

# AMOSSHE Annual General Meeting

Wednesday 16<sup>th</sup> July 2014, 5.00pm – 6.00pm



## Hilton Hotel Manchester

*All individuals named in AMOSSHE memberships are invited to join this year's AGM. Please note that votes are by member organisation, not by individual.*

### Agenda

1. Apologies\*

Helen McNeely, Queens University Belfast  
Julie Walkling, Anglia Ruskin University

Present

Nicole	Redman	Anglia Ruskin University
Maria	Lorenzini	Bangor University
Sara	Gallagher	Bath Spa University
Rob	Cummings	Cardiff Metropolitan University
Benjamin	Lewis	Cardiff University
Sam	Dale	Durham University
Christine	Coleman	Edge Hill University
Veronique	Johnston	Edinburgh Napier University
Claire	MacLean	Goldsmiths, University of London
Ian	Munton	Keele University
Jayne	Aldridge	Kingston University
Therese	Reinheimer-Jones	Kingston University
Fay	Sherrington	Lancaster University
Hilary	Simmons	Lancaster University
Jan	Daley	Leeds Metropolitan University
Jo	Gibson	Leeds Metropolitan University
Yvonne	Harris	Manchester Metropolitan University
Julie	Crabb	Middlesex University
Sally	Olohan	Nottingham Trent University
Emma	Bull	Queen Mary University of London
Kara	Bailie	Queen's University Belfast
Damyanti	Mistry	Regent's University London
Jenny	Ramplng	Regent's University London
Farha	Patel	Regent's University London
Pam	Taylor	Regent's University London
Emma	Dempsey	Regent's University London
Brian	Hipkin	Regent's University London
Chantelle	Hawley	University Campus Suffolk
Janice	Conway	University for the Creative Arts
Anthony	Payne	University of Bath
Tim	Stone	University of Bedfordshire

Chris	Twine	University of Birmingham
Ian	Carter	University of Brighton
Richard	Edwards	University of Bristol
Pamela	Aspden	UCLan
Vikki	Cook	UCLan
Honor	Rhodes	University of Cumbria
Ben	Bailey	University of Derby
Christine	Lowther	University of Glasgow
Elsa	Bell	University of Oxford
Andrew	West	University of Sheffield
Jenny	Barnicoat	University of St Mark & St John
Paul	Rossi	University of the Arts London
Jennifer	Alsop	University of the Arts London
Marie	Kan	University of the Arts London
Monica	Deshpande	University of Westminster
Nicola	Barden	The University of Winchester
Peter	Quinn	University of York
Emma	Wilkins	York St John University

## 2. Minutes of the 2013 AGM

Noted that Jayne Aldridge, Kingston University was present at the last meeting

## 3. Matters arising from the 2013 AGM

None

## 4. Officer reports

### a. Chair

Please refer to Appendix 1 - Chair AGM report

### b. Vice Chair (Operations)

Please refer to Appendix 2 - Vice Chair Operations AGM report

### c. Vice Chair (Professional Development)

Please refer to Appendix 3 - Vice Chair Professional Development AGM report

### d. Vice Chair

Please also refer to Appendix 4 - Vice Chair AGM report

AMOSSHE has had a successful and healthy financial year. We're setting out an indicative budget for the first time, and a break-even budget. This is a testament to our National Office team and the improved office systems we have in place. We now have clarity on our VAT situation. We employed specialist accountants to help us with this. HMRC has confirmed our proposed situation: our membership fee is VAT-able, but our CPD events and conference are not. We can write off some of the liability against our CPD and conference losses, which are indicated as such now that we are calculating costs with staffing and overheads as part of the separate budgets. We'll be installing a new accounts system to help manage this. Our past liability amounts to £50,000, which we can sustain from our reserves. VAT liability is included in our new budget, but we mean to offset this against development costs once final events and activities have been agreed this year.

Membership fees will increase this year but only by three percent. To put this into perspective this means the most expensive tier will have an increase of only £25 for the year.

## 5. Vote on membership costs

Vote on a three percent increase in membership fees for 2014/15: 38 votes in favour, none against.

## 6. Financial updates and accounts

This was discussed in the Vice Chair report, please refer to Appendix 4 - Vice Chair AGM report

## 7. Elections 2014

Four places were available for new Executive Members for the 2014 to 2016 term of office. The newly elected members are:

- Mandi Barron (Bournemouth University)
- Fay Sherrington (Lancaster University)
- Ian Munton (Keele University)
- Helen McNeely (Queen's University Belfast).

Due to a resignation from the current Executive, in addition Maria Lorenzini (Bangor University) will also join the Executive for one year, after which the role will be available for nomination again.

## 8. AOB

Questions from attendees

Question from Emma Wilkins, York St John University: regarding our reserves position, how will the money be invested for the benefit of the membership?

Answer from Ben Lewis: our Insight programme is drawn from reserves, because the reserve was previously too large. We also want to ensure at this stage that we have enough running costs for a year which includes staff and

office costs.

Question from Hilary Simmons, Lancaster University: next year, please can we have more time to put in proposals for AMOSSHE Insight projects? This year the deadline was too tight.

Answer from Ben Lewis: understood. The scale and scope of the budget for Insight projects in 2014/15 will be similar to last year so if you do have a project in mind please consider these timescales again. We will endeavour to get the out as soon as possible this year.

Comment from Richard Edwards, University of Bristol: I just wanted to say that AMOSSHE's resolution of the VAT situation with HMRC was a great achievement, well done.

*\*Email apologies to the Vice Chair (Operations) on [info@amosshе.org.uk](mailto:info@amosshе.org.uk) no later than Friday 11th July 2013.*

*\*\*One vote per member organisation. This is normally the lead, but can be delegated to a proxy vote.*

## **Appendixes**

### Appendix 1 - Chair AGM report

#### **Chair AGM report**

##### **Manchester Hilton Deansgate Hotel**

**16<sup>th</sup> July 2014**

#### **Summary**

2013/14 has been an extremely busy and successful year for AMOSSHE. We have continued to grow in stature as an organisation and have demonstrated this commitment with the appointment of a new National Office staffing structure and completely new team to help drive us into a new era of development for our members.

#### **Representing our members**

We have continued to increase our representation across the sector, developing links across other organisations and bidding to be involved in sector changing conversations. AMOSSHE now represents its members on 20 different advisory and stakeholder groups across the country. These groups meet at various times and locations throughout the year and deal with issues from vulnerable students issues to operation advisory groups for the student loans company. We continue to strive to be involved in the conversation. We intend to continue to build these relationships and will be developing a more cohesive approach for member involvement in these conversations over the coming year.

Areas that we have been considerably vocal in, and will continue to be so include DSA arrangements for HEIs. We will continue to influence the agenda through our various networks and will continue to look at ways we can support members through the transition. We are working with sector organisations to produce some guidelines around fitness to study, an area close to members given the complexities of this area and intend to increase the speed of this piece of work after the conference.

#### **Insight projects and Futures discussions**

Given the success of last year's projects, the executive unanimously agreed that we should again fund projects on the same principles this year with £15,000 of reserves utilised for this purpose. We rebranded the initiative as Insight and received nine project proposals submitted before the deadline, all of extremely good quality, five of which were fully funded.

All projects are presented at conference and will be available for download and viewing on the AMOSSHE website the week after conference. We will continue to look at how best to engage with our members on developing best practice and encouraging innovative progress within the sector.

'Futures' is the rebranded title for the 'Future of Student Life and Services Forums'. We asked the membership back in November to choose which topics we should cover this year. The finalised topics were:

- Sponsor silence: is it time for higher education providers to stop complaining about Tier 4 (13 February 2014, chaired by Ben Lewis, Cardiff University)
- Segregated in prayer: has the model of separate Muslim prayer facilities has its day? (9 May 2014, chaired by Fay Sherrington, Lancaster University)
- Unintended consequences? What impact do league tables have on student services and the student experience? (23 May 2014, chaired by Chris Twine, University of Birmingham)

These topics have provided some very fruitful discussions this year, and is an activity area AMOSSHE intends to grow further with valuable input from members and external organisations.

AMOSSHE Insight and AMOSSHE Futures will benefit from refined and clarified terms of reference and more definition in terms of their place in AMOSSHE's offer. This should be a priority within the overall strategy of the organisation going forward.

### **CPD and Conference**

CPD is still a strong area of focus for AMOSSHE, demonstrated by the shift in officer structure agreed at the last AGM. We are continuing to look at developing these events to maximise their usefulness to members and I would strongly encourage you to get involved if you have not done so already.

Given the timing of the new office team we were later than usual in organising the programme this year. We did though fulfil our ambition and commitment to run five events throughout the year and in different parts of the UK. More information on the CPD events is detailed in Sam Dales VC Professional Development report.

Conference has gone from strength to strength. Last year was the most well attended conference to date and I am pleased to say that this year has achieved record numbers again. Over 180 of you are staying for the full event and over 200 will be in attendance on Thursday, the largest gathering ever. This reflects the positive feedback we have been receiving on conference and the need for members to have an opportunity to reflect on their year with their peers, learn from each other and look to the future.

### **The future of AMOSSHE**

The sector seems in constant flux and AMOSSHE needs to ensure we are in a position to shift with it and be able to support and represent our members in the best way possible. The next Executive to needs to shape the strategy for the organisation to reflect this.

The new National Office team are now settled and able to help us respond to the needs of the members quicker than ever.

We intend to continue to grow our partnerships and relationships with key sector organisations and governing bodies to ensure we are at the forefront of the discussions that affect you.

We need to evaluate our CPD programme and investigate new ways to diversify how we deliver these sessions, to ensure that a higher proportion of our members are able to attend or be involved in our organisation. We need to ensure that our offer to members remains both value for money and member-led in terms of style and presentation.

We should seek to continue project work in member institutions which enables learning in new ways, and sharing of that learning through AMOSSHE. Our members say they have found this invaluable and it allows our organisation to utilise the skills of our members for the benefit of the sector and informs the content of our CPD offer.

AMOSSHE has entered a new era supporting, representing and working with our members and I am personally delighted to have played a part in this alongside such dedicated and experienced colleagues.

I urge members to get involved in AMOSSHE through events, projects and surveys or any other way that you can. Feedback to me, other members of the executive or members of the National Office team and help us shape the future of AMOSSHE and what we can do to support you.

## Appendix 2 - Vice Chair Operations AGM report

### **Vice Chair Operations AGM report**

**Manchester Hilton Deansgate Hotel  
16<sup>th</sup> July 2014**

#### **National Office**

We now have a new team of staff in place with the last member, Mary Sy joining in December last year. The new office structure is:

- John Bloomfield, Head of Development and Operations
- Benjamin Parsons, Member Engagement and Communications Officer
- Mary Sy, Development and Operations Administrator

Beatrice Addo, Policy and Research Officer will be leaving AMOSSHE in September to begin a Masters at Oxford University. We would like to take this opportunity to thank Beatrice for all her work for AMOSSHE and wish her well for the future.

There have been a number of improvements within the National Office since the new structure, such as:

- Improved administration on events and finance
- Improved engagement with the membership on updates, news and policy work
- Improved website access and resource collection online
- Increased support for the executive committee on a day-to-day basis
- Increased presence at National and Regional AMOSSHE meetings
- increased support for CPD event content, delivery and outcomes
- Internal improvements to the running of the National Office including data management, processes and procedures

#### **Executive committee**

The committee met 5 times this year with the first being in October to discuss and agree the direction for the year. At the second meeting in November Sam Dale was co-opted to the position of Vice Chair (Professional Development) in line with the changes in role agreed at the AGM in 2013. Sam's Vice Chair role will continue until 2015 when the position will be open for re-election. This role enables AMOSSHE to add more resource and focus on developing our professional programmes for members.

#### **AMOSSHE Membership activity**

National Office staff have done an extensive clean-up of our membership database and Jisc mailing lists, ensuring that all lead and associate members are accounted for alongside institutions numbers.

- 148 Higher Education Providers
- 5 International members
- 537 individual members (lead and additional members)

#### **AMOSSHE Futures discussion groups**

This year we ran three discussion groups as part of our Futures discussions (previously called Future of Student Life and Services). These were three topics discussed at the groups:

- 13 February 2014: Sponsor silence: is it time for higher education providers to stop complaining about Tier 4. (report available online)
- 9 May 2014: Segregated in prayer: has the model of separate Muslim prayer facilities on campus had its day? (report available online)
- 23 May 2014: Unintended consequences? What impact do league tables have on student services and the student experience? (report available shortly)

All discussions have been extremely well received and AMOSSHE intend to continue the Futures discussions this coming year.

### Surveys to the membership

This year also saw a change in the structure of the AMOSSHE surveys to members. Two were sent this year to make them timelier, manageable and more focussed. These were:

- Annual benchmarking survey (results available after conference )
- Annual membership survey (results available after conference)

These are extremely valuable to enable AMOSSHE and our members to see where they are placed on a national scale and to help AMOSSHE develop future strategy for the organisation. These surveys will be evaluated and improved over time to ensure they are a valuable resource to members.

### Insight projects

AMOSSHE commissioned 5 projects this year after the success of the twentieth anniversary projects last year, all current projects are presenting at conference. Beatrice Addo, Policy and Research Officer has been liaising with the project leads to monitor progress and completion. The projects are:

- Psychological profile of an academic year – University of Dundee
- What we can learn from the systems in place in the higher education sector to support international students with a disability? (University of Kent)
- Making a difference with data (AMOSSHE East Group)
- The impact on engagement and retention of Student Support and Guidance Tutors (SSGTs) in the School of Architecture at University of Brighton (University of Brighton)
- Delivering inductions to new students studying part-time and through distance learning in order to identify best practice for the sector (Institute of Education)

### Other statistics of note for members:

Activity	This year	Last year
Posts on AMOSSHE super mailing list (Sept – June)	443	257
Delegates on average attending CPD events	37	41
Attendance at annual conference	208	159

## Appendix 3 - Vice Chair Professional Development AGM report

### Vice Chair Professional Development AGM report

#### Manchester Hilton Deansgate Hotel

16<sup>th</sup> July 2014

#### Continuous Professional Development (CPD)

This year we have seen five CPD events take place across the country for our members. These were chosen based on feedback received throughout the year from members, evaluating the responses received at our annual conference and through the Jiscmail lists. We are increasingly looking a new events and activities that are of relevance to our members which add value to the work they do and increases the value of your membership with AMOSSHE.

This year we held events in:

- London (x2)
- Birmingham (x1)
- Newcastle (x2)

This reflected a desire to try and escape London centric CPD events programmes and experiment with the delivery of some of these events across the country. Feedback indicates these were a success although location still remains a challenge for AMOSSHE given the locations of some of our members.

#### CPD Feedback

Feedback from the events were scaled from 1-5 (1 = poor and 5=excellent). The following feedback is cumulative across all 5 events.

Event overall	Good / Excellent	99%
Content	Good / Excellent	96%
Venue	Good / Excellent	82%
Presenters	Good / Excellent	100%
Refreshments	Good / Excellent	88%
Administration	Good / Excellent	98%
Relevant to my role	Good / Excellent	99%
Worthwhile	Good / Excellent	99%
Interesting	Good / Excellent	99%
Enjoyable	Good / Excellent	96%
Good value for money	Good / Excellent	85%
Useful for making practicable changes at my organisation	Good / Excellent	96%

The feedback indicated that venues were generally well received with an understanding that these events are good value for money. AMOSSHE will be working hard to ensure prices are kept as low to enable as many delegates to attend as possible.

#### CPD topics

This year we ran three topics for the CPD events, these were:

- Fit to Study: Who decides? Who is responsible?
- A practical guide for producing social media for students
- Working 5 – 9? What should institutions be doing to meet the needs of students out of hours?

This year, for the first time we ran the 'Fit to Study' session on multiple occasions. This was in response to demand and feedback received from members via the AMOSSHE JISCMail. The feedback highlighted that there was (across the sector) a clear view that supporting students with mental health difficulties was an increasingly complex and challenging area for Student Services. . The additional sessions enabled us to run good sized discussion groups for those that attended which were well received. We also released feedback notes to all participants after the event, further information will be available online to the remainder of the membership before the end of the year.

We have asked for feedback on CPD activity through the AMOSSHE members survey and I encourage members to discuss the development of our CPD programme and feedback through the executive or the National Office team.

We will be developing the CPD programme for 2014/15 in the weeks after conference to produce a list of confirmed events by October / early November.

We will also be looking at developing differing ways of presenting programmes and topics of interest including webinars and video conferencing links for sessions so please look out for these throughout next year once we have been able to fully research and develop some of these approaches.

## Appendix 4 - Vice Chair AGM report

### Vice Chair AGM report

#### Manchester Hilton Deansgate Hotel

16<sup>th</sup> July 2014

#### Summary

This paper outlines the previous years annual accounts, AMOSSHE's current position and outlines future financial plans.

#### Annual accounts 2012/2013

Please see the attached final accounts. These have been provided by our external accountants from the figures that we presented to them in October 2013. As you will on page 7 of the accounts (profit and loss table for the year) there are some significant differences between the two sets of figures presented in the document. There are a couple of contributing factors to these changes.

- Due to the crossover of financial years some information has been logged within incorrect accounting periods and therefore some of the figures look slightly skewed. This is certainly the case for conference which shows huge income for 2012 when some money should have been allocated back to the 2011 accounts. We are working on making this information more consistent going forward by utilising a new accounting package. It is important to note that this does not affect AMOSSHE's overall financial position, it is just a change in how the information has been presented.
- Changes in National Office staff structure and final costs for relocation have contributed to the rise of National Office costs. As you will know the National Office staff team has completely changed over the past 12 months with four new members of staff employed, increasing the structured staffing from two to four people in total. It should be noted however that we were investing in a significant amount of temporary staff to meet the increasing demand on the office staff to cope with demand on resources.

The financial reserves position of AMOSSHE at the end of this accounting year improved from £230,054 to £238,498.

#### Current financial position

AMOSSHE has had a successful and healthy year to date. The new staff team has settled in well and have been taking control of the day-to-day financial activity. The Executive team has been monitoring the financial transactions on a regular basis and will continue to do so.

Points of note on our current position:

- We have exceeded budget targets for membership income with a larger proportion of members renewing this year.
- Consultancy and accounting costs are much higher than anticipated. There has been an issue with VAT that AMOSSHE has been dealing with. HMRC ruled that AMOSSHE should be registered to pay VAT and therefore we have been negotiating our position and what we should be paying and what we owe, this has taken up additional resource costs to utilise the necessary consultants to help us through this process. This will be explained further at the AGM.
- We ran five CPD events rather than the budgeted 6, hence a drop in income, this is reflected in the expenditure for CPD.
- Conference costs have increased this year however these are reflected with the increase in income from higher than expected delegate numbers.

The table below shows our financial position to 30 June 2014 and projected year end based on committed spend.

	Budget TD	Actual TD	Variation	Total Budget	Projected Actual	Variation
<b>Income</b>						
Membership fees	£106,000	£109,625	£3,625	£106,000	£109,905	£3,905
CPD Events	£35,715	£21,115	(£14,600)	£35,715	£23,070	(£12,645)
Conference	£87,292	£91,207	£3,915	£87,292	£107,478	£20,186
Sponsorship	£39,650	£38,144	(1,506)	£39,650	£40,159	£509
Projects grant	-	-	-	£13,800	£13,800	-
<b>Total Income</b>	<b>£268,657</b>	<b>£260,091</b>	<b>(£8,566)</b>	<b>£282,457</b>	<b>£294,412</b>	<b>£11,955</b>
<b>Expenditure</b>						
Staff	£94,013	£92,072	£1,943	£116,218	£115,595	£623
Travel & Subsistence	£20,542	£11,612	£8,930	£22,373	£13,722	£8,601
Rent & Rates	£13,500	£7,668	£5,832	£15,700	£10,668	£5,032
Other central costs	£5,675	£4,445	£1,230	£7,210	£5,300	£1,910
Equipment and IT	£7,120	£5,622	£1,498	£8,550	£6,000	£2,550
Accounting & Consultancy	£27,071	£33,734	(6,663)	£27,471	£34,500	(£7,029)
CPD Events	£12,018	£6,847	£5,171	£12,018	£6,977	£5,041
Conference	£20,188	£3,142	£17,046	£86,188	£106,000	(£19,812)
Projects	-	-	-	£13,800	£13,800	-
<b>Total Expenditure</b>	<b>£200,127</b>	<b>£165,140</b>	<b>£34,987</b>	<b>£295,728</b>	<b>£298,812</b>	<b>(£3,084)</b>

Total projected Surplus / (Deficit): **(£4,400)**

### Budgeting for 14/15

Below is a proposed outline budget for AMOSSHE for 2014/15 academic year. This has been structured to demonstrate the costs of the activities that we do. Please note the following:

- A percentage of staffing costs and central operating costs (such as phone bills, rent etc) have been split between the activities that we do. This is to reflect the amount of resources each activity takes from the team and allows us to monitor accurately the true costs per activity. We also need to run this exercise for our VAT returns.
- Please be aware that although it shows some activities are loss – making we are able to claim some money back from losses on these events against VAT we owe. This VAT reclaim is estimated based on these losses and included in the figures below.
- This budget includes all staffing costs and accounting costs for the year as expected to date. Any significant investments outside these costs will be agreed by the Executive to come from the reserves budget and will be accounted for and detailed in next years AGM.
- Any significant investment by the Executive will be accompanied by a discussion around financial sustainability. This is to ensure that one-off costs are truly one off and there is a plan in place to fund or resource on-going costs to ensure the sustainability of the organisation.

<b>Budget 14/15</b>	<b>Income</b>	<b>Expenditure</b>	<b>Surplus / Deficit</b>
Membership fee	£97,943	£12,242	£85,701
CPD events	£31,000	£30,116	£844
Conference	£105,490	£127,362	(£21,872)
Insight	£10,000	£10,605	(£605)
Sponsorship	£40,000	-	£40,000
Central costs	-	£84,683	(£84,683)
Futures	-	£10,021	(£10,021)
Executive /Representation	-	£8,150	(£8,150)
<b>Total</b>	<b>£284,433</b>	<b>£283,179</b>	<b>£1,254</b>