

AMOSSHE Executive meeting minutes

7 June 2024 | AMOSSHE National Office



Formal meeting time: 10:30 to 15:30

Attendees

Executive team - Jill Stevenson (JS), Chris Warrington (CW), Andy Shanks (AS), Sammy Li (SLi), Paul Rossi (PR), Helen McNeely (HM), Ian Munton (IM), Sarah Sweeney (SS), Sally Lambah (SL), Aleata Alstad-Calkins (AAC), Emma Bales (EB)

National Office - John Bloomfield (JB), Benjamin Parsons (BP), Michelle Scop (MS), Julia Jean-Baptiste (JJB), Jaimee Shan (JSh), Emma Maslin (EM)

Apologies - Ravteq Singh Dhese (RSD)

Item 1: Standing item: Reserved business, conflicts of interest and AOB check

No declared conflicts of interest or other business.

JS welcomed JSh and EM to their first meeting and also said goodbye to HM and RSD, who will be stepping down from the AMOSSHE Executive.

Item 2: Standing item: Minutes and matters arising

See paper 23-24-39. The Executive agreed that the March 2024 meeting minutes were a true and accurate record.

Actions:

- 21 - Resources and Membership Engagement workstream teams to consider how we can use the new website platform to gather diversity data about our membership. This will require attention to our GDPR procedures for holding this sensitive data. There also needs to be a process for ongoing collection of this data. **Closed** (will be allocated to the relevant workstreams).
- 24 - JS and SB to lead on conversations with Universities UK about resourcing the University Mental Health Charter, to ensure that the full budget / resource requirement doesn't fall to Student Services. **Completed**.
- 31 - JB / BP to devise / share a process for responding to requests to work with AMOSSHE that come through Chairs or other Executive members. **Ongoing**.
- 32 - JB and BP to extract actions from the Rules of Association paper in order to implement the changes. **Ongoing**.
- 33 - JB and HM to review ideas about extending Executive terms from two years. **Ongoing**.
- 34 - External Development workstream to review stakeholder mapping spreadsheet and reprioritise organisations noted as a 3 on our progress chart. Priorities should either be progressed or re-prioritised. This review should be a standing item in the workstream group. **Complete**.
- 35 - BP and PR to reach out to LASER (London And South East Region) members and ask who would like to represent AMOSSHE on the London Higher working group for NHS collaborations. PR and RSD are happy to help connect colleagues. **Ongoing**.
- 36 - JB to circulate notes and draft competency framework on behalf of EB. Executive to feed back any thoughts or comments. **Complete**.
- 37 - SS to update on the Disabled Student Commitment partnership group meeting in June. **Complete** (on agenda).

- 38 - JB to review the allocation processing with AMOSSHE's accountants to better stabilise showcasing income. **Ongoing.**
- 39 - JB to share proposed National Office staff structure for the Executive to review. **Complete.**
- 40 - Chairs to ensure membership fees are expressed as amounts rather than percentages when presenting to the Annual General Meeting. **Complete.**
- 41 - Membership engagement workstream to work on fees increase to be presented at AGM, marketing how competitive AMOSSHE is and what we offer. **Complete.**
- 42 - JB to remodel membership fee increases to accommodate a lower increase for Small and Specialist and International membership categories. JB to send the revised model to the Executive for noting. **Complete.**
- 43 - BP and Strategy Development group to implement suggested changes to the strategy document. **Complete.**
- 44 - Strategy development team to devise an action plan, including measures of success, which could be published with annual reports to provide updates on progress with the strategy. Team to consider publishing actions each year to showcase internal work to membership. To be mindful of key performance indicators. **Closed** (to be allocated to the workstream).
- 45 - BP to ask the Executive for CPD1 and CPD2 lead volunteers. **Ongoing** (on agenda).
- 46 - BP to produce a summary of the CPD programme for the June Executive meeting. **Complete.**
- 47 - BP to add 'planning for the year ahead' to the schedule for the end of August member discussion. **Ongoing.**
- 48 - CPD development team to review suggestions raised in the meeting from Executive to map out 2024/25 academic year. **Complete.**
- 49 - CW to try to meet the interim CEO of Student Minds. JB to reach out for a meeting in the meantime. **Ongoing.**

Item 3: Policy update, stakeholder mapping, HEMHIT spreadsheet

See paper 23-24-40. JS highlighted the upcoming General Election and the impact of purdah on the working groups that AMOSSHE would normally be partaking in during this time. The Executive discussed what AMOSSHE priorities should be for lobbying the incoming government, including further work with HEMHIT (Higher Education Mental Health Implementation Taskforce), expansion and development of duty of care, and chasing the Office for Students conditions of registration for sexual violence and misconduct. There will be further discussion at the Executive residential in July to discuss organisational priorities and targets following the outcome of the General Election.

CW highlighted that a number of sector friends (for example Universities UK, GuildHE) have published manifestos ready for lobbying the incoming government. CW walked attendees through the stakeholder mapping document, which outlines our current relationships in the sector, ranked in respect to priority of relationship and current working status. The Executive discussed some of the current relationships recorded, including a suggestion by BP that GuildHE be changed to high priority. This document will be further discussed at the stakeholder group meeting on 20 June.

ACTION: Policy group to look at lobbying efforts in relation to HEMHIT continuation and funding for higher education. Lobbying might be aligned with other organisations to governments, and also aligned to organisations representing Vice Chancellors to ringfence funding for Student Services. For review at residential.

ACTION: EM to analyse the trends of policy asks from sector bodies such as UUK, GuildHE, mission groups, UKCISA to identify where their asks coincide with our priorities. To present at residential.

ACTION: Policy group and EM and JJB to start putting together statements / positions of our asks / responses.

ACTION: Executive to volunteer to speak to Disabled Students Commitment speakers at the National Conference to establish a working relationship going forward.

ACTION: At residential, review the stakeholder mapping spreadsheet to re-establish priorities. Add a 'not started' colour to the progress column. Consider GuildHE and change 'Edward Peck' to 'Student Support Champion'.

Item 4: Strategy review final draft for approval

See paper 23-24-41. The Executive reviewed the new strategy and JB presented the future strategy diagram, which shows AMOSSHE's vision and values going forwards.

It was agreed that any contractions will be removed from the aims bullet points.

BP clarified that the strategy launch will most likely be at the Winter Conference in early 2025.

The strategy was approved by the Executive to use at the National Conference 2024.

ACTION: BP to update the strategy wording to remove the repeat of "we'll".

ACTION: Strategy Development group to ask members to feed back on our strategy at our upcoming National Conference.

ACTION: JJB / BP to create a presentation-ready version of the strategy for use at the National Conference.

Item 5: CPD structure decision 24-25

See paper 23-24-42. The Executive reviewed the overview of the eight events this year showing the highlights and the budget. The Executive agreed the outline programme structure for 2024/25. This is based on two in person events (namely the Winter and National conferences, to capitalise on working together) and six online events.

The Executive suggested these topics for the Winter Conference:

- Belonging, Gen Z, assessment support (how this relates to work in schools and colleges).
- Transitions, pre-arrival.
- Different student demographics.
- Students not recognising mental health challenges as disability.
- Student protests, engagement with student leaders. Managing contradictions.
- Understanding the views of students.
- Repairing interfaith relationships.

Other topics considered and approved for the CPD (continuing professional development) programme for 2024/25:

- Self-care, wellbeing and career development and recognition. This should be earlier in the programme.
- Pastoral support models / student support redesign. This can also include analytics, and how this data is used to support students. Gender identity as an example, antisemitism and people generally feeling unsafe.
- Sexual harassment / violence – possibly as a free webinar for members from the Office for Students.

Some Executive member put themselves forward to lead on events next year:

- Out of hours – IM
- Winter Conference – SL and EB
- Services redesign – AS
- Disability – SS

Once the full representation list has come out all members of the Executive will have the opportunity to put their names down for all activities.

ACTION: CPD development team to consider the balance of free webinars and sponsor webinars.

ACTION: CPD development team to look to publish the 2024/25 programme all at the same time towards the beginning of the academic year.

[Item 6: Resources – Website update](#)

JJB and JB presented an overview of our new website. There will be a soft launch of our new website at the National Conference 2024 with the full launch later in the year (date to be confirmed). JB asked Executive members for their help to test the new site at the residential meeting in July.

ACTION: Executive to test the new website at the July residential meeting.

[Item 7: Strategy workstream updates](#)

See papers 23-24-43, 23-24-44 and 23-24-45.

[Item 8: Communications update](#)

See paper 23-24-46.

ACTION: BP and JJB to consider how to advertise the benefits of AMOSSHE membership and why you should join to coincide with rising costs.

[Item 9: Financial management report](#)

See paper 23-24-46. JB confirmed that the website costs are an investment from our reserves but was not accounted for in the initial draft budget.

[Item 10: Operations update](#)

See paper 23-24-46.

We have good rising delegate numbers for our upcoming National Conference at the end of June.

AAC reminded all that there will be a 5K run on the Thursday of National Conference for those wanting to join.

BP reminded the Executive that there will be a pre-evening drinks reception on the Wednesday evening at National Conference, welcoming the two new Executive members. Also, on the Wednesday morning and Friday afternoon at the National Conference, there will be campus tours of the University of Glasgow or Strathclyde University.

BP noted that we have two new Small and Specialist organisation members.

The risk register RAG (red, amber, green) rating was highlighted as a change to how the current risk register operates.

Item 11: Any Other Business

None.

AMOSSHE Executive meeting

7 June 2024 | AMOSSHE National Office

Formal meeting time: 10:30 – 15:30

Agenda

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

Item	Title	Status	Presented by	Paper
1	Standing item: Reserved business, Conflicts of Interest & AOB check	Discussion	Jill Stevenson	
2	Standing item: Minutes and matters arising	Approval	Jill Stevenson	23-24-39
3	Standing item: Policy update, stakeholder mapping, HEMHIT spreadsheet	Discussion	John Bloomfield Jill Stevenson	23-24-40

Discussion and Approval items: 12:00 – 14:45

These agenda items are to be discussed and approved as per the directives within each paper.

Lunch: 12:30 – 13:00

Item	Title		Presented by	Paper
4	Strategy review - Final draft for approval	Approval	Strategy group	23-24-41
5	CPD structure decision 24-25	Approval	CPD leads	23-24-42
6	Resources: Website update	Presentation	Resources group	

Break: 14:45 – 15:00

Points for noting and AOB: 15:00 – 15:30

These agenda items are only to be discussed if members have particular questions.

Item	Title		Presented by	Paper
7	Strategy workstream updates - Resources - External Development - Member Engagement	Noting	Emma Bales / Leads	23-24-43 23-24-44 23-24-45
8	Communications update	Noting	John Bloomfield	23-24-46
9	Finance management report	Noting	John Bloomfield	
10	Operations update - Risk Register RAG rating	Noting	John Bloomfield	
11	Any Other Business	Discussion	Jill Stevenson	

Exec Board	Action No.	Agenda No.	Action	Actioned to	Status
Jan-24	21	2	Resources and Membership Engagement workstream teams to consider how we can use the new website platform to gather diversity data about our membership. This will require attention to our GDPR procedures for holding this sensitive data. There also needs to be a process for ongoing collection of this data.	Resources and member engagement teams	Ongoing
Jan-24	24	3	JS and SB to lead on conversations with Universities UK about resourcing the University Mental Health Charter, to ensure that the full budget / resource requirement doesn't fall to Student Services.	JS, JB	Ongoing
Jan-24	31	6	JB / BP to devise / share a process for responding to requests to work with AMOSSHE that come through Chairs or other Executive members.	JB, BP	Ongoing
Jan-24	32	7	JB and BP to extract actions from the Rules of Association paper in order to implement the changes.	JB, HM	Ongoing
Jan-24	33	7	JB and HM to review ideas about extending Executive terms from two years.	JB, HM	Ongoing
Mar-24	34	3	External Development workstream to review stakeholder mapping spreadsheet and reprioritise organisations noted as a 3 on our progress chart. Priorities should either be progressed or re-prioritised. This review should be a standing item in the workstream group.	External development	Complete
Mar-24	35	3	BP and PR to reach out to LASER (London And South East Region) members and ask who would like to represent AMOSSHE on the London Higher working group for NHS collaborations. PR and RSD are happy to help connect colleagues.	Ongoing	Ongoing
Mar-24	36	3	JB to circulate notes and draft competency framework on behalf of EB. Executive to feed back any thoughts or comments.	JB	Complete
Mar-24	37	3	SS to update on the Disabled Student Commitment partnership group meeting in June.	SS	Complete
Mar-24	38	4	JB to review the allocation processing with AMOSSHE's accountants to better stabilise showcasing income.	JB	Ongoing
Mar-24	39	4	JB to share proposed National Office staff structure for the Executive to review.	JB	Complete
Mar-24	40	5	Chairs to ensure membership fees are expressed as amounts rather than percentages when presenting to the Annual General Meeting.	Chairs	Complete
Mar-24	41	5	Membership engagement workstream to work on fees increase to be presented at AGM, marketing how competitive AMOSSHE is and what we offer.	JB	Complete
Mar-24	42	5	JB to remodel membership fee increases to accommodate a lower increase for Small and Specialist and International membership categories. JB to send the revised model to the Executive for noting.	JB	Complete
Mar-24	43	6	BP and Strategy Development group to implement suggested changes to the strategy document.	Strategy leads	Complete

Mar-24	44	6	Strategy development team to devise an action plan, including measures of success, which could be published with annual reports to provide updates on progress with the strategy. Team to consider publishing actions each year to showcase internal work to membership. To be mindful of key performance indicators.	Strategy leads	Ongoing
Mar-24	45	7	BP to ask the Executive for CPD1 and CPD2 lead volunteers.	BP	Ongoing
Mar-24	46	7	BP to produce a summary of the CPD programme for the June Executive meeting.	BP	Complete
Mar-24	47	7	BP to add 'planning for the year ahead' to the schedule for the end of August member discussion.	BP	Ongoing
Mar-24	48	7	CPD development team to review suggestions raised in the meeting from Executive to map out 2024/25 academic year.	CPD planning group	Complete
Mar-24	49	8	CW to try to meet the interim CEO of Student Minds. JB to reach out for a meeting in the meantime.	CW	Ongoing

AMOSSHE Policy update

The following areas are for priority discussion at the meeting, further areas can be raised during this section of the meeting.

Priority areas for discussion

Up-coming general election

Due to the up-coming election a lot of the groups that we are working with are unable to complete their work, this includes work from HEMHIT, OfS, SLC, DfE, all governments. HEMHIT sub groups are continuing to run limited work but cannot report or meet on anything.

The executive need to consider what we should seek to focus on, dependant on the outcome of the election. If a new government comes to power the following should be considered:

- Do we look to work with HEMHIT to lobby to continue the tasks of the group?
- Do we work with other sector bodies (such as UUK) to petition the new government on areas of focus? If so what areas should we jointly work on?
- We should look to get on the list to meet with the new minister as soon as possible through highlighted areas of priority.
- We should prioritise our key messages and produce a narrative to help us petition the new Minister and government.

Stakeholder mapping spreadsheet

Points are noted through the spreadsheet actions and notes columns, please raise any questions/thoughts.

Higher Education Mental Health Implementation Taskforce (HEMHIT)

SS and JB attended the April meeting. The taskforce is keen to be extended beyond the current lifecycle of September 2024 and has the approval of the new Minister which includes work on NHS care, best practice/SMUMHC and case management. This might change dependant on the results of the election.

The current areas of focus are:

- Case Management
- Student Commitment
- Adoption of best practice / student mental health charter
- Information sharing
- Competency framework
- Data Analytics
- NHS secondary care partnerships

- NHS primary care partnerships

Office for Students consultation on proposals for regulating harassment and sexual misconduct

This work was due to be published on 30 May, we have had recent communications from OfS confirming this will not happen now due to the up-coming elections. Once purdah has been lifted and they have reevaluated the landscape they are open to providing a webinar to our members to discuss the outcomes in more detail.

Renters Reform Bill

We have had confirmation that this will not continue through parliament, at the present time the group leading on our response to this (UUK) is unsure if this will continue once purdah is lifted. This will have positive and negative impact on members due to the changes that were due to be implemented. These will be picked up again once we have clarity on the work moving forward.

Disabled Student Commitment: Partnership Group Meeting

The group discussed the draft Disabled Student Commitment annual report, which summarises progress during the first year of the programme and sets out next steps for Year 2. 11 HEPs have signed up to date. To further support HEP sign-up, a mapping exercise was undertaken and shared across the sector. The template and associated guidance were created in collaboration across several HEPs sharing insight into their challenges during the sign-up process, and best practice. The guidance supports practitioners to engage with the Commitment and provides a pathway to create a holistic journey approach with student voice at the forefront, identifying key stakeholders and methods for escalation. The map provided is an easy to adopt approach that takes a positive stance ensuring HEPs have space to recognise areas in need of intervention, as well as their strengths. In recognising that there are synergies with schemes designed to improve the mental health and wellbeing of students, an additional template aligning to Student Mind's University Mental Health Charter has also been created to identify areas of crossover with the Commitment. This will enable HEPs to pool resource effectively and build on current initiatives rather than necessarily duplicate or introduce new activity. A copy of the mapping template can be found [here](#). The guidance to be read alongside the map template can be found [here](#).

The group then received a presentation from Disabled Students UK on the findings of their Access Insights Project and data collected via the national Annual Disabled Student Survey for HEPs.

Scottish institutions are interested in adopting the Charter. Shona Littlejohn has met with Charter organisers and is going to update AMOSSHE Exec leads further about what this would involve.

Scottish Government Student Mental Health Action Plan

Following consultation, the SG is updating the draft plan. It is expected to be launched in spring 2024. There will be no new investment in universities, and no continuation of the funds that had been in place to support an increase in student counsellors over the last 4 years. Scottish universities have developed a set of principles to guide and manage expectations around their work on student mental health. These have not been formally adopted but they are some similarities with strands of the HEMHIT work in England.

Higher Diversity Commission

- Advance HE was introduced by us (through my link) to join the Coalition
- ARC was the first coalition participating organisation to roll out the Coalition's storytelling project to raise awareness about the lived experience of minority ethnic leaders in HE (please refer to the WONKHE article as featured in the recent AMOSSHE newsletter)
- The output of the ARC iteration of the project will be disseminated by Tessa Harrison & Monika Nangia as the Day 1 keynote at NC in Glasgow (with a prospective invitation of doing a parallel iteration with AMOSSHE / Student Services colleagues to widen the spectrum of the stories)
- Once the storytelling project is concluded, the output will be used as resources for awareness building across the sector. The Coalition will then move to advocating sector-wide initiatives and actions to help widen the pipeline development of HE Professional Services leadership (particularly in Academic/Student Services related areas). This may include highlighting the current gaps in HESA statutory data return on academic staff's (ethnic) diversity profile only - PS staff's data return is "optional"

Other meetings attended for noting

Student Loans Company (SLC) meetings

There has only been one meeting this year for the Stakeholder Operations Group and Vulnerable Student Stakeholder group, there has also been an update on the Lifetime Loan Entitlement, this is currently paused due to the elections. All updates have gone through the JISCMail lists.

UCEA Health and Safety Committee

Juliette Morgan (Senior Consultant, Advance HE), led a discussion on staff mental health and wellbeing, with UCEA strongly advocating the need to support university staff in this area as well as students. Advance HE are looking to develop a framework to support and enhance practice in the sector; this will deliver outputs that will support staff mental health and wellbeing in the sector and establish communities of practice to support both practitioners and non-clinical staff, and other stakeholders. Key to this will be collaboratively engaging with all sector partners to encourage HEIs to develop mental health and wellbeing strategies for staff and students.

Chairs of University Court annual plenary

JS attended to deliver a presentation on the challenges and opportunities facing Student Services in UK universities. Presentation slides are available.

Scottish roundtable on spiking

1. Reports of spiking incidents to universities from students have remained at relatively low levels during the past 6 months.
2. Spiking pods and kits continue to be circulated to students- this is working well.

3. A more concerning trend is that a small number of universities reported that small numbers of students coming forward to ask for help for other reasons (e.g. mental health) seemed to accept that 'spiking' is an inevitable risk when socialising in spaces with people they do not know (e.g. bars and night-clubs).
4. Universities are therefore continuing to focus on raising awareness on (a) prevention; and (b) support.

UUK Unipol meeting

1. Given the General Election the progress of the Renters Reform Bill has been paused/stopped as it wasn't prioritised to pass through before parliament was dissolved.
2. The new UUK/Guild HE Code was due to pass through parliament in the coming months with the plan being for it to become effective from May 2025 and code resources are currently being updated and re-written in line with the new code.

AMOSSHE Strategy 2025 – 2030 update

Executive amendments

Revise the order of the wording in the second bullet point of the mission statement;

Original:

Our mission is to inform, support and empower our community of Student Service leaders to enhance the higher education student experience and help students fulfil their academic potential.

Revised:

Our mission is to support, inform and empower our community of Student Services leaders to enhance the higher education student experience and help students fulfil their potential.

Aims changes

Within the aim 'Cultivate excellence' it was discussed if we should change the word 'cultivate' to something more dynamic. After careful thought and considering alternatives we decided it was the most appropriate word.

Within the vision we should look to make changes to points 2 and 3.

Original:

1. All our members are engaged in our community according to their diverse needs.
2. All our members can identify their professional development and career development needs and find the resources and tools they need.
3. The work of Student Services work is recognised as vital to the success of higher education and our expertise informs the development of the sector.

Revised:

1. All our members are engaged in our community according to their diverse needs.
2. All our members can enhance their professional skills and develop their careers.
3. Our expertise impacts the development and success of higher education.

External diagram / presentation for members

A refreshed version of the strategy will be presented to members through a single webpage and downloadable pdf which outlines the whole strategy.

Internal working documents and plans

Strategic enablers and living values

These are practically brought to life through a series of questions that will be asked when we seek to agree practical work is aligned with the strategy. The below table outlines the questions and which value or enabler they refer to. This is imperative to ensure we are living our values and producing work that is focussed around our strategy.

Value	Impactful	What is the purpose / impact of what we're doing, and how does it relate to our strategic aims?
Value	Collaborative	Who do we need to work with? Are we establishing strong connections and partnerships, with other stakeholders in the UK and abroad?
Value	Supportive	Are we engaging everyone in our community (considering diversity and wherever they are on their professional journey)?
Enabler	Using technology and data	Is what we're doing clearly informed by expertise / data / evidence / using the right technology to have the most effective impact?
Enabler	Sustainable (financial and environmental)	Are we being sustainable in what we're doing, both in terms of our own resources and protecting the planet's resources?
Enabler	Using data to measure impact	How are we measuring the impact of what we are doing?

Process for agreeing and implementing practical work within the strategy

Steps to implementation (once final strategy approval has taken place):

Initially the July residential in 2024 will be used to set and agree measures for success for the strategy based on our aims. These will be used within each workstream to ensure we are focussing on prioritising work that enables success. If we feel we need to change the measures this should be brought back to the executive for discussion. For the initial year each workstream is to consider existing work and work that was not completed in the previous strategy to see if they are still the right areas of work for the new strategic plan.

- Yearly review of the strategy directives at the July residential, including focus for each year for each workstream.
- Work stream groups established, 2 executive leads per group minimum.
- Values and Enablers table used to evaluate work priorities and alignment to strategy alongside measures for success.
- Evaluation of current priorities to take place, benchmarking against the values and enablers table.
- Each workstream will work to a template which will be used to indicate progress, this will be reported back to each executive meeting and used at the beginning of each workstream meeting to assess progress and next steps.

Approval

The Executive are asked to approve the external draft strategy to enable the strategy group to focus on preparing for the AMOSSHE National Conference feedback session and refining the implementation process.

CPD and National Conference updates

2023/24 programme overview

Here are the completed events that comprised the CPD programme in the 2023/24 academic year:

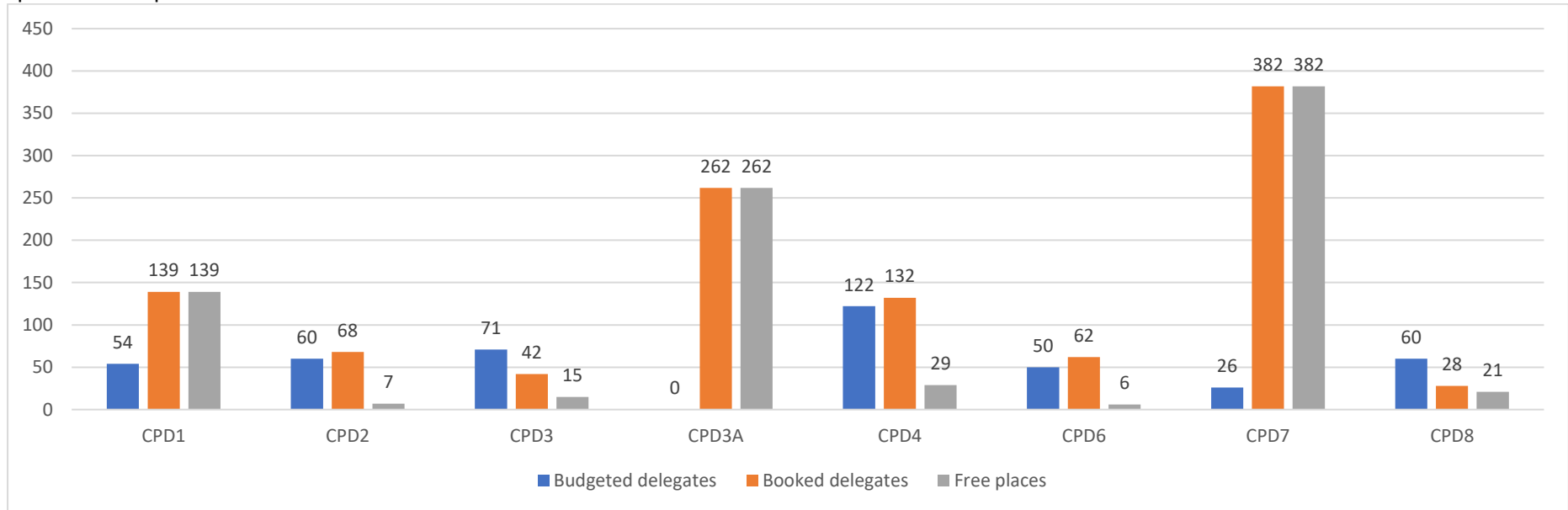
- **CPD1 – ‘Support through the uncertainty of student life: a discussion with Student Space by Student Minds’** on 25 October 2023. Free partner webinar. 139 total attendees (54 budgeted). 0 sponsors (0 budgeted).
- **CPD2 – ‘Fitness to study (what’s in a name?)’** on 10 November 2023. Half day online event. 75 total attendees, 68 paying registrants (60 budgeted), 7 free places. 0 sponsors (0 budgeted).
- **CPD3 – ‘Harassment in higher education: prevention and response’** on 1 December 2023. In-person one day event, London. 57 total attendees, 42 paying registrants (71 budgeted), 15 free places. 10 corporate attendees. 3 sponsors (4 budgeted).
- **CPD3A – ‘Evidence and evaluation: how to improve support for student mental health’** on 14 December 2023. Free partner webinar. 262 total attendees (0 budgeted). 0 sponsors (0 budgeted).
- **CPD4 – ‘AMOSSHE Winter Conference 2024: boundaries, understanding and impact’** on 9 February 2024. In-person one day event, Cardiff. 161 total attendees, 132 paying registrants (122 budgeted), 29 free places. 33 corporate attendees. 14 sponsors (12 budgeted).
- **CPD5** – partner webinar. Didn’t take place, as no sponsorship.
- **CPD6 – ‘Not just for home students: are your services truly international?’** on 18 April 2024. Half day online event. 68 total attendees, 62 paying registrants (50 budgeted), 6 free places. 0 sponsors (0 budgeted).
- **CPD7 – ‘Inclusive support: how to embed accessibility inside and outside of student support and disability services’** on 9 May 2024. Free partner webinar. 382 total attendees (26 budgeted). 1 sponsor (1 budgeted).
- **CPD8 – ‘Leadership and influence in Student Services’** on 22 May 2024. Full day online event. 49 total attendees, 28 paying registrants (60 budgeted), 21 free places. 0 sponsors (0 budgeted).

Events still to come are:

- **CPD9** – National Conference, 26 to 28 June, Glasgow

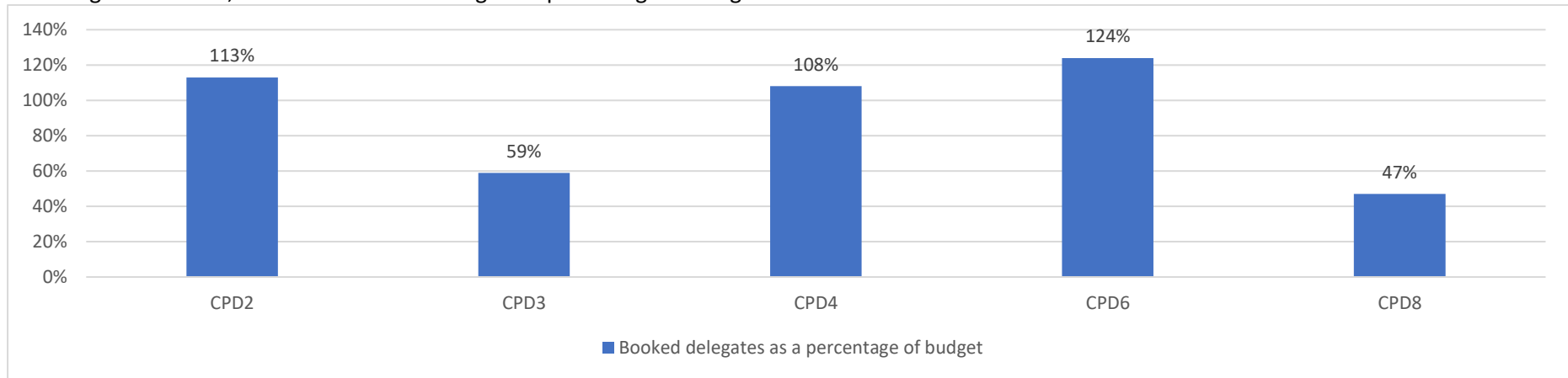
Attendees

This table shows the number of delegate bookings for each event, compared to the budgeted number, with the number of free places given to leads, speakers and sponsors.



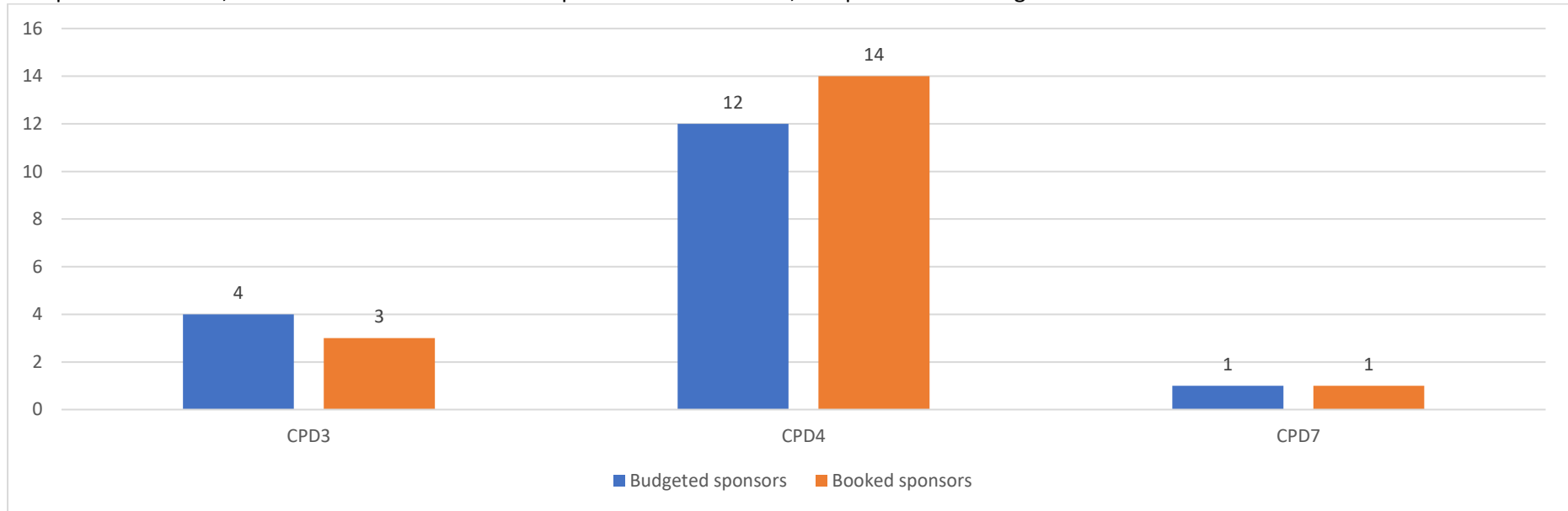
Performance against budget (bookings)

For chargeable events, this table shows bookings as a percentage of budget.



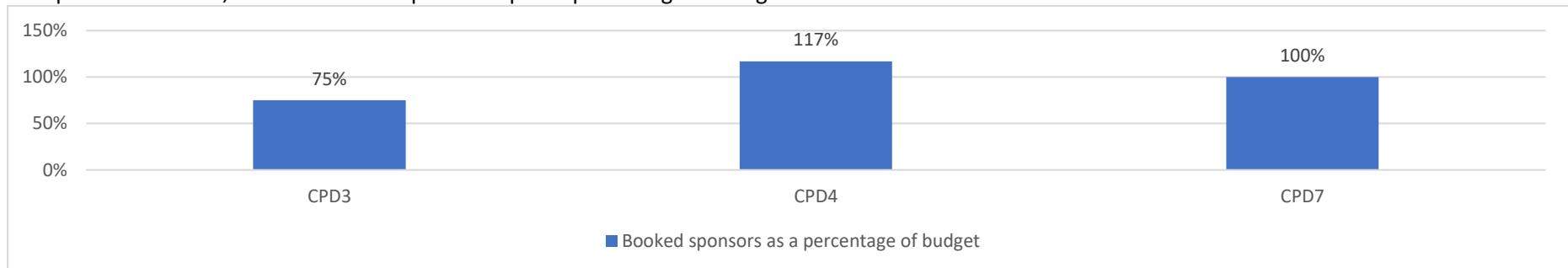
Sponsorship

For sponsored events, this table shows the number of sponsors for each event, compared to the budgeted number.



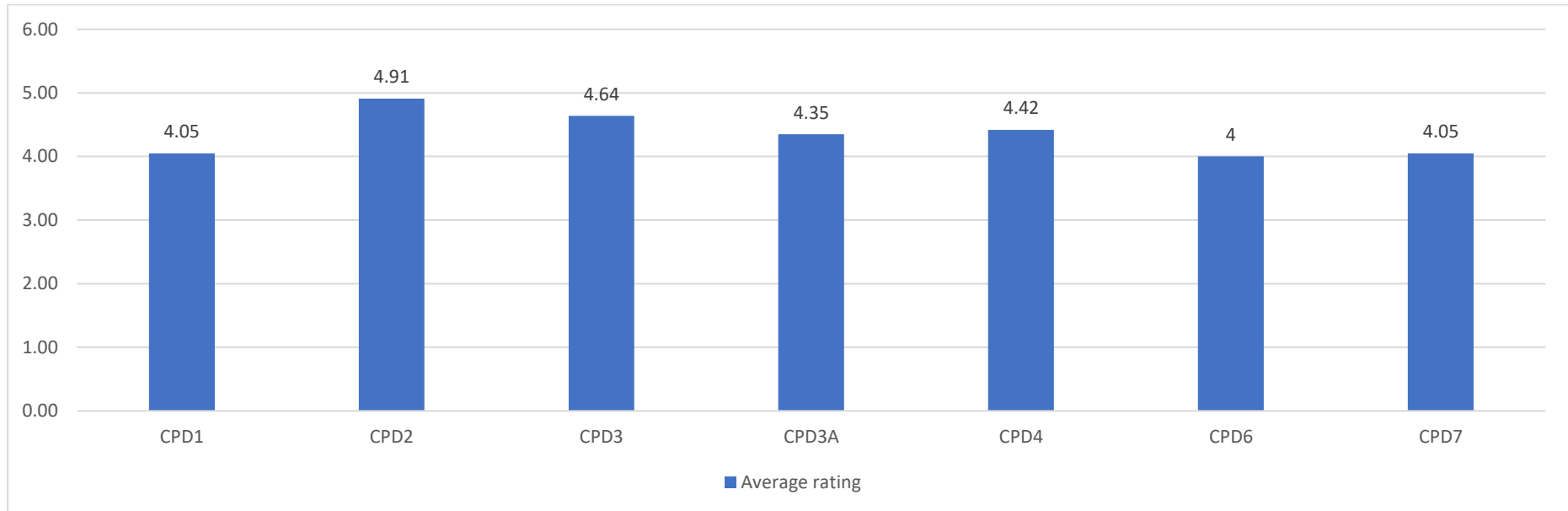
Performance against budget (sponsorship)

For sponsored events, this table shows sponsorship as a percentage of budget.



Delegate rating overall

This table shows the average overall rating that delegates gave to each event for which we have feedback data. On the rating scale 1 = Poor and 5 = Excellent.



Event video resources

Currently recordings of events are shared with registered delegates only, but all other resources (presentations, handouts) and shared with all AMOSSHE members as well. The CPD leads team, in collaboration with the Resources workstream leads have decided that when the new membership platform is implemented in summer 2024, the video content for an event will be made available to all members three months after the event. Videos will be the presentation only, with no Q&A, as that is more succinct and makes taking part live a separate experience.

2024/25 events programme

At the March Executive meeting these decisions were made about the programme for 2024/25.

CPD1 (online half day, October / November 2024) – Disability and reasonable adjustments, possibly including:

- Speakers from UKAT (UK Advising and Teaching) and/or ARC (Academic Registrars' Council).
- Assistance animals.
- Support for neurodiverse students.

CPD2 (online half day, October / November 2024) – Out of hours, possibly including:

- Member case studies.
- US institutions.
- Speakers from ASRA (Association for Student Residential Accommodation) and/or CUBO (College and University Business Officers).
- Third party providers.
- Working with estates.

CPD3 (in person, February 2025) – Winter Conference, possibly including:

- Collaboration across campus, whole institutional approaches.
- Student co-creation.
- Risk / duty of care / critical incidents / student death.

CPD5 (online, March 2025) – format and topic TBC.

CPD6 (online, early April / early May 2025) – format and topic TBC.

CPD7 (online, May 2025) – format and topic TBC.

CPD8 (in person, July 2025) – National Conference.

Topics for consideration:

- Preventing access to means to suicide as a possible masterclass, virtual event or Winter Conference session.
- Pastoral support structures (possibly March / May 2025).
- Self care and wellbeing, staff support.
- Student engagement, student voice and co-creation.
- Analytics.
- Career development, progression and recognition.
- Sexual violence / harassment – possibly a free update from the Office for Students plus member discussions and/or a partner webinar.
- Restorative justice (possibly Nottingham, RGU, Stirling case studies).

Approval

The Executive are asked to approve the structure for the 2024/25 academic year and agree the remaining CPD topics.

AMOSSHE strategy resources workstream

2023/24 plan

Creation of the new website and uploading resources is underway and on schedule for a demo at the National Conference in July, followed by launch to members over the summer. Testing of the new platform has been delayed because Ready Membership haven't set up our test data. The Resources workstream leads have devised a plan to recruit testers for the site, and a testing plan will be developed shortly. Here is the current timeline:

- June 2024 – website build continues, upload resources, devise test plan, recruit testers, demo to members at National Conference.
- July 2024 – configure platform settings, templates and workflows, continue uploading resources, user testing.
- August 2024 – user testing, membership renewals, continue uploading resources, comms planning for member engagement.
- September 2024 – resources and testing complete, member engagement activities.

Outcomes

Here are the strategy tasks that this workstream is working towards:

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.

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: **PAUSED**

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

Status:

RED: None or little progress made

AMBER: Starting to make progress but behind on original timelines

GREEN: Going well and making expected progress

BLUE: Not scheduled to begin yet

GREY: Completed

Status	Resource / input	Task	Category	Outcome	Impact / success measure	Deadlines
		Identify a series of KPIs to determine the impact of the agreed changes to the resources platform for members.		1		January 2023
	SS EB SLi JB BP	Include a mechanism for reviewing and updating existing content (when to archive / refresh)	Planning			November 2023 (meeting)
	JB BP	Identify the support needed in line with the implementation plan	Build	1		February 2024
	JB BP AB	Initial training for NO staff on website features	Build			February 2024
		Website front end completed by RM	Build			February 2024
	JB BP	Hire in support needed and build out new platform within a timescale that is achievable with National Office oversight	Build	1		March 2024
	JB BP	Initial data migration completed	Build			March 2024
	SS EB SLi JB BP	Agree a plan to launch the new platform and decommission the old platform/resources structure	Project delivery	1		March 2024
	JB BP	Third party integrations (Vimeo, Zoom etc)	Build			March 2024
	SS EB SLi JB BP	Consider EDI in the specification (accessibility and language) – ask for advice from AbilityNet	Planning			March 2024
	SS EB SLi JB BP	Work with the advisory group to test the new resources structure or platform	Testing	1		March 2024
	SS EB SLi JB BP	<ul style="list-style-type: none"> Decide timescales and activities with advisory group 	Testing	1		March 2024
	SS EB SLi JB BP	<ul style="list-style-type: none"> Provide an online private link to enable advisory group members to browse the site 	Testing	1		March 2024
	SS EB SLi JB BP	<ul style="list-style-type: none"> Devise a list of questions, test activities to see if the site achieves its goals. If not, implement necessary changes and re-run the process. 	Testing	1		April 2024
	JB BP	Content upload completed	Build			April 2024

Status	Resource / input	Task	Category	Outcome	Impact / success measure	Deadlines
	JB BP	Link into the comms strategy plan to manage and plan implementation/promotion to members	Comms			April 2024
	JB BP	2 nd data migration completed	Build/Test			End April 2024
	SS EB SLi JB BP	Launch the new resources structure or platform.	Project delivery	1		w/c 6 May 2024
	JB BP	Switch over to the active platform	Project delivery	1		May 2024
	JB BP	Xero integration completed and switched over	Build			June 2024
	SS EB SLi JB BP	Evaluate the effectiveness of the new platform by analysing usage data and collecting member feedback to answer the following questions: <ul style="list-style-type: none"> • Are the resources on the new platform making a difference to members' work within their institutions? • Are the resources that we have the right resources now they are more easily accessible to members? • Are there any needs from the membership that we are not meeting or gaps where we lack resources that would better support the work of our members? • Does the new platform effectively support the aims of AMOSSHE? 	Review	1		Autumn 2024
	JB BP	Revise the platform based on the evaluation results and create a process of monitoring and evaluation process for annual evaluation and improvement.	Review	1		Autumn 2024

AMOSSHE strategy external development workstream

2022/23 plan

The following work has been completed for the External development workstream

- Stakeholder mapping spreadsheet adapted to include updates and actions for continued development
- New RAG rating approved and in use
- International engagement in NASPA, EucA and IASAS
- System for categorising types of engagement approved

The group will continue to monitor engagement opportunities for the remainder of the year.

The following areas remain outstanding. The 2024/25 workstream leads (in whichever new workstream aligns to the new strategic goals) can evaluate and re-prioritise these:

- Identifying international student groups to work with that provide the biggest challenge to an institution. This might be due to their culture and adapting to university life, the transition programme that they follow or those who find it harder to feel belonging to an institution.

Status:

RED: None or little progress made

AMBER: Starting to make progress but behind on original timelines

GREEN: Going well and making expected progress

BLUE: Not started yet

GREY: Completed

Status	Resource / input	Task	Deliverable	Outcome	Impact / success measure	Priority (academic year)
RED		Develop a process for review and amendment of the stakeholder mapping spreadsheet	Evaluation, Monitoring and Success Framework	4		December 2023

Status	Resource / input	Task	Deliverable	Outcome	Impact / success measure	Priority (academic year)
		<ul style="list-style-type: none"> Ask members to identify international student groups that provide the biggest challenge to an institution. This might be due to their culture and adapting to university life, the transition programme that they follow or those who find it harder to feel belonging to an institution 	Implementation			December 2023
		Agree to streamline the stakeholder mapping spreadsheet	Evaluation, Monitoring and Success Framework	4		February 2024
		<ul style="list-style-type: none"> Decide on a renewed structure for the spreadsheet against agreed priorities moving forward 	Evaluation, Monitoring and Success Framework	4		February 2024
		<ul style="list-style-type: none"> Make changes to the spreadsheet 	Implementation	4		March 2024
		<ul style="list-style-type: none"> Review structure of the spreadsheet with the executive committee 	Evaluation, Monitoring and Success Framework	4		March 2024
		Identify a priority group of global partners to build reciprocal partnerships with that enables us to understand groups of students that have the greatest impact on the culture of our member universities	Implementation	8		2024
		<ul style="list-style-type: none"> Identify organisations that represent the top 3 student groups and make contact 	Implementation			2024

Status	Resource / input	Task	Deliverable	Outcome	Impact / success measure	Priority (academic year)
		<ul style="list-style-type: none"> Agree what we are asking for from these organisations and what can provide in return 	Implementation			2024
		<ul style="list-style-type: none"> Review the agreed outcomes of conversations and present them to the executive for consideration / approval (if financial aid is involved or something that might carry a strategic risk to the organisation) 	Evaluation, Monitoring and Success Framework			2024
		Identify a priority group of global events/activities for AMOSSHE to engage with to provide new initiatives and learning for our members and therefore the connected student communities.	Evaluation, Monitoring and Success Framework			January 2024
		<ul style="list-style-type: none"> Agree 2/3 top events or conferences that we want to engage with 	Evaluation, Monitoring and Success Framework			January 2024
		<ul style="list-style-type: none"> Ask the international exchange team to discuss and agree a process for selecting members to attend these events and feed back to the wider membership 	Implementation			January 2024

AMOSSHE strategy member engagement workstream

2023/24 plan

The membership engagement workstream has concluded its work for the 2023/24 academic year. The agreed tasks to be completed by May 2024 were:

- Define the different roles that members might have as participating members (for example controlling the budget of the institution, deciding who gets AMOSSHE membership, representing AMOSSHE at sector meetings). This will form part of the new website initiative.
- Identify new opportunities for members to network with other members within AMOSSHE, to support the networking of each identified member role and each under-represented group. This forms part of the new website and the ability for members to interact with each other in a variety of ways.
- Establish a process for the Executive to update the membership about the direction and impact of AMOSSHE work.
- Devise member 'personas' based on roles to enable testing of the new platform.

The group identified member roles, devised member personas, compiled member profile information (areas of interest), and identified the initial discussion forums to launch on Ready Membership. There is no resource to undertake further (previously de-prioritised) projects before the workstream concludes its work in July 2024.

The following areas remain outstanding. The 2024/25 workstream leads (in whichever new workstream aligns to the new strategic goals) can evaluate and re-prioritise these:

- Process for Executive to update the membership on AMOSSHE work and impact (point 3 in original priorities).
- Re-organisation of regions / nations.
- Benchmarking surveys.
- Member mentoring scheme.
- Survey to identify the diversity of the membership (which could be linked to Gatenby Sanderson research into the diversity of higher education leadership).

Status:

RED: None or little progress made

AMBER: Starting to make progress but behind on original timelines

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BLUE: Not scheduled to begin yet

Status	Resource / input	Task	Category	Outcome	Impact / success measure	Deadlines
GREEN	SS AAC BP JB	Agree details behind each of the roles of lead member and non lead member of institutions	Planning			October 2023
GREEN	SS AAC BP JB	Agree a redefined role structure for member roles	Planning			November 2023
GREEN	SS AAC BP JB	Present redefined roles to the Executive	Testing			January 2024
GREEN	JB BP	Devise member personas for AMOSSHE members	Planning			November 2023
GREEN	SS AAC BP JB	Use agreed personas to structure work on the website including networking activity and discussion groups	Testing			December 2023
AMBER	SS AAC BP JB	Use personas to agree additional activity for members	Testing			January 2024
GREEN	BP JB	Evaluate current channels of communication with members and what we currently update members on	Planning			November 2023
BLUE	SS AAC BP JB	Understand what we want the Executive to update members on and then agree revised or new channels of communication	Planning			December 2023
AMBER	JB BP	Roll out and test agreed communication channels with members	Testing			January 2024

AMOSSHE updates

Communications update

Julia joined us in March and her focus over the initial part of her contract is to work with Benjamin in bringing the new website online, taking on board the feedback and information provided through our work with the Communications consultant on brand awareness and language.

Julia has also been working on our social media presence through LinkedIn and working with Benjamin on our current operational communications planning.

Once the bulk of the work on the new website is complete we will be looking to get another meeting with the communications consultants to refresh our understanding on the strategy work and templates they have created to enable us to look at how we can move the strategic communications planning forward as part of the July residential meeting. We aim to try and get a meeting in with them at some point in early to mid July so we are refreshed (and Julia is aware) of the work on this to inform any decisions at the residential meeting. We will then be working on developing our communications strategy from August onwards.

Finance management report

We are tracking well against the forecast budget at the present time, no major concerns to report. Please note that the year end budget is expected to be a loss of over £50,000 which accounts partly for our investment in the website which stands at around £50,000. We are also expecting to have made a loss due to increased costs for the office, recruitment and temporary staff costs and HR costs.

Operations Update

National Office

I am pleased to announce that Jaimee Shan has joined the team as Events and Partnerships Officer on 14 May and Emma Maslin has joined as Senior Policy and Research Officer on 4 June. We now have a full staff team of 6 people and are looking forward to getting everyone up to speed moving forward.

Membership update

Membership level	March 2024	May 2024
Small and specialist	45	44
Tier 1 organisation	32	31
Tier 2 organisation	58	58
Tier 3 organisation	43	43
Additional member	401	425
International organisation	10	10
International additional member	25	25
Less than 50% HE organisation	0	0
Corporate organisation	4	4
Corporate additional member	8	7
Individual member	4	5
Non-profit organisation	3	3
Non-profit additional member	0	1
Student member	2	2
Total organisations	195	193
Total members	892	917

These organisations have left the membership:

- Royal Academy of Music (Small and specialist)
- University College Birmingham (Tier 1)

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:

- 40 members have ticked not to receive AMOSSHE updates about news and events (including the AMOSSHE newsletter) – previously 34.
- 4 members have disabled receiving any emails through Wild Apricot – previously 5.
- 11 members have unsubscribed from Wild Apricot mailings (newsletters, event announcements) – previously 12.
- 6 members have unsubscribed from Wild Apricot event announcements – previously 7.

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:

- 92 members have ticked not to share their details with other members for networking purposes (including Jiscmail and the online lists) – previously 88.
- 1 member has ticked not to share their profile details in online lists – previously 1.

113 members in total have used one or more of these settings to unsubscribe – previously 107.

Risk Register RAG rating

HM and JB have amended the Risk Register to include the RAG rating and are bringing back to the meeting for noting as previously discussed. The full risk register will be available for discussion and amendment at the July residential meeting.

Each overall risk has a colour indicator and the matrix is added at the bottom of the document.