



Annual Report 2023/2024

Registered Charity No: 1072766

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1.1 Chair and Deputy Chair

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1.1 NAMSS Annual Accounts Foreword from the Chair and Deputy Chair

We were pleased to be able to formally publish and launch our new strategic plan in March 2024, as part of our two-day annual national conference, hosted in Birmingham. There is so much for us to be proud of as an Association, with a growing support offer, including the delivery of our second sell out student experience conference and a third one planned for January 2025.

Our NAMSS Online community has continued to go from strength to strength, with a varied and wide-reaching offer which includes student finance, safeguarding and equality and diversity.

The year began with the UK race riots, a stark reminder of the deep-seated inequalities that persist in our society. These events had a profound impact on the communities we serve and the ripples for our students and staff. We also saw a number of other developments that had impact for student services, including the ongoing austerity measures, which continued to put pressure on support services and wider college outputs, whilst at the same time, experiencing a growing demand for support from students, many of whom were struggling with unrest within their communities, personal financial challenges and the weight of significant shifts around areas including climate change and our political landscape.

Despite these challenges, NAMSS has endeavoured to be responsive and support our members, equipping and sharing practice, offering a network of support and providing our own sense of place and community for our members. We have also continued to play a leading role in shaping the national debate on topics associated with student support services, participating in government roundtables and discussions, lobbying and championing the work of our members.

Thanks to the willingness of members to contribute to our national behaviour questionnaire, we were able to publish a new behaviour insights report in November 2024, providing an overview of some of the challenges and pressures facing student support services across the sector, with a thought piece from behaviour expert Paul Dix. We hope to further build on the insights report and capture valuable data to help shape debate and investment, with this piece of work becoming an annual activity for the Association.

Looking ahead, we are confident that NAMSS will continue to be a strong voice for student support services. We will continue to support our members through the challenges ahead, and we will continue to work to ensure that all students have access to the support they need to succeed.

We would like to thank all of our members for their continued support. We would also like to thank the NAMSS Executive team for their energy, support and commitment to advancing the work of the Association.

Lisa Humphries and Joe Baldwin
Chair and Deputy Chair
NAMSS Executive Team

1.2 Treasurer – Wayne Dewick

The Trustees continue to support, agree and work to realistic but dynamic budgets that ensure accountable activity meets projected targets, whilst actively and closely monitoring expenditure. This annual report presents the accounts that relate to the period 1st September 2023 to 31st August 2024, from the budget agreed at the Annual General Meeting in 2023. The budget I'm proposing reflects the forthcoming year 2025/26, as outlined in the AGM papers.

Our Accountants (Streets) have independently examined the accounts in accordance with the Charities Act and general guidance given by the Charity Commission. In planning our activities for the year, we have taken due regard to the Charity Commission's guidance on public benefit - as defined in our objectives and activities, described herein. Our bankers (HSBC and Cambridge & Counties Bank) periodically test our accountability to ensure we meet legislation and regulations relating to banking, money laundering, etc. In addition, the Charity Commission's 'Internal Financial Controls for Charities Checklist' is completed annually by the Treasurer and Administrator to further ensure compliance.

NAMSS continues to be a very solvent organisation. Reserves continue to remain extremely healthy with a year-end balance of £188,888 (£181,213 in 2022/23 and £156,640 in 2021/22).

There was a net surplus income (including movement of funds) for the year ended 31st August 2024 of £7,675 (compared to a surplus in 2022/23 of £24,573 and a deficit in 2021/22 of £13,193). Whilst we typically plan for a small surplus/break-even, this year's surplus is principally attributed to increased income from subscriptions and conferences. We continue to invest reserves in a mixture of short & medium term non-risk High Interest Bond accounts, realising an investment income this year of £7,103 for the year (£4,017 in 2022/23 and £1,017 in 2021/22).

Income

In the 2023/24 financial year, income totalled £178,391, an increase of £9,940 on last year (2022/23). Our two most significant income streams continue to be subscriptions and the annual conference:

- a. In 2023/24 membership numbers remained healthy with a further increase seen, despite college mergers and continuing financial pressures in the sector. A small increase in membership resulted in revenue increasing by £1,745 to £83,825. Membership continues to be a priority for the Trustees and they are committed to looking at methods to increase and attract new membership across all types of post-16 education and training in the forthcoming years, as outlined in the current Strategic Plan.
- b. Our Annual Conference in 2024 saw us at the Park Regis in Birmingham for the first time, with over 120 attendees. Whilst this conference typically aims to break even, the increased costs of this new venue meant increased delegate and exhibitor fees. In addition, it was supported by a large number of Exhibitors and sponsors and an increased number of 'day delegates' that contributed to the increased income of this event (increased by £8,799 compared to the 2023 event), resulting in a small surplus of £5,003. The Trustees are continuously looking at the location/venue to ensure it is accessible and affordable for as many members as possible – buoyant sponsorship for future events will continue to make this even more accessible and good value for money. 2025, will see this event return to Liverpool.

Additional income generation activity is being considered and discussed by the Trustees to support and diversify income – this forms part of the developing strategic plan.

Expenditure

A number of factors have seen the expenditure rise by £26,838 to £170,716 (£143,878 in 2022/23), these principally include:

- a. Annual Conference expenditure increased by £7,771 – this was attributed to increased venue costs and AV hire.
- b. Increase in membership services costs of £7,326 (Administrator, Honorariums, Democracy Fund support).
- c. Support costs increased by £10,974, this was principally attributed to how the Trustees places at Conference are recorded. Conference costs prices are now shown as an expenditure against 'Executive [Trustees] Meeting Expenses', thereby reflecting more accurately the cost of this line.

Summary

To ensure our strong financial position is maintained, our commitment to grow membership and provide services to members, the Trustees will continue to consider the range of value for money membership categories and services available to ensure they are best suited to today's organisations – our members.

The budget for 2025/26 that will be proposed at the 2025 Annual General Meeting will reflect the desire of the Trustees to further share out responsibilities and to continue to grow our activity and membership whilst being aware of the many challenges our dynamic sector presents us with.

To that end, the budget I will be proposing will have been prior to the AGM, approved by the Trustees based upon projected and planned activity for the forthcoming year, set at a small surplus as defined in the budget paper circulated with the AGM papers. Funds for any unplanned or additional activity will be drawn from our reserves, if required.

Wayne Dewick
NAMSS Treasurer.

CHARITY REGISTRATION NUMBER: 1072766

The National Association for Managers of Student Services

Unaudited Financial Statements

For the year ended

31 August 2024

The National Association for Managers of Student Services

Financial Statements

Year ended 31 August 2024

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The National Association for Managers of Student Services

Trustees' Annual Report

Year ended 31 August 2024

The trustees present their report and the unaudited financial statements of the charity for the year ended 31 August 2024.

Reference and administrative details

Registered charity name	The National Association for Managers of Student Services
Charity registration number	1072766
Principal office	40 Butcher Drive Godmanchester Huntingdon PE29 9PS
The trustees	J Baldwin S Cousins L Humphries J Breakwell P W Dewick L Hartley S Dafter L Perry C Hayes H Bashir A Adamson (Appointed 1 May 2024) (Appointed 1 May 2024)
INDEPENDENT EXAMINER	Shane Tharby For and on behalf of Streets Chartered Accountants 3 Wellbrook Court Girton Cambridge CB3 0NA

Structure, governance and management

The charity is also known as NAMSS and was established by a charitable trust deed dated 24 October 1998, amended on 10 March 2008 and subsequently on 10 March 2015, 14 March 2017, 20 March 2018, 12 March 2019 and 1 May 2024.

All of the trustees are members of the Executive Committee. No beneficial interest was received by any of the trustees during the year.

The direction of the charity is set by the Executive Committee.

The National Association for Managers of Student Services

Trustees' Annual Report *(continued)*

Year ended 31 August 2024

Structure, governance and management *(continued)*

Recruitment and appointment of trustees

As set out in the constitution, the charity has a minimum of 7 executive committee members and a maximum of 13.

Nominations for election to the Executive Committee must be made by members of the charity in writing and must be in the hands of the administrator of the Executive Committee at least 14 days before the annual general meeting. Should nominations exceed vacancies, election shall be by secret ballot.

All members of the Executive Committee shall serve for a fixed term from their appointment at an annual general meeting. The chair and deputy chair will serve for three years and other members will serve for two years.

Induction and training of trustees

The trustees are referred to the Expectations and Duties Memorandum which all trustees subscribe to. Each trustee accepts individual areas of responsibility which, as far as possible, make use of their specific expertise.

Organisation structure

The organisation structure of the Executive Committee is as follows:

L Humphries - Chair
J Baldwin - Deputy Chair
P W Dewick - Treasurer
S Cousins - Trustee
J Breakwell - Trustee
S Dafter - Trustee
L Perry - Trustee
C Hayes - Trustee
H Bashir - Trustee
L Hartley - Trustee
A Adamson - Trustee

The members delegate the day to day running of the charity to the charity's Administrator, Nicola Hood.

The Executive Committee meets together during the year to discuss the activities, performance and future of the charity and matters are decided by a majority of votes.

Risk Management

The members of the Executive Committee have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

The members of the Executive Committee have paid due regard to guidance issued by the Charity Commissions in deciding what activities the charity should undertake and given consideration to the public benefit requirements.

The National Association for Managers of Student Services

Trustees' Annual Report (continued)

Year ended 31 August 2024

Objectives and activities

The charity's objects are to advance the education of college students, in particular post-16 students and learners, by the development of high quality services which promote, enhance and support the learning opportunities available to them.

The charity's significant activities for achieving its objectives, the achievements and performance during the year are set out in the reports from the Chair, Deputy Chair, Treasurer and Administrator.

Achievements and performance

The achievements and performance are reported in the annual report.

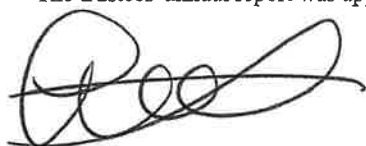
Financial review

The financial review is reported in the Treasurer's report presented in the annual report.

Reserves policy

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained to at least a level equivalent to a year's expenditure. The members of the Executive Committee consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The trustees' annual report was approved on 24.1.25 and signed on behalf of the board of trustees by:



L Humphries
Trustee

The National Association for Managers of Student Services

Independent Examiner's Report to the Trustees of The National Association for Managers of Student Services

Year ended 31 August 2024

I report to the trustees on my examination of the financial statements of The National Association for Managers of Student Services ('the charity') for the year ended 31 August 2024.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Shane Tharby
Independent Examiner

For and on behalf of
Streets Chartered Accountants
3 Wellbrook Court
Girton
Cambridge
CB3 0NA

31 January 2025

The National Association for Managers of Student Services

Statement of Financial Activities

Year ended 31 August 2024

		Unrestricted funds £	2024 Restricted funds £	Total funds £	2023 Total funds £
	Note				
Income and endowments					
Charitable activities	4	171,288	—	171,288	164,434
Investment income	5	7,103	—	7,103	4,017
Total income		178,391	—	178,391	168,451
Expenditure					
Expenditure on charitable activities	6,7	164,966	5,750	170,716	143,878
Total expenditure		164,966	5,750	170,716	143,878
Net income and net movement in funds		13,425	(5,750)	7,675	24,573
Reconciliation of funds					
Total funds brought forward		160,772	20,441	181,213	156,640
Total funds carried forward		174,197	14,691	188,888	181,213

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 7 to 13 form part of these financial statements.

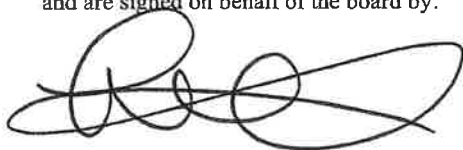
The National Association for Managers of Student Services

Statement of Financial Position

31 August 2024

	Note	2024 £	£	2023 £	£
Fixed assets					
Intangible assets	12		—		8,550
Current assets					
Debtors	13	5,071		9,476	
Investments	14	159,495		131,384	
Cash at bank and in hand		26,338		33,723	
		<u>190,904</u>		<u>174,583</u>	
Creditors: amounts falling due within one year	15	<u>2,016</u>		<u>1,920</u>	
Net current assets			<u>188,888</u>		<u>172,663</u>
Total assets less current liabilities			<u>188,888</u>		<u>181,213</u>
Net assets			<u>188,888</u>		<u>181,213</u>
Funds of the charity					
Restricted funds			14,691		20,441
Unrestricted funds			174,197		160,772
Total charity funds	16		<u>188,888</u>		<u>181,213</u>

These financial statements were approved by the board of trustees and authorised for issue on 24.1.25, and are signed on behalf of the board by:



L Humphries
Trustee

The notes on pages 7 to 13 form part of these financial statements.

The National Association for Managers of Student Services

Notes to the Financial Statements

Year ended 31 August 2024

1. General information

The charity is a registered charity in England and Wales and is unincorporated. The address of the principal office is 40 Butcher Drive, Godmanchester, Huntingdon, PE29 9PS.

The charity is a public benefit entity as defined by FRS 102.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The charity qualifies as small as defined by the Charities SORP (FRS 102). As such, no cash flow statement has been presented.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

There are no significant judgements or estimations made on the amounts recognised in the financial statements.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objective at the discretion of the Executive Committee.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

The National Association for Managers of Student Services

Notes to the Financial Statements *(continued)*

Year ended 31 August 2024

3. Accounting policies *(continued)*

Incoming resources

Grants receivable and Government funding are credited to the Statement of Financial Activities in the period to the extent that the charity has provided the services and goods. A liability for any repayment is recognised when there is uncertainty as to whether the charity can meet conditions within its control.

All incoming resources from subscriptions and conferences are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Resources expended include attributable VAT which cannot be recovered.

Charitable expenditure includes all expenditure directly related to the objectives of the charity.

Expenditure on governance costs includes all expenditure relating to the constitutional and statutory requirements of the charity and includes any costs associated with the strategic management of the charity's activities.

Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

Amortisation

Amortisation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:

Website	-	33% straight line
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If there is an indication that there has been a significant change in amortisation rate, useful life or residual value of an intangible asset, the amortisation is revised prospectively to reflect the new estimates.

Investments

Current asset investments are short term cash deposits held for investment rather than to meet short-term cash commitments as they fall due.

The National Association for Managers of Student Services

Notes to the Financial Statements (continued)

Year ended 31 August 2024

4. Charitable activities

	Unrestricted Funds	Total Funds 2024	Unrestricted Funds	Total Funds 2023
	£	£	£	£
Subscriptions	83,825	83,825	82,080	82,080
Annual conference	76,233	76,233	67,434	67,434
Regional events	11,230	11,230	9,790	9,790
Other income	—	—	5,130	5,130
	<u>171,288</u>	<u>171,288</u>	<u>164,434</u>	<u>164,434</u>

5. Investment income

	Unrestricted Funds	Total Funds 2024	Unrestricted Funds	Total Funds 2023
	£	£	£	£
Interest Receivable	<u>7,103</u>	<u>7,103</u>	<u>4,017</u>	<u>4,017</u>

6. Expenditure on charitable activities by fund type

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Membership services	61,668	5,750	67,418
Annual conference	71,230	—	71,230
Projects	2,000	—	2,000
Support costs	30,068	—	30,068
	<u>164,966</u>	<u>5,750</u>	<u>170,716</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Membership services	58,092	2,000	60,092
Annual conference	63,459	—	63,459
Projects	1,233	—	1,233
Support costs	19,094	—	19,094
	<u>141,878</u>	<u>2,000</u>	<u>143,878</u>

The National Association for Managers of Student Services

Notes to the Financial Statements (continued)

Year ended 31 August 2024

6. Expenditure on charitable activities by fund type (continued)

Further analysis of costs:-

Membership services

	2024	2023
	£	£
Administrator	27,720	23,939
Amortisation	8,550	11,400
Printing, postage & stationery	629	480
Website	9,101	7,436
Marketing	368	169
Regional Events	7,448	8,162
AOC conference	787	2,216
Research consultation and professional fees	6,000	2,000
Insurance	477	269
Other / Contingency	4,566	2,763
Bank charges	1,772	1,258
	<u>67,418</u>	<u>60,092</u>

Annual conference

	2024	2023
	£	£
Hotel Accommodation	52,820	53,235
Speakers and workshop leaders - Fees and travel expenses	300	1,627
Other costs	18,110	8,598
	<u>71,230</u>	<u>63,460</u>

Projects

	2024	2023
	£	£
Project expenses - unrestricted	2,000	1,233

Support costs

	2024	2023
	£	£
Independent examination	2,016	1,896
Executive meeting expenses	27,822	17,028
External meetings	230	170
	<u>30,068</u>	<u>19,094</u>

7. Expenditure on charitable activities by activity type

	Activities undertaken directly	Support costs	Total funds 2024	Total funds 2023
	£	£	£	£
Membership services	67,418	—	67,418	60,092
Annual conference	71,230	—	71,230	63,459
Projects	2,000	—	2,000	1,233
Governance costs	—	30,068	30,068	19,094
	<u>140,648</u>	<u>30,068</u>	<u>170,716</u>	<u>143,878</u>

The National Association for Managers of Student Services

Notes to the Financial Statements (continued)

Year ended 31 August 2024

8. Net income

Net income is stated after charging/(crediting):

	2024	2023
	£	£
Amortisation of intangible assets	<u>8,550</u>	<u>11,400</u>

9. Independent examination fees

	2024	2023
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>2,016</u>	<u>1,896</u>

10. Staff costs

The average head count of employees during the year was Nil (2023: Nil).

No salaries or wages have been paid to employees, including the members of the committee, during the year.

11. Trustee remuneration and expenses

Eleven (2023: Eleven) members of the Executive Committee were reimbursed a total of £6,060 (2023: £5,519) for travelling expenses.

12. Intangible assets

	Website costs £
Cost	
At 1 September 2023 and 31 August 2024	<u>34,200</u>
Amortisation	
At 1 September 2023	25,650
Charge for the year	<u>8,550</u>
At 31 August 2024	<u>34,200</u>
Carrying amount	
At 31 August 2024	<u>—</u>
At 31 August 2023	<u>8,550</u>

13. Debtors

	2024	2023
	£	£
Prepayments and accrued income	<u>5,071</u>	<u>9,476</u>

The National Association for Managers of Student Services

Notes to the Financial Statements (continued) *

Year ended 31 August 2024

14. Investments

	2024	2023
	£	£
Short-term cash deposits - Cambridge & Counties	109,995	81,884
Short-term cash deposits - HSBC	49,500	49,500
	<u>159,495</u>	<u>131,384</u>

15. Creditors: amounts falling due within one year

	2024	2023
	£	£
Accruals and deferred income	<u>2,016</u>	<u>1,920</u>

16. Analysis of charitable funds

Unrestricted funds

	At 1 September 2023	Income	Expenditure	At 31 August 2024
	£	£	£	£
General funds	<u>160,772</u>	<u>178,391</u>	<u>(164,966)</u>	<u>174,197</u>

	At 1 September 2022	Income	Expenditure	At 31 August 2023
	£	£	£	£
General funds	<u>134,199</u>	<u>168,451</u>	<u>(141,878)</u>	<u>160,772</u>

Restricted funds

	At 1 September 2023	Income	Expenditure	At 31 August 2024
	£	£	£	£
Voting project	<u>20,441</u>	<u>—</u>	<u>(5,750)</u>	<u>14,691</u>

	At 1 September 2022	Income	Expenditure	At 31 August 2023
	£	£	£	£
Voting project	<u>22,441</u>	<u>—</u>	<u>(2,000)</u>	<u>20,441</u>

The National Association for Managers of Student Services

Notes to the Financial Statements (continued)

Year ended 31 August 2024

16. Analysis of charitable funds (continued)

In March 2015 the charity accepted a sum of £60,000 from the Government to support their policy to increase the democratic engagement and electoral registration of the groups targeted by this project. The money is used for the activities based around these outcomes: to provide direct support on voter registration to students through conferences and enrichment sessions, as well as run voter registration events through further education student unions; to look to integrate voter registration communications into student service information across FE colleges, with targeted messaging at various student services points i.e. enrolment and student induction sessions; and to launch this activity to members at the annual conference. The trustees intend spending the residual funds from this project grant on associated/related activity over the next few years.

17. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Intangible assets	—	—	—
Current assets	176,213	14,691	190,904
Creditors less than 1 year	(2,016)	—	(2,016)
Net assets	174,197	14,691	188,888

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Intangible assets	8,550	—	8,550
Current assets	154,142	20,441	174,583
Creditors less than 1 year	(1,920)	—	(1,920)
Net assets	160,772	20,441	181,213