



International
Students House

ANNUAL REPORT 2017/18



OUR MISSION

TO PROMOTE GLOBAL FRIENDSHIP AND UNDERSTANDING AMONG OUR STUDENTS

TO HELP STUDENTS ACHIEVE THE ACADEMIC AND PERSONAL AIMS AND CAREER ASPIRATIONS THAT HAVE BROUGHT THEM TO THE UNITED KINGDOM

TO PROVIDE THE BEST POSSIBLE OPPORTUNITIES FOR INTERNATIONAL STUDENTS TO EXPERIENCE THE MANY FACETS OF LIFE IN THE UK AND TO GIVE THEM A DEEPER UNDERSTANDING OF BRITISH SOCIETY

TO GIVE BRITISH STUDENTS AN OPPORTUNITY TO BROADEN THEIR HORIZONS THROUGH FRIENDSHIP WITH PEOPLE FROM WIDELY DIFFERING BACKGROUNDS AND CULTURES

BY THESE MEANS TO MAKE AN EFFECTIVE CONTRIBUTION TO BETTER INTERNATIONAL RELATIONS

PATRON

HER ROYAL HIGHNESS, PRINCESS ANNE, THE PRINCESS ROYAL

PRESIDENT

LORD CHARLES FITZROY

CHIEF EXECUTIVE AND COMPANY SECRETARY

MR MARTIN CHALKER

VICE-PRESIDENTS

MS ROSAMUND HORWOOD-SMART

MR DAVID LAING

PROF MICHAEL DAY

SIR JOHN RITBLAT

BARONESS DIANA WARWICK

GOVERNORS

MR KEN DYTOR (CHAIR)

MS GILL HAMMOND (VICE CHAIR)

DR GEOFFREY COPLAND CBE

ALDERMAN JOHN GARBUTT

MS JULIE COSTLEY-WHITE

LORD NICHOLAS BOURNE

MS IPEK DE VILDER

PROF AJIT LALVANI

MR VIKRAM MATHUR

MR IAN BARRY

MR RUSSELL PETERS

MR MICHAEL CARRIER

MS AZLINDA ARIFFIN-BOROMAND

MS RANJITA RAJAN

MS BEATRICE LEONG

INTERNATIONAL STUDENTS HOUSE ANNUAL REPORT 2017-18

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PRESIDENT'S ADDRESS FROM LORD CHARLES FITZROY

We are sending out a very optimistic message that the UK continues to open its doors to students from all over the world.



These are exciting times at ISH with a new Chair appointed in late 2018 and new CEO in post from January 2017. I would like to offer my warmest thanks to Geoffrey Copland, the retiring Chair, for his long and devoted years of service to ISH, where he continues to be closely involved, and to welcome Ken Dytor, who succeeded him as Chair in September 2018. Ken has spent his career as a distinguished member of the property world and also, latterly, in the education world, and this combination fits extremely well with the needs of ISH. Meanwhile, Martin Chalker has now had time to fully ensconce himself in his role as CEO.

I am glad to say that ISH is in very good financial shape, and has won a number of awards, including Accommodation Provider of the Year (PIE – Professionals in International Education), and was a finalist in the Best Specialist Accommodation category of the

National Student Housing Awards. Very gratifyingly, the number of scholarships has risen to 83, with awards going to students from 43 nationalities.

One of the highlights of the past year was the visit of our Patron Her Royal Highness the Princess Royal to ISH on 22nd March 2018, where she unveiled a plaque to celebrate the opening of the new café, the Thirsty Scholar. It was clear to all present that Her Royal Highness thoroughly enjoyed her visit, one of several she has made recently to the House, and that she greatly values everything we stand for. It is particularly important that ISH should receive recognition at such a high level, since political uncertainty emphasises the vital role that we play in attracting and supporting so many overseas students. We are very pleased that these come from a total of 110 nations who are currently studying at 32 institutions in London. We are therefore sending out a very optimistic message that the UK continues to open its doors to students from all over the world.

WELCOME MESSAGE FROM CHIEF EXECUTIVE, MARTIN CHALKER

Dear Friends of ISH

It is my great pleasure to look back and report on the activities of International Students House for our Annual Report 2017-18.

This year we achieved tremendous results and faced many challenges. We undertook a range of customer / student focused upgrades to our infrastructure, from a new reception, a café /bar opened by our Patron, Her Royal Highness The Princess Royal in March 2018, additional study spaces for students as well as a new kitchen and dining area for students and staff. We also started the long awaited refurbishment of the student rooms. Whilst it is recognised this work is essential to meet the future directions of ISH, it must also be acknowledged that the challenges and impact for students and staff were significant.

Leading an organisation through change can be difficult, however, it is made less so when surrounded by a supportive Board and positive visionary managers. I have the greatest admiration for our students and staff who throughout the year remained unwavering in their commitment to the work they do, and help make sure we meet our mission and values, thank you all, for all you do, for ISH.

I am delighted to report that in 2017-18 ISH delivered a surplus of £3,020K, up on the 2016-17 surplus of £2,271k. We increased our scholarships from 43 to 84, with a further 6 Toyota-Shi Trevelyan trust awards for UK students going to Japan. We also introduced free breakfast for all our students, and continued to subsidise our Travel Club and Hardship Fund.

This year we had 110 different nationalities living with us and we worked with 32 London institutions in providing, undergraduate, Masters and PhD students places. Our scholars came from 43 different countries as follows: Bolivia, Botswana, Brazil, Cameroon, China, Dominica, Ecuador, Gambia, Ghana, Guatemala, Guyana, India, Indonesia, Iraq, Kazakhstan, Kenya, Lithuania, Madagascar, Malawi, Malaysia, Maldives, Myanmar, Nepal, Nicaragua, Nigeria, Pakistan, Palestine, Philippines, Republic of Korea, Russia, Serbia, Somalia (British), South Africa, South Sudan, Sri Lanka, St Lucia, Syria, Turkey, Uganda, USA, Vietnam, Zambia, Zimbabwe. ISH was shortlisted for two prestigious awards in 2017/18: As well as being awarded Accommodation Provider of the Year at the global PIE (Professionals in International Education) Awards, as part of the National Student Housing



Survey, our Family Flats were placed in the top 3 for the Best Specialist Accommodation category. This award is given to the highest rated specialist, unusual or selective accommodation provider of those participating in the survey across the UK. This is the second year that ISH has appeared in the top 3 for this award.

We were awarded the National Student Housing Awards International Quality Mark for the first time. ISH was also recognised as a London Living Wage organisation in November 2017.

Moving forward I am encouraged by the promise of tomorrow and ISH's aspirations for the future; a future that inspires at all levels of ISH, builds on a culture of integration and acceptance, allows for students to come and live here at ISH, and to help broaden their horizons through friendship with people from widely differing backgrounds and cultures, and provide a 'home from home' to all.

This year ISH's annual report truly reflects the incredible work undertaken by staff across our all our departments working in line with our strategic direction, values and vision. I continue to be inspired by the courage and determination of those we support, their stories and the challenges they face in pursuit of a positive future.

REPORT FROM CHAIR KEN DYTOR



I was honoured to take over the role of Chair of International Student House last year. ISH has played a key role over the past 50 years in supporting international students here in the UK and specifically in London. I am committed to ensuring that ISH builds on the solid foundation of its impressive past.

However, these are challenging times for students both in the UK and abroad and it is my aim that ISH adapts to meet these needs and provides the increased and appropriate level of support that students require in a fast changing political, financial and educational environment. In the coming year ahead I am looking to see ISH address the following:

- The provision of scholarships sits at the heart of our offer and we will ensure that we are better able to expand and widen our scope to provide wherever possible increased numbers of scholarships to students from around the world
- Improving the quality and scale of our residential and ancillary accommodation in London, we already have high standards but we will raise these even further. You will see us further widen access to and improve our facilities at Great Portland Street

- To further enhance our engagement with stakeholders including our partner universities and colleges to ensure we meet their evolving needs wherever possible
- We will make our voice and therefore the voices of students heard more strongly in the corridors of Government and beyond to ensure that fundamental issues such as visas are properly debated to make not only education but subsequent employment more accessible
- Our core values include supporting the health and well being of students in our care and ISH will take a strong line to ensure that these values are upheld including complex issues such as mental health and financial stability of students
- Our 5 year strategic plan must be not only robust and financially sound but ambitious and innovative.

Everyone I speak to is committed to supporting me in the strategic reshaping of ISH and I look forward to working with our stakeholders to achieve this. Our stakeholder partnerships will be nurtured to ensure they are fit to meet the challenges that face our international students, I genuinely look forward to hearing from you as we move forward with this commitment.



“ Lucky are they who have the gift of making friends, for it is one of God’s best gifts. Blessed are those who get to stay at ISH because here you simply don’t make friends, but build a family. - Anushka Mehta, ISH resident

THE YEAR AT A GLANCE

We worked with 350,000 people including

87,144
attending 430 gigs

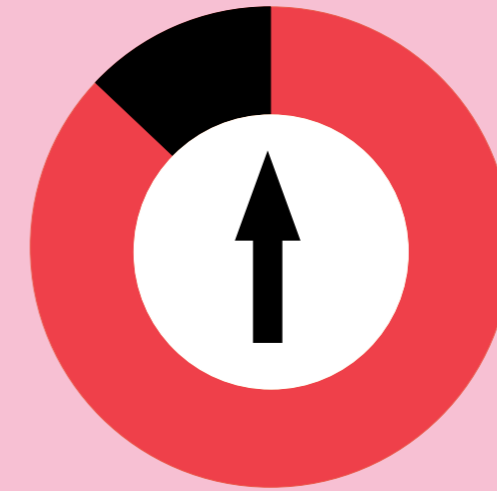
83
ISH scholarships students from 47 countries

30
University members

229
ISH Events for Students

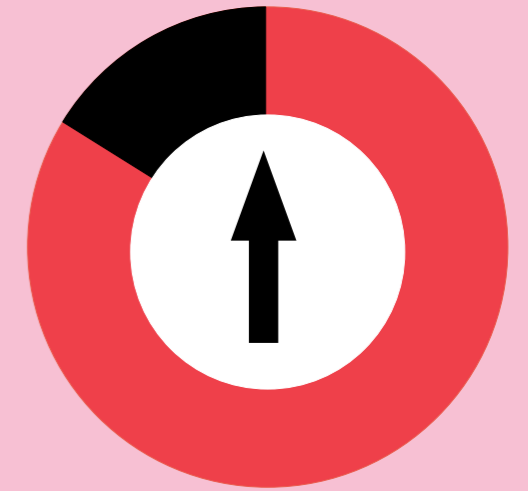


event attendance increased from 16/17 by




14 %


overall income increase since 16/17

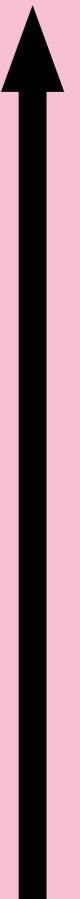


13 %

 **423,222**
people engaging and interacting with our social media compared to 45,001 the previous year

 **11,882**
Facebook Likes increased by 2272% from 501

 **17,000**
Google Searches for ISH increased by 1788.89% from 900



CALENDAR OF EVENTS

OCTOBER 17



Russian Film Night - Russian Ark
ISH RA's ran regular film screening at their Foreign Film Club which introduced residents to new genres and languages of film.

NOVEMBER 17



Leadership and Communication Workshop #3 - Resilience
An exploration of how mindset and physiology impact personal resilience with Dr Brennan Jacoby of The School of Life.

DECEMBER 17



Annual Senior Citizens Lunch
This is our annual glamorous event for about 120 local senior citizens, held in Venue One which emphasises Christmas spirit, community, social connectivity and intergenerational volunteering.

JANUARY 18



Social Media, Love Island and Me with Jamie Jewitt
In-Depth talk on how social media has affected his life and his own mental health, plus a no-holds-barred insight into his time on the show.

MARCH 18



Quantum Physics For Beginners Talk
With Michael Brooks, PhD in Quantum Physics, a journalist and broadcaster. In this talk, Dr Brooks explained the origins and oddities of Quantum Physics, and why scientists now believe there is far, far more to this world than meets the eye.

APRIL 18



Bhangra Workshop
ISH residents hosted this workshop to highlight their culture to other residents

FEBRUARY 18



3D Tinder Valentines Take Over
Students put down Tinder for the night for some face to face dating in The Thirsty Scholar.

MAY 18



Classical Concert performed by students from The Royal Academy of Music. The concerts are held monthly and are open to all members of the community.

JUNE 18



IN DISCUSSION: GONZALO MAZA

In discussion: Gonzalo Maza— ISH Resident & Academy Award Winning screenwriter of 'A Fantastic Woman'. The film charts the life of a young transgender woman living in Santiago, Chile, who works as a singer and waitress.

JULY 18



Talk About Love & Dating: A Practical and Scientific Guide We looked at love in July and the science behind why we feel the way we do when we fall in love.

AUGUST 18



Sorting Nutrition Fact from Nutrition Fiction talk with Pixie Turner. The rise of social media and the 'wellness' movement has allowed nutrition misinformation to spread like wildfire. We learnt what is actually fact when it comes to eating healthy.

SEPT 18



Oktoberfest. Students were transported to a Bavarian beer tent at London's annual Oktoberfest celebrations.

ISH's residents and members enjoyed a busy and varied social calendar in the academic year 2017/18, with a growing emphasis on student-led initiatives, from both Resident Advisers and other enthusiastic members of our community. By a strange coincidence, the total number of events organised reached 229! Event footfall increased from a total of 10,004 in 2016/17 to 11,397 in 2017/18.

STUDENT SERVICES



WELCOMES

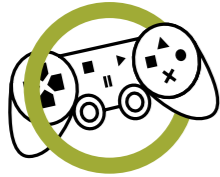
As 2017/18 was our last academic year fully occupying Mary Trevelyan Hall, we took the opportunity to hold a Welcome Barbecue, unveiling our freshly trained Resident Advisers on Sunday 17th September. A good mix of new and continuing students (approx 150) attended from both buildings, including some flats residents, and even the weather was kind. We then held a large Welcome Evening at Great Portland Street on Wednesday 20th September. This was an opportunity for new residents to meet returners, with some ice-breaking activities to make new friends and learn more about ISH. The following week was "Get to know your RA week", where each Resident Adviser

held a floor party to meet the residents they were responsible for and encourage the formation of friendships among neighbours. This year we printed new door name signs with the new ISH logo, the resident's name and nationality, to help break the ice between people living on the same corridor.



FREE BREAKFAST

The greatest buzz at the beginning of the year was generated by the re-introduction of free breakfast for all residents – a great way to get people together at the beginning of their day, and a significant contribution to everyone's wellbeing.



GAMES ROOM

Another innovation for 2017/18 was the conversion of the Nash Room into a games room for residents, equipped with electronic games with Play Stations and X-boxes, which proved very popular.



STUDENT ACTIVITIES

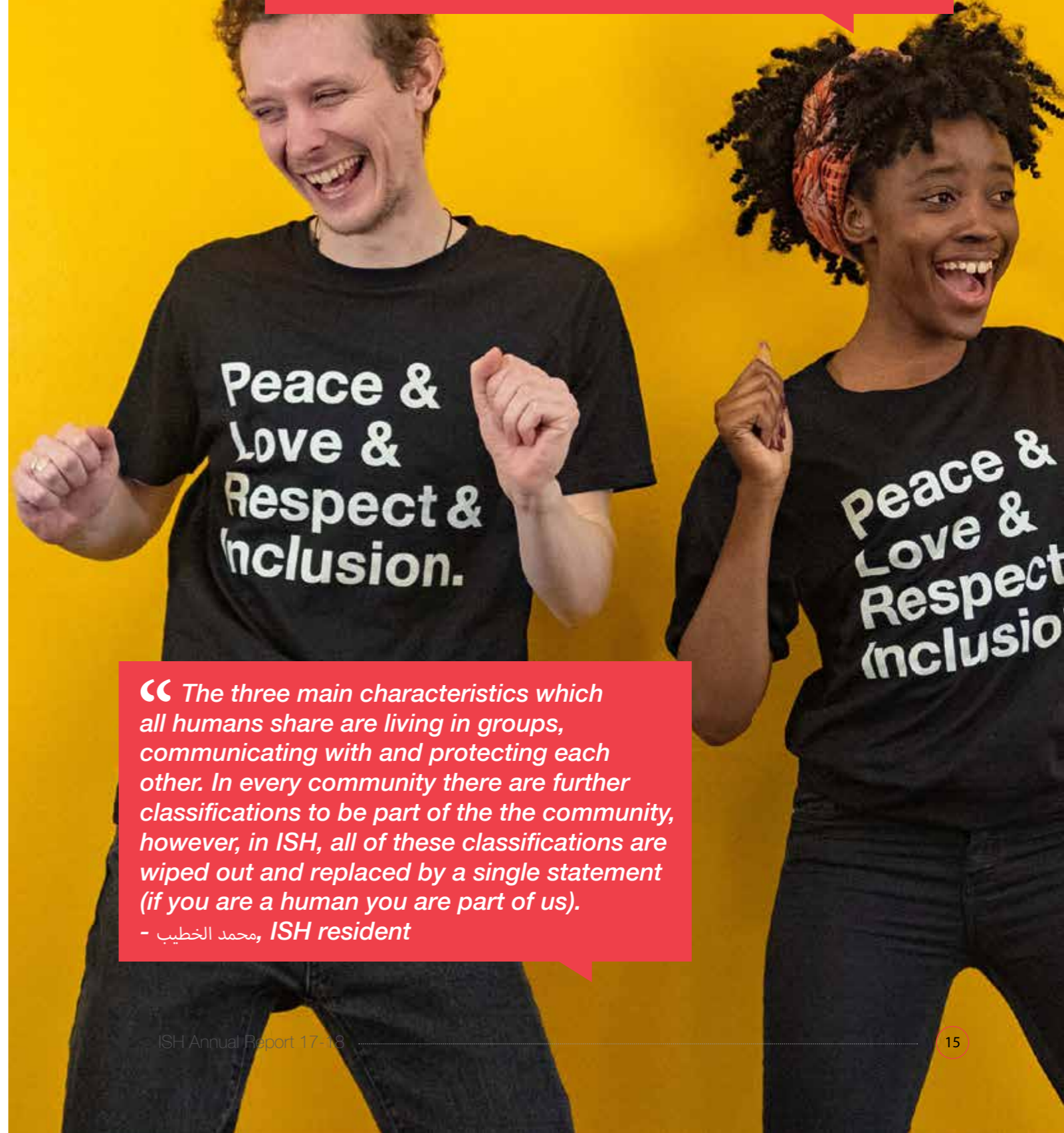
Themed suppers were as popular as ever throughout the year, with over 120 residents gathering to celebrate Diwali in October, the Best of British in November, a Latin American theme in March, and ISH's Birthday Supper with Governors and Fellows in early May. Food, decoration and entertainment were spectacular on each occasion, with lots of appreciative feedback from our residents.

Our monthly ISH Concerts were led with great style and professionalism by one of our residents, Julia Klimeck, a Royal Academy of Music student from Poland. Students from both the Academy and the Royal College of Music performed and we generally gathered an audience of 50-75 residents and other supporters at each concert.

Alexandra Petrache, a Resident Adviser, organised regular screenings of international films (including the Oscar-Winning Best Foreign Film 2018, 'A Fantastic Woman', scripted by ISH Flats Resident, Gonzalo Maza). The interest in watching films together spread to MTH, with a monthly MTH movie night organised by one of the scholars. Students have also enjoyed art evenings (exhibitions and life drawing, promoted by Resident Adviser Gemma Holzer), a new ISH Cooking Club and an ISH Football Team. There were Banghra and Scottish dance classes, as well as a variety of Culture Club activities (Reggae night, Afternoon Tea Bus Tour, and a Manga Masterclass, to mention just a few) and regular group outings with the Theatre Club to popular shows such as Aladdin, Anthony and Cleopatra, The Lion King and Harry Potter.



“ ISH is a community that celebrates diversity, Providing a safe haven for every nationality. It is in this house I met people all part of the human race, A place that welcome each and every face. They call it a house but I would say it's a home, For in this place you never quite feel alone. - Alina Uka, ISH resident



“ The three main characteristics which all humans share are living in groups, communicating with and protecting each other. In every community there are further classifications to be part of the the community, however, in ISH, all of these classifications are wiped out and replaced by a single statement (if you are a human you are part of us). - محمد الخطيب, ISH resident



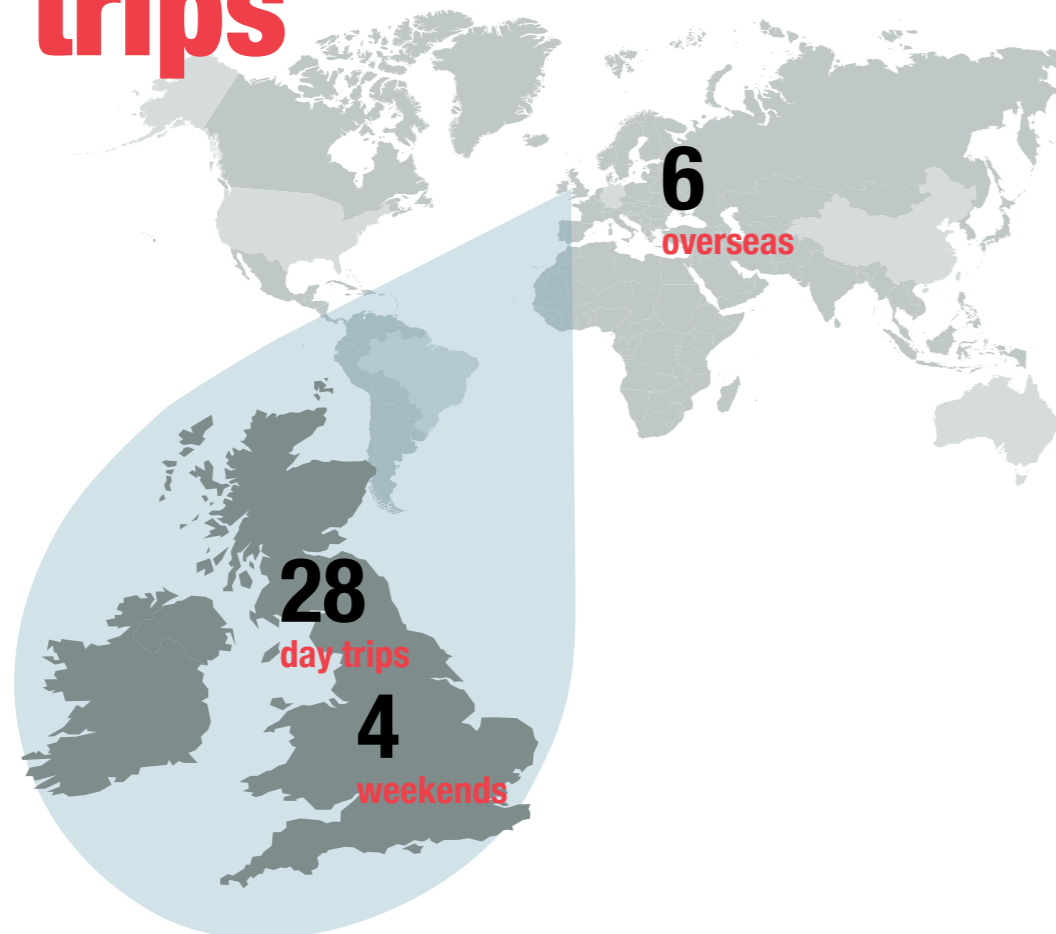
TRAVEL CLUB

With a boost to the budget, in 2017/18 the Travel Club was able to go from strength to strength, not just in the number and variety of trips offered, but also putting more resources into promoting the programme to ensure that as many trips as possible were fully booked. The total number of Travel Club participants in 2017/18 was 485 (up from 400 in 2016/17) and they gave consistently positive feedback about the opportunity to make new friends and the trips' value for money.

The Travel Club is an essential part of ISH's provision, filling a gap that many London Universities do not cover and promoting friendship between participants, who are often a mix of residents and non-residents, students of various nationalities and studying at different universities across London. For those participating in a weekend trip, pre- and post-trip meet-ups in the ISH Bar helped to maintain the friendships. By exploring life outside London, Travel Club participants learn more about UK history and culture, as well as how the various parts of the UK and Europe are different to their life in London as a student.

Day-trip destinations in 2017/18 included Oxford, Cambridge, Thorpe Park, Bath & Stonehenge, York, Leeds Castle & Canterbury, Cardiff Xmas Markets, Windsor & Eton (on the day after Megan and Harry's Wedding) and the traditional end of academic year outing to Royal Ascot. Weekend trips included Wales (adventure weekend), Edinburgh, Iceland, Berlin, Prague, Vienna and Amsterdam.

38 trips



ISH AT CHRISTMAS

As usual, ISH excelled at Christmas, with a variety of activities: in early December, we held an Arts Workshop where residents decorated mini Christmas trees and drank mulled wine and chilli hot chocolate. Our Annual Senior Citizens Christmas Lunch was again a great success with 120 attendees. They were served a two course Christmas meal kindly donated by our caterers, Baxter Storey. The guests enjoyed playing Bingo, singing Christmas Carols and sharing stories with our staff and student volunteers. We raised over £2,500 in donations, with thanks to all who contributed.

Our Resident Advisers hosted creative Christmas events such as a Christmas Jumper Party where students designed personalised Christmas jumpers whilst sampling mince pies and mulled wine. Another RA took residents out ice-skating at Somerset House. December's Theatre Club trip was to Matthew Bourne's Cinderella, while the Travel Club organised an outing to Winter Wonderland as well as a New Year's Eve Boat Party. On Christmas Day we catered for a record number of 130 residents, students from member universities, and guests (including some Goats) and, in true ISH tradition, a good time was had by all.





FEEDBACK FROM RESIDENTS

In spring 2018 ISH used the National Student Housing Survey (NSHS) as the end of year survey for residents for the second time. The advantage of this survey is that we can be benchmarked against other providers in London and across the UK. In 2018 a total of 172 ISH residents participated (compared to 145 in 2017).

The results were generally positive and show improvements on the feedback collected the previous year, showing that from the students' perspective ISH is moving in the right direction. For example, in terms of overall satisfaction with their accommodation, 90% of ISH participants said "very good", "good" or "OK". This put us at the same level of satisfaction as the Local London Private Halls which participated in the survey and well ahead of Local London University Halls, scoring just 80% satisfaction. When asked about individual aspects of their accommodation, ISH residents again gave high marks to Personal Safety (98% positive) and Building Security (95%), as well as travel time to place of study and local amenities, relationships with other students and opportunities for social interaction.

An expanded section for 2018 asked about the student community and student wellbeing. ISH performed particularly well in this area, with 59% of our respondents either somewhat or completely agreeing that ISH has a strong sense of community, up from 49% in 2017 and compared to just 43% in Local London Private Halls. ISH's student activities emerged as outstanding in the survey, with 82% of our respondents saying they were "very good" or "good", compared to just 42% in London University Halls and 67% in London Private Halls.

Some of the comments given in the free text sections are particularly encouraging and show the extent to which ISH is still meeting its mission in 2018:

“ This accommodation is amazing not because of the quality or the perfection of the building, but it is the people living there that made life amazing. The opportunity to meet people from the all over the world, most of whom are very friendly, has given me experience that I will never forget.

“ It's a wonderful place for students to live in. ISH provides a truly international community for residents to become a part of. One makes friends from every corner of the world. As an international student, I loved staying in ISH for 3 years and would recommend it to everyone.

Scholars responses to the monitoring questionnaire.



SCHOLARSHIPS AND MARY TREVELYAN HARDSHIP FUND

SCHOLARSHIPS

A total of 84 scholars from 47 different countries were housed at ISH in 2017/18 in collaboration with 15 institutional partners who generously covered the students' tuition fees. All were welcomed to ISH at a Scholarships Reception in October, which for the first time moved to Venue 1 due to the larger numbers involved. In spring 2018, the annual Scholar Monitoring Exercise was conducted to check in with the scholars on all aspects of their life at ISH, in London and at university. In response to the monitoring questionnaire, please see the quotes opposite.

Common themes that emerged in the feedback were the lasting friendships that scholars felt they were forming with people from all over the world. These new friends from new places helped bring current world issues to life and enhanced the scholars' intercultural understanding, as do the events organised at ISH. They stressed the importance of free breakfast and the kitchen / common rooms as places where informal interactions and learning could happen. Scholars found inspiration in one another and in the fact that they had been selected for an award. There was also an immense sense of gratitude for the opportunities that they have been given.





“ Living at ISH has also exposed me to amazing young minds from across the globe and allowed me to create lifelong networks which I hope will ultimately benefit development not only for my country, but for others as well.
- Westminster scholar, Malawi

MARY TREVELYAN HARDSHIP FUND

The MTH Fund budget increased from £20,000 in 2016/17 to £30,000 in 2017/18, enabling us to help more residents and students from ISH member institutions at times of financial emergencies. A total of 95 applications were received from October 2017 until September 2018 and we made 51 grants and loans to students from 29 different countries. This is an increase from 78 applications and 32 awards in the previous year. The cases where assistance have been offered vary from students whose course duration had to be extended due to health issues, to those experiencing family health issues or bereavements, and victims of theft, currency fluctuations or climate disasters (hurricanes) back home.

The words of the recipients of these awards serve as a reminder of the extent to which a small amount of financial assistance in a time of need can really make a difference and engender positive feelings towards the House. An Egyptian Masters student who stated in his application that he was considering abandoning his studies, wrote to thank ISH for his grant:

“ I feel immensely grateful to ISH for providing me the scholarship because it has provided me a path to pursue my dreams. I feel extremely lucky to live in central London in one of the most diverse and safest place where I have found a new home in the UK.
- UCL scholar, Nepal

“ I am very grateful for the positive response and encouraged to continue my studies too! Kindly extend my deepest gratitude to the evaluation panel who assessed my case. With your support, I am more confident to continue working towards my degree and my career contributions.

A Peruvian PhD student at ISH Member University, the London School of Hygiene and Tropical Medicine wrote:

“ I would like to thank you very much for considering my application and for your prompt response. I hope I will be able to pay it back someday to the Mary Trevelyan Fund and/or pay it forward to someone in need. Once again, thank you very much for your support

Dear Jilly,

Hope my mail finds you well.

It was so amazing to get to meet you at the Delhi reunion earlier this month. It's beyond commendable that despite your busy schedules and quantum of work, you all make time to see us and make memories.

As we spoke about that day, 2018 was a momentous year, both on a personal & professional level for me, donning fresh new entrepreneurial shoes with the market launch of my own jewelry label, The Slow Studio.

As The Slow Studio turns one, completing what can only be called a dream year, it makes me nostalgic to think of how far it's come, from being a part of my MA dissertation at the London College of Fashion, to what is now a full-fledged flourishing fashion business! In a million small and big ways, My brand and I owe our strong value systems and success to ISH, from the beautiful corridors of which, my little concept took flight.

Right from acquiring the prestigious Tara Nirula Graduate Scholarship back in 2015, to actually realising the big Indian dream of a foreign education, to endless laughter and deep conversations in the ISH bar with my lovely international peer group, to my beautiful interactions with yourself, to the sleepless coffee-fuelled nights spent in the study rooms, chiselling my brand concept, ISH has been such an integral part of my story. It's hard to even put in words how one place, and a few good people can make such a huge difference to one's life, getting goosebumps as I pen this!

As we move ahead towards newer horizons in 2019, I hope you like this small token of my gratitude, love and best wishes, from 'Binary', the debut collection by The Slow Studio. I hope this makes you proud, and you love wearing it, as much as I loved creating it for you.

Missing you all and sending lots of love & hugs to all of you in London, forever my home away from home.

Here's to hoping we meet again soon!

Love,
Anushka
21/01/2019



ISH ALUMNI, DEVELOPMENT & THE GOATS CLUB

THE ALUMNI TEAM

In October 2017, Jilly Martin and David travelled to New Delhi and Mumbai to host Goats reunions in each city which were incredibly well received. We also hosted a welcome event for new student residents in having a Goats 61st birthday party. This was a fantastic opportunity for the alumni team to connect with students and introduce them to the idea of their potentially lifelong relationship with the house.

In November 2017 we hosted and facilitated TIPS the annual career night. The event is centred around round table discussions hosted by Goats with various areas of professional expertise. This is followed by a networking reception giving the students and alumni the opportunity to connect further.

At the start of 2018 the alumni team expanded with the addition of SOAS scholar Musa Bwanali taking on a part time Alumni Assistant role in preparation for the summer 2018 London Reunion.

Sadly, in January 2018 we received the news of the loss of Liz Ware. We received an overwhelming number of messages from Goats from all over the world. Over 140 messages were received from former residents and were used to create a testimonial booklet distributed at the Liz Ware memorial service during the London Reunion. A scholarship fund has since been set up in her honour and the first scholar is already in place at ISH.

There was a 3-day reunion event in Malaysia in April 2018. Martin, Jilly, and David O'Brien travelled to host the occasion where 26 attendees were

welcomed. There were locally based alumni and also international alumni who travelled to Malaysia for the occasion.

In May 2018 the new GDPR legislation came into effect which meant there had to be a review of the Alumni Department's Privacy Policy, ISH's Data Protection Policy, and amendments to the department's communications strategy and use of data within the CRM system.

The London Reunion 2018 (June/July) welcomed 142 attendees with a total of 34 nationalities represented. There was the choice of 15 events and activities over 5 days, bringing together Governors, alumni, Vice Presidents and scholars.

In October 2018 the alumni department was restructured to incorporate the Fundraising & Alumni manager role expanding the Alumni team to 4 staff members (2 PT 2 FT).

Throughout the year the Goats Ambassador programme continued to grow with an additional 7 alumni committing to the role (from 21 in 16/17 to 28 in 17/18). Some of the countries now represented include Peru, Pakistan, Trinidad & Tobago, India, Hong Kong, Dubai, Japan, and Kenya. The alumni team looks forward to working with these new ambassadors to keep the international alumni community connected.

The monthly Goats Bar nights continued throughout the year, bringing in local and traveling international Goats and providing a space for them to meet with each other. A few highlights included a special festive season bar night with festive food and drink.

Small reunion events kindly hosted by our alumni whilst on various business travel have taken place in a number of countries including Australia, Italy. We continued to receive regular visits at ISH from Goats travelling to London with a number of them through the year opting to stay a ISH.t



Happy 62nd
Birthday



**A TALE OF TWO GOATS
BY AISHWARYA SAXENA**

I am writing this email to express my gratitude to have been able to attend the London meet up. I would also like to thank Peter and Ellenor for paying for my tickets as I am still a student and they did that for me and I cannot thank them enough for all that they have done for me.

It's been an eventful two weeks since the meet up as I was travelling from Edinburgh to Hamburg on a weekend getaway for the weekend after.

It happened so that I dropped my wallet and my BRP and all the cash along with it during the first few hours in the German land.

I went to the police and I was quite distressed and unhappy but then suddenly I remember meeting Christina Von wedel, a GOATS member during the weekend and she had given me her contact details during the supper. And so began an amazing bond. I am still stuck here in Germany but I am happily staying here in Christine's house and she invited me in so warmly that I am overwhelmed and grateful and would really want to appreciate the connection I made during the weekend.

These facilities support the mission with revenue and facilities.

SUPPORTING THE MISSION



CATERING

Our students are able to take advantage of complimentary breakfast 365 days a year, with a vast array of hot, cold and healthy options. Dinner is available every evening at a value for money price to ensure no one goes hungry. Our new catering partner is committed to listening to our students, with regular attendance at the Students/Management Committee, questionnaires and a 'you said, we did' communication board. The feedback received from the students about our new caterers who also support all our dinner events has been exceedingly complimentary.



MAINTENANCE, SAFETY AND CAR PARK

An exciting time has arrived at International Students House with the commencement of an extensive two-year bedroom refurbishment. To ensure value for money, all the furniture and fittings have been standardised and built to last using a specialist student refurbishment company.

The maintenance team work hard to rectify all reported faults speedily, this year has seen the outstanding faults each month fall by 50%. It is also the team's responsibility to check all the facilities and maintain a high standard of Health, Safety and Compliance.

The car parks that International Students House operate are a valuable source of income to support the mission with all the spaces rented to local residents and businesses.

Health & Safety takes precedence in all that we do. We have installed new software to keep on top of all activities, and monitor and review accidents. The Health and Safety Committee meet every month. They are supported by the British Safety Council, of which we are a member, who attend and counsel when needed. In addition, regular training for the whole team keeps the focus strong and at the forefront of our roles.



BARS

The Thirsty Scholar is the place to relax, snack and socialise. The welcoming atmosphere provides a safe and secure environment for the students to meet the on-site team, the Alumni and to make new friends from the many diverse cultures around the world making London their home away from home.



ISH VENUES

The Conference and Events space here at ISH generates valuable income to invest in our charitable mission. The quality of the facilities attracts many local businesses and organisations enabling us to spread the word about our charity to a wider audience. The rooms also allow the opportunity for the students to relax, rehearse, study and enjoy the regular hosted entertainment on offer such as; Masquerade Ball, Chinese New Year, Valentines as well as unique and inspiring talks.



ONE PARK CRESCENT



Paul Weller at 229.London

“ The team onsite was amazing throughout the day. Very professional and helpful. Big thank you to yourself. Very patient and understanding and making it all work out for us. From the initial booking to the end – everything was great

Hats off to the chef and Diana – who catered delicious food and for catering to my weird and wonderful requirements – it was lovely

Bar staff, manager and security guard on the night were really good. Professional
- Devhuti Padhra, Santander

“ Thank you again for your all your help organising this event. It went very smoothly and your team was so helpful and accommodating.
- Chelsea Plowman, Royal College of Physicians

“ Thank you for the use of your venue last week – we are very pleased with how our workshop went and feedback from our guests has been excellent. Thank you to you and your staff for being so accommodating and ensuring we had everything we needed.
- Jon Barrett, Environment Agency (Department for Environment, Food and Rural Affairs

100% of the profit made by ISH Venues goes directly back into our charity International Students House.
We believe every young person should have the opportunity to succeed whatever their background. Together with our university partners and supporters, we provide scholarships opportunities, a home and a social programme to enable students to succeed while giving them a place to belong.
@oneparkcrescent

“ Just wanted to say a massive thank you to you and the whole One Park Crescent team for hosting our event today. Ourselves and all our guests thoroughly enjoyed it, I don't think it could have gone any better! Both the room, equipment and catering suitably fitted all our needs.

Will let you know if we are looking for a venue any time soon as we would definitely come back.
- Max Haskins, Education and Employers

Our goal is to provide a Human Resources function that is supportive, customer focused, and highly effective in attracting, engaging and enabling employees to achieve the ISH mission. ISH employs approximately 120 employees from 30 different nations.

HUMAN RESOURCES

OUR PEOPLE

In 2018 Tessa Win, Operations Director, and Shami Nathoo, Finance Director, joined the Senior Management Team at ISH. Tessa had been working with DeVere Venues, as General Manager of Holborn Bars. Shami was Head of Finance at Central YMCA, and previously worked for Barnardo's.

After many years as Alumni Relations Manager, Jilly Borowiecka has semi-retired, and taken on a new part-time alumni consultancy role within the Goats team. Tracey Duodu was recruited to the new role of Development and Alumni Relations

Manager. Tracey was Alumni Relations Manager at Cass Business School, prior to working for ISH.

The contract with SPIE for management of the ISH maintenance team ended, and the team came in-house on 1st October. Five employees transferred across to ISH through TUPE, and a Maintenance Administrator was added to the team.

To help support Martin Chalker and the Board, the role of part-time Company Secretary has been contracted to Ibi Esso, through Bridgehouse Company Secretaries. Ibi now services all Board and sub-committee meetings, and assists with good governance processes and practice.



COMPENSATION AND BENEFITS

We are very proud that ISH continues to be a London Living Wage employer. This commitment ensures that the 45% of ISH employees who earn the London Living Wage, are earning the minimum wage that reflects the higher costs of living in London.

HEALTH & WELLBEING

We are very aware of the need to support the health and wellbeing of ISH employees, and continue to offer initiatives across the many aspects of organisational wellbeing, including mental health awareness training for all employees, on-site health checks and massage, free pilates classes at lunchtime, a stress awareness talk, group walks in nearby Regent's Park, and support of monthly national campaigns. ISH is recognised as a London Healthy Workplace employer by Westminster Council.

TRAINING AND DEVELOPMENT

ISH continues to promote staff development at a group level (risk management, conflict management) as well as for individuals (CIPD diploma, Communication Skills, Time Management, Leadership, Employee Wellbeing, and Being the Story). With a changing structure, management team and organisational strategy, Diane Wilkinson facilitated a very useful session for managers, identifying departmental and organisational areas of strength and conflict. ISH had its triannual Investors in People assessment and was awarded Silver status, which is valid for 3 years.



ISH's income for 2017/18 was £9,347k, a significant increase of £1,209k on 2016/17 position. Our expenditure also increased to £8,741k from £7,207k in 2016/17.

FINANCIAL REPORT

The increase in income was mostly due to the additional dividend income on the investment portfolio, whilst the increase in expenditure were mainly on the scholarships awarded and other commercial areas.

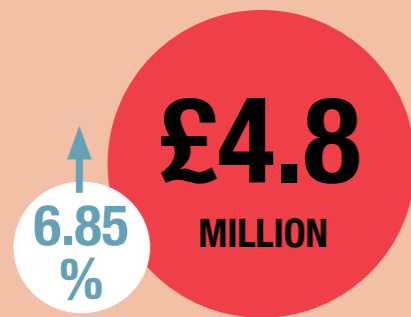
During the year, capital expenditure amounting to £1m (2016-17 £3.7m) was incurred on renovation costs for the rooms; reception area; and the venues.

The final proceeds on the sale of Mary Trevelyan House (MTH) will be received on 29 March 2019 with a net sale proceeds of £66.7m.

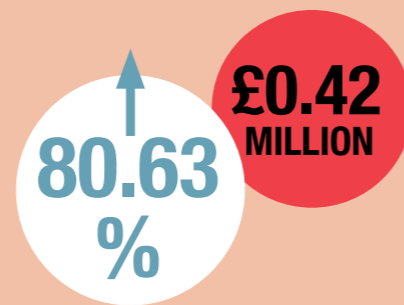
These are extracts from ISH's audited consolidated financial statements for the year ending 30 September 2018. Refer to ISH Annual Report and Financial Statements for more details.

% Income increase since 16/17

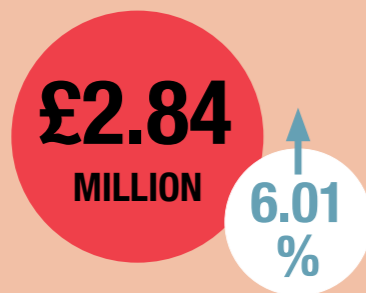
Charitable Activities



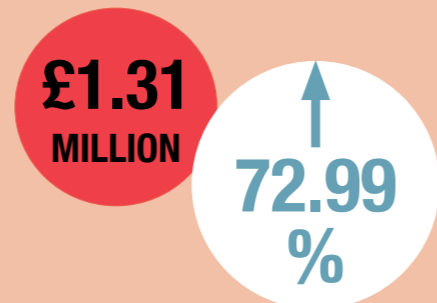
Donations and Legacies



Trading Activities

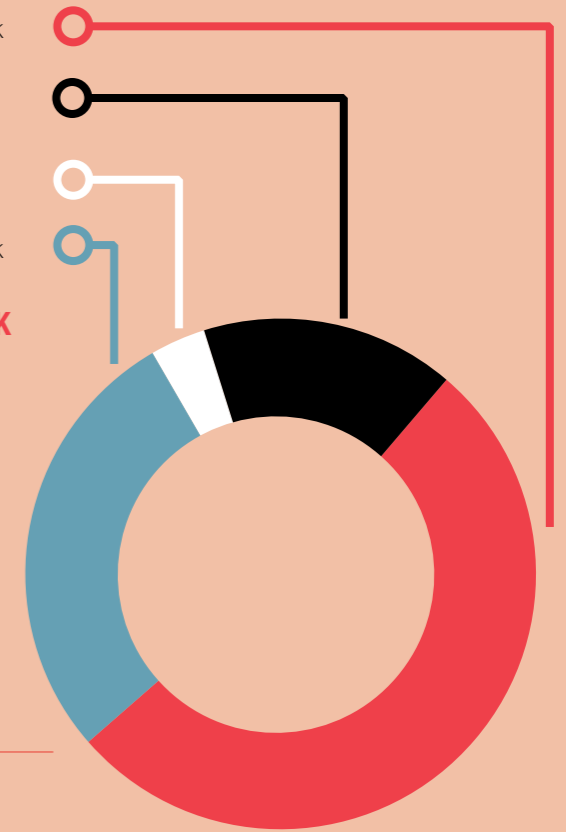


Investment Income



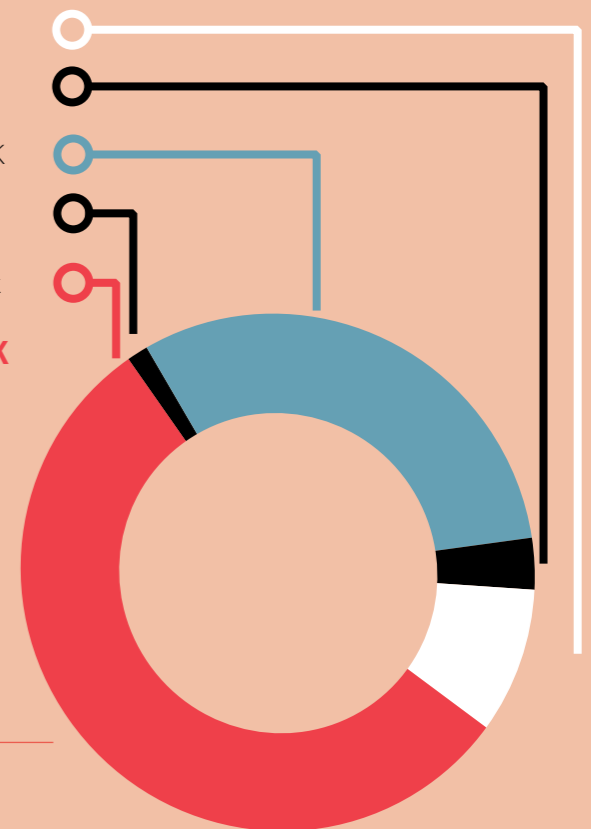
INCOME	2018	2017
Charitable activities	£4,774k	£4,468k
Investment income	£1,313k	£759k
Donations and legacies	£421k	£233k
Trading activities	£2,839k	£2,678k
TOTAL	£9,347K	£8,138K

Income £9,347k



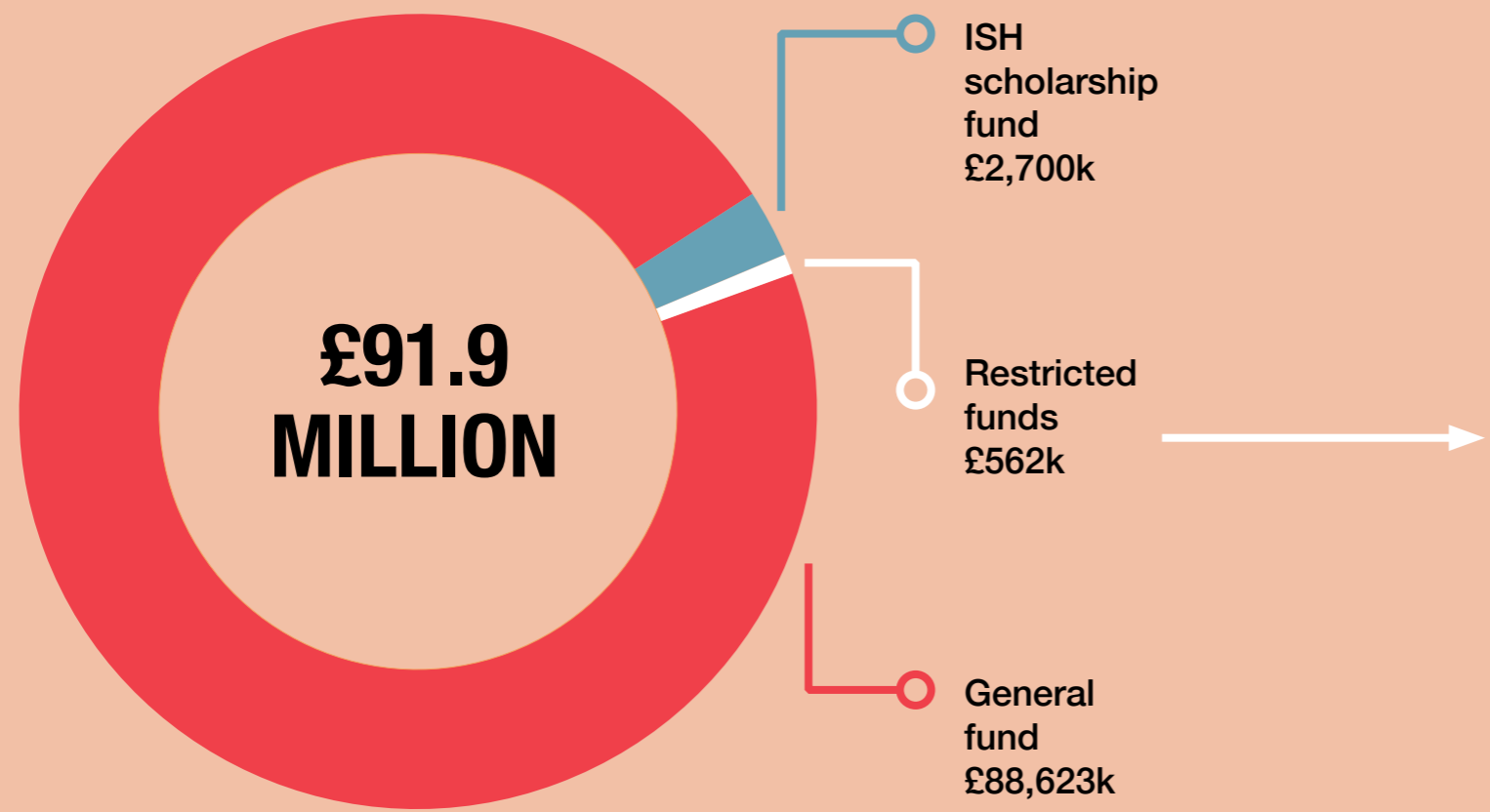
EXPENDITURE	2018	2017
Bursaries and Grants	£849k	£434k
Investment expenses	£230k	£136k
Trading activities	£3,009k	£2,613k
Other	£61k	£56k
Other Charitable Purposes	£4,592k	£3,968k
TOTAL	£8,741K	£7,207K

Expenditure £8,741k



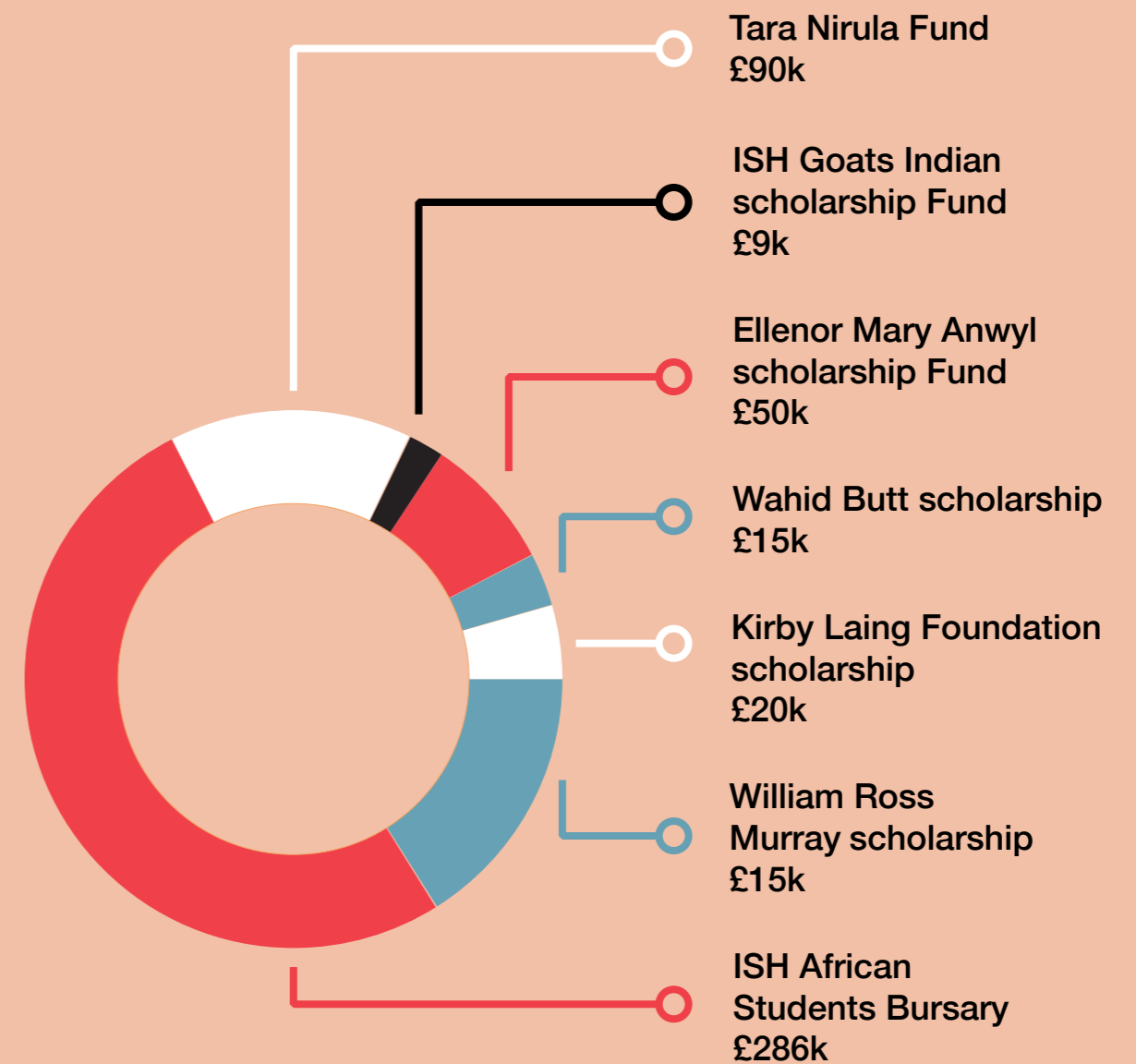
2017-18 FUNDS

Following the strong performance in the year, ISH's total funds at 30 September 2018 stood at £91,885k (2016-17 £88,865k). The fund balances are split by restricted funds for bursaries and scholarships; designated funds dedicated to ISH scholarships and the remainder as general funds available to fund the activities of the charities. The level of free reserves as at 30 September 2018 was £81m (2016-17- £79m) which could fund more than 8 years of operating expenditure.



restricted funds

Breakdown of restricted funds that go towards scholarships with specific conditions. This is on top of the dedicated ISH scholarship fund.



INTERNATIONAL STUDENT'S TRUST REPORT

...the Trust
substantially
increased its
scholarship
programme for
2017-18.



Chair John Garbutt **Trustees:** Anthony Behrens, Keith Mackay
Ex officio: Ken Dytor, Lord Nick Bourne, Ipek De-Vilder
Secretary Bridgehouse Company Secretaries Ltd – represented by Ibi Eso

Chair's report

REVIEW OF ACTIVITIES

The Trust was formed in 1986 when the investment funds of International Students House (ISH) were transferred to the Trust to provide a specialised investment service. International Students Trust (IST) acts as the 'sister' charity to ISH, sharing the same premises and Chief Executive and providing essential support to ISH in the fulfilment of its charitable objectives in three important ways:

1. To generate investment income to fund the scholarship programme and travel club
2. To manage the Mary Trevelyan Fund (MTF) which acts as a hardship fund for overseas students
3. To oversee the investment portfolio for entities associated with ISH in order to ensure the long term sustainability of International Students House.

I am pleased to confirm that the Trust continues to fulfil all of the above objectives.

During the financial year to 30 September 2018, IST's Fund Balance (including MTF) and comprising the investment valuation plus all cash balances not managed within the portfolio, increased from £4,131k to £4,408k. During the course of 2017-18, the Trust disbursed recurrent charitable grants of £327k and hardship funds of £15k therefore totalling £342k (vs a total for 2016-17 of £226k) paid to ISH as detailed in the table overleaf.

TRAVEL CLUB GRANTS

In 2017-18, the Trust also provided £60k (2016-17: £31k) to the ISH Travel Club which enables students to learn more about British history and culture and to discover the country outside London and also nearby cities on the continent. The increase in funding for the financial year enlarged the number of travel club participants from 400 to 485.

MARY TREVELYAN FUND

The Trustees also manage the funds of a subsidiary charity, MTF. The ISH Scholarship Committee has the responsibility for allocating these hardship funds (as it currently does for IST Trust scholarship programme). The MTF enables ISH to help residents and students from ISH partner universities at times of financial emergencies. Hardship grants from the Trust totalled £15k (2016-17 - £21k) in the year. The total hardship grants for 2017-18 was £30k (2016-17 - £22k) attributed to 48 applicants (2016-17: 28) with the additional £15k hardship grants being funded by ISH. The small grants and loans were attributed to students from 29 different countries.

SCHOLARSHIP GRANTS

During the year, the Trust substantially increased its scholarship programme for 2017-18 to £267k (2016-17 - £175k) and this assisted 83 students (2016-17: 47) to reside at ISH in the course of the year. The beneficiaries came from 43 different countries. The scholarship programme contributes to the overall diversity of ISH, and enables talented young people from low-income countries who could not otherwise afford to live and study in London to take up their place at one of ISH's University Partners and benefit from free or subsidised accommodation at ISH.





INVESTMENTS

Given the substantial investment portfolio built up by ISH, it was considered advisable by the Finance and General Purposes Committee that all investment decisions should be co-ordinated by the Trustees of IST, which has been the case since 1986. The overall realised and unrealised surplus in 2017-18 on the Trust investments (for both IST and MTF) was £493k (IST - £463k and MTF - £30k) up from a total of £321k in 2016-17.

I am pleased to say that the total market value of investment assets grew from £28.2m to £43.2m. Investment performance was up on last year due to sound investment strategies producing a total return (capital and income) of 10.2% for the year across all portfolios versus our benchmark of 6.8%. The fund growth included £11.6m from the sale of York Terrace East which was invested across the investment portfolio.

Quilter Cheviot were appointed as the investment advisers in March 2013 and were subsequently moved to fully delegated (discretionary) managers in 2017-18. The IST Trustees continue to be impressed with their quality of reporting and customer service. The Trust invests in a range of asset classes including UK equities, overseas equities, commercial property, infrastructure funds, private equity and bonds.

In summary International Students Trust manages funds that had a market value of £43,173k as at 30th Sept 2018 as

International Students House			£000s
-	General Fund	Unrestricted	35,543
-	Scholarship Fund	Designated	2,700
-	African Bursary Fund	Restricted	286
-	Tara Nirula Fund	Restricted	90
			38,619
International Students House	Unrestricted		3,906
Mary Trevelyn Fund	Restricted		337
Toyota-Shi Trevelyn Trust	Unrestricted		311
Total			£43,173

Note: All figures stated in the table above exclude any cash balances not managed within the investment portfolio.

This is my third year as Chair of International Students Trust, and I would like to thank my fellow Trustees for their great support and commitment during the year, as well as welcoming Mr Ken Dytor, Chairman of ISH, as a new Trustee. I also acknowledge the professional service we receive from our investment managers Quilter Cheviot Ltd.

The Trust is a UK registered charity, but is also proud of its s501 © (3) status in the USA which means we are exempt from US federal taxes. It receives no subsidy from public sources, and has relied

on the generosity of individuals, charitable foundations (such as FISHL in the USA), private companies and others to enable it to continue its work, helping International Students House to sustain a safe and harmonious International community in London.

INTERNATIONAL HOUSES WORLDWIDE

International Students House was one of the founding members of International Houses Worldwide which was incorporated in New York in 2010. IHWW is an affiliation of 17 independent International Houses from across the continents, united by one mission:

“To provide students of different nationalities and diverse cultures with the opportunity to live and learn together in a community of mutual respect, understanding and international friendship”.

All International Houses offer students the opportunity to live and learn in a multicultural environment.

At every I-House, people with vastly divergent beliefs learn to accept differences in thought and tradition. In this multicultural environment, they acquire

intercultural skills that enhance their capacity as future leaders in the global community. The first purpose-built International House was opened in New York in 1924. International House at Berkeley was founded in 1930 and the International House at Chicago in 1932. It was after a visit to these International Houses in 1937 that Mary Trevelyan returned with her dream of establishing a similar residential organisation which would also be open to non-resident students in London. New members such as the International Houses of Harrisburg, Wollongong, San Diego, Alberta, Goodenough College and Bucharest joined IHWW in the last ten years.



WE BELIEVE EVERY YOUNG PERSON SHOULD HAVE THE OPPORTUNITY TO SUCCEED WHATEVER THEIR BACKGROUND.

TOGETHER WITH OUR UNIVERSITY PARTNERS AND SUPPORTERS, WE PROVIDE SCHOLARSHIP OPPORTUNITIES, A SAFE HOME AND A SOCIAL PROGRAMME TO ENABLE STUDENTS TO SUCCEED WHILE GIVING THEM A PLACE TO BELONG.



UNIVERSITY PARTNERS

HELP TO BUILD A BETTER FUTURE AND JOIN ISH TODAY.



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