



# network

## for mental health

## ANNUAL REPORT

# 2011 - 2012

Company Number: 07166851

Charity Number: 1135980

### Welcome from Kath Lovell, Chair of the Board of Trustees

Welcome to this year's annual report. The National Survivor User Network (NSUN) is an independent, national, service-user led mental health network.

NSUN is an authentic network of people with lived experience of mental distress and mental health service use. It is genuinely service-user/survivor led and is steadily establishing credibility through its growing membership and partnership work.

In 2007 NSUN was created to give survivors and users of mental health services a stronger voice in shaping mental health policy and services. It brings together individuals and groups across England to learn from each other, share good practice and together influence policy makers and service providers.

This year has been both a year of opportunity and challenge. NSUN has grown significantly in over the years and in so doing become a highly respected organisation. We are now regularly sought out for our opinions, whether as part of government led initiatives, local commissioning issues or how best to support and signpost a service-user to find help.



In a year of unprecedented growth and success for NSUN, details of which are in this report, there is much to congratulate the staff team for. Their unswerving dedication to improving the lives of those affected by mental health issues is clearly evident in the success and growth of NSUN's portfolio of work and subsequent achievements.

However, despite our successes, this year has seen some highly significant changes in the environment in which we serve: spending in mental health has declined, services have been cut and we hear constantly how these and other changes have dramatically impacted on the lives of many service-users and their families. The year ahead will no doubt be difficult for many, and I hope you will stand with us to embrace the challenges ahead, seeking solidarity in each other, as **"together we are stronger."**

**Kath Lovell**  
Chair

# ANNUAL REPORT

## 2011 - 2012

*“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 2011*

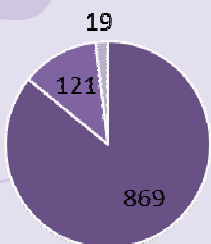
### Welcome to NSUN’s annual report and accounts for 2011-2012, from Sarah Yiannoullou, NSUN Managing Director

**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.

Over the last 12 months NSUN has experienced the highest rate of growth since it began in 2007 and is in the position to start realising that original vision. NSUN membership has continued to climb and has increased by 59% between March 2011 and March 2012. We held our first annual general meeting November 2011 in Birmingham. More than 100 members attended and a report and short film were produced.

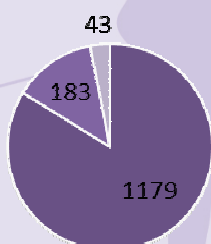
#### Membership figures March 2011: 1009

■ Individuals ■ Groups ■ Allies



#### Membership figures March 2012: 1405

■ Individuals ■ Groups ■ Allies



2011 was a real make or break year for NSUN and securing future funding was a priority. The five year strategy 2011-2016 was produced through consolidating previous documents, team and trustee away-day work and responses from the 2010 members’ survey. A risk management/exit strategy was produced in preparation for core funding finishing March 2012 and a funding strategy was implemented.

The targets set in the five year strategy 2011-2016 were ambitious but it is encouraging to see that we achieved our goals for 2011-2012. These included:



#### **Communications:**

Communications and Information Officer employed and a reach of 3,000 achieved.

**Members 1,600:** 1,405 by March 2012

**Working in four regions:** we strengthened our work in the North East, London, North West, West Midlands and South West.

**Partnerships with four organisations:** we formalised partnerships with Department of Health, British Institute of Human Rights, Mental Health Foundation (CPA & Recovery research), Together (peer support), Afiya Trust (DOTOOTs), Social Perspectives Network (PowerUp! & Personalisation event), the Strategic Partners (Mind, Rethink, Centre for Mental Health, Mental Health Providers Forum, Mental Health Helplines Partnership, Afiya Trust, NSUN), Mind (events across four regions) and CoolTan Arts (PowerUp! & Personalisation)

**Influencing 600 people:** 400 newsletters and 400 leaflets were sent to each of 10 mental health trusts, delivering potential contact with 8,000 people. Letters of introduction and magazines were sent to all upper-tier local authority cabinet members who will be likely to chair health and wellbeing boards (150) and mental health leads of pathfinder clinical commissioning groups (200). Places were secured on the Ministerial Advisory Group - Mental Health and the Joint Commissioning Panel - Mental Health.

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*“NSUN provides hope and a voice to service-users so that their voice can be heard and make a difference.”*  
Member quote from NSUN’s Annual Members’ Survey 2011

The annual members’ survey 2011 is an overwhelmingly positive endorsement of NSUN’s work. What comes through most strongly is that it is very important to members that NSUN exists – that it fills a real gap for a service-user led network that connects the whole of England, communicates regularly with its members and is now beginning to be recognised by decision-makers.

Significantly, a third of responses about what NSUN should be doing in 1-3 years are that it should carry on as it is.

The area in which NSUN is most developed and appreciated is that of information. The website and e-bulletins are praised by many. The information seems to be viewed as well-pitched and useful.

Some areas that people want to see developed further include: training, events and local work on the ground. This would obviously be dependent on dedicated funding being accessed. Many also want NSUN’s campaigning and media work to be intensified. For some, this is a matter of achieving a higher profile, which might include more reach into government; for others it is about being more overtly critical of government. This is one of a number of contradictions expressed through the membership.

The major area of dissatisfaction is NSUN’s regional reach. Many see it as London-centric. They want it to support and publicise activity outside London more, and they want information that is relevant to their own local area.

Suggestions include a regional assembly or forum, regional ambassadors and including something from each region in the newsletter.

In response to this feedback we have: increased activity around the country, ensured information included in our e-bulletins and newsletters is representative of what is happening around the country and reflected on how NSUN engages with statutory services and policy makers.

Funding has been secured for the next three years which enables NSUN to respond positively to the recommendations from the March 2011 independent evaluation report. These are:

- **extending reach:** building the member base, reaching those not yet engaged (which might include some harder to reach and isolated individuals/groups), ensuring representative spread;
- **empowering and influencing:** continuing to build a platform for the service user voice;
- **building capacity in the movement:** capacity building at local and regional level, developing more resources to support local groups

In the original bid submitted to Comic Relief 2006, the long term impact of the work was to have *‘a stronger, more united and confident mental health service-user movement... consistent and meaningful involvement from a wide and inclusive range of skilled, well briefed service-users...a more productive relationship between service-users and statutory agencies’*. We believe that significant progress has been made towards all of the above as a result of the funding but also recognise that there is still much to do.

Finally, I want to thank the staff, trustees, volunteers and all of our members for their support, dedication and commitment over the past 12 months. ***Together we are stronger!***

**Sarah Yiannoullou**  
Managing Director



# ANNUAL REPORT

2011 - 2012

## NSUN's history, aims and objectives

*"I hope NSUN can grow larger and officially campaign on behalf of its members and thus make positive changes occur in the way the government and official organisations treat us mental health sufferers. NSUN could make a real change in ensuring we are less marginalised than we currently are."*

*Member quote from NSUN's Members' Survey 2011*

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.

**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.

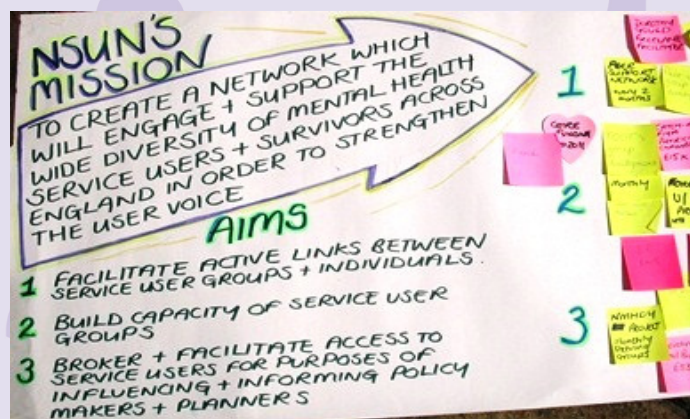
### Our aims:

- 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.



**2007:** NSUN received £750,000 from Comic Relief and the Tudor Trust for a five year period from 2007 to 2011. A hosting arrangement with Together provided essential finance and human resources support services to NSUN. The governance remained with NSUN at all times, with all strategic and operational decisions made by the NSUN management committee. Office space was negotiated with the Afiya Trust in Vauxhall, London.

**2008:** A temporary manager was recruited to strengthen the infrastructure of the organisation. A communications and evaluation framework was produced and an initial website became functional. Two projects were commissioned looking at involvement practice in forensic services and with BME communities.

**2009:** A permanent manager was recruited. Two regional contracts were agreed with local service-user groups and the BME report *Dancing To Our Own Tunes* was launched. Joint events with Pavilion and the Afiya Trust were held. The annual members' survey was redesigned, weekly e-bulletins were produced and 'Network' magazine was launched.

**2010:** NSUN became an independent charitable company May 2010. A number of contracts were secured and partnerships developed, including becoming a Strategic Partner with the Department of Health. The website was redesigned and re-launched, this included an integrated system linking the website, database and email campaigning tool.

**2011:** The five year strategy 2011-2016 and the Exit Strategy were produced. The *Dancing To Our Own Tunes* report was reviewed, reprinted and re-launched and the *Unlocking User Involvement Practice in Forensic Settings* report was launched. An independent evaluation of NSUN was completed and funding applications submitted for core funding beyond March 2012.

# ANNUAL REPORT

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## Ensuring our work delivers its aims

*“NSUN should be high profile but very much led bottom up, not top down.”*

*Member quote from NSUN's Members' Survey 2011*

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

Developing systems for evaluation, monitoring and quality assurance is a priority that was developed in consultation with funding bodies. An external evaluator designed an evaluation framework and 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.

Internal and external evaluation over the last three years have indicated:

- NSUN is perceived as authentically service-user led and independent
- greater awareness among groups
- greater clarity of what NSUN does and is for
- NSUN is perceived as useful and effective.

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 members' survey.

## Independent Evaluation of NSUN

In August 2010, Comic Relief and Tudor Trust 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 fifth year NSUN is addressing these fears and proving that an independent national service-user/survivor led network is possible.

## Members' Annual Survey

107 people completed the 2011 members' survey. Members' views were incorporated into NSUN's strategy review and daily operational work.

The clear messages from the survey in terms of future development are:

- NSUN's information role is useful and must be retained.
- NSUN's campaigning and influencing role is appreciated and should be expanded if possible.
- The ideas from the survey about what the government should do could usefully be gathered into a 'wish list' and presented to government/other organisations as a campaigning tool.
- In terms of new activity, work outside London and work on improving NSUN's nationwide coverage should be prioritised.



# ANNUAL REPORT

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## NSUN's activities and achievements

*"NSUN gives me hope to know that others survive and do things. NSUN does the most valuable of all things which is to help people. It gives me news, information and best of all ideas. Thank you."*

*Member quote from NSUN's Members' Survey 2011*

### Activities include:

- Supporting regional networks to link individuals and groups locally
- Research and reviews, 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',
  - ⇒ Avon and Wiltshire review of involvement policy and practice
- Leading the National Involvement Partnership, a national resource and framework for involvement standards (PPPI)
- Facilitating a national Service-User Involvement Workers Peer Support Group
- Working with the Department of Health as a Strategic Partner
- Facilitating input into commissioning guides
- Sending weekly e-bulletins to members
- Producing the publication Network
- Signposting, training and peer support

### Achievements include:

- Increasing membership by 59%
- Employing a Communications Officer and an Information Officer
- Employing a South East Co-ordinator
- Launching a news service on the website
- Increasing NSUN's media profile
- Active profiles on Facebook and Twitter
- Second year as a Strategic Partner with the Department of Health
- Leading the partnership for the service-user and carer involvement contract with the National Mental Health Development Unit (NMH DU)
- Developing the National Involvement Partnership
- Producing the Dancing To Our Own Tunes charter
- Presentations at 15 events
- Membership of the Joint Commissioning Panel - Mental Health
- Securing a place on the Ministerial Advisory Group - Mental Health
- Over 100 people attending the first AGM
- Influence of NSUN reaching other national and international networks and structures
- Securing three years core funding 2012-2015



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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

**British Institute of Human Rights:** NSUN is one of 24 organisations participating in the Health and Human Rights project. This project aims to raise awareness of human rights among voluntary sector organisations involved in health and social care and explore ways of using human rights to promote better health and social care.

**Dancing To Our Own Tunes: Reassessing black and minority ethnic mental health service-user involvement:** the report was reviewed, reprinted & launched at the 2011 AGM and articles about the work were published in Open Minds and Social Inclusion & Mental Health. The Charter produced between NSUN and Catch-a-Fiya members is being developed and incorporated into the national involvement and influencing standards. Organisations we are working with will be asked to sign up to them.

**London Sharing Network:** four Sharing Network sessions were facilitated in partnership with South London and Maudsley NHS Foundation Trust (SLaM) to provide continued support to graduates of the Changing Minds programme. A training survey asked groups across London what training they were involved in, what existing standards and practices they employed and whether service-user trainers were paid. Of 36 groups contacted, 20 replied (55%). Of these 20 organisations only 24% in total used any kind of training standards when designing or working with service-users and only 25% organisations paid individuals. One of the tenets of the Sharing Network will be to devise quality standards for service-user training.

**National Involvement Partnership (NIP):** A database of service-users and carers with a particular interest in involvement in policy was developed and work began on establishing national standards of good practice.

Work with the Joint Commissioning Panel included facilitating service-user views into the production of commissioning guides and promoting the inclusion of equality issues throughout the work. NIP also supported the recruitment of service-user and carer positions onto the Ministerial Advisory Group. Monthly e-bulletins informed NIP members of involvement opportunities and current work.

**Peer support:** NSUN is a member of the Peer Worker research project steering group for ‘New ways of working in research: exploring and evaluating how knowledge is co-produced within a multi-perspective research team’. This is being led by St George’s and University of London. NSUN also joined a five way partnership that includes; Afiya, Mental Health Foundation, Mental Health Providers Forum and Together, that is seeking funding to explore the key characteristics of peer support from a service-user perspective. NSUN also attends the Peer2Peer group, led by Together that connects service user-led groups who provide peer support and peer brokerage.

**People’s Network: City & Hackney:** NSUN facilitated a series of workshops where service-users, commissioners and interested parties were encouraged to get to know one another through exploring, mapping and expressing what they wanted from services. Workshops then looked at how a service-user led network ‘The Peoples’ Network’ would operate. NSUN continued to facilitate the workshops in partnership with the local service-user group 4Sight and the community development organisation Social Action for Health (SAfH).

*“NSUN gives me, as an individual, a much needed sense of belonging through being a member.”*

*Member quote from NSUN’s Members’ Survey 2011*



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## NSUN projects

*"My ideal service user network would be a lot more radical in criticising what is going on in mental health services."* Member quote from NSUN's Annual Members' Survey 2011

### Regional networking:

**East of England:** Two members, Nigel Moyes and Mike Cox, took the lead exploring the potential for networking across the region following the demise of the Regional Development Centre.

**East Midlands:** NSUN supported the innovative Refuge/SISO projects and events. Refuge also played at the 2011 AGM.

**London:** A Trust for London application was successful and a City Bridge Trust bid was started. A number of London specific projects contributed to strengthening regional networking including the service-users' London manifesto.

**North East:** An application to Northern Rock for the service-user network reached the second stage. North East Together became an independent organisation, consolidating sub-regional working over the past two years.

**North West:** NSUN supported a consultation with Collective Voice NW. This included a survey and three focus groups. Funding applications were written to continue regional networking but these were unsuccessful.

**South East:** 15 people completed the South East Champions course. 10 graduates continued to meet every two months and Saira Walker was employed to provide continued support for the South East Champions.

**South West:** The review of Avon & Wiltshire Mental Health Partnership NHS Trust's approach to involvement was completed. The report was written in preparation of a presentation to the Trust in May 2012.

**West Midlands:** A research project on Values-based Commissioning in partnership with NHS West Midlands began and recruitment for a Project Manager started.

**Yorkshire & Humber:** NSUN attended the *Whose Recovery Is It Anyway?* event and began mapping service-user groups across the region.

### Service-users' experiences of recovery under the 2008 Care Programme Approach (CPA):

This London specific research project was commissioned by the Mental Health Foundation. Following a rigorous ethical approval process negotiations with all partners started. The North East London Foundation Trust was the lead research and development contact and various voluntary sector and service-user led groups supported the recruitment of participants and organisation of focus groups.

### Service-Users Involvement Workers Peer Support Forum:

The group meets quarterly. 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:** Eight partner organisations were successful in becoming the mental health voice in the Third Sector Strategic Partner Programme for a second year. NSUN brings a user-led focus to the partnership's work and distributes Department of Health information to members via the weekly e-bulletin. A joint thematic event was held on Personalisation.

**Survivor Research Network (SRN):** After discussion with existing members the Mental Health Foundation passed the hosting of SRN to NSUN. A consultation was conducted with the SRN network regarding the future of the network.

**Talk for Health:** Nicky Forsythe ran a pilot programme free for NSUN members. Seven people who lead peer support groups attended the four day programme in October 2011.

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

The final report was launched at the 2011 AGM. A draft implementation plan has been produced. The report will form the basis of a funding bid for some user led action research on embedding user involvement in forensic settings.



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## Treasurer's report

Although NSUN came into being in 2007 under the umbrella of Together this is only the second year that NSUN has had independently examined accounts.

Income during the period 2011/12 was £247,178 and expenditure was £249,127. The shortfall of £1,949 was drawn from the reserves of £62,534, which were carried forward from the previous year. At 31 March 2012 NSUN had reserves of £60,585.

97% of income during the year was restricted funding, that is funding restricted to support specific work or projects. Of this restricted funding £100,000 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 it has become. The remainder of the restricted funding came from seven sources: a grant from Esmée Fairbairn Foundation, £53,943 for Information and Communications staff which started in November 2011; a grant of £15,000 from Trust for London for regional development work in the London region which started at the end of 2011; statutory funding from the Department of Health; £22,500 to support involvement in policy development and a personalisation event, NHS West Midlands; £30,000 for research into Values-based Commissioning, Avon and Wiltshire Mental Health Trust; £10,750 for a review of involvement policy and practice and City & Hackney, £7,300 for facilitation of service-user network meetings. During the year NSUN generated £7,685 through providing training and consultancy to professionals: this is classed as unrestricted income.

Expenditure during the year, with the exception of £18,498 relating to governance costs, was spent directly on NSUN's charitable activities. 50% of expenditure, £124,374, supported core salary and project costs; £15,976 supported IT and web site development, which continues to be integral to NSUN's development; £25,890 related to office expenses and travel and

£34,075 supported consultancy for time limited and specialist projects and the business development of NSUN. The latter has ensured that the organisation continues to have the necessary business and strategic processes in place. The financial position of NSUN for the year 2012/2013 is secure, with reserves of £60,585 carried forward from the previous year, NSUN has secured funding to see it through 2012/2013.

Income includes continued funding of: £136,000 from Comic Relief and Tudor Trust; £186,087 from the Department of Health; £54,696 from Esmée Fairbairn Foundation; £30,000 from Trust for London and £28,720 from Department of Health (Strategic Partnership).

During the year NSUN is aiming to generate £10,000 from training and consultancy.

For the future fundraising activity has been driven forward and for the three years 2013 to 2016 applications are pending for core and project work. 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, Tudor Trust and Department of Health until March 2015; from Esmée Fairbairn until 2014 and Trust for London until 2013.

### Income for the period 2011 to 2012:

|                            |                 |
|----------------------------|-----------------|
| Comic Relief               | £50,000         |
| Tudor Trust                | £50,000         |
| Trust for London           | £15,000         |
| Esmée Fairbairn            | £53,943         |
| DH Strategic Partners      | £22,500         |
| West Midlands NHS          | £30,000         |
| Avon & Wiltshire NHS Trust | £10,750         |
| City & Hackney             | £ 7,300         |
| Investment & Other Income  | £ 7,685         |
| <b>Total Income</b>        | <b>£247,178</b> |

Total funds carried forward from 2010/12 **£62,534**

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

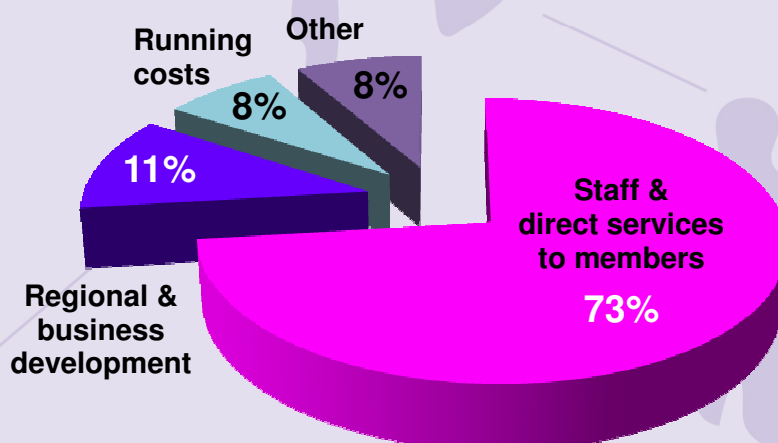
- sufficient financial reserves: unrestricted funding,
- clear financial systems: good use of resources,
- robust financial controls: monitoring, management and accountability,
- a strategy for funding: development, sustainability and stability.

### Expenditure for the period 2011 to 2012:

|                                 |                 |
|---------------------------------|-----------------|
| Staff Costs                     | £124,374        |
| Staff/Trustee Expenses          | £7,188          |
| Regional & Business Development | £28,035         |
| NIP Project Costs               | £28,352         |
| IT & Web Costs                  | £15,976         |
| Office Expenses                 | £18,702         |
| Consultancy                     | £6,040          |
| Governance Costs                | £18,498         |
| Depreciation                    | £1,962          |
| <b>Total Expenditure</b>        | <b>£249,127</b> |

Total funds carried forward to 2012/13 **£60,585**

### Percentage of funding breakdown





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## NSUN staffing, volunteers and trustees

### Staff contracts:

- Sarah Yiannoullou: Managing Director (full time)
- Mulimba Namwenda: Administration & Finance Officer (full time)
- Edward Davie: Communications & Engagement Officer (full time)
- Stephanie Taylor-King: Information Officer (part time 21 hours per week)
- Fran Singer: NIP Service user co-ordinator (part time 30 hours per week)
- Phil Partridge: NIP Carers co-ordinator (part time 14 hours per week)
- Saira Walker: South East Champions Co-ordinator (part time 1 day per week)
- Soka Kapundu: Operational Accountant (part time 1 day per week)
- Showket Ali: Systems Manager (part time 1 day per week)

### Freelance consultants:

- Tina Coldham: Avon & Wiltshire review of involvement policy and practice
- Alison Faulkner : National Involvement Standards / On Our Own Terms
- Dorothy Gould: Care Planning Approach & Recovery & Involvement Workers Peer Support
- Jayasree Kalathil: Dancing To Our Own Tunes & Survivor Researcher Network
- Rachael McGill: Fundraising

### Volunteers:

- Mike Cox: East of England networking
- Jo Josh: Communications
- Joe Kelly: Human Rights
- Nigel Moyes: East of England networking
- Sarah Newton: Office administration
- Elizabeth Lawson: South East networking
- Shakti Maragh: Policy
- Colin Mitchell: South East networking
- Marion O'Brien: London networking
- Ella Zellaby: Office administration

### 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
- Sarah Carr
- Susan Haworth
- Joyce Kallevik
- Nicholas Kennedy
- Kathleen Lovell
- Clare Ockwell
- Dominic Makuvachuma-Walker
- Julia Smith
- Cyril Towse
- Karl Willett

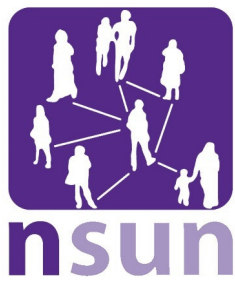
All trustees have had lived experience of mental health issues or service use. All are active in the mental health world and service-user/survivor movement. The NSUN board of trustees meet every two months. The trustees are responsible for the strategic direction of the charity.

### 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. Team meetings are monthly and a team and trustees away day is held annually.

### 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 Managing Director's job description. The Scheme is reviewed annually in conjunction with the review of the Strategic Plan.



# network

## for mental health

### NSUN partners and supporters

- Afiya Trust
- Attend
- Avon & Wiltshire Partnership NHS Trust
- Bipolar UK
- British Institute of Human Rights
- Equalities National Council
- Care Quality Commission
- Catch-a-Fiya
- Centre for Mental Health
- Collective Voice North West
- Department of Health
- FSI All About Small Charities
- Healthcare Events
- Launchpad
- Mind
- Mental Health Helplines Partnership
- Mental Health Foundation
- Mental Health North East
- Mental Health Providers Forum
- North East London Foundation Trust
- North East Mental Health Development Unit
- NHS Confederation
- NHS London
- NHS West Midlands
- Patient Opinion
- Pilotlight
- Rethink
- Survivor Research Network
- Social Action For Housing / 4Sight
- Social Care Institute for Excellence
- Social Perspectives Network (SPN)
- Survivor History Group
- Survivor Research
- Together
- WISH

### NSUN funders for 2011-2012

#### Grants:

- Comic Relief
- Esmée Fairbairn
- Trust for London
- Tudor Trust

#### Contracts and commissions:

- City and Hackney PCT
- Department of Health
- Mental Health Foundation
- Mental Health Providers Forum
- NHS West Midlands

*We would like to extend a huge thank you to all of our supporters and funders. Without you we could not have achieved so much and we look forward to continuing our work with you all in the future.*

**27-29 Vauxhall Grove, Vauxhall, London, SW8 1SY**

**Telephone: 020 7820 8982   Email: [info@nsun.org.uk](mailto:info@nsun.org.uk)   Website: [www.nsun.org.uk](http://www.nsun.org.uk)**

**Company Number: 07166851   Charity Number: 1135980**

## Together we are stronger

