

N A S M A

National Association of Student Money Advisers

**Annual Report
2010-11**

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1.	Message from the Chair	Page 3
2.	NASMA Objects	Page 4
3.	Structure, Governance & Management	Page 4
4.	The NASMA Board	Page 4
5.	Sub-Group Reports	Page 5
6.	Regional Round-Up	Page 7
7.	National Consultations	Page 9
8.	Training and Development	Page 9
9.	Achievements and Successes	Page 10
10.	Risk Management	Page 13
11.	Looking Forward	Page 13
12.	Financial Position	Page 14
	Appendix - A Brief History of NASMA	Page 16

1. Message from the Chair

I am delighted to present to you this annual report which covers the 2010-11 academic year. It is an overview of the work NASMA has undertaken in this period with specific reference to both our company objects and our charitable aims and objectives.

I am sure you will all agree that the 2010-11 year has been a year of challenges, consultations and many changes. The Board have on occasion had to make difficult decisions around priorities in relation to what is realistically achievable with limited resources and a voluntary Board.



Lynne Condell, NASMA Chair

The NASMA Board identified four key focus areas, linked directly to the NASMA Objects, which they would work towards during the year. These focus areas were as follows:

- To develop the financial capability of students through creation of a Financial Capability Manager position through support from the Consumer Financial Education Body (now Money Advice Service).
- To secure charitable status for NASMA.
- To provide NASMA members with access to high quality training and development linked to accreditation of membership.
- Develop NASMA communications, building on recent progress with the website and promoting the work of NASMA members more widely.

As you read the body of this report you will recognise that we have fully met these targets and I am rightly proud of what we have achieved in the 2010-11 year.

However, we cannot afford to be complacent as there is much more that must be done. The sector is currently struggling with a lot of negative press and this combined with changes in funding, welfare reforms and Government cuts will not make 2011-12 an easy year for NASMA members.

The need for a well-trained, informed and fully developed membership has never been greater. We need to ensure that NASMA members are truly recognised as the sector experts that we are and that everyone from our institutions to Government recognise and value this expertise.

Looking forward to my final year as NASMA Chair, we cannot dispute that the period ahead is likely to be even more challenging than those we have come through. However, I am sure that as an organisation we are in a position of relative strength to face these changes collectively.

I look forward to working with you all in 2011-12.

Lynne Condell
NASMA Chairperson 2008-2012

2. NASMA Objects

The objects of NASMA are:

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

3. Structure, Governance and Management

NASMA is a membership organisation registered as a company limited by guarantee and also as a charity in England & Wales. NASMA's governing document is its Articles of Association, which are published on the Members' Area of the NASMA website.

The NASMA board of directors is a voluntary body, consisting of up to 12 members elected by the membership. Four of the directors hold executive positions (Chair, Training Officer, Secretary and Treasurer). Responsibilities for committees and regional activity are allocated to individual directors. From 15 June 2011 all NASMA Board members also become trustees of the charity.

Elections to the Board are conducted at the Annual General Meeting. In the event of the elections not achieving the required number of directors, the elected directors have the power to co-opt additional directors in order to ensure the Board is of the required composition as set out in the Articles of Association. All directors serve an elected term of two years (up to a maximum of two consecutive terms) and receive an induction to their role, with additional training where appropriate.

All directors are required to avoid and declare conflicts of interest. Financial and risk management are discussed under closed business at board meetings which occur six times a year. The company has two employees (1.7 FTE), line managed by the Chair.

4. The NASMA Board

In 2010-11 the NASMA Company Directors/Charity Trustees were:

Lynne Condell	Liverpool John Moores University	Chairperson
Jan Barnes	Edge Hill University	Training Officer
Phil Davis	Bishop Grosseteste University College	Secretary
Frank Dunleavy	University of Ulster Students' Union	Treasurer
Helen Abrahams	University of Brighton	
Ruth Elvin	University of Edinburgh Students' Association	

Claire Evenden	University of Greenwich
Jan Galligan	University of Bolton Students' Union
Michelle Jagger	Exeter Students Guild
Mo Onyett	University of York
Elaine Robinson	Cardiff University

5. Sub Group Reports

Attached to the NASMA Board are a number of sub-groups. These groups are formed to consider specific elements of NASMA activity and are made of Board members and in some cases other NASMA members. What follows is a report of their activity in 2010-11.

Training and Development

NASMA had representation on the Training & Development (T&D) sub-group from Board members and also from NASMA members who were invited to join through the mailbase and expressed an interest in getting involved.

Based on feedback from members we ran training on Employment & Support Allowance in January. We had a great deal of interest in the session but were disappointed that only 13 delegates attended. The feedback from attendees at the session was excellent. We monitored the views of delegates before and after the training, those feeling moderately or very confident in advising on ESA increased from 38% before the training to 100% after. Knowledge of ESA and impact on student claimants rose from 7.7% before to 77% after the training.

The training offered at the 2011 Annual Professional Development Event (APDE) was tailored to meet the needs of NASMA members based on feedback collated throughout 2010. There were some sessions on this year's programme which were new and other popular and relevant sessions that we have run before. The T&D sub-group worked hard to ensure all the requested topics were covered by highly professional trainers delivering sessions which continue to meet the quality and standards NASMA members have come to expect.

We were pleased to secure the Hilton Hotel in Liverpool for the 2011 event, a stylish modern hotel which manages to incorporate some of Liverpool's rich heritage in its design. The Hilton offers excellent facilities in an outstanding location, yet still allowing us to deliver this event at an affordable cost.

Charitable Status

The application for registration of NASMA as a charity was approved and NASMA became a charity recognised by the Charities Commission (England & Wales) on 15th June 2011. This marked a key milestone for NASMA as it was a key aim outlined in the Business Plan 2011-14. Despite the work involved, members should not notice any appreciable change as a result of this development, though directors on the Board will simultaneously be trustees of the charity. It is anticipated that securing charity status will allow NASMA to engage more fully in fundraising, which in turn will provide additional benefits to members through resources available to them and their students.

Membership

By the end of 2010-11 NASMA membership stood at 559 individuals. These members were from 208 different organisations and were broken-down across 13 FE Colleges, 16 FE/HE institutions, 49 Students' Unions, and 130 HEIs.

Policy

The BIS Student Finance Stakeholder Interest Group had very few meetings in 2010-11, which has been surprising given the emphasis placed on its future policy making role the previous year.

We successfully challenged the current interpretation of the regulations for the Adult Dependants Grant and BIS will be changing the regulations for 2012-13 to make it clear that adult sons/daughters should not be excluded when considering who it can be paid for.

We have written to SAAS regarding better clarification of regulations for students in part-time attendance on full-time courses, requesting the regulations are more fully explained as they are in England, Wales and Northern Ireland to ensure policy is interpreted as intended.

Communications

This year we have put a lot of focus on developing the communication methods utilised by NASMA. We have concentrated heavily on developing the website, to include new resources and also restructuring the site to improve accessibility. Significant changes were made over the summer. We have seen big increases in website traffic. We saw a percentage increase of 679% in hits on the site when comparing September 2010 and September 2011.

We introduced a new design for NASMA News in 2011. At the same time as showcasing the work of NASMA, the newsletter now includes more information about external activity of relevance to members. Since April 2011 NASMA News has not only been sent to NASMA members and a link provided online, but has also been sent to Honorary Life Members and key NASMA contacts.

We have engaged more fully with social media in 2010-11, including the introduction of Twitter and Facebook accounts. We have seen a steady increase in followers for both since they were introduced in November 2010. Twitter in particular has proved a useful tool in linking with other relevant organisations, staying on top of current issues, and promoting the work of NASMA and NASMA members. We have also made use of YouTube through a project with BIS to produce short videos about 2012 funding. Mindful that not everyone is using social media, we replicated information sent on Twitter via a weekly email to the mailbase until July 2011 when we integrated Twitter and Facebook information to the website.

Not content to slow communication developments, we have a number of new projects underway which we hope will be operational during 2011-12. They will enhance the communication avenues open to NASMA and make information about student funding and support more accessible to advisers, administrators and students across the UK.

Research

The intention of the 2010-11 Research sub-group was to explore the small number of topics that were agreed in 2009-10. Unfortunately due to commitments to other activities, we were not able to undertake these projects. The Board has, however, continued to contribute significantly to a number of external consultations which were highlighted via the NASMA website. These included:

- 16-19 Participation in Education & Training – Commons Select Committee
- Financial Support for 16 to 19 year olds in Education or Training – Department for Education

- Early Repayment Mechanisms – BIS
- HE White Paper: Students at the Heart of the System – BIS
- Building a Smarter Future: Towards a Sustainable Scottish Solution for the Future of Higher Education – Scottish Government
- Higher Education Funding and Student Finance 2012/13 – Welsh Assembly Government
- Future Shape of Higher Education in Wales – Welsh Assembly Government
- Mental Capacity Guidance – OFT
- Simple Financial Products - HM Treasury
- Financial Education for Young People - APPG
- Public Information about Higher Education – HEFCE

We have closely monitored FAQ's and topical issues on both NASMA and Money Doctors mailbases. This helped to inform the APDE workshop list and ideas for future training events.

6. Regional Round-Up

NASMA regions usually meet once per term and again at APDE. The meetings enable members to keep up to date with developments and provide a good opportunity to get feedback on the Board's activities. All Regional Co-ordinators follow a standard agenda but the nature of the meetings differ as they are led by local membership issues. Some regions provide training opportunities and all facilitate networking and a chance to discuss current issues with others in similar roles. Statutory and discretionary funding are always popular topics and this past year has been dominated by the increase to tuition fees and funding arrangements for 2012.

LONDON AND SOUTH EAST - 198 members

Three regional meetings were held. The meetings were dominated by discussions around funding, ALF and eligibility issues, and migrant workers. An Energy Best Deal presentation was delivered to the group. We have also collectively contributed to some of the consultations.

MIDLANDS - 103 members

The Midlands region met twice in 2010-11. The meetings were dominated by SFE processing issues, the outcome of the Browne Review and discussions about the proposed funding for 2012-13. There was also discussion regarding migrant workers, consent to share, and the use/reduction of ALF allocations – particularly for diagnostic testing. Guest speakers at the meetings were the Midlands SLC Regional Financial Consultant, and NASMA's Financial Capability Manager who delivered an 'Energy Best Deal' training session.

NORTH EAST - 85 members

The first of the North East regional meetings arranged for December 2010 had to be cancelled due to snow. The first meeting was not held until March, when we were joined by NASMA's Financial Capability Manager. An update on the success of National Student Money Week was provided, and an Energy Best Deal presentation was delivered to the group. Topics discussed this year included SFE issues, NHS funding updates, and changes to welfare benefit systems impacting on students.

NORTH WEST - 63 members

Three meetings were held. Main discussion topics included the Browne Review and its impact for the future, and SFE issues. Across the year we had a number of guest speakers, including Liam Owens (HELOA Chair), Caroline Quinn (United Utilities), the NASMA Financial Capability Manager, and a representative from the BIS Illegal Money Lending Team.

NORTHERN IRELAND - 4 members

Three meetings were held. The main interest during the year centred on the independent review of variable tuition fees in Northern Ireland. The review was supported by a steering group of key stakeholders and NASMA were among those invited to be involved. The issue was opened for public consultation and NI regional members arranged a number of meetings to consider and prepare a response to the consultation.

We continue to enjoy an excellent relationship with Student Finance NI and together with DEL we have set up a Student Finance Practitioner's Group. Our second regional meeting was attended by Professor Sir Deian Hopkin and our third meeting was attended by Professor Hopkin's successor at the SLC, Mr Ed Smith.

SCOTLAND - 24 members

One of the main objectives for the year was to develop the work of the Scottish NASMA region. In light of this and to increase our membership, we organised an Open Meeting in March and invited student money advisers who were not currently NASMA members to attend and find out more about the work we do. We also had a guest speaker from SAAS attend to talk about the upcoming policy changes in Scotland. In total three meetings were held across the year.

We responded to the Scottish government funding consultation. We have forged strong links with SAAS this year which will make it much easier for us to represent the needs of both students and advisers as any changes are made. Other hot topics at meetings have been publicity and administration of Discretionary Funds, funding for part-time and postgraduate students, travel expenses, financial capability work, overloading of services and stretched staff resources, and media misinformation about student funding.

SOUTH WEST - 43 members

The South West region met three times this year and the key issues have been SFE and student finance, 2012 changes, the future of ALF, and how to engage more with the FE sector in the region. The South West also collectively contributed feedback on the consultations for 16-19 education and mental health capacity guidance. Time was spent liaising with the regional HELOA group regarding cross networking for our members, and also strengthening links between NASMA and Money Doctors in the South West.

WALES - 32 members

We had three regional meetings. We had two speakers at the first meeting from a debt management company and a debt collection agency. NASMA's Financial Capability Manager attended the second meeting and we combined it with a Money Doctors' regional. The OFT attended the third meeting.

Discussions about changes to funding systems from the Welsh Assembly Government and changes to the Assembly Learning Grant were the main focus for members. There have also been continuing doubts about the future of the Financial Contingency Fund which was reduced in 2009-10. In the meantime members are fielding questions within services and at Open Days.



7. National Consultations

During 2010-11 NASMA have responded to a high number of external consultations, having first requested feedback from NASMA members to ensure responses are representative of the views of the membership. Details of the consultations that NASMA has engaged with are listed within the details of activity from the Research Subgroup on page 6 of this report. Responding to appropriate consultations addresses one of the aims within the Business Plan 2011-14.

In addition to responding to national consultations, NASMA also contributed to research conducted by Lifelong Learning UK which led to creation of LLUK's professional development guide for employers of support staff in FE. The guide "*Professional development solutions for your support staff*" remains a useful resource accessible via the LLUK website.

8. Training & Development

As in the past, during 2010-11 NASMA continued to provide training of relevance to the needs of members whilst maintaining efforts to develop recognition of member engagement with CPD activity.

2010-11 Training

During 2010-11 NASMA offered three different training topics across a range of geographical locations.

- An Employment & Support Allowance training event was held in January 2011, and was attended by 13 delegates. This event received excellent feedback from delegates.
- In response to requests for training on funding systems resulting from changes coming in to effect from 2012, NASMA arranged a series of eight half-day workshops for NASMA members and external delegates. 220 individuals attended, of which 172 were NASMA members.
- Introduction to Student Funding & Advice training was introduced in 2011, aimed at those new to student funding and/or advice and also for those looking to move in to the area. In total four one-day events were delivered, reaching 42 delegates (38 NASMA members).

Across all events we delivered training to 275 delegates during 2010-11. Of these, 223 delegates were NASMA members. In total 190 individual members engaged with one or more training opportunity.

Accreditation of members

Investigations have continued in to options for recognition of member engagement with development activities. This is something that NASMA remain committed to.

Certification of training event attendance continued for APDE in 2011, and will be provided for training events scheduled for 2011-12.

Annual Professional Development Event (APDE) 2011






Across the three days of APDE we had over 206 delegates attending workshops from a selection of 50 workshop choices. These choices were spread across eight strands covering topics such as debt, welfare benefits, financial capability, hardship fund administration and service management.

NASMA again offered an Exhibition Area as this received excellent feedback in previous years. In 2011 we had nine stands for each day of the APDE, offering information about services of relevance to advisers as well as other services for students.






9. Achievements & Successes

Throughout this report we have shown how we have addressed each of the objects of the company:






I. Advance education about student finance and disseminate good practice in respect of all areas of student money and student finance advice

-  Organised, co-ordinated and promoted the first ever National Student Money Week (NSMW), reaching over 300,000 individuals during NSMW alone
-  Provision of mailbase and regional meetings for discussions amongst NASMA members
-  Training events and APDE provide an invaluable networking and information sharing opportunity
-  Engaged with national consultations of relevance to student money advice
-  Participated in national policy discussions to push for appropriate support for students



II. Relieve the poverty of students through the promotion, provision, and support of professional money advice for higher education students in the FE and HE sectors, with particular emphasis on student finance, and student debt

-  Promoted work of NASMA members to other organisations across the advice sector
-  Investigated options for accreditation and training to professionalise the field of student money advice
-  Engaged with national policy makers to promote the needs of students
-  Considerable development of NASMA website, including new resources for use by practitioners and students
-  Increased use of social media, particularly Facebook and Twitter, to communicate messages and promote opportunities for NASMA members, external finance and advice practitioners, students, and external organisations

III. Provide advice, information and training to student money advisers, and administrators of discretionary funds and bursaries

-  Training events and APDE organised
-  Regular updates to members via NASMA mailbase
-  Updates to NASMA members via regional groups
-  Increased and improved resources provided via NASMA website for use by members
-  Ongoing developments to NASMA website to increase accessibility and resource base for members

As stated at the start of this Report, in 2010-11 the NASMA Board had four key focus areas, linked directly to the NASMA Objects, which they would work towards during the year. These focus areas were as follows:

-  To develop the financial capability of students through creation of a Financial Capability Manager position through support from the Consumer Financial Education Body (now Money Advice Service)
-  To secure charitable status for NASMA



To provide NASMA members with access to high quality training and development linked to accreditation of membership.



Develop NASMA communications, building on recent progress with the website and promoting the work of NASMA members more widely.

Monitoring

Across 2010-11 we have seen continued growth in our engagement with social media, and in particular our Twitter account has enabled us to develop new partnerships and strengthen existing links. Monitoring of both accounts continues, so that we can focus our communications appropriately.

Monthly monitoring of website usage continues, looking not only at hits on the main site, but also which pages within specific sections of the site are generating most interest. Since the website was upgraded and redesigned in the summer of 2011 we have been able to monitor use within the Members Area so that we can target resources to those areas that members are looking to for information. This is also informed by regular monitoring of activity on the NASMA mailbase, looking in particular at the topics arising and thus enabling us to identify and respond to trends as they emerge.

A number of key aims are identified within the NASMA Business Plan 2011-14. Progress against these aims is monitored by the NASMA Board, and activity is included both within the NASMA Annual Report and also as part of the feedback given at the Annual General Meeting held within APDE.

National Student Money Week (NSMW)

This proved to be a key development in our work on financial capability for students, allowing us to give a focus nationally to work that was already taking place and also to encourage those that had not previously been involved to try new things for the benefit of their students. As we have already stated above, in excess of 300,000 individuals were reached during the week alone. We also communicated top tips for students in the month prior to NSMW, and the resources created remain available via the website. We expect to increase involvement and activity for NSMW 2012, and have already started responding to requests for developments.

NSMW came about because we want everyone - students, the media, politicians and the public - to know about and celebrate the financial support and advice offered in universities, colleges and students' unions across the UK. The week provided a chance to take a positive message to the widest possible audience and contribute to the collective voice of those working to support current and prospective students and to improve the financial capability of students. NSMW supported NASMA work against a number of key aims within the Business Plan 2011-14.

Fundraising

Following the appointment of the Financial Capability Manager, fundraising for the future development of NASMA has received a lot of attention from the NASMA Board, in line with the Business Plan 2011-14 aims. During 2010-11 the application for charitable status was approved by NASMA members and was secured by the Board in June 2011, following considerable work to prepare the company for also being a registered charity.

We were successful in our application to Citizens Advice to work as a partner for delivery of Energy Best Deal (EBD) workshops. 2010-11 was the third year of the EBD project, but the first year that students had been accepted as a key target audience. NASMA delivered eight workshops, reaching 76 frontline workers and 14 students with information about energy saving.

To support further development of the NASMA website and creation of a smartphone application, NASMA were successful in a bid to the Awards For All scheme within the Big Lottery Fund. With the financial support provided NASMA have been able to completely redesign the website. The smartphone application should launch early in the 2011-12 academic year.

The Money Doctors project created under the Financial Services Authority (FSA) transferred to the Consumer Financial Education Body in April 2010, before falling under responsibility of the Money Advice Service from April 2011. It was decided that the project would draw to a close following the 2011-12 academic year, and the Money Advice Service invited proposals for management of the project during the final year. NASMA were successful in their proposal to take over management of this work and to plan for the future development of financial capability for students in FE and HE.

A number of other proposals were submitted during 2010-11 which unfortunately were not successful. A proposal was submitted to be the Santander charity of the year. However with hindsight, as this was submitted within only two weeks of NASMA receiving confirmation of charitable status, it was probably slightly ambitious. It is anticipated that NASMA will submit further bids for this award in the future.

We applied to the Children & Young People Now Awards, also within a very short period of time following confirmation of our charitable status. Over 440 applications were submitted, and unfortunately NASMA were not successful.

During 2010 the Cabinet Office invited proposals to their Innovations Launchpad scheme. NASMA submitted a proposal, but unfortunately were not one of the three organisations selected from the 350 proposals received by the Cabinet Office for the final stages.

In addition to applications to advertised funding opportunities, NASMA have also approached organisations and departments of relevance to the work of NASMA to explore options for funding for specific activities. Now that NASMA are registered as a charity it is hoped that more opportunities will open up for access to additional external support. This remains a key focus for the organisation.

Promoting NASMA

In 2010-11 NASMA become a member of the Money Advice Liaison Group (MALG) at a national level. NASMA are also a member of the All Party Parliamentary Group on Financial Education for Young People, and are an integral part of the Independent Taskforce on Student Finance Information. We maintain strong links with other professional member organisations and charities of relevance to the current work and future development of NASMA.

During 2010-11 we worked with Family Law in Practice and Resolution to draft an article for The Review, a journal circulated to magistrates, barristers and lawyers in England and Wales. This article focussed on current student funding and problems that students might encounter. It is expected that future articles will be drafted.

NASMA Board members and staff have presented at many external conferences and training events across the year, ranging from delivery at regional and national UCAS conferences and events, to training on financial capability for students at the NUS conference. NASMA members have also engaged in many discussions about student funding and advice in local and national media.

Professionalising NASMA

NASMA launched their first Annual Report following the 2009-10 year, and at the same time released the first NASMA Business Plan covering the period 2011-14. This 2010-11 Annual Report builds on the 2009-10 report, whilst also taking in to account additional aspects of NASMA business. Over the past 12-24 months NASMA have drafted new policies and procedures and have also improved NASMA branding and template guidance.

10. Risk Management

The NASMA Board has given consideration to the major risks to which the charity is exposed and have satisfied themselves that systems or procedures are established in order to manage those risks. A risk management document was drafted towards the end of 2010-11 and will be discussed and monitored regularly from 2011-12 by Board members. This document includes:

- an acknowledgement of the Board's responsibility;
- an overview of the risk identification process;
- an indication that major risks identified have been reviewed or assessed; and
- confirmation that control systems have been established to manage those risks

11. Looking forward

There are a number of actions that can be drawn directly from the content within this 2010-11 Annual Report. These actions, balanced against the NASMA Objects, will form the focus for our work over the coming 12 months.

Financial Capability

- Management of the final year of the Money Doctors project, meeting the requirements set out in our agreement with the Money Advice Service
- Develop additional resource for those working to improve student financial capability
- Increase training provision from NASMA to encompass topics related to financial capability

Fundraising

- Secure the long-term functioning and development of NASMA, building on our increased staffing resource enabled through Money Advice Service support during 2010-11
- Investigate a range of income generation opportunities and pursue actions to facilitate their successful implementation

Training & Accreditation

- Increase the training offered through NASMA of relevance to NASMA members and those promoting financial capability of students
- Ensure a continued competitive pricing structure for training and briefing events
- Respond to the needs of NASMA members and Money Doctors when drafting training programmes and event content
- Continue to investigate accreditation and formal recognition of member engagement with CPD activity.

Resources

- Further develop the resources provided by NASMA to support members in their work
- Increase the resource provision for students, to alleviate demands on members in creating documents already in existence.

12. Financial Position

NATIONAL ASSOCIATION OF STUDENT MONEY ADVISERS COMPANY LIMITED BY GUARANTEE

BALANCE SHEET

31 August 2011

	Note	2011		2010	
		£	£	£	£
Fixed assets					
Tangible assets	7		305		141
Current assets					
Debtors	8	4,873		180	
Cash at bank and in hand		122,240		144,579	
		<u>127,113</u>		<u>144,759</u>	
Creditors: amounts falling due within one year	9	<u>11,498</u>		<u>(66,449)</u>	
Net current assets			<u>115,615</u>		<u>78,310</u>
Total assets less current liabilities			<u>115,920</u>		<u>78,451</u>
Funds					
Unrestricted – general reserves			59,000		78,451
– designated reserves	10		56,920		-
TOTAL FUNDS	11		<u>115,920</u>		<u>78,451</u>

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 whilst also maintaining a reserve to fund ongoing activities.

In 2010-11 NASMA received support from the Money Advice Service for creation of a Financial Capability Manager post. In addition, NASMA were successful in securing funding from the Big Lottery Fund towards development of the website and smartphone application, and also from Citizens Advice towards the delivery of Energy Best Deal workshops. Support was also received from organisations attending the Information Marketplace at the APDE.



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LOTTERY FUNDED

Compiled by Jo Gibson, Financial Capability Manager
On behalf of the NASMA Board
15 February 2012

Appendix | A Brief History of NASMA

As this is only the second NASMA Annual Report we felt it would be helpful to show how far the organisation has come. 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.

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. We were delighted that the Money Advice Service offered to support a one-year Financial Capability position this year, commencing November 2010. Taking this work forward and building on the success of 2010-11 NASMA will manage the final year of the Money Doctors project through a contract with the Money Advice Service during 2011-12.

Over the past 16 years NASMA has grown to have over 550 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 16 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.

We've seen the Dearing Report, Cubie Report, Rees Report, white papers, the Hopkin Review, and during 2010-11 we added the Browne Review, another white paper and the Hughes Report to that list. All these have an impact on the work that NASMA members do as advisers, managers and fund

administrators. As the size and profile of NASMA continues to grow we hope that we can continue to build on our developments of the past 16 years, and drive the organisation forward with continued involvement in policy discussions, links with partner organisations, and continue to support members through research, training, and raising issues on a national level.

Membership

1995-6 – no data available
1996-7 – 97
1997-8 – 167
1998-9 – 222
1999-0 – 275
2000-1 – 265
2001-2 – 311
2002-3 – 364
2003-4 - no data available
2004-5 – 366
2005-6 – 442
2006-7 – 478
2007-8 – 525
2008-9 – 577
2009-0 – 553
2010-1 – 559

Chairs of NASMA

1995 – 1997: Jude Hawes
1997 – 1998: Judith Walker
1998 – 2002: Jayne Aldridge
2002 – 2006: Keith Houghton
2006 – 2008: Ian Summers-Noble
2008 – 2012: Lynne Condell

Honorary Life Members

Alison Ahern
Jayne Aldridge
Maureen Aspinall
Lindsey Gadd
Jude Hawes
Maggie McHale
Ian Summers-Noble
Stef Thomas
Judith Walker
Lis Wilkie