

**Message to the
government trust
us, use us, involve
us to do the next
right thing. We
are the experts in
making decisions
about us**

**Message to every
one who cares
about mental health
join us**

nsun annual report 2013/2014

We will strive to be a lively and distinctive network that matches the unique, user-led approach and convention-challenging aspirations of our members.

NSUN at a glance

Our vision

To bring mental health service-users and survivors together to communicate, feel supported and provide a power and a platform from which they can direct influence at every level.

Our mission

To create a network which will engage and support the wide diversity of mental health service-users and survivors across England in order to strengthen the user voice.

Our aims

- Facilitate active links between service-user groups and individuals.
- Build capacity for service-user groups.
- Broker and facilitate access to service-users for purposes of influencing and informing policy-makers and planners.

Our values

**Solidarity - Equality -
Diversity - Integrity**

Welcome



Message from the Chair, Kath Lovell

Welcome to this year's annual report. As a person who has been involved with NSUN since it was set up in 2007, I want to take a retrospective look, not just over the last year, but over the last eight years.

The organisation has grown in many ways, both in staff numbers and in the diversity of work. Most importantly, NSUN is now consistently taken seriously, as a credible and authentic organisation, by an increasingly diverse range of organisations and decision makers at a national and local level.

We have survived in a hostile and competitive climate as a result of our collective energies and the way we've faced challenges and dealt with them – both personally and professionally. The strength we gain from working together can never be under estimated. Our member groups around the country continue to campaign and highlight the effects of cuts and ill-informed commissioning decisions.

Our funders are very keen to see us communicate the 'unique' and 'innovative' approaches of NSUN's membership. I therefore hope that we are able to do justice to the huge amount of invaluable work undertaken by individuals and groups. Our membership really is an incredible resource and asset - together we can promote, celebrate and stimulate what works for us. However, NSUN has never wanted to be the 'voice' of service-users, but an instrument to channel the diverse voices of its members - service-users, groups and organisations - so that together they can be heard as a powerful collective. In the current political and economic climate it is more critical than ever that we stand together. ●



Message from the Managing Director, Sarah Yiannoullou

NSUN has been around for eight years, growing a unique service-user/survivor led network across England. On the following pages you will read about our work in 2013-14.

Many of the most innovative approaches, support and treatments are emerging from user groups, such as creative peer support, open dialogue and hearing voices groups, all delivering positive and original outcomes. In every area of mental health we are looking for different responses.

With a membership of over 4,000 individuals and some 600 organisations, we have an estimated reach of over 20,000. Through mutual support and the sharing of information and experiences we hope to inform, challenge and change the behaviour and attitudes of health professionals and national bodies. As the membership grows we aim to fill a vital gap and become – as one member suggested - an 'emergent Royal College of Service-users'.

In the last 12 months we have had more members coming to us wanting to share distressing experiences of services that they feel powerless to challenge or address. Our priorities for 2013 will therefore be to strengthen our membership management and support, extend our research and regional networking, and take on these individual campaigns with the force of collective action.

My thanks to all of you, past and present, who have made the network what it is today. We owe a big thank you to all of our supporters for continuing to believe in us and trust that we are able to make a difference. ●

Our history

2007: NSUN receives £750,000 from Comic Relief and Tudor Trust for a five year period. A hosting arrangement is made with national mental health charity Together and office space negotiated with the Afiya Trust.

2008: A temporary manager is recruited. The NSUN website goes live. Two large involvement projects are commissioned.

2009: A permanent manager is recruited. The first edition of 'Network' is published. A number of joint events are held and the 'Dancing to our own tunes: reassessing BME mental health service-user involvement' is launched.

2010: NSUN becomes an independent charitable company. New partnerships and projects are developed including becoming a Department of Health Strategic Partner.

2011: A five year strategy is produced. 'Unlocking user involvement practice in secure settings' is launched. Applications to new funders Esmée Fairbairn, Awards for All, Department of Health and Trust for London are successful.

2012: A further three years of core funding is confirmed. Two service-user led research reports are launched. Membership on the Ministerial Advisory Group and Joint Commissioning Panel established.

2013: NSUN moves to own office. The 'Together we are stronger' film is produced and the NSUN Youtube channel is launched. All local Healthwatch organisations are contacted about Mental Healthwatch, which is endorsed by Norman Lamb MP, Minister of State for Care and Support.

2014: NSUN's membership reaches 4,600. The peer led International Initiative for Mental Health Leadership exchange event, hosted by NSUN in partnership with Together, sees peers from around the world unite. Members' Campaign initiative is launched. ●

Our finances

Treasurer's report

This is the third year that NSUN has had independently examined accounts.

The main source of funding continues to be grants received from the Department of Health, charitable trusts and foundations, as detailed on page 12 of the accounts.

Income during the period 2013/14 was £490,136 (2012/13 £494,202) which represents a one per cent drop in income. 95 per cent of income during the year was restricted funding, that is funding restricted to support specific work or projects. Of this restricted funding, £131,000 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 organisation it has become. The remainder of the restricted funding came from seven main grant sources: £56,925 from Esmée Fairbairn Foundation; £39,500 from Trust for London; £10,000 from Lankelly Chase Foundation; £25,000 from the Department of Health to support the strategic partnership work; £13,000 from MIND and £192,595 statutory funding from the Department of Health.

Expenditure was £554,085 (2012/13 £467,363) an increase of 19% in line with the restricted funded projects brought forward from 2012/13. All expenditure, with the exception of £23,411 relating to governance costs, was spent directly on NSUN's charitable activities. 83 per cent of the expenditure, £462,597, went to staff costs and direct project costs.

The **deficit** of £63,949 (2012/13 surplus of £26,839) was deducted from the reserves of £87,424, which were brought forward from the previous year.

The total reserves at the end of 2014 financial year was £23,475 made up of £2,039 unrestricted funds (2012/13, £19,535) and restricted funds amounting to £21,436 (2012/13, £67,889).

The financial position of NSUN for the current year 2014/2015 is secure, with reserves of £23,475 carried forward from the previous year. NSUN has secured funding to cover planned expenditure in 2014/2015.

Income includes continued funding of: £111,000

INCOME FOR THE PERIOD 2013-14	
Incoming resources from generated funds:	
Investment & Other Income	£23,116
Incoming resources from charitable activities:	
Grants	
Tudor Trust	£50,000
Comic Relief	£81,000
Esmee Fairbairn	£56,925
Trust for London	£25,000
DH	£192,595
NHS East London & The City	£0
Lankelly Chase Foundation	£10,000
Voluntary Sector MHPF DHSPP	£25,000
MIND	£13,000
Total incoming resources	£490,136

from Comic Relief and Tudor Trust; £198,373 from the Department of Health; £33,206 from Esmée Fairbairn Foundation; £25,000 from Trust for London and £25,000 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 continues to be a priority, especially for the two years 2015 to 2017.

Applications are pending for core and project work. Although none of these funding streams can be guaranteed, NSUN has a proven track record and is involved in extensive discussions to support these funding applications.

EXPENDITURE FOR 2013-14	
Staff Costs	£283,549
Consultancy	£70,141
Regional Development Costs	£19,734
Staff Expenses	£15,213
Business Development	£0
IT Costs	£14,438
Office Expenses	£31,764
Web Development	£4,292
NIP Project Costs	£89,402
Governance	£23,411
Depreciation	£2,141
Total Expenditure	£554,084

Bankers: The Co-operative Bank, PO Box 250, Delf House, Southway, Skelmersdale, WN8 6WT

External auditors: Martin Morrison & Co Ltd, Unit 43 The Coach House, St Mary's Business Centre, 66/70 Bourne Road, Bexley, Kent DA5 1LU ●

Our team

Staff and volunteers

Employed staff

Sarah Yiannoullou
Mulimba Namwenda
Soka Kapundu
Naomi James
Emma Perry
Stephanie Taylor-King
Raza Griffiths
Nicole Smith
Fran Singer (to April 2014)
Edward Davie (to July 2014)

Consultants

Alison Faulkner
Jacqui Dyer
Dorothy Gould
Jayasree Kalathil
Jacqui Lovell
Rachel McGill
Debbie Roberts
Kirk Teasdale

Volunteers

Jo Josh
Joe Kelly
Nigel Moyes
Robert Schrivener
Mary Skinner
Ella Zellaby

Trustees

The board is responsible for the governance and strategy of NSUN and is made up of 12 people elected by the members. The Trustees bring a mix of skills, experience and qualifications. All Trustees have lived experience of mental health distress and/or service use and are mental health activists. Members are normally appointed for a renewable term of three years.

The Board meets six times a year and delegates day-to-day responsibility for the running of NSUN to the senior management team.

Two subcommittees meet to look at the following areas of work in more detail, they are:

- Human Resources
- Finance and fundraising ●



Trustees elected October 2013

Honorary Officers:

Kath Lovell – Chair
Dominic Makuvachuma – Co-Vice Chair
Sarah Carr – Co-Vice Chair
Joyce Kallevik – Treasurer

Officers:

Alisdair Cameron
Henderson Goring
Sue Haworth
Clare Ockwell
Peter Rogers
Julia Smith
Tania Towns
Mark Wood

Public benefit

In reviewing our aims, objectives and activities, the Trustees have taken into account the Charity Commission's general guidance on public benefit. The Trustees ensure that the activities undertaken are always in line with the charitable aims and objectives of NSUN. ●

Our work

Activities

E-bulletins – sent to members weekly

News service – available online

‘Network’ magazine – print and online

Involvement standards – national resource and framework

Research – facilitating user-led research

Survivor Researchers’ Network – hosted by NSUN

Community events – development, facilitation and support

Regional networking – supporting and empowering

Presentations – national and local, to organisations and small groups

Workshops – national and regional

Recovery – promoting self-defined recovery

Practice – promoting innovation/challenging oppressive practice

Partnership working – developing at national and local levels

Campaigns – supporting relevant personal and national campaigns

Peer support – preserving the principles of peer support

Consultation – facilitating service-user led responses

Strategic boards and committees – ensuring service-user membership

- Enquiries and information sharing: over 9,000
- Meetings and events organised: 146 involving 1,522 members
- Presentations: 60
- Articles and reports published: 81

Achievements

Peer Led Peer Support principles – joint statement

4PI National Involvement Standards – developed and trialled

Leicester Leadership programme – developed and delivered

CQC Mental Health Act report – Advisory Group member and presentation at launch

Ethnic Inequalities in Mental Health – consultation facilitated

Values-based Commissioning guide – production facilitated

Mapping Integrated Care Pathways project - facilitated the service-user panel Bristol mental health tendering process - service-user and carer participation

Healthcare Events – two co-produced conferences

Parliament Health Select Committee - for the post-legislative scrutiny of the Mental Health Act 2007, provided evidence

International Initiative for Mental Health Leadership (IIMHL) – hosted ‘Consumer Leaders and Peer Services’ exchange 20+ international delegates

Mental Healthwatch Handbook - produced and launched

Mindapples – supported training programme

CentreForum Mental Health Commission Report - provided evidence

Ministerial Advisory Group – facilitated open meeting for NSUN members

Annual Members’ Survey 2013 – publicised ‘Top Ten Issues’

North East Together’s Welfare Reform Action Group – launch support

Our partners

NSUN has increased engagement with our existing local and national allies. Contracts and small tenders have enabled us to concentrate on aspects of our involvement work that would not have otherwise been possible. It has also helped to establish and evidence our area of expertise more widely. Our partnerships and collaborations have contributed to our growth by stimulating new ideas and approaches, establishing new contacts and directly contributing to our expansion. This includes ongoing collaboration with:

- Afiya Trust
- Birmingham University
- British Institute of Human Rights
- Care Quality Commission
- Centre for Mental Health
- Department of Health
- Disability Action Alliance
- Disability Rights UK
- Emergence

Our work 2013-2014

- Health and Social Care Forum
- Healthcare Conferences UK
- Healthwatch England
- Lankelly Chase
- Mental Health Alliance
- Mental Health Foundation
- Mental Health Providers Forum
- Mind
- National Voices
- Neurological Commissioning Support
- NIHR CLAHRC
- NHS England
- Office for Disability Issues
- Oxford University
- People's Network
- Public Health England
- Refuge/SISO
- Royal College of Psychiatrists
- South London and Maudsley NHS Foundation Trust
- Social Action for Health
- Social Perspective Network
- St George's University of London
- Social Perspectives Network
- Social Spider
- Survivor Research
- Time To Change
- Together
- Turning Point
- Wish
- UK Council for Psychotherapy
- University of York

Our members 2013-14

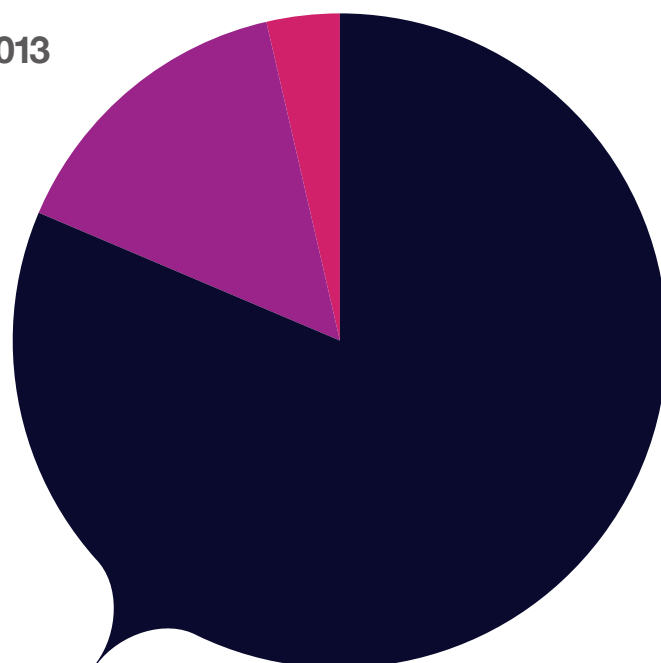
The membership represents a wide diversity of individuals who identify with having experience of mental distress.

It is important to for us to reach and hear the experiences of the most marginalised and less included members of our society and the member groups play a vital role in connecting individuals to their wider community.

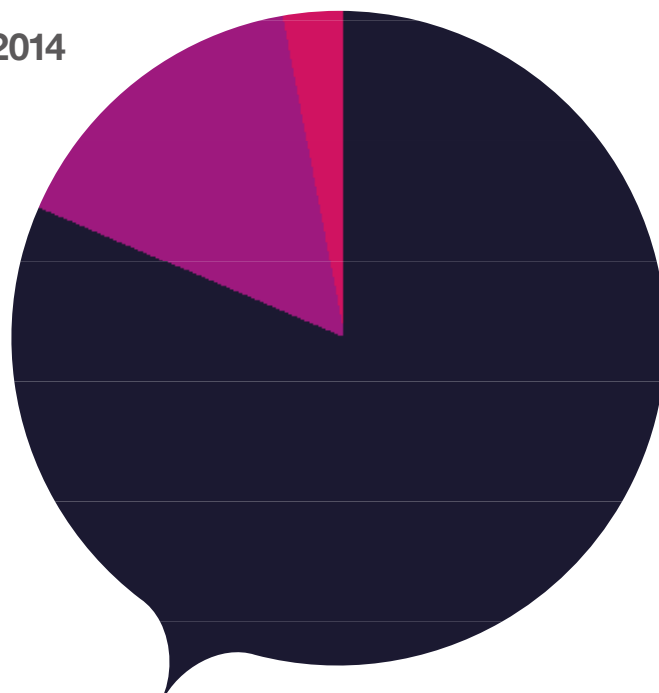
Each year the Members' Survey provides vital information about what is important and what we should prioritise. ●

Members	April 2013:	March 2014:
Total	3082	3659
Individual	2510	2980
Allies	105	105

2013



2014



Summary of findings from 2013 members' survey

The 'top ten' issues raised by members

1. Improving access to timely and appropriate treatment
2. Reducing stigma and discrimination
3. Changes to the benefits system and welfare reforms
4. Funding cuts/lack of resources
5. Self-defined recovery and self-management
6. Education
7. Peer support and self-help groups
8. User involvement
9. Recognition of (and support for) carers
10. Challenging the medical model

Key Findings

- 80% of survey respondents have a positive perception of NSUN.
- Respondents see NSUN as being a good, reliable source of information and particularly value communication via the weekly e-bulletin.
- They also value our networking opportunities, campaigning voice, user-led ethos, and approachability.
- Our reputation is that of being helpful, friendly, supportive, and hard working.
- Although we are seen as having 'good intentions' we are also thought to have 'poor visibility' in a number of local areas.
- People are most likely to describe us to others as 'a national mental health network', 'a network of service-users/survivors', 'a user/survivor-led organisation', 'a campaigning organisation', and 'an information provider'.
- Areas where we could improve performance are in relation to a) local work and relationship with local groups, b) getting the balance right between our contact with policy makers/commissioners etc. and members, and c) e-mail communication.
- A key area of development is in relation to regional presence and how we support service user groups/activities in local areas. Many respondents were keen for us to develop our work by supporting local organisations, building capacity for local groups and holding more regional events.

Member concerns

We are addressing concerns revealed in the survey. These include: NSUN's relationship to local groups:

● **NSUN should be very careful not to imply or take credit for the local initiatives and service-user groups who are working in the regions.** ●

"...We are concerned that it (NSUN) could be seen as a potential alternative provider of what we as a local group have spent years developing and building'.

'I have concerns that those working as representatives are doing so in a void with no responsibility to feedback to the wider mental health community...'

NSUN will reflect these concerns in the planning and delivery of future work with local areas.

Other themes to emerge in response to how NSUN can develop its work in the future included:

Campaigning on particular issues

- Welfare reforms and Work Capability Assessments
- Issues relating to employment e.g. applying for jobs
- The number of deaths in mental health services
- Locked wards
- Bipolar

More work with specific groups

- BME engagement
- Carers (and a stronger carer voice within NSUN eg. staff member)

Our future

- Young people (children and adolescents)
- PTSD and veterans
- Condition specific subgroups

Member support/ development / training

- Self-development days (mindfulness/assertiveness)
- More meetings for members other than the AGM
- Support with specific activities eg to take Mental Healthwatch forward
- Put on events outside working hours so that people who are working can attend
- Involving people without email addresses

● **Being a member makes me feel involved and part of something that is both caring and influential. A big THANK YOU to all. ●**

'I think NSUN is a huge information and support resource –it is also very inspiring and empowers those facing challenges and those in recovery and living with challenges.' ●

With a strong five year track record NSUN can now demonstrate its potential long term sustainability to funders.

One of the key themes to emerge from the Members' Survey related to the development of local work.

Suggestions included the following:

- Support and develop service-user groups and activity in local areas (specifically, the North West, Greater Manchester, Yorkshire and Humber, North East, West Midlands, Channel Islands, Isle of Man and London suburbs)
- Make active links with local organisations and build capacity for local groups
- Hold more local/regional meetings and events across England
- Raise NSUN's profile amongst Asian and Black organisations in regional areas
- Get funding for local networks - local NSUN representatives /regional co-ordinators
- Connect regional hubs to share common themes and pick up new ideas
- Create a list of local NSUN members (who have given permission) so they can connect in their own area
- Continue to build and expand in areas of the country where NSUN is already active
- More opportunities to profile local initiatives
- Publicise where we are in local communities.

In 2015 we will be reviewing our vision and the five year strategy. We will also produce a new Operating Plan for 2015-2016 based on the responses from our 2014 Members' Survey and the input of members at the 2015 Annual General Meeting.

Having developed an infrastructure for networking and approaches and frameworks for involvement and influencing, we now need to focus on our central aim of strengthening service-user groups – capacity building.

We will also be supporting and promoting individual member's campaigns and will continue to challenge what needs to change.

We will strive to be a lively and distinctive network, that matches the 'unique, user-led approach and convention-challenging aspirations of our members'. ●

Thank you

NSUN would like to thank our supporters who have recognised that we are doing a valuable job for our members and the wider community and that we are worth funding for the future.

- **Comic Relief**
- **The Tudor Trust**
- **Trust for London**
- **Department of Health**
- **Awards for All**
- **NHS West Midlands**
- **Lankelly Chase**
- **NHS City and Hackney CCG**

The Board of Trustees of NSUN submits its statutory Report and Accounts for the year ended 31 March 2014. The Trustees' Report and Financial Statements have been prepared in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, The Charities Accounts (Scotland) Regulations 2006, the Charities (Accounts and Reports) Regulations 2008, the Charities Act 2011 and comply with UK Generally Accepted Accounting Practice (GAAP). They also comply with the Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) 2005.

**together we
are stronger**

National Survivor User Network

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