

## HELOA Office Annual Report 2024

### Overview

The office is based at Edge Hill University which provides stability for HELOA and the office staff through the provision of IT, HR, training and the support of key contacts at Edge Hill.

### Office Provision

The office core responsibilities support the Association to function effectively: support and advice provided for members and enquirers; memberships processed efficiently; sharing information through regular communications and supporting committee members in their roles.

	Individual	Institutional
Membership Processing November 2023 - November 2024		
Membership numbers 16.11.22	1942	153
Members Added	600	3
Members Removed	719	3
Membership numbers 12.11.23	1823	153

The office has responsibility for

ensuring all member institutions remain up to date with financial remunerations to the Association including membership fees and national training events. The office leads on ensuring HELOA is GDPR compliant and helps to facilitate national training events, UK committee meetings and the Annual General Meeting.

### Key Developments

**Regional Representatives:** Following the decision at the 2024 AGM to allow regional representatives to stand for group vice chair positions, the office established systems to identify members' main HELOA group and regional group. This supported group committees with meeting attendance and engagement and managing candidates for group positions, leading to our first elected regional representative in the London group.

**Banking:** HELOA required a change in the legal status of its bank account from a standard business account to an Association account. This change was necessary to ensure that the account accurately reflects our legal standing as a charitable association. Trustee details were provided to Barclays, verified and aligned with the Charity Commission's register. The account status change was completed successfully and will support ongoing operations and governance as a registered charity.

**Sustainability:** In response to growing concerns about environmental impact and corporate social responsibility, HELOA has integrated sustainability values and objectives into its new strategic plan. The office has prioritised sustainable merchandise procurement, including eco-friendly merchandise and resources. The use of paper and plastic materials has been reduced by initiatives such as, reducing printing and laminating, digitalising more processes

and implementing recycling. We have also taken steps towards assessing our current position and creating a sustainability action plan.

### **Thanks**

Sincere thanks to Louise for her continued dedication and hard work in supporting the objectives and activities of HELOA and to the committee members for their ongoing support, collaboration, and efforts in ensuring HELOA's success.

**Dawn McClintock**  
HELOA Office Manager  
November 2024