



# ANNUAL REPORT

## EXECUTIVE SUMMARY

# 2010 - 2011

Company Number: 07166851

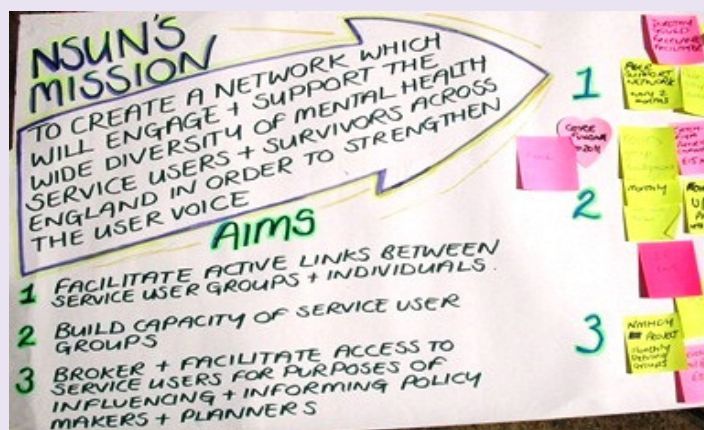
Charity Number: 1135980

*“Treat people as if they were what they ought to be and you will help them to become what they are capable of being.” Goethe*

### Welcome from Sue Haworth chair of the board of Trustees

Welcome to this year's annual report summary. This is the last time I will write to you as chair, as I am stepping down from the post at the Annual General Meeting. I do so at an exciting but challenging time. The National Survivor User network (NSUN) is an independent, national service user led mental health network. absolutely passionate about diversity and equality in all its forms. We celebrate the wide variation of our membership and are committed to ensuring the voices of minority and marginalised groups of people or individuals get the chance to contribute fully and be heard from grassroots to Whitehall. We know of the multiple profiles of discrimination that some of our members tell us they face. One member reminded me “I have always had to assert myself as a Chinese and a gay man, I live with mental health issues too. I'm not alone having a number of issues that can cause me discrimination.” Running through the veins of NSUN, in its DNA, is the dedication to working as a truly member led organisation. There are systematic ways we achieve this;

- NSUN reconfirms / recruits to its board of Trustees and Officer positions at regular intervals to ensure a variety of voices and the benefit of fresh eyes to issues.
- NSUN seeks to recruit service users to its Board who have education, experience and skills in the various functions of running an organisation. We seek also to develop skills in our board members.
- NSUN offers supportive systems of working with Trustees and all of our members. We seek to engage service users at different



Levels of recovery and capability and will adapt for people at times of difficulty.

- NSUN seeks to employ service users and people with the lived experience of mental health issues to paid posts and contracts in the organisation. We seek too to be an exemplar employer showing continuous concern for staff welfare, morale and personal development. The Board is always looking for members input on how it can improve its strategic management of the organisation. If you have ideas or come across best practice working examples, we want to hear from you.

NSUN is further progressing systems to capture our members views, concerns and ideas and to make our systems as participatory as possible. We are not a ‘consult only’ organisation. What you say as a membership body truly shapes NSUN’s work and priorities. We have increased our polling on the NSUN website and will continue to make it more interactive, effective and relevant. We continue to complete membership surveys that, via analysis, shape our direction.

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*“There is a real need for a national group which will empower, equip and enable users to become actively involved in service provision and development. It lets me know that I am not alone in the fight for improvements.” Member quote from NSUN’s Members’ Survey 2010*

NSUN membership continues to climb and has increased by 95% between March 2010 and March 2011. We continue to offer individual membership and membership to groups that involve service users. We are not in the business of exclusion and aim to involve all who support our aims and mission. You may be more carer than service user today; Everybody matters. We welcome your involvement wholeheartedly. We want everyone to get as much as they can out of NSUN membership. We want to hear from you if you feel you could benefit more. Members can improve membership experience by continuous feedback on what you enjoy and find useful, and by telling us what you would change, develop or start anew.

One stream of funding NSUN seeks is funding for regional and sub regional level activity. Our mission is to grow more service user led groups in England and to improve and enhance groups that already exist by connecting more service users up to each other. Through transformational leadership, which is democratic and nurtures people’s skills and motivation, all of us can have a stake in growing groups that foster talent, work harmoniously and last. Many of you are already part of some really effective groups. The grassroots activity is the life blood of NSUN. It’s where the passion is to be found, the new ideas grown and the most effective support to service users lives takes place. I want to congratulate every NSUN member for the time and effort they have given in their local areas, to local groups and to local service users. NSUN remains indebted to the hard work of its staff and volunteers who show dedication to NSUN every day. Many often work above and beyond what is expected which is monitored as a welfare issue.

We have Funders who deserve our Sincere Thanks and gratitude notably; Comic Relief and our contact Laura Rollings, The Tudor Trust and our contact Catriona Slorach, Trust For London, and our contact Austin Taylor-Laybourn, Mental Health Foundation, Awards for All, Esmée Fairbairn and the Department of Health.

We thank our Partners and supporters in the mental health field who are numerous and will feature later in the body of this report.

Our members are wide and diverse and need a variety of engagement methods to promote the inclusion of a wider variety of voices.

Engagement by decision makers with service users needs to be meaningful, fair and effective. NSUN will continue to press this case and seek to show leadership to the decision makers on this issue. We seek funding for the National Involvement Partnership (NIP) to pioneer much better work in this area as the new commissioning models in England take shape. “No Decision About me Without Me.” NSUN will continue to inform decision makers; You need to be able to communicate with each and every service user to make this happen!

NSUN will continue to call for the inclusion of and listening to the less heard groups of service users and we will continue to help them become empowered to form opinion, be listened too and seek to improve the quality of their lives.

I wish everyone a wonderful Members Day and hope to meet lots of members. May you be inspired by the NSUN projects, enjoy networking with like minded people and that everyone feels re-energised and fully included as part of the mental health service user movement. If you are reading this and will not be able to / have not been able to make it to Birmingham I hope you can make it to an NSUN event in the future.

**Sue Haworth**  
Chair

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*"I think it is vital that such an organisation exists to keep people up to date and allow a wider group of people to inform national policy and initiatives." Member quote from NSUN's Members' Survey 2010*

## Welcome to NSUN's annual report and accounts for 2010/11 from Sarah Yiannoullou the NSUN Manager.

The past 12 months have seen the launch of a new strategy for the National Survivor User Network (NSUN). NSUN has developed its strategic plan for the next five years based on the responses to its July 2010 members' survey, which achieved a 20% response rate. NSUN heard what members had to say and determined the strategic themes for the next five years based on their responses.

Members gave a clear indication that they want a national body that is able to influence and promote the direct voice of people and provide leadership. Members spoke of their wish for influencing to be taken up more effectively, particularly in a time of cutbacks and uncertainty. They specified a need for talking to government and expressed a real concern about the need to preserve and strengthen the independent user voice. The strategy sets out how we intend to do that. This year was very much about strengthening relationships with existing members, improving our communication systems and methods and establishing partnerships and securing positions to increase influence. In May 2010 NSUN became a fully independent charitable company. Together, which 'hosted' NSUN since our Launch in 2007, helped us enormously through the process, ensuring it was smooth and well managed. We owe Together a huge thanks. We also owe the Afiya Trust our thanks and gratitude for being such supportive hosts at our shared offices at Vauxhall. This arrangement has resulted in a continuing working relationship, exploring the barriers to and solutions for meaningful participation of service users and survivors from black and minority ethnic (BME) backgrounds in mental health user involvement initiatives. In June 2010 a Charter was produced by the TOOTS group, the steering group of Catch-a-Fiya and NSUN members, set up to take the

recommendations of the Dancing To Our Own Tunes report forward.

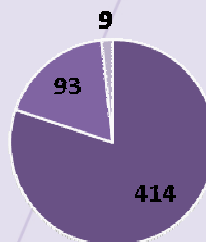
**Our vision is** to bring mental health service users and survivors together to communicate, feel supported and have the power and the platform from which to have direct influence at a national level.

I would like to thank all of our Trustees, past and present who have worked tirelessly (and voluntarily) to get us to where we are today. We must also acknowledge that NSUN would not be here if it wasn't for the many activists (over many years) who have sought to improve experiences of mental health services on behalf of others.

NSUN isn't about imposing leaders but 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.

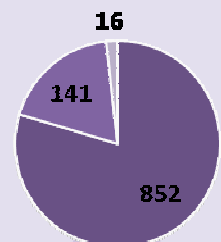
**Membership figures  
March 2010: 516**

■ Individuals ■ Groups ■ Allies



**Membership figures  
March 2011: 1009**

■ Individuals ■ Groups ■ Allies



Our membership figures almost doubled this year and so our challenge is to meet the needs of a fast growing membership whilst balancing expectations with existing resources.

Most importantly I want to thank the staff, volunteer workers and all of our members for their support, dedication and commitment over the past 12 months. Our successes are shared and a result of collaborative work that is motivated by a unique passion.

**Sarah Yiannoullou  
Manager**



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## NSUN's History, Aims and Objectives

NSUN is a mental health service user led organisation established in 2007, following the recommendations of the 'On Our Own Terms' report 2003 and the service user led conference 'Doing It For Ourselves' 2006. 'On Our Own Terms' recommended: *In order for the movement to reach out to greater numbers of service users/survivors and to have a substantial influence on mental health policy and service provision, there needs to be a strategy...with the following aims:*

A. To build the capacity of the movement to support and represent service users/survivors.  
B. To strengthen and develop user involvement nationally and locally so that it can have a real impact on service provision. In 2009 NSUN received £750,000 from Comic Relief and the Tudor Trust for a five-year period from 2007 to 2011.

**Our mission:** to engage and support the wide diversity of mental health service users and survivors across England in order to strengthen the user voice.

### Our aims:

- To facilitate active links between service user groups and individuals.
- To build capacity for service user groups.
- To broker and facilitate access to service users for purposes of influencing and informing policy-makers and planners.

### Our values:

#### Solidarity- Equality - Integrity- Diversity

- Openness and transparency
- To support user/survivor organisations – not replace or supersede them
- To ensure that currently under-represented groups have a voice
- Equality and respect
- Valuing diversity
- To be of value to the user/survivor movement

For the first two years a hosting arrangement with Together provided essential finance and human resources support services to NSUN as it was establishing itself as a national network. The governance remained with NSUN at all times, with all strategic and operational decisions made by NSUN staff and the management committee.

In March 2009 a permanent Manager was appointed and in May 2010 NSUN became an independent Charitable Company. NSUN must manage its activities in the context of constraints relating to:

- Staff resources
- Financial resources
- Volunteers capacity

NSUN never aimed to establish itself as a large organisation and has always relied on a small team. Working under pressure within a highly politicised environment requires a high level of attention to the support that the team receives through supervision, training and professional development opportunities. Prior to independence each post was reviewed to ensure that terms of employment reflect the level of experience and responsibility of the post.

Between 2009 and 2010, NSUN was successful in obtaining support from Pilotlight to strengthen its infrastructure. This support along with two NSUN development days with staff and trustees and a membership survey have all contributed to the strategic planning process over the last 12 months.

NSUN has five strategic themes (Communications, Membership, Engagements, Partnerships and Involvement and Influencing) that have informed the strategic objectives and a framework for a work program over the next five years. The priorities will be reviewed annually.

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## Ensuring our work delivers its aims

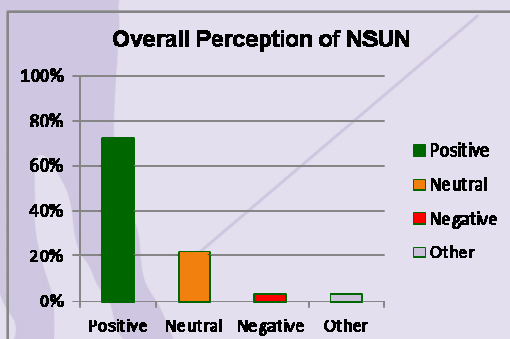
We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review helps us ensure our aim, objectives and activities remained focused on our stated purposes.

Developing systems for evaluation, monitoring and quality assurance was a priority that was developed in consultation with funding bodies. An external evaluator designed an evaluation framework and implemented a monitoring system. In December 2008 the independent evaluation report described perceptions of NSUN as:

- Not entirely or authentically service user led
- Low awareness
- Lack of clarity of what it does and is for
- Not representative

These points were recorded as a baseline against which to compare reputation and perceptions of NSUN and how they change over time. Evaluation systems include reporting procedures to funding bodies, the Board of Trustees and the wider public, quarterly reports that monitor and evaluate inputs, outputs and outcomes and an annual survey with members.

NSUN needs to demonstrate to the outside world, including funders, that it is maintaining the highest possible standards in dealing with its staff, members and partners. The overall perception of NSUN has significantly improved since 2008, as illustrated in figure below showing a summary of responses from the 2010 annual members' survey.



### Members' Annual Survey

95 questionnaires were returned and from these we were able to collect a great deal of information. Members' views were incorporated into NSUN's strategy. Members spoke about the need for NSUN to grow its membership and improve credibility. By far the most consistently expressed desire regarding NSUN's future direction in the survey was for more policy and campaigning work.

*'I think there is a need to do lobbying work and make sure the voice of mental health service users in particular is heard as the government continue to make plans which will reduce spending, benefits and mental health services...[NSUN] should do much more campaigning.'*

*Member quote from NSUN's Members' Survey 2010*

### Project Evaluations and Consultations

- North West regional consultation
- Communications survey
- London training network survey
- National Involvement Partnership evaluation

### Independent Evaluation of NSUN

In August 2010, Comic Relief commissioned Brightpurpose Consulting to carry out an evaluation of NSUN. It concluded that there is still a need for a national network, and that NSUN is the most appropriate model for continuing this work, creating 'a coherent chain of service-user infrastructure from the very local up to the national.' If NSUN was to cease operation, stakeholders believed it would essentially undo the work and achievements of the past four years.

### Risk assessment and mitigation

Service user/survivor led initiatives continue to be perceived as high risk by some statutory partners and funders. In its fourth year NSUN is addressing these fears and proving that an independent national service user/survivor led network is possible. In addition to an operational risk register, NSUN has explored the risks that threaten the delivery of this strategic plan and the necessary steps and activities that that will avoid or minimize negative impacts.

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## NSUN's Activities and Achievements

*There is a real need for a national group who will empower, equip and enable users to become actively involved in service provision and development. It lets me know that I am not alone in the fight for improvements."*

*Member quote from NSUN's Members' Survey 2010*

### Activities include:

- Supporting regional networks to link individuals and groups locally,
- Commissioning research, such as:
  - ⇒ Dancing To Our Own Tunes: reassessing black and minority ethnic mental health service user involvement,
  - ⇒ Unlocking Service User Involvement Practice in Forensic Settings
  - ⇒ Service Users' Experiences of Recovery under the 2008 Care Planning Approach',
- Co-ordinating the National Mental Health Development Unit service user and carer involvement contract and leading the coalition of partners
- Developing a national resource and framework for involvement standards (PPPI)
- Operating a national Service User Involvement Workers Peer Support Development Group
- Working with the Department of Health as a Strategic Partner.
- Sending weekly e-bulletins to members
- Producing a bi-annual publication Network
- Signposting, training and supporting
- Service user led research

### Achievements include:

- Becoming an independent national service user led organisation
- Increasing membership by 95% in 12 months to over 1000 members
- Launching a new website and information/ emailing system
- Networking of internal IT systems
- Advanced technology integration of database, website & digital communication
- Establishing a social media profile
- Strategic Partner with the Department of Health
- Influence of NSUN reaching other national and international networks
- Leading the partnership for the service user and carer involvement contract with the National Mental Health Development Unit (NMHDU).
- Facilitating the direct involvement of 46 people in national policy work
- Implementing the first stage of the Dancing To Our Own Tunes recommendations in partnership with Catch-a-Fiya
- Developing a National Involvement Project and a service user involvement standards framework
- 20% response rate to the 2010 annual members survey
- Producing 5 year Strategy





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## NSUN Projects

*"I like the way NSUN is a means of bringing together the many different user groups so that we can all pool our knowledge and experiences and learn how best we can work towards a caring society with more humane ways of understanding mental health issues"* Member quote from NSUN's Members' Survey 2010

**Dancing To Our Own Tunes: Reassessing black and minority ethnic mental health service user involvement.** The steering group To Our Own Tunes (TOOTs) was set up in 2009 to take forward the recommendations from the report. The first stage of the work was completed in June 2010 when the Business Plan and Charter were produced. A plan for the next stage is being negotiated with Afiya Trust and the 'Dancing To Our Own Tunes' Report is will be updated and reprinted

### Unlocking the Door to Service User Involvement in Forensic Settings

NSUN commissioned WISH to undertake a comprehensive information gathering and analysis. The final report has been received, the status and launch of the report is to be agreed. The report will form the basis of a funding bid for some user led action research on embedding user involvement in forensic settings.

### Regional Networking

NSUN supported South East and North East networking investing £30,000 in local work. This funding supported regional meetings, newsletter production, communications with commissioners, peer support initiatives and Leadership Training. Work in the North West, South West and London was also strengthened this year via projects and partnership working.

### National Involvement Partnership

NIP has developed a database of service users and carers who expressed interest in involvement in policy development. The partnership has a feasible infrastructure for the involvement of service users and carers to contribute to mental health policy development. The project started with 60 individuals who were already engaged with NMHDU's work. It now has over 200.

### Service Users Workers Peer Development/ Support Forum

At the request of members NSUN set up a national forum for people who have lived experience working in service user involvement roles. The group met four times over the last 12 months. Issues to date have included; the changing role of involvement workers, isolation, training and development needs, organising and mobilising people to get involved and other issues around professional credibility within organisations.

### Strategic Partner Programme

NSUN was one of 8 partner organisations that were successful in becoming the mental health voice in the Third Sector Strategic Partner Programme 2010/2011. NSUN brings a user led focus to the partnerships' work and distributes Department of Health information to members.

### Research: Service users' experiences of recovery under the 2008 CPA

The first stage has been preparing for ethical approval and negotiating with partners. The necessary paperwork has now been completed and an agreement established for the North East London Foundation Trust to be the lead research and development contact.

### Survivor Research Network (SRN)

The Mental Health Foundation had a series of discussions with NSUN about reviving and strengthening SRN. A consultation has been conducted with the existing SRN network regarding NSUN providing future support and coordination.

### London Sharing Network

NSUN has facilitated a further two sessions in partnership with South London and Maudsley NHS Foundation Trust 21.1.10 and 10.2.10. to support graduates of the Changing Minds programme to continue to meet together.

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## Treasurer's report

Although NSUN came into being in 2007 under the umbrella of Together, this is the first year that NSUN has had independent audited accounts. Income during the period 2010/11 was £196,525 and expenditure was £247,865, the shortfall of £51,340 was drawn from the reserves of £113,874, which were carried forward from the previous year. At the 31<sup>st</sup> March 2011 NSUN had reserves of £62,534.

Ninety five per cent of income during the year was restricted funding, that is funding restricted to support specific work or projects. Of this restricted funding the majority, £120,000, comprised of charitable trust funding from Comic Relief and Tudor Trust, which has supported the core development of NSUN. Comic Relief and Tudor Trust have been the main funders of NSUN since its inception; without which it would not have been possible for NSUN to have developed into the stable and significant organisation we have become. The remainder of the restricted funding came from three sources: statutory funding from the Department of Health, £51,000, to support NSUN's strategic voluntary sector partnership work, and work to support user and carer involvement on all aspect of mental health policy and service delivery; the Mental Health Foundation, £5,000, for research in relation to the a study on service users' experiences of recovery under the 2008 Care Programme Approach; and a Lottery Awards for All grant, £10,000, to enable NSUN to upgrade IT systems. During the year NSUN generated £10,525, through providing training and consultancy to professionals; this is classed as unrestricted income.

Expenditure during the year, with the exception of £2,000 relating to governance costs, was spent directly on NSUN's charitable activities. Sixty per cent of expenditure, £151,000 supported core salary and project costs; a significant amount £36,000 supported the IT upgrade, the integration and upgrading of office systems and web site development, which has been integral to NSUN's development; £31,600 related to office expenses and travel; and

£24,500 supported consultancy for time limited and specialist projects and the business development of NSUN, which has ensured that the organisation has the necessary business and strategic processes in place. The financial position of NSUN for the year 2011/2012 is secure; with reserves of £62,534 carried forward from the previous year, NSUN has a balanced budget of £220,000. Income includes continued funding of: £100,000 from Comic Relief and Tudor Trust; £15,000 from the Department of Health; and £6,000 from the Mental Health Foundation. New three year funding of £160,000 has been gained from the Esmée Fairbairn Foundation for Information and Communications staff, which will start in November 2011, and two year funding of £66,000 from the Trust for London for regional development work in the London region, which will start at the end of 2011, beginning of 2012.

During the year NSUN is aiming to generate £14,000 from training and consultancy.

For the future fundraising activity has been driven forward and for the three years 2012 to 2015 applications are pending for core and project work: Comic Relief and Tudor Trust £378,000 for core work; Department of Health £504,000 for strategic voluntary sector partnership work; and the Northern Rock Foundation for regional development work in the North East region.

Although none of these funding streams can be guaranteed, NSUN has a proven track record and has been involved in extensive discussions to support these funding applications. Fundraising is a priority for NSUN and we are in the process of developing a diverse fundraising strategy, to include charitable Trust funding; generating more funds from training and consultancy; and developing a donor fundraising strategy. NSUN has robust contingency plans in place to address funding shortfall issues, although we have every expectation that we will raise the funds needed to support NSUN's five year strategic plan, and build reserves to ensure financial stability.

**Joyce Kallevik**  
Treasurer



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## Summary of Finances

NSUN's main source of income is from grants. This includes charitable trusts, Department of Health and smaller project grants. Other income has been obtained through consultancy work and partnership contracts. Funding commitments are in place from Comic Relief and Tudor Trust until March 2012; this has provided stability for planning purposes over the period 2007-2011. Post 2011, NSUN moves into a period of uncertainty.

### Income for the period 2010 to 2011:

Comic Relief	£70,000
Tudor Trust	£50,000
NMHDU	£36,000
Awards for All	£10,000
Department of Health	£15,000
Mental Health Foundation	£5,000
Investment & other income	£10,525
Accumulative carry forward	£113,874
<small>Underspend &amp; project funds received for work in 2011.</small>	

**Total Income** £310,399

NSUN ensures its financial stability by following the four objectives below:

- Sufficient financial reserves: unrestricted funding
- Clear financial systems: good use of resources
- Robust financial controls: monitoring, management and accountability
- A strategy for funding: development, sustainability and stability

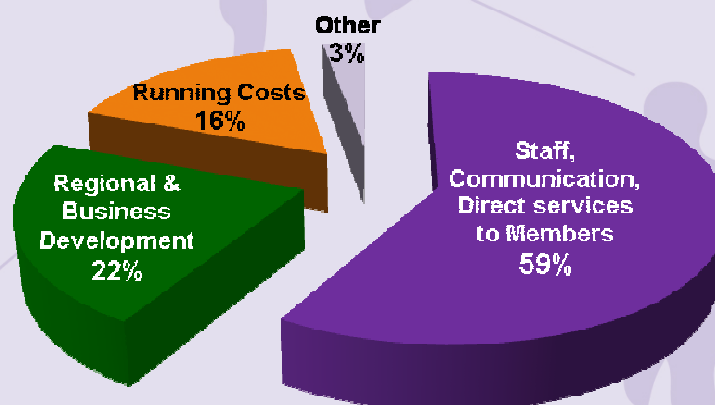
### Expenditure for the period 2010 to 2011:

Staff Costs	£84,055
Staff/Trustee Expenses	£5,090
Regional & Business Development	£33,420
NMHDU/NIP Project Costs	51,918
IT & Web Costs	£36,104
Office Expenses	£26,547
Consultancy	£6,116
Independent Examination	£2,000
Depreciation	£2,616

**Total Expenditure** £247,866

Total funds carried forward 2011/12 £62,533

### Percentage of Funding Breakdown



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## NSUN Staffing, Volunteers and Trustees

A staffing review was undertaken in May 2010 and recommendations were made to the board of Trustees. As the work of NSUN continues to expand, the demands on time and levels of expertise do too. The communications work is the area that needs most immediate attention and two roles were identified as a priority for fundraising, a Communications and Engagement Officer and an Information Officer. The increase of information dissemination has resulted in more enquiries and requests. Also, as the membership grows so does our potential to influence. The workers will collate policy information and users' ideas into information resources to inform user input into mental health policy. They will identify trends and manage a web-based discussion forum. This will enable effective co-ordination of collective actions at local and national level on issues of concern to members. They will encourage good practice in involvement by providers and develop peer support groups and peer-led training programmes.

### Staff contracts

- Sarah Yiannoullou was recruited as the permanent full-time NSUN Manager 2.3.09
- Mulimba Namwenda was appointed as the full-time Administration and Finance Officer 20.9.10
- Phil Partridge was appointed as the NIP Project Coordinator 7.12.09 part-time
- Fran Singer was appointed as the NIP Project Coordinator 5.7.10 part-time

### Consultancy/freelance contracts

- Soka Kapundu has been employed two days per month as the Operational Accountant
- Showket Ali provides IT support two days per month
- Dorothy Gould facilitates the Service User Involvement Workers Peer Support and Development Group and is leading the Care Planning and Recovery project
- Jayasree Kalathil led the review of Dancing To Our Own Tunes and the Survivor Researcher Network
- Rachael McGill provides fundraising advice

### Volunteers

Volunteers have helped out with a range of tasks and projects over the past 12 months. This has included; developing a digital marketing strategy, setting up and inputting into new IT systems, office administration, support at events, involvement and influencing work and social media.

- Sam Allen
- Sarah Coften
- Demir Issoly
- Joe Kelly
- Sarah Newton
- Stephanie Taylor-King

### Trustees

Members of the board who are Trustees for the purpose of Charity Law, who served during the year covered by this report include:

- Carolyn Anderson
- Alisdair Cameron
- Tina Coldham
- Susan Haworth
- Joyce Kallevik
- Kathleen Lovell
- Clare Ockwell
- Dominic Makuvachuma-Walker

All have had lived experience of mental health issues or service use. All members are active in the mental health world and service user/survivor movement. The NSUN board of Trustees meet every two months. The Trustees are responsible for the strategic direction and policy of the charity.

### Training and Development

NSUN is committed to professional development and has a supervision and appraisal system and a Trustees skills audit that assesses training needs.

### Scheme of Delegation

A scheme of delegation is in place, this is a reference for staff and volunteers, showing what authority the board of Trustees has delegated to staff, volunteers and committees. This Scheme must be read alongside the constitution (Memorandum of Articles 2010) and the Manager's Job Description. The Scheme shall be reviewed annually in conjunction with the review of the Strategic Plan.

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## Looking to the future

In establishing strategic themes we are now able to assign strategic objectives to each and agree expected outcomes.

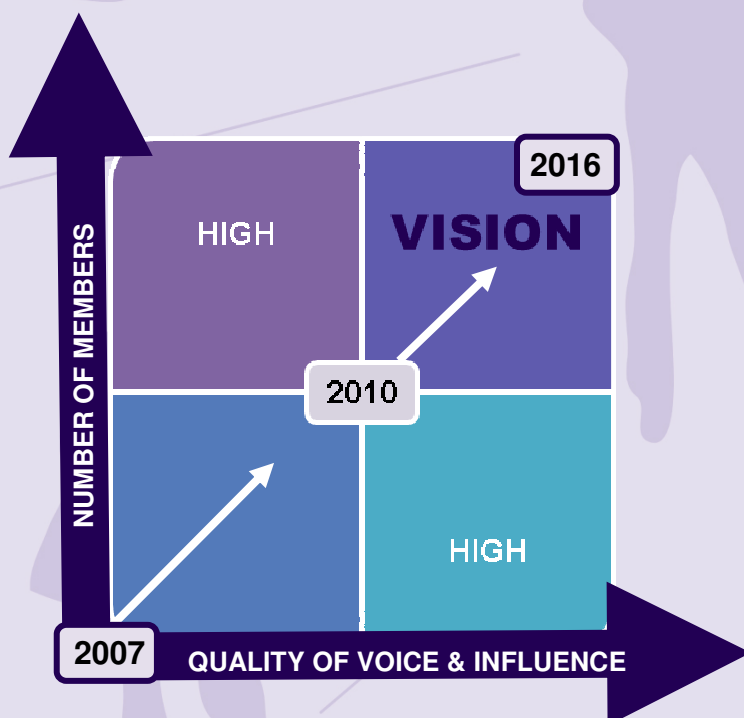
NSUN plans to address all of these themes, allocating resources to each as needed to address the key issues and objectives specific to the theme.

The key strategic themes are:

- **Communications**
- **Membership recruitment and management**
- **Engagement & capacity building (specifically BME and forensic)**
- **Partnership working**
- **Involvement and influencing**

Over the long term NSUN is committed to all five of the strategic themes, taking a parallel approach to the journey and strategic pathway. As the NSUN membership grows so does the quality of the 'user' voice and the potential to influence. Although there has been a significant increase in membership figures, it is recognised that this is a fraction of the potential membership.

Assuming higher growth due to capacity building and the addition of new staff, a target figure of 12800 by 2016 has been set.



The needs that NSUN was created to address have not gone away. The service user movement is still fragmented and needs support to build a stronger, more united voice. We face some difficult challenges: budget cuts, restructuring of commissioning structures and changes to the benefit system.

The independent evaluation summaries the policy challenges thus:

*'The next few years present what could be some of the most challenging times for the service user movement – the funding challenges that will put service user and survivor groups at risk of closure, new commissioning models being introduced, concerns about a potential shift back towards a medical model. The support that NSUN can offer to groups and individuals through these times will be critical. NSUN have a role to provide opportunities to build capacity and resilience, supporting groups to come together to voice concerns and influence commissioners and to act as a conduit for user's voices into national policy makers.'*

*Independent Evaluation September 2010*

***"I think NSUN should do more of what it is doing now. It certainly seems to be 'taking off' in the right direction"***

*Member quote from NSUN's Members' Survey 2010*



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### 2010 - 2011

Company Number: 07166851  
Charity Number: 1135980

## NSUN Partners and Supporters

NSUN has developed partnerships with and had support from the following organisations:

- Afiya Trust
- Attend
- Equalities National Council
- Canterbury & District Mental Health Forum
- Care Quality Commission
- Catch-a-Fiya
- Centre for Mental Health
- Collective Voice North West
- Department of Health
- DisabilityLib
- FSI All About Small Charities
- HACAS
- Healthcare Events
- Launchpad
- MDF Bipolar Organisation
- Mind/Mindlink
- Mental Health Helplines Partnership
- Mental Health Foundation
- Mental Health North East
- Mental Health Providers Forum
- North East London Foundation Trust
- National Mental Health Development Unit
- Patient Opinion
- Pavilion
- Pilotlight
- Rethink
- Service Users & Survivors Training Network
- SHIFT
- Social Perspectives Network (SPN)
- South London & Maudsley Mental Health Foundation Trust
- Survivor History Group
- Survivor Research
- Together
- Women in Secure Hospitals (WISH)

## NSUN Funders

**Awards for All:** NSUN received £10,000 towards the upgrading and networking of office computer systems.

**Comic Relief:** NSUN received a five year grant of £500,000. The amount received for 2010-11 is £70,000.

**Department of Health:** NSUN received £15,000 as one of the seven partners that joined the successful coalition (led by the Mental Health Provider Forum) that applied for Department of Health Third Sector Strategic Partner Programme for 2010-11. The National Mental Health Development Unit funded the National Involvement Partnership to the value of £36,000.

**Healthcare Events:** NSUN received £600 for the delivery of presentations at national conferences.

**Mental Health Foundation:** Commissioned a piece of London based research. This is £10,000 in total. £5,000 was received 2010-11. Payment of the remaining £5,000 will be made on completion of the work.

**Tudor Trust:** NSUN received a five year grant of £250,000. The amount received for 2010-11 is £50,000.

Funding applications made in 2010-11 total a value of £1,353,259.

We would like to extend a huge thank you to all of our supporters and funders. Without them we could not have achieved so much.

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