

Annual Report 2018 - 2019

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1. Message from Stephen McCartney, NASMA Chair

Once again, it's that time of the year to report back about the achievements and challenges NASMA have had over the past year. There have been quite a few changes and lots of success this year and I hope this report gives you a flavour of that.

This year the Board continued to pursue fulfilling our new Strategic Improvement Plan which reassessed our aims, objectives and our key performance indicators. This document is a living one, and it keeps the organisation focused and directed. Many of the goals we have set have been met, but we are still moving forward, and it is coming time to reassign our goals.

The NASMA office has also seen changes in staffing and structure, but it continues to be the backbone of the organisation, and I want to publicly commend the work done there. As one of our aims is to increase organisational financial stability, the office has worked tirelessly to follow up creditors, both from membership and from our conference.

Our committees continue to add huge value and influence on the organisation by working together to organise some of our flagship events like National Student Money Week and our Annual Conference. This year's conference also was different as we changed from a three to a two-day event. From the feedback received this was a success and we are continuing with this model. As a membership organisation, we continue to feedback and allow this to develop our journey of development.

I also want to pay tribute to the commitment of our Board members who work on your behalf to drive the organisation forward. Personally, it has been a steep learning curve for all of us on the Board, but we continue to enjoy our work with NASMA on behalf of the membership.

Over the next academic year, I hope to catch up with many of you.



Stephen McCartney

NASMA Chair

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

Office Staffing

The NASMA Office was staffed by one full-time employee; NASMA Office Manager, supported by a part-time Clerical Assistant.

Staff are actively involved in charity matters and the operational delivery of the organisation, supporting the Board and NASMA Committees with their duties and campaigns. 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 – Stephen McCartney

Vice-Chair Governance & Operations – Jude Cringle

Vice-Chair Training and Development – Andrew Withy

Vice-Chair Finance – Elizabeth Lovett until November 2018, Jack Cain from November 2018

Vice-Chair Communications – Gareth Pearse

Country-Defined Policy Roles

NI Policy – Alison Young

Wales Policy – Beryl Dixon

Scotland Policy – Kellie McAlonan

England Policy – Jack Cain

NASMA Director & Trustee – Financial Capability Champion – Anita Bailey

NASMA Director & Trustee – Campaigns Coordinator – Tim Dixon until November 2018

NASMA Director & Trustee - FE Liaison – Alison Young

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 (Jude Cringle, Chair)

During the year we have endeavoured to connect and have managed to meet physically once this year in March and have further liaised via email and shared documents.

The members of the committee have been busy representing NASMA at relevant events throughout the year.

In Scotland we continue to have a great ongoing relationship with SAAS and have been working closely with the Scottish Government on the Student Support review. It has been a difficult year for Northern Ireland with no major changes to their policies due to having no effective Government. In Wales we continue to campaign for representation at a meeting with the Welsh Government and SFW. Finally in England there has been the Review of Post 18 Education and Funding and the publication of the Augur Report.

Policy Reps also worked to update the Cross-Nation funding table for 2019/20 which is on the NASMA website. And of course there is Brexit – we'll watch this space. We look forward to the next year representing the membership and building on our connections to help raise the profile of NASMA.

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

Report not available at this time

6.3 Training and Development Committee (Andy Withey, Chair)

Our key objective this year was to pull together and rollout a singular training and development plan that would encompass the whole year. To give us the best possible chance of doing this, the T&D committee met for a full day in Leeds to flesh training that would fit within this programme, workshops that would be suitable for conference and training initiatives that we could pull together for regional chairs.

This training we selected was also informed following a T&D survey which went out to our members. The T&D committee has worked so hard over the last few months to pull all of this together since November. Some of our key achievements have been:

- The rollout of a singular T&D programme for the year. This has helped ease the burden on the NASMA office and finances
- Pulling together a conference that we are confident encompasses a wide range of workshops for as many of our colleagues as possible
- Simplified the pricing structure for training programmes
- Continuing with the two-day conference format, while also increasing workshop length

Some of the challenges we encountered this year were due to the T&D Chair being co-opted into the role relatively late and the committee being unable to meet until November 2018. With a bit of luck, I will remain the Chair of the T&D committee in 2019/20 and that continuity may help us avoid some of the challenges we faced. Overall, I think this has been a successful year for NASMA in terms of our T&D, and I am looking forward to an equally successful conference.

6.4 Communications Committee (Gareth Pearse, Chair)

The Communications Committee have not formally met this year, however, ongoing discussions and actions have led to the development of a Communications Policy: outlining NASMA's aims and objectives when communicating with our stakeholders, as well as clarifying appropriate communications channels for the various messages NASMA delivers as an organisation.

In addition to the Policy, a template communications plan has been developed - a stepped process allowing us to communicate different messages effectively and reach our target audiences.

The Committee has also developed a Rota for NASMA's Twitter account with the aim of increasing the consistency of content and frequency of tweets, to assist with developing our presence in the sector.

6.5 Hardship Funds Committee (Andrew Perry, Chair)

The main aim of the committee this year has been to review the Hardship Fund guidance to assist with some of the types of queries that are regularly appearing on the mail-base. The committee met at Birmingham on 17 May and has subsequently met online. The intention is that the guidance, while no longer being statutory, does give institutions indications of best practice in order to hopefully create similar types of decisions in areas of geographical or demographical similarity.

As the guidance is purely acting as a guide there was a recognition that maybe the core document should be smaller – with a series of appendices added to give greater depth or clarification should it be needed. Having said that, it was also noted that the main guidance was sometimes lacking in certain areas, such as how to treat students with student partners, study abroad and placement situations, etc. Additional information has therefore included to address these shortcomings.

Finally, it was felt important that case studies be added to the guidance, and this is in the process of being done. The committee decided against sending out another survey to members again this year in order to gain feedback (as a detailed survey was undertaken last year) but such a survey is likely to take place next year and is likely to be accompanied by a more substantial overhaul of the guidance.

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

It has been a busy year for our members in the Scotland Region. We have held 3 meetings throughout the academic year, in November, March and May, each hosted by a different institution.

Representatives from the SAAS Policy Team attended our November member to discuss and seek members' feedback as part of the SAAS Discretionary and Childcare Funds Review. This is part of the next stage of the Student Support Review that is looking into non-core funding. This led to a very productive dialogue and we look forward to continued engagement as the review progresses.

We welcomed members from Gamblers Anonymous Scotland to our March meeting, who very bravely shared their personal stories, giving members a deeper understanding of how this type of addiction can impact students, and how best to support students who might be facing these challenges.

As has become tradition, we welcomed colleagues from SAAS to our meeting in May for a very informative discussion covering a range of topics including the progress of the SAAS Discretionary and Childcare Funds Review, and progress of 19/20 applications since these opened in April. We continue to enjoy a very positive and engaging relationship with SAAS, and also used the meeting to engage members in a focus group on the new IAG and Financial Literacy portal that is being developed, and due for release in 19/20.

Our Regional members continue to benefit from Angela Toal, from Child Poverty Action Group, being an Associate Member, especially when discussing the current situation surrounding UC and students and the many difficulties.

Many thanks to Kellie McAlonan, our NASMA Regional Board Member for all her hard work on our behalf as Scotland Policy Rep.

Northern Ireland Region – Acting Regional Chair: Alison Young

This year has been another quiet one for Northern Ireland as the political stalemate continues. We have had three meetings this year and the meetings have been facilitated by a temporary acting chair. The format of these meetings has changed at the request of the membership and seems to be working well.

Issues around students and their entitlement to Universal Credit continue. The group had a useful training session and update on Universal Credit provided by the Law centre NI.

There are a number of projects in the pipeline, including an “Open morning” to recruit new members, particularly from the Further Education Sector. This is in the final stages of planning and a date will be confirmed to coincide with the start of the new membership year.

An opportunity for partnership working with the Law centre NI has arisen and is in its very early stages. Members will be updated on this as plans progress.

Wales Region – Regional Chair: Emma Griffiths and Delyth Lewis

We have had another great year in Wales.

Our first meeting of the 18/19 academic year was held in Newport. Our 2nd meeting was held at Bangor University. Both meetings have been followed by Welsh HE hardship Fund administrator’s group meeting. Thank you to everyone who hosted a meeting. Members are always keen to share ideas, success stories and discuss on-going issues faced by students from Student Finance Wales and England.

Key Achievements

- Swansea University won the What Uni award for University of the year.
- Aberystwyth University won the What Uni award for postgraduate study.
- University of Wales Trinity St David won the What Uni award for courses and Lecturers.
- Bangor University Won the What Uni award for Clubs and Societies.
- University of South Wales won a Guardian University award.
- Bangor and Swansea were nominated for best student support award.
- Beryl Dixon from Glyndwr University nominated for best operational staff member as voted for by students.
- Gwenda Blackmore from Bangor University was nominated for Best Student Service Department.
- This year we have challenged policies, had decisions overturned and assisted in obtaining funding for many students.

We look forward to the challenges ahead.

North West Region – Acting Regional Chair: Jack Cain

The region is currently without a Chair which has made meeting up a bit more challenging.

The region has had one meeting this academic year, back in December 2018. Thank you to Lynne Condell and Liverpool John Moores University for hosting it. There was a reasonable turnout and a wide ranging discussion at the December meeting covering consent forms, NSMW, universal credit, doctoral loans, hardship funds and training for advisors.

The region urgently needs a Chair to organise events for the 19/20 year. Please do contact the NASMA office if you are interested. Thanks to those that made sure we managed to meet in 2018/19.

North East Region – Regional Chair: Emma-Jane Quirke

This year we have had 3 regional meetings:

- November 2018 Northumbria University

- February 2019 Leeds Beckett University
- May 2019 Newcastle University Students Union

All meetings have been well-attended as usual with members discussing and sharing ideas about NASMA accreditation scheme, NASMA training events; the new SFE childcare grant system, SFE processes, SLC fraud investigations; Hardship Funds and the expectations of students, the 'just eat' epidemic; NSMW; Universal Credit; and proactive ideas for reaching applicants and vulnerable students.

We have had fantastic training from Natwest 'friends against scams' and YGAM (Young Gamers & Gamblers Education Trust) so we now know all about smishing, phishing, loot boxes and e-sports! In May we welcomed Kevin McMullan from the SLC so we are all ready for the new childcare grant assessments and process.

Members have again been working hard to support students with all their student finance, benefits and other problems but have also been coming up with new outreach ideas, campaigning for university bursaries and new hardship fund pots for vulnerable students

LASER Region – Regional Chair: Claire Evenden

Dates and Locations of meeting

- 14th December 2018 – British and Irish Modern Music Institute
- 22nd February 2019 – University of Greenwich
- 5th June 2019 – Imperial College London

Huge thanks to BIMM and ICL for hosting the meetings.

Writing this prior to the last meeting, the first two meetings have been very well attended this year and we were especially pleased to welcome so many new members to the region.

The first meeting of the year hosted by BIMM gave us the opportunity to discuss the NASMA logo and its use and accreditation, both of which were discussed at length with some extremely good ideas and suggestions put forward for future enhancement consideration. One particularly popular suggestion was NASMA Pin badges.

With planning for NSMW about to commence for many institutions it was great for the attending members to be able to discuss their ideas and to discuss the resources provided through Blackbullion. There were lots of ideas and some institutions had different themes such as 'Good Money Habits'. Overall it was agreed that participation is key, no matter what the theme or the time of year.

We were grateful to Kevin Ward for delivering some very interesting presentations from his local DWP UC Team. He encouraged members to identify and contact your regional DWP Customer Services Managers to tap into their expertise and resources. Feedback regarding the session – 'Kevin re-humanises Universal Credit'. Thank you Kevin.

Also, a huge Thank You to Will Cooper for providing lunch to the members. It made for a really lovely social, as well as professional event.

Our second meeting at the University of Greenwich. It was great to hear how well NSMW had for members. Sharing ideas and resources. Particularly members liked the Tombola and the Confessions box. Hopefully these will be added to the resources on the NASMA website for you to replicate.

We received a really great awareness session from Friends Against Scams. Augusta Cook-Overy, Community Banker from Nat West presented the session which was engaged with by attendees extremely well. We all agreed we learnt something we didn't know. I had no idea there was such a thing as a 'victims list' that criminals use! The session received very positive feedback and is highly recommended.

We also had an update session provided by Anne Thompson from the SLC. Anne covered CoC's and where these go wrong. She emphasised the 'Right first time' email address and confirmed that as always, she is happy to review any instances where things have gone wrong and you are unable to achieve a resolution. Anne went on to answer many questions from members. If you are interested, some of these are detailed in the meeting minutes on the NASMA website.

A massive Thank You to both Augusta and Anne for their informative and interactive presentations. We would also like to say a big Thank You to Vee Melvin, Gretta Gavin and the unwitting volunteer yet to be identified for the summer meeting, for taking the Minutes.

Midlands Region – Regional Chair: Alan Humphries

This will be a brief report as I only took on this role in December 2018 and the Region hadn't met for some time before that.

We held meetings at Loughborough University on 13 December 2018, at Nottingham University on 5 March 2019 and the next one is planned for 8 July 2019 at Warwick University.

A big thank you from me to all of these Universities for hosting the meetings and for their hospitality. Also, thank you to Jack Cain for his support in helping to get things up and running again.

The 2 meetings held covered a wide range of topics including National Student Money Week, Student Finance payment processing times, finance/loans in general, training/ development and the Money Charity to name a few – robust discussions were held and I'm indebted to colleagues for being kind to me as this was/is very new to me.

It is my intention to continue these discussions adding new topics along the way as well as getting guest speakers to come to our meetings covering as many student money related topics as I can.

I'm very aware that there are many institutions that, for a variety of reasons, can't always make our meetings and I'm keen for their voice to be heard as well. I'm working on a plan that will hopefully involve me having meetings – face-to-face or virtual – with them so that their views can be taken on board and fed back to the appropriate place(s).

The Midlands is a big area to cover but I am confident that between us all we can contribute to the wider NASMA picture – I certainly sense the desire to do so.

Finally, sadly this year I won't be at Conference so I would like to say one final thank you to Catherine and all working at Head Office for dealing with my constant queries when they are undoubtedly very busy; without them this role would be very much harder.

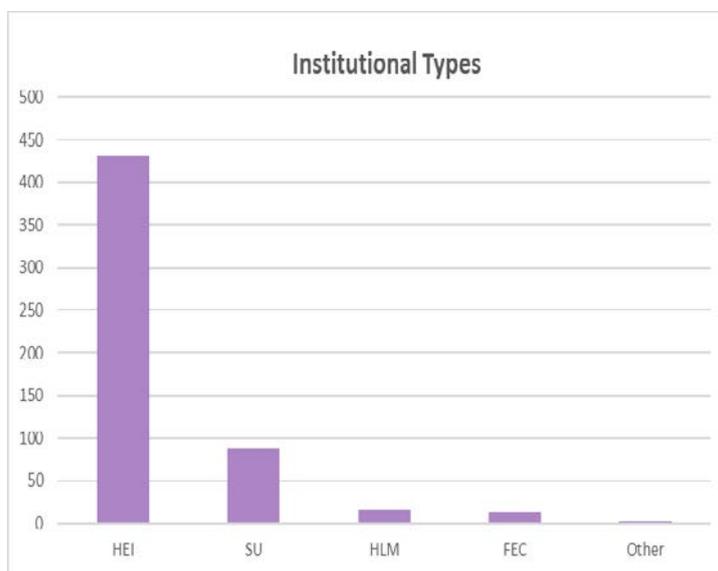
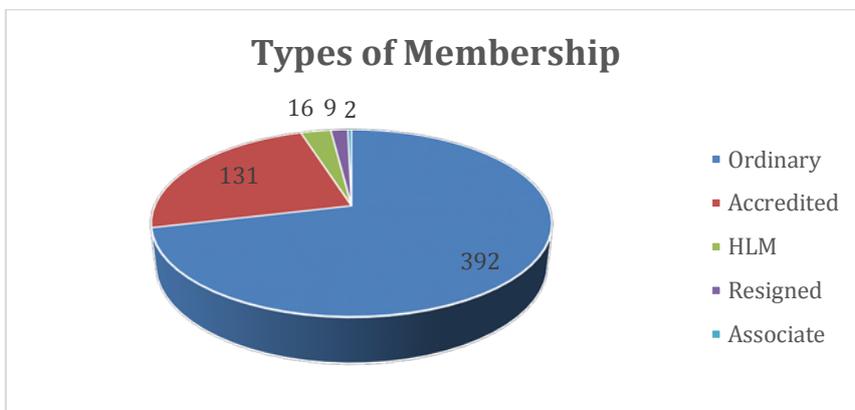
South West Region – Regional Chair: Gareth Pearse

There have been no meetings in the South West region this membership year: as Regional Chair I have not been able to coordinate or arrange these meetings due to a combination of work commitments involving a mass restructure, as well as some personal matters.

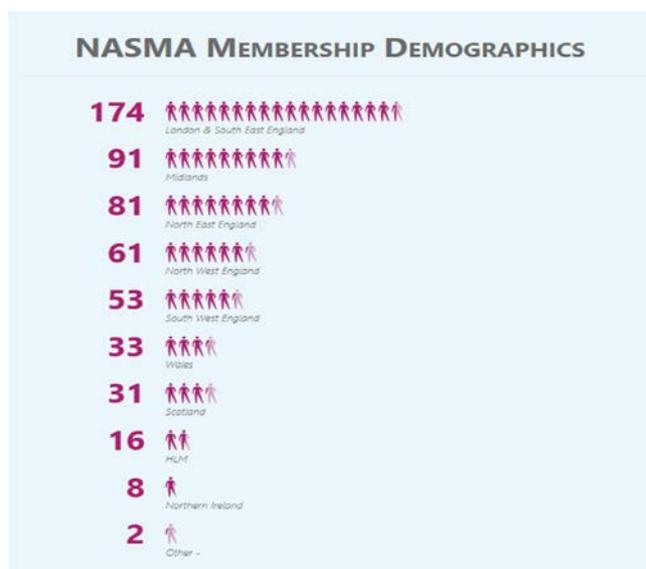
In light of the above, I will be standing down from the position of South West Regional Chair - I'd like to thank everyone in the region for their support and hope that there is another Regional Chair among us South West members that would be happy to take up the position - it really is a great opportunity!

8. Membership

Membership for 2018-19 totalled 550, including Honorary Life Members. There was representation across the sector in Higher Education Institutions (HEI), Students' Unions and Further Education Colleges (FEC), as well as association members from organisation such as CPAG and the NUS. 24% of NASMA members held accredited status.



16% of NASMA members were from Students' Unions; our FE members represented a small but much valued group who benefitted from networking with members at institutions offering both FE and HE provision. As expected, the majority of the membership (78%) were based in HEIs, with roles that were broad-ranging and ever-changing.



9. Training and Development

2018-19 was an excellent year for NASMA training and development. Training events were delivered across a range of topics identified by member feedback and a training needs analysis.

Six training events were delivered across the UK in 2018-19, ranging from introductory level courses such as 'Introduction to Student Funding', through intermediate and more advanced courses on such topics as 'Immigration for Non-Immigration Advisers', 'Universal Credit and Students' and 'Intermediate Student Funding'.

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

The NASMA Conference was held at the Renaissance Manchester City Centre hotel in June 2019 on the relevant theme of 'It's Complicated'. In response to delegate feedback, the number of sessions were reduced to 30 events, to allow longer sessions to be provided. There was a mixture of workshops and training events, both reflecting the diverse work of members and catering for various levels. Building on the success of last year's final plenary, we again hosted a Panel of experts from across the sector to provide a Plenary and Q&A session.

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

10. 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 – Lisa Burns, Northern Regional College

Judges' comments

- *Supporting FE students in their studies and on to HE is an overlooked aspect of money advisers' work so good to see this here and Lisa has risen to new challenges well.*
- *Lisa sounds like an invaluable asset to NRC. She personifies going above the call of duty. I am particularly impressed by the fact that she has set up relationships and workshops with local universities so that students are equipped for the financial challenges of university.*
- *Through raising the profile of the Student Finance unit on Twitter and Facebook, Lisa is clearly taking the necessary steps to ensure that important information is reaching students in the spaces that they occupy (eg the social media world). Some good examples of collaboration, including with other universities.*

Fund/Bursary Administrator of the Year – Andrea Simpson, Manchester Metropolitan University

Judges' comments

- *Though Andrea is a manager, not an administrator, she has clearly brought some changes to MMU's support fund to improve it.*
- *Strong work to ensure key groups are supported and the service adapts to users' needs. It's great that she has honed in on those from 'widening participation' backgrounds. Individuals from such demographics often need financial support services the most. The 'progression premium' concept is therefore brilliant. Her ideas are very innovative and cut out unnecessary bureaucracy - a prime example is the day to day support EU students are able apply for.*
- *She has certainly demonstrated both fairness and proactivity by being actively aware of the additional financial hardships that certain groups may face.*

Best Partnership Award - University of Central Lancashire (UCLAN)

Judges' Comments

- *Demonstrates how a merger of services can have a beneficial effect and make for a more holistic service. I also liked the partnership with campus security.*
- *This appears an extremely effective merge. I particularly like the longer opening hours. It can take a lot of courage for a student to pluck up the confidence to discuss their financial pressures, so the fact that services are now available at the weekends and evenings means that the university have a higher likelihood of being able to 'catch' the student at the precise moment they need the support. The fact that this has led to things such as student wellbeing support all now being tied in together with financial support means that a holistic service is truly being provided. Well done to Central Lancashire.*

Innovative Activity Award – University of the West of England (Student Services Inclusivity Project)

Judges' Comments

- *Service needs sometimes aren't considered through the lens of student identities and this showed real innovation in understanding and adapting service design.*
- *This seems to be a staff and student led project that has resulted in tangible changes in the way the team work. It has also uncovered additional financial issues that LGBTQ+ may face.*
- *This is certainly very innovative. The LGBTQ+ issue of family disapproval is such an important issue, but one that, until now, I had never seen addressed from a financial perspective. The 'Being Vegan on a Budget' idea is also great. University is a time for self-discovery, and students taking an interest in what they are actually putting inside their bodies often forms a large part of this. It's good to see the university supporting this. Perhaps more importantly - initiatives such as 'Being Vegan on a Budget' spread awareness amongst a broad range of students about the financial support the university can offer. This means that, if the student one day finds themselves in a dire financial situation, there is a higher likelihood of them automatically thinking to turn to the university for support.*

Financial Capability Engagement Award - University of the West England

Judges' Comments

- *Commended for working across a number of university departments.*
- *Good relationship building with local organisations to source good prizes that students will be motivated by.*
- *Often, the places that students can turn to for financial support are hidden. UWE have promoted it on the most visible of places - such as email signatures, induction talks and accommodation online obligatory inductions.*
- *The Financial Capability module is an excellent idea. Even if students choose not to embark on the module, its very presence affirms to students that there is support/advice available at the university if they find themselves in financial hardship. This is great.*

Region of the Year - Wales

Judges' Comments

The sheer number and range of awards received by the region this year takes your breath away, to list but a few:

- *Aberystwith University won the What Uni Award for Postgraduate Study*
- *University of Wales Trinity & St David won the What Uni Award for courses and lecturers*
- *Bangor University won the What Uni award for Clubs & Societies*
- *University of South Wales won a Guardian University Award*

Then there were the award nominations:

- *Bangor and Swansea Universities were nominated for Best Student Support Award*
- *Beryl Dixon from Glyndwr University was nominated for Best Operational Staff Member (as voted by students).*
- *Gwenda Blackmore from Bangor University was nominated for Best Student Service Department.*

And some of the other great initiatives taking place:

- *Cardiff University's Winnie Wednesdays (for those of you that don't know, Winnie is a dog whose owner Kate works with PAT volunteers visiting care homes and, under the guidance of Denise Brereton (also a PAT certified handler) she has now extended this support to students, offering a hands-on approach (or should that be a paws-on approach) for students seeking advice on a range of issues.*
- *Winnie has also helped run a project on Money Mules.*
- *Swansea University are running Money@CampusLife Staff Roadshows.*
- *As a region they may be small, but they are very much loved... for their commitment, dedication and hard work. Very worthy winners of NASMA's Region of the Year Award 2019.*

NASMA Chairs Award – Catherine Pickles, NASMA Office Manager

The Chair's Comments

- *The NASMA Chair's Award is being given to someone who has supported the Chair and has given a huge amount of support to NASMA as an organisation, above and beyond the call of duty.*
- *The award this year is going to someone who really, in my eyes is the glue of the organisation – someone who keeps the organisation moving positively and in the right direction. This person has kept me right since I took up the role of Chair and continually goes the extra mile to uphold the reputation of NASMA and make sure I'm doing what I'm meant to be doing! The award is going to someone really special who works tirelessly in the background and doesn't receive the recognition she deserves. Someone who is a true professional and always has the organisation's best interests at heart.*

11. 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. 2018-19 was the fifth year of the NASMA accreditation scheme, recognising our members' commitment and expertise in delivering high-quality to advise to their service-users. The criteria was reviewed during 2018-19 and the process simplified. Our plans for the future include a thorough review of the entire scheme, and will look to identify best-practice for accreditation schemes among other membership bodies and ensuring the training and development opportunities available through NASMA enable the great work our members undertake to continue.

Supporting our Regional Chairs

We also recognise the need to support our Regional Chairs in their vital NASMA roles and our Regional Chair Guidance Packs which are continually updated and improved, continue to be used, along with an on-line support platform for the sharing of information and good practice. These resources run alongside the dedicated induction/training events and Chair Updates provided.

Campaigns Committee

No report available at this time. However, the Campaigns Committee has grown in number and there are plans for the new Campaigns Committee to meet on a termly basis and to poll the membership for input into proposed campaigns going forward. The new committee has also expressed an interest in becoming much more involved at Board level with members attending board meetings on a rota basis.

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.

12. Financial Position

NASMA is a registered charity with income generated through membership fees, training and development events and the Student Money Matters magazine. 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 return to investing in training and development, led by the NASMA office and the Training and Development committee.

The 17/18 annual report recognised that from July 2017 NASMA's running costs increased with the introduction of the Workplace Pension Scheme. NASMA is now paying the full organisational pension contribution for staff (5%) so no future increases are required.

Across the last few years the accounts have shown that NASMA has made savings and efficiencies in a number of areas. The decision to lease a photocopier rather than own one has delivered savings of approximately £1000 on toner cartridges. From January 2018 we have saved the Training Manager salary without affecting the number of training and development events offered. Changing how we use and manage the training booking form has saved approximately £600. Our conference bags are now procured generically so are able to be used with future conferences and other events. Board expenses have been reduced significantly due to the reduced offering of overnight accommodation and using member institutions as a venue where possible.

In terms of income, the change in membership fee from £110 to £120 has meant that despite the small decline in member numbers, the amount raised has stayed at the same level. Our agreement with the publishers of the Student Money Matters Magazine has delivered £18,000 income in the last year and further to this, with the help of a new part time member of staff in the office, the NASMA office has been able to chase invoices more proactively, which has led to the majority of our income coming in on time and no income write offs in the last two years.

For the financial year 18-19 NASMA has moved its accounting over to SAGE, this is on the recommendation of our accountants and it should lead to better accounting and reporting on NASMA's finances. In preparation for this, the NASMA Vice-Chair Finance and the NASMA Office Manager have worked on our reporting structures and the categorisation of income and expenditure. A verbal financial update was reported to members at the AGM with a break-down of how the income and expenditure relate to and allow for greater understanding of the NASMA financial position.

YE 31.03.18	YE 31.03.19
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Income		
Donations	-	-
Charitable activities	£108,518	£112,519
Other trading activities	£62,715	£63,704
Investments	£256	£273
Total Income	£171,489	£176,496

Expenditure		
Charitable activities		
Staff Salaries	£68,835	£44,255
Conference Expenditure	£69,225	£38,110
Meeting and Training expenses	£10,469	£9,323
Travel and subsistence	£9,975	£8,255
Website costs	£2,053	£2,438
Advertising	£0	£0
Rent	£11,891	£11,069
Insurance	£785	£877
Legal and Professional fees	£653	£403
Pensions	£491	£1,1517
Governance costs	£8,022	£7,065
Digital Toolkit costs	-	£33,696
Total Expenditure	£182,399	£157,008

Net Movement in Funds		+£25,391
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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	2007-8 – 525
1996-7 – 97	2008-9 – 577
1997-8 – 167	2009-10 – 553
1998-9 – 222	2010-11 – 559
1999-0 – 275	2011-12 – 619
000-1 – 265	2012-13 – 610
2001-2 – 311	2013-14 – 616
2002-3 – 364	2014-15 – 613
2003-4 - no data available	2015-16 - 601
2004-5 – 366	2016-17 - 591
2005-6 – 442	2017-18 - 583
2006-7 – 478	2018-19 - 550

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