

## AMOSSHE Annual General Meeting (AGM)

**Thursday 6 July 2016, 12:15 – 13:00**

**Hilton Brighton Metropole, Brighton**

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

### Agenda

Item no.	Title	Paper
1	Apologies**	n/a

Item no.	Title	Paper
2	Minutes of the 2016 AGM	16_17-AGM1

Item no.	Title	Paper
3	Matters arising from the 2016 AGM	16_17-AGM1

Item no.	Title	Paper
4	AMOSSHE Chair update	n/a

Item no.	Title	Paper
5	AMOSSHE Vice Chair update	16_17-AGM2

Item no.	Title	Paper
6	AMOSSHE Vice Chair (Operations) update	n/a

Item no.	Title	Paper
7	AMOSSHE Vice Chair (Professional Development) update	n/a

Item no.	Title	Paper
8	Membership category proposal	16_17-AGM3

Item no.	Title	Paper
9	Elections 2017	n/a

Item no.	Title	Paper
10	Any other business (AOB)	n/a

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

\*\*Email apologies to the Vice Chair (Operations) at [vicechair@amosshes.org.uk](mailto:vicechair@amosshes.org.uk) no later than Friday 30 June 2017.

## AMOSSHE Annual General Meeting (AGM)

**Wednesday 6 July 2016, 13:00 - 13:45**

**Radisson Blu Hotel, Glasgow**

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

### Minutes

Item no.	Title	Paper
1	Apologies**	n/a
None recorded		

Item no.	Title	Paper
2	Minutes of the 2015 AGM	15_16-AGM1
Passed as a true and accurate record		

Item no.	Title	Paper
3	Matters arising from the 2015 AGM	15_16-AGM1
None		

Item no.	Title	Paper
4	AMOSSHE operations update	15_16-AGM2
The paper was presented by Nicole Redman. Due to the increasing prices to AMOSSHE and the introduction of a pension scheme for staff, the Executive requested the approval of an increase in prices to the AMOSSHE membership. The tiered increase of 1.5%, the increase of additional membership to £90, and the increase to international membership to £450 was approved by a vote of the member institutions present.		

Item no.	Title	Paper
5	Financial updates and accounts	15_16-AGM3
The year-end accounts were presented to the membership. These were as expected due to the expenses occurred for AMOSSHE this year, including VAT adjustments and professional fees. This does mean, however, that AMOSSHE is now fully compliant and we expect to report a much more positive financial report in next year's AGM.		

Item no.	Title	Paper
6	Elections 2016	n/a
<p>Those elected to represent AMOSSHE as part of the executive for the 2016-18 term are:</p> <p>Chair: Ben Bailey, University of Birmingham                      Vice Chair: Fay Sherrington, Edge Hill University                      Executive:                      Nicola Barden, Winchester University                      Mandi Barron, Bournemouth University                      Helen McNeely, Queen's University Belfast                      Chris Shelley, King's College London                      Pete Quinn, University of York (one year post)                      Thank you to all those who put themselves up for nomination and for members for voting.                      A special thanks to those leaving the executive at the end of this year.</p>		

Item no.	Title	Paper
7	Any other business (AOB)	n/a
None		

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

\*\*Email apologies to the Vice Chair Operations on [vicechair@amoshe.org.uk](mailto:vicechair@amoshe.org.uk) no later than Friday 1 July 2016.

# AMOSSHE financial update

## 2015/16 audited financial accounts

These accounts were prepared by our auditors and delivered to Companies House in May 2017 as is our statutory duty.

Below are some brief highlights for members' consideration:

Members may recall that at last year's AGM the association was expected to make a loss, as investment was needed to be made in our website development, the payment of fees for corporation tax advice, and some further investment in our Insight projects programme.

However, due to a lot of hard work in reducing overall expenditure, and more specifically the cost of the website redevelopment as well as the opportunity to add an additional CPD event later in the year, we were able to surpass expectations and achieve a break even position. The end result of a £279 surplus was a great result, but we cannot expect this to necessarily be a sustainable position year on year.

The financial performance in 2016/17 was impacted by a requirement to move the office location, which was not foreseen, but the budget was readjusted mid-year to mitigate the initial costs of the move and the additional ongoing costs, which have been incorporated into 2016/17 and 2017/18 budget forecasts appropriately. The predicted final position for 2016/17 is expected to still maintain a breakeven position. The full accounts will be available at next year's AGM.

AMOSSHE's reserves remain at a healthy level of £107,594 and the intention is to maintain them to ensure we have at least six months of our core operating costs as good practice.

In line with this, a breakeven budget has been set for 2017/18 and includes as core the continued investment in the Insight research programme.

### Membership fee increase

As a result of rising inflation as well as the future increased costs of the office location at Woburn House the AMOSSHE Executive would like to seek approval of a

Paper: 16\_17-AGM2

2% increase in membership fees for the 2017/18 financial year, which represents a maximum increase of £18 to the highest tier membership. The additional membership fees would not increase past the current level of £90. These changes will enable AMOSSHE to continue to serve members to a high level and allow AMOSSHE to cover increasing costs.

**THE ASSOCIATION OF MANAGERS OF STUDENT SERVICES IN HIGHER  
EDUCATION**

**(A Company Limited by Guarantee)**

**UNAUDITED**

**ABBREVIATED ACCOUNTS**

**FOR THE YEAR ENDED 31 AUGUST 2016**

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**THE ASSOCIATION OF MANAGERS OF STUDENT SERVICES IN HIGHER EDUCATION**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 04778650**

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**ABBREVIATED BALANCE SHEET**  
**AS AT 31 AUGUST 2016**

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	Note	£	2016 £	£	2015 £
<b>FIXED ASSETS</b>					
Tangible assets	2		<b>347</b>		463
<b>CURRENT ASSETS</b>					
Debtors		<b>129,401</b>		107,238	
Cash at bank and in hand		<b>113,757</b>		131,808	
		<u><b>243,158</b></u>		<u>239,046</u>	
<b>CREDITORS:</b> amounts falling due within one year		<u><b>(135,911)</b></u>		<u>(132,194)</u>	
<b>NET CURRENT ASSETS</b>			<u><b>107,247</b></u>		106,852
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			<u><u><b>107,594</b></u></u>		<u><u>107,315</u></u>
<b>CAPITAL AND RESERVES</b>					
Other reserves			<b>69,360</b>		69,360
Profit and loss account			<b>38,234</b>		37,955
			<u><b>107,594</b></u>		<u>107,315</u>

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

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 August 2016 and of its profit for the year in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The abbreviated accounts, which have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006, were approved and authorised for issue by the board and were signed on its behalf on 27 January 2017.

**B Bailey**  
Director

**F Sherrington**  
Director

The notes on page 2 form part of these financial statements.

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**THE ASSOCIATION OF MANAGERS OF STUDENT SERVICES IN HIGHER EDUCATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE ABBREVIATED ACCOUNTS**  
**FOR THE YEAR ENDED 31 AUGUST 2016**

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**1. ACCOUNTING POLICIES**

**1.1 Basis of preparation of financial statements**

The full financial statements, from which these abbreviated accounts have been extracted, have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015).

**1.2 Turnover**

Turnover comprises revenue recognised by the company in respect of goods and services supplied during the year, exclusive of Value Added Tax.

**1.3 Tangible fixed assets and depreciation**

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Plant and machinery - 25% on reducing balance basis

**1.4 Operating leases**

Rentals under operating leases are charged to the Profit and Loss Account on a straight line basis over the lease term.

**2. TANGIBLE FIXED ASSETS**

	£
<b>Cost</b>	
At 1 September 2015 and 31 August 2016	<u>7,262</u>
<b>Depreciation</b>	
At 1 September 2015	6,799
Charge for the year	116
At 31 August 2016	<u>6,915</u>
<b>Net book value</b>	
At 31 August 2016	<u>347</u>
At 31 August 2015	<u>463</u>

**3. 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.



## **AMOSSHE membership categories**

### **Purpose**

This paper and its appendices outline a proposal from the current AMOSSHE Executive to amend the association's membership categories, extending them to reflect the changing nature of the higher education (HE) sector in the UK.

The proposal follows discussion by the AMOSSHE Executive during 2016/17 when considering the continued development of AMOSSHE and its longer-term future. The conclusion reached was that the time seems right to take an enabling step and reshape the membership categories.

The intention is to clarify existing membership categories and open additional categories of membership to make it possible for an increasing diversity of HE providers and Student Services people to join.

This step is also designed to enable the next period of growth for AMOSSHE as a membership community, as well as continue the growth of our influence. We aim to be representing as widely as possible those shaping and providing Student Services to HE students.

### **Membership categories**

The proposed membership categories for 2017/18 onwards, and 2016/17 equivalent fees are attached at Appendix 1, Appendix 2 and Appendix 3.

### **Consultation and feedback**

The proposals have been the subject of consultation with lead members and those responding to the consultation indicated broad support for them being brought to the Annual General Meeting in 2017. The proposals have also been amended and strengthened as a result of the consultation and lead member feedback.

The key changes and clarification following that consultation are:

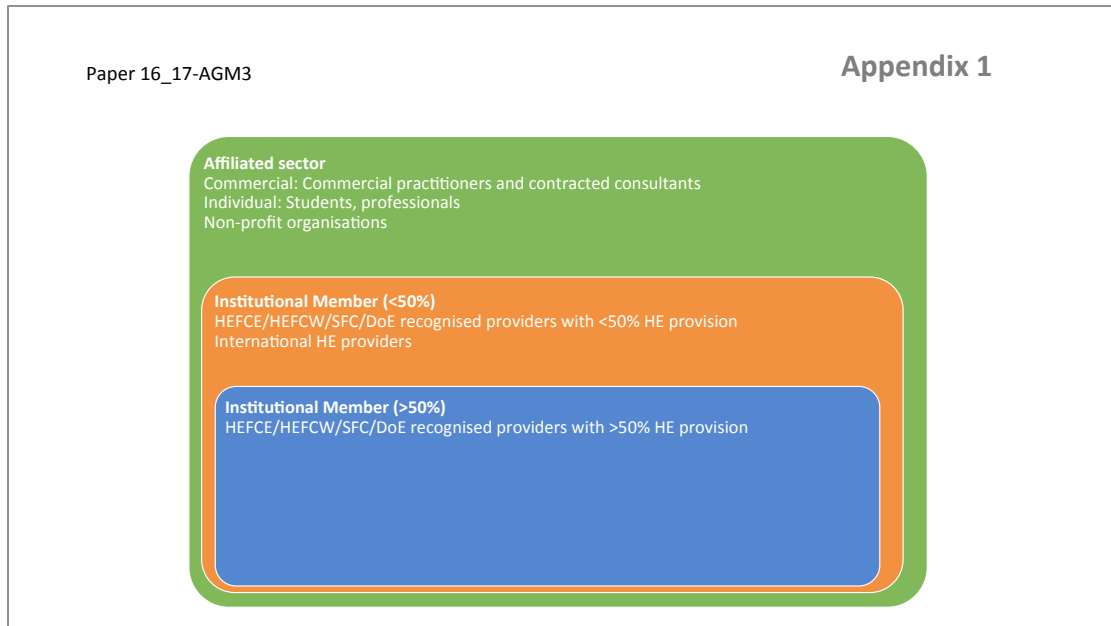
- A change in terminology from Core and Extended Core to Institutional Member (>50%) and Institutional Member (<50%) as member categories.
- A small increase in the proposed fees for the Institutional Member (<50%) to be closer to our Tier 1 pricing and therefore more equitable whilst still offering some incentive for new Institutional Members (<50%) to join.

Paper reference: 16\_17-AGM3

- Clarification that the Affiliated Commercial category is to be for members who have a Student Services development and/or delivery role, for example a private halls provider's Student Services lead.
- Clarification that the student member category would not have access to regional / national meeting forums.
- Clarification that the restricted email list can be list(s) if needed in practice, or communities of practice lists or discussion forums encouraging their use through the website.
- Clarification that the financial modelling for the revised categories supports the proposed budget for 2017/18. Growth in members as a result of the changes would enable AMOSSHE to extend activity for members and be in a different position for any subsequent review membership fees in the future.

## **Vote**

AMOSSHE members who are eligible to vote in attendance at the AGM on 6 July 2017 are asked to vote formally on these proposals.



- HEFCE/HEFCW/SFC/DoE recognised providers with >50% HE provision - this is our most common and recognised strand of members and would continue to remain a central group as the inner core of members with all the member benefits they currently have.
- HEFCE/HEFCW/SFC/DoE recognised providers with <50% HE provision - we have a number of members that fall into this category already, by separating this off we can recognise these institutions in their own right and hopefully add additional members to the AMOSSHE structure, for the basis of the illustration we have called them the extended core.
- The reasoning for 'core' membership, encompassing both inner and extended core is as much about ensuring and highlighting the core purpose of the association as much as it is about relaying the notion of 'core members'.

Outside the core is the affiliated sector, which would get different benefits for being members of AMOSSHE. All those in the affiliated sector would need to demonstrate and sign up to AMOSSHE's values when becoming a member.

- International HE providers – we already have a number of international providers with AMOSSHE membership and would continue to do so
- Commercial: Commercial student facing staff - these are individuals that have service implementation roles within their organisations such as practitioners and managers of Student Services provision within a commercial organisation who would benefit from being a member of AMOSSHE and would in turn add a different element to the conversation given their unique positions from the commercial sector whilst supporting students
- Individual: Students, professionals - these students would be linked to a provider which is accredited for running a HE or student service focused course. The AMOSSHE National Office would be responsible for checking the viability of the course before accepting the students into the membership. Professional individuals would be those who are working as consultants within the sector, again these members would need to sign up to the values of AMOSSHE and would need to demonstrate their eligibility for membership based on their company registration documents

- Non-profit organisations – for those organisations that wish to have a more formal relationship with AMOSSHE. Potential organisations would be NUS etc and would need to be registered charities or non-profits to be eligible

**Appendix 2**

Paper 16\_17-AGM3

Membership categories or member benefits	Institutional Member (>50%)	Institutional Member (<50%)	Affiliated International	Affiliated Commercial	Affiliated individual	Affiliated student	Affiliated non-profit
Access to Regional / National meetings	✓	✓	•	•	•	•	•
Sector updates	✓	✓	✓	✓	✓	✓	✓
Member resources	✓	✓	✓	✓	✓	✓	✓
Access to membership survey	✓	✓	✓	•	✓	✓	✓
Research	✓	✓	✓	✓	✓	✓	✓
International exchange	✓	✓	•	•	•	•	•
Restricted mailing list(s)	✓	✓	✓	•	✓		
Specific mailing lists	✓	✓	✓	✓	✓	✓	✓
Research groups	✓	✓	✓	✓	✓	✓	✓
Ability to vote	✓	✓	•	•	•	•	•
Stand for election	✓	✓	•	•	•	•	•

As you can see Core and Extended core members receive all the member benefits as they do now, it is only the affiliated sector where this varies.

As part of this structure change we would seek to increase some specific sector mailing lists that would run through the website on areas of interest based on the thematic areas of AMOSSHE. Resources and conversations linked to those thematic areas would then be all in one place making a very succinct and useful resource area for all members.

The restricted mailing list is likely to be the Leads only mailing list and would only be deemed appropriate for comments not meant for wider commercial / non-profit members. The AMOSSHE super-mailing list would be open for all conversations however we would like to entice members to use thematic specific discussion groups for particular points as a way of checking relevant resources before asking questions. You will also be able to see any other questions that have been asked on the topic and see the feedback before posting your query.

We thought that the ability to vote and to stand for election should be reserved for core members only

Paper 16\_17-AGM3

Membership Level	Proposed cost	Current cost	Notes
Core: Tier 1	£598.00	£598.00	1 – 10,000 students. Lead +1 core members
Core: Tier 2	£746.00	£746.00	10,000 – 20,000 students. Lead + 2 core members
Core: Tier 3	£895.00	£895.00	Over 20,000 students. Lead + 3 core members
Extended core	£500.00	£598.00	Flat fee. Lead + 1 core member
Affiliated International	£450.00	£450.00	Flat fee. Lead + 1 core member
Affiliated Commercial	£1200.00	New	Flat fee. Lead + 2 core members
Affiliated non-profit	£700.00	New	Flat fee. Lead + 1 core member
Affiliated individual	£300.00	New	Flat fee. 1 member
Affiliated student	£50.00	New	Flat fee. 1 member
Additional members: up to 3	£90.00	£90.00	Price per person (up to and including 3 people)
Additional members: over 3	£50.00	£90.00	Price per person (fourth person onwards)

These figures are based on this years membership fees. As you can see the cost for our inner core members does not change but this structure gives the opportunity for us to increase our membership scope by adding reasonable price points to other groups. The justification for creating a flat fee for the extended core is two-fold:

1. The extended core incentivises providers with a smaller % but growing HE provision or newer to market entrants to join AMOSSHE, the flat fee reflect this. If their HE provision should rise about 50% of their total provision at the renewal stage they would fall into the core.
2. We want to increase our membership in a way that is sustainable for all members, to increase our representation within the sector and increase the knowledge and resources within student services settings. This enables AMOSSHE to extend its reach as the main Student Services organisation.

This is not intended to be used as a revenue gaining exercise but to ensure that our membership is representative of the sector and to ensure we remain the student services organisation for HE.

To explain the additional members section: We recognise that more and more institutions want to add on additional members but the cost can soon become prohibitively expensive, this new way of adding members would seek to enable members to add multiple people to existing memberships without the additional cost burden.

The first three additional members will be priced at £90, any additional members over the first three will be charged at £50 to help reduce the burden on institutions.