

AMOSSHE Executive meeting

19 March 2021 | Zoom video conference

Minutes

Attendees:

Anji Gardiner (AG)	Anya Knight (AK)	Benjamin Parsons (BP)	Claire Slater (CS)
Chris Warrington (CW)	Fay Sherrington (FS)	Helen McNeely (HM)	Jayne Aldridge (JA)
John Bloomfield (JB)	Kelsey Coward (KC)	Lesley O’Keeffe (LO)	Nic Streatfield (NS)
Rotimi Akinsete (RA)	Simon Lee (SL)		

Apologies: Hiba tul Habib (HH), Jill Stevenson (JS)

Item no.	Title	Timing: 11:20 - 11:30 (10 mins)	Presented by	Paper
1	Standing item: Reserved business and AOB check None		Jayne Aldridge	

Item no.	Title	Timing: 11:30 - 11:40 (10 mins)	Presented by	Paper
2	Standing item: Minutes and matters arising		John Bloomfield	20-21-15

The Executive agreed that the minutes of the last meeting are true and accurate with no corrections. There were no disclosures or conflicts of interest.

Outstanding and ongoing actions:

- Action no. 41 is still ongoing
- Action no. 46 is to be completed after the EGM
- Action no. 47 is still ongoing
- Action no. 50 is to be completed after the EGM
- Action no. 54 is to be completed after the EGM
- Action no. 56 is to be completed after the EGM
- Action no. 58, 59, 60, 61, 63 are ongoing

All other outstanding actions from the last Executive meeting have now either been actioned and marked as complete or scheduled on this agenda.

Item no.	Title	Timing: 11:40 - 11:50 (10 mins)	Presented by	Paper
3	Standing item: External updates discussion		Helen McNeely	20-21-16

HM (Vice Chair Operations) presented the external updates discussion, reminding colleagues that this standing agenda item continues to facilitate honest discussions at the start of each meeting, for colleagues to disclose and share best practice.

As a part of this initiative, the Executive were tasked with completing an External Updates document prior to the meeting, including anything that has happened in the wider environment recently that they feel will impact AMOSSHE members or the work of AMOSSHE that we might need to consider or respond to.

CW brought the following external update to the Executive Committee: a Universities UK and Royal College of GPs request for a Student Services lead contact at each institution. The Executive discussed whether this has been announced to the sector/students (and if so, what are the expectations).

Universities UK have been seeking this information via VC's or through university web pages and this list is largely compiled.

Item no.	Title	11:50 – 12:15 (25 mins)	Presented by	Paper
4	Operations and COVID-19 update			20-21-17
	- Management reports		John Bloomfield	20-21-18
	- Year end financial reports			20-21-19

JB combined updates for the central operations of AMOSSHE with information relevant to AMOSSHE's response to the COVID-19 pandemic. An overview of JB's presentation can be found in the attached papers 20-21-17, 20-21-18 and 20-21-19.

JB updated the Executive on the National Office team's continued working from home, in line with up-to-date government advice. The AMOSSHE main office in Woburn House Conference Centre is still closed, but a tenants meeting took place this week that JB and AK attended, offering insight as to when the office will re-open full time. The initial indication is that the office will continue to open 1-2 days a week until the beginning of September, when usual working hours will resume. If this remains the case JB would look at a phased return for the National Office team from the end of June 2021. This decision is pending further conversations with Woburn House and the AMOSSHE staff team. The UK government has indicated that a review of bringing people back into workplaces officially will happen in the build-up to the 21 June 2021 review date.

ACTION: JB to continue to gather updates from the Woburn House team and update the Executive again at the June meeting.

AMOSSHE has seen an increase in additional members. We haven't seen a correlation with event delegates, however we have seen some institutions reviewing their membership structure in the run up to EGM.

Updates from the Financial Management report show AMOSSHE's accounts are in a good position considering the overall budget for this time of year, and taking in to account our bigger events that are yet to take place.

The Executive were happy to agree and sign off all financial reports submitted by JB with no questions raised.

The year-end accounts were slightly worse off than budget expectations for last year. The expected loss was due to be approximately £31,704.83. The loss on the year-end accounts is confirmed as £37,844, approximately £6,000 difference. JB covered a number of factors for this, the largest noted in the papers. JB also updated on the first year so far with our new accountants and he is extremely pleased with the process and progress made so far.

The Executive were happy to sign off the year-end accounts and agree with the representation letter for our accountants outlined in paper 20-21-19. JB to organise signatures with Chairs; Menzies have confirmed electronic signing is OK.

ACTION: JB to gather signatures from AMOSSHE Chair and Vice-Chair on representation letter and any other relevant documentation.

ACTION: JA and FS to ensure financial documents are signed in a timely manner.

ACTION: JB to update members about the financial position, in advance of the AGM, with narrative to explain that the overall loss was anticipated and has been managed.

The AMOSSHE Executive residential meeting usually takes place over 2 days in August. This year the dates are already set as 5 and 6 August 2021. The National Office has reserved space at the Newcastle Crowne Plaza hotel as this will be the venue for the National Conference 2022. This is all subject to a discussion at the Executive meeting about the feasibility of hosting a physical meeting at that time.

The Executive discussed how this could work for everyone, and how they would feel about being asked to attend a physical meeting from August onwards.

HM, NS and SL would much prefer a face-to-face meeting for residential, with the following considerations: at the moment HM would need to isolate for 10 days for England to Belfast travel, and institutional policies on business travel need to be considered. CS would prefer a virtual meeting, as she feels it is too soon to decide. AG, NS and CW suggested this could be a great opportunity to trial hybrid meetings as this will offer flexibility for all, namely new Executive members that join from August 2021.

The Executive agreed that a hybrid model for the residential meeting in August 2021 would be preferable. This is all dependant on what restrictions are in place. AK mentioned there is flexibility with the Crowne Plaza Newcastle and we could push back this decision to the June meeting and sign contracts soon after.

ACTION: ALL to report on their HEP travel policies at the next Executive meeting in June, alongside personal preferences about travel.

JB asked colleagues to bear in mind that AMOSSHE would cover travel expenses.

Item no.	Title	Timing: 12:15 – 12:30 (15 mins)	Presented by	Paper
5	Break		-	-

Item no.	Title	Timing: 12:30 – 12:50 (20 mins)	Presented by	Paper
6	Elections update AGM update		John Bloomfield Conference leads	20-21-20

JB took the opportunity to thank members of the Executive Committee again for their work across the past year and agreeing to continue in the role over the duration of the pandemic in 2020-21, this has been an extraordinary year and it is thanks their dedication and agreement that AMOSSHE is in such a strong position moving forward. There are 6 roles that are up for re-election this year:

- Chair: Jayne Aldridge
- Vice-Chair: Fay Sherrington
- Executive member: Claire Slater
- Executive member: Kelsey Coward
- Executive member: Rotimi Akinsete
- Executive member: Lesley O'Keefe

From the above Fay Sherrington cannot stand again as she has been on the Executive Committee for the maximum duration allowed. Lesley O'Keefe has already confirmed she will be stepping down due to her new role at Brunel. Jayne Aldridge also confirmed in the meeting, with regret, that she will not be standing again for Chair, due to her work capacity at Sussex. It is with huge thanks and sadness that we will have to say goodbye to the three of them this summer.

ACTION: ALL to think about the roles now available, re-elections and considering if they would like to take on the Chair or Vice-Chair roles.

The Executive then discussed the breadth and diversity of the AMOSSHE Executive Committee, as representation of the nations and regions is important for the AMOSSHE Executive. The Executive discussed what contingency we have if we have no nominees for Chair or Vice Chair. We should encourage members to go for the Chair roles whether they have served on the Executive or not (but previous experience may be helpful).

HM volunteered to do a piece to camera to encourage members to nominate and asked other executive members to consider doing the same

The Executive agreed to offer a 'Come and ask the Exec' session where potential Executive candidates drop in to speak with members of the current Executive to ask about their experiences, etc.

ACTION: AK and BP to arrange recording Executive members about the benefits of nominating.

ACTION: AK and BP to set up a meeting for members to meet the Executive and discuss joining the Executive team.

ACTION: BP to add Executive nominations to regional / national groups, and Executive members should drop in on this.

An email will be sent out to Executive members in the coming 2 weeks asking to confirm dates for executive meetings for the coming year as this information will be sent out with the open of nominations.

ACTION: AK to send out a doodle poll with the options for executive meeting dates. Executive to decide nearer the time about the potential for having these as virtual, physical or hybrid meetings.

The National Conference team has reviewed the timing of the 2021 AMOSSHE AGM and asked the Executive Committee to consider options around whether it should be included as part of the conference programme, as it usually is. The team recommends scheduling the AGM as a separate event in advance of the National Conference. Either the Tuesday before (with the conference starting the next day) or the week before. Scheduling the AGM after the conference was discounted because the conference usually

concludes the AMOSSHE year, and there would be an unnecessarily long time to wait for the results of the Executive elections.

The advantages and disadvantages that the team assessed in making their recommendation are outlined in papers 20-21-21.

JA raised questions about risk and members' availability. CW counterpointed that the conference is online, and they could choose which sessions of conference to attend. The conference is sure to change moving forward.

The Executive agreed with the National Conference team's recommendation of scheduling the AGM the week before conference, and all the Executive members will be present.

ACTION: JB and BP to secure a date for the AGM WC 5th July 2021.

Item no.	Title	Timing: 13:00 – 13:30 (30 mins)	Presented by	Paper
7	Lunch		-	-

Item no.	Title	Timing: 13:30 – 14:00 (30 mins)	Presented by	Paper
8	Standing item: AMOSSHE strategy update		Strategy leads	-

JB asked each of the workstream leads to present progress to date to the team.

AG updated on behalf of the Workstream 1: Resources Development team. The resources team met with the working group this week; this meeting was really informative. AG fed back various outcomes of the meeting. We each navigate through resources differently, so it would make sense to complete a matrix model. The group were able to determine a main principle, looking at key takeaways from AMOSSHE, asking members what they use AMOSSHE resources for. This working group will now meet monthly.

CS gave an update on behalf of the Workstream 2: Member Engagement team. They have been gathering qualitative and quantitative data at various group meetings. Similarly to Workstream 1, they are asking members what they see as the benefits of AMOSSHE, if they had to justify the spending of AMOSSHE membership fees what would they say? The next step is to send initial questions out and explore key themes in more detail, then the team will have a better understanding of what the membership would like from us, to present at the next meeting. CS summarised that the key areas for Workstream 2 are collecting and creating that baseline, and data mining to understand those that are less engaged with AMOSSHE.

CW fed back to CS that when he first started his role at Leeds, he didn't know much about AMOSSHE and so wasn't encouraged to participate as much as he now sees other members engaging. CW mentioned that he really benefits from the email engagement, and various other AMOSSHE engagements. Even though he may not participate personally, he benefits from being a part the community. This will be much the same for others on the membership.

LO asked how we reach the people that don't have the connection to AMOSSHE already?

ACTION: CS and JS to think about those in the sphere of AMOSSHE that aren't engaging and how to think about this moving forward. How to reach those with no connection to AMOSSHE?

ACTION: JB to schedule a review of member engagement groups at the next June meeting.

SL presented on behalf of the Workstream 3: External Development team. They have started to assess how we can maximise external partnerships, getting the voice of AMOSSHE widely heard. SL mentioned that they have similar progress updates to other workstreams. The group are currently looking at the structure for prioritisation and holding some discussions with familiar external groups to help us understand what good reciprocal arrangements might look like. The team will also be looking to engage the other workstreams to understand any priority engagements that might consider as part of their work on the strategy.

AMOSSHE has a strong focus on international stakeholders (for example NASPA, CACUSS, IASAS) but there are also a huge number of potential organisations we can engage with and therefore prioritising is important to help focus our work.

The Executive agreed that it is important that the three workstreams work together and share information along the way.

ACTION: ALL workstream leads to report back on strategy updates at the next meeting.

ACTION: AK to organise a meeting with all workstream leads to meet between now and the next Executive meeting.

Item no.	Title	Timing: 14:00 – 14:30 (30 mins)	Presented by	Paper
9	National Conference and CPD update - Conference pricing structure		John Bloomfield Chris Warrington Nic Streatfield	20-21-21

NS updated the Executive on CPD progress to date. We have now completed 5 out of 7 CPD events this year:

- CPD1: Student Mental Health, October 2020
- CPD2: More with Less? November 2020
- CPD3: Intersectionality and Student Services, December 2020
- CPD4: Digital Poverty in the context of Student Services, January 2021
- CPD5: Rethinking disability services in a post pandemic world, March 2021

Remaining events:

- CPD6 (Spring Conference): Creating an anti-racist culture: the role and impact of Student Services on 21-22 April 2021
- CPD7: Staff Wellbeing, 19 May 2021

We have made great progress on CPD events to date. CPD5 (disabilities) has been the most successful in terms of attendance so far, selling out with over 80 participants. We have continued to report great feedback and we are making minor changes with each event to improve things. This seems to be making a positive difference.

CS mentioned that the theme for CPD7 has changed due to an overlap with the themes of National Conference. Instead of being a review of good practice during the pandemic, this CPD will focus on self-

care for staff and the impact on wellbeing during the pandemic.

NS gave thanks to the Executive CPD leads and BP and AK from the National Office team for making these events happen and run so smoothly. NS also mentioned that AMOSSHE has been asked to do another joint event with UKAT. CS is to lead on this.

ACTION: CPD6 team, RA and JS, to consider press coverage for CPD6

ACTION: CS to lead on joint hosted UKAT event

CW updated the Executive with the latest National Conference 2021 news. National Conference 2021 online booking will open next week. This is earlier than usual as we do not need to complete session preferences and we are opening before the agenda has been finalised. We do not expect many people to join at this point, but some members are looking to book while they have some money still allocated to staff training for this academic year. This may be removed in the coming weeks as part of their institutions' work on recouping unspent money. Given the new format of conference this year the National Conference team discussed various elements of the registration process, including our model of pricing, the delegate experience and aims to simplify a very complicated booking experience.

After looking at all the positives and negatives of the current booking process the team decided to offer an all-inclusive conference ticket (instead of access to individual days), offering only member / non-member rates and dropping the non-member rates slightly from £255 to £225 to offer inclusive access to the conference for all.

The Executive were happy with changes made to conference pricing structure for 2021.

ACTION: JB to include a discussion on hybrid models for future CPD / conferences at the residential in August 2021. What we can carry forward in terms of virtual events that benefit member engagement.

Item no.	Title	Timing: 14:30 – 15:00 (30 mins)	Presented by	Paper
10	AOB		Fay Sherrington	-

JB asked the Executive whether they wanted to look at a mixture of physical and virtual meetings after the pandemic is over? The overall feedback was that while there are benefits of not travelling and expenses for AMOSSHE, the face-to-face experience is really valued.

ACTION: JB to plan for a mixture of virtual and physical Executive meetings in 2021-22, perhaps ear-marking the October / November 2021 Executive meeting as virtual just in case there is another wave in the run up to Winter 2022.

ACTION: JB and HM to discuss areas of reflection on best practice during COVID from 2020-21 to present at the June meeting.

RA asked the Executive for their thoughts on returning to the office, when are colleagues and their teams returning? Will it then be a blended style of working? SL response: HR meetings have suggested that things won't go back to how they were, there is a real appetite for blended approaches on return.

ACTION: AK to create WhatsApp group for Executive.

Executive 2020-21 Action Log

Exec Board	Action No.	Agenda No.	Action	Actioned to	Status
Aug-20	4	2	Executive to complete a skills audit of the committee to understand expertise on the board and areas we can consider improving skills gaps	Executive/JB	Ongoing - people to complete the skills audit template
Jan-21	41	4	JB to send out more information on total VAT costs for 2020-2021 for the Executive to review.	JB	Ongoing
Jan-21	43	4	Executive to revisit hosting a physical meeting, in line with government advice, at the next meeting in March.	Executive, JB	Ongoing to be agreed at March executive meeting
Jan-21	46	8	BP and JB to incorporate / publish the 'Roles and Responsibilities Principles'	BP, JB	Ongoing - will be done in line with elections communications after EGM
Jan-21	47	8	HM to incorporate the 'Roles and Responsibilities Principles' into work on consideration of conflicts of interest	HM	Ongoing
Jan-21	50	10	JB and BP to determine where to record a record of the association descriptions of members.	JB, BP	Ongoing - to be completed after the EGM
Jan-21	54	10	JB and Chairs to devise a process in the case of removing an Executive Member.	JB, Chairs	Ongoing - to be completed after the EGM
Jan-21	56	10	JB and HM to review a schedule of work to ensure that the articles and rules do not become out of date again and allocate budget for this as appropriate.	JB, HM	Ongoing - to be completed after the EGM
Jan-21	58	11	JS to bring a proposal for an EDI framework to the next Executive meeting in March	JS	Ongoing
Jan-21	59	11	JB and chairs to consider a process for the template about completion and presenting it to Executive colleagues within a suitable timeline.	JB, Chairs	Ongoing
Jan-21	60	12	HM, CS and AG to act as leads together with the National Office to put together a proposal for AMOSSHE awards to present at the next meeting.	HM, CS, AG	Ongoing
Jan-21	61	12	AK to organise meeting for the awards team to meet and discuss.	AK	Ongoing
Jan-21	63	13	AK to begin future meetings with 15-minute break out groups for Executive to debrief and discuss current workloads with peers.	AK	Ongoing-will be completed for the June executive meeting
Key: Closed- here action is time limited and now expired Complete – where action has been taken					

External updates document – March 2021



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	https://www.gov.uk/government/publications/coronavirus-covid-19-meeting-with-others-safely-social-distancing/coronavirus-covid-19-meeting-with-others-safely-social-distancing	Provide an update to members, potential opportunity for discussion for interested members	
March 2021 updates				
Chris	Email to VC's Office - Universities UK is working with the Royal College of GPs to compile a list of key contacts at universities. The contact might be "Director of Student (Support) Services", "Director of Wellbeing", or "Head of Counselling". Basically whoever would be available to home GPs to signal concern about a student at university.	Has this been announced to the sector/students (what are the expectations)	To note and update	

AMOSSHE Operations and COVID 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

The National Office team continue to work from home. Woburn House is currently closed but a tenants meeting is taking place soon where an update in line with government guidelines will be presented. The initial indication is that the office may open up fully at the end of May. If this were the case I would be looking at the national office team to be coming back into the building at some point in June. This is pending further conversations with Woburn House and the AMOSSHE staff team. Government have indicated that a review of bringing people back into workplaces officially will happen in the build up to the 21 June 2021 review date.

Membership update

Membership level	January 2021	March 2021
Small and specialist	34	34
Tier 1 organisation	45	45
Tier 2 organisation	59	59
Tier 3 organisation	28	28
Additional member	323	330
International organisation	13	13
International additional member	19	21
Less than 50% HE organisation	0	0
Corporate organisation	3	3
Corporate additional member	6	6
Individual member	5	5
Non-profit organisation	2	2
Non-profit additional member	1	1
Student member	2	2
Total organisations	184	184
Total members	775	789

There are no changes to member organisations.

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:

- 7 members have ticked not to receive AMOSSHE updates about news and events (including the AMOSSHE newsletter).
- 1 member has disabled receiving any emails through Wild Apricot.
- 5 members have unsubscribed from Wild Apricot mailings (newsletters, event announcements).
- 4 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 of more of the settings:

- 37 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.

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

Financial Management report

The accounts are showing us to be in a good position against budget for this time of year. We have some of our larger events coming up which gives us an opportunity to solidify this position. There are some points to note:

Income

- Membership is estimated at the present time, I expect we may have to pay more VAT this coming year which would reduce the income by up to £5k but figures at the present time are worked out on the current calculations.
- Sponsorship is doing well against target and we envisage this will increase with spring conference.

Expenditure

- Central expenditure is currently out slightly, this is because of additional work we have completed on the rules and articles (solicitors fees), zoom software purchases need to be allocated to the separate CPD events and we have changed where the payment for Ellen (our temporary staff support) will be paid from, this will be centralised due to how we are paying for this.
- CPD is currently out by around £1k which is due to the zoom fees currently being paid centrally. This will be reconfigured in one go at the end of the year.

Year-end accounts

The year end accounts were slightly worse off than budget expectations for last year. The expected loss was due to be approximately £31,704.83. The loss on the year end accounts is confirmed as £37,844, approximately £6k difference.

There are a number of factors for this, the largest are noted below:

- Our fixed assets went up by over £1k due to needing new conference laptops (before the pandemic hit).
- Our membership income was effectively reduced as we had to pay increased VAT. Our year end VAT calculation unfortunately was a larger discrepancy than usual due to not hosting as many paid for CPD events in 2019-20, this is likely to be reflected again in 2020-21 accounts. This reduced income by around £7k.
- Our membership income was further reduced against previous years with the work we have completed in tidying up our accounts system and therefore writing off some old debts that were incorrect.
- Some of this was made up by a really strong CPD income stream up until March 2020, we were ahead in all budgets including winter conference before the pandemic hit.
- Sponsorship was down dramatically last year due to reduced events and exposure, we did bring in some income from online events but not as much as would have been the case for in person activity and we did not charge for any of our virtual CPD offerings last year whilst we refined the process and ensured that we were supporting members through this difficult time.

- We managed to bring down expenditure dramatically to reduce costs but unfortunately fixed costs still have to be paid for such as staff, rent, equipment support and licensing etc.

This is the first year with our new accountants and I am extremely pleased with the process we have been through with the accounts and the reliability of the data from the start. We did some specific work with the accountants this year to clean up any legacy issues with the accounting software and bring our old debts up to date. I am happy that the accounts reflect the position of AMOSSHE at this time and we are now in a great position to move forward.

I ask that we confirm we are happy to sign off the year end accounts and agree with the representation letter for our accountants.

Executive residential

The AMOSSHE Executive residential meeting usually takes place over 2 days in August. This year the dates are already set as 5 and 6 August 2021. The National Office has preliminary reserved space at the Newcastle Crowne Plaza hotel as this will be the venue for the National Conference 2022. This is all subject to a discussion at the executive meeting about the feasibility of hosting a physical meeting at that time.

**Directors Finance
Summary
February 2021**

Code	Income	Year to date			Budget Full Year	% of full year budget achieved TD*	Notes
		Actual	Budget	Variance			
200	Conference	£0.00	£0.00	£0.00	£25,100.00	0	
300	CPD	£16,717.60	£15,770.00	£947.60	£25,830.00	65	
	Sponsorship	£19,920.50	£17,392.00	£2,528.50	£26,054.25	76	
	Membership	£112,334.14	£97,975.57	£14,358.57	£97,975.57	115	Estimated until year end account adjustments have been completed, VAT adjustments incorporated into the estimation
	Other income	£1,750.00					
	TOTAL income	£148,972.24	£131,137.57	£17,834.67	£174,959.82	85	
	Expenditure						
10	Central	£73,257.29	£65,356.00	(£7,901.29)	£110,437.21	66	Rules and Articles work, Ellen (temp support invoices), zoom, adobe renewal = additional £5k minimum
200	Conference	£28,705.97	£29,085.00	£379.03	£64,350.31	45	Removed the deposit of £22,065 to the following year
300	CPD	£22,177.82	£24,961.00	£2,783.18	£42,003.09	53	Costs for Zoom software over £1k to be moved to here and saved on contingency money
20	Executive	£971.85	£869.57	(£102.28)	£869.57	112	Cost for external consultant and goodie boxes for residential, ext activity
400	Futures	£0.00	£0.00	£0.00	£0.00	0	
500	Insight	£0.00	£0.00	£0.00	£0.00	0	
100	Membership	£90.00	£0.00	(£90.00)	£0.00	0	
	TOTAL expenditure	£125,202.93	£120,271.57	(£4,931.36)	£217,660.18	58	
	TOTAL Surplus / Deficit	£23,769.31	£10,866.00	£12,903.31	(£42,700.36)		

TOTAL Cash position	Main account	£42,660.82
18/01/2021	Savings account	£200,979.78
	TOTAL	£243,640.60

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

UNAUDITED DIRECTORS'
REPORT AND FINANCIAL
STATEMENTS

FOR THE YEAR ENDED

31 JULY 2020

AMOSSHE, THE STUDENT
SERVICES
ORGANISATION LIMITED
(A Company Limited by
Guarantee)

AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED

(A Company Limited by Guarantee)

COMPANY INFORMATION

Directors	R Akinsete J Aldridge Dr A Gardiner (appointed 1 August 2019) S Lee H McNeely L O'Keeffe (appointed 1 August 2019) F Sherrington C Slater J Stevenson N Streatfield C Warrington K Coupar N Redman (resigned 1 August 2019) K Coward (appointed 3 August 2020)
Registered number	04778650
Registered office	Woburn House 20-24 Tavistock Square London WC1H 9HQ
Accountants	Menzies LLP Chartered Accountants Lynton House 7-12 Tavistock Square London WC1H 9LT

AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED

(A Company Limited by Guarantee)

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AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED

(A Company Limited by Guarantee)

DIRECTORS' REPORT FOR THE YEAR ENDED 31 JULY 2020

The directors present their report and the financial statements for the year ended 31 July 2020.

Principal activity

The principal activity of the Company in the year was that of a professional association of managers of student services in higher education. The current period reflects the results for the year to 31 July 2020.

Directors

The directors who served during the year were:

R Akinsete
J Aldridge
Dr A Gardiner (appointed 1 August 2019)
S Lee
H McNeely
L O'Keeffe (appointed 1 August 2019)
F Sherrington
C Slater
J Stevenson
N Streatfield
C Warrington
K Coupar
N Redman (resigned 1 August 2019)

Small companies note

In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the board on

and signed on its behalf.

J Aldridge
Director

AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED

(A Company Limited by Guarantee)

CHARTERED ACCOUNTANTS' REPORT TO THE BOARD OF DIRECTORS ON THE PREPARATION OF THE UNAUDITED STATUTORY FINANCIAL STATEMENTS OF AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED FOR THE YEAR ENDED 31 JULY 2020

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the financial statements of AMOSSHE, The Student Services Organisation Limited for the year ended 31 July 2020 which comprise the Statement of Comprehensive Income, the Balance Sheet, the Statement of Changes in Equity and the related notes from the Company's accounting records and from information and explanations you have given us.

As a practising member firm of the Institute of Chartered Accountants in England and Wales (ICAEW), we are subject to its ethical and other professional requirements which are detailed at <http://www.icaew.com/en/members/regulations-standards-and-guidance/>.

This report is made solely to the Board of Directors of AMOSSHE, The Student Services Organisation Limited, as a body, in accordance with the terms of our engagement letter dated [date] . Our work has been undertaken solely to prepare for your approval the financial statements of AMOSSHE, The Student Services Organisation Limited and state those matters that we have agreed to state to the Board of Directors of AMOSSHE, The Student Services Organisation Limited, as a body, in this report in accordance with ICAEW Technical Release TECH07/16AAF. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than AMOSSHE, The Student Services Organisation Limited and its Board of Directors, as a body, for our work or for this report.

It is your duty to ensure that AMOSSHE, The Student Services Organisation Limited has kept adequate accounting records and to prepare statutory financial statements that give a true and fair view of the assets, liabilities, financial position and loss of AMOSSHE, The Student Services Organisation Limited. You consider that AMOSSHE, The Student Services Organisation Limited is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or review of the financial statements of AMOSSHE, The Student Services Organisation Limited. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory financial statements.

Menzies LLP

Lynton House
7-12 Tavistock Square
London
WC1H 9LT
Date:

AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED

(A Company Limited by Guarantee)

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 JULY 2020

	2020 £	2019 £
Turnover	201,713	382,745
Gross profit	201,713	382,745
Administrative expenses	(240,219)	(355,947)
Operating (loss)/profit	(38,506)	26,798
Interest receivable and similar income	421	64
(Loss)/profit before tax	(38,085)	26,862
Tax on (loss)/profit	241	(5,365)
(Loss)/profit for the financial year	(37,844)	21,497

There was no other comprehensive income for 2020 (2019:£NIL).

The notes on pages 7 to 11 form part of these financial statements.

**AMOSSHE, THE STUDENT SERVICES
ORGANISATION LIMITED**
(A Company Limited by Guarantee)
REGISTERED NUMBER:04778650

**BALANCE SHEET
AS AT 31 JULY 2020**

	Note	2020 £	2019 £
Fixed assets			
Tangible assets	4	5,356	4,045
		<u>5,356</u>	<u>4,045</u>
Current assets			
Debtors: amounts falling due within one year	5	120,258	108,155
Cash at bank and in hand	6	226,493	259,621
		<u>346,751</u>	<u>367,776</u>
Creditors: amounts falling due within one year	7	(166,391)	(148,261)
Net current assets		180,360	219,515
Net assets		185,716	223,560
Capital and reserves			
Other reserves	9	69,360	69,360
Profit and loss account	9	116,356	154,200
		<u>185,716</u>	<u>223,560</u>

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

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 Section 1A - small entities.

The financial statements were approved and authorised for issue by the board and were signed on its behalf on

J Aldridge
Director

F Sherrington
Director

The notes on pages 7 to 11 form part of these financial statements.

AMOSSHE, THE STUDENT SERVICES
ORGANISATION LIMITED
(A Company Limited by Guarantee)

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 JULY 2020

	Other reserves £	Profit and loss account £	Total equity £
At 1 August 2019	69,360	154,200	223,560
Comprehensive income for the year			
Loss for the year	-	(37,844)	(37,844)
	<hr/>	<hr/>	<hr/>
At 31 July 2020	69,360	116,356	185,716

AMOSSHE, THE STUDENT SERVICES
ORGANISATION LIMITED
(A Company Limited by Guarantee)

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 JULY 2019

	Other reserves £	Profit and loss account £	Total equity £
At 1 August 2018	69,360	132,703	202,063
Comprehensive income for the year			
Profit for the year	-	21,497	21,497
	<hr/>	<hr/>	<hr/>
At 31 July 2019	69,360	154,200	223,560

AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2020

1. General information

AMOSSHE, The Student Services Organisation Ltd is a Company limited by guarantee registered in England Wales. The Company registration number is 04778650. The registered office is Woburn House, 20-24 Tavistock Square, London, WC1H 9HQ.

The financial statements are presented in pound sterling which is the functional currency of the Company and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention unless otherwise specified within these accounting policies and in accordance with Section 1A of Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and the Republic of Ireland and the Companies Act 2006.

The following principal accounting policies have been applied:

2.2 Going concern

The Coronavirus pandemic is creating significant uncertainty and the company is not immune to this although, at this stage, it is not possible to reliably forecast what the long-term impact of this may be. The directors are confident, however, that the company will be able to see through the current uncertainty. Therefore, it is the director's opinion that the going concern basis of preparation of the accounts continues to be appropriate

2.3 Revenue

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the Company and the revenue can be reliably measured. Revenue is measured as the fair value of the consideration received or receivable, excluding discounts, rebates, value added tax and other sales taxes. The following criteria must also be met before revenue is recognised:

Rendering of services

Revenue from a contract to provide services is recognised in the period in which the services are provided in accordance with the stage of completion of the contract when all of the following conditions are satisfied:

- the amount of revenue can be measured reliably;
- it is probable that the Company will receive the consideration due under the contract;
- the stage of completion of the contract at the end of the reporting period can be measured reliably; and
- the costs incurred and the costs to complete the contract can be measured reliably.

2.4 Interest income

Interest income is recognised in the Statement of Comprehensive Income using the effective interest method.

AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2020

2. Accounting policies (continued)

2.5 Pensions

Defined contribution pension plan

The Company operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the Company pays fixed contributions into a separate entity. Once the contributions have been paid the Company has no further payment obligations.

The contributions are recognised as an expense in profit or loss when they fall due. Amounts not paid are shown in accruals as a liability in the Balance Sheet. The assets of the plan are held separately from the Company in independently administered funds.

2.6 Taxation

Tax is recognised in profit or loss except that a charge attributable to an item of income and expense recognised as other comprehensive income or to an item recognised directly in equity is also recognised in other comprehensive income or directly in equity respectively.

The current income tax charge is calculated on the basis of tax rates and laws that have been enacted or substantively enacted by the balance sheet date in the countries where the Company operates and generates income.

2.7 Tangible fixed assets

Tangible fixed assets under the cost model are stated at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditure that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management.

Depreciation is charged so as to allocate the cost of assets less their residual value over their estimated useful lives, on a reducing balance basis.

Depreciation is provided on the following basis:

Fixtures and fittings	-	25% reducing balance basis
Office equipment	-	33% reducing balance basis

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, or if there is an indication of a significant change since the last reporting date.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the Statement of Comprehensive Income.

2.8 Debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2020

2. Accounting policies (continued)

2.9 Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

2.10 Creditors

Short term creditors are measured at the transaction price. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

3. Employees

The average monthly number of employees, including directors, during the year was 4 (2019 - 4).

4. Tangible fixed assets

	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation			
At 1 August 2019	1,671	14,471	16,142
Additions	-	4,672	4,672
At 31 July 2020	<u>1,671</u>	<u>19,143</u>	<u>20,814</u>
Depreciation			
At 1 August 2019	876	11,221	12,097
Charge for the year on owned assets	265	3,096	3,361
At 31 July 2020	<u>1,141</u>	<u>14,317</u>	<u>15,458</u>
Net book value			
At 31 July 2020	<u><u>530</u></u>	<u><u>4,826</u></u>	<u><u>5,356</u></u>

AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2020

5. Debtors

	2020 £	2019 £
Trade debtors	93,573	104,623
Other debtors	1,753	-
Prepayments and accrued income	24,932	3,532
	<u>120,258</u>	<u>108,155</u>

6. Cash and cash equivalents

	2020 £	2019 £
Cash at bank and in hand	226,493	259,621
	<u>226,493</u>	<u>259,621</u>

7. Creditors: Amounts falling due within one year

	2020 £	2019 £
Trade creditors	3,768	11,338
Corporation tax	-	5,500
Other taxation and social security	12,874	16,243
Accruals and deferred income	149,749	115,180
	<u>166,391</u>	<u>148,261</u>

8. 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, THE STUDENT SERVICES ORGANISATION LIMITED

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 JULY 2020

9. Reserves

Other reserves

The Company has other reserves which relate to pre-incorporation reserves.

10. Pension commitments

The Company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the Company in an independently administered fund. The pension cost charge represents contributions payable by the Company to the fund and amounted to £5,430 (2019 - £3,724). Contributions totaling £2,009 (2019 - £1,242) were payable to the fund at the balance sheet date and are included in creditors.

AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED

(A Company Limited by Guarantee)

DETAILED PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 JULY 2020

	Note	2020 £	2019 £
Turnover		201,713	382,745
Gross profit		<u>201,713</u>	<u>382,745</u>
Less: overheads			
Administration expenses		(240,219)	(355,947)
Operating (loss)/profit		<u>(38,506)</u>	<u>26,798</u>
Interest receivable		421	64
Tax on (loss)/profit on ordinary activities		241	(5,365)
(Loss)/Profit for the year		<u>(37,844)</u>	<u>21,497</u>

AMOSSHE, THE STUDENT SERVICES
ORGANISATION LIMITED
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SCHEDULE TO THE DETAILED ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2020

	2020 £	2019 £
Turnover		
Subscriptions	111,244	127,267
CPD	60,587	51,328
Research grant	-	2,500
Conferences	(10)	144,704
Sponsorship	29,892	56,946
	<u>201,713</u>	<u>382,745</u>

AMOSSHE, THE STUDENT SERVICES ORGANISATION LIMITED

(A Company Limited by Guarantee)

SCHEDULE TO THE DETAILED ACCOUNTS FOR THE YEAR ENDED 31 JULY 2020

	2020 £	2019 £
Administration expenses		
Conference costs	42,787	163,097
Executive costs	6,231	13,058
CPD	55,533	41,006
National office	120,795	141,256
Membership	-	347
Futures	3,160	2,635
Insight	9,870	(6,069)
Webinars	1,842	617
	<hr/> 240,219 <hr/>	<hr/> 355,947 <hr/>

AMOSSHE, THE STUDENT SERVICES
ORGANISATION LIMITED
(A Company Limited by Guarantee)

SCHEDULE TO THE DETAILED ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2020

	2020 £	2019 £
Interest receivable		
Bank interest receivable	421	64
	<u>421</u>	<u>64</u>
	<u><u>421</u></u>	<u><u>64</u></u>

March 2021

Menzies LLP
Centrum House
36 Station Road
Egham
Surrey
TW20 9LF

Dear Sirs,

During the course of the preparation of our accounts for the year ending 31 July 2020, the following representations were made to you by the management and directors.

Representation

- 1 We acknowledged as directors that we have fulfilled our responsibilities under the Companies Act 2006 for making accurate representations to you and for the accounts that have been prepared for the company.
- 2 We confirmed that all accounting records had been made available to you for the purpose of preparing the company's accounts and that all the transactions undertaken by the company had been properly reflected and recorded in the accounting records. All other records and related information, including minutes of all management and shareholders' meetings, had been made available to you.
- 3 We confirmed that the company had no liabilities or contingent liabilities other than those disclosed in the accounts.
- 4 We confirmed that there have been no events since the balance sheet date which required disclosing or which would materially affect the amounts in the accounts, other than those already disclosed or included in the accounts.
- 5 We confirmed that the company has not contracted for any capital expenditure other than as disclosed in the accounts.
- 6 We confirm that, having considered our expectations and intentions for the next twelve months and the likely impact of the Coronavirus pandemic on the company's finances, based on the availability of working capital, the company is a going concern for at least twelve months from approval of these financial statements. We confirm that the disclosure in the financial statements are an accurate reflection of the reasons for our consideration that the financial statements should be drawn up on a going concern basis

Yours faithfully,

.....

Signature on behalf of the board of directors of **AMOSSHE, The Student Services Organisation Limited**

Elections and AGM update

Elections 2021

I want to take this opportunity to thank members of the Executive Committee again for their work across the past year and agreeing to continue in the role over the duration of the pandemic in 2020-21, this has been an extraordinary year and it is thanks to your dedication and agreement that AMOSSHE is in such a strong position moving forward.

There are 6 people that are due for re-election this year:

Chair:	Jayne Aldridge
Vice-Chair:	Fay Sherrington
Executive member:	Claire Slater
Executive member:	Kelsey Coward
Executive member:	Rotimi Akinsete
Executive member:	Lesley O'Keefe

From those above Fay Sherrington cannot stand again due to having been on the executive committee for the maximum duration and Lesley O'Keefe has already confirmed she will be stepping down due to her new role at Brunel. It is with huge thanks and sadness that we will have to say goodbye to them both this summer.

Annual General Meeting (AGM)

The National Conference team has reviewed the timing of the 2021 AMOSSHE AGM to consider whether it should be included as part of the conference programme, as it usually is.

The team recommends scheduling the AGM as a separate event in advance of the National Conference. Either the Tuesday before (with the conference starting the next day) or the week before.

Scheduling the AGM after the conference was discounted because the conference usually concludes the AMOSSHE year, and there would be an unnecessarily long time to wait for the results of the Executive elections.

Here are the advantages and disadvantages that the team assessed in making their recommendation.

Advantages

- The AGM can be publicised to members completely separately to the conference, to encourage attendance.
- A separate meeting removes any sense of requirement to pay for the conference in order to attend.
- This reflects how the EGM was scheduled.
- The National Conference schedule is freed up for more member-led sessions (the online schedule means there will be less sessions than in normal years anyway).
- Usually the AGM needs physical attendance, hence this is why we would have it as part of our biggest event of the year. This is not an issue this year and since there is no real

opportunity to network around the AGM (as would be customary at a conference) this provides us with more flexibility.

Disadvantages

- The AGM is traditionally part of the conference programme.
- Members will need to allocate time to the AGM in addition to the conference (if they're attending the latter).

Executive decisions

1. Do you agree to the National Conference team recommendation of scheduling the AGM in advance of the conference?
2. If so, when should it be?

AMOSSHE National Conference and CPD update

CPD update

We have now completed 5 out of 7 CPD events this year:

- CPD1: Student Mental Health
- CPD2: More with Less?
- CPD3: Intersectionality and Student Services
- CPD4: Digital Poverty in the context of Student Services
- CPD5: Rethinking disability services in a post pandemic world
- Remaining events:
- CPD6: Spring Conference: Creating an anti-racist culture: the role and impact of Student Services: 21 April 2021
- CPD7: Staff Wellbeing: 19 May 2021
- Virtual National Conference 2021

We have made good progress on events to date. CPD5 on disabilities is the most successful in terms of attendance so far, selling out with over 80 participants. Feedback continues to be good, we are making minor changes with each event to improve things and this seems to be having a positive difference.

Thanks to the executive members and especially Benjamin and Anya from the national office team for making these events happen.

National Conference 2021

Booking will open in the next 2 weeks for National Conference, this is earlier than usual as we do not need to complete session preferences for sessions we are opening before the agenda has been set. We do not expect many people to join at this point but some members are looking at booking whilst they have some money still allocated to staff training, which may be removed in the coming weeks as part of their institutions work on recouping unspent money.

Given the new format of conference this year the National Conference team discussed various elements of the National Conference registration process, including our model of pricing, the delegate experience and aims to simplify a very complicated booking experience.

After looking at all the positives and negatives of the current booking process the team decided to offer an all-inclusive conference ticket (instead of access to individual days), offering only member / non-member rates and dropping the non-member rates slightly from £255 to £225 in order to offer inclusive access to the conference for all. This will be presented and discussed at the executive meeting in more detail.