



Annual Report 2016 - 2017

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1. Message from Rob Ellis, NASMA Chair

No comments available.

2. NASMA Objects

The objects of NASMA are:

1. to advance education about student finance and disseminate good practice in respect of all areas of student money and student finance advice; and
2. to relieve the poverty of students through the promotion, provision, and support of professional money advice for students in the FE and HE sectors, with particular emphasis on student finance and student debt; and
3. to provide guidance, information and training to student money advisers, and administrators of discretionary funds and bursaries.

3. Our Vision, Mission and Values

NASMA's Vision

Our vision is to increase the strength and security of our organisation by ensuring we continue to offer a unique service and value for money to our members, whilst also attracting new members and sources of funding. This will help fund projects to ensure NASMA members are recognised and respected for their expertise within both Higher Education and the Money Advice sectors. We will strive to ensure all members have the opportunity to evidence their skills and dedication to supporting students via NASMA accreditation and training.

NASMA's Mission

NASMA is the leading independent organisation on all things Student Money related and is a leading voice in influencing student finance policy. NASMA is committed to supporting its members to ensure they can relieve student poverty by providing high quality information, advice and guidance to ensure that all students can meet their potential without the barrier of money issues.

NASMA's Values

NASMA's Values were devised following extensive consultation with members and staff and underpin the way we work, both as an organisation and individually. Our Core Values are:

Professionalism – We are democratic and uphold the reputation of our profession by promoting NASMA's vision, values and standing as the UK's leading experts regarding student finance and student money issues. We use our influence within the sector to represent the needs of students and we uphold the profession's good standing by refraining from conduct that detracts from its reputation.

Knowledgeable and Informative – We value the collective knowledge, skills and experience of our members and ensure continuing professional development via training and our accreditation scheme. This enables us to educate students by delivering informative, supportive and empowering solutions in an approachable and effective manner.

Excellence and Innovation – We are proactive in achieving service excellence by continually developing and improving both collectively and as individuals. We create and deliver innovative and engaging solutions to ensure our members can provide a high quality focussed service across the UK.

Honesty, Integrity and Respect – We are committed to behaving in an open, honest and trustworthy manner ensuring we are ethical in our actions and to strive for equity and fairness in our decision-making and in our treatment of others. We are inclusive and value the rights and dignity of all individuals and show thoughtfulness for their diverse backgrounds, experiences, styles, approaches and ideas.

Collaboration and Teamwork – We work together by sharing best practice to support and empower our members, staff and ultimately, students. We encourage teamwork across the

sector to ensure students access the most up-to-date information, advice and guidance and adapt to the ever-changing funding and money advice issues.

4. Structure, Governance and Management

NASMA is a membership organisation that is registered as a company limited by guarantee. In the event of the company being wound up, members are required to each contribute an amount not exceeding £1. NASMA is also a registered charity in England and Wales. NASMA's governing document is its Articles of Association, which is published on the Members' Area of the NASMA website. All Board members are also directors for the purposes of company law, and the Board of directors govern the charity.

The NASMA Board of Directors is a voluntary body, consisting of up to 12 members, elected by the membership. Five directors hold executive positions:

- Chair
- Vice-Chair Governance & Operations
- Vice-Chair Finance
- Vice-Chair Communications
- Vice-Chair Training & Development

The other non-executive Board positions are:

- England Policy
- NI Policy
- Wales Policy
- Scotland Policy
- Campaigns Co-ordinator
- FE Liaison
- Financial Capability Champion

Elections to the Board are conducted and ratified at the Annual General Meeting which is held at the NASMA Conference in June each year. In the event of insufficient interest in Board roles and thus elections not achieving the required number of Board members, the elected directors have the power to co-opt onto the Board to ensure the necessary composition as set out in the Articles of Association. The five executive posts serve an elected term of three years and other Board positions serve an elected term of two years. Board members can serve up to a maximum of two consecutive terms. All Board members receive an induction into their role along with additional training where required. Responsibilities for committees and regional activity are allocated to individual directors.

All directors are required to avoid and declare conflicts of interest. Financial and risk management is discussed at Board meetings. Board meetings take place six times a year and there are four sub-committees:

- Policy
- Financial Capability

- Training & Development
- Communications

The company has three employees (2.4 FTE); a full-time Office Manager, a full-time Training Manager and a part-time Finance Administrator. Staff are actively involved in the business of the organisation and are kept informed on specific matters. The staff handbook is updated as and when required to reflect legislative changes and new HR policies as identified within the organisation are also incorporated.

5. The NASMA Board

NASMA Chair – Rob Ellis

Vice-Chair Governance & Operations – Louise Miles

Vice-Chair Training and Development - VACANT

Vice-Chair Finance – Hannah Bundy

Vice-Chair Communications – Tom Levin

Country-Defined Policy Roles

NI Policy – Stephen McCartney

Wales Policy – Beryl Dixon

Scotland Policy – Ann Gordon

England Policy – Jude Cringle

NASMA Director & Trustee – Financial Capability Champion – Anita Bailey

NASMA Director & Trustee – Campaigns Coordinator – Rachel Glover

NASMA Director & Trustee - FE Liaison – Sophie Taylor

6. Sub-Committee Reports

We would like to thank the committee chairs for their commitment in furthering the work of NASMA and the hard work of all committee members who give of their time to help guide our work and who provide an invaluable contribution to helping us reach our vision.

6.1 Policy Committee (Louise Miles, Chair)

Members: Jude Cringle, Beryl Dixon, Ann Gordon, Stephen McCartney, Sophie Taylor

The committee agreed to meet once a term (virtual meetings) and will adhere to the new Policy Committee Terms of reference document and to focus on the following:

- Policy updates/issues
- Track and review events forms that reps or members attend
- Consultations

Consultations submitted:

- Diamond Review Part 2 (SFW)
- Part Time Loans consultation (SFE)

There has been an increase in responses from the membership, which is really encouraging so thank you to those that have provided comments prior to the deadlines. It is however important for NASMA to provide a submission that is representative and to remind members that it is the responsibility of the whole membership to provide feedback prior to deadlines to enable us to submit a suitable full response on behalf of the membership.

6.2 Financial Capability and Research Working Committee (Ani Bailey, Chair)

Committee: Financial Capability and Research Working Committee

Members: Ani Bailey (Chair), Helen Abrahams, Wendy Bainham, Hannah Bundy, Tim Dixon, Sylwia Kalpage, Liz Lovett, Catherine Pickles, Simon Saffer, Mitesh Vagadia

Blurb: The FCRWC meet virtually app. every 6 weeks and are well attended. Our main objective is to ensure our members, who are predominantly responsible for providing money advice and information, have the tools to deliver financial education. We focus on communicating with NASMA members about existing fin cap research and projects being developed internally and externally. We also provide effective resources to enable members with fin cap tools for the students we work with.

Key achievements and successes:

- The planning of the adviser Toolkit
- First segmentation of the student population
- Launch, planning and delivery of NSMW18
- Recognised Fin Cap strand at Conference
- Continued partnership with external organisations such as MAS and The Mix

- Primary HE lead as part of the National Financial Capability Strategy and related projects
- Individual member achievements such as the 100 Day Apprentice Project

Challenges:

- Physical meetings are difficult because we are all remote
- Finding new ways to engage the wider NASMA membership for NSMW

6.3 Training and Development Committee (Michelle Jagger – Chair)

Members: Rob Ellis, Rachel Catton, Catherine Pickles, Lynne Condell, Jo Gibson, Mo Onyett, Ann Gordon, Jude Cringle

The Committee has had 6 meetings this year (1 physical and 5 virtual) as well as keeping in regular contact via email.

Key achievements/success:

- Professional Development Days in the London & South East, Wales and Scotland Region.
- Organisation of training programme – several courses were sold out and had a waiting list!
- Conference 2017 - sessions to reflect the needs of all members, from those just starting out in the profession to experienced practitioners and managers.
- Accreditation Scheme - Application process streamlined in response to member feedback.
- Work with IT Consultants to develop an online Accreditation system is on-going.
- Challenges
- Obtaining venues for training days.
- The number of bookings for some Professional Development Day events was disappointing.

6.4 Communications Committee (Tom Levin, Chair)

Unfortunately, this year the communication committee did not get off the ground. But with the help of the NASMA Office we have taken more control of the newsletters that have gone out. This has allowed us to expand when we can send newsletters out and offers flexibility to work with other committees such as the financial capability committee and sending information out for National Student Money Week. NASMA and the Board have continued their good work speaking with the media and spreading the excellent work that NASMA members do around the country, including a fantastic day of radio interviews that Rachel Glover did in partnership with a national bank

7. Regional Chair Reports

There are 8 NASMA regions across the UK:

- Scotland
- Northern Ireland
- Wales and
- Five regions in England: North West, North East, London & South East (LASER), Midlands and South West.

Each Region has a designated Regional Chair who is voted in by members at their first regional meeting of the year. Regional Chairs act as a communication link between members and the NASMA Board and each region holds three meetings per membership year. We would particularly like to thank the regional chairs for their commitment and support in furthering the work of NASMA across all regions.

Scotland Region – Regional Chair: Joyce Lapeyre

The Region has met three times - November 2016 at Edinburgh Napier University, 7th March 2017 at Glasgow Caledonian University, and University of St Andrews on 24th May 2017.

Training

Training at our 23rd November meeting was delivered by Kellie McAlonan, Team Leader of the Funding and Advice Team at University of West of Scotland, who delivered a workshop titled Fail to Prepare, Prepare to Fail. The Workshop was enthusiastically received, with a discussion on how to adapt the core elements to the individual HEIs.

Training at our 7th March meeting was delivered by Jia NicAllen from the Scottish Trans Alliance. This training was invaluable due to the increase in number of trans and inter-sex students at all HEIs. Members expressed that further training in this area would be helpful, as time was limited on the day.

We held the Scottish Professional Development Day in April 2017 at the University of the West of Scotland, Paisley Campus. The training was 'Advanced Adviser Skills' and was well attended.

Meetings

During our meetings this academic year our members have discussed overall NASMA updates from the Board, Discretionary Funds including the new fund for Nursing students, SAAS updates, including the revised Postgraduate Student Loans from 2017/18, relevant SFE/SFW and SFNI funding update ie SFE Postgraduate Loans and NSMW. We welcomed colleagues from SAAS to our May meeting, where they provided an update on operational issues, and listened to members feedback and questions.

Achievements

The Scottish Government held the Student Support Review. The Student Support Review comprises of sub-groups including the Benefits and Support Sub-Group, who attended our March meeting to discuss support for students and the role of the Discretionary Funds together with the wider funding challenges going forward. We feel that NASMA was asked to be included in this Review due to our ongoing work with SAAS on a regular basis.

Ann Gordon as Scotland Policy Trustee & Director has been participating as a member of the Product Sub-Group and the Information and Guidance and Literacy Sub-group for the Review.

Our Region's number of members are increasing, this year we have 33 members (11 new members) with 12 members are now accredited members. NSMW was a success in the Scottish Region, with many members taking part. From encouraging students to grow seeds, take make their own lunch to up-cycle clothing and much more, there were lots of new ideas shared within the region.

Challenges

The changing political climate both in Scotland and UK is and will be a challenge for all our NASMA members, however, knowing our members we will be up to the challenge and advise our students accordingly.

Northern Ireland Region – Regional Chair: Connie Craig

This has been an interesting year for the NI region, with 3 meetings being held. The Ombudsman in NI has just taken over complaints regarding HE's and FEI's, so we arranged a visit from the Ombudsman for our November 2016 meeting. This was very well received and we had a full and frank discussion with staff from the Ombudsman's Office. We are also getting our own Postgraduate Tuition Fee Loan scheme, commencing in 17/18, so our February meeting was attended by senior staff from the Department for the Economy to give members an outline of how this will work. The SLC attended our meeting in May 2017 regional meeting.

All our members have faced ongoing challenges within their individual organisations regarding resources and structural changes.

Wales Region – Regional Chair: Denise Brereton

We have had three Regional meetings this year.

Our autumn meeting was held at the University of South Wales Newport Campus. This was a well-attended meeting where, as well as the standing items on the agenda, we discussed the Consultation for the Diamond Review which could introduce some changes to student funding here in Wales. For the afternoon session we had an excellent presentation from

Nazia Azad of Newport Citizens Advice Gambling Support Service about Gambling Related Harm, and area of growing concern for Student Money Advisers.

Our spring meeting was held at Wrexham Glyndwr at the beginning of April. This was a smaller meeting where we discussed some of the issues we have faced with Student Finance Wales. We compiled a list of questions for our Partner Account Manager to take to SFW. During the afternoon session we were given a presentation from Jon Legg Funding Information Partners Account Manager, SLC, regarding updates for the forthcoming academic year. This included the introduction of the Postgraduate Loan for Welsh students and the potential of a loan for PhD students in the near future.

We have had a few successes during this academic year:

- Bangor team won their student led teaching award for the second time in a row.
- Also in Bangor Gwenda was nominated for a Student Led Teaching Award under Student Service Award.
- Wrexham Glyndwr won Best Team, and Beryl Dixon was nominated for Unsung Heroes at their HEI.
- Wrexham Glyndwr advised of their success in getting 3 years maintenance support re-instated for a severely disabled EU student, who has now gone on to get bilingual (Welsh/English) employment with the Prison Service.
- At the University of South Wales Sharon Bevan and myself were nominated for Outstanding Student Support Award, which is for any member of staff who doesn't teach in USW.
- Swansea University have introduced an initiative to promote integration between Home and International students via all things foodie they have been running events based around shopping and eating together – possibly the most successful of which was their Foodie Tour. They worked with local small businesses (such market traders/ local supermarkets etc.) to organise free food samples, got a local food writer to offer cooking tips, and got in a bit of local history/orientation too! They were able to showcase cheap alternatives to mainstream supermarkets, fast food outlets etc. and the students got to meet other students who share a love all things foodie. They now write an article in a local food and drink magazine each issue – the last one is here on page 29. https://issuu.com/tasteswansea/docs/tasteswansea_-_issue_9.final-digita

We held our Professional Development Day in Cardiff. This was an excellent days training including presentations on Migrant Workers, Forced marriage and the Psychology of Money.

North West Region – Regional Chairs: Shahida Ahmed & Helen Berrie

- Term one meeting 23 November 2016 Holy Cross College & University Centre, Bury,
- Term two meeting Monday 25th January 2016, Salford University
- Term three meeting

People have struggled more to attend meetings this year and of the 58 members only 6 were able to attend the term 1 meeting. Term 2 was better with 10 members in attendance. 9 of whom had not attended the previous meeting so a good mix of people and organisations are involved.

Key achievements:

- Continuation of joint regional chairs Helen Berrie (University of Chester) and Shahida Ahmed (Edge Hill University)
- In term 1, the meeting covered a range of areas: Jon Legg delivered a tailored session covering upcoming changes to NHS funding, postgrad loans and independent student status. As ever this was informative and valuable. Discussion was also facilitated around National Student Money Week and University Hardship Funds which was found to offer an invaluable opportunity to explore these areas as a group.
- In term 2, we welcomed James Jones from Experian who gave us an interesting talk about credit scores and how they work and how this can link to students.
- We have continued to change the approach of meetings by facilitating more group discussions with members across different universities. This has allowed a better range of opinions when sharing good practice and identifying challenges across the region.

Challenges:

- The ongoing changes announced by SFE this year have been a particular challenge across the region, as I'm sure they have been nationally. The meetings have been a good forum to allow members to come together to discuss the implications of the changes on their services, and to discuss best practice about how they are coping with the changes.
- There is still an ongoing issue with how individual institutions approach their hardship funds, and as we move further and further away from the HEFCE guidance, there is a challenge to ensure that the fund is meeting the requirements of the student body, and that students are receiving the necessary support. The mail-base was also used to encourage discussion/ sharing of ideas and good practice which has triggered a focused Hardship Fund meeting to be held in May 2017.
- For next year, the introduction of the changes to Allied Health Care course funding is a concern and the implications of this on the diversity of students and their needs are still an unknown concern. This is a particular concern for HEIs in the south of the region who attract higher numbers of Welsh and Northern Irish Students.

North East Region – Regional Chair: Emma-Jane Quirke

We have had 4 regional meetings:

- 19th May 2016 at University of Hull, Scarborough Campus
- 15th November 2016 at Northumbria University

- 24th January 2017 at University of Huddersfield
- 23rd May 2017 at Hull University Scarborough Campus

The meetings have all been very well attended with an average attendance of around 21 members, with over half of the members attending at least one of the past 3 meetings. Members are always keen to share ideas, successes and debate the important money issues of the day. Hot topics this year were the NASMA accreditation scheme, SFE management of fraud cases, SFE's new estrangement process, the changes to NHS funding, SFE's postgraduate loans and residency issues, problems with housing benefit assessments and the new special support element of the maintenance loan, and Hardship Funds.

Key Achievements/successes:

- Over the past three regional meetings we have had some fantastic training sessions from:
 - Experian who talked about credit reports and students
 - TV Licensing Agency who busted lots of myths about TV licences and students
 - Kevin McMullan from SLC who gave an update on Student Finance matters and answered the region's questions
 - At our meeting in May we will welcome Vivi from Blackbullion

Other achievements / successes:

Members have been very active securing funding for students while they were suspended on ill health grounds, securing large back pay from SFE and the university for students previously deemed ineligible, promoting services successfully by running pop-up clinics and sending out postcards, helping students with issues with debt issues and participating in National Student Money Week, amongst many other achievements

Challenges:

- Most of the challenges relate to SFE as mentioned in hot topics. Some members have been adapting their Hardship Fund policies to meet with cuts and demands of their students.

LASER Region – Regional Chair: Tim Dixon

Dates and Locations of Meetings:

- 26th November 2016 – Kings College London
- 24th February 2017 – Birkbeck
- 26th May 2017 – Royal Veterinary College, Hatfield

General Overview of Meetings:

The London and South East meetings have been well attended again this year. We had the regional contacts that cover the region come to our first meeting of the year to discuss post

graduate loans. The group were able to meet with the local SLC representatives, some for the first time, and gain insight into the work as well as raise issues that they have. At our final meeting of the year we welcomed the NHS student services team to speak about the ongoing work in preparation for the new fees and funding arrangements from August 1st. We were able to gain further understanding of the changes and ask questions related to them. The agenda for the meetings was changed this year with the introduction of the attendees driving the conversation through a poll taken prior to the meeting. This allowed for members to express three topics that they wanted to discuss. By doing this we were able to restructure the agenda so that we covered the topics that were most popular, as well as pick up on some topics that we might not have previously discussed. By the end of the year we have covered all of the topic areas that were put forward.

Key Achievements/Successes/Challenges:

The group came together well for NSMW 17 with many members collaborating on activities and sharing resources. The challenges for the region remain, as ever, in the success of the region. The regional meetings are held in rooms that can accommodate 50 members, which can cause issues with members being able to contribute fully in a large group. We have an overall region size of 207 members, which makes it difficult to ever truly hold meetings for that the entire region can attend. As a group I would like us to look at ways that we can engage the entire regional membership so that all are given the opportunity to attend the beneficial regional meetings. This is very much a case of work in progress for the region.

Midlands Region – Regional Chairs: Gail Langton and Laura Penrose

Dates and location of meetings:

- 17th November 2016 Loughborough University
- 28th February 2017 DeMontfort University
- 17th May 2017 Wolverhampton University

General overview of meetings – attendees ranging between 15 and 25, most meetings included a guest speaker. Good exchange of information between institutions

Key achievements/successes:

- Guest speakers –Turn2us, SLC & Money Advice Service.
- Regional training day – in process of being organised.

Challenges - The usual issues:

- Student Finance England
- Residency checks/evidence
- Hardship funds – getting the right level of allocation from the institution and being able to spend it appropriately to benefit students. Increased applications from PG taught students with the onset of PG loans. Issues over timing of guidance produced by NASMA

South West Region – Regional Chair: Michelle Jagger

Dates and locations of meetings: 9 November 2016 University of Plymouth 2 March 2017 University of Bath 16 May 2017 Southampton Solent University

Key discussion points:

National Student Money Week Training needs for 2018 Hardship Funds Good Practice Changes to Funding in NHS Allied courses Postgraduate Loans Estrangement

Challenges:

As ever the main challenge for the region is identifying suitable meeting locations to maximise attendance. We have also struggled to access training updates- some organisations seem to fear travelling so far West! Identifying a new Chair to coordinate the region's activity for 2017/18

8. National Consultations

The NASMA Board worked closely with members to provide responses to the following consultations:

Skills, Higher Education and Lifelong Learning Directorate (Welsh Government): Student support funding for students ordinarily resident in Wales

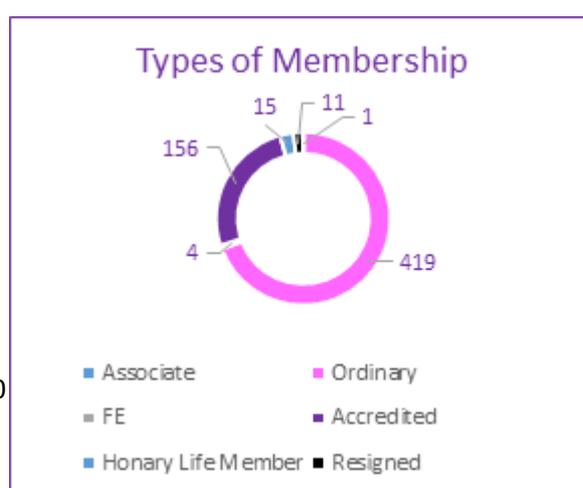
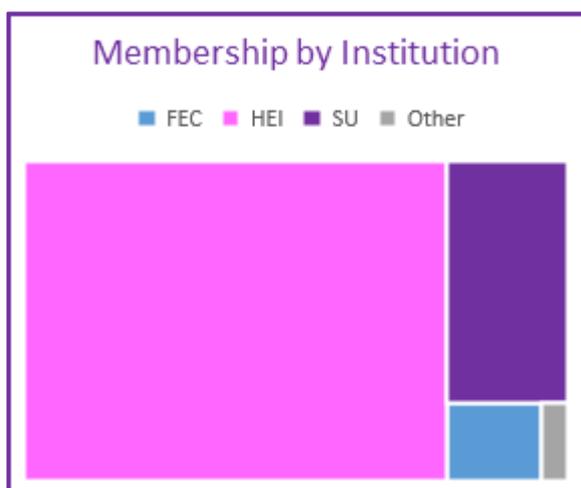
9. Membership

Membership for 2016-17 totalled 591, with representation from across the sector in Higher Education Institutions (HEI) Students' Unions and Further Education Colleges (FEC) colleges, as well as association members from organisation such as CPAG and the NUS. Over 25% of



NASMA members held accredited status.

10. Training and Development



NASMA delivered a number of training and development events throughout 2016-17, using feedback from members.

Integral to the portfolio of training and development was the further development of Professional Development Days, giving members an opportunity to attend a full day of relevant workshops in a convenient location within their region. Three Professional Development days were held during 16-17, in Scotland, London and the south East and Wales.

Five further training events were delivered across the UK, ranging from introductory level courses such as 'Introduction to Student Funding', to more advanced level courses such as Advanced Advice Skills.

All training events were well received and feedback was positive for all events.

The NASMA Conference was held in June 2016 with the theme of Working As One. As part of conference, 49 Workshops were delivered reflecting the diverse work of members, and catering for various levels.

Feedback from members included 95% of respondents stating that they Strongly Agree or Agree that the conference was relevant to their needs, and 96% of respondents stating that they Strongly Agree or Agree that the conference was both motivating and informative.

Our objectives for 17-18 are to review and revitalise our approach to the annual conference.

12. NASMA Awards

Our Student Money Advice awards recognise, celebrate and reward the excellent work undertaken by NASMA members across the UK. An independent panel of judges consider all nominations and have the difficult task of selecting the winners. The results are announced at a special presentation following the Gala Dinner at the Annual Conference, where the winners are presented with their award by the NASMA Chair. The six award categories this year are:

- Student Money Adviser of the Year
- Fund/Bursary Administrator of the Year
- Best Partnership
- Innovative Activity
- Financial Capability Engagement
- Region of the Year

As always, the standard of nominations was extremely high and the panel had a tough job on their hands, here's what our experienced judges had to say about the winners:

Student Money Adviser of the Year - Erin Russell, University of Stirling

"Erin's nomination best reflected this category: an adviser who seeks not only to provide an excellent service to student clients, but to change systems and processes to better support students, so either fewer encounter money difficulties, or to make advice more effective."

Fund/Bursary Administrator of the Year - Nigel Sigodo, University of Surrey

"Excellent effort and clear that Nigel goes above and beyond his job role. Nigel's nomination showed him to be a diligent and hardworking bursary administrator and a worthy award winner."

Best Partnership Award - University of the West of Scotland Funding & Advice Team and Students' Association of the University of the West of Scotland (SAUWS)

"This nomination demonstrates how several different departments within an institution can work in partnership. The UWS NSMW 2017 event involved departments within the University and key external stakeholders across 5 campuses. The event raised awareness of environmental issues, food waste as well as raising financial awareness. We were impressed by the scope and reach of this partnership and the positive feedback from students."

Innovative Activity Award - Falmouth & Exeter Students' Union

"Other services have developed videos, but this nomination stood out for tailoring these videos to the student population at this institution and using a recent graduate to ensure it really spoke to the students the videos aimed to reach."

Financial Capability Engagement Award - University of the West of Scotland Funding & Advice Team

"We really like the development of a clear strategy that has a range of focus areas. Great that they've developed their own module."

Region of the Year - Scotland Region

"Over the last two years Scotland have really shone as a region. They were such close contenders last year and this year they seem to have really pulled out all the stops. Not only continuing to maintain their close relationship with SAAS, but also strengthening that relationship for the future. Managing to work closely in consultations has definitely been a triumph and once again increasing their membership numbers in these difficult financial times and encouraging their members to work together shows the real teamwork that takes place in the Scottish Region. We are all delighted to select them as very worthy winners of NASMA Region of the Year 2017."

13. Future Plans

Accreditation and Professional Development

The landscape of Higher Education Funding within the UK continues to face a level of uncertainty and the need for Student Money Advisers to provide accurate information, advice and guidance within Universities across the UK continues to increase. 2015-16 was the second year of the NASMA accreditation scheme and resulted in a 28% increase in accredited members on year one. Our plans for the future include the requirement to work with members to improve the scheme and to identify systems for the development of a CRM that will create a foundation for online accreditation and e-learning.

Following the pilot of the Professional Development Days, we aim to roll them out across all NASMA regions thus giving every member the opportunity to attend a full day of relevant workshops in a convenient location within their own region.

Supporting our Regional Chairs

We also recognise the need to support our Regional Chairs in their vital NASMA roles and are working to create Regional Chair Guidance Packs along with an on-line support platform for the sharing of information and good practice. These additional resources will run alongside the dedicated induction/training events and Chair Updates already in place.

New FE Membership

Next year sees the introduction of our new FE membership status and we are confident that by expanding membership into the FE sector we will provide more opportunities for advisers to work more closely together across both sectors and to increase discussion and participation, thus enhancing the student experience.

Campaigns Committee

There are plans for the new Campaigns Committee to work with external stakeholders to produce a new set of national Council Tax Guidelines to help members understand and support students in seeking Council Tax Exemptions.

Financial Capability

NASMA's Financial Capability Committee will continue to work closely with key stakeholders and policy groups to ensure that the financial capability needs of students in HE are prioritised. The committee will also work to influence policy at national level by focussing attention on the HE and FE sectors.

14. Financial Position

Financial Position – 16-17

NASMA is a registered charity with income generated through membership fees, training and development events and fundraising. Every effort is made to keep costs to a minimum and also to maintain an operating reserve, salary reserve and a contingency reserve. The reserves policy is designed to ensure sufficient funds are in place to protect against future risk, as developed in line with NASMA's risk management policy.

This year saw NASMA primarily focus on continued investment in training and development. The imbedding of the training manager position has helped to support and direct the Board in how to develop the training programme on offer to NASMA members. This period saw an increase in the provision of Professional Development Days.

The running costs of NASMA marginally increased in July 2016 with the introduction of the Workplace Pension Scheme but this cost had been planned for and was mitigated against through the Reserves Policy (specifically the contingency reserve). NASMA chose to enrol into the Government pension scheme: NEST. The decision was made to use this provider based on a number of factors including:

- The number of workers NASMA needed to enrol into a pension scheme
- The scheme allowing 'relief at source' (staff benefit from tax relief on their contributions)
- The ease of which we could link our current payroll arrangements to the scheme
- The set up cost involved and ongoing costs

The NEST scheme best suited our number of employees, allowed relief at source, was accessible to our accountants and had no set up or ongoing costs associated. Contributions for both NASMA and our employees was initially required at 1% but expected to increase in stages to at least 3% contributions from NASMA and 5% contributions from staff.

The 15-16 Annual Report highlighted a drop in turnover which was attributed to the ending of our working relationship with HELOA in the financial year ending 31.03.15. As such, from the start of the 2016/2017 membership year, the Board was focused on minimising non-essential expenditure. For example, an increase in travel expenses was identified and action was taken to reduce these costs. One method employed was for every other Board meeting to be a virtual meeting, which worked well. This approach was also adopted by some of the committees. Travel expenses were not the only expense reviewed and other areas, such as streamlining office costs (printer and photocopier) were also achieved.

In Dec 2016 the way in which the accounts were required to be presented changed due to changes in the recommended practice in which Charities complete their accounting and

reporting. This was implemented by our Accountants. It was agreed to bring forward the date in which we request the Accountants to complete the accounts so that we could have the most recent financial figures ready for members by the AGM at Conference.

YE	YE
31.03.17	31.03.16

Income		
Donations	-	£6,000
Charitable activities	£100,153	£91,809
Other trading activities	£66,969	£70,714
Investments	£509	£879
Total Income	£167,631	£169,402

Expenditure		
Charitable activities		
Staff Salaries	£72,135	£68,423
Conference Expenditure	£67,715	£79,803
Meeting and Training expenses	£10,653	£7,562
Travel and subsistence	£9,428	£17,472
Website costs	£3,222	£2,636
Advertising	£441	£1,147
Rent	£11,542	£10,276
Insurance	£818	£883
Legal and Professional fees	£7,996	£14,236
Pensions	£385	-
Governance costs	£6,929	£8,975
Total Expenditure	£191,264	£211,413

Net Movement in Funds	-£23,633	-£42,011
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Appendix - A Brief History of NASMA

The following information provides a brief history of the organisation.

Following the Dealing with Debt conference in April 1994, where a need for a national network of student money advisers in HE was discussed, the 1995 Finance to a Degree conference at Keele University was the opportunity for student money advisers to discuss options further. This was when the Association of Student Money Advisers was formed. Later in 1995 the 'Association of Student Money Advisers' added 'National'; becoming 'NASMA'. NASMA then officially launched on 2 July 1996, at the conference AGM, again in Keele.

Back in 1995 it was the Midlands group leading the way as far as regional groups go, closely followed by the North East. London & South East joined the regional groups in February 1996. The other regions then became operational across 1996. The figures within the reports above show the current position regarding regional membership.

Early in 1998 NASMA introduced an electronic mailing/discussion list, hosted on a server at Newcastle University. By the time of the Spring 1998 newsletter the forum had 50 members. By late 1998 the forum was "quite a busy list" with 60-70 messages per month. Amid concerns about the future of the list, 130 members had joined by conference 1999. From January-June 2000 the monthly average number of messages to the mailbase was 75. Moving forward ten years to 2010, the monthly average for January-March 2010 was 248. The website was launched in September 2001, reviewed in 2009, and completely redesigned in July 2011 and again in August 2014.

In March 1998 NASMA employed a part-time administrator for 10hrs per week, to support the vast amount of work needed to organise the annual conference. In June 2004 NASMA advertised for a part time administrator, increasing the hours to 25 per week. The NASMA Board recognise the need to employ additional staff if we are to move on as an organisation. Members of the Board give a lot of hours of their own time to work for NASMA. The Board realise that NASMA could be doing so much more for members, students and the wider sector if we had more resources and were delighted that the Money Advice Service offered to support a one-year Financial Capability position in 2011-12 which led to the creation of the Strategy and Development Manager role. In March 2013 NASMA started an agreement with HELOA to provide office and administrative support to them increasing the number of staff within the office to 3(2.5FTE). As part of the office review in the summer of 2014, a further 0.5FTE role was created to help with the financial aspects of NASMA and the Strategy and Development Manager role was scrapped with the introduction of an office manager and a training manager.

Further strengthening NASMA as a professional membership body, we completed our registration with the Charities Commission and were confirmed as a charity on 15th June 2011. This resulted in NASMA Board members becoming charities trustees as well as company directors.

Over the past 20 years NASMA has grown to have over 600 members. Looking back, we have the 2002 Future Directions paper, three years spent moving towards accreditation and training, and in 2009 we drafted our first formal Business Plan.

Throughout the past 20 years we have been involved in consultations with relevant bodies across the sector. NASMA has fed into changes to student support systems, welfare benefits, access funds, and we have taken any and every opportunity to provide feedback at a national level on issues affecting NASMA members and the students our members support. Throughout this time, NASMA has raised issues and ideas both with and about the Student Loans Company and Local Authorities. Amongst others, NASMA has worked closely with the NUS, AMOSSHE, the FSA, Money Advice Service, and more recently we have started to establish links with other relevant sector and advice organisations.

Membership Data

1995-6 – no data available	2006-7 – 478
1996-7 – 97	2007-8 – 525
1997-8 – 167	2008-9 – 577
1998-9 – 222	2009-10 – 553
1999-0 – 275	2010-11 – 559
000-1 – 265	2011-12 – 619
2001-2 – 311	2012-13 – 610
2002-3 – 364	2013-14 – 616
2003-4 - no data available	2014-15 – 613
2004-5 – 366	2015-16 - 601
2005-6 – 442	2016-17 - 591

Former NASMA Chairs

Jude Hawes

Judith Walker

Jayne Aldridge

Keith Houghton

Ian Summers-Noble

Lynne Condell

Phil Davis

Rob Ellis

Honorary Life Members

Alison Ahern

Jayne Aldridge

Maureen Aspinall

Lindsey Gadd

Jude Hawes

Maggie McHale

Ian Summers-Noble

Stef Thomas

Judith Walker

Lis Wilkie

Jo Gibson

Andrea Simpson