



AMOSSHE

The Student Services Organisation

Summer bulletin 2023

Steering ahead

This summer **AMOSSHE** has been making great progress as we head into the final part of our five year strategy. Our efforts are concentrated into three strategic workstreams: member engagement, member resources, and external development.

- ▶ **Member engagement** aims to understand how best to engage our members and support their work, and put in place opportunities for networking, sharing ideas and getting involved.
- ▶ **Member resources** is reviewing the tools, research and resources available to our members, to ensure that these are easily accessible, fit for purpose and up to date, while also identifying gaps in our resources.
- ▶ **External development** is looking at **AMOSSHE's** relationships with stakeholder organisations and partners outside our membership, in the UK higher education sector and beyond, to help us support and inform our members, and share our expertise and insights.

At the **AMOSSHE** annual general meeting in May, Simon Lee (Vice Chair) introduced a review of progress with our five year strategy, and representatives from our strategy workstreams gave summaries of the work undertaken this year, plus plans for 2023/24.

[Watch our strategic progress video](#)

And speaking as part of the online **AMOSSHE** National Conference 2023, Jill Stevenson (Chair) presented an overview of our work during the 2022/23 academic year, and set out our strategic aims for the year ahead.

[Watch our year in review video](#)

The Trusted Student Conduct & Wellbeing Solution

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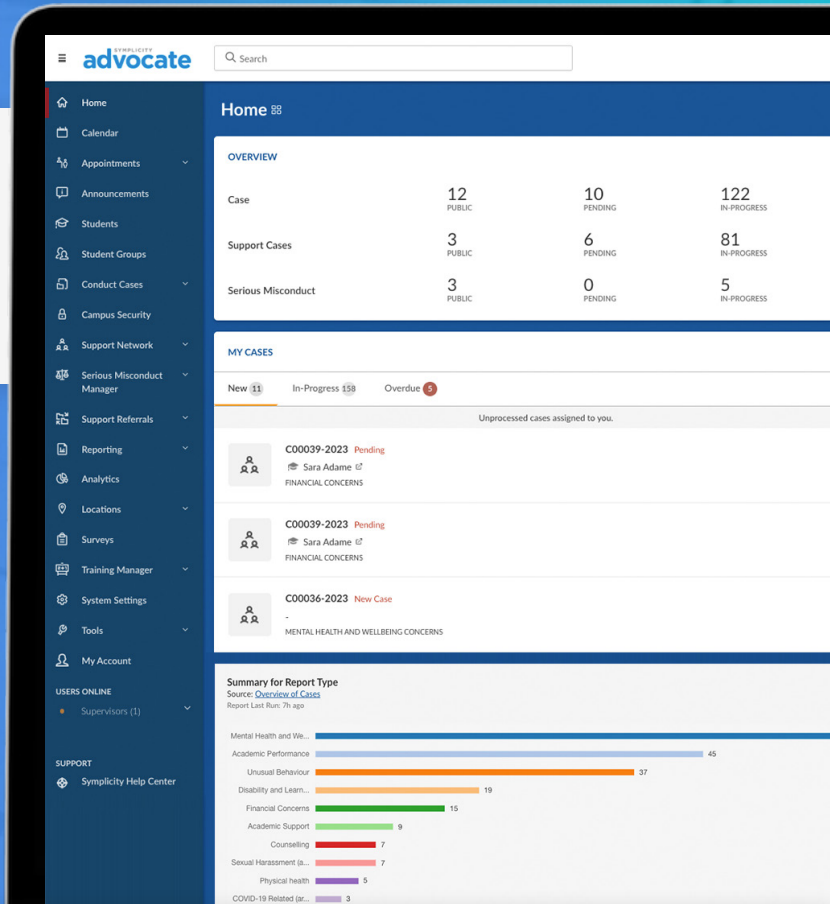
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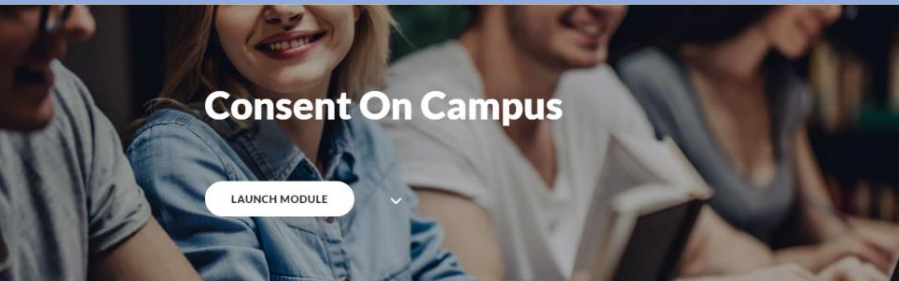
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For more information about our Consent courses, [HE Subscription Offer](#) or how to access bespoke e-learning courses, contact us via our [website](#).

AMOSSHE National Conference



5 to 7 July
Belfast
Online

The **AMOSSHE** National Conference 2023 in July took place in the beautiful city of Belfast. Over 220 people took part, travelling from all over the UK, as well as the Republic of Ireland, Canada, Australia, the United Arab Emirates and Singapore.

The conference explored the theme 'inclusivity and making connections'. It was led by **AMOSSHE** Executive Members **Craig Best** (The University of Manchester), **Emma Bales** (University of Cumbria), and **Sammy Li** (University of Birmingham).

Our keynote speakers included **Neil Buddel** (Vice President, Student Experience and Success, Centennial College) who explored empathy and care in Student Services, **John Blake** (Director for Fair Access and Participation, Office for Students) who explored the role and future of regulation in higher education, and **Tina McKenzie** (CEO, Staffline Ireland) who explored personal resilience and vision.



Neil Buddel



John Blake



Tina McKenzie

With over 50 sessions taking place over three days in-person and online, the conference was packed with sector-leading expertise, insights and ideas from around the world.

AMOSSHE members can get all the conference resources here

AMOSSHE National Conference 2023 sponsors

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- Interpretation service in over 240 languages
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1 in 4
students
needed mental
health support*

Top 3
concerns:
anxiety, low mood
and depression**

26%
increase
in calls made out of
working hours**



Find out how we can help you support your students with their wellbeing

*Endsleigh Student Happiness Index 2022
**Health Assured Dec 2022 – May 2023

 www.endsleigh.co.uk  studentwellbeing@endsleigh.co.uk

working together to enhance your student support services.



Randstad: who we are.

As the UK's leading provider of disability support, Randstad recognises the ever-changing landscape in relation to what students expect from their university experience and the support on offer; which brings new challenges for HE leaders.

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- Inclusion and widening participation
- Mental health and wellbeing
- Employability and graduate outcomes

Get in touch.

stephanie.earldley@randstad.co.uk
randstad.co.uk

Our solution.

- We are working with HEIs to develop their inclusive support for disabled students - supporting almost 20% more students each year in accessing institutionally-funded support - crucially ensuring that disability is not a barrier to education.
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- We provide additional learning support to hundreds of students on their Degree Apprenticeship course. 1,500 young people have also been supported by Randstad to join apprenticeships with leading organisations in tech, automotive, engineering and digital industries.

“With Randstad arranging their students' counselling support - one HEI saw over 90% of students seeing a counsellor that same week”



Higher education sector engagement

AMOSSHE has had a busy summer engaging with colleagues and stakeholders across the higher education sector to inform and influence from a Student Services perspective. Here's a roundup of some of our policy and engagement work.

Duty of care

The UK government held a debate in June in response to calls for an additional legal duty on care for higher education providers to exercise reasonable care and skill when teaching students and providing support services. **AMOSSHE** Chair Jill Stevenson gave evidence on behalf of **AMOSSHE** members to the House of Commons Petitions Committee to inform the parliamentary debate, and we also set out our position on a proposed additional statutory duty of care.

[Watch the Petitions Committee duty of care debate](#)

[Read AMOSSHE's position statement](#)



Mental health taskforce

AMOSSHE is part of the UK government Higher Education Student Support Champion's Higher Education Mental Health Implementation Taskforce (HEMHIT). The Student Support Champion's aims for this new taskforce include developing a new university student commitment, facilitating the adoption of improved wellbeing analytics, establishing a national review of student suicides, and ensuring that higher education providers are signed up to sector charters such as the Student Minds University Mental Health Charter.

[Find out more about HEMHIT](#)

Renters reform

The Renters Reform Bill has been introduced in Westminster. The bill seeks to ban fixed term tenancy agreements for private rents and end the practice of 'no fault' evictions. Purpose Built Student Accommodation (PBSA) is out of scope of the proposed legislation, and fixed term tenancy agreements will still be available for students accessing this type of accommodation. If the bill remains unchanged before becoming an Act of Parliament, it's likely to reduce the availability of student rental properties and push up rental costs. **AMOSSHE** has signed a joint letter with partners from the sector, which calls for an exemption in the bill for private sector student accommodation.

[Find out more about the Renters Reform Bill](#)



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If it's on a students' mind, it's on Togetherall

Togetherall is the clinically managed, online community where students and staff can share what's on their minds, anonymously, safely, and in the moment, 24/7. The platform also offers integration with other campus mental health services.

Togetherall attracts students who may not normally seek help elsewhere. By addressing this gap in traditional support provisions, Togetherall attracts a rich and diverse population. This includes ethnic minorities and LGBTQ + populations who may not access traditional mental health supports for a variety of reasons.

A high percentage of people accessing support on the site have shared something on Togetherall they had never shared with friends or family.

[Find out more](#)

togetherall.com



Wellbeing, mental health and counselling services

AMOSSHE undertakes member research to understand the scale, scope and resources of Student Services in UK higher education. Our latest benchmarking data explores our member organisations' services that support student wellbeing and mental health (including counselling). Here's an overview of some of our findings.



19%

Mean average of **students** who accessed wellbeing, mental health and counselling services



1:797

Average **staff-to-student** ratio in wellbeing, mental health and counselling services



26

Mean average number of wellbeing, mental health and counselling services **staff** (headcount)



£978K

Mean average **annual spend** on wellbeing, mental health and counselling



- **Wellbeing advice**
- **Mental health advice**
- **One to one counselling**
- **Signposting to support / resources / organisations**

Most common components of wellbeing, mental health and counselling support

Survey undertaken in summer 2022



20

Higher education providers who **responded** to the survey



£9,887

Mean average annual budget for **staff training**

[AMOSSHE members can read the full report here](#)

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81%

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Digital Suicide Safety Plan

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Two **pre-built plans** are provided from Papyrus and Students Against Depression.

There is also an option to create a **university specific** Suicide Safety Plan, to meet your university's needs.

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- **Accessible** anywhere, at any time;
- Easy to keep **up to date**.

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[UniWellBeing LinkedIn](#)

Supporting students and communities after suicide

In May **AMOSSHE** hosted an event to explore how to support our students and communities after a student or staff member dies as a result of suicide. **AMOSSHE** members can find all the event resources here: www.amoshe.org.uk/events-resources



Sector guidance

The event was an opportunity to learn about recent sector guidance on postvention, discuss case studies of good practice, and share experiences of postvention support.

First **John de Pury** (Universities UK) introduced Universities UK's approaches to suicide-safer universities, focusing on recent guidance related to postvention, supporting placement students, and sharing information, as well as discussion about an additional statutory duty of care.

Then Professor **Jo Smith** (University of Worcester) discussed the Universities UK, PAPYRUS and Samaritans postvention guidance 'Responding to a suicide: advice for universities' (2022), before **David Malpas** (Middlesex University) and Dr **Simon Merrywest** (University of Manchester) joined Jo to lead a workshop about responding to a student death by suspected suicide, including serious incident review processes.

Expertise and experience

Finally, Simon drew on his experience and expertise to discuss the challenges of preparing to speak in Coroner's court hearings related to a suspected student suicide, and identified specific advice and resources within the postvention guidance to support staff, students and family members.

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says University of Sunderland




It's a great partnership

says Professor Nick Braisby,
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Vice-Chancellor




This has added a lot of efficiency...

says Professor Andy Cook,
Ravensbourne University
London's Vice-Chancellor




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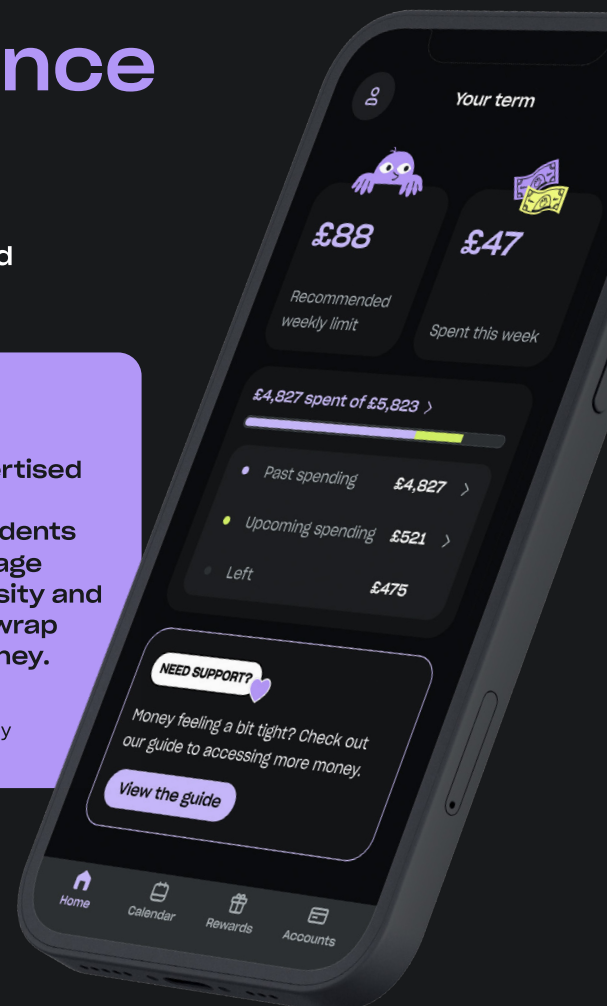
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“

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Second year student,
Liverpool John Moores University



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Join AMOSSHE in 2023/24

AMOSSHE The Student Services Organisation is the UK's professional association for Student Services leaders in higher education (HE). Join our supportive network of over 900 sector peers from more than 190 organisations across the UK and around the world. Membership gives you access to online resources, exclusive events, networking forums and member discounts.

Find out more: www.amoshe.org.uk/membership

Higher education providers

For UK provider organisations with at least 50% HE provision, membership is tiered depending on how many full-time equivalent (FTE) HE students your organisation has. Membership for one lead member is included for each kind of organisation, plus one or more core named members depending on the number of students.

- **Small and specialist (up to 3,000 students) – £450**
- **Tier 1 (3,000 to 10,000 students) – £680**
- **Tier 2 (10,000 to 20,000 students) – £850**
- **Tier 3 (over 20,000 students) – £1,015**

Additional member – £95

Once an organisation is a member, more people can join as additional members.

Other organisations

Membership for one lead member is included for each kind of organisation.

- **Providers with <50% HE provision – £615**
UK education providers offering HE courses, which account for less than 50% of the courses on offer.
- **International HE providers – £510**
HE providers outside the UK.
- **Non-profit organisations – £780**
Non-profit or charitable status organisations in the HE support sector.
- **Corporate organisations – £1,350**
Student Services staff at corporate organisations in the HE sector who are responsible for the direct delivery of services to students.

Individuals

HE consultants / researchers – £335

Freelance consultants working in the HE sector, or professionals undertaking research into Student Services.

Students studying in the Student Services sector – £52

Students taking a course related to professional development in Student Services (for example, a postgraduate degree in Student Affairs or HE management) at an AMOSSHE member organisation.

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Keep up to date with AMOSSHE events at
www.amoshe.org.uk/events



National Conference 2024

26 to 28 June 2024, Glasgow

The AMOSSHE National Conference 2024 takes place in person in Scotland. It's the UK's foremost opportunity for Student Services leaders to share expertise and good practice, develop strategy and skills, and build professional networks. A call for session proposals opens in autumn 2023 and booking for the conference opens in spring 2024.

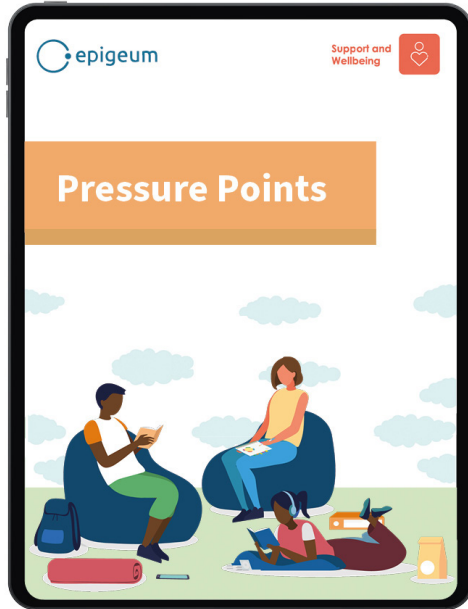
Look out for our full programme of professional development events for the 2023/24 academic year coming soon!





Epigeum's Pressure Points

Provide support and guidance for your students through the pressure points of university life



Pressure Points provides support for students struggling with the pressures of university life, addressing key issues students face in light of the pandemic. This enables university wellbeing teams to focus on supporting students in crisis.

Modules can be delivered in bite-sized chunks at the point of need or at key times in the university calendar. Myth-busting techniques and real student voices debunk common misconceptions and reduce barriers to accessing support. Each module signposts to additional support and provides suggestions for in-person activities.



Find out more: www.epigeum.com/courses/support-wellbeing/pressure-points



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