

# AMOSSHE Executive Meeting

Wednesday 4 April 10.30am – 4pm

AMOSSHE, Fourth Floor, 184-192 Drummond Street, LONDON,  
NW1 3HP



## Agenda

### ***Morning 10.30 – 1pm***

1. Reserved Business
2. Apologies
3. February minutes and actions
4. Matters arising:
  - a. Strategic discussion: stakeholder working
  - b. Strategic discussion: organisational/member reach
5. Updates:
  - a. Finance
  - b. Membership
  - c. National Office
  - d. CPD:
    - i. Doing Things Differently – Innovative practice in Student Service Delivery
    - ii. Value & Impact – Leadership and Strategy practical session
  - e. Annual conference
6. AGM and elections 2012
7. CPD programme 2012/13
8. Financial forecasting 2012/13
9. Membership fees 2012/13
10. Any Other Business

### ***1.30 pm- 3.30 pm: strategic discussions***

- SD5. UCISA/SCONUL discussion – Fiona Parson, chair SCONUL attending  
SD6. Indicators of quality in Student Services

### ***3.30pm – 4pm: accountability review***

# Executive Meeting - agreed minutes

Wednesday 4 April 2012

Philips Room, AMOSSHE

10.30am-1.00pm, 1.30pm-2.45pm



## *Present*

Andrew West, Chair  
Liz Bromley, Vice Chair (Operations)  
Ben Lewis, Vice Chair  
Ben Bailey  
Jenny Briggs

Sara Doherty  
Nicole Redman  
Raegan Hiles, Policy and Public Affairs  
Manager (meeting secretary)

## 1. Reserved Business

- 1.1 There was no reserved business.

## 2. Apologies

- 2.1 Brian Hipkin, Gill Jack, Chris Lusk, Sally Olohan and Julie Walkling.

## 3. February meeting minutes and actions

- 3.1 The minutes of the February Executive meeting were agreed as a true and accurate record of the meeting.
- 3.2 All of the actions identified in the February minutes and to be completed by April are completed or addressed elsewhere on the agenda, with the exception of:
- a. **National Office to publish publications schedule on [www.amosse.org.uk](http://www.amosse.org.uk), and make public relevant documents after one year has elapsed** (paragraph 9.4.ii).  
To be completed by the week commencing Monday 16 April 2012.

## 4. Matters arising

### a. Strategic discussion: Stakeholder working

- 4.1 The Vice Chair introduced an update on stakeholder working. They noted plans for a policy breakfast to be hosted at Regent's College London on 22 June 2012. The Executive discussed how the meeting might be arranged, recorded, and promoted to members. They agreed that AMOSSHE representation should extend beyond Executive colleagues, but that numbers would need to be strictly limited. They agreed that policy breakfasts might be hosted on a regional basis, with invitations sent to the relevant nation and region JISCmail lists.

**Action:** Vice Chair and Policy and Public Affairs Manager to continue planning for and deliver policy breakfast in Summer 2012.

- 4.2 The Executive agreed that a progress report on the mechanisms introduced as a result of the consideration given to stakeholder working in AY 2011/12 should be delivered at the October residential meeting.

**Action (i):** Policy and Public Affairs Manager to recirculate stakeholder manager matrix to Executive.

**Action (ii):** Policy and Public Affairs Manager to add 'Stakeholder working' to the October meeting agenda.

## **b. Strategic discussion: Organisational/Member reach**

- 4.3 The Organisational/Member reach lead updated the Executive on progress in establishing links with further education groups and private providers. The Executive agreed that these should be pursued as appropriate.
- 4.4 The Executive agreed that discussion around organisational and member reach should be revisited at the next formal organisational strategy review. The discussion papers from February 2012 should be revisited at the inaugural meeting of the 2012/13 Executive.

**Action (i):** Organisational/member reach lead to prepare note of immediate and medium term actions in this development area, and circulate to Executive.

**Action (ii):** Policy and Public Affairs Manager to add 'Organisational/member reach' to the October meeting agenda.

## **5. Officer Updates**

### **a. Finance**

- 5.1 The Policy and Public Affairs Manager introduced an update on the organisation's finances. There is a current under spend against the anticipated March budget of £55k, although the majority of this is in committed payroll, which will be invoiced shortly. There remains an under spend of c.£5k.
- 5.2 The Chair thanked colleagues and administrative staff for their action in pursuing unpaid debts, which has successfully reduced the amount outstanding to c.£3k.

### **b. Membership**

- 5.3 The Vice Chair (Operations) updated the Executive on membership cancellations and new memberships. Since the February meeting:
- One HEI has rejoined AMOSSHE (UcLan);
  - One new HEI has joined AMOSSHE (Ravensbourne College);
  - Four additional members have left AMOSSHE; and
  - Two additional members have joined AMOSSHE.

### **c. National Office**

- 5.4 The Vice Chair (Operations) updated the Executive on National Office business and staffing. They confirmed that the part time project officer post has been extended until the end of July 2012.
- 5.5 The Policy and Public Affairs Manager noted that ongoing issues with [www.amosshere.org.uk](http://www.amosshere.org.uk) mean that traditional form based booking will be used for the 2012 annual conference. The Vice Chair, Vice Chair (Finance) and Policy and Public Affairs Manager will meet with the web provider to discuss the resolution of ongoing issues.

### **d.i CPD : Doing Things Differently – Innovative Practice in Student Service Delivery**

- 5.6 The CPD4 leads introduced discussion of the practical working day delivered at Drummond Street on Friday 24 February 2012. The Executive noted high levels of interest in the workshop, including a waiting list, overwhelmingly positive delegate feedback and the contribution to AMOSSHE finances achieved.
- 5.7 The Executive thanked the CPD4 leads.

**d.ii CPD: Value & Impact – Leadership and Strategy**

- 5.8 The CPD5 leads introduced discussion of the practical working day delivered at Drummond Street on Wednesday 21 March 2012. The Executive noted the decision to deliver the day with 87% delegate take up, offering the remaining seats to potential Value & Impact Onsite facilitators as a ‘train the trainer’ opportunity. Notwithstanding the 87% sign-up rate, the event achieved a contribution to AMOSSHE finances higher than that predicted when planning.
- 5.9 The Executive noted the overwhelmingly positive delegate feedback and agreed that the programme for CPD5 provides an excellent framework for Value & Impact Onsite. The workshop generated considerable interest in the Value & Impact Bank and Onsite resources launched on the same day.

**Action:** CPD5 leads to update Value & Impact Onsite facilitator resources.

- 5.10 The Executive thanked the CPD5 leads.

**e. Annual Conference**

- 5.11 The annual conference leads updated the Executive on progress with planning ‘Greater Expectations’. They noted:
- a. Several high profile speakers confirmed, with only one keynote slot remaining vacant;
  - b. The timeline for planning and delivery;
  - c. The promotional materials and planned marketing;
  - d. The sponsors already confirmed and exceeding the target set; and
  - e. A recent venue site visit.
- 5.12 The conference leads confirmed that booking for ‘Greater Expectations’ will open on 5 April 2012. It will use traditional form based methods of booking, allowing administrative control and oversight.
- 5.13 The Executive discussed the timing of the AGM in the programme, and the intention to conduct informal member consultation throughout the conference to inform future organisational direction and delivery. They noted the planned use of electronic voting devices, thought boards, twitter feeds and the potential to use internet postings. The conference leads invited colleagues to suggest questions that could be put to members during the event.

**Action:** All members of Executive to send suggested discussion questions for members about the future of AMOSSHE to the conference leads by mid May.

- 5.14 The conference leads introduced some concerns about the venue provision for disabled access and wi-fi. They are content that the hotel will address these suitably to support the conference.

**6. AGM and Elections 2012**

- 6.1 The Executive reminded themselves of the posts available and the nomination and election process and timeline.

**7. CPD programme 2012/13**

- 7.1 The Policy and Public Affairs Manager introduced discussion about the principles to be used when planning and delivering a CPD programme for AY 2012/13. They noted the

considerable success of CPD in 2012/13 in meeting member needs and contributing to AMOSSHE finances. The Executive agreed that a CPD programme should be pursued with similar objectives in 2012/13, and noted the critical role of CPD in securing the organisation's sustainability and sector relevance.

- 7.2 The Executive agreed that a mixed programme of networking style conference events and practical sessions should be delivered again in AY 2012/13. Given the popularity of lower price practical workshops this year, the Executive agreed that five or six might be offered in AY 2012/13. They agreed that the majority should be offered using the Drummond Street space available through the office tenancy, but that costs should be modelled for one practical event outside of London, and considered at the next meeting. They recommended including one networking style conference event, which might be outside of London and not use a hotel venue.

**Action:** National Office to conduct costing exercise of HEI venues in the north of England and/or Scotland by next meeting.

- 7.3 The Executive felt that programme setting should be informed by member input closer to the academic year of programme delivery. They agreed that dates might be held at Drummond Street in advance of this, but the programme set at the October meeting.

**Action:** Policy and Public Affairs Manager to add 'CPD programme' to the October meeting agenda.

- 7.4 The Executive noted the introduction of the CPD lead role in AY 2011/12 had varying success. They recognised that this was because the role had not been clearly defined, and agreed that such a role with an Executive member acting as a project sponsor for CPD activity should be revised and retained for AY 2012/13. They further agreed that individual events should each have an Event lead, but that these did not always need to be drawn from the Executive.

- 7.5 The Executive discussed the financial modelling of CPD events. They agreed that the format used in AY 2011/12, whereby contributions to core staffing were recognised, should be continued in AY 2012/13. The Executive agreed that event fees should increase, depending on the cost of delivering events across the full programme, by 10% for internal and 3% for externally delivered events. They agreed that costs should be fixed according to the type of event, and not varied according to popularity of topic.

- 7.6 The Executive thanked the CPD lead for developing the role and programme for AY 2011/12, and establishing a basis for CPD planning in future.

## **8 and 9. Financial forecasting 2012/13 and Membership fees 2012/13**

- 8.1 The Policy and Public Affairs Manager introduced discussion around the principles for operational budget setting and membership fees in 2012/13. They presented a draft budget, explaining that this was conservative in its estimations of income. The Executive noted that additional contributions to organisational finances might be achieved through non member attendance at events, Value & Impact Onsite and sponsorship, but that this should not be assumed in core budget modelling.
- 8.2 The Executive agreed that membership fees should be increased by c. 3% for core membership costs in 2012/13. They agreed that this was justified given increases in operating costs likely in 2012/13, and represented good value for members as below the rate of inflation.

- 8.3 The Executive agreed that a target breakeven budget was insufficient for organisational stability, and that the budget should be modelled including an increase in membership fees to secure organisational sustainability.

**Action:** Vice Chair (Finance) and Policy and Public Affairs Manager to present full budget proposals for AY 2012/13 to the next Executive meeting.

## 10. Any Other Business

- 10.1 The Executive noted the success of Value & Impact Day, including the launch of the Value & Impact Bank and Value & Impact Onsite. They noted one confirmed Value & Impact Onsite booking, and another potential booking. The Executive also noted that whilst the VIBE proposal received positive feedback and had reached the first shortlist stage, it was not awarded funding from the Innovation and Transformation Fund. VIBE nonetheless generated much support discipline specific groups in the sector and might be pursued at a later date if alternative external funding opportunities arise.
- 10.2 The Policy and Public Affairs Manager updated the Executive on progress with the Students FIRST project, including the agreement of consortium agreements, and that the research team are now analysing bursary use data for the final report.
- 10.3 The Executive agreed that a response should be submitted to the QAA consultation on chapter B5, Student Engagement. They agreed that this should emphasise the need for holistic engagement that looks beyond the academic programme only, and equality and diversity issues.
- 10.4 The Executive agreed that a response should be submitted to the HEFCE student numbers consultation. They agreed that this should welcome the student opportunity allocation, but emphasise the increasing widening participation demands and need to support the services that accommodate delivery of widening participation programmes in institutions. There should be greater recognition that institutions rely upon disability premiums to meet legal requirements to make reasonable adjustments for student needs.
- 10.5 The Executive noted the AMOSSHE contributions to Student Finance England stakeholder groups.
- 10.6 The Executive noted comments from and responses to correspondence from the AMOSSHE East region. It was also noted that positive feedback had been received from AMOSSHE Scotland in relation to the Value & Impact Onsite service.

## 11. Future meetings

- 11.1 1 June 2012, Drummond Street, London.

*The business meeting closed at 2.45 pm. It was followed by strategic discussion.*

### *Chair's note:*

As part of an afternoon strategic discussion, the Executive considered a draft paper on "dimensions of quality in student services" which had been drawn together in part to prepare for engagement with the QAA on a forthcoming chapter of the UK Quality Code on student support. It was agreed that further comment would be requested via the AMOSSHE nations and regions, to be facilitated by their 'link' Executive member. This would lead into future discussion on how the document might be developed or used further.