

# nsun annual report 2014/2015

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



Together we are stronger

## NSUN at a glance

### Our vision

Our vision is of a diverse, inclusive and influential user-led network with the strength to challenge inequality and improve lives.

### Our mission

Our mission is to become the national voice of all service users in England to communicate their needs and to challenge government and mental health care providers to drive the service towards a better future.

### Our aims

1. To create networks of individuals and groups
2. To strengthen service user-led groups
3. To influence and inform policy makers and planners

### Our values

#### Solidarity

- unity or agreement of feeling or action, especially among individuals with a common interest; mutual support within a group.

#### Equality

- the state of being equal, especially in status, rights, or opportunities

#### Integrity

- the quality of being honest and having strong moral principles.

#### Diversity

- understanding that each individual is unique, and recognising our individual differences. These can be along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies.

## Welcome

### Message from NSUN Managing Director, Sarah Yiannoullou

*'NSUN is a network of like-minded people who have experience of distress and disadvantage and who aim to influence providers, commissioners, councils, government, charities and other bodies in the mental health field to do better, aim higher and reduce poor quality of life for people with mental health issues.'*  
Quote from Members' Survey

The theme for the period covered in this report has been one of 'resilience'. NSUN is now a very different organisation to the one that existed in 2007. From two staff and two projects to the level of activity you will read about over the next few pages. It has been a journey that has been exciting, challenging, exhilarating and tiring but overall pretty amazing.

We've had our critics (and rightly so) but we've also had an incredible amount of support. The annual report is always a great opportunity to highlight achievements and extend thanks to everyone who has contributed to the success.

Acknowledging the 10 years since the 'Doing it for Ourselves' conference in Birmingham we launched the NSUNTHRIVE10 campaign this year. This is both to celebrate the fact that NSUN has survived and overcome some of the difficulties that could have led to a very different outcome and to thank the leading lights and founders who had the vision of such a network and made it happen.

Our membership is now almost 5,000 and our reach (combining the database and social media figures x 3) is now estimated at around 40,000. The authenticity of this collective enables us to challenge dismissive and disrespectful responses that refer to personal experiences as 'anecdotal' and 'not valid' or 'in the minority'. It also enables us to share what does work and explore new ideas and alternatives.

With the continuing welfare reforms and austerity measures more people are experiencing unacceptable levels of avoidable distress and disadvantage. There have been some important challenges to benefit decisions and successful campaigns to save services but sadly all too few. Our work with the British Institute of Human Rights aims to help us increase our confidence in knowing and exercising our rights - which exist for us all.

Our individual and collective efforts do make a difference – **together WE ARE stronger!**



### Message from the Co-chairs, Sarah Carr and Dominic Makuvachuma

Welcome to NSUN's Annual Report for 2014-2015.

Looking back on the past couple of years, it's clear that NSUN and its members are going through some extremely tough times because of Government austerity. Like so many user-led and community organisations rooted in the reality of everyday life and struggles, we've had to make some very hard decisions and changes because of funding.

Perhaps organisations like NSUN and its members are like gardens - they grow and then may have to be pruned back, only to grow again.

Our mission and values remain at the heart of everything no matter what happens. NSUN exists to communicate needs of service users, survivors and their organisations and to challenge government and mental health care providers to drive the service towards a better future. We've been doing this for ten years and this is what we will continue to do – we are survivors after all!

Change brings the potential for rewards as well as challenges. It can make us think differently and come up with new ideas, like the #NSUNTHRIVE10 fundraising campaign.

During times of change also it's important to recognise strengths and successes, and NSUN has had some significant achievements that we should be very proud of.

Our vision is of a diverse, inclusive and influential user-led network with the strength to challenge inequality and improve lives. Our activities around commissioning and Healthwatch mean that service users and survivors are more able to influence and scrutinise the decisions that affect them.

The evidence we produce is now being used by service

commissioners, key policy decision-makers and MPs and Peers who are fighting for equality and better mental health services.

Lord Boateng has used Dancing to Our Own Tunes to hold the government and health and social care decision makers to account over BME equality and involvement.

The 4Pi Involvement Standards are rapidly being recognised by the Department of Health and the NHS as the best framework for co-production in mental health. It may take time to see the results, but our authentic voices are being heard and taken seriously.

While influencing throughout the system and 'at the top' is vital, NSUN would be nothing without our grassroots membership. This is what makes NSUN uniquely credible, authentic and challenging and we can be very proud of that. Remembering that 'together we are stronger' is ever more vital when we're under pressure.

Encouraged by one of our funders, we will be looking at ways in which we can become even more challenging and more 'spiky'. Our election-time Member's Manifesto was just the start. We look forward to working with members on developing NSUN so that it remains and grows as both a 'feather in the cap' and a 'thorn in the side' of mental health services.

Our 2016 AGM theme is 'Thrive: building for a better future' so perhaps it would be good to end with these words from Maya Angelou as inspiration for the future:

***"My mission in life is not merely to survive, but to thrive; and to do so with some passion, some compassion, some humour, and some style".***



## 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.

**2015:** NSUN became host to the North East Together (NEt) service user and carer network and the Peer2Peer network. The 4Pi National Involvement Standards were formally launched at the International Initiative for Mental Health Leadership (IIMHL) exchange event hosted jointly by Together and NSUN June 2014 and the NSUN members' event January 2015. ●

## Our finances

### Treasurer's report

Although NSUN came into being in 2007, and an incorporated charitable company in 2010, this is only the fourth year that NSUN has had independently examined accounts.

The main source of funding for NSUN during 2014-15 remained to be grants received from Department of Health and charitable trusts and foundations as detailed on page 14 of the accounts.

**Income** during the period 2014/15 was £408,495 (2013/14 £490,136) this represents a 17% drop in income. Ninety one per cent of income during the year was restricted funding, that is funding restricted to support specific work or projects. Of this restricted funding, £111,000 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 five main grant sources: £25,000 from Trust for London; £2,400 from Lankelly Chase Foundation; £25,000 from the Department of Health to support the strategic partnership work; £10,000 from Awards for All and £198,373 statutory funding from the Department of Health.

**Expenditure** was £374,031 (2013/14 £554,085) a decrease of 32% in line with the decrease in income. All expenditure, with the exception of £15,156 relating to governance costs, was spent directly on NSUN's charitable activities. Ninety six per cent of the expenditure £334,966, was spent on staff costs and direct project costs.

**The surplus** of £34,464 (2013/14 deficit of £63,949) was added to the reserves of £23,475, which were brought forward from the previous year.

The total reserves at the end of 2015 financial year was £57,939 made up of £23,535 unrestricted funds (2013/14, £2,039) and restricted funds amounting to £34,404 (2013/14, £21,436).

The financial position of NSUN for the current year

INCOME FOR 2014-15	
Incoming resources from generated funds:	
Investment & Other Income	£36,722
Incoming resources from charitable activities:	
Grants	
Tudor Trust	£50,000
Comic Relief	£61,000
Trust for London	£25,000
Department of Health	£198,373
Awards for All	£10,000
Lankelly Chase Foundation	£2,400
Voluntary Sector MHPF DHSP	£25,000
Total incoming resources	£408,495

2015/2016 is secure with reserves of £57,939 carried forward from the previous year NSUN has secured funding to cover planned expenditure in 2015/2016.

Income includes continued funding of: £120,000 from Comic Relief and Tudor Trust; £12,500 from Trust for London; £40,000 from Esmée Fairbairn Foundation; £143,858 from North West London Collaborative (NHS); £4,050 from British Institute of Human Rights; £40,000 from North East Together; £7,000 from MIND Peer Support; £15,000 from Lankelly for managing the Insight project and £20,000 from Department of Health (Strategic Partnership). During the year NSUN is aiming to generate £10,000 from training and consultancy.

As always, the future fundraising activity continues to be a priority especially for the two years 2016 to 2018. Applications are pending for core and project work. Although none of these funding streams can be guaranteed, NSUN has a proven track record and

EXPENDITURE FOR 2014-15	
Staff Costs	£222,661
Consultancy	£27,683
Regional Development Costs	£10,613
Staff Expenses	£11,927
Business Development	£0
IT Costs	£11,560
Office Expenses	£28,268
Other project costs	£44,558
Governance	£15,156
Depreciation	£1,606
Total Expenditure	£374,031

is involved in extensive discussions to support these funding applications. ●

**Bankers: Santander.**

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

**Analysis of Expenditure 2014-2015**

<b>82%</b>	Staff cost and direct services to members
<b>11%</b>	Running costs
<b>4%</b>	Other
<b>3%</b>	Business development

## Our team



### Employed staff

**Sarah Yiannoullou**  
**Mulimba Namwenda**  
**Soka Kapundu**  
**Naomi James**  
**Emma Perry**  
**Stephanie Taylor-King**  
**Raza Griffiths**  
**Nicole Smith**

### Consultants

**Alison Faulkner**  
**Dorothy Gould**  
**Jayasree Kalathil**  
**Rachel McGill**  
**Debbie Roberts**  
**Kirk Teasdale**

### Volunteers

**Lucy Bowden**  
**Anjie Chhapia**  
**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 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.

The Finance and General Purposes sub-committee meets to look at finance and human resources in more detail. ●

### Trustees elected October 2013

Following a pre-screening recruitment process the new trustees were voted onto the Board.

**Eleni Chambers**  
**Stephanie McKinley**  
**Paul Valentine**

### Honorary Officers:

**Kath Lovell** – Chair  
**Dominic Makuvachuma** – Co-Vice Chair  
**Sarah Carr** – Co-Vice Chair  
**Joyce Kallevik** – **Mark Wood**

The following Officers, who were still within their three year term, remained on the board:

**Alisdair Cameron** (third year)  
**Sarah Carr** (third year)  
**Henderson Goring**  
**Kathleen Lovell** (second year)  
**Clare Ockwell** (second year)  
**Peter Rogers** (second year)  
**Julia Smith** (third year)  
**Dominic Makuvachuma** (third year)  
**Mark Wood** (second year)

### 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.

Sue Haworth, Peter Rogers and Tania Towns stood down before the annual general meeting. ●

## Our work 2014-2015

### March 2014

- Provided evidence to the Parliament Health Select Committee for the post-legislative scrutiny of the Mental Health Act 2007.
- Invited to continue on the Care Quality Commission's Mental Health Act Annual Report Advisory Group.
- The report 'Ethnic Equalities in Mental Health: Promoting Lasting Positive Change' published following the consultation commissioned by Lankelly Chase.
- Voluntary sector Strategic Partner Programme (SPP) confirmed, £25,000 received for Mental Healthwatch and Mapping Integrated Care Pathways.
- Continued distribution of the Peer Led Peer Support Collaboration Interim Statement.
- Application successful to host one of the International Initiative for Mental Health Leadership (IIMHL) exchanges 'Consumer Leaders and Peer Services' in partnership with Together, for over 20 international Exchange participants.
- Completed the facilitated 'Mapping Integrated Care Pathways' expert reference group meetings and the production of a 'service user' definition of integrated care pathways.
- Mental Healthwatch event and launch of 'Mental Healthwatch Handbook'.
- Launch of the 'Values-based Commissioning Guide: Influencing Mental Health Services'
- Funding confirmed for the evaluation of the Mindapples training programme pilot Mental Effectiveness at Work. University of York asked NSUN to lead the recruitment and ongoing support of participants
- Supported and attended Hackney Event "Innavision" LoudMinority film screening with Peoples Network and 4Sight members.
- Final report submitted to the Neurological Commissioning Support Mentoring Project.
- Presented at NHS England Mental Health Tariff Stocktake event.
- Presented at the South London Health innovation Network.
- Invited to be a member of the Parity of Esteem Stakeholders Group.
- Supported graduates of the Leicester Leadership Programme to present at the Leicester City Council Mental Health summit.
- Language document produced following online survey exploring preferred terms amongst the NSUN membership

- Service user involvement policy document completed
- Attended the second Women's Mental Health Network development meeting.
- Presented at South London Health Innovation Network.
- Completed the Bristol Clinical Commissioning Group service user and carer consultation meetings for the retendering of mental health community services.

### April 2014

- Negotiated a contract (£6,300) with the London Strategic Clinical Network to provide advice and guidance around patient and public involvement for the Mental Health Clinical Commissioning Group leads.
- Invited to contribute and comment on the CentreForum Mental Health Commission interim report.
- Contributed to the 'Extending Choice in Mental Health' guidance consultation, as a key stakeholder.
- Invited to be a member of the steering group for the Mental Health Intelligence Network (MHIN) put together by NHS England and Public Health England.
- Mental Healthwatch Handbook sent to all 152 local Healthwatch organisations, Guardian article gained 120 comments and nearly 350 tweets.
- Agreed to be the mental health partner for the NDTi 'Research for Impact: Disabled people' programme.
- Invited to have a stand at the National Psychosis Conference.
- Briefed Chuka Umunna MP on mental health issues.
- Invited to be a panel member for Together's National Steering Group recruitment process.
- Presented at Warwick University Research and Development workshop.
- Invited to the Shaping Our Lives launch of 'Beyond the Usual Suspects'.
- Agreed continued membership of the 'Peer2Peer' steering group.
- Facilitated the quarterly Involvement Workers' Peer Support group.
- Distributed Survivor Researcher Network survey results.
- Invitation to be a member of the steering group for Mind's Peerfest 2014 event.
- Invited to be a member of the National Co-production Advisory Group to produce 'No Assumptions – A Narrative for Personalised, Coordinated Care and Support in Mental Health' with Think Local Act Personal (TLAP) and other organisations including Mind, Rethink Mental Illness and Certitude.



## Our work 2014-2015

### May 2014

- Secured funding from the Maudsley Charity for the International event 'Service User leadership and Peer Support Festival'
- Facilitated a members' open meeting with the Ministerial Advisory Group representatives.
- Confirmed as a partner in the British Institute of Human Rights successful application to the Department of Health (IESD) award.
- Presented with the Ministerial Advisory Group with service user and carer representatives.
- Distributed the 'Top Ten Issues' arising from the 2013 annual members' survey.
- Agreed continued membership of the Disability Action Alliance steering group.
- Presented at Community Care Live conference.
- Attended Mental Health Alliance quarterly meeting, raising issues to support the campaign "Stop Coercion" to improve respect for the rights of individuals.

### June 2014

- Produced the London Leadership short film.
- Held the soft launch of the 4Pi national involvement standards at Service User leadership and Peer Support Festival event.
- Presented, facilitated a workshop and organised a stall and display at the IIMHL conference in Manchester.
- Attended the Interrelate (international consumer network) meeting in Manchester as one of the English representatives.
- Presented at the launch of the Mental Health Intelligence Network.
- Invited to UKCP Commissioning Round Table event.
- Collaboration with Healthcare Conferences to run the Creating Connections: Service User Involvement Conference held at the ICO London in June 2014. All the news and presentations can be accessed online here.
- Presented on 4Pi involvement standards and Values-based Commissioning (VbC) at St Catherine's College, Oxford.
- Presented at Warwickshire Community and Voluntary Action event.
- Presented, facilitated and produced a report 'From coercion to co-production in supervision and care planning: the principles and values under-pinning non-coercive decision making in Health and Social Care workshop, Cambridge University.

- Presented 4Pi involvement standards to NHS England Strategic Clinical Network CCG Leadership Group.

### July 2014

- Presented at the launch of the CentreForum's commission report 'The Pursuit of Happiness'.
- Collaboration with Healthcare Conferences to run Values-based Commissioning conference in Manchester.
- Published the summary report of the 2013 annual NSUN membership survey.
- NSUN member Nicky Morgan MP appointed as Secretary of State for Education by the Prime Minister.
- Attended Healthwatch Sheffield event as follow up to Mental Healthwatch launch.
- Presented at the North East Together event, launching their newsletter and Welfare Reform Action Group (WRAG).
- Presented 4Pi standards for involvement at the launch of NHS England London: Mental Health Primary Care Commissioning Guide.
- Invited to have a stand at the NHS England Mental Health Primary Care Commissioning Guide Launch.
- Invited to be a panel member for the Health Service Executive Service User and Carer Reference Group in Ireland.
- Facilitated the recruitment process to the Lankelly Chase Ethnic Inequalities Lived Experience Advisory Group.
- Attended and participated in UK Premier event of Mars Project: a fundraising and consciousness raising event on behalf of the Hearing Voices Network in Hackney.
- Invited to participate in the Lankelly Chase BME Strategy Round Table event.
- Established contact with National Voices for potential joint work.
- Facilitated visioning session for the South West Mental Health Alliance.
- Supported the updating of the Interrelate website.

### August 2014

- Commissioned by Healthwatch England to organise and facilitate a focus group for their Special Inquiry into Unsafe Discharge of People with Mental Health Conditions.
- Facilitated Hackney's Peoples' Network meeting.
- Invited to be a panel member for Mind's Peer Support grants programme.

## Our work 2014-2015

- Approached by Turning Point to explore partnership working.
- Presented at International Conference, Qualitative Research Methods in Mental Health (QRMH5) in Chania, Crete.
- Contributed to initial consultation for Lankelly Chase involvement strategy.
- Facilitated 4Pi involvement standards Creative Day.
- Meeting with Rethink Mental Illness to discuss 4Pi involvement standards.
- Invited to be an external expert advisor for the Government's current review of the operation of Sections 135 and 136 of the Mental Health Act 1983 – response submitted.

### September 2014

- Invited to participate in the strategic consultation for the NHS Mandate as part of a high level policy group.
- Facilitated quick response to Department of Health request to comment on the Five Year plan 'Achieving Better Access to Mental Health Services by 2020'.
- Co-ordinated a collective response to the Mental Health Act (1983) Code of Practice consultation.
- Published article in response to mental health manifestos for Mental Health Today
- Presented at West London Mental Health Trust Coproduction day on The Personal is Political: the use of Coercion, Control and Restraint: in secondary mental health services.
- Supported Leicester Leaders to present to the Leicester Mental Health Partnership Board.
- Presented at West London Mental Health Trust Coproduction day on 'The personal is political: the use of coercion, control and restraint in secondary mental health services'.
- Two chapters written for October's edition of Mental Health Today: a Handbook for Mental Health.
- Held the third annual Team and Trustee Development Day.

### October 2014

- Delivered a Mental Healthwatch session to the East Midland Healthwatch network.
- Obtained pro-bono support from the Cranfield Trust.
- Attended Deputy Prime Minister's World Mental Health Day reception.
- Presented at the Greater London Authority World Mental Health Day event

- Facilitated the Involvement Workers Peer Support group.
- Presented at the Capita Conference, Transforming Mental Health Inspections.
- Joined the National Voices Wellbeing Our Way Steering Group.
- Presented at MCCH's User Involvement event.
- Supported the 300 Voices event in Birmingham.
- Held our third Team and Trustee development day.
- Supported Leicester Leaders to present at Mental Health Board.
- Presented at London Metropolitan University.

### November 2014

- Supported the Think Ahead consultation event.
- Invited onto the panel for the Helpline Partnership awards.
- Presented at the College of Social Work event.
- Attended and presented at the Involve Conference.
- Presented at Lewisham Mental Health and Wellbeing Day
- Supported the planning and running of Peerfest 2014 event.
- Facilitated a session for the NHS England GP Leadership Programme.
- Presented 4Pi at Tower Hamlets Mental Health Task Group meeting
- Presented at the National Crisis Care Concordat Summit.
- Delivered session to CCG Mental Health Leadership Programme - Birmingham group on "Service User and Carer Perspectives on Mental Health"

### December 2014

- Attended the SCIE Co-production Network meeting.
- Attended the National Voices Round Table event with Simon Stevens.
- Facilitated the National Involvement Partnership Advisory Group.
- Signed an open letter from British Institute of Human Rights (BIHR), published in the Daily, calling on "those with power to stand with us to respect human rights laws".
- Attended the All Party Parliamentary Group for Social Work on the State of Mental Health Social Work.
- Delivered Mental Healthwatch training in Peterborough introducing 4Pi.
- Published the 4Pi Blog by Alison Faulkner.

## Our work 2014-2015

- Supported the second Mindapples training programme.
- Attended the Greater London Assembly World Mental Health Day event.
- Worked in partnership with North East Together (NEt) to plan the North East Leadership programme and launch of the Welfare Reform Action Group (WRAG).
- Supported Academic Health Science Networks consultations.

### January 2015

- Supported the Think Ahead consultation event.
- Held the fourth Annual General Meeting and Members' Event
- Formal launch of the 4Pi National Involvement Standards
- Co-facilitated the BIHR Care and Support Project mapping event
- Facilitated Involvement Workers Peer Support Group
- Facilitated the Involvement Workers Peer Support group.
- Two chapters written for Handbook of Mental Health: "Speaking about ourselves: finding language to make sense of personal and collective identities" (to be published May 2015) by NSUN team members.
- Attended the Disability Action Alliance steering group
- Invited onto the National Mental Health and Housing Forum
- Delivered session to CCG Mental Health Leadership Programme - London group on "Service User and Carer Perspectives on Mental Health".
- Attended Inquest report launch.

### February 2015

- Joint training day with BIHR Care and Support Project.
- Facilitated workshop on 4Pi at the User Involvement in Voluntary Organisations Shared Learning Group: Marketing involvement event.
- Attended Joint Commissioning Panel – Mental Health.
- Attended National Voices Wellbeing Our Way Steering Group.
- Attended Peer2Peer Steering Group and confirmed NSUN hosting arrangements.
- Secured contract to deliver Control and Restraint workshops in partnership with Mind.
- Attended the last Ministerial Advisory Group – Mental Health.

### March 2015

- Commissioned by Mind to facilitate three Mental Health and Housing focus groups.
- Commissioned by MHPF to facilitate two Control and Restraint focus groups.
- Delivered at the final session of CCG Mental Health Leadership Programme - Birmingham and Cambridge group on "Service User and Carer Perspectives on Mental Health".
- Final National Involvement Partnership (NIP) Advisory Group meeting.
- Attended IMHA report launch.
- Facilitated members' networking meeting in Sheffield.
- Presented at 'Revisiting Social Models of Care' event
- Attended Mental Health Alliance working group.
- Invited on to the Mental Health Taskforce Group

### Activities

- E-bulletins – sent to members weekly
- News service – available online (website and social media)
- Network magazine – print and online
- Involvement brokerage – national resource and framework
- Survivor Researchers' Network – promoting and facilitating user-led research
- Member campaigns – individual campaigns supported
- Member blogs – guest blogs published monthly
- Community events – development, facilitation and support
- Regional networking – supporting and empowering
- Presentations – national and local, to organisations and small groups
- Workshops – national and regional
- Human Rights – 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

## Our work 2014-2015

### Achievements

- 4Pi National Involvement Standards – launched
- Members' Manifesto - produced and used to structure Mental Health Taskforce input
- North West London Creative Leadership programme – developed and delivered
- CQC Mental Health Act report – Advisory Group member
- Department of Health Strategic Partner – Mental Health Providers Forum
- 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 with 20+ international delegates
- Mental Healthwatch Handbook - produced and launched
- Mindapples – supported training programme
- CentreForum Mental Health Commission Report - provided evidence
- facilitated open meeting for NSUN members
- Annual Members' Survey 2014 – publicised 'Top Ten Issues'
- North East Together's Welfare Reform Action Group – launch support
- Membership increase from 3,659 to 4,328

### Our work with others

NSUN has increased engagement with our existing local and national allies. Contracts and small tenders have enabled us to concentrate on aspects of our work that would not have otherwise been possible. 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:

- Birmingham University
- British Institute of Human Rights
- Care Quality Commission

- Centre for Mental Health
- Department of Health
- Disability Action Alliance
- Disability Rights UK
- Emergence
- Healthcare Conferences UK
- Healthwatch England
- Lankelly Chase
- Like Minded
- Mental Health Alliance
- Mental Health Foundation
- Mental Health Providers Forum
- Mind
- Mindapples
- National Voices
- NDTi
- NIHR CLAHRC
- NHS England
- Office for Disability Issues
- Oxford University
- People's Network
- Public Health England
- Refugee/SISO
- Royal College of Psychiatrists
- SCIE
- South London and Maudsely NHS Foundation Trust
- Social Perspectives Network
- Social Spider
- Survivor Research
- St George's University of London
- Together
- Turning Point
- West London Collaborative
- Wish
- UK Council for Psychotherapy
- University of York



# Our members 2014-2015

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.

	Apr 2014	Mar 2015
Individuals	2,980	3,566
Groups	574	650
Allies	105	112
TOTAL	3,659	4,328

All we want is that services ask of us:  
**"What is most important to you and how might we achieve that with you?"**

# Members' Survey 2015

## The 'top ten' issues raised by members

1. Access to timely and appropriate treatment and support
2. Funding cuts to services
3. Genuine co-production and empowerment
4. Welfare reforms and social inequalities faced by people with lived experience
5. Challenge discrimination – raise awareness
6. Human Rights – freedom from coercion, forced medication and the use of the Mental Health Act.
7. Rethink the medical model
8. Better service provision for specific groups – young people, mothers, older people and BME communities.
9. Parity of esteem with physical health – particularly with regard to funding, support and waiting lists.
10. Early intervention and prevention.

## Key Findings

- 81% of respondents have a positive perception of NSUN.
- 83% agreed (or strongly agreed) that they felt connected to a wider network of people as a result of being an NSUN member.
- 77% said that NSUN had helped to strengthen the service user voice.
- 91% agreed (or strongly agreed) that they were more aware of opportunities to engage and influence policy and the design, delivery, commissioning and auditing of services.
- 78% felt more able to and prepared to get involved to influence service design, policy makers, commissioners and/or others.
- 72% felt that they were more informed of their rights as a result of being a member of NSUN.

## What do members value about NSUN?

- Information sharing – communicating with members through the weekly e-bulletin, social media and website.
- User-led ethos - the importance of having a national network that represents the service user/survivor 'voice'.
- The sense of solidarity and community within the

- network - an inclusive atmosphere that leads to people feeling valued and empowered.
- Having a national voice – influencing the service user/ carer voice from a grass roots level to a collective national level.
- Being involved and being heard - "...individual service user voices are valued –not a token person being the 'service user voice' for everyone".
- That NSUN still exists in the current financial climate – "Please survive and have a plan B or plan C to make sure the skills and resources you have built up have a way of continuing and growing in some form".

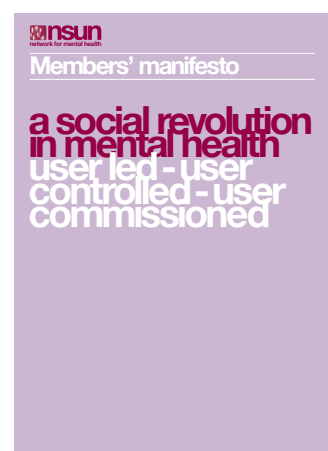
## What does NSUN need to get better at?

### Regional/Local Work

- 82% felt that NSUN did not have a strong enough presence in their local area.
- Some members continue to feel that NSUN is too 'Londoncentric'.
- Respondents wanted more regional activity and regional representation.
- More local face to face meetings.
- More networking/partnership working between local groups and individual members in local regions.
- Further promotion of NSUN in local areas.
- Help and support for local groups to survive.
- Lobbying and campaigning – taking a stronger political stance.
- Diversity of membership and work with marginalised groups
- Finding funding and resources
- Communication – contacting the office, updating the website.
- 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 to that people who are working can attend
- Involving people without email addresses

***'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.'*** ●

## Our Members' Manifesto    Our future



The **'Members' Manifesto**: a social revolution in mental health, user led - user controlled - user commissioned' built on the work of the National Involvement Project and feedback from our AGM (January 2015) the top ten list of issues identified by members in our annual survey (2013 and 2014) and responses from a direct request asking what should be in NSUN's manifesto.

**Our manifesto called on the government to:**

1. **Make the principle of 'nothing about us without us' a reality through effective and meaningful involvement in all aspects of our lives.**
2. **Reform the Mental Health Act 2007 to make it fully compliant with human rights legislation and ensure that people with lived experience of mental distress are not harmed or abused by restrictive practice.**
3. **Provide alternatives to medication, and reflect the social model of disability, in better person-centred support.**
4. **Ensure access to timely and appropriate resources and support.**
5. **Meet the needs of people with lived experience of mental distress from marginalised communities.**
6. **Address the injustice and harm that have been caused by cuts to public funding and changes to the benefits system.**
7. **Recognise and invest in research and training initiatives that are service user-controlled/user-led.**

The Members' Manifesto is an evolving document and we will be updating this for 2016 based on our latest survey and top ten list of issues.

We are constantly listening to, responding to and being informed by what our members are saying. The Members' Survey responses and other feedback gathered from events, polls and direct contact informed the review of NSUN's vision and the strategy for the next five years 2016-2021.

Our priority areas for 2015/2016 will be to strengthen our membership management, extend our research work, build capacity for local and regional networking and ensure our internal communications; monitoring and evaluation are all fit for purpose.

The task of creating the new vision is to ensure we create a big, bold, positive and aspirational vision for what NSUN is working to achieve and a mission that describes how NSUN works to achieve this vision. ●

## 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.

- Awards for All
- Comic Relief
- Esmee Fairbairn
- Lankelly Chase
- Mental Health Providers Forum (Strategic Partners programme)
- NHS Strategic Clinical Network London
- Tudor Trust



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The Board of Trustees of NSUN submits its statutory Report and Accounts for the year ended 31 March 2015. 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**

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