



Annual Report 2017 - 2018

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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 signed off the Strategic Improvement Plan which reassessed our aims, objectives and our key performance indicators. This document is a living one, and it is designed to keep the organisation focused and directed. Many of the goals we have set have been met, but we are still in a state of transition.

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 publically commend the work done there. As one of our aims is to increase organisational financial stability, the office have worked tirelessly to follow up creditors, both from membership and from our conference.

Our committees continue to add huge value and influence to 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 me, but I continue to enjoy my work with NASMA.

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.

Responsibility of:

NASMA Vice Chair - Communications

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 Training Manager concluded their employment with the organisation in December 2017, thereafter the NASMA Office was staffed by one full-time employee; NASMA Office Manager. They were supported on a casual basis by a Finance Administrator between January and June 2018. 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 – Beryl Dixon

Vice-Chair Training and Development - Gretta Gavin

Vice-Chair Finance – Elizabeth Glossop

Vice-Chair Communications – Gareth Pearse

Country-Defined Policy Roles

NI Policy – Alison Young

Wales Policy – Beryl Dixon

Scotland Policy – Kellie McAlonan

England Policy – Jude Cringle

NASMA Director & Trustee – Financial Capability Champion – Anita Bailey

NASMA Director & Trustee – Campaigns Coordinator – Tim Dixon

NASMA Director & Trustee - FE Liaison – VACANT

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 (Beryl Dixon, Chair)

Members: Jude Cringle, Alison Young, Kellie McAlonan

I regret the Policy Committee lost Sophie Taylor (F.E. Policy) from the board quite early in the year for personal reasons. During the year we have endeavoured to connect and have managed to meet physically once this year 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 and have worked closely with the NASMA Board and members to ensure a response was provided to review of Post-18 Education and Funding for SFE. Again we had a good feedback response from the membership to facilitate a suitable full response from NASMA.

In Scotland we continue to have a great ongoing relationship with SAAS. It has been a difficult year for Northern Ireland with no major changes to their policies due to having no effective Government. The major change for Wales is the implementation of the Diamond Review, giving an enhanced package for both post and undergraduate students. Finally in England there has been the Review of Post 18 Education and Funding which NASMA and the membership contributed to. Policy Reps also worked to update the Cross-Nation funding table for 2018/19 which is on the NASMA website.

We look forward to the next year representing the membership and building on our connections to help raise the profile of NASMA.

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

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

Four meetings were held via 'Go to Meetings' on the below dates:

- 01 August 2017
- 20 November 2017
- 11 January 2018
- 08 March 2018

There are 10 members of the group, and there are approximately 7 in attendance at each meeting. We have our annual planning meeting due on the 20th June at UWE and have

previously invited Michael Royce from MAS and Bas Diablos from Citizens Advice to discuss collaborative working. It is an opportunity to look to the year ahead and also re-evaluate our Terms of Reference and Committee Objectives.

General Overview

Our focus for 2017/18 has been on re-evaluating National Student Money Week and individual goals to contribute to the wider Financial Capability Committee. NSMW remained our biggest campaign, so much of our meetings are concentrated on preparation and planning. We continue to produce 3 newsletters per term and resources for use during the campaign. Following our NSMW campaign in February this year we decided to consult with the wider membership to discuss how we can better deliver NSMW moving forward.

Turn out to meetings is good and consistent as we utilise GoToMeetings rather than Skype that caused some connection issues last year. We are still a small working group in ratio to the NASMA membership as a whole. Everyone contributes equally to completion of tasks and also the sharing of ideas; we continue to take a proactive and intuitive approach to financial capability.

Key achievements and successes

- NSMW18 Where I Live responsibility and delivery
- Member skills audit and key interests
- Segmentation of student population for future research
- Development of adviser digital toolkit
- Continued representation and building of external links with organisations such as MAS and FEF
- Primary lead as part of the national Financial Capability Strategy and newly formed Financial Capability and Social Mobility Group
- 100 Day Apprentice Project

Challenges

We lost a key member of the team this year, due to the strains on the organisation as a whole and this has impacted us. We have been required to re-consider our strengths as a Committee. Whilst not necessarily a bad thing, it's a reminder everyone contributes and therefore the loss of a valued member limits our potential. External pressures on members of the Committee have also effected communication and priorities have often had to shift.

6.3 Training and Development Committee (Gretta Gavin – Chair)

Members: Lynne Condell, Jude Cringle, Jo Gibson, Alan Humphries, Mo Onyett, Catherine Pickles;

Dates and Locations of meetings:

- 05 December 2017 - Leeds

- 22 February 2018 - virtual meetings
- 20 March 2018 - virtual meeting
- 19 April 2018 - virtual meeting

General overview:

The committee has 8 members and on average 4 members attend each meeting. The T&D Committee were also invited to the NASMA Board Meeting at Conference Aston on the 15th May 2018 but aside from Board Members were unavailable to attend.

Our main focus this year has been to evaluate the training needs and requirements of our membership and invest in skilled members as trainers for now and the future, ensuring that our expertise is passed along the membership.

Our first meeting was an all-day planning day which unpicked our training and conference programme and considered what topics were too big and complex for a 90 minute workshop at conference and should be expanded to offer much comprehensive training at professional development days.

As well as identifying new trends and issues which could be explored and unpicked in conference workshops. We started on a journey to develop and implement a full training programme for the NASMA membership which we will further explore in 2018/19.

Key achievements and successes:

- Launching and evaluating the NASMA Conference & Training Survey.
- Training 8 NASMA members as trainers, of which 6 will be delivering sessions at conference this year.
- Restructuring the NASMA Conference into a two day event with purpose; investigating a common theme, whilst maintaining a wide variety of skills and knowledge based training.
- Collaborated with CPAG to deliver benefits training in two regions, which we aim to expand over the next year.
- Developed new links with support groups and other advice agencies to deliver conference sessions and year round training event

Challenges:

There were a number of challenges this year which we largely overcame:

- A temporary vice-chair was not co-opted until September and not formally in the role until November 2017 but I like a challenge.
- There was no venue booked for Conference 2018 so options were limited, especially when we were working with a new and evolving structure. Nevertheless we found an accommodating and central venue, which met our needs at Conference Aston. It feels good to be back at a university campus whilst being able to maintain the comfort of a hotel for our delegates.
- We had some teething problems with technology at virtual meetings which affected participation at a couple of meetings but this has been rectified.

6.4 Communications Committee (Gareth Pearse, Chair)

The Communications Committee was relatively inactive during the start of the 2017/18 membership year, with limited resources to coordinate the development and delivery of an effective communications strategy. As the year has passed, progress has been made to produce such direction and refine processes relating to social media and updating the website content and structure. The Committee has, as far as possible, reflected objectively and honestly on where NASMA's communications currently sit, suggesting potential changes and visions for the future.

Progress has been slow but steady and looking forward into the next membership year we're hoping to expand the Committee to increase the breadth of knowledge and creativity, improving NASMA's communications and presence within the higher and further education sectors.

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

Dates and locations of meetings:

- 21st November 2017 - University of Stirling
- 6th March 2018 - University of the West of Scotland
- 22nd May 2018 - University of Aberdeen

Overview

Thank you to everyone who hosted a meeting. We continue to welcome Angela Toal from Child Poverty Action Group to our meetings, who is an asset to the region.

Our first meeting included a workshop focused on the upcoming National Student Money Week, with members putting their heads together to explore the theme further and come up with ideas for delivering the campaign on their campuses.

In March we welcomed representatives from The Carnegie Trust for the Universities of Scotland who spoke about their funding schemes, raising awareness amongst members in order to ensure students are referred to this support when appropriate.

As has become traditional, our third meeting included representatives from SAAS who answered numerous questions about various aspects of student support and updated members on plans for the year ahead.

Some key areas of focus/success:

- The impact of Universal Credit on Discretionary and Childcare Funds
- Review of the Nursing, Midwifery and Allied Health Professionals Placement Expenses
- The distribution of the Nursing and Midwifery Discretionary Funds

- Bringing forward the payment date for second instalments of the SAAS Discretionary and Childcare Funds in order to better support students

Northern Ireland Region – Regional Chair: Connie Craig

This has been a quiet-ish year for the NI region. By the time of the conference we'll have held three regional meetings, one in each term.

The Competitions and Markets Authority (CMA) attended our November meeting. They provided a very comprehensive overview of the responsibilities of HEI's when advertising or promoting their courses and facilities. At our February meeting we were lucky enough to secure a free training session from Advice NI in connection with students and Universal Credit. For our final meeting in May we secured a presentation by Student Universal Support in Ireland (SUSI).

We are pleased that the introduction of the Postgraduate Tuition Fee Loan scheme in NI went very smoothly.

Our members continue to face ongoing challenges within their individual organisations regarding resources and structural changes.

Wales Region – Regional Chair: Emma Griffiths and Delyth Lewis

Dates and locations of meetings:

- 6th March 2018 - Glyndwr University
- 21st May 2018 - Aberystwyth University

This has been our first year as Regional Chairs, a role we both enjoy sharing. There have been lots of staff changes in Wales so attendance at Regional meeting has been difficult, and the snow didn't help!

Our first meeting was finally held at Glyndwr University on 6th March 2018 after the previous meeting was cancelled. The afternoon session was given by Wrexham DWP who gave us an insight into how Universal Credit works and the challenges students face when applying for Universal Credit.

The second meeting was held at Aberystwyth University on 21st May 2018. In the afternoon we held the Welsh HE hardship Fund administrators group meeting.

Key Achievements:

- Emma Griffiths, Adele Jones and Beryl Dixon from Glyndwr University have all completed the NVQ level 4 in Advice and Guidance.
- Gwenda Blackmore from Bangor University won Support Staff Member of the Year (through the Student Led Teaching Awards).

- Beryl Dixon from Glyndwr University won Best Operational Staff member (voted for by students). She has also been nominated for a further 5 awards which are awaiting the outcome of.

It's been a good year overall in Wales and we look forward to the challenges ahead in 18/19.

North West Region – Lynne Condell

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

At the time of writing we have had two meetings so far this year. The first one was attended by staff from the NHSBSA regarding the introduction of the new NHS Learner Support Fund. We are planning to invite them back to a meeting in 2018/19 to find out how the 1st year has gone and what is changing in 2018/19.

We also had a really interesting and inspiring session regarding students and gambling from Gamcare.

The second meeting of the year was supposed to be attended by Jon Legg from SFE who unfortunately took ill and was not able to make it. We still had some interesting discussions around changes to SFE recovery of overpayments, the discretionary payments team at SFE and also migrant workers. We also had the chance to talk about plans for National Student Money Week.

The region also has also seen a meeting of Hardship Fund Administrators from across the sector (which was kindly hosted by Manchester Metropolitan University) which saw a number of fund administrators and managers come together to talk about issues and challenges.

The region urgently needs a Chair to organise events for the 2018/19 year. Thanks to those that made sure we managed to meet in 2017/18.

North East Region – Regional Chair: Emma-Jane Quirke

This year we have had 3 regional meetings:

- 21st November 2017 – Northumbria University
- 6th February 2018 – Leeds Beckett University Students Union
- 16th May 2018 – Durham University

Thank you to everyone who hosted a meeting.

The meetings have all been very well attended with an average attendance of around 26 members. Members are always keen to share ideas, successes and debate the important money issues of the day. Hot topics this year were NHS funding and the ESF fund, Doctoral

Loans, Part-time maintenance loans, concerns about gambling addiction amongst students and challenges of Universal Credit.

Key Achievements/successes:

- Over the past three regional meetings we have had some fantastic training sessions from:
 - Kevin McMullan and Jon Legg provided up to date advice on part-time maintenance loans, doctoral loans, and answered some complex and challenging queries from NASMA members
 - NHS Business Services who updated the region on how changes to NHS funding were progressing and on the ESF fund
 - Members held a discussion about Hardship Funds and shared what works well for their service / fund

Other achievements / successes / challenges:

Members have been pioneering changes to their Hardship Funds such as getting rid of short term loans in place of grants, setting up 'on-line applications' etc. Members have been busy promoting their services using pop up clinics, and taking part in National Student Money Week. Members have as always been helping students secure their correct funding from SFE and other funding bodies. Members have also been working hard to measure and record their services successes by tracking cases that leave their service and recording how much funds they have secured for students / the university. The main challenges have been changes to funding such as doctoral loans, part-time maintenance loans but without sufficient information to answer applicants' queries, universal credit coming into more regions and starting to affect students and the lack of uptake of the ESF.

LASER Region – Regional Chair: Shelley Revell

Dates and Locations of Meetings

- 16th November 2017 – Kings College London
- 23rd February 2018 – London South Bank University
- 25th May 2018 – University of Brighton

General Overview of Meetings

The London and South East meetings have been well attended this year. The format of the meetings changed slightly to include more group discussion. Many members enjoy networking at the meeting and we hoped that smaller group work enabled more in depth conversations. We kept the three most popular topics for discussion (chosen by attendees when they booked their place) and these included areas such as Postgraduate Loans, Part Time Maintenance Loans, NHS funded courses, Students & Benefits and Summer Projects.

We welcomed Alan Roberts from the NUS to the autumn meeting. Group discussion took place and feedback was given on the possible risks and perceived benefits of student funding being paid on a monthly basis instead of termly. Group discussions on NSMW18 plans for February led to members sharing ideas in small groups showing the wide range of possible ways to get involved with the event, however big or small.

At the spring term meeting, Ani Bailey, Chair of the Financial Capability Working Group, led group discussions and subsequent feedback on NSMW18. Tim Dixon, Chair of the Campaigns Working Group updated the region on their work and asked for members thoughts on difficulties with students and UC.

An area representative from SLC was booked for the summer term meeting but was unable to attend due to ill health. Nevertheless, we still had a really productive meeting including sharing information on the process, benefits and difficulties of institutions loaning money to students, pros and cons of summer projects, how best to support student parents and the forthcoming NASMA conference.

Thank you to those institutes who hosted the LASER meetings this year and a huge thank you to Nicolette Burns (Brighton) and Kathy Tilley (Havering) for taking the minutes at the meetings.

Midlands Region – Regional Chair: VACANCY

In the absence of a Regional Chair there have been no meetings held this year. The region urgently needs a Chair to host events in the 2018/19 membership year.

South West Region – Regional Chair: Gareth Pearce

Meetings 2017/18

- 4th December 2017 - Bath Spa University
- 22 February 2018 - University of Portsmouth
- 23 May 2018 - University of Bristol

All of the meetings have resulted in positive discussions and knowledge exchange relating to money advice, fund administration and the wider student experience. Particular areas of focus have been the introduction of Universal Credit, the NHS Learner/Exceptional Support Fund, support for independent students and issues relating to other vulnerable student groups.

Our guest speakers this year have been from the NHS BSA Student Services team who introduced and answered queries relating to the new LSF; and the SLC Funding Information Partner Account Managers team, providing updates on processes and entitlements. These included e-signatures for declarations and Part-time, Postgrad and Doctoral Loans.

Challenges

The South West is a geographical nightmare! Or at least when it comes to arranging regional meetings. There's a whole lot of nothing in the middle, making it difficult for members to attend all the meetings they'd like.

Apart from this it's been a great year - thanks to all the members that have contributed!

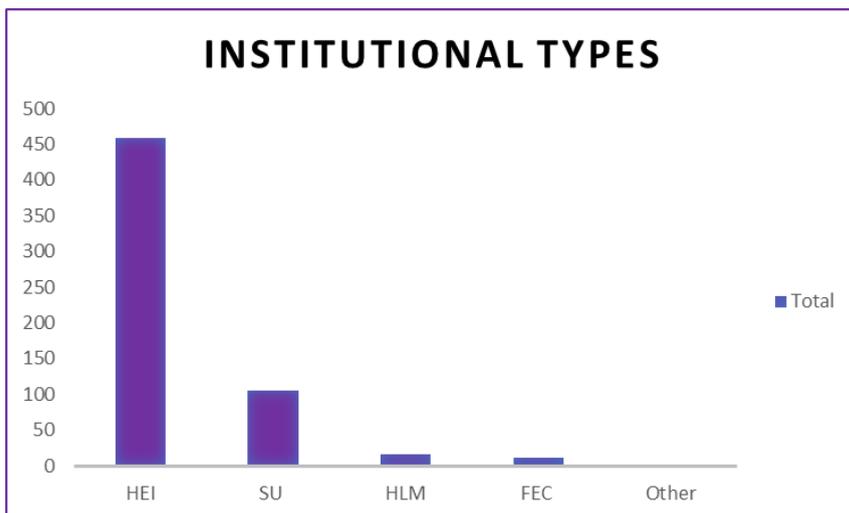
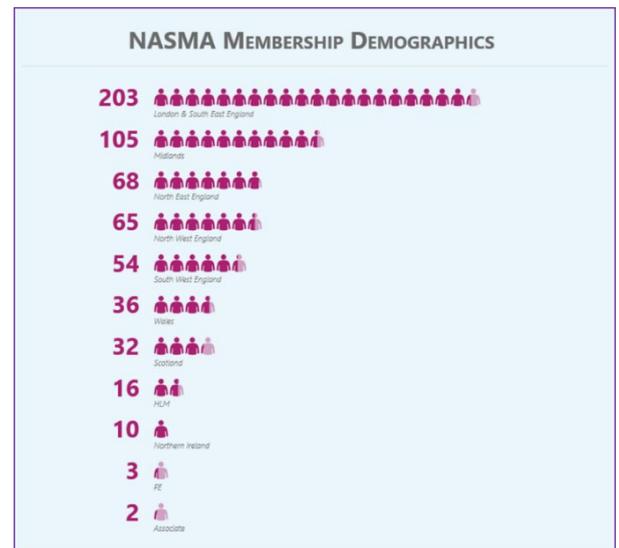
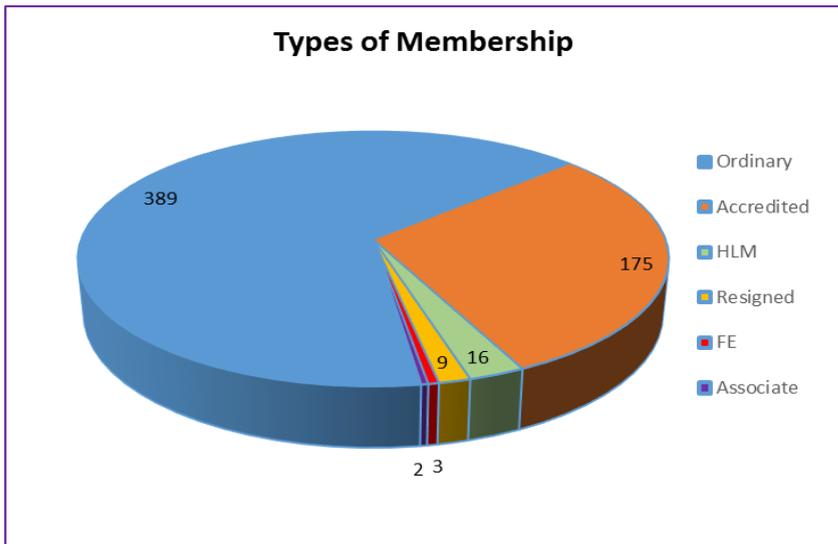
8. National Consultations

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

Post-18 Education and Funding Review - 02 May 2018

9. Membership

Membership for 2017-18 totalled 583, 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 2017-18, using feedback from members.

The Training and Development portfolio was further developed with Professional Development Days and the 'Train the Trainer' initiative. Members of the NASMA community have received training allowing them to develop and deliver training sessions to other members - expanding NASMA's capacity to offer effective and relevant training whilst reducing the cost of using external trainers.

The NASMA Conference was held in June 2018 at Conference Aston, Birmingham with the theme of 'The Student Experience: Money, Mental Health & Wellbeing'.

11. 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 - John State, Leeds Beckett University

"John is clearly well-regarded by students, he delivers workshops for particularly disadvantaged groups and targets support to where it is needed most. He is committed to partnership working within and beyond the institution, contributing to money advice not only in his institution – a very worthy candidate."

Fund/Bursary Administrator of the Year - Sam Wainwright, Leeds Beckett University

"Sam has led change in his institution, partnerships well with other departments and is dedicated to the role and to finding ways of supporting those students with additional needs."

Best Partnership Award - University of Plymouth Student Funding Unit and UPSU Advice Team

"A solid partnership in every sense of the word. Excellent work with the university's wellbeing team as financial issues and mental health issues are very often connected. They used innovative means of engaging students through surveys, competitions and workshops"

Innovative Activity Award - Swansea University

"Wow! What a fantastic project with positive outcomes for financial capability and student life skills but also going full circle to contribute towards engagement between 'town and gown'. An interesting initiative that others could learn from."

Financial Capability Engagement Award - University of the West England, Bristol

"A sustainable way of delivering critical skills and knowledge. Really impressed with the programme and the vast range of topics covered, as well as the increase in student numbers and the flexibility of the team to reflect and consider continuous improvement of their course. Well done."

Region of the Year - North East Region

"The fantastic work that this region carries out is commendable - from the extensive range of speakers and training at regional meetings, to assisting with the consultation process. The many initiatives and success stories from across the region include: Northumbria University's on-line application process for Hardship Funds; Leeds Beckett's summer workshops for single parents and York University's live chat facility, to name a few. They have been pipped at the post several times in previous years, so we are delighted to announce them as worthy winners of this year's Region of the Year."

NASMA Chairs Award (introduced 2018) - Lynne Condell, Liverpool John Moores University

A new award introduced and awarded by Stephen McCartney, NASMA Chair. The award this year was given 'in recognition of continued outstanding contribution to NASMA' and we are delighted to announce that the winner of this prestigious award is: Lynne Condell, Liverpool John Moores University.

"Lynne is a valuable member of NASMA and the T&D Committee, she has helped to organize conference and regularly delivers NASMA training events up and down the country. She contributes to consultations, represents NASMA at external stakeholder meetings and has been an incredible support to me in my first year as NASMA Chair."

12. 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. 2017-18 was the fourth year of the NASMA accreditation scheme, recognising our members commitment and expertise in delivering high-quality to advise to their service-users. Our plans for the future include the development of this scheme, identifying 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 have created 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.

Membership Review

We are planning to review our membership structure and pricing to determine whether we can better support our members and member-institutions. A working group will be established to explore our current membership structure and feedback to the Board.

13. Financial Position

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 return to investing in training and development. This has been 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 and the accounts shown 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 salary of not having a Training Manager position. Changing how we use the training booking form has saved approximately £600. Our conference bags are 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 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. This update which will be shown in the verbal update at the AGM and any future accounts by NASMA, breaks down the areas that the income and expenditure relate to and allow for greater understanding of the NASMA financial position.

YE 31.03.18	YE 31.03.17
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Income		
Donations	-	-
Charitable activities	£157,146	£100,153
Other trading activities	£1,580	£66,969
Investments	£0	£509
Total Income	£158,726	£167,631

Expenditure		
Charitable activities		
Staff Salaries	£64,945	£72,135
Conference Expenditure	£56,315	£67,715
Meeting and Training expenses	£10,514	£10,653
Travel and subsistence	£9,159	£9,428
Website costs	£1,912	£3,222
Advertising	£0	£441
Rent	£15,709	£11,542
Insurance	£927	£818
Legal and Professional fees	£4,586	£7,996
Pensions	£824	£385
Governance costs	£366	£6,929
Total Expenditure	£165,257	£191,264

Net Movement in Funds	-£6,531	-£23,633
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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	

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