 7

Update from Cultivate Excellence and Empower our Community workstreams: SSW gave an update about paper 24-25-23 and the progress of the Cultivate Excellence workstream. And AAL gave an update about paper 24-25-24 and the progress of the Empower our Community workstream. Both workstreams are on track at the present time.

The Empower our Community workstream discussed the work that is taking place on developing the member groups on the new AMOSSHE website. KHO suggested that we could have a form that is similar to AHEP forms when it comes to suggesting or starting new groups.

ACTION: KHO to send through form from AHEP groups for National Office to check over.

Item 8

CPD development: see paper 24-25-25. BPA requested suggestions from the Executive about event speakers and noted suggestions to pursue.

ACTION: JSH to contact IMU who has tentatively volunteered Aberystwyth University for CPD10.

Item 9

Scottish MH framework principles: JST discussed paper 24-25-26 about the Scottish Mental Health Framework, and the Executive team discussed how valuable this work is, and how it can be helpful for other home nations.

Item 10

AMOSSHE elections: EBA discussed paper 24-25-27 which outlines the timeline and who is up for election for the 2025-27 elections term.

Points for noting and any other business

Paper 24-25-28. These agenda items were only discussed if anyone had particular questions.

Item 11

CPD development update (Cultivate Excellence).

Item 12

EDI and sustainability oversight groups.

Item 13

Communications update (Operations).

Item 14

Finance management report (Operations).

Item 15

Membership update (Empower our Community).

BPA mentioned that the number of organisations that have not renewed was higher than usual and this is partly due to the delayed start to the renewals process and that some members were now rejoining.

Item 16

AOB (any other business). PRO raised an item about GDPR AMOSSHE's compliance, which is very robust on account of JBL's work.



AMOSSHE Executive meeting

31 January 2025 | AMOSSHE National Office Formal meeting time: 10:30 to 15:30

Agenda

Welcome, minutes and matters arising: 10:30 to 12:00

Item	Title	Status	Presented by	Paper
1	Standing item: Reserved business, Conflicts of interest and AOB check	Discussion	Jill Stevenson	
2	Standing item: Minutes and matters arising	Approval	Jill Stevenson	24-25-18 24-25-19
3	Standing item: Policy update	Discussion	Emma Maslin	24-25-20

Discussion and approval items: 12:00 to 14:45

These agenda items are to be discussed and approved as per the directives within each paper.

Lunch: 12:30 to 13:00

Item	Title		Presented by	Paper
4	Year-end accounts 23-24	Approval	John Bloomfield	24-25-21
5	Strategy oversight group	Discussion	Sarah Sweeney	
6	Influence our sector	Discussion	Leads	24-25-22
7	Update from Cultivate Excellence and	Discussion	Leads	24-25-23
	Empower our Community workstreams	Discussion	Ledus	<u>24-25-24</u>
8	CPD development	Discussion	Leads	24-25-25
0	CFD development	Discussion	Benjamin Parsons	24-23-23
9	Scottish MH framework principles	Discussion	Jill Stevenson	24-25-26
10	AMOSSHE Elections	Discussion	Emma Bales	24-25-27

Break: 14:45 to 15:00

Points for noting and AOB: 15:00 to 15:30

These agenda items are only to be discussed if members have particular questions.

Item	Title		Presented by	Paper
11	CPD events update (Cultivate Excellence)	Noting	Jaimee Shan	
12	EDI and sustainability oversight groups	Noting	Strategy leads	
13	Communications update (Operations)	Noting	Julia Jean-Baptiste	24-25-28
14	Finance management report (Operations)	Noting	John Bloomfield	
15	Membership update (Empower our Community)	Noting	Benjamin Parsons	
16	AOB (any other business)	Discussion	Jill Stevenson	



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Exec Board	Action No.	Agenda No.	Action	Actioned to	Status
Jan-24	31	6	JBL / BPA to devise / share a process for responding to requests to work with AMOSSHE that come through Chairs or other Executive members.	JBL, BPA	Ongoing
Jan-24	32	7	JBL and BPA to extract actions from the Rules of Association paper in order to implement the changes.	JBL, BPA	Ongoing
Jan-24	33	7	JBL and EBA to review ideas about extending Executive terms from two years.	JBL, EBA	Ongoing
Mar-24	38	4	JBL to review the allocation processing with AMOSSHE's accountants to better stabilise showcasing income.	JBL	Ongoing
Jul-24	8	7	EBA and JBL to look at risks associated with the EGM/AGM.	JBL, EBA	Ongoing
Nov-24	17	3	Policy and research group to start a project to collate examples of practice for tackling harassment and sexual misconduct, and delegate to the Benchmarking group where required.	PRAG	Complete
Nov-24	18	3	Policy and research group to start a project to respond to the public consultation for the development of a ten year health plan for England	PRAG	Closed
Nov-24	19	3	Stakeholder mapping group to update the map with the advisory group for the Office for Students sexual violence prevalence survey.	IoS leads	Closed
Nov-24	20	3	Stakeholder mapping group to update the map with CUC (Council of University Chairs) regarding the work of mental health strategy.	IoS leads	Complete
Nov-24	21	3	Commercial activity / growth group to consider co-working with Epigeum and Intersol Global about tackling harassment and sexual misconduct.	CAG leads	Ongoing
Nov-24	22	4	JBL and BPA to revise the working groups diagram to make it clearer what the reporting lines are, including reporting to the Executive Committee.	JBL / BPA	Complete
Nov-24	23	4	JBL and BPA to revise the strategy progress tables to indicate where a task is dependent on the progress of another task.	JBL	Ongoing
Nov-24	24	4	Strategy oversight group to consider, for the strategy launch at Winter Conference 2025, how we should articulate what success will look like and what we aim to achieve	SOG	Ongoing
Nov-24	25	4	Benchmarking group to consider a survey of the membership to determine whether our strategic progress is making an impact, at the end of the year.	Benchmarking	Ongoing
Nov-24	26	5	Sustainability group to include EBA as a new co-lead, and JBL to update the group leads and representation list.	Sustainability	Complete

Nov-24	27	5	JBL to include the Sustainability group terms of reference in the papers for the January 2025 Executive meeting.	JBL	Ongoing
Nov-24	28	9	Communications group to consider a campaign about who AMOSSHE is, in advance of our strategy launch in 2025.	Comms	Closed
Nov-24	29	12	JBL to include a link to our report on who is attending external events and meetings on behalf of AMOSSHE.	JBL	Complete



Winter 2025 policy update

Policy updates for discussion

Office for Students' 2025-2030 strategy consultation: AMOSSHE response

Policy updates for noting

AMOSSHE policy and research work

- Collating examples of practice in tackling Office for Students' condition of registration for tackling sexual misconduct and harassment
- o Office for Students' pilot survey on prevalence of sexual misconduct

UK legislation and policy updates

o Mental health bill

England legislation and policy updates

- o Higher Education (Freedom of Speech) Act 2023
- o Higher education mental health and implementation taskforce
- o Renters' rights bill

Devolved nations legislation and policy updates

Changes to Scotland's funding landscape

Policy updates for discussion

Office for Students' 2025-2030 strategy consultation: AMOSSHE response

The Office for Students (OfS) has launched a consultation on their proposed 2025 - 2030 strategy¹. The strategy outlines three priority areas: quality, the student interest and sector resilience. These are underpinned by needing to ensure equality of opportunity for students.

The strategy includes a series of '1' statements that they expect students / providers / taxpayers would agree to should the OfS' strategic approach be successful. Majority of the '1' statements are designed for students. This is a key theme across the proposed strategy that students should be at the centre of the OfS. For institutions the '1' statements include '1 can engage constructively and transparently with the OfS and am confident I won't be taken by surprise'.

The consultation is made up of six questions:

- 1. Do you have any comments to make on the OfS's proposed strategy for 2025 to 2030 or the priorities set out within it?
- 2. Do you have any comments about any unintended consequences of the proposed strategy or the priorities set out within it, for example for particular types of providers, particular groups of students, or for individuals on the basis of their protected characteristics?
- 3. Are there aspects of the proposals you found unclear? If so, please specify which, and tell us why.

¹ Office for Students. (2024). Consultation on OfS strategy for 2025 to 2030. Retrieved January 22, 2025, from https://www.officeforstudents.org.uk/ofs-strategy-for-2025-to-2030/

- 4. Our previous strategies have covered periods of three years. For this strategy, we are proposing an extended strategy period of five years. Do you have comments on this proposal?
- 5. Do you think that our proposed 'I statements' appropriately and clearly describe the impact that delivery of our strategic objectives should have on our key stakeholders?
- 6. Do you think that the strategic objectives distilled in our proposed 'I statements' are the right ones? Do you propose any additional 'I statements'?

Proposed content of an AMOSSHE response to the consultation:

- Acknowledge commonalities in OfS and AMOSSHE strategies.
- AMOSSHE comment on OfS intended approach to use sexual misconduct survey to measure the impact of E6 condition².
- AMOSSHE comment on juxtaposition between highlighted 'I' statement and OfS approach to sexual misconduct survey.
- Reemphasise AMOSSHE key messages.

Proposed consultation of membership on AMOSSHE response:

- National Office team to draft consultation response.
- Draft consultation response sent to whole Executive committee and selected contacts at small and specialist institutions to ensure a range of voices are consulted.
- Feedback to be discussed at the next policy and research advisory group meeting.
- Final draft will be sent to policy and research advisory group for approval before being submitted.

Question for executive:

- Does the Executive agree that we should respond to the consultation?
- Does the Executive agree on the proposed structure for consultation with members?

Policy updates for noting

AMOSSHE policy and research work

Collating examples of practice in tackling Office for Students' condition of registration for tackling sexual misconduct and harassment

It was agreed at the last executive meeting that AMOSSHE was well-placed to collate examples of practice in how members were tackling harassment and sexual misconduct.

² Office for Students. (2025). Condition E6: Harassment and sexual misconduct. Retrieved January 22, 2025, from https://www.officeforstudents.org.uk/for-providers/student-protection-and-support/harassment-and-sexual-misconduct/condition-e6-harassment-and-sexual-misconduct/

AMOSSHE is facilitating this through collecting and hosting examples of best practice³. We're not advocating for a particular approach, or stating what is or isn't compliant with the condition (where applicable). Instead, we're collating what members are doing to tackle harassment and sexual misconduct and sharing these examples with the wider membership. The call for examples is worded in a way that also allows providers across the devolved nations to contribute.

The closing date for submissions is 11.59pm on Friday 28 February 2025.

Update for executive:

- The executive are encouraged to submit examples to strengthen this shared resource
- The benchmarking group have been assigned this work from the Cultivate excellence strategy group to consider how examples received can be presented on our website for maximise use for members

Office for Student's pilot survey on prevalence of sexual misconduct

The Office for Students (OfS) are currently running a pilot survey for all final year undergraduate students in England to get national insight into the prevalence of sexual misconduct in English higher education⁴. The survey is a shorter version of the 2023 pilot survey on sexual misconduct⁵ and covers students' experiences of sexual harassment, sexual assault / violence and reporting sexual misconduct to providers. The survey is optional for students to complete and students are invited to take part once they have completed the National Student Survey (NSS).

Members brought to AMOSSHE concerns regarding the pilot survey. We shared these with UUK and GuildHE, who have had similar issues raised within their own membership. Through our contact at the OfS, we met with the survey team to discuss these further. Table 1 demonstrates our original concerns, who these have been communicated to, and any outcomes for members.

Table 1 - AMOSSHE concerns	and outcor	nes of SMS
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Concern	Communicated to?	Outcome(s)
Inappropriate twinning of NSS and SMS. • The juxtaposition between a survey that offers prizes to a survey that uses explicit and triggering language about a	 UUK GuildHE OfS (Equality, diversity and inclusion team) 	 We have fed issues around twinning the NSS and SMS to OfS (Surveys team) as a point for learning. OfS (Surveys team) will suggest Marketing forward information on to the relevant staff members. JBL / EMA have offered to also share any calls for

³ AMOSSHE. (2025). Examples of practice in tackling harassment and sexual misconduct. Retrieved January 22, 2025, from https://www.amosshe.org.uk/latest/share-your-expertise/examples-tackling-harassment-and-sexual-misconduct.html

⁴ OfS. (2024). Survey of sexual misconduct. Retrieved January 22, 2025, from https://www.officeforstudents.org.uk/for-providers/student-protection-and-support/harassment-and-sexual-misconduct/survey-of-sexual-misconduct/

⁵ OfS. (2024). Sexual misconduct prevalence survey pilot 2023 – evaluation. Retrieved October 23, 2024, from https://www.officeforstudents.org.uk/publications/sexual-misconduct-prevalence-survey-pilot-2023-evaluation/

potentially traumatic survey is inappropriate. The twinning of the two surveys meant that the request from the survey team sent to providers regarding the provider-specific support on offer for students was sent to Marketing. For some members this meant that either no information or inaccurate / incorrect information was shared. The initial guidance sent from Ipsos to providers implied that non-completion of the sexual misconduct survey (SMS) would mean NSS data would be lost. The initial guidance sent from Ipsos to providers implied that students must complete the SMS after the NSS without a break.	 OfS (Surveys team) OfS (John Blake) 	 information directly with AMOSSHE members. GuildHE, informed by our conversation, took concerns around loss of NSS data to John Blake. Ipsos sent updated guidance to providers clarifying no data would be lost should a student complete the NSS but not SMS. The briefing note sent by John Blake in January 2025 to sector organisations confirms that students can log on to complete the SMS at a separate time to the NSS. AMOSSHE will publish a briefing note on our website detailing key information regarding the SMS and updated information following the new briefing note.
Communication and publication of materials Ipsos guidance was not public, which meant AMOSSHE were unable to support the membership in digesting the guidance.	 UUK GuildHE OfS (Equality, diversity and inclusion team) OfS (Surveys team) OfS (John Blake) 	 Requested OfS / Ipsos make any future SMS guidance publicly available to enable sector organisations to support their membership.
■ Lack of clarity as to how the data collected through SMS would be used. This includes any influence on the new E6 regulation.	 UUK GuildHE OfS (Equality, diversity and inclusion team) OfS (Surveys team) OfS (John Blake) 	 Stated to OfS (Surveys) that any plans to use the data in conjunction with measuring the impact of condition E6 needs to be communicated to providers immediately so that they can prepare accordingly. The briefing notice written by John Blake has outlined the intended approach to how SMS data will be used. This will be outlined in an AMOSSHE article for member clarification. EMA asked OfS (Surveys) if the intended approach included re-running the SMS next academic year. This was not commented on and / or ruled out.

Update for executive:

- AMOSSHE are hosting a webinar with the OfS on the E6 condition and survey⁶. This provides a direct route for members to ask questions on the survey which has been previously unavailable.
- EMA is publishing an AMOSSHE digest of the SMS, including updates to OfS / Ipsos guidance and potential implications on member practice. This will link to the briefing note written by John Blake once this is made available on the OfS website.
- JBA, EMA and chair(s) will be meeting with John Blake on Monday 10 February to discuss our strategic concerns with the SMS. We will also include our comments regarding how this aligns with the proposed OfS 2025-2030 strategy⁷.

UK legislation and policy updates

Mental health bill

The Mental health bill for England and Wales was first introduced to the House of Lords on 6 November 2024. The bill is "to make provision to amend the Mental Health Act 1983 in relation to mentally disordered persons, and for connected purposes". The Bill is now at the committee stage in the House of Lords. This is where it'll be examined line by line, and Lords will have the opportunity to amend and agree on each clause in the Bill. This has been scheduled for multiple dates in January 2025.

In AMOSSHE regional meetings there's been discussion around the potential prospect of student accommodation being included under the 'place of safety' category. Places of safety currently include police stations, hospitals and residential accommodation provided by social services. Under the new clause, policy makers are seeking to remove prisons and police stations. If student accommodation was to be included as a place of safety, it would change how providers approach responding to the Bill.

Update for executive:

- AMOSSHE published an update on our website on the current status of the mental health bill⁹. To date there's been no mention of universities as a potential place of safety.
- EMA will monitor how the bill progresses and circulate with executive and wider membership where appropriate

England legislation and policy updates

⁶ AMOSSHE. (2025). Tackling harassment: insights from the Office for Students. Retrieved January 22, 2025, from https://www.amosshe.org.uk/latest/event-calendar/tackling-harassment-insights-from-the-office-for-students-2025.html

⁷ Office for Students. (2024). Consultation on OfS Strategy 2025 to 2030. Retrieved January 16, 2025, from https://www.officeforstudents.org.uk/ofs-strategy-for-2025-to-2030/

⁸ UK Parliament. (2024). Mental Health Bill. Retrieved January 8, 2025, from https://bills.parliament.uk/bills/3884

⁹ AMOSSHE. (2024). The impact of the upcoming Mental Health Bill. Retrieved January 8, 2025, from https://www.amosshe.org.uk/resource/impact-of-the-upcoming-mental-health-bill.html

Higher Education (Freedom of Speech) Act 2023

The Westminster government has published a press release announcing plans to bring the Higher Education (Freedom of Speech) Act 2023 into effect¹⁰. It will maintain the ban on non-disclosure agreements and reaffirms that providers will need to consider how their approach to the Office for Students' E6 condition aligns with freedom of speech principles.

The act no longer covers students' unions. The Office for Students' free speech complaints scheme will only be for staff and visiting speakers as students will be directed to the OIA (Office of the Independent Adjudicator)¹¹.

Update for executive:

EMA to monitor the progress of the Act and circulate updates with members accordingly.

Higher education mental health and implementation taskforce

The second report from the taskforce was published in December 2024. Areas to note prior to publication were outlined in the Autumn executive policy update. Further areas of work related to the taskforce are listed below.

Edward Peck is leaving Nottingham Trent University in Summer 2025¹², although the work of the taskforce is due to be completed before then.

Compassionate communications

A set of compassionate communications principles have been published. These are hosted by ARC (Academic Registrar's Council) and include the need for communication with students to be mindful, timely and inclusive¹³.

The principles are accompanied by case studies which outline how compassionate communications can be adopted by providers. Examples include embedding compassionate communications through a trauma-informed approach, and establishing cross-institutional working groups¹⁴.

Case management

We were approached by Ben McCarthy (Student Support Champion at Nottingham Trent University) on behalf of the taskforce to help develop guidance and collate best practice in the implementation of case management approaches. We're working with Ben McCarthy and Dr Rachel Spacey at UMHAN (University Mental Health Advisers Network) to understand approaches to case

¹⁰ Gov.uk. (2025). Government reaffirms commitment to Free Speech in universities. Retrieved January 22, 2025, from https://www.gov.uk/government/news/government-reaffirms-commitment-to-free-speech-in-universities

Dickinson, J. & Kernohan, D. (2025). Bridget Phillipson reaffirms commitment to free speech. Retrieved January 22, 2025, from https://wonkhe.com/blogs/bridget-phillipson-reaffirms-commitment-to-free-speech/
 Grove, J. (2025). Nottingham Trent v-c Edward Peck to step down this summer. Retrieved January 23, 2025, from https://www.timeshighereducation.com/news/nottingham-trent-v-c-edward-peck-step-down-summer
 ARC. (2024). Compassionate communications in higher education. Retrieved January 9, 2025, from https://arc.ac.uk/student-commitment

¹⁴ Nottingham Trent University. (2024). Compassionate communication in higher education. Retrieved January 9, 2025, from https://www.ntu.ac.uk/about-us/governance/vice-chancellor/higher-education-student-support-champion

management, including managing risk, across the sector. The output is still to be confirmed, but will be incorporated to influence sector approaches in this space.

Update for executive:

- EMA will update the executive on how the case management project progresses.
- ARC are leading a session on the compassionate communications commitment and suggestions for providers at the AMOSSHE winter conference
- JST, JBL and EMA to continue to monitor taskforce and sub-group updates and circulate with executive and wider membership accordingly

Renters' rights bill

The Renters' Rights Bill had its third reading in the House of Commons on Tuesday 14 January 2025 and has now moved across to the House of Lords for further scrutiny. The House of Lords will meet to discuss the progression of the bill next on Tuesday 4 February 2025¹⁵.

JBL and EMA spoke to UUK in November 2024 regarding potential for a joint contribution. UUK weren't putting out a contribution to the call for evidence that was anything different to their stance before, so we felt we didn't need to contribute in that instance.

Under this current iteration of the bill, the implications for students so far ¹⁶:

- Asking students for more than a month's rent upfront would be banned.
- Student tenants would be able to terminate their tenancies two months early, although only after the tenancy has begun. This would be the case for all students in the house, rather than on a per person basis unless this is changed at a later stage.
- Rent increases, limited to once a year, could still be avoided by student landlords through evicting tenants over the summer.

Update for Executive:

• EMA to monitor the progress of the bill and circulate updates with members accordingly.

Devolved nations legislation and policy updates

Changes to Scotland's funding landscape

The Scottish Government has announced the outcome of the consultation in Summer on the current funding distribution model¹⁷. From Autumn 2026, the Scottish Funding Council will be responsible

¹⁵ UK Parliament. (2025). Renters' Rights Bill. Retrieved January 16, 2025, from https://bills.parliament.uk/bills/3764

¹⁶ Dickinson, J. (2025). The renters' rights bill is a mess for students. Now the Lords need to fix it. Wonkhe. Retrieved January 22, 2025, from https://wonkhe.com/wonk-corner/the-renters-rights-bill-is-a-mess-for-students-now-the-lords-need-to-fix-it/

¹⁷ Scottish Government. (2025). Delivering a world-class skills system. Retrieved January 23, 2025, from https://www.gov.scot/news/delivering-a-world-class-skills-system/

for all funding distributions, and the Student Awards Agency Scotland will take on student support distribution for further education, in addition to higher education ¹⁸.

Update for Executive:

• EMA to monitor the progress of the funding changes and circulate updates with members accordingly.

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¹⁸ Salmon, M. (2025). A new funding body landscape emerges in Scotland. Wonkhe. Retrieved January 23, 2025, from https://wonkhe.com/blogs/a-new-funding-body-landscape-emerges-in-scotland



Strategy progress status update: Influence our sector

Date: 31 January 2025

Summary update:

The group have been focussing on the development of the pro-active engagement plan to map out who we should be working to influence more proactively. This includes understand what resources we need to help influence the work and how we should approach getting the agreed activity (in this case meetings). The group has also been working on amending the long term engagement map as part of this and re-prioritised some of the high and medium priority engagements accordingly.

Finally the group has been discussing the reasoning for international engagement to ensure we are being impactful in the work we are trying to accomplish. At the bottom of this report is an update for noting on the work of the Policy and Research Advisory Group (PRAG).

Progress status:

RED: None or little progress made

AMBER: Starting to make progress but behind on original timelines

GREEN: Going well and making expected progress

BLUE: Not started yet

PURPLE: Complete

Status	Goal	Tasks	Success measures	Progress update	Deadline for completion
	Develop our key messages and policy positions /	Policy and Research Advisory Group (PRAG) to develop the key messages and statements as agreed through the residential	4 key statement areas agreed by PRAG	4 key statement content has been signed off (change in direction as opposed to full statements agreed).	Complete
	Identify common narrative messages		They have been approved through the policy advisory group which includes communications language		Complete
			These have been passed to the Influence our sector group for implementation through the pro-active stakeholder engagement plan	IoS leads to discuss messaging and content	Complete
	Develop a pro-active stakeholder engagement plan	Develop a plan for how we want to engage with and influence key stakeholders	Engagement plan and structure is completed The plan is implemented and the targets within the plan are met	Plan tab is linked on stakeholder map, content has been agreed and priority engagements have been agreed for Jacqui Smith (Govt) and Susan Lapworth/John Blake (OfS)	Complete
		Integrate key messages for communication into the overarching communications plan (liaising with communications sub group)	The process for integrating key messages is developed and the communications plan and related messaging works in tandem with the work of the stakeholder engagement plan	Decision still needs to be taken on what we will report back to the membership on the outcomes of these conversations, this will take place post meetings to help write a narrative.	March 2025
	Stakeholder mapping	Continue to develop the stakeholder mapping spreadsheet to identify those to move through the pro-active	The plan is developed further to work in tandem with the stakeholder engagement plan	Structure and organisations have been agreed to date.	Complete
		engagement strategy T	The stakeholder map is updated in line with the engagement plan and reported back through the executive committee	Content of current engagements will need reviewing at each meeting to ensure we are up to date with current conversations.	Ongoing at each meeting

Status	Goal	Tasks	Success measures	Progress update	Deadline for completion
	Identify our knowledge and practice gaps	Based on the stakeholder engagement strategy, we will identify any gaps in knowledge that need to be filled to enable us to progress targeted conversations (liaising with the Policy &	Knowledge gaps to enable us to deliver the engagement plan has been identified	No current knowledge gaps for the agreed conversations with Govt and OfS. This may change for future meetings so this action will remain	Complete but to be reviewed post engagement meetings
		Research Sub Group)	Work is implemented into work plans for development		n/a
			Knowledge resources are developed in line with timescales for discussions through the stakeholder engagement plan		n/a
	Target sector press and comms outlets	Use the communications plan to target sector press and comms outlets on specific areas identified as a priority for AMOSSHE to be pushing messages through	The communications plan is developed to include external sources of influence and developed as a strand of our communications work, where possible engagement statistics will be provided to help us understand impact	This is currently de-prioritised until work on the conversations has been completed. May be revived earlier by the Communications Development Group if needed.	

Policy and Research Advisory Group update

The Policy and Research Advisory Group have discussed the key messages of AMOSSHE as part of their work plan, it has been decided at this stage not to work up a number of completed statements per topic as we know that we are likely to need to refine them based on the audience, therefore we have concentrated in ensuring we have the content and context agreed for each of the areas, that can be utilised to develop a statement quite quickly if needed.



Strategy progress status update: Cultivate Excellence

Date: 31 January 2025

Summary update:

The has identified the initial priorities for the group to be working on, namely the PRCD project, the development and review of the CPD lunch and learn series and Enabling members to produce content. The Benchmarking group will now be meeting on a needs basis aligned when activity becomes available.

The PRCD project has developed a new timeline for completion at the National Conference 2025. This includes an approach to update the personal journey plans for each member profile, producing case studies for each area to enable members to understand which journey is applicable to them and how they can utilise the materials.

The CPD development group will continue to review the CPD structure as a whole to establish the value of free short online learning alongside more established online and in person CPD events.

The group has been discussing the member content task and will be launching a new initiative later in the year for members to contribute to a new e-zine in which members can produce high quality content in a variety of formats (written, audio and video) for members and contacts on a quarterly basis.

Progress status:

RED: None or little progress made

AMBER: Starting to make progress but behind on original timelines

GREEN: Going well and making expected progress

BLUE: Not started yet

Status	Goal	Tasks	Success measures	Progress update	Deadline for completion
	Enable members to produce content	Development of a framework for members to produce their own content including types of content. Understanding and upskilling of	Established process, understood by members and submitting content Content submitted matches the		March Executive meeting 2025
		members skills to produce content.	quality expected from the guidance produced		
		Communication plan for member content dissemination.	Comms plan is created, along with measures to track impact and engagement.		
	Deliver CPD events for members	Create a bitesize approach to CPD (lunch and learn)	An initial set of bitesize events are developed and well received by members (measured by feedback and attendance)	All 3 have taken place, feedback has been reviewed and utilised to consider future bite size CPD for members. 267 delegates logged into the sessions (some people may have attended more than one CPD)	Complete
		Develop a varied set of CPD for members both paid and free	Structure for 25-26 CPD reflects this based on member feedback	CPD development group are discussing and developing the programme for discussion at the March exec meeting	March Executive meeting 2025
	PRCD: Finalise structure	Review and finalise the overall structure / flow of the portal.	Initial structure agreed.	Changes suggested and agreed on 10 January 2025.	Executive meeting 31 January 2025
	PRCD: Inventory / review of resources.	Review the resources / tools / options that the portal will lead to, to ensure they're up to date and there are no gaps.	Every section of the portal triage structure leads to at least one resource.		Executive meeting 28 March 2025
	PRCD: Develop case studies.	Create a list of resources / content that AMOSSHE will need for the portal (for example, case studies).	Variety identified that reflects the portal career stages, personal demographics, and different kinds of HEP.		Executive meeting 28 March 2025
		Identify members who have utilised the resources we've identified.			

Status	Goal	Tasks	Success measures	Progress update	Deadline for completion
		Gather case studies of how these			
		contributed to professional recognition			
		and career development.			
		Write up case studies.	Three case studies reflecting the		
			three main career stages.		
		Assign places in the portal where each			
		resource contributes effectively.			
	PRCD: Testing	Create a focus group to review the	At least three people to		9 May 2025
	/ review.	outline and resources.	represent the three career		
		Describe and the feet and	stages.		
		Demo the portal to the focus group and	Workshop completed and		
		gather feedback.	feedback written up.		
		Review and implement the feedback into the design.	Workshop feedback implemented into the portal		
		tile design.	design.		
			uesign.		
	PRCD: Build	Text to guide users through the portal.	Content for every module of the		Executive meeting 6 June
		Tent to gailed doors till dagit the pertain	portal triage (blue and green		2025
			sections) written.		
		Summaries of resources and how they	Content for every module of the		
		relate to the user's journey.	portal triage (purple sections)		
			written.		
		Create web structure.	Complete in Ready		
			Membership.		
		Create case studies / resources.	TBC		
		Create tools to record / interrogate user			
		progress.			
	PRCD: Launch	Publish portal on website.			National Conference
					2025 (2 to 4 July 2025)
		Lead National Conference session.	Feedback from conference		
			session.		

Status	Goal	Tasks	Success measures	Progress update	Deadline for completion
	PRCD:	Consider how to launch the portal and	Email opens / clicks.		Executive meeting
	Engagement	create engagement with it, for example	Social media engagement.		October 2025
	campaign.	email / social media campaigns, events,	User data from analytics.		
		working with sector partners.	Partner testimonials.		
			Launch event attendance.		
		Devise a process for ongoing review /	Process designed and written		
		updating of the portal.	up.		
	PRCD: Review	User data from analytics.		Executive meeting January 2026	
	Benchmarking	Understanding what the key motivators	TBC		
	/ research	are for members to participate / respond.			
		Developing a structure for promotion and	TBC		
		dissemination of results.			
		Creating clear success measures for the	TBC		
		benchmarking group to report back			
		against.			



Strategy progress status update: Empower our community

Date: 31 January 2025

Summary update:

The group has prioritised the EDI policy and groups engagement through the website as the initial work to be completed at the present time. The EDI policy has been agreed and ready for publishing and effectively we will be linking into the sponsorship agreements, the member etiquette policy and any concerns will feed back into our complaints policy mainly in regards to managing complaints or concerns informally, in the case of more serious matters we may need to escalate external organisations.

The group has also been working on identifying how we can utilise the groups module on the website to develop a suite of different types of discussions to promote the sharing of expertise, knowledge and community development. The current groups criteria have been agreed as:

Community / discussion groups: Used for developing relationships and discussions around particular areas of work, no specific remit apart from general questions. These will be open to all members.

Special interest groups: These may not have a remit to produce any work but are designed to enable members to collaborate, share experiences and support each other within specific areas. These may include career progression groups, EDI groups etc.

Communities of practice: These are designed and created to discuss and produce specific work and are usually time limited relating to a specific challenge, research or work that needs to be developed. These may be led by a member or national office team.

National / regional groups: All discussions and meetings will be managed through these groups. National office staff will ensure that the meetings and documents are kept up to date. Any meeting notes developed through AI can then be saved on the groups documents. These groups are structured with auto membership rules to ensure only members who should be on there are added on.

These will be reviewed and developed alongside the membership with the aim of reducing and eventually moving away from JISCMAIL as the primary communication method for members.

Progress status:

RED: None or little progress made

AMBER: Starting to make progress but behind on original timelines

GREEN: Going well and making expected progress

BLUE: Not started yet

Status	Goal	Tasks	Success measures	Progress update	Deadline for completion
	Publish new EDI policy	Update the complaints policy, member etiquette and sponsorship contracts in line with the new policy	All are updated and agreed by the group		January 2025 Executive meeting
		Publicise the policy to members	Flagged to all regional and national meeting Added to the newsletter trackable links		
		Publish new policy on the website	Refer this to sponsors		
	Peer support groups/national and regional theme-based community groups	Decide which groups to start with, how to maintain them and get engagement.	Created a list of groups that is passed by the executive along with communication plan		January 2025 Executive meeting
		Create housekeeping rules about how to set up / run a group, the support they can get, and the time commitment.	These are developed and added to shared areas, members engage with them		March 2025 Executive meeting
		Find group champions who we can mentor to help them lead and get the community going.	Champion (and backup champion) identified and trained for each group, and the champion has initiated discussion in their group.		March 2025 Executive meeting

Status	Goal	Tasks	Success measures	Progress	Deadline for
				update	completion
		Develop a working group of members to consult /	TBC		March 2025 Executive
		input.			meeting
		Release a suite of groups along with guidelines for	Group listings are		March 2025 Executive
		engaging members.	released, members		meeting
			recognise how to engage		
			with them and are joining		
		Devise ways to monitor and evaluate the impact of	TBC		March 2025 Executive
		groups (whether they're being used, and are			meeting
		empowering the community), along with decisions			
		on how and when to kick start / retire groups.			
		Establish an annual review of how groups are doing.	TBC		
	Create a channel to	Decide what to share and how to share it.			June 2025 Executive
	update the				meeting
	membership on	Develop a process and champions, which shouldn't	Process is developed and		
	Executive activity	be too labour intensive. For example, a short vlog	we have clear measures		
		from an Executive member following an Executive	on how to track		
		meeting to update about what was discussed /	engagement		
		decided, which we can track with analytics. Work			
		with the Communication group on this.			
		Create a communications plan and associated	Integrated into current		June 2025 Executive
		training in developing content.	comms plan including how		meeting
			to track engagement		
	Bring external partners to	Decide whether member discussions are the best	TBC		June 2025 Executive
		forum for external partners.			meeting
	membership	Create a description of the difference between a	TBC		
	discussions	webinar and external speakers at member			
		discussions			
		Ensure that external partners potential linking into	TBC		
		member discussions is driven through the			
		communications and policy group catch up so			

Status	Goal	Tasks	Success measures	Progress update	Deadline for completion
		people are invited as and when it will benefit members			
	Campaign/roadshow to raise awareness with members of the	Decide what we are looking to achieve from this work and the resources that will go into implementation.	TBC		AGM (May 2025) to coincide with renewals beginning
	benefits of membership and get	Develop a working group of members to consult / input (as above).	TBC		
	them involved	Identify those who don't currently engage much and devise how to engage them / understand what they want / need.	TBC		
		Promote additional membership as a development opportunity for future managers.	TBC		
		Create a communications plan to align with the intended outcomes.	TBC		
		Meet with communications group to agree milestones / actions for the campaign (by March 2025).	ТВС		
		Use regional leads to mobilise this campaign and take ownership of it. Give people the tools to run with it and empower their teams.	TBC		



Strategic engagement through CPD

The following outlines how sessions and speakers at our CPD events relate to the work of the strategy workstreams, especially 'Influence our sector'.

CPD5 – 'AMOSSHE Winter Conference 2025: communities and collaboration' This features:

- The launch of the 2025 to 2030 AMOSSHE strategy, led by JST and the Strategy Oversight group.
- A workshop about the Compassionate Communications Commitment (one of the HEMHIT outputs), led by Unite Students and ARC.
- A presentation led by the Chair of NAMSS (National Association of Managers of Student Services), who is also interested in closer collaboration between our organisations.
- A presentation about the Student Needs Framework (one of the HEMHIT outputs), led by Advance HE, with opportunities to shape the framework.
- A presentation by Student Minds about their *Mental Health Inequalities* research.

CPD7 – 'Understanding pastoral support models: strategies and methods'

• Possible speakers include representatives from Advance HE and Student Minds.

CPD10 – 'Impactful Student Services in a challenging financial environment'

- Possible speakers include representatives from Universities UK.
- Request for the Executive: The team are looking for higher education provider case studies about:
 - o How funding cuts and lack of resources are being managed.
 - o Redundancies and their restructures to accommodate budget cuts.
 - o Creating ways of delivering something impactful for no money.
 - o A Student Services team working in partnership with Finance and/or HR.
 - o Supporting staff in uncertain times.

CPD12 - 'AMOSSHE National Conference 2025'

- The team aims to invite speakers to lead sessions about the outputs of the HEMHIT working groups (student needs framework, review of student suicides, competencies framework).
- The team aims to invite Edward Peck (Student Support Champion) to be a keynote speaker to introduce this.
- Possible speakers include representatives from the Office for Students and the Scotland, Wales and Northern Ireland governments. **Request for the Executive**: The team are looking for recommendations for who to approach in Wales and Northern Ireland.
- Request for the Executive: The team are looking for recommendations of students / Students' Union officers who we might invite to speak.



Circular 17/23

Friday 17th November 2023

Suggested Distribution

Principals

Action

Seeking principals' support for the institutional implementation of the draft principles.

Summary

This Circular is raising awareness about current UK-wide developments within student mental health as well as the reasons and purpose of the principles.

Attachments

Annex A: draft principles

Enquiries

Ulrike Peter <u>ulrike@universities-scotland.ac.uk</u>

Reference

1-8-1

Four draft principles to better demonstrate accountability to student mental health

Prof Kilbride, Convener of our Mental Health Working Group (MHWG) would like to make you aware of some proactive actions that the Group has been taking in light of recent developments in England in preparation for the publication of the mental health action plan. The action has been taken to mitigate the risk of additional and unnecessary burden being placed on HEIs to report on activity that assures our commitment to student mental health. This activity will be further discussed in depth at the US L&T Committee as well as Secretaries Group.

This Group and other colleagues have been working on a set of four draft principles in Annex A that are to provide a clearer line of sight to the public in identifying actions that not only demonstrate the sector's commitment, but also its continuous enhancement action to student mental health including suicide-safer strategies. Their proactive development has been driven in the context of recent petitions (Creating a statutory legal duty of care for students in Higher Education; Calling for rules regarding suicide of higher education students), the resultant UK Implementation Taskforce work led by Prof Edward Peck, and the continued absence of SG's Mental Health Action.

The principles have been framed to provide institutions with a degree of consistency whilst allowing for flexibility and proportionality and have been tested and adapted in line with feedback from the full US MHWG. Beyond that, conversations have commenced with QAA and SFC colleagues leading on the development of the Tertiary Quality Framework and Review of the SFC Outcome Agreement to seek their input on how existing - rather than additional - reporting routes can provide robust assurance on the sector's impact in the implementation of the principles.

Principals are not only asked to note their development, but to support their institutional implementation on the recommendation of the MHWG.

Kind regards,

Ulrike Peter

Senior Policy Officer (Resource and Governance)

Principle 1:

The development of a Mental Health and Wellbeing Strategy and implementation plan by each institution in partnership with students.

(The Strategy would be evidence-based, needs-led, approved by University Court and made publicly available. It would encompass a *whole university approach* to mental health and wellbeing (therefore aligning with the UUK StepChange framework).

Review measure: Publication of a report to demonstrate the University's approach to enhancements as part of existing agreed quality assurance arrangements.

Principle 2:

The commitment to implementing compassionate academic policies/procedures and communications.

Review measure: Review academic practices and communications, involving students and staff, and implement agreed enhancements.

Examples that illustrate the principle's purpose to inform our discussions may include reviewing communications sent to students to ensure they are joined up and available support is clear; reviewing support to study/fitness to study procedures to ensure they are compassionate and reflective of sector best practice.

Principle 3:

The commitment to implementing recognised sector-based good practice and guidance to enhance the competence and confidence of higher education institutions to offer the best possible support to students.

Review measure: Implementation of agreed priority guidance with focus on current issues.

Examples that illustrate the principle's purpose in 2023/24 would include UUK guidance on Information Sharing (the "trusted contacts" guidance), on Suicide Postvention and Supporting Placement Students.

Principle 4:

The commitment to strengthening internal and, where possible, external referral pathways and supporting infrastructure, enhancing the competence and confidence of higher education institutions to provide appropriate support to students.

Review measure: Review referral practices and highlight new pathways and/or enhancements to the existing pathway infrastructure to enhance student wellbeing and staff competence.

Internal:

- ensuring robust and well communicated referral pathways/flowcharts are place
- ensuring "Team Around a Student" practices are in place, supporting an integrated, whole institution approach to student support
- ensuring all student facing staff undergo role appropriate training in mental health awareness, appropriate boundaries, and referral protocols

External:

 exploring partnerships with the help of Scottish Government - that enhance the holistic support framework in place e.g. with NHS or other local specialist providers of support



Elections 2025 Information sheet

This is intended to provide information to the executive board on the up-coming election.

Executive up for election

Name	Position	Can run again?
Jill Stevenson	Chair	No
Chris Warrington	Vice Chair Professional Development	Yes
Sammy Li	Executive	Yes
Aleata Alstad-Calkins	Executive	Yes
Sally Lambah	Executive	Yes
Paul Rossi	Executive	Yes

Elections timeline

Activity	When	Where	Who
Notice of upcoming election	27 Feb 2025	Newsletter	BPA / JJE
Open nominations	13 March 2025	Newsletter + email	BPA / JJE
Close nominations	4 April 2025	Newsletter + email	BPA / JJE
Voting opens	10 April 2025	Newsletter + email	BPA / JJE
Voting closes	9 May 2025	Newsletter + email	BPA / JJE
Numbers & results confirmed	12 May 2025	Through online system	BPA / JBL
Nominees informed of results	12 May 2025	Email	Emma Bales
Results announced at AGM	14 May 2025	Presentation @ AGM	Emma Bales



Papers for noting

CPD events update

The CPD (continuing professional development) events programme for 2024 is now complete. Here's a summary of the autumn events.

CPD1 – (partner webinar) didn't take place.

CPD2 – 'Reasonable adjustments: how can Student Services take the lead?' on Thursday 31 October 2024. Half day online event.

- 120 total attendees, 106 paying registrants (97 budgeted), 10 free places.
- 0 sponsors (0 budgeted).

CPD3 – 'Building a holistic approach to tackling harassment' on Thursday 14 November 2024. Half day online event.

- 75 total attendees, 62 paying registrants (63 budgeted), 7 free places.
- 2 sponsors (0 budgeted).

CPD4 – 'Student Services leadership: self-care, team support and professional development' on Wednesday 20 November 2024, Wednesday 27 November 2024 and Wednesday 4 December 2024. Three part webinar series.

- 115 total attendees, 0 paying registrants (0 budgeted), all free places. (part 1 attendees: 101; part 2 attendees: 82; part 3 attendees: 84).
- 1 sponsor (0 budgeted).

CPD4A – 'Tackling harassment: insights from the Office for Students' on Wednesday 29 January 2025. Free partner webinar with the Office for Students.

Here are the remaining 2025 events.

CPD5 - 'AMOSSHE Winter Conference 2025: communities and collaboration'

In-person, London, 7 February 2025. Booking closed.

CPD6 – (partner webinar) TBC.

CPD7 – 'Understanding pastoral support models: strategies and methods' on Wednesday 5 March 2025. Half day online event. Open for booking.

CPD8 – (partner webinar) TBC.

CPD9 – 'Expect the unexpected: supporting students out of hours' on Wednesday 2 April 2025. Half day online event. Open for booking.

CPD10 – 'Impactful Student Services in a challenging financial environment' on Thursday 15 May 2025. Half day online event. Open for booking.

CPD11 - (partner webinar) TBC.

CPD12 – 'AMOSSHE National Conference 2025' from Wednesday 2 to Friday 4 July 2025. In-person, Birmingham. Call for session proposals open. Booking opens in March.

EDI and Sustainability groups

These groups have not met since the last meeting, there will be 2 more meetings for both these groups before the end of the year with the next ones to be scheduled around the beginning of March.

The EDI group will be reviewing the work of the workstreams through an EDI lens and posing questions for the groups to consider in their work. They will also be creating some checklists for workstreams and projects to consider when implementing new activities. Finally, the group will be asked to consider what AMOSSHE can do to shift us from looking at Equality to include Equity in the work that we do, this came up through the Empower our Community workstream for future development.

The Sustainability group will be reviewing the work of the workstreams and sub-groups and pose questions around sustainability. The group will also be assessing our current working areas to the Global Sustainability Goals to see where we sit on a more global structure of sustainability which is referred to a lot by other international organisations.

Communications activity update

The Communications Development group met for the first time in December and discussed various aspects of our communications strategy, namely looking at a SWOT analysis of our communication, our target audiences and the channels of communication we use to engagement with those audiences. We will also be updating the communications strategy map for use later this year and moving forwards which provides a top level view of our communications for executive members to see.

One of the group's initial outputs was to analyse and disseminate information about the organisation's various target audiences, highlighting areas where clear lines of communication were lacking. As a key action, the group committed to updating the Committee on the steps being taken to address these weaknesses.

It is worth noting that not all communications challenges can be resolved through communications initiatives. For example, our lack of conversations with policymakers stems from the absence of personal relationships. However, this is being addressed through other workstreams, like Influence our sector.

Here are some of the current efforts and communications initiatives that address our challenges with the target audiences:

Members (engaging in a task orientated basis due to workload and other factors)

- The professional recognition and career development portal is being created as a resource to encourage members to engage with our website and plan their career journeys, rather than using the website solely for task-oriented purposes.
- We're introducing a new online, interactive, member-led project (e-zine) to enable members to submit and showcase their work.

Government bodies (AMOSSHE being overlooked, prioritise working on larger projects)

• Emma is assisting with research conducted by Ben McCarthy and UMHAN on behalf of the organisation for HEMHIT. We aren't leading the research, but this positions us well for mental health-related initiatives in the sector.

Policy makers (often involved AMOSSHE in a reactive basis)

- We've informed the Office for Students that we'll be collating examples of practice regarding the E6 condition, which will result in the release of content (TBD) based on the collected data.
- We hosted a CPD event on the E6 condition to give members an opportunity to voice their concerns about its implementation and its implications for the sector.

New / potential members (AMOSSHE messaging relying too much on current members, challenge of being relevant to them)

- The messaging for the professional recognition and career development portal highlights that the resource is designed not only for well-established professionals but also for those new to Student Services.
- Key messages are being drafted to encourage this target audience to submit proposals for the e-zine.
- A presentation aimed at Student Services managers is being developed to encourage their teams to participate in the e-zine.

Corporate / sponsors (may not always see the relevance of working with AMOSSHE)

• We're working closely with new annual sponsors to ensure their induction process is clear and effectively highlights the benefits of our partnership.

Finance management report

The management report to December 2024 shows steady progress towards our year end targets. Income is slightly behind target due to income from Winter Conference being a little behind at this time of year and membership fees being behind at this stage.

We are currently saving on expenditure mainly due to the venue hire for winter conference being paid in January, not December. Please see the management report for further details.

Membership update

Membership level	October 2024	January 2025
Small and specialist	47	44
Tier 1 organisation	33	30
Tier 2 organisation	58	56
Tier 3 organisation	43	40
Additional member	422	380
International organisation	8	7
International additional member	20	9
Corporate organisation	4	1
Corporate additional member	10	1
Individual member	5	5
Non-profit organisation	3	3
Non-profit additional member	1	1
Student member	2	0
Total organisations	196	181
Total members	888	839

These organisations have joined the membership:

• LIPA (Small and specialist)

These organisations have left the membership:

- Membership expired but pending renewal on payment:
 - Abertay University (Tier 1)
 - University of Worcester (Tier 1)
 - University of South Wales (Tier 2)
 - University of Galway (International)
 - Unite Students (Corporate)
- Membership expired due to non-payment; lead member contacted but no response:
 - MetFilm School (Small and specialist)
 - o The Northern School of Art (Small and specialist)
 - o Trinity Laban Conservatoire of Music and Dance (Small and specialist)
 - University of London (Small and specialist)
 - University of Bolton (Tier 1)

- Leeds Beckett University (Tier 3)
- University of Exeter (Tier 3)
- University of Warwick (Tier 3)
- Empiric Student Property (Corporate)
- Membership expired due to non-payment; lead member unsure whether to renew:
 - Swansea University (Tier 2)
- Organisation chose not to renew membership:
 - JS Group (Corporate)

We are continuing to work with those who have not renewed and may ask members of the executive to get in touch with some to encourage them to rejoin or to understand why they have decided not to renew. We believe the timing of renewal is partly to blame for this as usually we start the process in May but invoices did not go out until August at the earliest due the delays in the website and CRM.

GDPR update

59 members have said that they do not want to receive emails, or they haven't yet set whether they want to receive emails or not – previously 94.

152 members have said that they do not want to share their details with other members for networking purposes (including Jiscmail and the online lists) – previously 138.

159 members in total have used one or more of these settings to unsubscribe – previously 146.



Year end accounts summary 2023 - 2024

These accounts have bene produced by our current accounting firm Menzies in line with our current requirements from Companies House. There will be two sets of accounts created, a detailed set to be reviewed by the Executive Committee and an abbreviated set which is sent to Companies House for our public records.

The following information in provided set against last years revised year end budget expectations. Any major changes against budget have been detailed below.

Income

Accounts: £555,961 Budget: £542,799 Variance: £13,162

Area	Budget	Accounts	Variance (accounts v budget)	Notes
Conference	£157,346	£152,265	-£5,081	Not as many residential delegates as expected
CPD	£72,831	£70,484	-£2,347	The second in person CPD event of the year in particular did not quite hit expected numbers.
Sponsorship	£135,081	£134,659	-£422	
Membership	£158,851	£184,903	£26,052	Some membership income from last year has been accounted for in this years accounts. When the amounts across the 2 years are split the budget is similar to our expectations.
Other income	£18,890	£13,650	-£5,240	Includes TASO income for last years project, Belfast subvention money and bank interest (which was more than anticipated)

Overall income has been consistent, navigating CPD income has been more challenging with varying success on our programmes but with good feedback from all events, amendments to the structure for CPD 2024-25 have been made to help provide a good variety of CPD for members.

Membership fees have been consistent, the variance against budget is due to the profiling across 22-23 and 23-24 years. If you account for the income across both years and split the amount it will come approximately match expectations. No changes will be made across these figures and will seek to be more consistent for 24-25 financial year.

Expenditure

Accounts: £539,899 Budget: £599,406 Variance: £59,507

Area	Budget	Accounts	Variance (accounts v budget)	Notes
NO staff	£233,433	£234,929	-£1,496	This includes staff training, recruitment and temporary staff costs
Project costs	£55,286	£15,717	£39,569	This was for the website build and development, the final cost has been depreciated across 3 years which reduces the overall figures
Tenancy costs	£24,308	£23,248	£1,060	This usually changes a little due to service costs and changes to business rates
Venue hire	£131,332	£106,213	£25,119	Also venue deposit for national conference has been accounted for in a previous year therefore this total is out by £22,546. This will not be adjusted as this would mean amending the accounts for the previous year as well and cost us additional money.
Accounting	£18,034	£14,607	£3,427	May still be changes but will need to be accounted for next year. This years accounts were easier to complete than the previous year which needed extended adjustments
VAT	£43,000	£44,460	-£1,460	Includes VAT from membership fees and other AMOSSHE expenses

Expenditure has been fairly consistent since our amendments in February 2024. The major changes are due to the depreciation of the project funding allocated to the design and build of our new website and CRM system, this will be depreciated over 3 years and therefore will need to be added to the revised budget for 24-25. There are other savings across the organisation that have helped including venue hire and accounting costs.

Executive discussion

It is requested that the Executive committee discuss and approve these accounts for submission to Companies House.

UNAUDITED DIRECTORS'
REPORT AND FINANCIAL
STATEMENTS
FOR THE YEAR ENDED
31 JULY 2024

AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED (A Company Limited by Guarantee)



(A Company Limited by Guarantee)

COMPANY INFORMATION

Directors J Stevenson

E J Bales A Alstad-Calkins J Bloomfield C Warrington C H Li S Sweeney

C Slater (resigned 20 October 2023) R S Dhesi (resigned 1 August 2024) H McNeely (resigned 1 August 2024) P A Rossi (appointed 1 August 2023) A Shanks (appointed 20 October 2023) I Munton (appointed 20 October 2023) K Houghton (appointed 1 August 2024)

Registered number 04778650

Registered office Woburn House

20-24 Tavistock Square

London WC1H 9HQ

Accountants Menzies LLP

Chartered Accountants

Lynton House

7-12 Tavistock Square

London WC1H 9LT

(A Company Limited by Guarantee)

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(A Company Limited by Guarantee)

DIRECTORS' REPORT FOR THE YEAR ENDED 31 JULY 2024

The directors present their report and the financial statements for the year ended 31 July 2024.

Directors

The directors who served during the year were:

J Stevenson

E J Bales

A Alstad-Calkins

J Bloomfield

C Warrington

C H Li

S Sweeney

C Slater (resigned 20 October 2023)

R S Dhesi (resigned 1 August 2024)

H McNeely (resigned 1 August 2024)

P A Rossi (appointed 1 August 2023)

A Shanks (appointed 20 October 2023)

I Munton (appointed 20 October 2023)

Small companies note

In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the board and signed on its behalf.

J Stevenson

Director

Date:



(A Company Limited by Guarantee)

CHARTERED ACCOUNTANTS' REPORT TO THE BOARD OF DIRECTORS ON THE PREPARATION OF THE UNAUDITED STATUTORY FINANCIAL STATEMENTS OF AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED FOR THE YEAR ENDED 31 JULY 2024

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the financial statements of AMOSSHE, The Student Services Organisation Limited for the year ended 31 July 2024 which comprise the Statement of Comprehensive Income, the Balance Sheet and the related notes from the Company's accounting records and from information and explanations you have given to us.

As a member firm of the Institute of Chartered Accountants in England and Wales (ICAEW), we are subject to its ethical and other professional requirements which are detailed at: www.icaew.com/en/members/regulations-standards-and-guidance/.

This report is made solely to the Board of directors of AMOSSHE, The Student Services Organisation Limited, as a body, in accordance with the terms of our engagement letter dated 23 January 2025. Our work has been undertaken solely to prepare for your approval the financial statements of AMOSSHE, The Student Services Organisation Limited and state those matters that we have agreed to state to the Board of directors of AMOSSHE, The Student Services Organisation Limited, as a body, in this report in accordance with ICAEW Technical Release TECH07/16AAF. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than AMOSSHE, The Student Services Organisation Limited and its Board of directors, as a body, for our work or for this report.

It is your duty to ensure that AMOSSHE, The Student Services Organisation Limited has kept adequate accounting records and to prepare statutory financial statements that give a true and fair view of the Company's assets, liabilities, financial position and profit. You consider that AMOSSHE, The Student Services Organisation Limited is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or review of the financial statements of AMOSSHE, The Student Services Organisation Limited. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory financial statements.

Menzies LLP

Lynton House 7-12 Tavistock Square London WC1H 9LT

Date:

(A Company Limited by Guarantee)

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 JULY 2024

	2024 £	2023 £
Turnover	555,961	453,075
Gross profit	555,961	453,075
Administrative expenses	(539,899)	(465,162)
Operating profit/(loss)	16,062	(12,087)
Interest receivable and similar income	5,161	2,401
Profit/(loss) before tax	21,223	(9,686)
Tax on profit/(loss) 4	(481)	1,158
Profit/(loss) for the financial year	20,742	(8,528)

There was no other comprehensive income for 2024 (2023:£NIL).

The notes on pages 6 to 12 form part of these financial statements.

(A Company Limited by Guarantee) REGISTERED NUMBER:04778650

BALANCE SHEET AS AT 31 JULY 2024

		2024		2023
Note		£		£
5		31,434		-
6		11,688		7,667
	_	43,122		7,667
7	48,334		141,899	
8	245,115		351,328	
_	293,449		493,227	
9	(24,434)		(209,499)	
_	_	269,015		283,728
	_	312,137	_	291,395
	_	312,137	_	291,395
11		69,360		69,360
11		242,777		222,035
	_	312,137	_	291,395
	5 6 7 8 9	5 6 7 48,334 8 245,115 293,449 9 (24,434) — — — —	5 31,434 6 11,688 43,122 7 48,334 8 245,115 293,449 269,015 312,137 312,137 11 69,360 11 242,777	Note 5 31,434 6 11,688 43,122 7 48,334 8 245,115 293,449 9 (24,434) 9 (24,434) (209,499) 269,015 312,137 312,137 11 69,360 11 69,360 242,777

(A Company Limited by Guarantee) REGISTERED NUMBER:04778650

BALANCE SHEET (CONTINUED) AS AT 31 JULY 2024

The directors consider that the Company is entitled to exemption from audit under section 477 of the Companies Act 2006 and members have not required the Company to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 Section 1A - small entities.

The financial statements were approved and authorised for issue by the board and were signed on its behalf by:

J Stevenson	E J Bales
Director	Director
Date:	Date:

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2024

1. General information

AMOSSHE, The Student Services Organisation Ltd is a Company limited by guarantee registered in England Wales. The Company registration number is 04778650. The registered office is Woburn House, 20-24 Tavistock Square, London, WC1H 9HQ.

The financial statements are presented in pound sterling which is the functional currency of the Company and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention unless otherwise specified within these accounting policies and in accordance with Section 1A of Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and the Republic of Ireland and the Companies Act 2006.

The following principal accounting policies have been applied:

2.2 Going concern

After making appropriate enquiries, the Directors have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis when preparing the financial statements.

2.3 Revenue

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the Company and the revenue can be reliably measured. Revenue is measured as the fair value of the consideration received or receivable, excluding discounts, rebates, value added tax and other sales taxes. The following criteria must also be met before revenue is recognised:

Rendering of services

Revenue from a contract to provide services is recognised in the period in which the services are provided in accordance with the stage of completion of the contract when all of the following conditions are satisfied:

- the amount of revenue can be measured reliably;
- it is probable that the Company will receive the consideration due under the contract;
- the stage of completion of the contract at the end of the reporting period can be measured reliably; and
- the costs incurred and the costs to complete the contract can be measured reliably.

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2024

2. Accounting policies (continued)

2.4 Pensions

Defined contribution pension plan

The Company operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the Company pays fixed contributions into a separate entity. Once the contributions have been paid the Company has no further payment obligations.

The contributions are recognised as an expense in profit or loss when they fall due. Amounts not paid are shown in accruals as a liability in the Balance Sheet. The assets of the plan are held separately from the Company in independently administered funds.

2.5 Taxation

Tax is recognised in profit or loss except that a charge attributable to an item of income and expense recognised as other comprehensive income or to an item recognised directly in equity is also recognised in other comprehensive income or directly in equity respectively.

The current income tax charge is calculated on the basis of tax rates and laws that have been enacted or substantively enacted by the balance sheet date in the countries where the Company operates and generates income.

2.6 Intangible assets

Intangible assets are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at cost less any accumulated amortisation and any accumulated impairment losses.

All intangible assets are considered to have a finite useful life. If a reliable estimate of the useful life cannot be made, the useful life shall not exceed ten years.

Amortisation is provided on the following bases:

Website - 33 % Straight Line

2.7 Tangible fixed assets

Tangible fixed assets under the cost model are stated at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditure that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management.

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2024

2. Accounting policies (continued)

2.7 Tangible fixed assets (continued)

Depreciation is charged so as to allocate the cost of assets less their residual value over their estimated useful lives, on a reducing balance basis.

Depreciation is provided on the following basis:

Fixtures and fittings - 25% reducing balance basis
Office equipment - 33% reducing balance basis

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, or if there is an indication of a significant change since the last reporting date.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in profit or loss.

2.8 Debtors

Short-term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

2.9 Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

2.10 Creditors

Short-term creditors are measured at the transaction price. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

3. Employees

The average monthly number of employees, including directors, during the year was 11 (2023 -11).

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2024

4. Taxation

Corporation tax	2024 £	2023 £
Adjustments in respect of previous periods	481	-
	481	-
Total current tax	481	-
Deferred tax		
Origination and reversal of timing differences	-	(1,158)
Total deferred tax		(1,158)
Taxation on profit/(loss) on ordinary activities	481	(1,158)

Factors affecting tax charge for the year

There were no factors that affected the tax charge for the year which has been calculated on the profits on ordinary activities before tax at the standard rate of corporation tax in the UK of 19% (2023 - 19%).

Factors that may affect future tax charges

There were no factors that may affect future tax charges.

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2024

5. Intangible assets

	Website £
Cost	
Additions	47,151
At 31 July 2024	47,151
Amortisation	
Charge for the year	15,717
At 31 July 2024	15,717
Net book value	
At 31 July 2024	31,434
At 31 July 2023	

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2024

6.	Tangible fixed assets			
		Fixtures and fittings £	Office equipment £	Total £
	Cost or valuation			
	At 1 August 2023	2,280	26,970	29,250
	Additions	1,000	6,904	7,904
	At 31 July 2024	3,280	33,874	37,154
	Depreciation			
	At 1 August 2023	1,737	19,846	21,583
	Charge for the year on owned assets	369	3,514	3,883
	At 31 July 2024	2,106	23,360	25,466
	Net book value			
	At 31 July 2024	1,174	10,514	11,688
	At 31 July 2023	543	7,124	7,667
7.	Debtors			
			2024 £	2023 £
	Trade debtors		16,441	137,134
	Prepayments and accrued income		31,893	4,765
			48,334	141,899
8.	Cash and cash equivalents			
			2024 £	2023 £
	Cash at bank and in hand		245,115	351,328
			245,115	351,328

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2024

9. Creditors: Amounts falling due within one year

20	24 £	2023 £
Trade creditors 5,5	46	6,884
Other taxation and social security 9,1	88	14,589
Other creditors 3,9	58	2,984
Accruals and deferred income 5,7	42	185,042
24,4	34	209,499

10. Company status

The Company is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the company in the event of liquidation.

11. Reserves

Other reserves

The Company has other reserves which relate to pre-incorporation reserves.

12. Pension commitments

The Company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the Company in an independently administered fund. The pension cost charge represents contributions payable by the Company to the fund and amounted to £7,937 (2023 - £7,168). Contributions totaling £3,051 (2023 - £2,742) were payable to the fund at the balance sheet date and are included in creditors.

(A Company Limited by Guarantee)

DETAILED PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 JULY 2024

	2024 £	2023 £
Turnover	555,961	453,075
Gross profit	555,961	453,075
Less: overheads	 -	
Administration expenses	(539,899)	(465,162)
Operating profit/(loss)	16,062	(12,087)
Interest receivable	5,161	2,401
Tax on profit/(loss) on ordinary activities	(481)	1,158
Profit/(Loss) for the year	20,742	(8,528)

(A Company Limited by Guarantee)

SCHEDULE TO THE DETAILED ACCOUNTS FOR THE YEAR ENDED 31 JULY 2024

2024	2023
£	£
152,265	147,066
184,903	130,268
134,659	92,005
70,484	74,486
13,650	9,250
555,961	453,075
	£ 152,265 184,903 134,659 70,484 13,650

(A Company Limited by Guarantee)

SCHEDULE TO THE DETAILED ACCOUNTS FOR THE YEAR ENDED 31 JULY 2024

	2024	2023
Administration expenses	£	£
National insurance	11,572	5,322
Directors salaries	63,843	59,851
Pension costs	7,937	7,168
Admin & Comms Officer	34,805	18,090
Senior Policy & Research officer	25,774	23,916
Events administrator	-	11,157
Temporary Staff	22,623	6,082
Staff training	11,517	4,277
Hotels, travel and subsistence	17,332	25,048
Consultancy	5,325	5,315
Printing and stationery	26	-
Postage	435	1,373
Telephone and fax	2,020	1,650
Computer costs	19,421	3,568
Minor equipment / software	13,466	14,186
Advertising and promotion	104	-
Membership	633	1,206
Accountancy fees	14,607	15,211
Equipment hire	19,371	8,893
Bank charges	2,051	1,738
Bad debts	-	499
Miscellaneous	301	144
Conference miscellaneous	1,865	571
Tenancy costs	23,248	19,275
Insurances	2,520	2,259
Depreciation - office equipment	3,514	2,562
Depreciation - fixtures and fittings	369	172
Amortisation - intangible fixed assets	15,717	-
Operations Manager	24,159	20,439
Head of engagement	44,270	42,551
International engagement	401	615
Venue hire	106,213	129,288
VAT Disallowed	44,460	32,736
	539,899	465,162

(A Company Limited by Guarantee)

SCHEDULE TO THE DETAILED ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2024

	2024	2023
	£	£
Interest receivable		
Bank interest receivable	5,161	2,401
	5,161	2,401