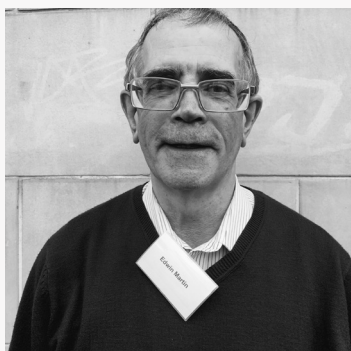




National Survivor  
User Network

# annual report 2017-2018

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.

**National Survivor  
User Network**

**PO BOX 74752, London  
England E11 9GD**

**Telephone:  
020 7820 8982**

**Email:  
[info@nsun.org.uk](mailto:info@nsun.org.uk)**

**Website:  
[www.nsun.org.uk](http://www.nsun.org.uk)**

**Charity number:  
1135980**

**Company number:  
07166851**

# National Survivor User Network

---

## Our vision

---

Our vision is for the lives of people who experience mental distress, discrimination and disadvantage to be better.

## Our mission

---

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

## 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** – we value and foster mutual support, between our members who share common interests shared experiences and goals
- **Equality** – we aim for equality, especially in status, rights, or opportunities.
- **Integrity** – we aim to be honest and transparent in all things.
- **Diversity** – We aim for a genuinely diverse network, working in partnership with people from racialised and marginalised communities; to recognise that we each bring different experiences as well as sharing some common goals.

***“We are here to make sure the voice of experience can be heard.”***



# Welcome

---



## Message from Managing Director, Sarah Yiannoullou

2017-2018 was full of highs and lows! The threat to the future of NSUN came soon after we announced that more than a quarter of our member organisations had been forced to close in just two years – most of them user-led groups and all of them smaller, voluntary sector mental health groups in England. Much of the user-involvement and engagement work, peer support and advocacy that user-led organisations have established and lobbied for have now gone to non-user-led charities and private sector organisations. Not many of these organisations will be championing the cause of user led organisations when they believe they can do what they do and do it better.

There have also been mixed feelings about how co-production has been widely embraced. The 'C' word is used regularly but the practice and approaches that follow often feel quite different to what we understand good and proper involvement to be. Involvement is not as outdated and old fashioned as it's been suggested by some! In fact co-production cannot be realised if meaningful involvement isn't happening.

Our focus has been on promoting the individual and collective rights of our members. These rights have come under increasing attack, through punitive welfare policies, treatment in inpatient care or marginalisation of the collective voice at a policy level. At times it has

felt like we are in a regressive not progressive period, having the same struggles and challenges that have faced us over the last few decades.

It has been the strength of the collective that has provided the much needed hope and highs. The 2017 Members' event in Sheffield brought people together from across the country to share what was important to them and inform what we prioritise. We launched a revised Members' Manifesto, published the Survivor Researcher Manifesto and supported the production and publication of the Kindred Minds BME service user Manifesto 'A Call for Social Justice'.

In the next year we'll be doing everything we can to protect the future of the network and continue to let people know the potential of collectives and self organisation.

We have had enormous support from the membership and our funders, so this is a great opportunity to say **THANK YOU**.

By the end of 2018 we will also be introducing a membership charging policy for non-user led groups to support our sustainability and protect our future. Like so many other user led organisations, as core funding becomes harder to secure we need to continue to look for innovative and different funding opportunities.

So, we're still here and intend to be around for some time to come! ●

***"Our focus has been on promoting the individual and collective rights of our members. These rights have come under increasing attack, through punitive welfare policies, treatment in inpatient care or marginalisation of the collective voice at a policy level."***

# A message of hope



## Message from Acting Chair, Dr Sarah Carr

**“Smooth seas do not make skillful sailors” -**

Malawian Proverb

**“If you want to go quickly, go alone. If you want to go far, go together” -**

African proverb

In April this year we sent out a letter about the possibility of closure. It was a very hard thing to do. But since then we’ve resolved to set out on a path of transformation. We were overwhelmed by the kind and generous support from members, allies, friends and founders. Like all good support for mental health, it was practical and emotional as well as financial. So to begin with I’d like to send our heartfelt thanks to all those who stepped up in a time of need and demonstrated the fact that NSUN continues to be a strong collective, with firm friends and allies.

With the help of funding from Lankelly Chase, Tudor Trust and Esmée Fairbairn Foundation, and under the guidance of NSUN friends, founders and members we are transforming the organisation so it’s sustainable and agile. As Sarah’s CEO’s report shows, the situation with big non-user led charities and ever increasing competition is becoming clearer. But we can be confident that our collective strength, uniqueness and authenticity can carry us into the future.

There are many mental health organisations claiming to represent service users and survivors, but are not led or controlled by service users and survivors. We will continue to challenge this and act strategically on behalf of our members. Help to do so has very recently come in the form of a milestone statement by the UN Commission of the Rights of People with Disabilities (CRPD) Committee that only organisations led, directed and governed by disabled people can be regarded as representative. They say that “organizations of persons with disabilities should be rooted, committed to and fully respect the principles and rights recognized in the Convention. They can only be those that are led, directed and governed by persons with disabilities.” This is an important definition, and one that describes NSUN.

Finally, on behalf of the Board, I’d like to pay tribute to Sarah for her unwavering commitment and endurance over a very tough year. Her tireless vision, creativity and action means that NSUN is now looking forward to a more positive, transformed future. As the famous writer Samuel Johnson said: “If your determination is fixed, I do not counsel you to despair. Few things are impossible to diligence and skill. Great works are performed not by strength, but perseverance.” ●

**“...we can be confident that our collective strength, uniqueness and authenticity can carry us into the future.”**

# Our history

The network was set up to build a more united and confident mental health service user movement. It recognises the isolation, discrimination and disadvantage experienced by mental health service users and their needs beyond clinical treatment.

- 2003** On Our Own Terms report makes a recommendation to form a national service user/survivor network
- 2006** The 'Doing It For Ourselves' conference launches the idea of a national network and a Steering Group is set up to make it happen
- 2007** NSUN is launched after securing funding for five years
- 2008** NSUN is hosted by Together for Mental Wellbeing and shares accommodation with Catch-a-Fiya
- 2010** NSUN becomes an independent organisation
- 2011** NSUN holds its first annual general meeting
- 2012** NSUN secures a further three years funding
- 2013** NSUN attracts over 2000 members
- 2014** NSUN hosts the IIMHL Service User Leadership and Peer Support festival
- 2015** The 4Pi National Involvement Standards are published and launched
- 2016** The #NSUNthrive10 campaign is launched
- 2017** NSUN increases membership to over 4500
- 2018** NSUN launches the BME Service User Manifesto and the Survivor Researcher Manifesto

In 2003 service user-led research, coordinated by Jan Wallcraft for the User Survey Steering Group and funded by the Sainsbury Centre for Mental Health, resulted in the report 'On Our Own Terms'. It urged the formation of a national network to bring individual mental health service users and groups together to encourage good practice and build the capacity of the sector. Inspired by this report, the Sainsbury Centre funded a number of meetings and a conference in London in 2005 to agree on some practical actions based on the recommendations.

A Steering Group organised a conference focused on how to set up a national service user/survivor network. Nearly 200 service users and survivors attended the "Doing It For Ourselves" conference in Birmingham in March 2006. The National Planning Group that grew out of the conference

included representatives from a whole range of service user and survivor led groups.

Funding for five years was obtained from Comic Relief and the Tudor Trust and a hosting arrangement was negotiated with the mental health charity Together: Working for Well-being. NSUN received invaluable support with financial procedures and human resources but remained self-governing throughout the initial three years. The National Planning Group was then dissolved and replaced by a management committee, selected by an independent panel of service users and survivors.

A launch conference was held November 2007 in Poole, Dorset (see video of the event Service User Conference on the NSUN YouTube channel). ●



# Our people



## Our Team

**Sarah Yiannoullou**  
Managing Director



**Zoe Kirby**  
Admin and Membership Manager



**Dr Emma Ormerod**  
Research Manager



**Stephanie Taylor-King**  
Communications Co-ordinator



**Soka Kapundu**  
Finance Manager



## Our Volunteers

**Laura Able**

**Anjie Chhapia**

**Cluny MacPherson**

**Nigel Moyes**



## Our Associates

**Michelle Baharier**

**Mark Brown**

**Hannah Chamberlain**

**Alison Faulkner**

**Naomi Good**

**Raza Griffiths**

**Stephen Jeffreys**

**Jayasree Kalathil**

**Colin King**

**Helen Lang**

**Sara Lopez**

**Mish Loraine**

**Janice Lowe**

**Nash Momori**

**Dina Poursanidou**

**Debbie Roberts**

**Phil Ruthen**

**Kirk Teasdale**

**Premila Trivedi**



## Our Trustees

**Stephanie McKinley:** Chair up to January 2018

**Sarah Carr:** Vice Chair then Acting Chair after January 2018

**Mark Wood:** Treasurer

**Daisy Abraham**

**Alisdair Cameron**

**Eleni Chambers**

**Henderson Goring**

**Joe Kelly**

**Dominic Makuvachuma**

**Julia Smith**

## 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 and officers every year.

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

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.

As a charitable company, NSUN's governing document is its Articles of Association. ●



# 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 •

NSUN was set up to build a more united and confident mental health service user movement. It recognises the isolation, discrimination and disadvantage experienced by mental health service users and their needs beyond clinical treatment.

We exist to build and support the autonomous action and voice of those with a long term experience of mental distress, and work to create the conditions where people can grow and find ways of working together and with others to make things better.

NSUN is carrying the responsibility of putting the forgotten stories of the past, present and future of people who experience long term mental distress onto the map of the wider public. We will be working to bring those needs, experiences and activities into focus in a way that will make it more difficult to make

***"We exist to build and support the autonomous action and voice of those with a long term experience of mental distress, and work to create the conditions where people can grow and find ways of working together and with others to make things better."***

policy and decisions about people with experience of long term distress without deeper consideration and involvement.

We have directly employed people with lived experience of distress and service use and facilitated the employment of individual members through the promotion of opportunities, mentoring and peer support for over ten years. Our 'Associates Model' draws on the many service user and survivor researchers, facilitators and trainers from our extensive network.

NSUN has a history of working in partnership at a local, regional, national and international level to ensure the voice of service users is heard and acted upon. We also work in partnership with carers and family, acknowledging the importance of different perspectives and experiences. Our strength is understanding both medical and alternative approaches to support mental distress and this is reflected in our diverse membership of over 4,200 individuals and groups across England. With service users and carers and partners

We continue to be involved in a wide range of user-led consultancy and research with a range of partners in the statutory and voluntary sector. All work builds on our collective personal experiences, including involvement in service design and evaluation, community engagement initiatives, community campaigning and involvement in other health and social care contexts. We now have a wealth of professional experience creating supported spaces for sharing experiences, debating and translating talk into action. This in turn has spawned special interest groups, networks and alliances across diverse groups.



# Our work – summary of activity & achievements

## Some of our achievements for 2017/2018 include:

- Publishing 91 member blogs, covering personal accounts of marginalisation and distress, commentary on policy and sharing of ideas and work.
- Producing over 70 ebulletins to ensure members are up to date with current news, opportunities, consultations and projects
- Working with over 1000 individuals
- Over 100 members attending the annual event in Sheffield and helping to redefine our priorities and direction • Publishing member Soap Boxes on the NSUN YouTube Channel • Reviewing and relaunching the Members' Manifesto
- Presenting 'Members' Manifesto' webinar for the Association of Mental Health Providers
- Establishing the Survivor Researcher Network Working Group and launching the Survivor Researcher Manifesto: Mental health

***"Establishing the Survivor Researcher Network Working Group and launching the Survivor Researcher Manifesto: Mental health knowledge built by service users and survivors."***

***"We continue to be involved in a wide range of user-led consultancy and research with a range of partners in the statutory and voluntary sector."***

knowledge built by service users and survivors

- Supporting and publishing the BME Service User Manifesto 'A Call for Social Justice'
- Facilitating three national service user involvement worker meetings
- Successfully lobbying for the direct voice of people with experience to be included on the Independent Review of the Mental Health Act Advisory Panel and facilitating service user focus groups to feed in to the review process
- Raising awareness of the recommendations from the UN Convention on the Rights of People with Disabilities to adopt a human rights model of disability and bring detentions, substitute decision-making and enforced treatment to an end
- Facilitating a 'Deep Democracy' event with other disabled organisation partners on Disability and Employment
- Facilitating Survivor Researcher workshop for Independent Mental Health Act review
- Facilitating Service User and Carer workshops for Independent Mental Health Act review

## PROJECTS

### Survivor Researcher Network (SRN)

Seven survivor researchers make up the SRN Working Group. The group finalised the SRN Manifesto 'Mental Health Knowledge Built by service Users and Survivors' and presented at various events across the country and facilitated focus groups and training sessions. SRN members also facilitated a focus group to help produce guidance for the Independent Mental Health Act Review service user and carer focus groups at the beginning of 2018. ●

### 4Pi National Involvement Standards

The 4Pi National Involvement Standards is the framework for involvement and engagement that evolved out of decades of 'activist' experience and the themes of equalising power, recognising diversity and commitment to genuine change. It is now recognised and used nationally and internationally in practice and policy and has been referenced in the Five Year View for Mental Health and CQC's Mental Health Act report. Our Associates have continued to deliver training and guidance to organisations that are using the framework to develop their policies and practice. ●

# Our work – summary of activity & achievements

## PROJECTS

### Re-igniting the Space – BME Leadership Project

This project funded by Lankelly Chase Foundation is facilitating BME service users/survivors to recreate a national platform. A Steering Group is directing the work which is initially focused on mapping the current work mental health service users and survivors from racialised groups are involved in around the country. This provides a clear picture of the current work and activities undertaken by BME mental health service users and survivors and their groups in addressing multiple and intersecting disadvantages. ●

### Principles of Peer Support

Our work on protecting and promoting the core principles of peer support continues through the hosting of the Peer2Peer Network, facilitating special interest groups such as the Involvement Workers Group, and leading a partnership between voluntary sector organisations and Sussex Partnership NHS Trust to develop a peer produced Principles of Peer Support Charter. ●

### Regional Networking

NSUN has supported the development and hosting of the North East together (Net) service user and carer network. Joint work has resulted in a number of events and focus groups that have directly fed in to policy consultations and developments at a local and national level.

London networking has strengthened through a number of projects such as the Healthy Lives user led study, looking at 'improving physical health services for people diagnosed with serious mental illnesses', the Healthy London Partnership Crisis Care Programme and facilitation of the service user and carer advisory group and the London Leadership programme. ●

- ▶ • Delivering peer mentoring training
- Chairing Principled Ways of Working conference in Sussex and supporting the development of a peer produced Peer Support Charter
- Working with Rethink and Lincolnshire Partnership Trust to develop involvement practice and policy using 4Pi National Involvement Standards
- Working with over 20 other organisations to deliver events, organise campaigns and contribute to research projects
- Being accepted as a member of the Department of Health's Health and Wellbeing Partnership
- Updating of our website and membership database
- Hosting user led initiatives:
  - Real Insight
  - Kindred Minds BME Manifesto
  - North East Together

We continued to facilitate and support people to lead their own projects and campaigns, to lobby for their rights and to be more involved in their care, in their own community, and where appropriate and relevant, wider policy initiatives to influence change.

We will endeavour to secure core funding that enables us to plan and support user-led projects and respond to unplanned opportunities and initiatives.

NSUN's work will continue to operate at an individual, collective, cultural, political, institutional and policy level in order to safeguard our:

- **Past:** our stories
- **Present:** our lives
- **Future:** our influence, actions and structure ●

***"We will endeavour to secure core funding that enables us to plan and support user-led projects and respond to unplanned opportunities and initiatives."***

# Our policy work and partnerships

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

- All Party Parliamentary Group (APPG) on Addiction to Prescribed Medication
- Care Quality Commission Mental Health Act Report External Advisory Group
- Department of Health and Social Care review of Sections 135 and 136 of the Mental Health Act
- Empowering People and Communities Taskforce workshop
- EURIPIDES Research Project Service User and Carer Reference Group
- Five Year Forward View for Mental Health Oversight and Advisory Group
- Healthy London Partnership - Crisis Care Pathways Service User & Carer Advisory Group
- Health & Wellbeing Alliance Mental Health Sub-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”***

***“Metropolitan Police Service (MPS) Mental Health External Consultative Group.”***

- Human Rights Alliance
- Independent Review of the Mental Health Act Advisory Panel
- Independent Review of the Mental Health Act Topic Group: Addressing Rising Rates of Detention
- Mental Health Alliance
- Mental Health Crisis Care Concordat
- Mental Health Taskforce Communications Group
- Metropolitan Police Service (MPS) Mental Health External Consultative Group
- National Voices: Wellbeing Our Way Steering Group
- NHS England London Clinical Network Leadership Group
- Peerfest National Planning Group
- Principled Ways of Working Implementation Group (Sussex)
- Public Health England (PHE) Mental Health Prevention Concordat
- Public Health England (PHE) Mental Health Campaign
- SCIE Co-production Network
- Social Workers and Service Users Against Austerity
- Sports England: Physical Activity in a Secure Settings Partnership Group
- Stolen Years Working Group
- Women’s Mental Health Taskforce

## Health & Wellbeing Alliance (HWA)

The HWA is jointly managed by the Department of Health (DH), Public Health England (PHE), and NHS England and is made up of 21 voluntary and community sector organisations. NSUN is a member of two HWA partnerships, the Win-Win Alliance (Shaping Our Lives, Disability Rights UK, Change) and the Mental Health Consortia (Association of Mental Health Providers, Centre for Mental Health, Mental Health Foundation, Mind, Rethink). We delivered work that contributed to the ‘Developing a third sector narrative to support transition into work for young people with mental health problems and people with a learning disability and/or autism’ project and the ‘Disability as an Asset’ project including delivering the successful ‘Deep Democracy Day’.

## Care and Support: A Human Rights Approach to Advocacy

NSUN was one of six partners working with the British Institute of Human Rights (BIHR) on a three year programme 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 resources produced are now available on the BIHR website.

# Our finances

## INCOME FOR 2017-2018

### INCOMING RESOURCES GENERATED FUNDS:

Investment & Other Income	£92,143
---------------------------	---------

### INCOMING RESOURCES FROM CHARITABLE ACTIVITIES:

#### Grants

Awards for All	£9,923
----------------	--------

Esmee Fairbairn	£60,000
-----------------	---------

Trust for London	£40,000
------------------	---------

Lankelly Chase Foundation	£71,235
---------------------------	---------

<b>TOTAL INCOMING RESOURCES</b>	<b>£273,301</b>
---------------------------------	-----------------

## EXPENDITURE FOR 2017-2018

Staff costs	£149,618
-------------	----------

Projects	£37,996
----------	---------

Members event	£8,127
---------------	--------

Staff/Project expenses	£11,870
------------------------	---------

Office expenses	£28,187
-----------------	---------

IT, Media & website	£25,070
---------------------	---------

Governance	£10,386
------------	---------

Depreciation	£678
--------------	------

<b>TOTAL EXPENDITURE</b>	<b>£263,805</b>
--------------------------	-----------------

The main source of funding for NSUN during 2017-18 as in 2016-17 remained to be grants received from charitable trusts and foundations as detailed on page 9 of the accounts for the year ended 31 March 2018. NSUN did manage to increase its trading income yet again. This time by 42% (2016-17 125%).

### Income

Income during the period 2017/18 was £273,301 (2016/17, £276,427) this is very much in line with the income for last year. Sixty six percent of the 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, £40,000 from Trust for London and £71,235 from LankellyChase Foundation. These were the main funders for NSUN during the year. Previously Comic Relief and Tudor Trust had been the main funders of NSUN from inception, without which it would not have been possible for NSUN to have developed into

the significant organisation it has become. Like most charities NSUN continues to face very challenging times with ever decreasing core income against an ever growing demand for its services. We have now significantly reduced our services in order to remain financially viable and now work without an office base.

### Expenditure

Expenditure during the period 2017/18 was £263,805 (2016/17, £327,349) a decrease of 19.4% in line with the decrease in activities. All expenditure with the exception of £10,386 governance costs, was spent directly on NSUN's charitable activities. Seventy six percent of the expenditure £200,492, was spent on staff costs and direct project costs.

### The surplus

The surplus of £9,496 (2016/17, -£50,922 deficit) was amalgamated to the reserves from the previous year, bringing the reserves figure carried forward to 2018/19 to a sum total of £56,754. The total reserves

of £56,754 was made up of £3,328 unrestricted funds (2016/17, £22,859) and restricted funds amounting to £53,426 (2016/17, £24,399).

There was no significant improvement in the financial position of NSUN in 2017/18 and the organisation continued to struggle to secure sufficient funding to cover planned expenditure for 2018/19. Consequently, the organisation will continue to make drastic cuts on the level of services its available to provide so as to continue to operate within budget and avoid total closure.

### Fundraising

As always, for the future, fundraising activity continues to be a top priority especially for the two years 2018 to 2020. 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 says. Our work is informed by the Members' Manifesto and organised into an Operating Plan with ambitions under the following strategic aims**

## Membership

- Increase membership by 20% each year, to include both individual and organisational membership
- Improve membership communications
- Ensure members are at the fore of campaigning
- Increase local and regional presence and support the development of strong hubs across the regions.
- Develop and manage relationships with individual members, directly reach more marginalised communities
- Develop membership pack

## Communications

- Ensure messages and presentation of information is consistent and responsive to the views and wishes expressed by members
- Facilitate and support communications between members and communities.
- Increase presence and profile in local and national media
- Develop systems and profile on social media

## Research

- Promote and develop service user/survivor led research and knowledge production
- Develop and sustain the Survivor Researcher Network (SRN)
- Conduct membership polls and quarterly feedback cycles to canvas member views
- Facilitate collective policy responses
- Develop a repository of survivor researcher produced knowledge
- Continue to seek new partnerships for research funding proposals

## Capacity building & technical assistance

- Support user led groups/ initiatives in local areas.
- Facilitate and support local/ regional networking.
- Deliver training and workshops
- Visit member groups for exchange of ideas
- Provide hosting arrangements for user led groups and initiatives

## Involvement & influencing

- Ensure that there is a strong user voice, at an individual, community, organisational and strategic level through the promotion and implementation of 4Pi involvement standards
- Support people to lead the agenda rather than respond to it
- Campaign for the authentic, independent and direct voice
- Review and update the Members' Manifesto annually

## Sustainability and independence

- Diversify core resources and continue to grow our unrestricted income each year
- Make best use of available mentoring and management support
- Apply to Charitable Trust funding for core activity
- Manage our growth within the means of our resources.
- Develop business proposition of 4Pi and SRN
- Develop partnerships with organisations that reflect our values
- Attract donor funding
- Introduce membership charging for Allies and non-user led organisations
- Hosting of user led initiatives and projects ●

***"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."***

## What our members have to say...

---

"I believe it's really important to have a user-led group doing this sort of work. I see our greatest challenge as translating our knowledge, expertise and passion into working influence at all levels that leads to measurable improvements in services. This is what I am particularly keen to help with".

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

"I feel part of a supportive, understanding, community of peers. The resources shared provide the info I need to quote. The community provides the support I need to feel 'part of something'"

## With thanks to our supporters

---

**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**
- **Esmee Fairbairn**
- **Health and Wellbeing Alliance**
- **Lankelly Chase Foundation**
- **Mind**
- **NHS England**
- **Trust for London**
- **Tudor Trust**

**And of course all of the individuals who have generously donated through our #NSUNThrive10 campaign.**

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

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.

**Public benefit statement**

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.

**National Survivor  
User Network**

**PO BOX 74752, London  
England E11 9GD**

**Telephone:  
020 7820 8982**

**Email:  
info@nsun.org.uk**

**Website:  
www.nsun.org.uk**

**Charity number:  
1135980**

**Company number:  
07166851**

**Published October 2018**

**together we  
are stronger**