

National Survivor User Network

(a Charitable Incorporated Organisation)

Report and Financial Statements

For the year ended 31st March 2025

CIO Number 1135980

National Survivor User Network

Trustees' annual report for the period for the year ended 31st March 2025

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Reference and Administrative Information

Charity Name:	National Survivor User Network
CIO Registered Number:	1135980
Registered Address:	NSUN 483 Green Lanes London N13 4BS
Trustees:	<p>The Trustees of the CIO are its Trustees for the purposes of charity law. The Trustees who have served from 1st April 2024 up to the date of approval of these financial statements were as follows:</p> <p>Alisdair Cameron Micha Frazer-Carroll Amy Palmer (resigned 23.07.24) Andrew Payne Worpole, Treasurer (resigned 30.06.25) Emily Reynolds (resigned 23.07.24) Rachel Rowan Olive (resigned 30.06.25) Amy Rushton, Chair (resigned 30.06.25) Aqsa Suleman Tasha Suratwala Shuranjeet Takhar, Vice Chair (resigned 23.07.24)</p>
CEO:	Mandy Crandale (from 1 st June 2024)
Interim CEO:	Justin Irwin (from 18 th March 2024 to 1 st June 2024)
Independent Examiner:	Elizabeth Hatchman, Menzies LLP 4 th Floor, 95 Gresham Street, London, EC2V 7AB
Principal Bankers:	CAF Bank Ltd, 25 Kings Hill Ave, West Malling, ME19 4JQ
Solicitors:	Faegre Drinker Biddle & Reath LLP, 7 Pilgrim Street, London, EC4V 6LB

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The Trustees present their report and the examined financial statements of the charity for the year ended 31 March 2025. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the financial statements and comply with the charity's governing document, the Charities Act 2011 as amended by the Charities Act 2022, and the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Trustees who have served during the year are listed on page 1.

Objects and activities for the public benefit

The objects of the charity as set out in its governing document are to provide for the public benefit, the promotion of good health and to advance education in particular, but not exclusively, by:

1. creating 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;
2. facilitating active links between service user groups and individuals;
3. building capacity for service user groups; and
4. brokering and facilitating access to service users for purposes of influencing and informing policy-makers and planners.

The Trustees confirm that they have referred to the Charity Commission's Guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. The objects are achieved through a variety of activities, including:

- building capacity in our membership;
- strengthening local, regional and specialist networks;
- capacity building and information sharing;
- influencing mental health policy and practice;
- representing and relaying members' views at high level mental health policy spaces and communicating practice, policy and legislative changes back to members; and
- promoting better service user involvement and Public and Patient Involvement (PPI) practices in research, practice and policy.

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Review of achievements and performance: How our activities delivered public benefit

National Survivor User Network (NSUN) is an England-wide network of people and groups with lived experience of mental ill-health, distress and trauma. It is an infrastructure organisation and sector voice for user-led groups that work to support the mental health of those in their communities, who live at the intersection of multiple, compounding inequalities and marginalisations. NSUN's aims are to create and strengthen links between individuals and groups; support and promote user-led groups and initiatives; and influence and inform policy and decision makers. All NSUN staff and Trustees have lived experience of mental ill-health, distress or trauma which may include racial trauma.

NSUN is the only national mental health charity which is entirely by and for people with lived experience of mental ill-health, distress and trauma. In the current political moment, where disability benefits are under threat and key actors within government are pushing unhelpful narratives about 'overdiagnosis' instead of addressing the huge gaps in mental health care and in standards of living across the UK, there's a clear and vital need for NSUN to call out the current mental health crisis and empower its members to use their lived experience to be part of the solution.

Key aims 2024/25

NSUN's stated aims for the year included the following:

- To continue to promote and amplify members' perspectives, voices and campaigns
- To secure funds for a new NSUN grants scheme, and plan the implementation process
- To successfully induct the new substantive CEO, Mandy Crandale, who joined NSUN in June 2024
- To deliver the rearticulated policy priorities, including via the successful recruitment of a new Policy Manager and launch of a newly funded project looking at how to engage with member campaigns
- To successfully deliver round 2 of the Synergi grant scheme
- To secure new multi-year funding to achieve additional sustainable impact

Progress against these aims is described below, structured around the four themes of NSUN's Theory of Change: Knowledge, Voice, Collaboration & Resourcing. As we approached the end of the year we have begun to refresh our Theory of Change to better articulate the work we do, but for this year we will report in the existing structure.

"I've been able to get involved in initiatives I wouldn't even have known about if it wasn't for NSUN, including a paid opportunity which was much needed at the time. I find NSUN's email bulletins a mine of information, with well-chosen articles and opinion pieces that I really appreciate and probably wouldn't find on my own, and I appreciate the organisation's role as a principled thought leader in

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the incredibly hostile political context we currently find ourselves in, as people with lived experience of mental ill health, trauma and so often much more besides.” (From members’ questionnaire 2025) 2024-25 has seen NSUN expanding its team and capacity, delivering an ambitious programme of publications and member events, and joining up our activities across workstreams in order to better achieve our aims. After a period of interim leadership by Jen Beardsley and Justin Irwin, we welcomed our new CEO Mandy Crandale in June 2024. In November 2024, we were joined by Courtney Buckler as our Senior Policy Manager. As of the end of 24-25, we’ve begun the process of reshaping our Theory of Change to better articulate what NSUN does and how.

This meets our stated aims to successfully induct the new substantive CEO, Mandy Crandale, who joined NSUN in June 2024 and recruit a new Policy Manager.

This report explains our work in four strands: Knowledge, Collaboration, Voice and Resourcing. We’ve also included an update on the organisation, its structure and development over the past year.

Finally, we look at what we’ve learned and what the future holds.

Knowledge - sourcing, creating and sharing survivor-led research and knowledge

“I love the NSUN bulletin as I don't use social media. I have read many articles and blogs and also applied successfully to several lived experience opportunities advertised in the bulletin. I have recommended the bulletin to many professionals and people.” (From members’ questionnaire 2025) 24-25 has seen us continue to amplify our crucial insights through blogs, research, reports and artwork. By filling knowledge gaps, championing lived experience expertise, and connecting people with a movement by and for people with lived experience, we aim to create a better, more intersectional understanding of mental ill-health, distress and trauma, defined by people who experience of the issues.

Key publications

- [Menstrual health in psychiatric inpatient settings](#), by Hat Porter, was published in May 2024. This project was initially pitched by Hat, and was commissioned and supported by NSUN. NSUN hosted launch events, and Hat also spoke at Bloody Good Period’s parliamentary event in May to discuss the report’s findings and recommendations. Information from the report was published in Asylum magazine, and the report has supported people to advocate for their rights and change practice: one member shared, “I’ve put menstrual health onto agenda of local service user and carer forum as a result of reading report in Asylum magazine.” (From members’ questionnaire 2025)
- [Mapping resilience and sustainability in user-led groups](#) is a report commissioned by NSUN and carried out by Teapot Collective, which undertook collaborative research with six London-based User Led Groups. More on this below.
- In August 24, we published [The Language of Mental Health Lived Experience](#). This is a unique crowd-sourced glossary drawn from 32 submissions from members with lived experience, who collectively defined various terms used in the context of mental health and social justice.
- In September 24, we published [The Shape of Safety: A guide to reimagining safety and safeguarding alongside young people with experience of mental ill-health, distress and trauma](#). This research

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was carried out in partnership with Act Build Change, Voice Collective and Revoke, and was part-funded by the Blagrove Trust; it brought together twenty one young people and five staff members across multiple organisations to explore critical questions of safety and safeguarding in community spaces. Feedback included, 'I loved the sessions I attended on the radical safeguarding theme [...] the things we discussed and input from others in the network made permanent impact on my thinking as a practitioner. I would love to see more collated evidence and research on this topic and the alternative routes to care within policy.' (From members' questionnaire 2025)

- In 24-25, we published 27 [member blogs](#) in total. As well as ad-hoc publications, we've run one blog series, Mental Health in a Failing State, and in Feb 25 we began a second blog series, The Limitations of Lived Experience. Examples of member blogs include:
 - [Falling in love with neurodivergence](#) - Aiyana Goodfellow, 4 March 2025
 - [Are we facing a step backwards in disability benefit policy? A history of benefits in the UK](#) – Gareth Oliver, 18 Sept 2024
 - ['Like a puppet on a string'; the 'sick note' culture and those who live it](#) – Nima Cas Hunt, 22 April 2024

We've continued to publish our weekly bulletin, which provides trustworthy information about the mental health space, including events, campaigns, critical perspectives, participation, employment, and funding opportunities. Members shape the bulletin and can use it as a collaborative platform to boost their own events and work. Our 24-25 members' questionnaire demonstrates that this is a key way for members to feel connected to a wider movement and to get reliable information about what's going on in the user-led mental health space.

This meets our stated aim to continue to promote and amplify members' perspectives, voices and campaigns.

Ongoing research

We've just launched a survey into [experiences with the media](#), which will lead to producing resources that can support people with lived experience to engage with the media, particularly around issues relating to mental ill-health, distress and trauma. This is a particular priority given the current media interest in issues around mental health, and the hostile tone of a lot of coverage.

Collaboration – working with partners and taking an intersectional approach

"[NSUN] has introduced me to groups and campaigns/issues that I wasn't aware of e.g. the abolition movement. Also creative groups using new media I hadn't heard of e.g. zines." (From members' questionnaire 2025)

In 24-25, NSUN has worked extensively with partners, which is part of our commitment to ensuring our approach to mental health and systems change is intersectional and holistic.

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Reimagining Safety

As part of a 3-year project part-funded by the Blgrave Trust, NSUN is working with Foyer Federation and Peer Power Youth to explore how we can bring young people's experience and expertise into understanding safety and safeguarding. The aim is to both build the capacity of our partner organisations to safeguard well and to build sector-level knowledge about rights-based, anti-racist approaches to safety and safeguarding. Our first year of work saw us publishing *The Shape of Safety: A guide to reimagining safety and safeguarding alongside young people with experience of mental ill-health, distress and trauma*. Since then, we've run seven workshops and interviews across Peer Power Youth and with Foyers across the country, engaging with staff and young people in the organisations. We will be producing bespoke resources for the organisations based on what we heard in those conversations, exploring the specific challenges of the contexts they work in and how young people with experience of mental ill-health, distress and trauma would like to be safeguarded and involved in safeguarding.

Mental Health & Migrant Justice

Since 2023, we've had a focus on the intersection of migrant justice and mental health. We host and facilitate the Mental Health and Migrant Justice Working Group, a consortium of 6 organisations working in this overlapping space, based in London and in Hull. The Working Group come together to share skills, expertise and discuss local contexts and challenges. In 24-25, the group had a focus on fighting for more just and participatory approaches to funding, and published an [open letter to funders](#) naming their hopes for the future of funding work at the intersection of migrant justice and mental health. The group also hosted a hybrid roundtable for funders, bringing together representatives from funders including JRCT, the National Lottery and some smaller family foundations to discuss how to open up the funding ecosystem.

NSUN is a member of the [Disability and Migration Network](#), a network of organisations and individuals which aims to build solidarity and resist the disabling and racist impact of immigration restrictions and inequalities. We are contributing to their June 2025 conference in collaboration with [Disabled People Against Cuts](#).

In partnership with Migrants' Rights Network, NSUN co-authored a short piece on the term 'vulnerability' as part of MRN's 'Words Matter' campaign, which can be read [here](#). We also co-authored the [Trauma, Mental Health and Migration Zine](#). We view our partnerships with migrant-led organisations as a core part of our intersectional approach to mental ill-health, trauma and distress.

Voice – speaking out and enabling our members to do the same

"I like that you raise awareness of issues that a lot of the bigger mental health charities don't touch. I get tired of seeing the narrative over and over that the biggest issue in mental health is public stigma when that hasn't been the experience of me or anyone I know. I like that you don't shy away from talking about the more difficult issues within the system." (From members' questionnaire 2025)
The development of our policy function has been a core achievement in 24-25, and it sees us moving into 25-26 able to meet the challenges of influencing at local and national levels.

In the early part of the year, we focused on developing our policy priorities through a collaborative process with staff and other stakeholders: they can be viewed [here](#).

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Policy and influencing: our strategy

The policy team have been analysing the current influencing levers available to us, and where our energy is best used. This has led to us piloting a mixed model of influencing, with a focus on developing both NSUN's own capacity to influence, and offering support for grassroots user-led campaigns originating from across our network. Our hypothesis is that this mix of more traditional policy work combined with a movement-building and capacity-building approach will lead to an effective, multi-pronged influencing strategy.

We also see these two strands as complementary; through active collaboration with grassroots groups, we'll ensure that our own influencing priorities and approaches are in keeping with the needs of the people on the ground, and through engaging in influencing with key decision makers we'll develop connections and expertise which can then benefit our members.

This meets our stated aim to deliver the rearticulated policy priorities, and launch of a newly funded project looking at how to engage with member campaigns

Social security, welfare reform

In the early part of 24-25, we worked in coalition with Big Brother Watch, Greater Manchester Disabled People's Coalition and other DDPOs to fight back against the harmful spy powers included in the previous Conservative government's Data Protection and Digital Information Bill, which was dropped in May 24 following our mobilisation. The new Labour government has brought back similar proposals in their Fraud, Error and Debt Bill. While this move is disappointing, our previous work and strong relationships mean we and our partners are well-positioned to keep pushing back and get the proposals binned.

Since the government announced their plans for sweeping cuts to welfare targeted primarily at disabled people, we have been prioritising [informing and mobilising our members](#), connecting with allies and partners, and developing a briefing for parliamentarians to underline the seriousness of the issue. We've also offered one-off microgrants to disabled-led organisations and campaigns who are fighting back against the proposed changes – such as Crip Coffee, a group for Disabled/mad/sick activists organising against welfare cuts.

Advocating for safe, dignified and accessible mental health care

In November 2024, we learned that the Government plans to introduce changes to the Mental Health Act via a new Mental Health Bill. In our [response](#) to this, we have pushed for a greater shift towards rights-based care, and for a proactive approach to dealing with the entrenched racism in the mental health system. We continue to monitor the progression of the bill.

In January 2025, we published a [response](#) to the Government's new independent commission to reform adult social care, naming our three priorities as 1) meaningful coproduction 2) willingness to tackle private sector involvement in social care and 3) a National Care Service.

Also in January 2025, we published a [primer](#) explaining the Parliamentary inquiry into the state of community mental health services, and how people could submit evidence. We submitted both written and verbal evidence, with our Senior Policy Manager Courtney Buckler contributing to an expert panel. As part of our effort to demystify and challenge some of the 'norms' around policy and

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influencing, and to be critical about how they systemically exclude people with lived experience from contributing, Courtney also wrote a piece [reflecting on the experience of giving evidence](#).

Throughout the year, we've continued to support [Stop Oxevision](#), a grassroots campaign exposing and fighting against the use of Oxevision and other surveillance technologies in NHS mental health wards. Our support has included upskilling campaign members on FoI requests, and offering comms support to help them launch their website, respond to media inquiries and continue their research into the use and impacts of surveillance tech. They've been able to grow their campaign through our network: a member told us in our 2025 members' questionnaire, "I found out about Oxevision through NSUN...I am now involved and campaigning against its use." Working closely with Stop Oxevision has also equipped NSUN to better understand issues of surveillance, and informed our policy positions; for instance, our response to the [publication of new NHS principles on digital technologies](#) was strongly informed by learning from our work with Stop Oxevision.

Widening our understanding of mental health, and working intersectionally

We are currently operating in the midst of multiple overlapping crises – ecological, humanitarian, economic, and public-health related, to name just a few. Mental health is connected to all of these things. In that context, our policy team have had to think carefully about when and where we can be most useful. How do we balance being intersectional and expansive with being targeted and effective? In 24-25, we've met this challenge by prioritising work which won't get done if we don't do it – thinking critically about where NSUN is best placed to offer allyship, unique perspectives and expertise.

For example: in response to the continuing attacks on the rights and dignity of trans people, NSUN has set up a group of mental health charity leaders committing to allying together for trans rights.

After consulting with trans-led organisations, we spearheaded an [open letter](#) objecting to the framing of 'mental healthcare' as an alternative to gender-affirming care for trans people, naming the importance of adequate mental health and transition-related care, signed by the seven largest mental health charities in the UK. Alongside representatives from these charities, we are now developing a letter to Kier Starmer to further highlight these issues. We think it's particularly important as an organisation which isn't led by trans people that we use our position tactically and effectively to advocate for better and more equitable access to health care for all, regardless of trans status or experience of mental ill-health.

Supporting grassroots campaigns, influencing and policy

We've worked with individual campaigns and organisations over the year, such as [Stop Oxevision](#), [Anti-Normality Club](#) and smaller campaigns such as a member's research into [how PIP stoppages are affecting people on inpatient wards](#).

We've launched a new monthly space called our Mad Campaigns Lab, which brings together grassroots activists in to develop their skills and capacity to campaign.

Feedback from our 2025 members' questionnaire affirms the importance of our policy, influencing and movement-building work:

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"I find NSUN gives a voice to those of us who are left out of more 'mainstream' mental health advocacy."

"Important to be able to access a network where others also share the same critical thinking about the mental health system and report on how power really works within this system. This feels especially important now as I see the statutory bodies and institutions become more 'fluffy' and covering up the failures of the system with nice-looking initiatives like co-production/ lived experience voices etc."

(From members' questionnaire 2025)

However, we also received feedback about wanting to be more involved in setting NSUN policy and perspectives. This is inevitable given the varied opinions within our membership; it's our hope that establishing spaces like the Mad Campaigns Lab will support us in accurately representing and communicating the priorities of our members, while also acknowledging that there are differences of opinion across our network.

Resourcing – giving our members what they need to build community and lived-experience-led alternatives to our broken mental health system

"I am very glad that NSUN does capacity-building work and offers grants, because I am part of a community group that does work like this in other sectors on occasion, and I am therefore aware of just how difficult it is to keep such work sustainable." (From members' questionnaire 2025)

Network meetings

Our monthly Network Meetings, which began in Nov 23, continue to be popular and well-attended, with positive feedback from both new and longstanding members. In 24-25, we covered topics such as current issues in mental health policy, peer support responses to suicidality, the nature of "community" and how to navigate using lived experience in non-LE-led spaces (e.g. the NHS, academia, etc). The topics for our network meetings are responsive and drawn from member expressions of interest; in the next few months we'll be prioritising making space for members to discuss the government's proposed changes to social security and the impacts they will have on people with experience of mental ill-health, distress and trauma.

Offering grants and financial support

Using a discretionary pot from Lankelly Chase, and other funding earmarked to support small organisations with their comms and operating costs, we've made small grants to [Stop Oxevision](#), Mad Pride, Not the Void, [Anti-Normality Club](#) and [Neuromancers](#). Of all of these groups, only one (Neuromancers) is constituted, and all of them are run by mostly volunteer labour, doing work that isn't replicated anywhere else in the mental health sector. Their work is hard to fund, and seeking other funding is often a time investment they can't afford. Our flexible and responsive grants have covered important costs such as bespoke training on dialogue-based approaches to suicidality (Not The Void), producing media assets and communicating key messages (Stop Oxevision), and delivering a community-run Mad Pride festival (Mad Pride).

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Capacity-building for user-led groups

Since 2020, [understanding and meeting the needs of user-led groups](#) has been a core part of NSUN's work. There's a clear need for capacity-building and infrastructure support which meets the needs of these groups, which are often very small and have limited resources. In 24-25, we continued this focus, and drew upon the last five years to plan for the future.

Over the year, we've made available several free training sessions for our members which were extremely well attended, including training on facilitating through conflict, safeguarding, Trans 101, and monitoring, evaluation and learning. We focus on commissioning training which is responsive to the particular needs of our members, which we hear through feedback questionnaires and informal discussions in our network meetings.

We commissioned research from Teapot Collective exploring the experiences of user-led groups in London. This research led to the production of a self-led workshop to support user-led groups to vision and plan for the future, responding to what we'd heard from groups about the difficulty of long-term planning and strategising.

As well as these offerings, which focus reaching out to a broad range of groups, we've also offered more bespoke one-to-one support to six member-led groups. Groups have had the opportunity to get advice and support from NSUN staff, particularly focusing on drafting and refining fundraising bids.

We've grown aware of a need for further capacity in this area to respond to demand. Offering ad-hoc advice has helped us to see the scale of the need and its common contours; we are now developing a pilot for a cohort-based capacity-building programme which will see 4-5 groups receive in-depth and on-going support, networking space and access to bespoke resource over a period of 4-6 months.

Synergi

NSUN secured a three-year grant from Lankelly Chase to host Synergi, a complex and ambitious programme of work focussing on the intersection of racial justice and mental health, from April 2022. Synergi works with grassroots groups and community organisers, and connects, amplifies, celebrates and resources this work. This grant has a no-cost extension to September 2025.

Significant progress has been made this year across the workstreams, including the following highlights:

SUPPORTING MOVEMENT SPACES

We had one event last year under this workstream entitled 'An Introduction to Developing Abolitionist Care in our Community' which led by Radical Therapist Network. The session was well attended.

We also continued to run Peer Support sessions. The peer support sessions continued to have low number and we used the start of 2025 as an opportunity to redesign and provide much more structure. The sessions were renamed 'Abolition In Practice' and are facilitated externally with support from the Synergi Director. The sign up for these sessions has increased dramatically and even though the attendance is low it is much higher than the previous iterations. Themes of the new sessions have included "What do anti-psychiatry and abolition mean to and for us?" "what's the body got to do with it" and "Navigating conflict".

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We wrote a post in light of the race riots, and organised an offering additional session 'Care for the Collective' the attendance was low but there were a lot of the same kind of offerings within the community.

In June 2025 Synergi stopped being hosted by the National Survivor Network and became an independent Unincorporated Organisation to further develop their work.

GRANTS PROGRAMME

We awarded 42 grants, totalling £272,735. We are redesigning the website and have created an interactive map showing the geographical location of the current and past grantees. Until then, you can read about some of the groups we previously funded [here](#). We sought to address the historical underfunding of this work to groups who are led by and for those racialised as Black by ring-fencing 50% of the funding for these groups. We prioritised groups working on the following themes: Prisons and policing (including forensic mental health settings); Have lived experience of mental health settings; Been impacted by immigration detention and removal centres; Working at the intersection of mental ill health, distress &/trauma and racial and/or disability justice using an abolitionist framework. In addition, we ensured that groups led by and for people from disabled, Muslim, trans and non-binary, refugees and/or people seeking asylum communities were also prioritized.

We also called for applications from those with a yearly project income of under £25,000; with non-traditional structures (including those that are unregistered) as these organisations can struggle to attract funding.

This meets our stated aim to successfully deliver round 2 of the Synergi grant scheme.

REMEMBRANCE AS RESISTANCE

As part of this workstream we have run an Online Zine Series to explore the power of zines to tell our own stories, build our own archives, share community knowledge, and resist erasure and harmful narratives. We also developed a podcast where we are building an oral history of learnings from archivists, artists and organisers working at the intersection of racial justice and mental health. In this podcast series, we explore themes around abolition, resistance, community and alternative modes of storytelling in order to share and re-imagine our histories.

Our Social Media presence has increased. On Instagram we have 855 followers since the account was created in February 2024. There has also been an increase in the number of posts in general and in particular to non-followers since in the past three months. Engagement has also increased to 356 from 20. On X we have 1,498 Followers (analytics are not available without a premium account). We also have 112 on Bluesky, up from 86.

Hosting

By hosting autonomous mental health projects, we can offer the benefit of our infrastructure to newer or less formalised groups as they grow and develop. We currently host two projects:

- North East Together, the regional network for people with lived experience of mental health conditions living in the North East of England.

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- misery, a mental health community and sober rave based in London and led by and for queer, trans, intersex, black people and people of colour (QTIBPOC) with lived experience of madness, mental health challenges, time in hospital, addiction, public service use, disability, trauma, medication and neurodivergence.

Our support for our hosted projects primarily involves holding some of their 'backstage' operational and financial administration, while also offering bespoke advice and access to expert guidance on their work.

We also provide fiscal hosting for the [United Families and Friends Campaign \(UFFC\)](#).

Organisational development

A huge aspect of work this year has been the development of NSUN as an organisation. We've grown organically and rapidly, and we're committed to being a progressive organisation 'doing it differently'.

This has meant taking stock of how we support our team, especially given that everyone who works for us has lived experience of mental ill-health, distress and trauma. We've been able to continue offering budgets to staff to cover coaching and therapy, as well as wellbeing budgets and an employee assistance programme. Staff have created a staff forum to give feedback to the management team: suggestions which have come from this forum and are in the process of being implemented have included making provisions for menstrual and menopausal leave, a new structure for our regular team meetings, and more accessible internal policy documents.

NSUN is committed to being an anti-racist organisation, which upholds dignity and equity for all regardless of protected characteristics. To further this mission, all staff have received Trans 101 training from Gendered Intelligence, Gypsy Roma and Travellers Cultural Awareness Training from Friends Families and Travelers, and we have scheduled an intensive course of anti-racist training sessions over the next few months with You Make It.

Over the course of 24-25, we successfully applied for and received funding from the National Lottery Community Foundation, Trust For London, City Bridge Trust and the Propel Partnership. We are currently exploring a large bid to Esme Fairbairn to expand our work. We are also developing a spec letter campaign to approach small and specialist grant-making bodies in order to diversify our pool of funders and safeguard the work into the future.

This meets our stated aim to secure multi-year funding to ensure the sustainability of our work.

What we've learned & what's next

Future of capacity building

Over the period, through participatory research with Teapot Collective, member feedback, and what we've learned through ad-hoc capacity-building engagements, we've deepened our understanding of what ULG's need from us as an infrastructure organisation. This has prompted us to develop a cohort programme which we will be trialling in 2025-26. The initial pilot will be co-created with 4-5 user-led groups, and will involve offerings of regular meetings, peer support, bespoke training and connection to opportunities over a period of 4-6 months. Our aim is to create a programme which can build confidence, connections and knowledge, and which is also flexible enough to account for the variety

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across our membership. Ideally, for future cohorts, we'll be able to draw upon past cohort members as expert advisors and mentors, who can be reimbursed for their time and knowledge.

This programme design builds on the findings from research with London-based user-led groups, which draws upon the idea of solidarity and 'co-conspirators' as an unseen but crucial element of success for grassroots groups: "Co-conspirators may make groups feel less alone in their radical approach to community building and activism."

Participatory grant-making in the mental health & migrant justice space

Through our work with the Mental Health and Migrant Justice Working Group we have built an in-depth understanding of the needs of this community in relation to mental health and are working with them to secure funding to run a grants programme in 2025-26. Our hope is that this programme will both disseminate vital funding to under-resourced groups, and that being part of the design and decision-making process will be a useful exercise in building up the capacity and experience of working group members.

Survivor-led knowledge, and being a trusted curator of information

The response to Hat's report on Menstrual Health in Inpatient Psychiatric Settings taught us about the continued importance of survivor-led research and the need to ensure we continue to focus in this area and commission pieces where appropriate. Similarly, the success of our blog series and stand-alone pieces demonstrate the real need for a continuation to publish survivor voices. Our members rely on NSUN as a 'way in' to a broader movement, with one member commenting, "[I] feel optimistic about this larger community of people who are survivors-users and who are doing amazing things. I feel connected to something bigger than me." (From members' questionnaire 2025)

This is part of the unique place we hold in the mental health charity landscape as the only user-led organisation working nationally. This reminder has been particularly helpful as we embark upon the refresh of our Theory of Change, ensuring the activities we plan to deliver and develop are truly meeting community needs.

Our aims for 2025/26 are as follows:

- To continue to promote and amplify members' perspectives, voices and campaigns
- To secure funds for a new NSUN grants scheme, and plan the implementation process
- To successfully recruit and induct a Capacity Building Manager
- To continue to deliver our policy priorities, including via the new Mad Campaigns Lab offering
- To successfully deliver the pilot cohort capacity building program
- To secure new multi-year funding to achieve additional sustainable impact
- To redevelop our Theory of Change to better reflect community needs

National Survivor User Network
Trustees' annual report for the period for the year ended
31 March 2025 (continued)

Financial review

Income for the year ended 31st March 2025 totalled £826,919 (2024: £970,203), a decrease of £143,284 from the previous year. The largest area of decrease was in Grants and Donations which dropped by £131,630 compared with the previous year.

NSUN's principal source of funds during 2024/25 was income from grants and totalled £808,615 (2024: £940,245) and comprises 98% of income (2024: 92%).

Expenditure totalled £1,054,381 (2024: £759,013) for the year ended 31st March 2025, an increase of £295,368 compared with the previous year. The main increase in costs related to the Synergi project.

In April 2024 NSUN was notified of a successful application to the National Lottery Community Fund for £499,337 over 3 years.

NUSN is hugely grateful to our range of funders and supporters who contribute to our income.

Total funds, reserves policy and going concern

Total funds at 31st March 2025 were £298,349 (2024: £525,811) and comprised restricted funds of £206,593 (2024: £385,087) and unrestricted funds of £91,756 (2024: £140,724). The largest remaining restricted funds comprise funding for the Synergi programme (£43,700) and National Lottery funding (£42,746).

Unrestricted funding was comprised of funding from a number of unrestricted grants towards project and core costs in the 2024/25 financial year of £74,556, and unrestricted income from donations and contracts.

The Trustees review the charity's reserves policy annually and aim to hold three months of fixed staff and running costs. As such the agreed reserves target is £155,972 (2024: £139,143). The actual free unrestricted reserves are £87,245 (2024: £137,053). This represents 56% of target (2024: 98%), equivalent to 1.7 months reserves. The trustees and management will endeavour to move back towards this target in the coming years.

The Trustees have reviewed the budgets for the 2025/26 financial year, including reserves and secured income and consider there to be sufficient funding secured to prepare these financial statements on a going concern basis.

Grantmaking Policy

NSUN's grantmaking policy is specific to the funds being distributed and is in line with the conditions of the funder. The Trustees consider micro-grants an effective means of achieving NSUN's charitable objectives of building capacity for user-led groups.

NSUN grants are awarded to groups in England, and are currently small in volume and value. There are plans to secure further funding for this work and advertise grant more widely in the future.

The Synergi grants programme launched in April 2024 with clear published criteria, including transparency around decision-making and panel membership.

National Survivor User Network
Trustees' annual report for the period for the year ended
31 March 2025 (continued)

Key Risks and Uncertainty

The Trustees regularly review the principal risks and major uncertainties to which the charity may be exposed and systems and procedures have been established to manage those risks. This is primarily via the NSUN risk register, which is reviewed by Trustees at least quarterly. The register lists the key risks together with a score calculated based on the probability and the potential impact of the risk concerned, noting any mitigation. A separate Synergi Risk Register is also shared and discussed as a standing item, due to the size and complexity of Synergi as a hosted project, and the associated risks. Actions being taken to manage the identified risks are listed on the registers.

Key risks identified during the year are:

- A gap between funding expenditure and income targets, mitigated initially through the submission of multiple funding applications
- Significant changes in leadership at board and staff level, following an unsuccessful recruitment to the CEO post in summer 2023, and a change in chair of trustees at the end of December 2024. This risk has dissipated following the appointment of consecutive interim chief executives, and the appointment of a permanent chief executive from June 2024
- The growth of the organization and the increased responsibility and pressures on key staff. Risk is mitigated by NSUN's agreed ways of working, by extended notice periods for staff, regular supervision and on-going consideration of well-being issues
- The on-going integration of Synergi into NSUN, and Synergi's own delivery risks, noting the size of the programme. This has been mitigated through clear governance protocols, confirmation of Synergi's strategic direction, and the provision of a separate Synergi risk register to NSUN trustees and the Synergi governance board.

Contribution made by volunteers

NSUN is extremely grateful to all of our volunteers, many of whom have provided considerable pro-bono support, valued at £49,903 (2024: £6,060) and included within the financial statements. In both years this related to pro-bono legal support.

Structure Governance and Management

During the year, the National Survivor User Network (NSUN) was a Charitable Incorporated Organisation (CIO) with charity number 1135980. NSUN's governing document is a Constitution and the charity operates in England.

Trustees are elected at the Annual General Meeting or co-opted onto the Board when a serving Trustee resigns during the year. The Constitution states that the minimum number of Trustees should be three and the maximum twelve. A third of trustees must retire at each AGM and may be reappointed.

Skills gaps at Board level are addressed by regular skills audits. New Trustees are inducted by the Chair, Vice-Chair, and CEO, and are offered training as necessary.

The Board meets at least five times a year.

Day-to-day management of the charity has been delegated to the CEO. The CEO is supported by staff, consultants ("Associates") and volunteers, if applicable, and a scheme of delegation is in place.

National Survivor User Network
Trustees' annual report for the period for the year ended
31 March 2025 (continued)

Organisational Structure and Key Management Personnel

The CEO reports to the Chair of NSUN, who is responsible for convening Board meetings and ensuring correct governance of the charity with other Trustees. The Chair is also responsible for appraising the performance of the CEO and Trustees.

During the year, there were ten other members of staff who are line managed and appraised by the CEO, or other Managers within the team. The staff team was supported by several freelance associates.

Following an unsuccessful recruitment process in summer 2023, interim chief executives were appointed. A successful process early in 2024 resulted in the appointment of a new substantive CEO, Mandy Crandale, who started June 2024.

The Board makes use of task and finish groups and sub committees where needed to undertake specific tasks. In 2023/24 a number of trustees met informally to review the finance papers, and to support the CEO recruitment processes.

The Board was also supported in its work around the Synergi Project by the Synergi Governance Board, which comprised five members with a specific interest in the work, including one member of the NSUN Board of Trustees. The Governance Board operates under a terms of reference approved by the NSUN Board.

The SORP considers the key management personnel of the charity to be those persons having authority and responsibility for planning, directing and controlling the activities of the charity, directly or indirectly. The Trustees consider that the NSUN Board of Trustees and the CEO are Key Management Personnel of the charity.

The pay of the CEO is reviewed annually by the Chair and benchmarked to similar posts within the sector.

Details of Trustee expenses and related party transactions are disclosed in the notes to the financial statements. Trustees are required to disclose all relevant interests and register them with the CEO and, in accordance with the charities policy, withdraw from decisions where a conflict of interest arises.

Trustees' responsibilities in relation to the financial statements

A resolution proposing that Beever and Struthers (since 1 October 2025 now Menzies LLP) be re-appointed as independent examiners of the charity was passed at the last NSUN Annual General Meeting on the 28th February 2023.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the financial statements and comply with the charity's governing document, the Charities Act 2011 as amended by the Charities Act 2022 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

National Survivor User Network
Trustees' annual report for the period for the year ended
31 March 2025 (continued)

This report was approved by the Board of Trustees on 3rd December 2025 and was signed on its behalf, by:

Alisdair Cameron

National Survivor User Network

Independent Examiner's Report to the Trustees of National Survivor User Network

I report to the charity trustees on my examination of the financial statements of the charity for the year ended 31 March 2025 which are set out on pages 19 to 39.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 as amended by the Charities Act 2022 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Other Matters

Your attention is drawn to the fact that the charity has prepared the financial statements in accordance with the Statement of Recommended Practice applicable to Charities 2019 preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has been withdrawn.

We understand that this has been done in order for the accounts to provide a true and fair view in accordance with UK Generally Accepted Accounting Practice.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records ; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



Elizabeth Hatchman ACA
Menzies LLP
Chartered Accountants
4th Floor, 95 Gresham Street
London EC2V 7AB

Date: 17 December 2025

National Survivor User Network
Statement of Financial Activities (including summary income and expenditure account)
For the year ended 31 March 2025

	Notes	Unrestricted Funds	Restricted Funds	Total 31.03.2025	Total 31.03.2024
		£	£	£	£
Income from:					
Legacies and Donations					
Grants and Donations	4	82,257	726,358	808,615	940,245
Charitable Activities					
Contracts and Consultancy		3,881	1,516	5,397	18,595
Interest		12,907	-	12,907	11,363
Total Income		99,045	727,874	826,919	970,203
Expenditure on:					
Costs of raising funds	5	14,157	22,010	36,167	34,795
Charitable Activities					
Knowledge		42,062	87,086	129,148	106,433
Collaboration		53,994	131,611	185,605	196,790
Voice		33,800	74,191	107,991	190,387
Resourcing		4,000	-	4,000	- 950
Synergi		-	591,470	591,470	231,558
Total Charitable Activities	5	133,856	884,358	1,018,214	724,218
Total Expenditure		148,013	906,368	1,054,381	759,013
Net movement in funds for the year		(48,968)	(178,494)	(227,462)	211,190
Reconciliation of funds					
Total funds brought forward	17	140,724	385,087	525,811	314,621
Total funds carried forward	17	91,756	206,593	298,349	525,811

National Survivor User Network
Balance Sheet
For the year ended 31 March 2025

	Notes	31.03.2025	31.03.2024
		£	£
Fixed Assets			
Tangible assets	13	4,511	3,671
Total Fixed Assets		<u>4,511</u>	<u>3,671</u>
Current Assets			
Debtors	14	3,592	2,413
Cash at bank and in hand	22	561,657	617,906
Total Current Assets		<u>565,249</u>	<u>620,319</u>
Creditors:			
Creditors falling due within one year	15	271,411	98,179
Net Current Assets		<u>293,838</u>	<u>522,140</u>
Total Assets less current liabilities		298,349	525,811
Total Net Assets		<u>298,349</u>	<u>525,811</u>
		209,859	184,749
The Funds of the charity:			
Unrestricted income funds		91,756	140,724
Restricted income funds		206,593	385,087
Total charity funds	17	<u>298,349</u>	<u>525,811</u>

The financial statements set out on pages 22 to 39 were approved by the Trustees and authorised for issue on 3rd December 2025 and signed on their behalf by:

Alisdair Cameron

The notes on pages 22 to 39 form an integral part of these financial statements

National Survivor User Network
Statement of Cash Flows
For the year ended 31 March 2025

	Notes	31.03.2025	31.03.2024
		£	£
Cash flows from operating activities:			
Net cash provided by (used in) operating activities	21	(52,719)	276,856
Cash flows from investing activities			
Purchase of tangible fixed assets		(3,530)	(2,153)
Proceeds from sale of fixed assets		-	-
Net cash (used in) provided by investing activities		(3,530)	(2,153)
Change in cash in the reporting period		(56,249)	274,703
Cash at the beginning of the reporting period		617,906	343,203
Cash at the end of the reporting period	22	<u><u>561,657</u></u>	<u><u>617,906</u></u>

The notes on pages 22 to 39 form an integral part of these financial statements

1. Basis of Preparation

1.a Basis of Accounting

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the 2019 version of the Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

1.b Legal Form

National Survivor User Network was a charitable company incorporated in England under the Companies Act 2006 from 1 April 2022 to 6 June 2023, when it then converted to a Charitable Incorporated Organisation. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is 483 Green Lanes, London N13 4BS. The charity's operations and principal activities are included on page 2 and 3 of the Trustees' annual report.

1.c Going Concern

The financial statements are prepared on a going concern basis. The Trustees have looked at least 12 months from the signing date of these accounts, considering the charity's cost base, reserves and secured funding and have concluded that there are no material uncertainties around the charity's ability to continue as a going concern.

1.d Accounting Policies

The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

1.e Significant accounting estimates and judgements

Aside from going concern set out in 1c above, there have been no other key estimates or judgements required in determining the carrying values of assets and liabilities.

2. Accounting Policies

Income

2.a Recognition of income

Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources; it is more likely than not that the trustees will receive the resources; and the monetary value can be measured with sufficient reliability.

2.b There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP.

2. Accounting Policies (continued)

2.c Grants and donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met, generally upon receipt.

Where grants are of a performance related nature, income is only be recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met.

2.d Government grants

The charity has received government grants in the reporting period and these are disclosed in note 3a.

2.e Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

2.f Contractual income

This is only included in the SoFA once the charity has provided the related goods or services or met the performance related conditions.

2.g Donated goods and services/facilities

Gifts in kind for use by the charity are included in the SoFA as income from donations when receivable. Donated goods are measured at fair value (the amount for which the asset could be exchanged) unless impractical to do so.

Donated services and facilities are included in the SoFA when received at the value of the gift to the charity provided the value of the gift can be measured reliably.

Donated services and facilities that are consumed immediately are recognised as income with an equivalent amount recognised as an expense under the appropriate heading in the SoFA.

2.h Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Expenditure

2.i Liability recognition

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

2. Accounting Policies (continued)

2.j Allocation of governance and support costs

Support costs represent indirect charitable expenditure. In order to carry out the primary purposes of the charity it is necessary to provide support in the form of personnel development and support, financial support, insurances and IT support.

Governance costs comprise the costs involving the public accountability of the charity (including independent examination costs) and costs in respect of its compliance with regulation and good practice.

Support costs including governance costs are apportioned based on the proportion of time spent on each activity by staff.

Assets and Liabilities

2.l Accrued and deferred income

Accrued income relates to gift aid receivable only.

Deferred income relates to contract income received where a proportion of the work remains incomplete.

2.m Debtors

Debtors (including trade debtors and loans receivable) are measured on initial recognition at settlement amount after any trade discounts or amount advanced by the charity. Subsequently, they are measured at the cash or other consideration expected to be received.

2.n Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts.

2.o Bank and Cash

Cash includes cash held in the charity's bank accounts, amounts held by PayPal and Equals Money.

2.p Tangible fixed assets for use by the charity

Tangible fixed assets represent computer equipment and are capitalised if they can be used for more than one year, and cost at least £250. They are valued at cost. Assets are depreciated over 4 years on a straight-line basis.

3. Prior period comparatives: statement of financial activities

	Unrestricted Funds	Restricted Funds	Total 31.03.2024
	£	£	£
Income from:			
Legacies and Donations			
Grants and Donations	159,915	780,330	940,245
Charitable Activities			
Contracts and Consultancy	12,969	5,626	18,595
Interest	11,363	-	11,363
Total Income	184,247	785,956	970,203
Expenditure on:			
Costs of raising funds	12,663	22,132	34,795
Charitable Activities			
Knowledge	31,753	74,680	106,433
Collaboration	38,643	158,147	196,790
Voice	58,942	131,445	190,387
Resourcing	(950)	-	(950)
Synergi	-	231,558	231,558
Total Charitable Activities	128,388	595,830	724,218
Total Expenditure	141,051	617,962	759,013
Net movement in funds for the year	43,196	167,994	211,190
Reconciliation of funds			
Total funds brought forward	97,528	217,093	314,621
Total funds carried forward	140,724	385,087	525,811

4. Grants and Donations

	Unrestricted Funds	Restricted Funds	Total 31.03.2025	Total 31.03.2024
	£	£	£	£
Donations from Individuals and organisations	1,641	1,873	3,514	1,549
Grant Income (note 4b)	74,556	724,485	799,041	888,793
Donated gift and services (note 4c)	6,060	-	6,060	49,903
	82,257	726,358	808,615	940,245

4b. Grant Income (including Government Grants)

We were grateful to have received Grant income from:

	Unrestricted Funds	Restricted Funds	Total 31.03.2025 £	Total 31.03.2024 £
Be the Earth Foundation	-	-	-	4,000
Blaqrave Trust	-	28,500	28,500	28,500
City Bridge Trust	-	-	-	50,000
John Ellerman Foundation	-	-	-	30,000
Joseph Rowntree Charitable Trust	34,556	-	34,556	42,308
Lankelly Chase	-	-	-	40,000
Lankelly Chase- Synerqi	-	373,714	373,714	456,412
Mental Health North East	-	-	-	3,001
Mind Peer Support - Misery	-	-	-	200
Mind Community Partnership	-	-	-	15,000
Mind North East Together	-	-	-	15,000
National Lottery Community Fund- RC London and South	-	161,772	161,772	138,897
NHS Contract income for North	-	-	-	6,000
East together	-	-	-	-
Synerqi misery medicine	-	5,000	5,000	-
The Tudor Trust	40,000	-	40,000	20,000
The Tudor Trust- Wellness grant	-	-	-	7,200
Trust for London	-	58,000	58,000	22,275
Trust for London - Disability Justice Fund	-	56,500	56,500	-
Unlimited misery	-	40,000	40,000	-
Women's Environmental Network - misery	-	1,000	1,000	10,000
	74,556	724,486	799,042	888,793

No Government Grants were received in 2025 or 2024. As set out above funds were received from the National Lottery Community Fund totalling £161,772 (2024: £138,897).

4c. Donated goods, Facilities and Services

	Total 31.03.2025 £	Total 31.03.2024 £
Legal Advice	6,060	49,903
	6,060	49,903

Donated services and facilities are included in the SOFA when received and are shown at the value the charity would need to pay to secure the same services, items or facilities provided that the amount can be measured reliably.

There are no unfulfilled conditions or other contingencies associated with the donated services or facilities

The time given by volunteers is not recognised in the accounts. However we are extremely grateful for to all NSUN volunteers

5. Resources expended

	Direct Staff Costs	Direct Costs	Support Costs (Note 7)	Total 31.03.2025	Total 31.03.2024
	£	£	£	£	£
Costs of Raising Funds	21,636	-	14,531	36,167	34,795
Charitable Activities					
Knowledge					
Communications	72,857	12,838	37,779	123,474	103,341
Other Projects	-	5,378	-	5,378	2,792
National Elf partnership	-	296	-	296	300
	72,857	18,512	37,779	129,148	106,433
Collaboration					
Membership	59,611	516	31,967	92,094	69,414
Community Constellations	24,727	925	14,531	40,183	52,143
Members projects	-	4,184	-	4,184	11,975
Hosted Projects- North East Together	-	8,858	-	8,858	5,500
Hosted Projects- misery	-	39,153	250	39,403	19,029
Hosted Projects- UFFC	883	-	-	883	38,729
	85,221	53,636	46,748	185,605	196,790
Voice					
Influencing policy work	48,572	7,832	26,155	82,559	167,690
Reimagining safety	9,213	16,219	-	25,432	18,322
	57,785	24,051	26,155	107,991	190,387
Resourcing					
Grants to user led groups (note 21)					
NSUN	-	4,000	-	4,000	(950)
	-	4,000	-	4,000	(950)
Synergi					
Synergi Project	233,652	52,688	22,875	309,215	228,915
Synergi Small Grants Scheme	-	282,255	-	282,255	2,643
	233,652	334,943	22,875	591,470	231,558
Total Cost of Charitable Activities	449,515	435,142	133,557	1,018,214	724,218
Total Costs	471,152	435,142	148,087	1,054,381	759,013

6. Resources expended in the previous year

	Direct Staff Costs	Direct Costs	Support Costs (Note 7)	Total 31.03.2024
	£	£	£	£
Costs of Raising Funds	17,355	-	17,440	34,795
Charitable Activities				
Knowledge				
Communications	47,727	13,758	41,856	103,341
Other Projects	-	2,792	-	2,792
National Elf partnership	-	300	-	300
	47,727	16,850	41,856	106,433
Collaboration				
Membership	34,711	3,311	31,392	69,414
Community Constellations	21,694	13,009	17,440	52,143
Lived Experience Leadership	-	-	-	-
Mind Peer Support	-	11,975	-	11,975
Hosted Projects- North East Together	-	5,500	-	5,500
Hosted Projects- Survivor Researcher Network	3,300	15,729	-	19,029
Hosted Projects- misery	-	-	-	-
Hosted Projects- 2027 Project	-	38,479	250	38,729
Hosted Projects- UFFC	-	-	-	-
	59,705	88,003	49,082	196,790
Voice				
Influencing policy work	-	-	-	-
Keeping Control	82,438	12,005	73,247	167,690
Other Projects	4,639	13,683	-	18,322
	-	4,375	-	4,375
	87,077	30,063	73,247	190,387
Resourcing				
Grants to user led groups (note 24)				
NSUN Grants	-	(950)	-	(950)
	-	(950)	-	(950)
Synergi				
Synergi Project	157,393	55,715	15,807	228,915
Synergi Small Grants Scheme	-	2,643	-	2,643
	157,393	58,358	15,807	231,558
Total Cost of Charitable Activities	351,902	192,324	179,992	724,218
Total Costs	369,257	192,324	197,432	759,013

7. Support Costs

	Total 31.03.2025 £	Total 31.03.2024 £
Support Staff Costs, including governance (see note 8)	38,416	39,050
Direct Governance costs (see note 8)	11,288	57,788
Legal and Professional Fees	662	1,789
Payroll, Accountancy and Bookkeeping	45,481	25,813
Website costs	1,781	2,196
Stationary, Postage, Telephones and IT costs	13,649	16,097
Insurance and HR support	596	4,292
Advertising, Recruitment and Subscriptions	3,468	20,551
Staff Travel and Wellness	7,935	10,364
Staff Training costs	21,263	16,281
Depreciation and profit on disposal	2,030	1,235
Other	1,519	1,977
	148,088	197,433

Support costs, including governance costs, are apportioned based across the activities shown in note 5 on the proportion of time spent on each activity by staff

8. Governance costs

Governance costs are included within support costs (note 7) and comprise	Total 31.03.2025 £	Total 31.03.2024 £
Staff costs	17,221	17,355
Independent Examination	2,718	2,720
Board expenses and training	333	248
Legal advice - including in-kind support	6,060	49,903
Governance support	2,177	4,917
	28,509	75,143

9. Net expenditure for the year

This is stated after the following	Total 31.03.2025 £	Total 31.03.2024 £
Depreciation of tangible fixed assets	2,030	1,045
Profit/(loss) on disposal of Fixed Assets	(661)	(538)
Independent Examination Fees (excluding VAT)		
- Independent Examination	2,304	2,265
- Other Services	-	-

10. Analysis of staff costs and the cost of key management personnel

	Total 31.03.2025 £	Total 31.03.2024 £
The staff costs were		
Wages and Salaries	418,482	344,494
Social Security Costs	38,055	32,103
Pension Costs	19,264	15,609
	475,801	392,206

In 2025 no employees received employee benefits (excluding employer pension costs) for the reporting period over £60,000 (2024: none).

National Survivor User Network operates a defined contribution pension scheme for all eligible employees. Employer contributions are included in the SOFA within staff costs as an expense for the year total £19,264 (2024: £15,609).

The key management personnel of the charity comprise the Trustees and the CEO. The total amount paid, including Employers National Insurance and Pension, to the CEO was £59,624 (2024: £74,896).

No trustees received any payment for their services to the charity (2024: none). Two trustees received payment for professional services to the charity totalling £1,225 (2024: £2,050). Three trustees were reimbursed £398 for travel expenses (2024: none). There were no training costs for trustees (2024: £248)

11. Staff numbers

The average number of employees (headcount based on number of staff employed) during the year was 9.7 (2024: 9.7) with a full time equivalent of 8.0 (2024: 8.0).

12. Taxation

The Charity is a registered charity and is thus exempted from taxation of its income and gains falling within section 524 of the Income Tax Act 2007 to the extent that they are applied to its charitable objectives. No tax charge has arisen in the year.

13. Tangible Fixed Assets

	IT Equipment £	Total £
Cost		
As at 1 April 2024	6,335	6,335
Additions	3,530	3,530
Disposals	(857)	(857)
As at 31 March 2025	9,008	9,008
Depreciation		
As at 1 April 2024	2,664	2,664
Charge for the year	2,030	2,030
Disposals	(196)	(196)
As at 31 March 2025	4,498	4,498
Net Book Value		
As at 31 March 2024	3,671	3,671
As at 31 March 2025	4,511	4,511

14. Debtors

	Total 31.03.2025 £	Total 31.03.2024 £
Trade debtors	1,000	275
Prepayments	2,568	2,114
Gift Aid Accrued Income	24	24
	3,592	2,413

All debtors relate to amounts owed within one year

15. Creditors: Amounts falling due within one year

	Total 31.03.2025 £	Total 31.03.2024 £
Trade creditors	15,310	7,149
Lease Accrual	1,640	1,640
Other Creditors- Social Security	12,585	9,825
Accruals	12,851	29,850
Grants payable	4,683	715
Funds held on behalf of hosted project UFFC	-	20,000
Deferred Income (note 16)	224,342	29,000
	271,411	98,179

An accrual has been made for grants awarded under the Synergi grants programme of £4,683 by not yet paid at the year end (2024: Synergi grant programme £115 and North East Together grant £600).

Movement in recognised grant commitments during the year

	Grant Commitments Accrued 31.03.2025 £	31.03.2024 £
Grant commitment recognised at the start of the year	715	9,000.00
New Grant Commitments charged to the SoFA in year	276,735	8,293
Grants paid during the year	(272,767)	(16,578)
Amount of grant commitments recognised at year end	£ 4,683	£ 715

16. Deferred Income

	Total 31.03.2025 £	Total 31.03.2024 £
Balance at the start of the year	29,000	7,400
Released in the year	(29,000)	(7,400)
Deferred in the year	224,342	29,000
Balance at year end	£ 224,342	£ 29,000

Income deferred relates to a grant from Trust for London which was paid in advance of the start date. Income in 2024/25 has been deferred in relation to agreed activities supporting Central North West London NHS Foundation Trust which had not been delivered at the year end.

17. Analysis of charitable funds

17a. Details of charitable funds held and movements during the current reporting period

	Fund balance brought forward 01.04.2024 £	Income £	Expenditure £	Fund balance at 31.03.2025 £
Unrestricted Funds	140,724	96,803	148,238	89,289
Restricted funds				
Blagrove Trust	10,178	28,500	28,398	10,280
City Bridge Trust	17,570	-	17,570	-
John Ellerman Foundation	18,207	-	18,207	-
Synerqi	297,857	373,814	627,971	43,700
misery	16,519	2,983	10,197	9,305
misery library	-	295	295	-
misery medicine	-	5,000	3,898	1,102
misery Unlimited	-	40,000	21,199	18,801
North East Together	19,810	2,241	8,857	13,194
National Lottery Community Fund- RC London	(128)	161,772	118,899	42,745
NSUN Small Grants Programme	794	10	-	804
Trust for London	-	58,000	22,500	35,500
Trust for London - Disability Justice Fund	-	56,500	23,871	32,629
Women's Environmental Network - misery	4,280	1,000	4,280	1,000
Total Restricted Funds	385,087	730,115	906,142	209,060
Total Funds	525,811	826,918	1,054,381	298,349

17a. Details of charitable funds held and movements during the current reporting period (continued)

Restricted Fund	Purpose of fund
Blagrove Trust	Reimagining safety - three-year project seeking new, more liberatory approaches to young people's safety and mental health.
City Bridge Trust	Building the resilience and sustainability of grassroots, lived experience led groups in London that work to support the mental health of those in their communities
John Ellerman Foundation	Funding towards core costs of NSUN
Lankelly Chase- Synergi	First year of a 3-year grant for the Synergi Project
misery, misery medicine and Women's Environmental Network - misery	Funds held towards the activities of the misery hosted project
misery library	Funds held towards the activities of the misery to create a library resource
misery Unlimited	Funds held towards the activities of the misery hosted project to create a cookbook
National Lottery Community Fund- RC London	Funding towards membership support and community constellations
North East Together	Funds held to support work in the North East
NSUN Small Grants Programme	Restricted donations for small grants
Trust for London	Funding towards Policy Officer and Policy work
Trust for London - Disability Justice Fund	Funding towards Policy Officer and Policy work
Women's Environmental Network - misery	Funds held towards the activities of the misery hosted project

17. Analysis of charitable funds (continued)

17b. Details of charitable funds held and movements during the previous reporting period

	Fund balance brought forward 01.04.2023 £	Income £	Expenditure £	Fund balance at 31.03.2024 £
Unrestricted Funds	97,528	184,247	141,051	140,724
Restricted funds				
2027 Project	-	28,500	18,322	10,178
John Ellerman Foundation	-	50,000	32,430	17,570
Lankelly Chase- Synerqi	24,029	30,000	35,822	18,207
LGBT Futures	112,054	456,412	270,609	297,857
Mind Side by Side Fund misery	19,410	-	19,410	-
National Lottery Community Fund- RC London	14,849	24,001	19,040	19,810
North East Together	20,516	10,777	14,774	16,519
NSUN Small Grants Programme	-	15,000	15,000	-
The Tudor Trust	10,070	138,897	149,095	(128)
The Tudor Trust- development grant	699	94	0	793
Trust for London	15,466	22,275	37,741	-
	-	10,000	5,720	4,280
Total Restricted Funds	217,093	785,956	617,963	385,086
Total Funds	314,621	970,203	759,014	525,810

Restricted Fund

Purpose of fund

LGBT Futures

Funding for the misery herbal walks programme

Mind- NSUN Side by Side Fund

Funding towards the costs of the NSUN Side-by-Side small grants fund

18. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 31.03.2025 £	Total Funds 31.03.2024 £
Fixed Assets	4,510	-	4,510	3,670
Current Assets	106,763	458,485	565,248	620,319
Creditors: amounts falling due within one year	(21,987)	(249,425)	(271,412)	(98,180)
	89,286	209,060	298,346	525,809

19. Financial Instruments

At the Balance Sheet date the Charity held the following:

	31.03.2025 £	31.03.2024 £
Financial Assets		
Measured at cost:		
Cash at bank	561,657	617,906
Measured at amortised cost:		
Trade Debtors	1,000	275
Prepayments	2,568	2,115
Gift Aid Accrued Income	24	24
Total Financial Assets	565,249	620,320
Financial Liabilities		
Measured at amortised cost:		
Trade creditors	15,310	7,149
Income in advance	224,342	-
Lease Accrual	1,640	1,640
Other Creditors- Social Security	12,585	9,825
Accruals	12,851	29,850
Grants payable	4,683	715
Total Financial Liabilities	271,411	49,179

20. Transactions with trustees and related parties

None of the trustees have been paid any remuneration or received any other benefits in relation to their role as Trustees with the charity (2024: none).

During the year no training and board development costs were paid (2024: £248 was paid for two Trustees).

During the year one Trustee (2024: one) received participation payments of £525 (2024: £300). This was at the same rate as other participants.

Payments totalling £700 (2024: £1,750) were paid to NSUN trustee Shuranjeet Takhar for their role on the Synergi Governance Board. These payments were made under a written agreement and agreed to be in the best interest of NSUN by the Trustee board.

21. Reconciliation of net income/(expenditure) to net cash flow from operating activities

	Total 31.03.2025 £	Total 31.03.2024 £
Net income for the reporting period (as per the statement of financial activities)	(227,462)	211,190
Adjustment for :		
Depreciation charges	2,030	1,234
(Profit)/loss on disposal of equipment	661	-
(Increase)/decrease in debtors	(1,180)	19,507
Increase/(decrease) in creditors	173,232	44,925
Net cash provided by operating activities	(52,719)	276,856

22. Cash at bank and in hand

	Total 31.03.2025 £	Total 31.03.2024 £
Cash at bank	540,951	597,610
North East Together Account	16,800	17,256
North East Together Cash	101	200
Equals Money Prepaid Cards	3,303	2,685
PayPal	502	155
Total Cash	561,657	617,906

23. Analysis of changes in net debt

	31.03.2024 £	Cash flows £	31.03.2025 £
Short and long term loan liabilities	-	-	-
Total Liabilities	-	-	-
Cash and cash equivalents	617,907	(56,249)	561,658
Total net debt	617,907	(56,249)	561,658

24. Analysis of Grants

	Total 31.03.2025 £	Total 31.03.2024 £
NSUN	4,000	(950)
North East Together	-	6,600
Synergi Grant Fund	272,735	2,643
Total Grants to Institutions	276,735	8,293

In 2024/25 two grants of £2000 were given funded by Lankelly Knowledge Justice.

In 2022/23 NSUN awarded grants of between £500 and £1,000 to groups facilitating community spaces where people shared identities and experiences come together in support of one another's wellbeing. Grants were funded by Mind's Peerfest Project. In 2023/24 £950 was returned.

In 2024/25 36 grants of £5,000, 1 grant of £8,360 and 5 grants of £16,875 to groups led by Black people and people of colour with lived experience of mental ill-health, distress or trauma to take action on mental health and racial justice. In 2023/24 the Synergi Small Grants programme awarded grants totalling £2,643 to four groups.

In 2023/24 North East Together gave grants of £600 to 11 groups supporting mental health in the North East.

No grants were awarded to individuals

Reconciliation to Direct costs (Note 5)

	Total 31.03.2025 £	Total 31.03.2024 £
Grants to institutions- NSUN	4,000	(950)
Grants to institutions- Synergi Small Grants	282,255	2,643
Direct cost of administration of funds (including Panel and Evaluation costs)	278,255	-
Total Direct costs of NSUN Grants	564,510	1,693

24. Analysis of Grants (continued)

	Total 31.03.2025 £	Total 31.03.2024 £
Recipients of Intuition grants		
Campaign for Psychiatric Abolition	2,000	-
Neuromancers	2,000	-
Plushealth	-	(950)
Total Recipients - NSUN	4,000	(950)
	Total 31.03.2025 £	Total 31.03.2024 £
Recipients of North East Together		
Autie Mates	-	600
Contact Morpeth Mental Health Group	-	600
County Durham and Darlington Mental Health Forum	-	600
County Durham Peer Support Network	-	600
Fungi Sea Days Connect and Flourish Together	-	600
Gateshead Clubhouse	-	600
Holding Hands North East CIC	-	600
Newcastle Bipolar Self Help Group	-	600
Teeside Eritrean Community	-	600
Thrivers	-	600
Tuesday Treckers	-	600
Total Recipients of North East Together Grants	-	6,600

24. Analysis of Grants (continued)

Recipients of Synergi Grants	Total 31.03.2025 £	Total 31.03.2024 £
Abolitionist Healing Collective	5,000	-
Adiyah Collective	5,000	-
Back A Yardd	5,000	-
Be Active Recovery Group	5,000	-
Black Men Rising	5,000	-
Black Muslim Women Healing Collective	5,000	-
Black Trans Foundation	8,360	-
Bounce Black	5,000	-
Bring British Families Home	5,000	-
Collective Futurism	5,000	-
Cradle Community	5,000	-
Critical Youth Sound	5,000	-
GEM Collective	5,000	-
Global Copwatch	5,000	-
Harehills Lane Action Team	16,875	-
Heal Together CIC	5,000	-
Holding Hands North East CIC	5,000	-
Mcr Womxn	5,000	-
Misery	5,000	-
Muslim Social Justice Initiative	5,000	-
Nejma Collective	16,875	-
NISABA	5,000	-
Nottingham Nourishment Network CIC	5,000	-
NUBIA Wellness Healing NW	5,000	-
Out & Proud African LGBTI	16,875	-
Our Naked Truth	5,000	-
Radical Rhizomes	5,000	-
Rafiki Community CIC	5,000	-
Resistance Is Our Mother Tongue	5,000	-
Serene Group	5,000	-
Therapeutic Productions CIC	16,875	-
The Advocacy Academy	5,000	-
The Black Men's Consortium	5,000	-
The Delicate Mind	5,000	-
The Muslim Voice	5,000	-
The Nerve of My MS	5,000	-
The Rights Collective	5,000	-
Together in Unity	5,000	-
Ubuntu - Liverpool's Black Wellbeing Collective	5,000	-
United Families and Friends	5,000	-
Voice Of Voiceless Immigration Detainees Yorkshire	16,875	-
Wharf Radical Lending Library	5,000	-
York Anti Racist Collective	-	100
Other	-	2,643
Total Recipients of Synergi Grants	272,735	2,743
Total Grants to institutions	276,735	8,393