



AGM REPORT

1st November 2011

Company Number: 07166851

Charity Number: 1135980

NSUN's first ever annual general meeting has been hailed as a great success with more than 100 people taking part.

On 1 November delegates from across England, from Newcastle and Manchester in the north down to Brighton, Portsmouth and Bognor Regis on the south coast, gathered in Birmingham.

Outgoing chair of the NSUN board of trustees Sue Haworth said that the first meeting showed that the organisation was growing and delivering a great service to members.

She underlined NSUN's commitment to its role as a national organisation representing user/survivor groups, organisations and individuals, and to be truly representative of the people on whose behalf it works.

NSUN is, she said, 'absolutely passionate about diversity and equality in all its forms... We are committed to ensuring the voices of minority and marginalised groups and individuals get the chance to contribute fully and be heard, from the grassroots to Whitehall.'

NSUN exists to provide a voice not only for people who are marginalised and experience discrimination because of their mental health, but also for those experiencing multiple discrimination on grounds of race, culture and sexuality, as well as mental health, she stressed.

Sue also emphasised NSUN's fundamental identity as an organisation that is led by its membership: 'Running through the veins of NSUN, in its DNA, is the dedication to working as a truly member-led organisation.'



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Introduction from the Chair

In her welcome to delegates Sue said that NSUN practised what it preached when it came to being a member led organisation with all staff and board members being mental health service users/survivors themselves.

Its elected board of trustees bring a wide range of skills and experience to NSUN, and NSUN itself is committed to supporting and promoting the capabilities of its trustees and members and employing people with lived experience of mental health issues and at all stages of recovery and capability in permanent posts and on contract work, she said.

Sue outlined the steps NSUN has taken in recent months to improve the channels of communication and participation with its members by enhancing its website interactivity and conducting regular website polls and membership surveys.

Membership has shot up by 95% in the past 12 months, she reported. 'We are not in the business of exclusion. We aim to involve all who support our aims and mission. Everybody matters and we want everyone to get as much as they can from NSUN membership. Our members can improve their membership experience by telling us what you find useful and what you would change, develop or start anew.'

Looking to the future, Sue outlined how NSUN will continue to support the development of user-led groups and regional and local networks by using its national profile and expertise to obtain grant funding. 'Grassroots activity is the lifeblood of NSUN. It's where the passion is to be found, new ideas grown and where the most effective support to service users takes place.

'NSUN will continue to promote inclusion of the diversity of voices and inform decision makers. We will continue to call for the inclusion of the less heard groups of service users and help them become empowered to form opinion, be listened to and seek to improve the quality of their lives.'

Introduction from the Manager

Manager Sarah Yiannoullou thanked members, not only for attending the AGM but for their support over the past 12 months. Sarah also emphasised that the organisation came into being because of the passion and commitment of activists over many years who had campaigned for better experiences services, increased involvement, greater influence and alternatives to traditional treatment.

A brief history of NSUN and a summary of past income and expenditure (2006-2010) was provided.

Year	Income	Expenditure
2006 – 2007	£80,775	£27,895
2007 – 2008	£278,675	£210,065
2008 – 2009	£170,000	£232,413
2009 – 2010	£275,458	£216,296
2010 - 2011	£196,535 plus accumulative carry forward and projects funds £113,874	£247,865

Sarah described how responses from the members' survey had shaped the five year strategy and helped to set growth targets against the strategic objectives :

- Communications
- Membership
- Engagement & Capacity building
- Partnership working
- Involvement & influence

Based on the glowing independent evaluation of NSUN, Sarah said she was optimistic for the future and looked forward to seeing the membership and the work go from strength to strength.

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From the grassroots...

Rob Hanlon, Derbyshire

'It's a good idea to have a national organisation and I wish it had happened sooner. I've been in user involvement for 15 years. I've seen organisations come and go because of funding, so it is good to have some continuity and to have an organisation that keeps coming and keeps local and regional groups together.'



Valerie Boreland, Milton Keynes



'Our group joined NSUN about two years ago. We are working on developing a mental health partnership board and coming here has been really good as we can get some ideas about how to expand user involvement in Milton Keynes.'

Alice Hicks, Oxford (below right)

'Coming here today has brought NSUN to life. It's so exciting to see how much is happening. I am really bowled over by seeing what they are doing.'



@FionaArt, London (above left)

'It's great to find an user-led body that is set up for individuals to come to on their own, not as part of an organisation. I've been pleasantly surprised by how easy to use the website is and how it is linked to and supportive of other mental health charities and organisations. I enjoy the surveys and polls and a lot of it is accessible online. For my own health reasons I can't get out of the house much so to be able to do stuff on the internet is very helpful. We need an organisation like NSUN because without them you are stuck at home being depressed, anxious, bi-polar and you don't know what is going on.'

Douglas Taylor, CoolTan Arts, London



'My instinct is very positive from what I have heard today. The growth in membership in a year is exceptional and other organisations – charities, social services – can learn a lot from NSUN's success.'

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NSUN speed briefings...

Dancing To Our Own Tunes reviewed

Mental health service users from ethnic minorities are still not being involved enough in service provision, the AGM heard.

Research consultant Jayasree Kalathil reported the findings of her recent review of the 2008 Dancing To Our Own Tunes (DTOOT) report on the involvement of service users and survivors from BME (black and minority ethnic) backgrounds in mental health user involvement initiatives.

The original report, also written by Jayasree, explored the barriers that exclude BME service users and survivors from involvement, both within the service user movement and in user involvement structures and systems in external organisations such as NHS trusts, local authorities and social care services.

In 2009 NSUN funded and set up, with the Afiya Trust's Catch-a-Fiya mental health service user network, a national steering group (the TOOTS group) to take the work forward. The TOOTS group has since developed a charter and guidelines for BME user involvement and an action plan to take forward the DTOOT recommendations.

The new review looks at what NSUN and Catch-a-Fiya have achieved since DTOOT was first published, and the ongoing barriers and constraints both partner organisations face. It includes the charter, guidelines and TOOTS action plan and sets out a further list of recommendations for NSUN and the Afiya Trust.

'The findings and recommendations in the 2008 report are as relevant today as they were when the consultations were done,' Dr Kalathil said.

Dancing to our own tunes: reassessing black and minority ethnic mental health service user involvement is available to download from the NSUN website at www.nsun.org.uk

User involvement in special hospitals

There is a serious 'lack of clarity' about who is responsible for service user involvement within forensic units, delegates were told. Joyce Kallevik, NSUN trustee and director of Wish (previously Women In Secure Hospitals), outlined the findings of the review of service user involvement in forensic mental health settings conducted by Wish for NSUN.



'Leadership at senior level is essential for people to have a real say in the policies of the hospital,' Joyce said.

A lack of consistency in how hospitals and units defined user involvement, how user involvement structures and processes operated and how (and if) feedback from user involvement initiatives was given to service users, was also identified as a problem.

Another key finding was the poor representation of women in mixed forensic unit involvement structures.

For the study Wish identified 154 NHS and independent sector hospitals and managed to get responses from 48%.

NSUN is currently drafting and implementation plan on how to change practice in the forensic sector and get user involvement higher up their agenda.

Unlocking service user involvement practice in forensic settings is available from the NSUN website at www.nsun.org.uk

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NSUN speed briefings...

Regional matters

NSUN is committed to providing support in every English region and with that in mind delegates heard from our champions from across the country.

Alisdair Cameron, NSUN trustee and team leader of the Launchpad user involvement project in Newcastle-upon-Tyne, underlined the importance of regional networks in enabling service user groups to meet the 'huge challenges' presented by the NHS reforms.

He described how NSUN supported the development of the North East regional network which is now needed to address serious concerns about welfare and service changes.

'Service users are often accused of cynicism but the government has broken the bar. The only way we can influence the powers that be is by getting together and that is what we did in the north east,' Alisdair said.

He urged service user groups to work together. 'Put aside your differences, whatever specific agendas you have, and work on the common themes. Get a broad and deep reach. Park your egos and get things done.'

Saira Walker, newly appointed South East Champion lead for NSUN, completed the NSUN-sponsored leadership training course in June. 'I am looking forward to working with NSUN to take forward their aspirations,' she said



Three Ps make an impact

NSUN workers are at the forefront promoting quality standards for service user involvement, the AGM was told.

Fran Singer and Phil Partridge ran the National Involvement Partnership (NIP) briefly summarised how the group came about and its recent work with NHS trusts and at national level to promote quality standards for user involvement.

NIP was originally set up to promote user involvement within National Mental Health Development Unit. When the unit closed down in March 2011 NIP developed its role as a service user involvement consultancy within NSUN.

It uses a model for involvement developed by research consultant Alison Faulkner. The Purpose, Presence, Process and Impact (PPPI) model provides an accessible way of describing and monitoring user involvement within groups and organisations.

In recent months NIP has worked with Avon and Wiltshire NHS Trust to review service user involvement in the region covered by the trust, with City & Hackney NHS Trust Joint Commissioning Unit and with the national Joint Commissioning Panel and Ministerial Advisory Group. 'We hope to replicate this consultancy work more widely, in other areas,' Fran Singer said.

Survivor researcher network reborn

NSUN has recently brought under its wing the Survivor Researchers Network, originally developed and hosted by the Mental Health Foundation. Jayasree Kalathil is currently conducting a survey of the existing 230-strong membership of the network. 'We thought we should take stock, find out what need there is and what people want the network to do. That there are 230 people in the network suggests people really are interested in using personal experience in research,' she said.

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NSUN speed briefings...

‘Corruption’ of recovery

NSUN is currently conducting a survey of service users’ views on the Care Programme Approach (CPA) and recovery. Dorothy Gould, service user involvement consultant, outlined the survey and the reasons for it.

There is growing evidence, anecdotal and from research, of the corruption of the true meaning of recovery as defined by service users.

‘Psychiatrists think it’s about taking medication and staying safe. For service users, recovery is about hope, control and choice, and having people around you who value you, and opportunities. That’s hard to achieve if the CPA is tied up with coercion,’ Dorothy said.

She urged people to visit the NSUN website and complete the survey and take part in subsequent focus groups. ‘We want a real diversity of views, the wider the better,’ she said.

On Our Own Terms

The survey that led to the creation of NSUN by revealing the need for such an organisation could be repeated.

Alison Faulkner, service user research consultant, announced a new initiative to repeat a canvas of views. On Our Own Terms was a national survey of service user groups and organisations conducted in 2001/02 by Jan Wallcraft. Its findings led to NSUN’s establishment to promote and nurture service user groups.

‘We would like to do something similar to On Our Own Terms – to evaluate and review how far we have come since the report was published in 2003,’ Alison said.

If you are interested in this project, please contact NSUN



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NSUN Business: Financial report...

NSUN's financial position for the coming year 2011/12 is secure, despite having had to eat into its reserves in 2010/11, treasurer Joyce Kallevik told delegates,.

Income for the financial year 2010/11 was £196,525, and it spent a total of £247,865. The shortfall of £51,340 came out of reserves carried over from the previous year, leaving £55,631 to take forward into 2011/12.

Key sources of income included the core grant funding from Comic Relief and the Tudor Trust, and additional grants from the Department of Health, the Mental Health Foundation, and the Big Lottery Awards for All fund. NSUN also generated £10,525 in consultancy and training fees.

Income already identified for 2011/12 includes £100,000 core grant funding from Comic Relief and the Tudor Trust, £15,000 from the Department of Health, and £6,000 from the Mental Health Foundation.

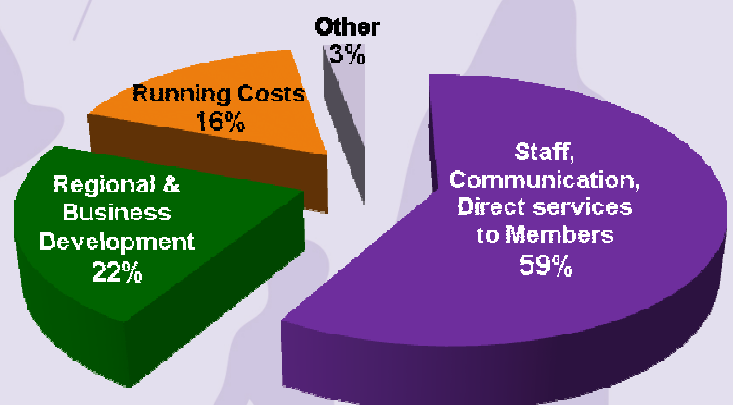
In addition, NSUN has successfully bid for £160,000 from the Esmée Fairbairn Foundation to enable it to employ new information and communications staff, and a grant of £66,000 over two years from the Trust for London for development work in the London region. It has also set a target to generate £14,000 from consultancy and training services.

'We are also looking to diversify our funding streams, such as further training and consultancy work, donor fundraising initiatives and other sources to ensure we sustain our financial position into the future,' Joyce said.



From March 2012, the grant funding from Comic Relief and the Tudor Trust will end but, Joyce reported, grant applications have already been submitted to both organisations for core funding for a further three years to 2015, as well as to the Department of Health for over £500,000 for strategic voluntary section partnership work, and to the Northern Rock Foundation for regional development work in the North East.

Percentage of Funding Breakdown



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NSUN Business: Manager's report...

Manager Sarah Yiannoullou reported back on the charity's achievements in its first year as an independent organisation.

membership nearly doubled over the period, from 516 groups and individuals in March 2010 to 1009 in March 2011. Most of this increase was in individual members, whose numbers more than doubled from 414 to 852.

'This year was very much about strengthening relationships with our members, improving our communication systems and methods and establishing partnerships and securing positions to increase our influence,' Sarah said.

Sarah gave particular thanks to Together, which hosted NSUN for its first three years, and the Afiya Trust, with whom NSUN shares offices in Vauxhall, and the funders. She also thanked trustees, past and present. 'They have worked tirelessly and voluntarily to get us to where we are today.'

Last but not least, she paid tribute to all the activists who have fought for many years to improve the experiences of mental health service users.

'NSUN is about creating, supporting and developing leadership in a non-hierarchical way that challenges oppressive policies, practices and services. We need the infrastructure and credibility to do it and I believe we are moving in the right direction to achieve this,' she said.

Communications and engagement

NSUN has recruited a communications and engagement officer and an information officer as the charity seeks to grow.

Speaking after introducing himself at the AGM experienced journalist and local government councillor Ed Davie said: 'If first impressions are vital it was lucky for me that my first day as NSUN's communications and engagement officer was at the AGM.'

'It was inspiring to meet so many enthusiastic people determined to work together to improve the treatment of people who experience mental health distress.'

He said that NSUN has made a great start and now needs to build on the foundations in order to carry out what members want the charity to do, which is to work for improved services, equality and less stigma.

'In order to do that we need the help of our members: to recruit more members; to keep us informed of what is happening in their area and to engage with the new NHS and social care commissioners to ensure service users have a strong say in their own care,' he said.

Please get in touch if you have any questions or need help with promoting your group or project:

Edward.davie@nsun.org.uk or call 07805 942 095

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NSUN Business: Election of Trustees

NSUN trustees elected

- Carolyn Anderson
- Alisdair Cameron
- Sarah Carr
- Susan Haworth
- Joyce Kallevik
- Nicholas Kennedy
- Kathleen Lovell
- Clare Ockwell
- Julia Smith
- Cyril Towse
- Dominic Makavachuma-Walker
- Karl Willet

Honorary Officers:

Chair: Kathleen Lovell

Co-Vice Chair: Carolyn Anderson

Co- Vice Chair: Dominic- Makavachuma-Walker

Treasurer: Joyce Kallevik

The following new trustees were elected for 2011/12.

Sarah Carr

Sarah Carr is a board member of PACE, a community-led charity supporting the mental health and wellbeing of lesbian, gay, bisexual and transgender people in London, a founder executive committee member of the Social Perspectives Network, and a trustee at the National Development Team for Inclusion. She was instrumental in supporting Shaping Our Lives National User Network set up their SOLNET networking website with the Social Care Institute for Excellence, where she is also a senior research analyst. Sarah is also a member of the National Institute for Clinical Excellence Guideline Development Group for the Mental Health Service User Experience guidelines.

Nicholas Kennedy

Nicholas Kennedy has been chair of the City of London Local Involvement Network since 2009 and is elected representative on the Department of Health's HealthWatch Advisory Group and Programme Board. He was part of a team of service users who took over the running of an organisation following

bankruptcy and was lead liaison to the receivers as well as being a general part of the management team, a six day per week service remains in place to date. He has been a non-executive director of a rural campaigning group and a co-optee on the national steering group of a rural trade union. He works as a volunteer for Stand To Reason and has been an active member of both rural and urban user-led groups.

Julia Smith

Julia Smith is a member of the Pennine Service User and Carer Involvement Forum and has a wealth of experience as a service user trainer, facilitator and campaigner, working with diverse communities. She is a volunteer for Rochdale Mind, delivering WRAP training and facilitating a peer support group. Julia is a member of the Rochdale Borough Users Forum and has worked closely with service providers and the NHS developing policy and products.

Cyril Towse

Cyril Towse has been a Crisis Advocate with East Cheshire Advocacy based in Macclesfield since 2000. He has been a governor of the Cheshire and Wirral Partnership NHS Mental Health Foundation Trust for two years and is one of two deputy lead governors. Cyril chairs the Strategy Group Sub' Committee of the trust and also sits on the Membership, Involvement Groups and the Appointments Committee. He has previous commercial experience as group director. In the late 1990s he was appeals director for the Cheshire Wildlife Appeal Fund.

Karl Willet

Karl Willet has been a mental health activist for many years. He has been interviewed, discussing his experience of psychosis for Healthtalk online and has spoken on BBC Northampton radio station discussing his art work.

Karl was featured in the press as an activist protesting with a sandwich board outside Downing Street against the high of mass unemployment in the 1980s. A local firm employed him after reading his story.

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From the grassroots...



Denise Forde, Afiya Trust

'User involvement isn't getting better. It's probably getting worse, especially around black and minority ethnic user involvement – or lack of involvement – in mental health policy. The government's Delivering Race Equality programme didn't achieve what we were hoping it would and we are just left feeling what was the point, what has it done? With the Dancing to Our Own Tunes charter and guidance, in one year NSUN and Afiya have equalled five years of the government's efforts.'

Douglas Taylor, CoolTan Arts

'The climate is dire. We have cuts in council jobs and at our local mental health trust – how are people going to get jobs and care, what happens when people fall through the net? I think more and more groups are going to be marginalised and will be meeting in someone's living room.'



Nick Kennedy, newly elected trustee

'Service user involvement is right at the top of the agenda in theory. We suddenly have a situation where every provider and commissioner wants some service user voice and to have a reference group up and running. The challenge for us is to make sure our voice is heard and the danger is, if we don't do that, they will pick and choose the usual suspects to do the job on our behalf and the groups getting to the most meetings will be the ones whose voice is heard. NSUN is doing the right thing, enabling the voice of those of us who have experienced mental health issues and our groups to be heard without usurping that voice and becoming its proxy and taking it over. It doesn't claim to be the voice of the service user; it says "Here is the voice of the service user, why don't you listen to them?"'



Rob Hanlon, Derbyshire

'I think people are realising what user involvement is – it's doing things for ourselves rather than being dependent on services and it's becoming more detached from services. For trusts and commissioners, user involvement is just tokenism. They just do it for the sake of ticking the box and complying with what is expected of them.'

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From the grassroots...

Carole Murray, Capital, West Sussex

'Service user involvement is getting better and better, even though services are getting worse. There's both a greater strength of user involvement and more opportunities.'



Mike Llywelyn Cox, Norfolk

User involvement is struggling to improve in Norfolk. I am a member of the Norfolk Coalition on Disabled People. I would like that kind of pan-disability to be happening in other disability organisations. NCoDP really has improved in pushing user involvement. It's pushing against a closed door but we are managing to open it by degrees. 'NSUN has come on excellently. It has improved the extent of its contacts with the rest of the country but it hasn't done it sufficiently yet. It hasn't a presence in Norfolk and the East of England. I would like an East of England regional network. If NSUN had internet conferencing then I would be able to take part in meetings without travelling to London. That is a major barrier, because of my disability.'



Caroline Hough, London

'The way we represent ourselves needs to change. It is likely to be more constructive if we as service users work with providers and commissioners towards improving services. We will have differences, we all have differences but we have to co-operate to find a way to go from A to B to C. If you try to go from A-Z the gap is very big and you may fall into it.'



Stephen Behrman, Viewpoint, Hertfordshire

'User involvement is getting a lot better in Hertfordshire.'

We are actively working with service users to help them recover. Viewpoint is getting more recognised. The NHS is much more receptive to user involvement. Things have dramatically changed in the last couple of years



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Peer support & recovery presentations...

Mental Health Resistance Network

Denise McKenna of the Mental Health Resistance Network called on NSUN members to support their ongoing campaign against the benefits cuts. The Network is organising a nationwide protest in April 2012 against the new Care and Support Allowance (CSA) assessment.

'The government's aim is to reduce the number of people claiming Incapacity Benefit. They are sending us back to work on the basis that reasonable adjustments can be made for us, but there is no way of assessing what adjustments need to be made. The test is completely inappropriate for people with mental health problems. It is nothing to do with getting us off the scrap heap and into jobs,' she said.

Talking treatment audit

Guest speaker Catherine O'Neill reported early findings from a national audit of psychological therapies for anxiety and depression, shortly to be published by the Royal College of Psychiatrists Centre for Quality Improvement, with government funding. Catherine works for Anxiety Care and is the service user lead on the audit.

The audit covers a total of 358 NHS-funded services and therapists providing treatment for anxiety and depression to adults over the age of 18, both within and outside Improving Access to Psychological Therapies sites.

Service users have been involved in focus groups advising the audit and on its steering group. Some 11,000 people receiving therapy have given feedback to the audit. 'That is a considerable body of personal experience and evidence,' she said.

The audit highlights a number of concerns and what service users think is important about therapy: the therapeutic alliance, length of waiting times, number of treatments, information about the treatment before starting therapy, choice of type of therapy, therapist and treatment

times, and what happens when the treatment ends. The College will be working with services to improve practice and processes and a second audit will be conducted in 2012–13 to measure change.

Peer support at risk

Service user/survivors should seize the initiative and create their own national standards for peer support workers.

This was the call from several speakers who voiced their concerns about the conflicts facing peer support workers employed on NHS wards.

Torsten Shaw, project leader of the Nottingham-based service user-led training consultancy Making Waves, fears that peer support may go the same way as recovery, and be co-opted and corrupted by NHS professionals. Peer support workers are being asked to do the work of nurses, directly contravening the principle of an independent worker with lived experience of mental distress who works independently alongside service users, providing a model of hope and recovery, he said.

Peer support is being 'colonised' by the mental health service, in the same way that recovery has been redefined according to the medical model and used against mental health service users. 'What we want is people who can share their experiences and operate around us in a way that is different from staff. But with fewer nurses on the wards, peer support workers are being asked to take on some of their role, and that includes control and restraint. I know of peer support workers who have left their job because they can't cope with that conflict,' he said.

Peer support workers risk becoming low-cost replacements for nursing staff. 'Certainly in Nottingham peer support workers aren't in addition to the team. They are freezing nursing posts and filling them with peer support workers. The enthusiasm of PCTs and trusts clearly has a financial element.'

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Peer support & recovery presentations...

Torsten also criticised the lack of career progression for peer support workers.

'We should be setting our own standards and stating what we mean by peer support, and the minimum things that have to be in place to employ them. What I find upsetting is in five years time people will be saying peer support workers are a waste of time and that would be a sad loss.'

Anne Beales, Director of Service User Involvement at Together and a co-founder member of NSUN, echoed Torsten's concerns and his call for user-defined national standards for the peer support role. 'Our ideas are being hijacked. Are service users being empowered to deliver peer support themselves or are peer support schemes being imposed on isolated, individual workers so they end up adopting and reflecting the mental illness model? Peer support work must be provided by peers and led by peers.'

She called on existing user-led national organisations offering peer support, such as the Manic Depression Fellowship [now the Bi-Polar Organisation], Hearing Voices and the Depression Alliance, to 'drop your boundaries and become very good friends very quickly and work together to ensure service users have access to genuine peer support'.

Clare Ockwell, NSUN trustee and chief executive of the user-led training consultancy Capital, based in West Sussex, described a peer support project that they have set up on acute wards across the county with the support of the local NHS mental health trust. Capital employs nine peer support workers who each work a ten-hour week on the wards. 'This is our way of doing it. Our peer support workers know how to keep safe. They don't do control and restraint. They don't write in people's notes. What they do is role model hope, show people they can get better, and work flexibly, as individuals, not to a formal template. They are helping people feel better and, probably most important, making people feel listened to.'

She underlined the need for service user organisations to seize the initiative and set the training and quality standards agenda. 'I am a team leader. I trained and developed other peer support workers. There may be other career pathways we can develop. We need accreditation and national standards that we set. We believe in taking it from the people who know, not from the ones who think they know.'



Recovery dogs at the AGM

Nick Kennedy, emphasised the importance of finding routes of influence in the current climate of change and cuts. 'This is a time to exercise our rights and lobby for real choice' and control.

Raza Griffiths, coordinator of the Social Perspectives Network project PowerUp! project, shared information about the LGBT Personalisation event in December. This was an opportunity to explore the opportunities and challenges which affect different communities around Personal Budgets. Raza explained that the PowerUp! project comes to an end in March 2012.



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The future...

Our first AGM and members' day can be viewed in many ways as an important milestone in the journey that NSUN has taken.

Members, staff and trustees often face obstacles made more complicated by a very difficult economic climate, but we are stronger for being together and that support was at its most visible when we gathered in Birmingham.

As our chair, Kath Lovell, said to sum up the day: 'we can often be put off by the enormous mountain we have to climb, but let's not forget to take time to stop and look back to reflect and be proud of how far we have come.'



Strategic themes: growth targets	2011	2012	2013	2014	2015
Communications	Communications post Reach of 3000	Engagement post Reach of 4800	Reach of 9600	Projects Manager post Reach of 19200	13 editions of Network Reach Of 38400
Membership	1000	1600	3200	6400	12800
Engagement & capacity building	3 connected regions	4 connected regions	6 connected regions	8 connected regions	9 connected regions
Partnership	2 partnerships	4 partnerships	6 partnerships	8 partnerships	10 partnerships
Involvement & influence	300 people	600 people	900 people	1200 people	1500 people

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Feedback...

- I have belonged to NSUN from the outset - coming here today it seems so much more REAL. It's **so** exciting & has really inspired me. I feel a bit isolated in my area (Oxford) & it's great to be with others! I feel so comfortable & **understood**.
- Tell us more how some users' views are inputted into NSUN
- The research is clearly there already, social support works, medication on the whole harms
- Where do I send my begging letters to?
- More reports from local groups
- More interactive workshops
- Have an AGM every year?
- NSUN is large we are very small & easily overlooked
- Inspiring to see how much work is being done for service users and moreover how much work service users are doing for themselves
- Recovery can only happen when you are ready to try, no-one can force you to do it. They can only hold your hand and hope you won't give up on yourself!
- A charismatic leader, a banner to follow & a clear agenda
- A vigorous campaign
- I really enjoyed myself here. Quite a lot of good organisations and improvement being done. Keep it up. And may your wishes be granted!!
- We really need to find ways to work together more. Can NSUN help promote, co-ordinate this?
- People should not be ignored when they struggle with their symptoms while they are trying to do something they enjoy (in my case bowling & darts) I get anxious but I can't help it. People don't understand they say I'm being childish / you need to grow up. I have fun going out mixing with people & I just need support when things don't go exactly to plan. I need people to understand more about my condition (Aspergers)
- No more rich people & poor people

- Peer support workers should / could retire to the House of Lords
- Worth the journey from W.G.C.

What was good?

- Seeing how far NSUN has come
- Great to see so many people together
- It feels great to be with other people with 'lived' experience
- Good to be here meeting people
- Great to see the 2 gorgeous dogs. Pets can really help in recovery. Stephen Behrman
- Met people I hadn't seen for years.
- Networking GOOD
- Everything fantastic
- Everything was really good except the powerpoint presentations not working
- Love the chocolate muffins
- The cheesecake was superb!
- Band were very good
- Music concept
- The drumming & jamming was excellent

What wasn't so good?

- Less speakers more groups / workshops
- Not sure if having everyone sat all day being 'talked to' is a good idea or not?
- More audience participation???
- Information about support available for people
- More opportunity to meet people
- Not enough lunch/food
- No bins in lunch room
- Chairs to sit for lunch
- No choices for lunch
- MORE FOOD - late people didn't get any. I didn't have much—it all went fast
- WOT NO FRUIT? Food & Mood
- Some vegetables perhaps?
- Did not know about change of venue
- Access poor! Better access Better parking
- PARKING!!! – After a 4 ½ hour trip I had to drop off my passengers & then go looking for a space
- Got stuck on M1 as well – can you improve our national infrastructure whilst you solve the parking problem (joking!)
- Music / band too loud
- Putting a noisy music when people are networking is not helpful

AGM REPORT

1st November 2011

New chair Kath Lovell thanked her fellow trustees and supporters. 'It is an honour to be in this role,' she said. 'NSUN isn't just about organisations doing the work; the work is done by you guys every single day and doing it together.'

'Thank you to all the volunteers, staff, trustees, funders and of course the members for supporting the first NSUN annual general meeting.

We look forward to 2012 and continuing to work with you all.'

Sarah Yiannoullou, Manager



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