

AMOSSHE Executive meeting minutes

22 October 2021 | ZOOM & AMOSSHE National Office

Attendees

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

Apologies

Sarah Cavendish (SC), Executive Member and Kelsey Coward (KC), Executive Member

Papers

See all papers [here](#).

Agenda

N = Noting | D = Discussion | A = Approval

Welcome, minutes and matters arising: 10:30 – 11:35

Item	Title		Presented by	Paper
1	Welcome and conversation time			
2	Standing item: Reserved business, Conflicts of Interest & AOB check	D	Jill Stevenson	
3	Standing item: Minutes and matters arising	A	Jill Stevenson	21-22-09
4	Strategy introduction	N	Simon Lee	

External Development: 11:35 – 13:00

Item	Title		Presented by	Paper
5	Strategy workstream update	N	Leads	
6	Standing item: External environmental update	N	Jill Stevenson	21-22-10
8	Representation and Executive commitments (incl GDPR)	D	Helen McNeely	21-22-11
9	Process for endorsements and Sponsorship due diligence	D	John Bloomfield Anya Knight	21-22-12

Lunch : 13:00 – 13:30**Resources: 13:30 – 13:50**

Item	Title		Presented by	Paper
10	Strategy workstream update	N	Leads	
11	AMOSSHE survey working group	D	John Bloomfield	
12	CPD and National Conference	N	Nic Streatfield Conference Leads	

Member engagement: 13:50 – 14:30

Item	Title		Presented by	Paper
13	Strategy workstream update	N	Leads	
14	Equality Impact Assessment	D	Sammy Li	21-22-13
15	Member representation update	N	Helen McNeely	21-22-14
16	Insight funding proposal	A	Simon Lee	21-22-15

Break: 14:30 – 14:40**Central Operations: 14:40 – 15:10**

Item	Title		Presented by	Paper
17	Standing item: Operations update Finance update	A	Helen McNeely John Bloomfield Benjamin Parsons Anya Knight	21-22-16
18	Structure of meetings	D	Jill Stevenson	

AOB and refection time: 15:10 – 15:30

Item	Title		Presented by	Paper
19	Any Other Business	D	Jill Stevenson	
20	Reflection time	D	Jill Stevenson	

Welcome, minutes and matters arising: 10:30 – 11:35

JS opened the meeting by welcoming the 2021-22 Executive to the first meeting of the academic year and encouraged introductions and catchup to start before moving to the second agenda item.

JS ran through minutes and matters arising. The Executive agreed that the minutes of the last meeting were a true and accurate record.

ACTION: NO to circulate COVID protocols document to all in attendance for future meetings.

SL introduced the AMOSSHE 5-year strategy (2019-2024) and progress, as the Chairs team had agreed that the Vice Chair role would act as a supportive role for the Executive to push forward with the strategy.

ACTION: SL to get in touch with all strategy leads to check actions, commitments to membership and the future of the organisation.

JS added that we aim to ensure that the strategy is sustainable, and the goals would be achievable.

External Development: 11:35 – 13:00

CW gave an overview of the External Development workstream of the strategy. CW, SL, JB and AK began stakeholder mapping at the end of the last academic year and have since identified which organisations to prioritise. The team tested out making connections with peer organisations to see how they felt about it. There are not many organisations in the sector trying to do this, so AMOSSHE's approach is positive. Some organisations had not heard of AMOSSHE (for example a student placement organisation).

The team have progressed with some international organisations already; CW and SL are due to meet with IASAS. Tackling the global reach is important.

CW and SL will send the Executive the finalised mapping to review and check for accuracy and missed opportunities.

The Executive were happy to commit to this.

ACTION: SL and CW to circulate final External Development stakeholder mapping list for review by WC 8th November 2021.

CW outlined the next steps for the workstream as follows: What does engagement look like? Who does it? What are the aims? What are the resource implications?

Standing item: External environmental update

HM explained why we now have this as a standing item on the Executive agenda: to respond to the latest external environment updates. The Executive discussed the additional points below:

Drugs/alcohol/spiking

- News coverage and institutional responses to students being spiked.
- Drugs and alcohol. SL was at a meeting this week about supporting students who are recovering from addictions (alcohol, drugs, gambling). Universities UK are starting some new work on this in the new year. We are due to cover this at our Winter Conference 2022 on 'Healthy Lifestyles'. University of Bristol has done a lot of harm reduction with the Students' Union and local bodies.
- [Umii](#) is working with Student Minds on their app development. AK is meeting with Umii to discuss sponsorship.

ACTION: AK to get in touch with CS about colleague Alison at Bristol to speak at Winter Conference on Harm Reduction approaches.

ACTION: AK meeting with UMII, to report back at the next Executive meeting.

Emily test GBV charter and violence against women initiatives

- JS updated the Executive on Emily Test's GBV charter as it addresses alcohol / drug abuse, but the pilot is still underway at the present time. JS is awaiting the evaluation of the pilot before the end of the year.
- NS mentioned some institutions are launching 'Girls Night In' campaigns, and publishing statements to respond to issues of violence against women. Loughborough University has published a strong public statement.
- Police Scotland has launched a new #dontbethatguy campaign. 'That Guy Scotland' ([7\) Don't be That Guy \(@ThatGuyScotland\) / Twitter](#))

The Executive agreed to issue a statement for members on this issue along with resources where possible. This could potentially be used for external communications with the media if asked to demonstrate how we are supporting members. Points to consider on this for members:

- Our upcoming Winter Conference includes this topic
- JS' work on the Emily Test charter
- AVA / Universities UK work
- We could also share links to what members are doing
- CPD on setting expectations includes a section on work with parents

It was agreed that we need to have an appropriate framework and process to agree appropriate activities/topics to respond to, and how to manage media interest if approached for future discussions of this nature. We started a document last year, JB will find and share this.

ACTION: Executive to share their university statements on violence against women with BP and HH, to gather resources from various institutions and work on AMOSSHE's statement on GBV / spiking, including points that AMOSSHE is working on – to be put together by end of WC 25th October 2021.

JS and CB agreed to work with BP on this statement by the end of next week. JS also happy to respond to any media queries. Executive agreed to post this statement on social media and our website.

ACTION: JS and CB to work with BP on a spiking / GBV statement for the website and to tweet. JS will respond to media queries.

ACTION: JB to share previous work on establishing a decision making framework and media management process.

[Representation and Executive commitments](#)

HM updated the Executive team on how representation works and what is currently available for members to get involved in. Agreed representatives/actions for groups where we had vacancies are as follows:

- Mental Health in Higher Education advisory group
 - o NS and JB agreed to represent
 - o SS as backup
- SLC Stakeholder Operations Group and Vulnerable Students Stakeholder Group (VSSG)
 - o Phil Davis (BGU) and CB to represent on the Stakeholder Operations Group
 - o CB to represent on the VSSG
 - o Backup: CB Sheffield colleague TBC
- UCEA Health and Safety Committee
 - o HM would be happy to do this as backup if it was hybrid

- Code of Practice for the Management of Student Housing - Governance Board, and Code of Practice for the Management of Student Housing - Sector Advisory Group
 - o CW to represent
 - o CS and EB as backup
- The smoking on campus meeting was a one-off that CB attended. Not ongoing, no further action needed.

ACTION: JB to get more information on the format of future UCEA meetings, if they are virtual and push back to say that we'll send an appropriate member that is available to attend from AMOSSHE. If they can't do this, we could offer this to the membership to represent for us.

ACTION: CB to ask colleagues in team to represent on his behalf for the Vulnerable Students Stakeholder Group (VSSG) in the event that CB cannot attend the meetings.

Process for endorsements and Sponsorship due diligence

Sponsorship due diligence

We evaluate corporate members who apply to join AMOSSHE. We also do due diligence around our sponsorship partners. JB has produced a form to streamline the process of evaluating sponsors.

AK and JB have put together a due diligence form to ensure that organisations AMOSSHE partners with are suitable and fit for purpose. This overview offers basic checks of an organisation's suitability to be associated with AMOSSHE, either through sponsorship or collaboration.

AK and JB would then circulate this document to the Business Ethics Committee to review and sign off.

ACTION: AK and JB to include social media checks on background searches, and some additional guidance to define 'controversial' behaviours completed on the form.

CB queried AMOSSHE's liability, sharing his thoughts on current contracts with partners and AMOSSHE's rights. JB responded that we do not currently have a statement that we ask sponsors to sign to assure us that they are not going to bring AMOSSHE into disrepute. We could seek to amend the agreements we have to include something on this.

ACTION: JB and AK to look at our contract clauses, review 'AMOSSHE rights' about cancellation if a sponsor is likely to bring AMOSSHE's reputation into disrepute, and review with the Business Ethics Committee.

Process for endorsements

CW mentioned the Mental Health Charter as a good example of partnership that isn't sponsor income, as there are positive responses to this, and it fits with AMOSSHE's values. If AMOSSHE promotes this, what is our brand identity? Does it meet our values? Would it assist our strategy? Is there anything controversial? Are we supporting a not-for-profit or a for-profit organisation / project? Three key questions to ask:

- Do they support / align with our values?
- Do they support our strategy priorities?
- Is there a commercial element? (for example, the University Mental Health Charter, which an institution needs to finance)

The Executive agreed that we should focus on projects / resources that our endorsement will help to disseminate to members, rather than endorsing organisations.

It was agreed that the Chairs would agree endorsements initially and alert the Executive on decisions made. Any endorsement that is not agreed by the Chairs will be referred to the wider Executive for a final decision.

ACTION: Chairs to discuss AMOSSHE endorsements at their next meeting and agree the process.

Lunch: 13:00 – 13:30

Resources: 13:30 – 13:50

SS gave an overview of the Resources workstream of the strategy. The group will reconnect with the established working group to see how they would like to move forward if they still have capacity to be a part of the group. The team will review a template of questions for reviewing the current resources, developing some user stories.

AMOSSHE member surveys

The team discussed AMOSSHE's survey working group. BP asked the Executive for two volunteers to lead on this working group, alongside getting the team to think about what's doable and prioritising the surveys that go out to the membership.

HM and CW agreed to be the leads on the survey working group.

NS mentioned with caution to Executive colleagues: we can't underestimate how much time and resource surveys take the AMOSSHE National Office to put together. To be mindful in these discussions, time vs. value of each agreed commitment.

ACTION: BP to set up an initial meeting of the surveys working group (HM and CW).

ACTION: BP to continue conversations with members through regional and national meetings on survey requirements.

ACTION: JB to add survey update to the next Executive agenda.

CPD programme

NS then presented an update on the CPD programme. All events are now live and open for booking, this is the first time AMOSSHE has opened booking for all events at the same time:

- CPD3 (resetting expectations) is two weeks away, booking has been slow for this event however we have one sponsor signed. The full programme for this is yet to be published so we'll expect more once this is online. To note there is also a Universities UK conference running on the same day, which could be the reason for the small number of bookings.
- CPD4 (suicide prevention) is also underway, bookings are healthy, all speakers confirmed.
- CPD5 (working with third party providers) planning is nearly complete, again we'll expect more once the full programme is published online.
- CPD6 (devolved nations) – the leads need speaker recommendations of someone to speak about English higher education. The Executive suggested:
 - o Susan Bridgeford (formerly Sheffield)
 - o Simon Wright, Cardiff University
 - o Andy Shanks, Edinburgh University

ACTION: CB to put AK in touch with Susan Bridgeford regarding CPD6.

ACTION: Executive to get in touch with CW and KC if they think of any other speaker suggestions.

- CPD7 (Winter Conference): booking open, yet to release full online programme.
- CPD8 (diversity and inclusivity): in person event in Birmingham. A few delegates signed up already, AK has seen lots of interest for this event from both delegates and potential sponsors.
- CPD9 (managing specialist services as a non-specialist): booking open, yet to release full online programme.

ACTION: Executive to promote AMOSSHE events on their social media channels

National Conference 2022

CW led updates on AMOSSHE's National Conference 2022: 'Think differently'

The broad theme for the conference is 'Think differently' and the conference will be held in Newcastle for in-person delegates, but with a limited offering for virtual delegates as well.

The call for session proposals will open before Christmas, with options for virtual and in-person proposals. There will be a broader range of session formats than workshop and presentation – including opportunities for members to celebrate / showcase their work, and to try out ideas on a panel of critical friends (Dragon's Den style).

Delegate rates are still to be confirmed, but all rates will be member and non-member only. The virtual rate (for the full three days) will be similar to a one day virtual event rate. Residential and in-person one day rates will resemble 2019 prices, but there will be no early bird residential rate or member colleague discount.

We will advertise the prices with the call for proposals but booking won't open until the spring when we have confirmed the programme.

The team are looking into keynote speakers. If any Executive members have seen inspiring speakers who we ought to approach, please let us know – especially if they would be good on our theme of 'Think differently'. Suggestion from JS for keynote speaker John Amachi; SLi mentioned he is expensive at approx. £5,000ph.

BP then mentioned venue scoping for future years. The team will continue discussions with National Conference 2022 leads and present future National Conference venues soon.

[Member engagement: 13:50 – 14:30](#)

CS, CB and SLi gave an update on progress with the Membership Engagement workstream. A survey has gone out to members, but the team are yet to review the responses. They plan to prioritise how to get a broader percentage of the membership involved.

They are reviewing the term 'engagement': how members engage, what do we mean by 'engagement' and what do members mean? The team has already asked the membership what engagement means to them. The workstream also plans to assess terminology of 'lead' and 'non-lead', looking at our membership structure, what do we see the future of the membership to be? The team will meet again to discuss this.

[This all links in to our professionalisation project, to bear this in mind with succession planning and growing our membership. AMOSSHE EDI practice](#)

SLi presented this position paper on the Equality Impact Assessment. It is intended to initiate a discussion by the Executive Committee on embedding practices for equality, diversity, and inclusion (EDI) by AMOSSHE. The suggested directions are set out to align with the AMOSSHE Strategy 2019-

2024 by effecting both systematic change and operational delivery in the organisation. Three themes are summarised: Inclusive Governance and Operations, Inclusive Services for Students, and Workplace Diversity.

Within the 3 themes SLi suggested quick wins and longer-term actions for each. These can all be found in the paper [here](#).

NS observed that we need to reflect on our CPD planning with an EDI lens.

CB said that AMOSSHE's visibility and silence on EDI topics is important too. Representation of diversity among our staff is important, but also respect and understanding of EDI to ensure staff are skilled appropriately to meet the challenges in their institutions. We need to identify AMOSSHE's role in relation to programmes such as the Race Equality Charter Mark, Athena Swan, etc.

CW asked what we could do in terms of our external development strategy to support this EDI work? For example, collaboration with key organisations in the sector.

ACTION: JB to add Equality Impact Assessment as a standing item on Executive meeting agendas.

ACTION: NO, JS and SLi to assess the quick wins and how we can resource these in advance of the next meeting

ACTION: AK to reach out to Diversity Ally to query development of inclusive event guidelines, to think about outside expertise to guide the National Office with this.

ACTION: BP and HH to consider asking members to showcase themselves in the newsletter, to highlight the diversity of our membership

Member representation update

HM presented this paper explaining that AMOSSHE members chair and present at regional and national meetings and also sector meetings as well. This spreadsheet is designed to capture this content to ensure we are collecting all relevant information from the work we do in the sector. This will be rolled into the External Development spreadsheet from now on.

ACTION: JB to amalgamate the Member Representation and External Development spreadsheets for future meetings.

Member representation update from SC: to ask the Executive if they have any thoughts on tackling poor external NMH provision. AMOSSHE's SLC DSSG representative to raise this at their next meeting.

ACTION: SC to send through some more information on the topic of poor external NMH provision and bring it up again at the next meeting to have a more substantial conversation about this.

Insight funding proposal

SL presented that for many years AMOSSHE has allocated approximately £10,000 from reserves each year for Insight project funding, intended to create research / resources for members (and therefore part of the Resources strategy workstream). The last call for projects was in 2018, when AMOSSHE offered the full amount to a project that stalled and was never undertaken. In 2019 the Executive decided to review how the Insight funding is used, and this review was delayed by the pandemic until now. The current Insight leads team has developed the following proposal for the Executive to discuss for approval. The proposal can be found [here](#).

CB is supportive of the proposal but has a query around the procurement moving forward. JB asked the Executive to think about how we build on this: is £10,000 enough to do this style of project well? If £10,000 isn't enough funding, we need to consider agreement for a maximum threshold on the budget. This is all coming from our reserves. We need to ensure that this is sustainable into the future.

SL suggested we would need a long-term commitment for this to move forward. We could put something together that would update itself instead of needing manual updating. This would then minimise the need for member surveys as the information could be automatically drawn from this, using publicly available data sets (Advance HE, NSS, HESA etc.).

There is broad support for this but how far do we go and what approach do we take? We agreed earlier in the meeting to work with members to ask for data and what they are looking for.

The Executive agreed to go ahead with this approach and gather more data sets and information, to present back at the next Executive meeting.

ACTION: Insight team and JB to scope the data sets that we need to interrogate, and then the Executive can agree on the use of the Insight money by email before the next meeting in January 2022.

Break: 14:30 – 14:40

Central Operations: 14:40 – 15:10

JB updated the team on various operations items outlined in papers: [21-22-16](#).

The Executive agreed with the approach and figures laid out in the budget for 2021-22 with an understanding that these may change a little once final agreements around areas such as National Conference have been agreed.

A discussion also took place on the use and purpose of WhatsApp groups that AMOSSHE uses for events and for the Executive.

ACTION: ALL to let AK know if they would like to be involved in an Executive personal WhatsApp group (to note this will be for personal use only, not business purposes).

If COVID allows, then all agreed to meet for a residential meeting in January 2022.

ACTION: JB to investigate the costs and feasibility of a January residential meeting.

ACTION: All to confirm that they would be able to make a residential meeting in January, namely the 27 and 28 January 2022.

External environment document – October 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	
October 2021				
Benjamin Parsons	Crimestoppers is aiming to produce a toolkit for higher education about recognising students who might be exploited by county lines gangs, and advice about what to do. They are consulting with the police, AMOSSHE, UUK and other HE associations. The first stage of the project will be a survey for the sector to measure current understanding of the issues and what support is needed.		When the toolkit for HE staff is developed (as an online site), Crimestoppers would like to include AMOSSHE's logo on the site. The Exec can review this once the site is drafted.	
Jill Stevenson	Mental Health Foundation in association with Universities Scotland is due to publish the results of the "Thriving Learners" survey this autumn. This is the first of its kind in Scotland, whereby students from all universities were surveyed about their mental health and support available. There are over 15k responses and each university will get its own set of results. There is likely to be strong press interest and University VCs are now working with Universities Scotland on a proactive response from institutions.		For consideration in terms of any response/statement by AMOSSHE about the positive work being done by the sector in respect of student mental health/wellbeing and suicide prevention	
jill Stevenson	The Scottish Government has established a new Equally Safe in Colleges and Universities Core Leadership Group. This comprises representatives of key organisations working in the field of preventing and tackling gender based violence. JS represents AMOSSHE. A new strategy will be developed by December. Meanwhile, the Emily Test GBV charter is being piloted by two Scottish institutions (St Andrews and Strathclyde) and two colleges. It is due to be evaluated by December and then rolled out more widely to the sector. AMOSSHE (JS) involved in discussions about ensuring the charter responds to institutional diversity and enables buy in from all institutions.	http://emilytest.co.uk/gbv-focus-groups/	For awareness by members. JS will continue to update on progress of ESCU Strategy and ET Charter	

No	Group	AMOSSHE Representative	AMOSSHE NO on mailing list	Last Meeting	Next Meeting	Meeting Location	Notes
1	Mental Health in Higher Education advisory group	Jayne Aldridge	Y		14/09/2021 13:00 - 14:30		Tuesday 14 September 2021; 13.00-14.30 Thursday 18 November 2021; 13.00-14.30 Wednesday 12 January 2022; 13.00-14.30 Wednesday 16 March 2022; 13.00-14.30 Thursday 19 May 2022; 13.00-14.30
2	SLC Bursaries group HEBSS	Phil Davis	Y		11/11/2021		Phil Davis AMOSSHE rep is the chair
3	SLC Disabled Student Stakeholder Group (DSSG)	Simon Morris	Y		14/09/2021		Next meeting - 30/11/2021
4	Working Group for SLC DSSG	Simon Morris	Y		09/09/2021 10:00-11:00	MS Teams	SLC is currently in the process of reviewing the procurement model for the supply of Disabled Students' Allowances (DSA). SLC intends to establish a Working Group of our Disabled Student Stakeholder Group, to provide a forum through which we can keep interested parties updated on the progress of this review and procurement; and seek feedback based on external insight and experience.
5	SLC Stakeholder Operations Group	Lynne Condell	Y		23/09/2021	MS Teams	Wednesday 23rd September 2021 Wednesday 27th October 2021 Thursday 25th November 2021
6	SLC Vulnerable Students Stakeholder Group (VSSG)	Lynne Condell	Y		10/09/2021		AMOSSHE rep Lynne is the chair of the group Next meetings - 05/10/2021 07/12/2021
7	UCEA Health and Safety Committee	Lesley O'Keeffe	Y		22/09/2021 15:30-16:30	MS Teams	17/11/2021
8	Unipol - ANUK National Codes of Standards for Large Student Developments Committee of Management (CoM)	Chris Warrington	Y		11/11/2021	London	
9	UUK Code of Practice for the Management of Student Housing - Governance Board	Fay Sherrington	Y		20/10/2021 10:45-13:00	MS Teams	
10	UUK Code of Practice for the Management of Student Housing - Sector Advisory Group	Fay Sherrington	Y		11/11/2021	TBC	
11	Equally Safe in HE Steering Group	Jill Stevenson	Y				
12	Scottish Government's Mental Health in Universities and Colleges Steering Group	Jill Stevenson	Y				
13	Mental Wellbeing in Higher Education group	Nic Streatfield	N				
14	Student Space Independent Governance Group	Nic Streatfield	Y		25/10/2021		
15	Smoking on campus	Craig Best	Y				



Sponsorship due diligence completion form

This form is to be completed as an overview check of an organisations suitability to be associated with AMOSSHE, either through sponsorship, collaboration or marketing.

Organisation name: **Date of due diligence:** Click or tap to enter a date.

Form completed by:

Organisation name search on Google (check first 5 pages):

Has the organisation been involved in anything that might be considered controversial either generally or specifically within education? Could this risk the reputation of AMOSSHE?

Background check with Companies House (if there are multiple company names and it's not clear as to their financial situation, please note below):

Is the company operating in good financial state?

How long as the organisation been running for?

Is this organisation suitable to be associated with AMOSSHE?

Yes: No:

Any additional comments?

Form approved by:

AMOSSHE EDI Practice

This position paper is intended to initiate a discussion by the Executive Committee on embedding practices for equality, diversity, and inclusion (EDI) by AMOSSHE. The suggested directions are set out to align with the AMOSSHE Strategy 2019-2024 by effecting both systematic change and operational delivery in the organisation. Three themes are summarised: Inclusive Governance and Operations, Inclusive Services for Students, and Workplace Diversity.

The current landscape

From launching institutional Access and Participation Plans in English and Welsh institutions, to intensifying scrutiny on efforts against sexual harassment and hate incidents, there have been increased pressures felt by universities over the past few years to deliver effective actions for a more equitable and inclusive student/staff experience. Moreover, the rise of identity politics also at times landed universities in complex circumstances, and necessitated navigation between different or conflicting ideologies and voices.

Therefore, there is need to equip Student Services to respond to the increased visibility of EDI matters, and to mainstream EDI considerations into their service delivery. In many institutions, the Student Services workforce that does not reflect today’s widening student population, and the lack of diversity manifests itself further in the leadership pipeline. Whilst it is important to acknowledge that other organisations e.g. Advance HE have a remit for EDI matters, increasingly there is overlap and alignment between the work of EDI practitioners and student services professionals. AMOSSHE can play a dual role in enhancing members’ capacity and confidence on handling EDI matters as they relate to the student experience, and supporting the longer-term diversification of the faces, experience and skill set of Student Services professionals.

At the same time, as a membership organisation we need to embed EDI into our governance and core operations: for example, development of our Equality and Diversity Policy to reflect changes to legislation and policy and to be more expansive in its reach to include members and event attendees in addition to employees. Besides, we need to consider all aspects of inclusivity and accessibility for our operations, from suitability of event venue and digital platform to appropriateness of media used and presentation.

Three themes

The below table should not be seen as an exhaustive list of activities but rather as a set of potential directions for integrating EDI practice into AMOSSHE’s delivery. There are quick wins, not posing a significant resource burden, which could be implemented swiftly. However, there are longer-term, more strategic actions, to embed change in the Student Services sector and in AMOSSHE’s own practices.

1) Inclusive Governance and Operations

Rationale: embedding EDI good practice by AMOSSHE	
<p>Quick wins</p> <ul style="list-style-type: none"> • Review of AMOSSHE’s Equality & Diversity Policy • Development of Inclusive Event Guides – checklist for National Office & Executive Committee and 	<p>Longer-term actions</p> <ul style="list-style-type: none"> • Widening engagement of “pre-AMOSSHE” junior staff in Student Services • Diversity analysis – i.e. event participation, membership

<p>accessibility guidelines for presenters</p> <ul style="list-style-type: none"> • Introduce EDI as a standing item/introduce equality impact assessment of decisions as a core part of Exec meetings • Include “EDI” considerations into Exec paper template 	<ul style="list-style-type: none"> • Taking steps to increase diversity in the Executive membership
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2) Inclusive Services for Students

Rationale: mainstreaming the experience of students from marginalised backgrounds	
<p>Quick wins</p> <ul style="list-style-type: none"> • CPD/conference on specific topic(s) • Info/good practice/niche topic webinar - i.e. writing easy-to-use reasonable adjustment plans 	<p>Longer-term actions</p> <ul style="list-style-type: none"> • Professionalisation EDI criteria • AMOSSHE award EDI category • Sharing good practice in relation to the development of inclusive services • Policy analysis of guidance/regulations relating to EDI

3) Workplace Diversity

Rationale: enhancing diversity and inclusivity of the workplace in Student Services	
<p>Quick wins</p> <ul style="list-style-type: none"> • CPD/conference on specific topic • Profile/good practice webinar - i.e. linking to equality history months, for example, International Women’s Day 	<p>Longer-term actions</p> <ul style="list-style-type: none"> • Professionalisation EDI criteria for Student Services leaders • AMOSSHE award EDI category • Sharing good practice in relation to diversification of workforce and increasing cultural competency

Recommendations

The Executive is invited to consider the issues in this paper and identify:

- The potential to progress quick wins in 2021/22 (or 2022/23) and any resource (or other) implications
- Priority longer term actions and any resources (or other) implications

Member representation document – October 2021

Name	Meeting / organiser	Information / topics discussed	Any suggested actions
John Bloomfield	Mental Health in Higher Education group – run by UUK	Meeting focussed on next stage of Student Space. Discussed the need for further funding for the sector post-pandemic but unlikely to get traction within DfE. Looking at how to manage NHS / Uni links for MH support moving forward	Nothing at present, understanding the development of student space and be ready to provide input into further support that can be offered
October meeting			
Phil Davis	SLC Operations group meeting – Student Loans Company	Regular meeting to discuss forthcoming changes and improvements in relation to student finance delivery. Full feedback here: https://www.amoshe.org.uk/student-finance-sector-updates/11126877	
	Student Space independent governance group – Student Minds		
	SLC Disabled Student Stakeholder Group – Student Loans Company		
John Bloomfield	Mental Health in Higher Education group - UUK	No update available – no one was present at the meeting	
Simon Morris	Disabled Student Stakeholder procurement working group - SLC	Regular meeting to share information with suppliers, students and practitioners about the UK government's project to replace the open procurement exercise with a wider project that allows for the examination of the customer experience of the process, from the point of needs assessment to the supply of the assistive technology. Full feedback here: https://www.amoshe.org.uk/disability-sector-updates/11112550	
Lesley OKeefe	UCEA health and safety meeting - UCEA	No feedback received yet – we need a new representative for this group	

<p>Kelsey Coward</p> <p>John Bloomfield</p>	<p>Wales National Meeting</p> <p>October</p>	<p>Meeting prior to summer break focused on guidance/practice on face coverings and how this would be enforced. Also concerns relating to potentially “3 years” of Freshers arriving in Sept with limited experience of socialising/rite of passage events and little exam experience and how this would impact on behaviour, anxiety, academic study skills support etc.</p> <p>Correspondence relating to request from Jane Johns (HEFCW) regarding what our priorities are for possible funding. Looking at 24/7 moderated on line support that supports medium of Welsh e.g. Talk Campus. At the October meeting the group discussed this at length deciding that further consideration needed to be given to other providers to ensure a services meets the needs of all member institutions.</p>	
<p>Jill Stevenson</p>	<p>Scotland National Meeting</p>	<p>Feedback on AMOSSHE/Enhancing member engagement There was feedback that there is a lot of focus on mental health and other areas of student services also need to be covered and supported. Support for new managers, staff wellbeing, managing crisis on campus, networking for people in similar roles especially for new starts. A comprehensive library of resources would be welcome and it was noted that AMOSSHE are looking at technology to support this as part of the resources element of the strategy. Networking and the jisc email was highly valued but members would welcome more use of modern technologies such as MS Teams.</p> <p>Mental Health Foundation’s Thriving Learners survey Due to be published autumn. It will be important to consider how data is received and to communicate the positive work being done by HEIs in this sphere. This survey data should not be considered in isolation but alongside other data e.g. NSS. Noted that focus on partnerships with NHS and suicide prevention/post-vention plans are likely to be regarded as high priority for future action.</p> <p>Student Minds Mental Health Charter GCU had been part of pilot. It was worthwhile project and has highlighted areas for improvement but was resource intensive. It was felt by the group that there were a number of areas of excellent work going on across the sector and that we should collaborate as much as we can. Most Scottish HEIs are not adopting SMMHC at this time but some are considering for future.</p>	<p>Mostly for noting.</p> <p>Feedback on AMOSSHE for consideration by the strategy group looking at member engagement and resources.</p>

		<p>Gender Based Violence: Emily Test Charter Update on the Emily Test Charter pilot which ends in October. It was generally helpful with the bulk of the action plan about overcoming inhibitors. The Emily Test Charter is still to be evaluated and is moving away from a tiered structure and checklist. Funding and support from the Scottish Government for this continues.</p>	
	LASER regional meeting		
Benjamin Parsons	Midlands leads regional meeting	<p>On 8 October 2021 the group discussed the start of term and COVID situation, referring to case numbers and issues of student behaviours / compliance with rules. Also, three members raised issues about external NMH providers not turning up and/or providing inadequate support, and institutions having to step in to support the students. BP suggested that these could be raised by our representative at the next SLC DSSG meeting.</p>	<p>Do the Exec have any other thoughts about how to tackle the problems associated with poor external NMH provision from a policy / influence perspective?</p>
	South West regional meeting		
	North regional meeting		

AMOSSHE Insight proposal

Background

For many years AMOSSHE has allocated approximately £10,000 from reserves each year for Insight project funding, intended to create research / resources for members (and therefore part of the Resources strategy workstream). The last call for projects was in 2018, when AMOSSHE offered the full amount to a project that stalled and was never undertaken. In 2019 the Executive decided to review how the Insight funding is used, and this review was delayed by the pandemic until now. The current Insight leads team has developed the following proposal for the Executive to discuss for approval.

Approach

The 2021/22 Insight allocation to be used to develop a Student Services dashboard of the publicly-available data that members need to help them demonstrate the value and impact of services. The Insight money would fund a sector professional (with a good understanding of Student Services) to:

- Identify the key publicly available data sets that are relevant to Student Services (What do members want? What's out there? Where are the resources (with links)? Resources might include HESA, NSS and LEO data.
- Develop a (possibly Excel-based) resource that draws together this data, which members can use to identify what the key national indicators, and use them in conjunction to identify trends / establish the relationship between their institution and national averages or peer institutions.

This should be a succinct project that can be completed within a single year of Insight funding.

The project would contribute to objectives 11 and 12 of the strategy:

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

These inform strategy outcome 5: "AMOSSHE has, through the commissioning, analysis and dissemination of research and data, enabled members to effectively influence internal and external stakeholders."

Executive recommendations

If agreed by the Executive team, the next stage would be to commission someone to undertake the work (possible candidates include HE and Student Services sector consultants, previous bidders for AMOSSHE tenders).

AMOSSHE Operations Update

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

National Office staff team and Woburn House update

Woburn House is now fully operational again but with some safety measures still in place such as a one way system in place and restricted use of the toilets.

As a result the National Office staff team will be transitioning back into the office over the coming months from 1 day a week up to 3 days a week. We will continue to utilise remote meetings where appropriate but intend to use the time in the office working as a team.

Membership update

Membership level	May 2021	October 2021
Small and specialist	34	38
Tier 1 organisation	46	41
Tier 2 organisation	59	56
Tier 3 organisation	29	34
Additional member	341	347
International organisation	13	10
International additional member	21	22
Less than 50% HE organisation	0	0
Corporate organisation	3	3
Corporate additional member	6	6
Individual member	5	5
Non-profit organisation	2	2
Non-profit additional member	1	1
Student member	2	1
Total organisations	185	184
Total members	803	807

New Small and Specialist member organisations:

- Hartpury University
- The Dyson Institute of Engineering and Technology

Membership level changes for member organisations:

- Anglia Ruskin University (Tier 2 to Tier 3)
- Buckinghamshire New University (Tier 1 to Tier 2)
- City of Glasgow College (Tier 3 to Tier 1 – previous level incorrect)
- Harper Adams University (Tier 1 to Small and Specialist)
- Queen Mary, University of London (Tier 2 to Tier 3)
- Queen's University Belfast (Tier 2 to Tier 3)

- StudyGroup (Tier 1 to Small and Specialist)
- University of Cambridge (Tier 2 to Tier 3)
- University of Central Lancashire (Tier 2 to Tier 3)
- University of Hertfordshire (Tier 2 to Tier 3)
- University of Northampton (Tier 1 to Tier 2)
- University of West London (Tier 1 to Tier 2)

Lost international member organisations:

- Bader International Study Centre
- Deakin Residential Services
- Victoria University of Wellington

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:

- 13 members have ticked not to receive AMOSSHE updates about news and events (including the AMOSSHE newsletter).
- 6 members have disabled receiving any emails through Wild Apricot.
- 12 members have unsubscribed from Wild Apricot mailings (newsletters, event announcements).
- 9 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:

- 53 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.

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

Financial Management report

Please see the management report for the detailed figures. At the present time AMOSSHE is tracking well against budget, this is partly due to early sponsorship income and membership income being higher than anticipated at this time of year.

Most expenses are accounted for apart from in the central department where costs for website, insurance and tenancy costs are all delayed at the present time.

Budget projections for 2021 – 2022

At the present time we are looking at an almost break even budget for the coming year. There are a number of factors that will determine our success and some of these figures will move in the coming months. To note that some of the figures still need to be confirmed by executive leads for their areas so some changes are likely to occur. The budget will be re-profiled in February 2022 to provide us with a more accurate measure of the final 6 months of the year.

Main factors for consideration:

- Successful in-person events, with a higher than minimum number of participants at the National Conference
- Successful sponsorship programme throughout the year, this makes up a significant portion of the income this year
- Consistent participation in all online events

Executive and CPD WhatsApp groups

The National Office team have been working on a process to manage our WhatsApp groups. At the present time the AMOSSHE National Office develops chat groups for the executive committee and for each event. In the meeting we will discuss the proposed changes to how this works to make this clearer for executive members when participating in these groups.

AMOSSHE Totals Summary Sheet

AMOSSHE Income	£336,594.00
AMOSSHE Expenditure	£336,900.38
AMOSSHE TOTAL	-£306.38

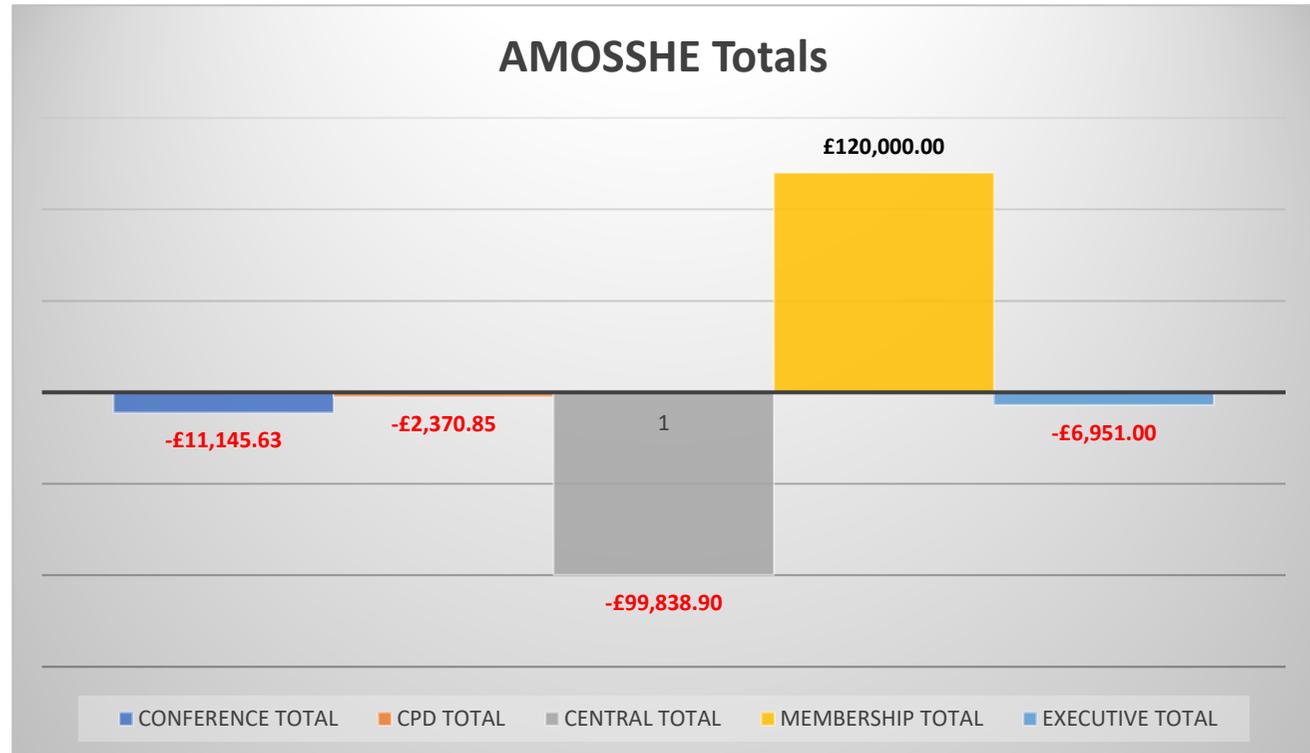
Conference Income	£155,368.00
Conference Expenditure	£166,513.63
CONFERENCE TOTAL	-£11,145.63

CPD Income	£42,739.00
CPD Expenditure	£45,109.85
CPD TOTAL	-£2,370.85

Central Income	£18,487.00
Central Expenditure	£118,325.90
CENTRAL TOTAL	-£99,838.90

Membership Income	£120,000.00
Membership Expenditure	£0.00
MEMBERSHIP TOTAL	£120,000.00

Executive Income	£0.00
Executive Expenditure	£6,951.00
EXECUTIVE TOTAL	-£6,951.00



AMOSSHE

Department

Code	Month Description	1 Aug	2 Sep	3 Oct	4 Nov	5 Dec	6 Jan	7 Feb	8 Mar	9 Apr	10 May	11 Jun	12 Jul		
Income															
4000-4020	Membership income	60,000	40,000	20,000	-	-	-	-	-	-	-	-	-	120,000.00	
4100-4104	CPD income	-	-	2,465	1,995	-	1,170	8,285	-	6,000	1,850	-	-	21,765.00	
4200-4204	Conference income	-	-	-	-	-	-	-	-	-	118,923	-	-	118,923.00	
4300	Project / research grant	-	-	-	-	-	-	-	-	-	-	-	-	-	
4400	Sponsorship Income	-	-	1,198	599	10,788	19,086	4,194	36,445	2,997	599	-	-	75,906.00	
	VAT adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Release of capital grant	-	-	-	-	-	-	-	-	-	-	-	-	-	
		60,000	40,000	23,663	2,594	10,788	20,256	12,479	36,445	8,997	121,372	-	-	336,594.00	
Expenditure															
Staff Related Costs															
6010	Permanent Staff Costs	11,082	11,082	11,082	11,082	11,082	11,082	11,082	11,082	11,082	11,082	11,082	11,082	132,981.85	Includes pension and NI
6060	Temporary Staff	-	-	-	-	-	-	-	-	-	1,000	-	-	1,000.00	HH temp cover with additional costs
6070	Employers NI	1,219	1,219	1,219	1,219	1,219	1,219	1,219	1,219	1,219	1,219	1,219	1,219	14,628.00	
6080	Employers Pensions	665	665	665	665	665	665	665	665	665	665	665	665	7,978.91	
6090	Recruitment Expenses	-	-	-	-	-	-	-	-	-	-	-	-	-	
		12,966	12,966	12,966	12,966	12,966	12,966	12,966	12,966	12,966	13,966	12,966	12,966	156,588.76	
Other Direct Costs															
7000	Marketing	-	-	-	-	-	-	-	-	-	3,500	-	-	3,500.00	
7020	Venue Hire cost	-	-	-	-	-	-	-	-	1,260	87,500	-	-	88,760.00	CPD and Conference venues mainly
7030	Speaker Fee	695	-	704	-	-	504	600	504	400	2,800	504	-	6,711.00	Conference mainly but some backup for CPD events
7310	Conferences misc	-	-	-	-	-	-	-	-	-	-	-	-	-	
7040	Website Maintenance	-	2,400	-	-	-	-	-	-	-	-	-	-	2,400.00	ongoing website costs at present
7060	Subscriptions	30	30	30	30	30	30	30	30	30	30	30	30	360.00	Times Higher subscription
7070	Staff training	-	-	-	-	-	-	-	-	-	-	-	-	-	
7080	Insurance	-	1,200	-	-	-	-	-	-	-	-	-	-	1,200.00	
7090	Telephone / mobile	200	200	200	200	200	200	200	200	200	200	200	200	2,400.00	
7100	Travel	100	100	900	100	100	900	100	900	800	900	900	100	5,900.00	
7110	Hospitality	-	-	-	-	-	-	-	-	-	2,500	-	-	2,500.00	
7130	Subsistence	10	10	10	10	10	10	10	10	10	610	10	10	720.00	
7140	Refreshments	-	-	120	-	-	120	-	120	-	2,968	120	-	3,448.00	
7150	Printing	-	-	-	-	-	-	-	-	-	-	-	-	-	
7160	Postage and Carriage	-	-	-	-	-	-	-	-	-	300	-	-	300.00	
7180	Stationary	-	-	-	-	-	-	-	-	-	-	-	-	-	
7190	Accounting Fee	84	1,800	84	84	2,300	84	84	1,800	84	84	3,500	84	10,072.00	
7200	Consultancy fee	-	-	1,500	-	-	-	-	-	-	-	-	-	1,500.00	
7210	Tenancy costs	3,410	4,080	37	37	4,080	37	37	4,080	37	37	4,080	37	19,989.62	Includes rent, business rates, cleaning and broadband
7220	Equipment Hire	-	-	-	-	-	-	-	-	-	7,300	-	-	7,300.00	AV costs mainly
7230	Minor Equipment / Software purchases	400	400	620	620	620	620	620	400	620	620	400	400	6,340.00	Office 365, Xero, IT support, online storage
7300	Miscellaneous/Contingency	560	-	293	283	283	283	313	-	500	6,572	-	-	9,085.00	Contingency for all CPD and conferences
9000	Bank Interest Paid	-	-	-	-	-	-	-	-	-	-	-	-	-	
7500	Bank Charges and Stripe bank fees	100	100	100	100	100	100	100	100	100	100	100	100	1,200.00	
	International engagement costs	-	-	-	-	-	-	-	-	-	-	3,000	-	3,000.00	NASPA budget for this year
	VAT non-allowable	-	-	-	-	-	-	-	-	-	-	-	-	-	venue hire VAT
		5,589	10,320	4,598	1,464	7,723	2,888	2,094	8,144	4,041	116,021	12,844	961	176,685.62	
Depreciation															
41	Fixture and Fitting Depn	-	-	-	-	-	-	-	-	-	-	-	265	265.00	
31	Office Equipment Depn	-	-	-	-	-	-	-	-	-	-	-	-	3,361.00	
		-	-	-	-	-	-	-	-	-	-	-	-	3,626.00	
Total Expenditure		18,555	23,286	17,563	14,429	20,688	15,853	15,059	21,110	17,007	129,987	25,810	17,553	336,900.38	
Net Surplus/(Deficit)		41,445	16,714	6,100	- 11,835	- 9,900	4,403	- 2,580	15,335	- 8,010	- 8,615	- 25,810	- 17,553	- 306.38	TOTAL
															Projected save on contingency (50%)

AMOSSHE Reserves position 2020-21

Updated 06/10/2021

Staffing	£ 156,588.76
Website maintenance	£ 2,400.00
Insurance	£ 1,200.00
Telephone	£ 2,400.00
Accounting fee	£ 10,072.00
Bank charges	£ 1,200.00
Tenancy	£ 19,989.62
IT support	£ 2,000.00
TOTAL	£ 195,850.38

Current reserves	£ 200,991.46
Cost per month (average)	£ 16,320.87
Calculated reserves (months)	12.3

Remaining reserves, 6 mths contingency removed £ 103,066.27

-	306.38	TOTAL
		Corporation tax
-	306.38	TOTAL AMOSSHE

**Directors Finance
Summary
September 2021**

		Year to date			Budget	% of full year budget achieved	Notes
		Actual	Budget	Variance	Full Year	TD*	
Code	Income						
200	Conference	£0.00	£0.00	£0.00	£118,923.00	0	Note: VAT adjustment has not taken place for this quarter yet, this will reduce the current income down
300	CPD	£1,321.00	£0.00	£1,321.00	£21,765.00	6	
	Sponsorship	£18,287.00	£0.00	£18,287.00	£75,906.00	24	
	Membership	£116,265.00	£100,000.00	£16,265.00	£120,000.00	97	
	Other income	£0.00	£0.00	£0.00	£0.00	100	
	TOTAL income	£135,873.00	£100,000.00	£35,873.00	£336,594.00	40	
	Expenditure						
10	Central	£15,956.48	£25,731.00	£9,774.52	£118,325.90	13	Insurance, tenancy costs and website fees are later than expected coming through, this should be accounted for in the October management report
200	Conference	£8,568.02	£8,493.00	(£75.02)	£166,513.63	5	
	CPD	£6,359.64	£6,362.00	£2.36	£45,109.85	14	
300	Executive	£1,082.89	£1,255.00	£172.11	£6,951.00	16	
400	Futures	£0.00	£0.00	£0.00	£0.00	0	
500	Insight	£0.00	£0.00	£0.00	£0.00	0	
100	Membership	£0.00	£0.00	£0.00	£0.00	0	
	TOTAL expenditure	£31,967.03	£41,841.00	£9,873.97	£336,900.38	9	
	TOTAL Surplus / Deficit	£103,905.97	£58,159.00	£45,746.97	(£306.38)		

TOTAL Cash position	Main account	£102,068.74
30/10/2021	Savings account	£200,989.75
	TOTAL	£303,058.49

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