

AMOSSHE Executive Meeting

5 September 1pm – 2.30pm

Hilton Hotel, Liverpool

Agenda

1. Apologies
2. Reserved Business
3. June meeting minutes and actions
4. Updates
 - a) Finance
 - b) Membership
 - c) National Office
 - d) Conference
 - e) Futures and Insight
 - f) CPD
5. Scottish Independence
6. Finance proposal for AMOSSHE services
7. DSA discussions update
8. Core AMOSSHE activity 2014-15
9. Any Other Business
10. Next meeting:
 - a) 21 November , 10:30am – 4pm, Macadam House (London)
 - b) 30 January, 10:30am – 4pm, Macadam House (London)
 - c) 27 March, 10:30am – 4pm, Macadam House (London)
 - d) 5 June, 10:30am – 4pm, Macadam House (London)

AMOSSHE Executive Meeting

5 September 1pm – 2.30pm



Hilton Liverpool, 3 Thomas Steers Way, Liverpool, Merseyside L1 8LW

In attendance:

Ben Lewis (BL), Nicole Redman (NR), Ben Bailey (BB), Sam Dale (SD), Fay Sherrington (FS), Jayne Aldridge (JA), Christine Lowther (CL), Ian Munton (IM), Helen McNeely (HM), Maria Lorenzini (ML) John Bloomfield (JB), Benjamin Parsons (BP), Mary Sy (MS)

| Point | Detail | Who | When by |
|-------|---|--------|------------|
| 4.a | MS to send details of local hotels to executive | MS | 22/09/2014 |
| 4.a | JB to consider sending out monthly finance updates to executive | JB | 01/10/2014 |
| 4.b | JB will write a proposal of how to approach regional meetings and discuss at the next executive meeting | JB | 21/11/2014 |
| 4.b | BP to update representational group spreadsheet with a short summary of the groups, frequency and locations and send to executive | BP | 29/09/2014 |
| 4.b | JB to collate context for consultation/peer to peer review and present at next executive meeting | JB | 21/11/2014 |
| 4.d | MS will research locations and add to spreadsheet | MS | 17/09/2014 |
| 4.e | A: JB to work on the insights preparation and feed back to the lead member | JB | 03/09/2014 |
| 4.f | SD to discuss with JB the idea of hosting a winter conference | SD, JB | 06/10/2014 |
| 6.b | BP and JB to research and present proposals at next executive meeting | BP, JB | 21/11/2014 |
| 7 | JA is happy to coordinate the DSA response with the assistance of SD. The rest of executives will send their views around the topic to JA | JA, SD | 13/10/2014 |
| 9.b | JB/BP to write a statement on data protection which we can send out to members | JB, BP | 29/10/2014 |
| 9.c | BP to circulate to executive the previous strategy | BP | 24/10/2014 |

Agenda

1. Apologies

Mandi Barron and Brian Hipkin

2. Reserved Business

3. June meeting minutes and actions

No comments on minutes from June meeting

Action update:

3.a: JB will invite Sue Endean to the executive meeting in January 2015

5.c: NR and JB are looking into AMOSSHE policies – ongoing

5.c: JB has negotiated AMOSSHE's office rental for under £9,000 per annum (includes equipment)

Rest of the actions are completed

4. Updates

a) Finance

We currently have £150,000 cash in hand with £10,500 in our current account and the remainder in our reserves. The current account shows a low figure as we pay most of our expenses through this account and have not yet received money from the membership renewals. These invoices were only sent out at the end of August/beginning of September, so when money does reach our account, it will put us in a financially stable position for next year.

We made a loss of just over £19 for conference and an income of £15,000 from the CPD events, however staffing and overhead costs still need to be calculated for this and therefore the final figure will be around breakeven. Travel for executive members reached £12,000 which is lower than what we budgeted for. We will expect to see higher travel expenses due to the fact we have executives from over the country.

Action: MS to send details of local hotels to executive

We will be working with our current accountant until January to tie up our end of year accounts, so sign off can happen at the January executive meeting.

Action: JB to consider sending out monthly finance updates to executive

b) Membership

Membership renewals have been sent out and there were no queries relating to the increase as this was mentioned at AGM.

The membership survey received positive results with regards to the work we do in the sector, project funding however was received less well. It may be due to the fact that they are not fully aware of our projects or what AMOSSHE is about and the position we are in within the sector. Sharing good practice and updating members on sector news both received high results. Satisfaction overall also scored highly. Although the responses to the survey represent roughly 12% of members, these members came from a minimum of 20 institutions which gives us a reasonable overview.

Some other statistics from the survey include:

- Peer support, networking and being part of a professional association scored highly
- Overall value for money scored higher than average
- What can we do to improve: building local regional groups and networking at conference
- AMOSSHE mentoring programme/up skill training – it is a call for AMOSSHE to bring people together

Executive would like to thank you BP for coordinating the feedback from the membership survey.

Representational responsibilities

It would be a good idea to have 1 executive member in each regional meeting. Some regional meetings have a structure of how these are arranged so it may be difficult for an executive member to step in and take charge. East and Scotland already has a lead which takes charge of organising these meetings.

National Office can reach out to regions that have had fewer meetings to provide support with the administration. A comment which came out of the survey implied that AMOSSHE should involve more members in their work. As regional meetings tend to involve lead members only, we need think of different types of networking strategies to include members at different levels of the hierarchy.

Mentoring schemes are also a route to explore but we need to be cautious of the quality of how this will be run. If we have a developmental goal, it is worth progressing.

Action: JB will write a proposal of how to approach regional meetings and discuss at the next executive meeting.

The National Office receives numerous calls from the press asking for statements on current situations. We do not currently have a policy on these press responses, but it would be useful to have one. It may also be a good idea for the National Office to have 4 or 5 key points for each topic as a response and to forward this to the lead to follow up (with a backup if Ben Lewis is not available)

To encourage a strong representation for the year ahead, it is important for us to build strong relationship with LFHE, HEA, and the groups which AMOSSHE are represented on. For these groups, we need to ensure there is 1 lead and 1 back up executive member.

The spreadsheet on representational groups needs to be updated as it is useful for National Office to know which executive member is the lead or the backup.

Action: BP to update representational group spreadsheet with a short summary of the groups, frequency and locations and send to executive

Representational groups

- Neil Stewart – possibility of working with him but CL is not comfortable with this on a selling basis (AMOSSHE members can receive discount)
- JISC wants to do more work with us regarding technology
- Do not put Tribal on the list to work with
- Head of security services in Scotland wanted to involve AMOSSHE in their work. Executive are happy for CL to set something up with them to represent AMOSSHE, as they are a useful connection (they are involved with the local police).

Peer review/consultant review

Currently some executives are invited to conduct reviews on other institutions and this is something we can explore for AMOSSHE. We need to understand why executive are being approached, is it because they are an AMOSSHE member? Or because they have a particular expertise in a certain area? SD feels we should not explore this avenue.

JB emailed out to the JISC Mail list to ask who were interested in being involved with the consultation/peer to peer review. He received a few responses from members who were interested and it does seem like there is a call for this to happen. We need to be mindful as it could lead to complaints and damage what AMOSSHE represents. The word 'consultancy' implies for a paid service, whereas a 'peer to peer' review is a more appropriate terminology should we decide to.

Action: JB to collate context and present at next executive meeting.

c) National Office

Beatrice Addo will be leaving on the 10th of September 2014. Executive would like to thank Beatrice for her hard work and wish her all the success in Oxford University.

d) Conference

The demographic of this year's conference was different in comparison to last year's. This year we witnessed increased networking amongst people who are developing in the hierarchy. Feedback overall scored very high and positive.

One of the key messages from the feedback was the smooth running from the National Office team. Executive would like to thank National Office for their work. Some other key positive feedback received included; keynote presentations delivered by Simon Fanshawe and Bethany Woodward, the theme and delegate pack.

We also received some negative feedback which included: sessions were too long, support sessions were not always well received, and tying theme into sessions didn't always show along with quality control of workshops.

Conference has roughly doubled in size within the past 5 years which may make it harder to accommodate some of these requests. As we have always held the conference in a quality hotel, our prices are on the higher end of the spectrum.

The maximum amount of delegates recorded on the busiest day of conference was 212. As we are at our peak, locations will definitely be more limited. If we consider a location close to a university, perhaps we can run the session within the university as Belfast worked really well with Queens. Splitting delegates in 2 different hotels has proven to be logistically difficult. Not only would this avenue create further planning and coordination issues, but it will also detract from a smooth running of the conference. Another option is to give delegates the price of a quality hotel and a budget hotel but this would cause a lot more problems.

The 2 main criteria of choosing the venue is to note that we would not want to split delegates in 2 different hotels and the hotel itself should be located in the city centre. A city centre location is logistically better as it is easier for delegates to travel to. If we decide to go with Hilton, we could possibly ask for a discount due to our ongoing business with them. It is also important to find a hotel that has good feedback as it shows consistency.

If executive come across any hotels which can accommodate 250, they will send details to MS. Another option is to limit the amount of delegates which will widen our choices of venues. Scotland is a place to think about as well as Celtic manor in Wales (however not located in the city centre).

Action: MS will research locations and add to spreadsheet.

FS would like to nominate herself for conference lead only if there is a vacant space. FS fed back to executive to suggest that both she and Chris as conference leads were able to manage the conference as well as their normal day jobs. The operational side is run by the National Office team, whereas the experience aspect comes from executive team. She expressed that the experience overall was more fun than stressful.

We will determine our venue depending on the capacity and availability (not recommend to go to Belfast on 12th of July). The National Office will shortlist and feedback to officers and remove venues who do not meet our maximum capacity of main room and city centre locations. We can strongly consider Hilton hotels as feedback was good for both Manchester and Liverpool.

JA suggested the notion of “all change” as next year’s conference theme. This can cover a wide area such as: how institutions have responded to change, how they have changed etc. It is a broad theme and can be adapted to many strands. There would have been a lot of change on the DSA matter, Scottish independence and funding so it will be relevant as it relates to current topics.

Possible speakers

- Jonathon nickels from Cambridge could be a great speaker. Ben Lewis will contact him.
- Steve Smith from Exeter – Ben Lewis can contact him
- Ruby Wax (we need to look at our budget)
- Mark Watson (comedian)

If we secure a high profile speaker, we can start promoting it to draw people’s interest.

e) Futures and Insight

i) Insight

AMOSSHE provides grants for institutions to produce projects which they present at conference. As the VAT has been resolved we are still able to operate this. We need to decide if we want to continue funding this as BP will need to feed this information on the AMOSSHE website.

Project findings are currently only available to paying members for a year before it is publicly available. We could raise our profile by forming press releases and sending snippets of the data and comments using social media. However we do need to look for a timeline to promote the projects. NADP currently have a product fee where they charge non-members a fee for a specific document.

All executives have voted ‘yes’ to continue to run and fund insight projects and publish these projects on the AMOSSHE website publicly.

It was also suggested that a 'star project' could receive a larger funding and perhaps a partnership funding where members can bid to support and be involved with our projects with partners.

A: JB to work on the insights preparation and feed back to the lead member

ii) Futures

Futures topic – resilience, how we support different types of students/ hard to reach groups and build on this at conference.

f) CPD

We did not run any CPD events last year from September to December, so to get the ball rolling this year we need to organise these dates earlier and identify what topics they will be around. We intend to run up to 6 this year with the idea of possibly holding some webinar sessions to present in a more efficient way to our members.

Based on the CPD feedback, the statistics show that there is difficulty of getting to areas of UK depending on where they are travelling from with some preferring to travel in London and some across the UK. This is why it is important to spread these events across the UK. The feedback on a whole was relatively good.

We firstly need to identify what themes we will be exploring and then develop a programme for each of these. We need to also allocate 1 executive as a lead contact for each event and perhaps have a backup should the lead not be able to attend.

The feedback from CPD as well as conference show that the most popular topics delegates would like to explore are: DSA (which is timely and current), management (difficult to identify what type of management), students and alcohol, potential partnering with HUCS. Fitness to study was very popular and in demand which is why it was ran twice. We can perhaps consider running it again since it was the most popular CPD and consider Wales as a location.

DSA

- Concern with DSA (Westminster briefing) – what colleagues are doing as a long term strategy?
- We can change the agenda or plan it later on in the year so the issues are clearer
- We have to think about the long term and what changes are going to be
- Worried that some people may want a solution whereas it is more about giving a long term strategy
- Naming the CPD as 'Long term planning in disability services' instead of DSA to encourage strategies and not solutions

Students and alcohol

- To ask NUS if they would be interested in being involved as they have a big involvement in issues like this
- How universities are working with student unions?
- Substance misuse would also be a good topic (workshop options – different strands)

HUCS counselling event

- Running a joint session with HUCS in a previous joint event, they identified the speakers and advertised for the event which brought in a considerable amount of people

Mental health

- Working in partnership with NHS
- Managing student crisis
- Working with statutory bodies may widen the context such as mental health advisors (UMA)
- Work out what we want to get out of the session and decide if we need to work with HUCS/NADP
- Concern is the angle we focus this on – focus on the broader wellbeing perhaps? Partnership with one agency might be narrow

Management

- We need to understand what type of 'management' members wants us to explore
- Student services led conversation
- Management programme – networking advantage
- Numbers would need to be limited and the price should be low
- Jim Lancaster got in touch with Ben Bailey to do research project for his students and is keen to work with AMOSSHE

Webinar

- Reflect in our own experience – training and development programme.
- Webinars (separate from CPD) – idea to buy software
- If delegates want to take part they would pay a small fee and can then download the programme and see the feeds
- Invest in programme and training and what we want to achieve for members
- Mainly for people who are not able to travel
- We need a certain type of speaker to deliver this programme
- It could bring in a broader range of people
- We have people who have approached to work with us such as Samsung and Hobsons. They are very eager to be involved in our work
- Samsung could be useful in our webinar idea

A one day winter conference has also been suggested as an idea and this will be priced slightly higher than a CPD. Building resilience/ duty of care (what is the extent we go to?) could be one strand or even a theme for the winter conference as well as dealing with parents.

Action: SD will be discussing this further with JB

5. Scottish Independence

If voted yes for Scottish independence we can discuss changes in the next executive meeting as this will not take place until March 2016.

6. Finance proposal for AMOSSHE services

a) Finance system

The VAT situation this year has proven to us that we need a vigorous system in place to ensure the figures we have are accurate and to have the ability to pull up reports when necessary. We do not need a full audit as we are a non-profit organisation, but we do need to prepare an end of year accounting report which will then be sent to HMRC.

We need a different finance system to run this effectively and to ensure the information provided to executive is up to date and vigorously checked by accountants. JB and NR have worked together to collate some quotes. We need the following to be included in the new finance system: set up of the new system, ongoing assistance and maintenance and an external account audit. JB sent out these criteria's to possible companies we could work with.

JB recommends McIntyre Hudson for providing ongoing support and maintenance. Although they are not the cheapest option, they will provide essential support. This will be taken out of the budget from the current account as it is an ongoing expense. Sayer Vincent is recommended by JB to do the yearly audit, where the budget will be taken from the reserves.

Executive have agreed that we should go ahead with this investment and follow through with JB's recommendations above.

b) Website

The website currently is not flexible and can only be run on a specific server, there are many aspects of the website which cannot be changed or amended and the National Office feel that we should change the whole website and consider other companies which can provide a more flexible platform. As VAT is now resolved,

we are in a position to work on these changes. Executive have agreed to proceed with upgrading the website and welcome and refreshed paper from JB and BP at the next executive meeting.

Action: BP and JB to present a paper at the next executive meeting

7. DSA discussions update

Jayne attended the DSA meeting as a representative of AMOSSHE to express her thoughts of the DSA proposal (intention to shift duties and budget). There were many opinions across the table to discuss whether we should work with NADP or submit our own response. We have come to a conclusion that it is better to have our own response. It should be a structured response to say why the solution in the time frame is not feasible.

Action: JA is happy to coordinate the response with the assistance of SD. The rest of executives will send their views around the topic to JA.

The next meeting has been pushed back to the end of October.

8. Core AMOSSHE activity 2014-15

- 4-6 CPD events this year (leads to be defined)
- Annual conference in July 2015 (200 delegates circa)
- 3 futures facilitated by Brian
- Long term strategy by Christmas
- Proposal of how to develop website by next executive meeting
- Continue insight projects (scale to be decided but basic programme remains the same)
- Changes to representation arrangement
- Commission DODS and look into whether it meets our needs
- Ensure we maintain the representational groups and executives are listed
- Write a statement for membership data protection
- Release insight information to everyone
- As we have all regions on executive, we can use this as a way to connect with all regions

9. Any Other Business

a) November executive meeting

- International links to be discussed in next executive meeting
- Update on NASPA and leads for this
- Morning part of meeting will be discussing strategy
- AMOSSHE awards
- Value and impact (futures)

b) Data protection

There are 2 aspects to data protection. Firstly how we manage member's information (who can we share member information with?). We currently have a list of all members on the website which may be out of date but more importantly, we did not send out a permissions statement to publish this.

There have been a few queries asking for member details to facilitate networking, so it may be a good idea to introduce an 'opt out' option on the website, along with an official statement to members. Members would have to be informed what information will be published.

Secondly we need to consider what information we publish on the website. We currently have a policy which means our current insight projects are only published for non-members after a year. Discussion has led us to think what members actually benefit from if information is published after a year. However from the membership survey, it shows that members value the fact that they are able to network with other people.

Action: JB/BP to write a statement on data protection which we can send out to members

c) Strategy

At the next executive meeting, we will discuss AMOSSHE's long term strategy (morning to do the exercise and afternoon to discuss). Brian will facilitate this and use this to create a frame work to discuss with colleagues in regional meetings and then presented at AGM. The formal sign off will be before Christmas.

Action: BP to circulate to executive the previous strategy

10. Next meeting:

- a) **21 November , 10:30am – 4pm, Macadam House (London)**
- b) **30 January, 10:30am – 4pm, Macadam House (London)**
- c) **27 March, 10:30am – 4pm, Macadam House (London)**
- d) **5 June, 10:30am – 4pm, Macadam House (London)**