



National Survivor
User Network

ANNUAL REPORT 2016/2017

We are here to make sure the voice of experience is heard!



The National Survivor User Network (NSUN) is a network of people who have and do experience mental distress who want to change things for the better. NSUN connects people and influences policy, practice and perceptions by amplifying the experiences and aspirations of our members. Mental distress can often lead to disadvantage and discrimination, being ignored and isolated. NSUN is a growing network with the strength to challenge inequality and improve lives.



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Network (NSUN) 2017

Our vision...

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

Our mission...

is 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:

- To create and strengthen links between individuals and groups
- To support and promote user led groups and initiatives
- To influence and inform policy and decision makers

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



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

Message from Sarah Yiannoullou, Managing Director

This is a volatile time for organisations and groups led and run by people with experience of mental distress. I want to thank all of our members, funders and volunteers for their support, not just over the last year but for the last 10 years! We marked the 10 year anniversary of the ‘Doing it for Ourselves’ conference in 2006 with the launch of the #NSUNthrive10 campaign in 2016 raising funds to support our individual Member Campaigns.

It’s our job at NSUN to promote the importance of user led and small community groups, and to call on larger organisations to work collaboratively rather than in competition with us. Our members tell us that they want us to focus on “the injustice and harm that have been caused by cuts to public funding and changes to the benefits system”. In the next year NSUN will have an increased focus on rights. We will continue to support individual and group campaigns and will do everything we can to make sure that the direct, independent and collective experiences of people who live with mental distress are heard at every level.

In 2016, over 150 of our member groups closed and 55 new groups joined our network in that time. In comparison, in our last review 18 months ago we found that 20 groups had closed and about the same amount joined.

Our own evidence and other trends identified across the sector is a startling fact that the diversity of our sector is under threat. NCVO’s UK Civil Society Almanac 2017 states that the voluntary sector’s economy is dominated by larger charities (with an annual income of over £1m). These account for 80% of the sector’s total income yet make up only 3% of the total number of charities. Small charities and community groups make

up 82% of the sector but account for just 3.5% of the income. The loss of local authority and NHS contracts and grants have hit service user led organisations and groups hard, as have competitive tendering processes. Groups and organisations led by people who have experienced mental distress are under threat across the country.

2016 was a period of reflection and development for NSUN. We’re coming to the end of restructuring how we do things. It’s a changing and challenging world out there for people who live with mental health difficulties day-in, day-out. Things aren’t looking good. That’s why it makes what we’ve done and intend to do even more important.

In the next year we’ll be doing everything we can to help the experiences, ideas and values of people with direct experience of mental health distress to change what happens in the world. Small groups and organisations led by people who been there and experienced it can do things and make things happen that larger groups cannot.

That’s what we’re here for and why we aren’t going away!

A message of hope



Goodbye message from Kath Lovell Co-vice Chair

After over 11 years of being directly involved in the development and governance of NSUN, Kath Lovell stood down in March 2017. Kath also served as the NSUN Chair and Co-vice Chair from 2011 until resigning in 2016. Kath was a member of the founding group that established NSUN in 2006 and has made an enormous contribution to the survivor movement.

Kath has not only led NSUN towards becoming a successful, influential and growing Network, but she was also the Managing Director of another national user led organisation, Emergence for over eight years as well as being voted a runner up in the Deputy Prime Minister's Mental Health Heroes Awards in 2016. Kath steered NSUN through some challenging times but also helped us to celebrate 10 years of existence, launching the #NSUNthrive10 campaign which has raised over £2000 so far.

Kath said "It's with a heavy heart that I stand down from the Board of Trustees. I have very much valued my role with NSUN over the past 11+ years and it hasn't been a decision I have made lightly, but a decision that is possibly the right decision for both the organisation's and my work/life balance". This is yet another opportunity for us to thank Kath for all her support and dedication over the years. •



Message from the Co-Chair, Stephanie McKinley and Co-Vice Chair, Dr Sarah Carr

We are now 11 years into our development as a user organisation. We have survived and been thriving for another year and we are now looking towards our next decade where we will further strengthen the voice of our membership and create a force to be reckoned with.

NSUN has spent the last year taking a long hard look at where we want to go and what we want the organisation to be going forward. We have listened to you as our members and heard you say that you want to feel more connected with each other and to feel more empowered to fight the injustices that you experience and see around you. We know that things are not necessarily getting any better with accessing mental health services, cuts to benefits, assessments for work capability and problems with wards and housing - the list goes on - but with over 4,500 members we have the collective power to make a difference!

Suffice to say that those of you who have been blogging for NSUN, setting up individual campaigns, contributing to our research and our polls are helping all of us to get our voices heard so we can influence things for the better. We want to spend more time amplifying the voice of NSUN users as well as continuing to strengthen our infrastructure to support this important work.

"We will be positioning ourselves as a membership organisation that is punchier and spikier...We need to continue to challenge the status quo and push for change."

We will work collaboratively with others but we will not be afraid to walk away if we feel it is not in the interests of our members to be involved. We will be positioning ourselves as a membership organisation that is punchier and spikier, as it doesn't look like things will be getting any easier. We all need to continue to challenge the status quo and push for change. We bring the independent, collective and direct voice that is at the core of our authentic identity and unique strength. We're looking forward to working with you all as we continue to raise our voices and use our experiences to make positive changes to services and lives. •

Our history

In 2001-02, mental health service users and survivors working for the Sainsbury Centre for Mental Health (now known as the Centre for Mental Health) carried out a survey of other service users, which led to the production of the report *On Our Own Terms* in 2003. This set out the findings of the research into the service user/survivor movement, and made a number of recommendations for strengthening the movement. The overarching recommendation was to develop a national collaborative strategy with the aims of:

- Building the capacity of the movement to support and represent service users/survivors;
- Strengthening and developing user involvement nationally and locally so that it can have a real impact on service provision;
- Developing a new integrated prevention, self-management, recovery and inclusion focus for all mental health services and related social and employment services.

In support of these aims, one of the specific recommendations was that the movement should be financially resourced and practically supported to build stronger local, regional and national networks. The vision was taken over by a group of users/survivors with a national profile in 2005, and the 'Doing it for ourselves' conference was held in 2006 to consult on taking proposals for a network forward. Following the conference, a group of participants formed a Network Planning Group to apply for funding to create and run a network. A successful bid to Comic Relief and the Tudor Trust, secured funding of £750,000 over a five-six year period to develop the National Survivor User Network (NSUN) across England.

From the early beginnings as an unconstituted national planning group, NSUN was hosted by Together for Mental Wellbeing for the purposes of Human Resources and Finance. The funders wanted to be sure that their substantial investment was backed up securely by a stable environment while NSUN started to form an identity and processes of its own. NSUN was hosted accommodation wise with the national black and minority ethnic (BME) mental health service users network, Catch-a-Fiya, which is part of the Afiya Trust in Vauxhall London.

This was deliberate so that both user groups could support each other and for NSUN to show a commitment to BME user/survivors.

NSUN always held the ambition to become independent as a sUser Led Organisation and in May 2010 this was achieved when NSUN became a registered charity and a company limited by guarantee. The trustee board of NSUN is made up of 100% people who self identify as (ex)users or survivors of mental health services. They are positively recruited by the board for the skills and experiences they can offer NSUN. •



Our Team



The trustee board of NSUN is made up of 100% people who self identify as (ex)users or survivors of mental health services. They are positively recruited by the board for the skills and experiences they can offer NSUN.

Our team

EMPLOYED STAFF

Sarah Yiannoullou, Managing Director

Soka Kapundu, Finance Manager

Mulimba Namwenda, Office Manager
(until May 2016)

Zoe Kirby, Team Leader

Naomi Good, Regional Development
and Research Manager
(until Sept 2016)

Stephanie Taylor-King,
Communications Co-ordinator

Emma Ormerod, Research
Co-ordinator

Sarah Taylor, Project Support
(until March 2017)

Pamela Fernandes, Office Intern

CONSULTANTS

Employed for short-term and specialist
projects and activity

Mark Brown

Alison Faulkner

Dorothy Gould

Raza Griffiths

Jayasree Kalathil

Debbie Roberts

Kirk Teasdale

VOLUNTEERS

Laura Able

Lucy Bowden

Anjie Chhapia

Jo Josh

Joe Kelly

Nigel Moyes

Mary Yiannoullou

OUR TRUSTEES

Alisdair Cameron

Sarah Carr

Eleni Chambers

Henderson Goring

Kathleen Lovell

Dominic Makuvachuma

Stephanie McKinley

Julia Smith

Paul Valentine

Mark Wood

HONORARY OFFICERS:

Co-chair Dominic Makuvachuma

Co-chair Stephanie McKinley

Co-vice chair Sarah Carr

Our Governance

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 operational team. The Finance and General Purposes sub-committee meets to look at finance, fundraising and human resources in more detail in between Board meetings. As a charitable company, NSUN's governing document is its Memorandum of Articles.

A fair and open recruitment process has been developed to ensure that the Board reflects both the user led ethos of NSUN and the diversity of the wider network. Following an application and interview process, successful applicants are proposed to the membership at the annual general meeting.

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 as set out in NSUN's governing document.

This annual report does not include no exemptions from disclosure. •

Our work – summary of activity & achievements



NSUN has directly employed people with experience of distress, disadvantage and discrimination for over eight years now as well as facilitating links and opportunities beyond the network to thousands of others. This year we facilitated over 100 links between individuals and groups, grew the membership to over 4500 and published over 200 communications for members. We have directly involved over 1000 individuals in our work (training, consultations, events, focus groups, surveys) annually and facilitate further involvement for our extended network.

Together we continue to build individual and collective confidence and broker and facilitate opportunities. We receive a wide range of involvement opportunities from different organisations and bodies due to the good response rates and levels of interest received from our diverse membership.

The weekly ebulletins include opportunities ranging from one off consultations, research projects, expert by experience positions, events and training to full and part time positions. The ebulletin continues to be rated as one of our most highly valued services in our

annual members' survey. As well as 78 ebulletins being sent, we produced our annual newsletter NETWORK in Spring 2016, which was a special edition looking at the work of our members from BME communities. Member Blogs were also introduced and 91 blogs have been published on the website over the last 12 months.

NSUN has provided support to different member groups by providing information specific to their needs, general briefings and news, guidance to start new initiatives and support to challenge bad practice and injustice. We have also hosted a number of independent user led groups, posts and initiatives that include North East Together (NET), Real Insight, Peer2Peer and the Kindred Minds Manifesto project and co-facilitate of the Survivor History Group.

Where possible we have made use of the most creative approaches, in particular graphic facilitation and recording. Debbie Roberts of Engage Visually has supported and enriched NSUN's work for over 7 years, facilitating the expression of our members' voices and experiences safely and respectfully.



MEMBER CAMPAIGNS

Member campaigns have been supported through a variety of approaches we work to counter individual messages being dismissed or discredited as anecdotal or irrelevant. The Member Campaigns scale up issues from the individual and local experience to the collective and national. We support a member to articulate their issue and experience of it and then assist them to ask questions of the wider membership through our communication mechanisms to establish if this is a wider and common experience.

Reducing the use of restraint

"It takes one person to talk to you. It takes four people to restrain you."

Suzi, who experienced being physically restrained several times during her admission to a psychiatric hospital wanted to find out from other NSUN members if they had experience similar distressing treatment and what they thought could be done to avoid using such 'heavy handed' treatment. Following a survey a report and an article was written and a joint project with Mind was undertaken to produce two guides on Reducing the use of physical restraint and other restrictive practices in mental health services.

Our work – summary of activity & achievements

MEMBERS MANIFESTO

1. Address the injustice and harm that have been caused by cuts to public funding and changes to the benefits system
2. Make the policy of 'getting the right support, at the right time, in the right place, from the right person' a reality
3. Pressure mental health services to make the principle of 'nothing about us without us' a reality at all levels, through meaningful involvement in decisions about our own individual care and genuine co-production to develop services
4. Work together with people from socially deprived and marginalised communities to determine their support and develop alternatives
5. Challenge institutionalised discrimination and put equality back on the agenda for mainstream mental health services
6. Call for a reform of the Mental Health Act 2007 to make it fully compliant with human rights legislation and ensure that people are not harmed or abused
7. Reflect the social model of disability and promote informed choice and alternatives to medication in better person-centred support
8. Reclaim, challenge and revive survivor knowledge and research •

The Members' Manifesto 'Our voice, our vision, our values' was developed using feedback from our annual members' survey and the Top 10 Issues, responses following a direct request to members and the 2016 annual members' event. The Manifesto outlines the key issues in mental health from the perspective of people with lived experience. That's what makes it unique. It draws together our aspirations, intentions and key demands with regard to mental health policy and practice. It is not exhaustive of all issues, concerns and communities but represents the priorities expressed by our members.

I feel as if I am not alone! I love the signposting, shared information and the feeling that we are fighting together!

All of our key documents are written collaboratively. Each draft of the Manifesto was sent to the wider NSUN team and board for comments and suggestions and a final draft of the manifesto was sent to the membership for comment. Working collaboratively with input from a large number of people can be challenging and time consuming but it creates a richer final product.

The Survivor Researcher Network (SRN) has been hosted by NSUN since 2012. In that time the network has grown from 52 to 282 members with many of those new members

91

blogs published on the NSUN website

joining in the last 18 months.

A bulletin of research news and opportunities is sent to members every six weeks and eight bulletins were produced between April 2016 and March 2017. SRN aims to provide mental health service users and survivors involved and interested in research a forum for networking, sharing information, and supporting each other. On 26th July 2016, 40 members of the SRN met for a seminar entitled 'Reclaiming, Challenging and Reviving Survivor Research'.

The event was funded by the Sociological Review Foundation and Middlesex University and provided a starting point to explore what 'survivor research and knowledge' is today and how to revive the network and build for the future. Presenters drew on their own personal experiences, focusing on the way in which 'whiteness' and 'straightness' continue to be constructed as universal and invisible. Participants reflected on the need to break patterns of oppression both within and outside of survivor research and commented that the day had been "thought provoking", "inspiring" and had created a space for "amazing debate and discussion".

At the start of 2017 ten volunteers

from across the country were recruited to join a new SRN working group. The group will be developing a manifesto for the SRN bringing together the aims, objectives and values-base of the network. They will also be exploring possible funding opportunities and considering practical ways to:

- sustain and develop the SRN to provide survivor researchers a forum for networking, sharing information and supporting each other.
- challenge the hierarchy of evidence and promote the validity of experiential and survivor knowledge, qualitative and emancipatory research methods.
- promote authentic and influential service user and survivor involvement and leadership in research
- seek new partnerships with other organisations and institutions to increase opportunities for SRN members and for co-production and involvement in research.

The Annual Members' Survey provides an important opportunity for members to feedback about NSUN as an organisation as well as identifying key issues and priority areas to address within mental

I get fed up with a lot of the professional 'spin' stuff that goes on. NSUN talks my language!

health policy and practice. In the survey members were asked to comment on what they think NSUN does well, what they value about the organisation, and highlight areas for improvement. 77% of respondents have a positive perception of NSUN and 76% of respondents agreed (or strongly agreed) that they felt connected to a wider network of people as a result of being an NSUN member. Respondents continue to value NSUN's ability to keep members informed of the latest information and developments (for example with regard to welfare cuts).

Respondents also continue to value NSUN's user-led ethos and the sense of solidarity and community within the network. However, some also noted that NSUN needs to improve information for members (especially new members) particularly with regard to how to get involved in NSUN's activities and how they can contribute to the work of the organisation.

With regard to the impact that being an NSUN member is having on people's lives, 66% of respondents said that NSUN had helped them to speak out/up in their personal life/community. Some respondents said that they felt more "confident", "assertive" and able to speak up because of the sense of solidarity the network provides - "NSUN makes you realize you are not on your own".

71% agreed (or strongly agreed) that they felt more able to get involved to influence service design, policy makers and commissioners, and 62% said that they had taken up involvement opportunities as a result of being an NSUN member. 75% agreed (or strongly agreed) that they were more informed of their rights. This feedback helps to direct and

MEMBER CAMPAIGNS



Effect of street violence

Akikur wanted to speak with other young people with experience of gang warfare, home abuse, street violence, racial / religious abuse or attacks or who had used substances to deal with emotions raised by a traumatic event. Akikur used responses to shape a number of films he has produced on the subject.

500
people trained
by NSUN

focus our work, as well as showing us the impact we are having at an individual, group and strategic level. The survey also provides an opportunity for members to tell us what they consider to be the single most important issue in mental health. This directly informs the development of our Members' Manifesto.

Our work – summary of activity & achievements

MEMBER CAMPAIGNS



Improving ward safety

Hannah, who had experienced sexual and financial abuse on a mixed sex psychiatric ward. Hannah presented to her local Trust and they have committed to addressing the issues. We used the findings to support our contributions at the Mental Health and confidently talk about not dismissing negative experiences just because they are in the minority. A summary of the findings was published and Hannah has since set up her own Facebook page 'Thousands Over the Cuckoos Nest' to develop collective creative action to raise awareness. We are currently exploring options for funding for full analysis and publication of the research.

The Members' event and AGM in Birmingham 8th June 2016 and launch of the report 'From Mental Illness to a Social Model of Madness and Distress', - in partnership with Shaping Our Lives was attended by over 100 people. The discussion and Soap Boxes fed into the finalisation of the Members' Manifesto 2017 and setting of our work priorities for 2017.

The NSUN film was produced and launched for World Mental Health Day 10 October 2016. This was accompanied with a shorter 'Get to know NSUN in 3 minutes' video. This was to celebrate 10 years of 'surviving to thrive' on 10th October World Mental Health Day 2016 and to support the #NSUNthrive10 campaign. The production of the films was made possible through the donation of two-days work from Cybil and Russ at Flexible Films.

The 4Pi National Involvement Standards continue to influence people beyond the boundaries of NSUN. We have a long list of articles, newsletters, resources and websites where 4Pi has received a mention or recommendation - - even receiving international acclaim! Our own work has been limited to those organisations who can pay us. During 2015/6 we worked with South London and Maudsley NHS Foundation Trust and Rethink Mental Illness to enable them to further develop their involvement charter and strategy; and Alison Faulkner and Debbie Roberts continued to work with Lincolnshire Partnership NHS Foundation Trust through their Head of Patient and Public Engagement, Linda O'Hara. 4Pi

39

articles were published on the NSUN website

The resources shared provide the info I need and the NSUN community provides the support I need to feel part of something

was also referenced in the Five Year Forward View for Mental Health as a framework that '...will help ensure services and interventions are accessible and appropriate for people of all backgrounds, ages and experience' and should support CQC inspection of 'the quality of co-production in individual care planning, carer involvement and in partnership with communities to develop and improve mental health services.'

The Making A Difference (M.A.D) Alliance was a user led collective of 32 NSUN members recruited from across eight North West London boroughs, with an age range of 18 through to 65, 63% coming from Black and Minority Ethnic Communities, and 16% Lesbian Gay Bisexual Communities. Experiential knowledge carried by the group ranges from seeking asylum, poverty, isolation, psychological, physical, sexual, relational abuse and trauma, homelessness, racism, inequality and discrimination, They formed a leadership group over the course of the 2015 Creative Leadership programme, to establish a culture of co-production at all levels of commissioning and influence provision of mental health

care and support across North West London. A mixed methods participatory action research approach was taken to measure the impact of activity over 12 months which included; Experienced Based Co Design (KCL, 2014) Participatory Video Action Research (Kindon 2003; Shaw 2007) Capturing Confidence (Adapted Catching Confidence tool NIACE, 2006), National Involvement Standards 4Pi (Faulkner et al. 2015). The programme resulted in two Alliance members attending the Like Minded Transformation Board every month since October 2015 and involvement in every Like Minded work-stream. After 18 months the contract was retendered and awarded to a collective of local Mind organisations, after another 12 months it was retendered again and awarded to Rethink Mental Illness.

Section 136 Activity and Mental Health Crisis Health Needs Assessment Survey was a piece of work commissioned by an independent consultant working on behalf of NHS England. 24 interviews were conducted and findings were presented at the launch of the S136 Crisis Care standards with London Mayor Sadiq Khan. NSUN now facilitates the Service User and Carer Implementation Steering Group focusing on how services meet the new standards for Health Based Places of Safety.

Healthy Lives Project was a user-led study exploring ‘improving physical health services for people diagnosed with serious mental illnesses’ commissioned by Healthy London Partnership mental health programme. We asked:

- What physical healthcare

experiences do people with serious (enduring) mental illness diagnoses have?

- What are their needs?
- What improvements in commissioning and in services are needed?

During the first part of the study, two surveys were conducted, one with people who have lived experience of a serious mental illness diagnosis and a second with unpaid carers/ family members of people who have this diagnosis. The surveys were followed up by two workshop days, attended by people with lived experience, unpaid carers/ family members and professionals with non-clinical backgrounds. Not surprisingly, given that this was a user-led study, some findings were different from those emerging from projects led by researchers without lived experience. They also put a particular emphasis on having a wide range of models and services rather than medical model approaches being dominant. The findings also imply a need for some fundamental changes in physical healthcare commissioning and physical healthcare services. The report includes a comprehensive list of recommendations.

A Human Rights Approach to Advocacy’, the British Institute of Human Rights (BIHR) three year project was the second BIHR project that NSUN has been involved in. The project’s aim was to ensure people with mental health and capacity issues have increased control and autonomy over treatment decisions, and make sure they are treated with dignity and respect. The project has delivered a programme of training over three years and producing guidance. We have co-facilitated

MEMBER CAMPAIGNS

Holistic wellbeing

“A self management programme is likely to make any service intervention much more productive.”

Anand, who is looking to get a project off the ground based on his experience of support for health and social issues called ‘Holistic - Wellbeing What Works’ is a self-management programme that aims to address inequality in mental, emotional, physical and spiritual health. We are helping him to work his ideas in to a clear proposal with supporting evidence and connect him with potential supporters.

I want to be part of a movement for change based on lived experience, not just of service users and carers but also of service providers.

nine training sessions over three years for nearly 100 NSUN members and co-produced a suite of three practical guides which can be obtained here <https://www.bihhr.org.uk/care-and-supportresources>

Our partnerships

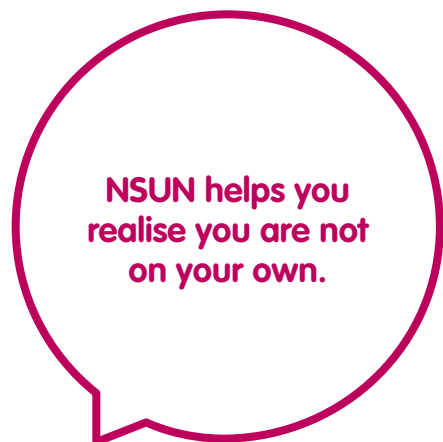
NSUN has been a member of the following policy boards, consultations and alliances:

- All Party Parliamentary Group on Mental Health
- All Party Parliamentary Group on Addiction to Prescribed Medication
- Care Quality Commission – Mental Health Act Report External Reference Group
- Department of Health - Government's review of the operation of Sections 135 and 136 of the Mental Health Act 1983 – invited to be an external expert advisor
- Department of Health - Five Year Plan 'Achieving Better Access to Mental Health Services by 2020'
- Department of Health - Indicators for transparency of performance for Mental Health Trusts
- Department of Health - Mental Health Act (1983) Code of Practice consultation
- Department of Health - NHS Mandate refresh and mental health consultation
- Department of Health - Mental Health waiting time standards (talking therapies/first episode of psychosis)
- Disability Action Alliance Steering



In 2016 NSUN were invited as external expert advisors by the Department of Health to take part in the Government's review of the operation of Sections 135 and 136 of the Mental Health Act 1983.

- Group - set up by the Office for Disability Issues (ODI) and led by Disability Rights UK.
- Healthwatch England - Inquiry into unsafe discharge consultation
 - Human Rights Alliance
 - Joint Commissioning Panel - Mental Health
 - Lankelly Chase: Ethnic Inequalities in Mental Health
 - Mental Health Alliance - continuing to lobby for the review of the Mental Health Act policy and legislative change
 - Mental Health Crisis Care Concordat
 - Mental Health Task Force
 - Metropolitan Police Service Mental Health Consultative Group
 - Ministerial Advisory Group - Mental Health
 - National Mental Health and



- Housing Forum
- NHS England Parity of Esteem external stakeholder meeting
 - NHS England London Strategic Clinical Network
 - NHS England / Public Health England Mental Health Intelligence Network
 - Peerfest National Planning Group
 - Public Health England National Mental Health Prevention Network
 - Royal College of GPs Mental Health Steering Group
 - SCIE Co-production Network – supporting user, carer and equality groups' involvement in SCIE's strategic decision making and provide a pool of stakeholders which SCIE can work with to co-produce projects and programmes.
 - Social Care Strategic Network for Mental Health – joint London event and evidence gathering of examples of innovative co-production in social care.
 - Social Workers and Service Users 'Against Austerity Alliance' – developing partnership arrangements along with allied service user, anti-poverty and disabled people's organisations, including Shaping Our Lives, ATD 4th World and Disabled People Against Cuts. •

Our finances

Income

Incoming resources from generated funds:

Investment & Other Income	£64,723
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Incoming resources from charitable activities:

Grants

Esmee Fairbairn	£60,000
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North East Together	£4,000
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North West London Collaborative (NHS)	£99,854
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Voluntary Sector MHPF DHSPP	£13,000
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MIND	£7,000
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Lankelly Chase Foundation	£27,850
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Total incoming resources	£276,427
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Expenditure

Staff Costs	£165,378
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Consultancy	£46,296
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Regional Development Costs	£3,742
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Staff Expenses	£4,853
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IT Costs	£14,443
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Office Expenses	£31,187
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Other Project Costs	£56,672
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Governance	£3,874
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Depreciation	£903
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Total Expenditure	£327,348
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Although NSUN came into being in 2007 under the umbrella of Together this is now the sixth year that NSUN has had independently examined accounts.

Though the main source of funding for NSUN during 2016-17 remained to be grants received from charitable trusts and foundations as detailed on page 14 of the accounts, NSUN did manage to increase its trading income by more than 125%.

Income

Income during the period 2016/17 was £276,427 (2015/16 £409,047) this represents a significant 32.4% drop in income. Seventy seven percent of income during the year was restricted funding, that is funding restricted to support specific work or projects. Of this restricted funding £60,000 comprised of charitable trust funding from Esmee Fairbairn, which has supported the core work of NSUN. Esmee Fairbairn was the main funder for NSUN during the year. Previously Comic Relief and Tudor Trust had 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. Like most charities, NSUN is facing very challenging times with ever dropping income against an ever growing demand for its services. We are now at a point where we will need to significantly reduce our services unless new significant funding is found very urgently.

Expenditure

Expenditure during the period 2016/17 was £327,349 (2015/16 £368,806) a decrease of 11.2% in line with the decrease in income. All expenditure, with the exception of £3,874 relating to governance costs, was spent directly on NSUN's charitable activities. Sixty eight percent of the expenditure £222,050, was spent on staff costs and direct project costs.

The deficit

The deficit of £50,922 (2015/16 surplus of £40,241) was financed by reserves brought forward from the previous year.

The total reserves at the end of 2016 financial year was £47,258 made up of £22,859 unrestricted funds (2015/16, £34,060) and restricted funds amounting to £24,399 (2015/16, £64,120).

The financial position of NSUN for the current year **2016/2017** is not secure. NSUN is struggling to secure sufficient funding to cover the planned expenditure for 2017/18. Consequently, the organisation will be forced to make drastic cuts on the level of services its able to provide so as to operate within budget and avoid total closure.

Fundraising

As always, for the future **fundraising** activity continues to be a priority especially for the two years 2017 to 2019. Applications are pending for core and project work. Although none of these funding streams can be guaranteed, NSUN has a proven track record and continues to be involved in extensive discussions to support these funding applications. •

Our future

As a membership network we are constantly listening to, responding to and being informed by what our members are saying. We have been careful not to assume a representative position that substitutes proper and wider involvement of people with experience of distress and service use or alienates the different and diverse sections of our membership.

We continue to grow and our membership contributes to the production of the presentation of collective priority issues that are a response to the world around us. A lot has changed in terms of challenges over the last 10 years but a lot has remained. Our 2016-2020 strategy continues to be reviewed to reflect these continuing and changing challenges.

We will clearly define what we intend to do in response to the priorities set out in our Members' Manifesto with a focus on those who are seldom heard and often marginalised.

The planned review of mental health legislation, the changes to benefits, the loss of smaller and user led groups and the effects of discharge policies (stepping down and shifting care) from secondary to primary care services will be our focus for 2017. We will keep our members informed about the things that affect them such as policies, initiatives and opportunities and find out what others are doing.

Our Member Campaigns will continue to bring the individual experience in to the collective consciousness and our alliances with other user led organisations will enable us to motivate and mobilise for collective action and reaction.

We will continue to harness and reflect the vibrancy, diversity and resilience of the our community.

“Our Member Campaigns will continue to bring the individual experience in to the collective consciousness and our alliances with other user led organisations will enable us to motivate and mobilise for collective action and reaction.”

With thanks

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.

- **Association of Mental Health Provider (Department of Health Strategic Partners programme)**
- **British Institute of Human Rights**
- **Esmee Fairbairn**
- **Lankelly Chase Foundation**
- **Mind (Side-by-Side)**
- **NHS England**
- **Trust for London**
- **Tudor Trust**

**Together we
are stronger!**

The NSUN Board of Trustees submits its statutory Report and Accounts for the year ended 31 March 2017. The Trustee's Report and Financial Statements have been prepared in accordance with the Companies Act 2006, the Charities Act 2016 and comply with UK Generally Accepted Accounting Practice (GAAP). They also comply with the Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) in accordance with the Financial Reporting Standard, also known as the Charities (FRS 102) SORP.

Exemptions from disclosure:
This annual report does not omit or withhold any reference or administrative details.

together we are stronger

National Survivor User Network

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