

## AMOSSHE Executive meeting

28 January 2021 | Online meeting

### Minutes

#### Attendees:

- Anya Barbazza (AB), Operations Manager, AMOSSHE National Office
- Benjamin Parsons (BP), Head of Engagement, AMOSSHE National Office
- Chris Warrington (CW), Executive Member
- Claire Slater (CS), Executive Member
- Craig Best (CB), Executive Member
- Emma Bales (EB), Executive Member
- Helen McNeely (HM), Vice Chair (Operations)
- Hiba tul Habib (HH), Admin and Comms Officer, AMOSSHE National Office
- John Bloomfield (JB), Executive Director, AMOSSHE National Office
- Jill Stevenson (JS), Chair
- Kelsey Coward (KC), Executive Member
- Nic Streatfield (NS), Vice Chair (Professional Development)
- Sarah Cavendish (SC), Executive Member
- Sammy Li (SLi), Executive Member
- Simon Lee (SL), Vice Chair
- Sarah Sweeney (SS), Executive Member

#### Apologies:

None.

### Agenda

N = Noting

D = Discussion

A = Approval

#### Welcome, minutes and matters arising: 10:30 – 12:00

Item	Title		Presented by	Paper
1	Welcome and conversation time (until 11:00 at the latest)			
2	Standing item: Reserved business, Conflicts of Interest & AOB check	D	Jill Stevenson	
3	Standing item: Minutes and matters arising	A	Jill Stevenson	21-22-17
4	Standing item: External environmental update	D	Jill Stevenson	21-22-18

#### Break: 12:00 – 12:15

#### Central Operations: 12:10 – 12:30

Item	Title		Presented by	Paper
5	Standing item: Operations update Finance update	A	Helen McNeely John Bloomfield	21-22-19

**Member engagement: 12:30 – 14:30****Lunch: 13:30 – 14:00**

Item	Title		Presented by	Paper
6	Strategy workstream update	N	Leads	21-22-20
7	Insight funding proposal update	D	Simon Lee	
8	AMOSSHE survey update	N	Benjamin Parsons	
9	Standing item: AMOSSHE EDI	D	Sammy Li	21-22-21

**External Development: 14:30 – 14:50**

Item	Title		Presented by	Paper
10	Strategy workstream update	N	Leads	21-22-23
11	Standing item: Representation update	N	Jill Stevenson	21-22-18

**Resources: 14:50 – 15:20**

Item	Title		Presented by	Paper
12	Strategy workstream update	N	Leads	21-22-24
13	Professionalisation project	D	John Bloomfield	
14	CPD and National Conference	N	Nic Streatfield Conference Leads	

**AOB and refection time: 15:20 – 15:30**

Item	Title		Presented by	Paper
15	Any Other Business	D	Jill Stevenson	
16	Reflection time	D	Jill Stevenson	

*Item 1: welcome and conversation*

The Executive team met online from 10:30 to network and catch up.

*Item 2: Standing item: Reserved business, conflicts of interest & AOB check*

This 'Reserved business' section of the meeting wasn't recorded. No conflicts of interest or AOB raised by members.

*Item 3: Standing item: Minutes and matters arising*

JS ran through the previous minutes, all agreed they were accurate and a true recording of the meeting. Matters arising:

- Action 10: complete, National Office circulates COVID protocols document to all in attendance for future meetings
- Action 11: complete, SL now meeting with all strategy leads before each Executive meeting
- Action 12: complete, SL CW and JB circulating the document afterwards
- Action 13: complete, all speakers for Winter Conference are now confirmed

- Action 14: complete, AK has met with Umii, they sponsored our showcase event in December and they have also signed up as an annual sponsor in 2022
- Action 15 and 16: complete, AMOSSHE published a statement on gender-based violence, and shared resources on spiking
- Action 17: ongoing, JB to look at the decision-making process framework and media management process, JB to speak with Chairs at the next meeting and update at the April Executive meeting.
- Action 18: ongoing, JB to get more information on the format of future UCEA meetings, if they are virtual and push back to say that we'll send an appropriate member that is available to attend from AMOSSHE. If they can't do this, we could offer this to the membership to represent for us.
- Action 19: complete, CB has found colleague to represent
- Action 20: ongoing, AK and JB to bring this back to present at a future Executive meeting for the Executive to formally endorse
- Action 21: ongoing, as above
- Action 22: complete, Chairs and JB have established an endorsement queries process
- Action 23: complete, the benchmarking project has re-started
- Action 24: complete, feedback on benchmarking from regional and national groups has been captured
- Action 25: complete, on agenda today
- Action 26 and 27: complete, CPD6 speakers all confirmed
- Action 28: complete, Executive members are promoting AMOSSHE events on social media
- Action 29: complete, on agenda today
- Action 30: NO, JS and SLi have assessed EDI quick wins
- Action 31: ongoing, awaiting response from Diversity Ally
- Action 32: ongoing, showcasing members is part of the Member Engagement strategy workstream
- Action 33: complete, JB has amalgamated Member Representation and External Development spreadsheets
- Action 34: ongoing, BP to share the written feedback from the Midlands group with our DSSG representative
- Action 35: ongoing, on agenda today
- Action 36: complete, Executive WhatsApp group established
- Action 37 and 38: complete, the January Executive meeting is taking place online

*Item 4: Standing item: External environmental update*

JS presented the next standing item on the Executive agenda: responding to the latest external environment updates. The Executive discussed the points below.

**Student Minds Mental Health Charter**

UK government Higher education Minister Michelle Donelan has written to all universities with a strong expectation that they sign up to the Student Minds Mental Health Charter and should work towards it within the next five years. The Executive discussed whether AMOSSHE should respond, and collectively agreed that it wouldn't be appropriate for AMOSSHE to take a stand on whether members should take up the charter due to the diversity of opinion amongst the membership. AMOSSHE could potentially have a role in the evaluation of the impact of the charter once it is established. Our links with Student Minds and the charter overall are strong.

**ACTION:** JS and JB to continue to liaise with Universities UK and Student Minds about the Mental Health Charter and report back at a future Executive meeting.

### **1752 Group updates (continued from last Executive meeting)**

JB updated the Executive with the 1752 Group's response to AMOSSHE's letter. The group has acknowledged our letter but still feel there is more work to be done in this area and made it clear they are looking to work with ARC and ACAS to see what would come next. We are likely to meet with them in a few months' time once they have some further information. Ben Rogers from ARC has fed back from the latest meeting, who are also working with UHR to take our collective response forward. AMOSSHE will act in an advisory capacity on this. The external development workstream will continue to build on these connections and relationships during this time.

**ACTION:** JB and JS will liaise with Ben Rogers at ARC on any further developments to the work in response to the 1752 Group petition.

### **Crimestoppers, the Police and Universities UK: county lines survey of higher education staff**

BP updated on the publication of a survey for higher education staff about their understanding of county lines issues. This is part of a collaboration with Crimestoppers, the police and Universities UK. This is going out in the AMOSSHE newsletter throughout January, and Universities UK is also sending it to their members.

No further action needed; BP will update at future meetings whether Crimestoppers will release future resources to help AMOSSHE members.

### **Non-Disclosure Agreements (NDAs)**

UK government Higher Education Minister Michelle Donelan has written to universities urging them to pledge not to use NDAs in cases of sexual misconduct. Fiona Waye from Universities UK has written regarding this and has notified that she intends to work with AMOSSHE, UCEA and UHR to progress this work. The minister's messaging is directly for the English higher education sector.

### **NICE guidelines on self-harm**

SC shared the following [NICE consultation](#) with the Executive. SC suggested that this is something we need to think about, including how we can resource a response and offer a contribution.

**ACTION:** ALL to share reflections on the NICE guidelines on self-harm to share with the wider team.

### **ANUK meeting**

EB recently attended an ANUK meeting, which discussed information sharing between Purpose Built Student Accommodation (PBSA)s and universities. PBSAs want (rather than need) to know about student issues, but don't necessarily have the resources to support students even if they have the information. CW remarked that the focus on information sharing takes away from more useful conversations about meaningful collaboration for support.

No further action needed.

### **QAA Mental Health toolkit**

HM mentioned that QAA launched a toolkit about embedding mental health in the curriculum, and NS mentioned that there are other toolkits being launched. SC mentioned that she is working on a suicide post-vention framework, which is underway. The Executive discussed that it would be good to have a space for AMOSSHE members to evaluate these toolkits and frameworks. JB then fed back from a meeting with the UK government Department for Education (DfE) and the Department for Social and Health Care (DHSC) about students' access to NHS services, which drew on member feedback. It was a productive meeting, and an update for members is in progress.

**ACTION:** CPD team to consider an event looking at approaches to coordination with the NHS services or looking at collating case studies of collaborations between NHS and University services.

### **Spiking**

JS raised that there are UK and Scottish government enquiries into spiking. JS contributed evidence to the Scottish enquiry. The Executive shared various links in relation to this external environment update:

- <https://www.theguardian.com/uk-news/2022/jan/26/needle-spiking-reports-to-uk-police-exceed-1300-in-six-months>
- <https://wonkhe.com/blogs/are-your-students-in-danger/>
- <https://www.amosshe.org.uk/crime-sector-updates/12321363>

### **EmilyTest Charter**

The EmilyTest Charter has now been launched in Scotland; the charter costs approximately £10,000 for each institution to implement.

### **Conversion therapy**

EHRC guidelines on conversion therapy may cause tensions. Legislative protections are different between the UK nations, which may impact counselling responses.

No further action needed.

### *Item 5: Standing item: operations and finance updates*

JB updated the Executive on how the team is working with government guidance, and now that various COVID restrictions are lifted, the team will look to return to the office from the week beginning 31 January. This will be up to a maximum of three days a week as part of an agreed flexible working policy.

Membership updates include a new non-profit member organisation: Southern Universities Management Services (SUMS). We have lost one Tier 2 member organisation (University of Derby) as they haven't paid membership invoices due to changes of staff and named members leaving.

JB and HM shared that we need a new GDPR representative to replace Fay Sherrington. AMOSSHE used to have a lead member from the Executive to review our progress (once a year) with GDPR and any actions that need to be addressed. Craig Best has now offered to step in as the new GDPR representative.

**ACTION:** JB and CB to meet to discuss GDPR updates for AMOSSHE in 2022.

Please see the management report for the detailed figures in papers 21-22-19. JB shared with the Executive that AMOSSHE is tracking well against budget; this is partly due to sponsorship income being higher than anticipated at this time of year. The figures for membership are slightly out, due to the deferred income work as part of the year end finance document. JB is currently working through the figures with the accountants to rectify this.

Finally, JB contracted our HR consultant to complete a final piece of work that was agreed some time ago, which focussed on pay structure and benefits. We are close to completing this section of the work and hope to be able to update the Executive Committee in the next meeting.

#### *Item 6: Member Engagement strategy workstream update*

SL opened the discussion with updates on the strategy overall. We are progressing and the leads of each strategy are due to update progress throughout today's meeting. SL encouraged the Executive to consider collaborating across the workstreams. CB and SLi updated the team on the Member Engagement workstream. See paper for overview of progress to date. The strategy workstream plan to host a free webinar on women in leadership in March, coinciding with international women's day.

**ACTION:** BP to email Executive and share 'call for speakers' to gather speaker suggestions for the women in leadership webinar, and candidates for 'faces of AMOSSHE'.

**ACTION:** CB and SLi agreed to be leads for upcoming webinar on Women in Leadership, March 2022.

The strategy workstreams are showing a lot of resource needed. The National Office team are to review this in a series of meetings in the coming weeks to discuss how to approach and who will take on various works. HH and BP are analysing newsletter and events data, reviewing engagement, and identifying trends of engagement, alongside identifying gaps. Analysis breakdown of the newsletter uptake is now complete, they now need to set aside time to assess the results and this is an intense piece of data to review. Soon they will share summary report with Executive.

**ACTION:** BP and HH to put together timeline of data analysis and let the Executive know when to expect a review of reports on newsletter and CPD uptake.

All confirmed they are happy with the current progress of this workstream.

#### *Item 7: Member engagement: Insight funding proposal update*

CW led the Insight funding discussions. The team suggested the following revised proposal to the Executive team for use of the Insight funding. As before, we would use the money to employ a researcher to undertake a defined analysis of publicly available data. The aim is to produce a dataset that will include data from HESA and other relevant data that is publicly available that will enable members to interrogate data relevant to Student Services (student and staff numbers, demographic breakdowns, numbers in receipt of funding etc.). Similar to the work of Advance HE but in a spreadsheet format that members can use for comparison with peer institutions. This data will then complement the benchmarking research findings (for example, to show Student Services staff as a percentage of all professional staff).

The benchmarking project will begin with a survey of members to find out what data members need. This will also inform and compliment the scope of the Insight funding objectives, to ensure that we are utilising public data effectively as well as conducting new research. This will help to ensure that the principles of Insight (member-led needs identified through the survey of members about benchmarking, producing a tangible outcome / resource in the form of the spreadsheet tool) are upheld. The Insight project links to these Resources strategy workstream objectives:

- Objective 11 – Identify which data is currently available and which our members need, including gaps in current knowledge and understanding.
- Objective 12 – Design an approach to gathering and analysing research and data (our own or others') and disseminating that through an AMOSSHE lens for the benefit of our members.

If this approach is agreed, the team will work with the Resources team to consider how this approach to gathering and analysing public data can be built into an ongoing approach, as required by objective 12. This may include revising the role of the researcher or extending the remit of the role to incorporate longer term requirements under objective 12.

The Executive agreed to this approach going forward.

*Item 8: Member engagement: AMOSSHE survey update*

BP fed back various updates from a meeting with a group of Executive and volunteer members to discuss AMOSSHE's survey development. They have identified two areas of research they would like to pursue: quantitative and qualitative research. The project will start with a survey of members to better understand the benchmarking data they require, asking what members would like to know and how they would like future surveys to be delivered to inform a series of shorter, sharper surveys.

No other updates, no further questions asked.

*Item 9: Member engagement: Standing item: EDI*

SLi presented a possible EDI policy overview for the Executive to review. Currently our policy focuses on staff EDI, not as an organisation and the activities that we cover. SLi recommends the following outline policy, please see full [PowerPoint presentation here](#).

CW queried AMOSSHE's impact with our membership, specifically with the policies we implement: would the membership be able to apply AMOSSHE policies to their teams in their institutions? How we are supporting our membership so that it will eventually help the students? What are the differences between how we operate and how we influence?

KC would like to see the statement reflecting how AMOSSHE members feel. To have a description of how we demonstrate our values to give members confidence in AMOSSHE doing what it says it does.

SLi noted that AMOSSHE is on a journey with this, and it will be something we continue to learn from and develop. A statement to this effect will be included in the written policy. Our aim is to become as inclusive as possible, to show that we aren't perfect, but we have intent and are trying.

All gave thanks SLi for putting together this paper.

**ACTION:** SLi to work with JB and JS to develop the EDI policy alongside the guidelines and frameworks to support it.

*Item 10: External Development: strategy workstream update*

CW updated the team, see paper for overview of progress to date. After the stakeholder mapping exercise the team have categorised and prioritised organisations and would like the Executive to review the stakeholder mapping document. Now they are assessing how to manage and know that the engagement is impactful. The team drafted a statement of what these relationships mean to AMOSSHE, drawing together various pieces of the strategy. This is another document to circulate with the Executive.

They have also implemented a health check for establishing new relationships and partnerships with organisations. For example, how the organisation sits with our values, any mutual advantages, whether we already link in with this organisation, any resource commitment (i.e. AMOSSHE speaks at multiple conferences with nothing in return), etc.

The team requested that the Executive reviews the stakeholder mapping sheet and identifies any organisations not listed or any that they would like to see included in the priority list.

**ACTION:** Executive to review the stakeholder map and suggest changes and priorities

JS reminded the team to be aware of our time / AMOSSHE members' time, being mindful of this and building networks organically wherever possible.

JS and SL attended the last IASAS meeting. Ben Lewis (former AMOSSHE Chair) is now European Director of IASAS. The Executive discussed sending delegates over to the next IASAS event in Cork, Ireland. HM is already attending.

**ACTION:** Executive to think about if they would be happy to attend the IASAS conference in Cork, Ireland June 2022 and let the National Office know by **9<sup>th</sup> February 2022**.

**ACTION:** JB to speak to Ben Lewis about his new role representing Europe at IASAS.

*Item 10: External Development: Standing item: Representation update*

CW attended the latest SOS-UK Drugs and Alcohol advisory board meeting. The Drugs and Alcohol Impact Project will now pilot across various institutions CW isn't sure what the guidance will look like or whether SOS-UK will be able to provide examples but will keep the AMOSSHE Executive Committee updated.

No further action needed.

JB asked the Executive if they had any updates from national or regional meetings attended since the last Executive meeting. SC shared feedback from the Midlands meeting: COVID and mental health / the Mental Health Charter are standing items. Lots of good feedback from the suicide event in November. A need for more substantial help with suicide prevention.

**ACTION:** CPD team to consider a further event to take forward work on suicide prevention and postvention.

*Item 11: Resources: Strategy work stream update*

SC updated on the resources workstream, see paper for overview of progress to date. SC shared that the team are still thinking through platform use and whether we use something different. The focus group and survey results will then help to determine this.

The Executive is happy with the outline and what is being prioritised. In their next meeting they will be looking more closely at objective 12 that looks at distributing research and data through an AMOSSHE student services lens which overlaps the work of the research position within the insight proposal.

*Item 12: Resources: Professionalisation update*

The Executive agreed that this would be a standing item now to ensure we implement a plan to start in the next academic year. AMOSSHE commissioned an external review of requirements in 2019, and at AGM in that year the membership gave the go ahead for the development of a professional behaviours framework. The project outline to go out to tender was drafted, with a potential initial budget of £50,000. This was approved by the working group. We need to establish another working group within the Executive to review the original work established in the current climate.

**ACTION:** JB to recirculate the draft professionalisation procurement document after the meeting for ALL Executive to review again, and to include professionalisation on the next Executive agenda to discuss.

KC suggested that we revisit the original intentions of the project to ensure that these are still relevant and fit for purpose. We should also consider the proliferation of charters in the sector and how our framework will fit with those.



**ACTION:** HM, KC, SS, SC, EB and JB to revisit the professionalisation project aims, timescales and budget. Also, its alignment with aims to diversify Student Services, and relationships to the AUA, Advance HE and NADP framework models.

The Executive agreed that they are still happy to commence this piece in the next academic year, not in the next few months.

*Item 13: Resources: CPD and National Conference update*

NS updated the team with feedback from the events that have happened since we last met: four CPD events since we last met, CPD3, CPD4, CPD5 and CPD6. Here's the overview of all events this academic year:

- **CPD1 – ‘Innovative and collaborative approaches to improving mental health outcomes for students’** on 18 August 2021. Free webinar led by the Office for Students. 216 registrants. Over 100 attendees (roughly half of registrants). No sponsorship. Some negative feedback because our upgrade to Zoom to allow more than 100 into the meeting wasn't in place. But this was rectified within the first ten minutes, and all registrants received a recording.
- **CPD2 – ‘Working together to improve student outcomes for all students’** on 16 September 2021. Free online event led by UKAT. 173 registrants, roughly half of these attended. No sponsorship. No delegate feedback form as this was an event set up and run by UKAT.
- **CPD3 – ‘Re-setting expectations for students, parents and our teams post-pandemic’** on 3 November 2021. Half day online event. 8 free places (speakers, leads and sponsors), 33 paying delegates (35 budgeted). 1 sponsor (2 budgeted).
- **CPD4 – ‘Suicide prevention’** on 18 November 2021. Webinar. 4 free places (speakers and leads). 110 paying delegates (55 budgeted). 1 sponsor (1 budgeted).
- **CPD5 – ‘Working with third-party providers: showcase for Student Services’** on 8 December 2021. Free full day online event. 152 registrants. 22 attendees at each session (on average – maximum 51 for the keynote by Plinth House, minimum 13 for the session by Pearson). 14 sponsors (12 budgeted).
- **CPD6 – ‘Four nations, one big picture’** on 19 January 2022. Webinar. Good initial feedback.

Collaboration requests for CPD events include one about ‘opt-in’ (work on this is in progress). There is a possibility of adding this as an additional half day event in our CPD schedule.

NS encouraged colleagues to start thinking about CPD event topics for the start of the next academic year (CPD1 and CPD2). The team is considering hosting both events in-person in autumn and are already thinking about topics – coping with a continual state of crisis, engagement with the NHS, tackling sexual violence.

**ACTION:** ALL to think of CPD topic suggestions to share at the next Executive meeting in April

Suggestions during the meeting:

- NHS relationships
- Sexual violence (we haven't done a stand-alone sexual violence themed event in approximately three years)

Positive feedback was received from all CPD events. JS suggested that the CPD team should look to present the CPD feedback annually to the executive, along with how many delegates attended each session, etc.

**ACTION:** CPD team to devise an annual report on all the CPD feedback to understand what was successful and what needs to be improved. Executive team to review this report at the summer residential July 2022.

NS is stepping down as Vice Chair (Professional Development) this year, so others might want to consider taking on this role for the next two years.

CS then updated on National Conference progress. Everything is on track for National Conference 2022, including venue, speakers, evening events. We have six sponsors signed up so far and three session proposals so far.

Networking evening venue suggestion from SL: [Taproom - Full Circle Brew Co](https://www.newcastlebrewerytours.com/) | <https://www.newcastlebrewerytours.com/>

**ACTION:** SLi to ask colleagues for suggestions from University of Birmingham for the National Conference 2022 student panel keynote and send through details to AB

CS asked the Executive for student panel speaker suggestions.

NS suggestion for student panels – the SMARTEN network have students involved. Also, the Last Taboo – a student-led campaign on preventing sexual violence in York. #girlsnightin student led group.

JS: Royal Holloway has a panel of 100 students and a good model of student engagement.

Request from EB for CPD9 (managing specialist services as a non-specialist) on 11 May 2022: we have a couple of non-specialist speakers lined up, however we'd like to include the specialist point of view from their experience of being managed by a non-specialist. EB asked the Executive for suggestions.

**ACTION:** Executive to think about suggestions for EB on CPD9 specialist speakers event about their experiences about being managed by a non-specialist.

Key: Closed- here action is time limited and now expired Complete – where action has been taken

## Executive 2020-21 Action Log

Exec Board	Action No.	Agenda No.	Action	Actioned to	Status
Aug-21	2	9	JB to add professionalisation project to future Executive agendas for team to discuss progress and next steps.	JB	From Jan 22 meeting onwards
Aug-21	7	9	JB to look into a residential meeting before the end of the academic year	JB	To be discussed
Nov-21	11	4	SL to get in touch with all strategy leads to check actions, commitments to membership and the future of the organisation.	SL	Ongoing
Nov-21	12	5	SL and CW to circulate final External Development stakeholder mapping list for review by WC 8 <sup>th</sup> November 2021.	SL, CW	Ongoing
Nov-21	14	6	AK meeting with UMII, to report back at the next Executive meeting.	AK	Ongoing
Nov-21	15	6	Executive to share their university statements on violence against women with BP and HH, to gather resources from various institutions and work on AMOSSHE's statement on GBV / spiking, including points that AMOSSHE is working on – to be put together by end of WC 25 <sup>th</sup> October 2021.	Executive	Ongoing
Nov-21	17	6	JB to share previous work on establishing a decision making framework and media management process.	JB	Ongoing
Nov-21	19	8	CB to ask colleagues in team to represent on his behalf for the <a href="#">Vulnerable Students Stakeholder Group (VSSG)</a> in the event that CB cannot attend the meetings.	CB	
Nov-21	20	9	AK and JB to include social media checks on background searches, and some additional guidance to define 'controversial' behaviours completed on the form.	AK, JB	
Nov-21	21	9	JB and AK to look at our contract clauses, review 'AMOSSHE rights' about cancellation if a sponsor is likely to bring AMOSSHE's reputation into disrepute, and review	JB, AK	Ongoing
Nov-21	26	12	CB to put AK in touch with Susan Bridgeford regarding CPD6.	CB, AK	
Nov-21	32	14	BP and HH to consider asking members to showcase themselves in the newsletter, to highlight the diversity of our membership	BP, HH	Ongoing
Nov-21	34	15	SC to send through some more information on the topic of poor external NMH provision and bring it up again at the next meeting to have a more substantial conversation about this.	SC	
Nov-21	35	16	Insight team and JB to scope the data sets that we need to interrogate, and then the Executive can agree on the use of the Insight money by email before the next meeting in January 2022.	Insight team	Ongoing
Nov-21	36	17	ALL to let AK know if they would like to be involved in an Executive personal WhatsApp group (to note this will be for personal use only, not business purposes).	ALL, AK	Ongoing

## External environment document – January 2022



Name	Update for consideration	Any links/further information	Any suggested actions
John Bloomfield	Government updated guidance on rule of 6 people meeting. This will adversely impact how 'households' are managed in student accommodation	<a href="https://www.gov.uk/government/publications/coronavirus-covid-19-meeting-with-others-safely-social-distancing/coronavirus-covid-19-meeting-with-others-safely-social-distancing">https://www.gov.uk/government/publications/coronavirus-covid-19-meeting-with-others-safely-social-distancing/coronavirus-covid-19-meeting-with-others-safely-social-distancing</a>	Provide an update to members, potential opportunity for discussion for interested members
<b>January 2022</b>			
John Bloomfield	Minister Donelan has written to all Universities effectively mandating that they sign up to the Student Minds Mental Health Charter and should work towards it within the next 5 years.	<a href="https://wonkhe.com/blogs/ten-notes-of-caution-on-making-the-mental-health-charter-mandatory/">https://wonkhe.com/blogs/ten-notes-of-caution-on-making-the-mental-health-charter-mandatory/</a>	Executive to discuss this and consider what this means for our members and what action (if any) we should take
John Bloomfield	The 1752 group have responded to AMOSSHE's letter regarding their call for us and other organisations to provide guidance on multiple complaints of sexual harrasment and violence against a staff member. They have effectively acknowledged our letter but feel there is more work that will need ot be done and have made it clear that they will be looking to work with ARC and ACAS to see what would come next. We are likely to meet with them in a few months time once they have some further information.	None	None at present. If further work is needed this will be highlighted to the executive.
Benjamin Parsons	I have worked with Crimestoppers, the Police and UUK on the deveopment of a survey about HE staff understanding of County Lines. This is going out in the AMOSSHE newsletter throughout January, and UUK is also sending it to their members.	<a href="https://www.amosshes.org.uk/members-news/12259663#Crimestoppers">https://www.amosshes.org.uk/members-news/12259663#Crimestoppers</a>	None.
John Bloomfield	Minister Donelan has written to university urging them to pledge not to use NDA's in cases of sexual misconduct. Fiona Waye from UUK has written regarding this and has notified that she intends to work with AMOSSHE, UCEA and UHR to progress this work.	<a href="https://www.gov.uk/government/news/universities-pledge-to-end-use-of-non-disclosure-agreements">https://www.gov.uk/government/news/universities-pledge-to-end-use-of-non-disclosure-agreements</a>	Executive to discuss any thoughts on AMOSSHE being involved in this work.



## AMOSSHE Operations Update

This update combines our usual updates for the central operations of AMOSSHE and includes information relevant to AMOSSHE's response to the COVID-19 pandemic.

### National Office staff team and Woburn House update

Now that government guidance has been lifted the AMOSSHE team will look to return back to the office from the week beginning 31 January. This will be up to a maximum 3 days a week as part of an agreed flexible working policy.

### Membership update

Membership level	October 2021	January 2022
Small and specialist	38	38
Tier 1 organisation	41	41
Tier 2 organisation	56	55
Tier 3 organisation	34	34
Additional member	347	350
International organisation	10	10
International additional member	22	22
Less than 50% HE organisation	0	0
Corporate organisation	3	3
Corporate additional member	6	6
Individual member	5	5
Non-profit organisation	2	3
Non-profit additional member	1	1
Student member	1	2
<b>Total organisations</b>	<b>184</b>	<b>184</b>
<b>Total members</b>	<b>807</b>	<b>807</b>

New Non-profit member organisation:

- Southern Universities Management Services (SUMS)

Lost Tier 2 member organisation:

- University of Derby

### GDPR update

Wild Apricot has four settings for members to control email contact. Here are the named members who have unsubscribed, using one of more of the settings:

- 12 members have ticked not to receive AMOSSHE updates about news and events (including the AMOSSHE newsletter).
- 2 members have disabled receiving any emails through Wild Apricot.

- 8 members have unsubscribed from Wild Apricot mailings (newsletters, event announcements).
- 5 members have unsubscribed from Wild Apricot event announcements.

Wild Apricot has two settings for members to control whether they share their details with other members for networking purposes. Here are the named members who have unsubscribed, using one or more of the settings:

- 44 members have ticked not to share their details with other members for networking purposes (including Jiscmail and the online lists).
- 1 member has ticked not to share their profile details in online lists.

56 members in total have used one or more of these settings to unsubscribe.

### [Financial Management report](#)

Please see the management report for the detailed figures. At the present time AMOSSHE is tracking well against budget, this is partly due to sponsorship income being higher than anticipated at this time of year. The figures for membership are slightly out, this seems to be due to the deferred income work as part of the year end finance document. I am currently working through the figures with the accountants to rectify this.

### [AMOSSHE HR process update](#)

AMOSSHE contracted our HR consultant to complete a final piece of work that was agreed some time ago which focussed on pay structure and benefits. We are close to completing this section of the work and hope to be able to update the executive committee in the meeting.

## Directors Finance Summary

December 2021

Code	Income	Year to date			Budget	% of full year budget achieved TD*	Notes
		Actual	Budget	Variance			
200	Conference	£0.00	£0.00	£0.00	£118,923.00	0	Sponsorship has been invoiced ahead of profiling expectations for CPD and National Conference Further investigation is currently taking place as it seems some money for this year has been allocated to the previous year as part of the year end finance accounts. This will be reported back to the executive separately as soon as possible.
300	CPD	£8,444.00	£4,460.00	£3,984.00	£21,765.00	39	
	Sponsorship	£49,549.40	£12,585.00	£36,964.40	£75,906.00	65	
	Membership	£101,410.90	£120,000.00	(£18,589.10)	£120,000.00	85	
	Other income	£0.00	£0.00	£0.00	£0.00	100	
	<b>TOTAL income</b>	<b>£159,404.30</b>	<b>£137,045.00</b>	<b>£22,359.30</b>	<b>£336,594.00</b>	<b>47</b>	
	<b>Expenditure</b>						
10	Central	£50,735.67	£53,367.00	£2,631.33	£119,308.05	43	
200	Conference	£21,610.10	£21,535.00	(£75.10)	£167,266.67	13	
300	CPD	£16,112.39	£17,848.00	£1,735.61	£45,674.00	35	
20	Executive	£2,325.67	£2,679.00	£353.33	£6,951.00	33	
400	Futures	£0.00	£0.00	£0.00	£0.00	0	
500	Insight	£0.00	£0.00	£0.00	£0.00	0	
100	Membership	£0.00	£0.00	£0.00	£0.00	0	
	<b>TOTAL expenditure</b>	<b>£90,783.83</b>	<b>£95,429.00</b>	<b>£4,645.17</b>	<b>£339,199.72</b>	<b>27</b>	
	<b>TOTAL Surplus / Deficit</b>	<b>£68,620.47</b>	<b>£41,616.00</b>	<b>£27,004.47</b>	<b>(£2,605.72)</b>		

TOTAL Cash position	Main account	£129,784.08
<b>31/12/2021</b>	Savings account	£200,996.47
	<b>TOTAL</b>	<b>£330,780.55</b>

### Notes on reading the management report

- \* The full year budget percentage relates to how much income / expenditure has been raised and spent against our budgeted expectations for the year to date
- The year to date figure only is shown as the monthly figures can vary against budget
- Area specific expenditure is shown against those areas that are of interest to the executive
- Figures in red are negative figures
- Any additional information is supplied on the corresponding executive paper





## AMOSSHE Strategy Workstream Executive progress report: Member Engagement

Executive meeting: January 2022

This sheet is designed for AMOSSHE Strategy members to briefly report back on the progress of their workstream activity to the AMOSSHE executive committee. Answers should be short and to the point, some can be explored further within the meeting.

Please note within the respective objective notes section any resources you think you will need to complete the objective along with potential costs and timelines for completion. Also note any help/conversations you wish to have at the executive meeting to ensure this is highlighted at the meeting

Each objective should have a status attached to them rating:

**RED:** None or little progress made

**AMBER:** Starting to make progress but behind on original timelines

**GREEN:** Going well and making expected progress

### Outcome 3:

AMOSSHE members have increased **opportunities to network** and be represented throughout the sector and beyond.

### Outcome 6:

Our members can articulate a **common narrative** about the impact of student services on student and institutional success

### Outcome 7:

The AMOSSHE Executive, through the support of the National Office, has consolidated and **enhanced engagement with members** to influence the direction and impact of AMOSSHE work

### Objectives and progress report

Status	Outcome	Objective
GREEN	3 and 7	(5) Establish a baseline of current activity (such as member attendance at meetings, events and conferences)
	Notes	BP and HH continuing data analysis of newsletter and CPD engagement. Raw data analysed, trends still to be identified.
RED	3 and 7	(6) Create measurable targets of increasing member opportunities and what these look like

Status	Outcome	Objective
	Notes	Dependent on objective 5. Not yet started.
	6 and 7	(14) Define and promote our definition of a common narrative to help members understand and be able to articulate the context in which this is meant
	Notes	Plans underway to promote the diversity of the membership and create a more engaging community.
	7	(15) Understand how our members are currently engaging with AMOSSHE, including the number of members doing so and how often
	Notes	Research project agreed to understand the diversity of membership.
	7	(16) Agree what impactful (relevant) engagement looks like and how this feels as an AMOSSHE member and a member of the executive
	Notes	As per objectives 14 and 15 above.
	7	(17) Develop a narrative of how this feeds into the wider success of the AMOSSHE strategy and promote this to members
	Notes	Dependent on objectives 14, 15 and 16. Cannot complete until 14,15,16 have been completed.
	3 and 7	(18%) Identify a % of engagement with members once we understand how members are currently engaging and how we would like them to engage with us
	Notes	Dependent on objective 5.

Resources that have been identified to complete the project at this stage:

- National Office time to create template / cribsheet of member roles / responsibilities.
- JB time to contribute to modelling potential restructure of membership.
- National Office time to create ‘faces of AMOSSHE’ campaign, conduct interviews, devise, implement and analyse diversity survey.
- Leads time to review and adjust the above.
- National Office time to set up and promote topic-related webinar, regular discussion sessions, and National Conference session.
- Exec volunteers to host regular discussion sessions, and to speak at the topic-related webinar.

Questions / considerations for the Executive Committee at this stage:

- Consideration of restructuring AMOSSHE membership to increase reach and promote engagement.



## AMOSSHE Strategy Workstream Executive progress report: External Development

Executive meeting: January 2022

This sheet is designed for AMOSSHE Strategy members to briefly report back on the progress of their workstream activity to the AMOSSHE executive committee. Answers should be short and to the point, some can be explored further within the meeting.

Please note within the respective objective notes section any resources you think you will need to complete the objective along with potential costs and timelines for completion. Also note any help/conversations you wish to have at the executive meeting to ensure this is highlighted at the meeting.

Each objective should have a status attached to them rating:

**RED:** None or little progress made

**AMBER:** Starting to make progress but behind on original timelines

**GREEN:** Going well and making expected progress

### Outcome 3:

AMOSSHE members have increased **opportunities to network** and be represented throughout the sector and beyond.

### Outcome 4:

We have developed and nurtured strong, mutually beneficial collaborations with key influencers [including academics, sector bodies, policy makers, funders and government], based on our understanding of the key challenges and opportunities facing students and student services, to deliver impact on behalf of our members

### Outcome 8:

AMOSSHE mutually influences and learns from a **global network of student services leaders**, for the benefit of our students.

### Progress report

Status	Outcome	Objective
RED	3	Create a statement of what we mean by impactful contributions within the sector to enable us to measure success
	Notes	Not prioritised at the present time
GREEN	4	Working group to look at stakeholder mapping and establish which networks and relationships we currently have, and which do we wish to pursue.

Status	Outcome	Objective
	Notes	The stakeholder spreadsheet has completed the first draft and a simplified version has been sent to the executive to see if there are any organisations missing or within the wrong category. The executive have been sent a form to make any amendments on for the external development group to discuss and amend where appropriate.
	4	Create a statement of what we mean by impactful contributions within the sector to enable us to measure success
	Notes	Not prioritised at the present time
	4	Complete stakeholder mapping exercise to include individuals as well as organisations who may be able to help AMOSSHE to positively impact the student experience agenda
	Notes	Individuals are not included yet, this will be part of the second phase of the spreadsheet
	4	Agree what impactful (relevant) engagement looks like and how this feels as an AMOSSHE member and a member of the executive
	Notes	A draft of the statement has been agreed by the external development group and has been sent to the wider executive team for ratification. The next step would be to look at a process for increasing opportunities for members to network.
	4/8	Identify mutual benefits of partnership
	Notes	Some organisations have been identified as part of the stakeholder mapping exercise and an engagement decision sheet has been devised to help identify how best to approach a conversation. This is to be reviewed after each interaction. The current list of organisations needs to be reduced down to make it more manageable.
	8	Working group to look at stakeholder mapping and establish which networks and relationships we currently have, and which do we wish to pursue.
	Notes	Completed as above
	8	Identify a priority group of global partners to build reciprocal partnerships with
	Notes	Complete and added to the stakeholder mapping spreadsheet

Resources that have been identified to complete the project at this stage:

- Resources at this stage is time from executive members to have conversations with individuals and organisations to enable us to develop relationships. The stakeholder mapping sheet indicates individuals identified as potential contact links and we also ask all executive members to review this as below.
- For international outreach there is a global summit of international organisations like AMOSSHE meeting at University College Cork, 15-17 June 2022. We would like to request funds to up to 3 members of the NO and Executive to attend given its locality to us. Costs are likely to be for attendance, accommodation and travel.

Questions / considerations for the Executive Committee at this stage:

- We request that the executive review the stakeholder mapping sheet and identify any organisations not listed or any that they would like to see included in the priority list.

## AMOSSHE Strategy Workstream Executive progress report: Resources

Executive meeting: January 2022

This sheet is designed for AMOSSHE Strategy members to briefly report back on the progress of their workstream activity to the AMOSSHE executive committee. Answers should be short and to the point, some can be explored further within the meeting.

Please note within the respective objective notes section any resources you think you will need to complete the objective along with potential costs and timelines for completion. Also note any help/conversations you wish to have at the executive meeting to ensure this is highlighted at the meeting.

Each objective should have a status attached to them rating:

**RED:** None or little progress made

**AMBER:** Starting to make progress but behind on original timelines

**GREEN:** Going well and making expected progress

### Outcome 1:

AMOSSHE has an **online platform** comprising resources including research, data and knowledge exchange materials that can be accessed by 100% of the membership and provides a base for continuous learning and collaborative work between members. The data from this platform will demonstrate the impact of AMOSSHE work within institutions in a variety of ways.

### Outcome 2:

The **AMOSSHE professional behaviours framework** is utilised by members and integrates with the AMOSSHE CPD framework. It provides a recognised evidence base and framework to drive personal development within professional student services.

### Outcome 5:

AMOSSHE has, through the commissioning, analysis and dissemination of research and data, **enabled members to effectively influence** internal and external stakeholders.

### Progress report

Status	Outcome	Objective
Green	1	Create a working group to look into the specifics of the project (specifically size and scope of the project).
	Notes	The first meeting of the new working group has taken place and confirmed the priorities of the project and initial timescales.
Orange	1	Agree how we measure the impact of the platform, including the data from this platform can be utilised to measure success/impact of AMOSSHE work within institutions
	Notes	The group has agreed 2 sector activities to help understand current member behaviour and activity for members use of resources from AMOSSHE. From this we should be in a position to understand what success and impact looks like.
Green	1	Collate member feedback on the composition of the platform and ensure that the platform includes our current resources, the resilience project, insight reports, CPD and other event information and future potential work (such as webinars, external content)
	Notes	There will be a survey and some focus groups to help understand user behaviour and needs for resources. This is due to be sent out, completed and analysed by Easter.
Red	2	Finalise phase 2 of the professionalisation project through an external consultant with the support of an AMOSSHE steering group to ensure aims are met
	Notes	This is not currently prioritised, awaiting further feedback from the executive meeting. If it does resume the groups understanding is that this would likely be a separate working group whose progress feeds back into the resources workstream.
Red	3	Create a skills guide to help members understand what they would need to do to effectively present on behalf of AMOSSHE
	Notes	Not currently prioritised, partly as we have not yet developed further opportunities for members to present.
Green	5	Identify which data is currently available and that which our members need, including gaps in current knowledge and understanding.
	Notes	This is included as part of the surveys and focus groups
Orange	5	Design an approach to gathering and analysing research and data (our own or others') and disseminating that through an AMOSSHE lens for the benefit of our members.
	Notes	This is currently behind and will be discussed at the next meeting of the resources group.
Orange	5	Identify how we will measure the impact of this approach, and agree plans to keep it under review.
	Notes	As above

### Resources that have been identified to complete the project at this stage:

- It is likely that money will be needed later in the project once feedback has been collated and analysed to either enable changes to the current platform or build a new one.
- Currently strategy group and members time are needed to complete the surveys and focus groups.
- NO staff time will be needed to operationalise this work and analyse the data

Questions / considerations for the Executive Committee at this stage:

- Any further details on the progression on the professionalisation project.