
Glasgow Association for Mental Health

Annual Report 2011/2012



Creating a Culture of Co-Production



East Forum

“People’s needs are better met when they are involved in an equal and reciprocal relationship with professionals and others, working together to get things done”.

Right Here, Right Now: Taking Co-Production into the Mainstream, NESTA 2010

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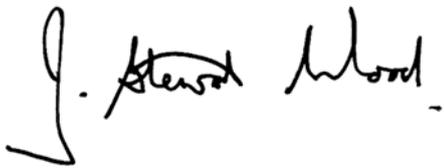
A message from the Board of Directors

As reported last year, the organisation has been required by its principal funding partner, Glasgow City Council, to reduce the number of its Service Centres from five, to three. This has caused a reorganisation of our staffing structure and accommodation of reduced budgets. Regrettably, some staff redundancies, including frontline posts, were unavoidable. The GAMH Board of Trustees had hoped that this might be sufficient to accommodate new financial restrictions we have been warned about by the City Council. Unfortunately this is unlikely to be the case. The organisation as a whole and our workforce in particular have demonstrated remarkable resilience in the face of such change and uncertainty. Our staff and volunteers continue to deliver innovative services to a consistently high standard, based on partnerships with the people we support, their carers and communities.

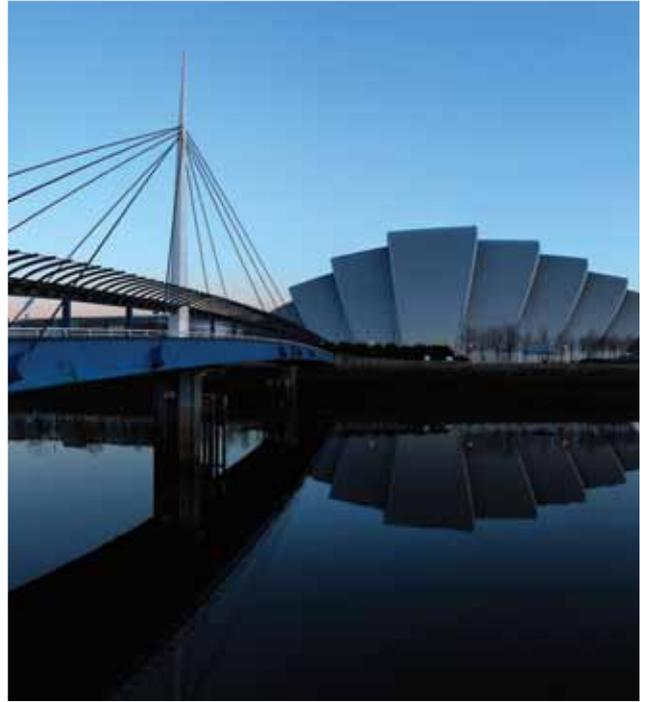
Our immediate priorities are to continue to achieve an appropriate balance between financial prudence and protection of our values and standards as service provider and employer. We continue to work co-operatively with our principal funder, Glasgow City Council, to produce the best outcomes for the charities beneficiaries (our members and service users) and to make the implementation of Personalisation/Self Directed Support a success. We are mindful of the distress experienced by many of our members in the face of the introduction of this policy along with the impact of Welfare Benefit Reform and we are committed to fulfilment of our core purpose which is to alleviate that distress and promote recovery and wellbeing.

While our first priority is to sustain our capacity to provide the best possible support and opportunities, we will continue to explore options for developing social enterprise as a vehicle for these. We will continue to develop initiatives which promote health and well being in the wider sense and for hardy reached communities in particular. We will continue to explore the use of various models of volunteering and Peer support approaches and develop the culture of the organisation from one which facilitates participation to one which is built on co-production.

In keeping with our ambition to widen opportunities for people who use our services and to diversify the sources of income available to resource these, we have developed a new collaboration with Community Renewal an organisation with specific expertise in employability services for people who have additional support needs. Following a competitive tendering process we have been awarded funding by NHSGGC to develop a Peer Coaching and Employability project from 2012/13. This initiative will build on the expertise in Gamh service centres, Scotia Clubhouse and LX Training to create an employability service which will be delivered by people with lived experience of mental health recovery.



Chairman



Values aims and activities

What we believe

Recovery is unique to every individual and our role is to support that process through a highly personalised service created through partnership and collaboration.

People first philosophy – People have the right to an identity separate from symptoms, diagnosis, illness or disability – we are not our labels.

A persons rights, interests, strengths and background should always be respected despite the presence of problems or symptoms.

People who have lived experience of mental health problems are the experts in their own lives – they have within them the strengths and potential to find solutions to their own problems.

Equality and Social justice are essential for recovery – everyone should have the chance to make the most of their lives and their talents.

The contribution of family, friends, and peers to a person's recovery and wellbeing should always be recognised and valued.



Making the most of our talents

What we do

GAMH exists for public benefit by promoting the mental health and wellbeing of the people and communities of Greater Glasgow.

We are working towards the time when all of Scotland's people will achieve full and equal citizenship rights, regardless of their mental health status.



I'm here too

We achieve this by:

- » Creating services and opportunities that assist people who are recovering from mental health problems or with related needs, to live the lives that THEY want to live;
- » Providing support for Carers including Young Carers and facilitating their involvement in policy and planning;
- » Promoting Social and Economic Inclusion of people in recovery;
- » Promoting Self Help and Peer Support;
- » Promoting Volunteering;
- » Challenging stigma and discrimination, promoting equality and human rights;
- » Addressing the housing support needs of people in recovery and the needs of homeless people who have experienced mental health problems, and
- » Devising educational programmes and other learning opportunities that develop knowledge, skills and understanding of mental health, wellbeing and related issues – these opportunities are provided for our own workforce, service users, colleagues in other agencies and members of the public.

Our Workforce

GAMH aims to be an organisation where employees and volunteers enjoy a sense of fulfilment and where they feel supported and developed. GAMH is committed to equality of opportunity and has held the Investors in People standard for more than ten years.

Training programmes are provided to meet ongoing learning needs, with the aim of developing staff and volunteers for both their current and their future roles.

SCA Award Presentation

This year GAMH was awarded the Social Care Association's (SCA) corporate members award. This award recognises GAMH's commitment to the learning and development needs of our new staff, specifically the integration within the organisation of the SQA accredited induction training programme "Preparation for Practice" (PFP) which was developed by the SCA. The PFP Award is based on the Scottish Social Services Council's Induction Guidance and is designed to promote knowledge about the organisations purpose and vision from the onset of employment. Another key aim of the training is to improve and strengthen knowledge of the role of the social care worker and to enhance social services practice overall.



SCA Award Presentation

Review of principal activities

Service Centres

GAMH service centres are registered with Social Care and Social Work Improvement Scotland and have achieved consistently high scores (5 and 6) when inspected. Over 90% of current staff working in the Service Centres have a qualification which can be registered with the Scottish Social Services Council. There is a wide range of relevant training available for staff and volunteers.

GAMH Service Centres provide:

- » Housing & homeless support;
- » Volunteer befriending;
- » 1:1 contact;
- » Collective activities and opportunities (e.g. social, arts based, outdoor; employability; physical activity; and learning);
- » Service user forums;
- » Community Outreach support;
- » Training and personal development opportunities;
- » WRAP (Wellness & Recovery Action Planning) training;
- » Peer support;
- » Support to access information and community services and resources;
- » Recovery focused events.



The centres offer an integrated and locally networked service to people experiencing, or recovering from, mental ill health and related issues as well as their carers. All our support is offered in a flexible way and is reviewed and adjusted in partnership with the person receiving the service according to individual and changing needs. A range of collective activities are available which develop people's skills and strengths and encourage **active citizenship** and **peer support**. Experience suggests that mental health recovery is related to learning and personal development just as much as it is to care and support. Collective activities have been developed around Food and healthy eating, Physical Activity and the natural world, participation in the Arts and exploring local histories.

This year we have developed a new collaboration with **Glasgow Homelessness Network** "Keys to Learn". The programme aims to develop skills which support people to manage their homes and supports mental health recovery through personal development and building positive social networks.

In recognition of our commitment to and investment in volunteering, GAMH has achieved the Volunteer Friendly Award from the Glasgow Volunteer Centre. The Volunteer Friendly Award is a quality standard which supports, recognises and rewards group and organisations who are good at involving volunteers. The award is based on the national standard Investing in Volunteers (IiV) which GAMH will look to achieve over the next year.



Volunteer Friendly Award

In a recent evaluation of Service Centre activity 80% of respondents said their general sense of wellbeing had improved.

'I am much more accepting of myself. I accept that I do have a role to play and I speak up for myself.'

'I do not dwell on things the way I used to and do not drink now (I had problem with alcohol). I can phone friends for support and I always have somewhere to go. Feel appreciated.'

'I never feel that everything is hopeless (like I used to). I feel more secure in myself and with my connections with other people.'

People said they had developed a number of skills since involvement...

- » Self respect, calmness
- » Confidence in encouraging others.
- » Social skills, talking to people, making friends, looking after my house.
- » Manage my stress better
- » Travel & shopping independently
- » Cooking & baking
- » Picture framing
- » DIY skills
- » Qualified to teach cooking
- » Presenting skills
- » Chairing meetings & interview skills
- » Computer skills
- » Literacy & numeracy
- » Volunteering
- » Communication skills
- » Advocacy & assertiveness training



Presentation skills

Scotia Clubhouse

Scotia Clubhouse is part of the worldwide movement of 'Clubhouses' offering an important and different way for people who experience mental health problems to contribute to and engage with the world. Scotia is more than a "service" to its members (service users) It provides an accepting environment which is to all intents and purposes a physical work place.

This has been found to be central to the members rediscovery of skills and strengths and to their employability and recovery journeys. Co-Production is at the heart of the Clubhouse Model which is one of the earliest examples of mental health service provision based on recognising people's strengths, promoting peer support and shifting power from professionals to people with lived experience.

Scotia is a "Standards Based" Clubhouse in that it operates within and is measured against standards established by the International Centre for Clubhouse Development (ICCD). In the spring of this year following the completion of a self assessment study, the Clubhouse community welcomed representatives from the ICCD for an accreditation visit. We are pleased to report that Scotia Clubhouse has subsequently been awarded ICCD accreditation for a further three years.



Kitchen Co-Production

Mental Health and Wellbeing in Later Life

GAMH has been successfully creating opportunities for older people and older carers since 2008. In partnership with key funders including the Big Lottery Fund, The Scottish Government, Health Scotland, NHSGCC, Shared Care, Lloyds TSB, Equality and Human Rights Commission, and Long Terms Conditions Alliance Scotland these services are making a real difference to people's lives.

We are committed to ensuring that these opportunities continue to be based on the expressed needs and aspirations of older people and older carers.

A significant achievement this year was the securing of funding for a new service for older people. Later Life Matters is our new project funded for 5 years by the Big Lottery Fund to provide support to people aged 65 years and older who have mental health problems. Later Life Matters allows us to expand and develop our later life volunteer befriending project (SCOPE) and the work of our CALM Project which provides complementary therapies and mindfulness for older people with long term conditions and adult mental health carers.



Carers Support and Carers Development Work

GAMH Carers Support Project

Our carers specific work promotes the health and wellbeing of mental health carers by providing opportunities for carers to access their rights and entitlements and mutual support. Our support aims to promote recovery by recognising and building on the strengths and resilience needed to meet the challenges faced by a mental health carer.

We have a specific commitment to making our service accessible and welcoming to carers from hardly reached groups including Glasgow's Black and Minority Ethnic Communities.

The Carers Support Project operates on a city wide basis across Glasgow. Carers workers are based within our Service centres promoting partnership working externally with carers centres and allowing carers easy access to the service centres health and well being opportunities and forums

Mental Health Carer Development work

is overseen by a multi disciplinary steering group including carers. Recent work has included the development of a Carers booklet and DVD co-produced by Glasgow Association for Mental Health and funded by NHSGCC. The work was developed in partnership with carers from Glasgow Carers Forum (Mental Health) and staff and carers from within statutory and voluntary sector agencies. The Carers booklet and DVD entitled "I'm Here Too" will help to raise awareness of the role of mental health carers in supporting recovery for those experiencing mental health problems and their families and friends. Carers hope that these resources will help to challenge the stigma still associated around mental ill health and highlight sources of support available for mental health carers in Glasgow today.



Teamwork

Young Carers Following a competitive tendering exercise funding was secured from NHSGCC in 2011 to continue the work of our Young Carers Project. The project activities support the values and principles of GIRFEC, TAMFS 2009 – 2011, and the Curriculum for Excellence, and the Scottish Government’s Mental Health of Children & Young People (A Framework for Promotion, Prevention and Care 2005) by aiming to increase protective factors and build resilience through learning skills; building confidence and having opportunities to be effective contributors. The project works with a wide range of organisations to create additional opportunities for GAMH Young Carers and their families and is able to link families with additional supports through GAMH adult services; through our partnership work with NHSGCC Health Improvement; and by maintaining links with referring agencies.



The Project has a history of successfully including young carers from diverse groups who can experience barriers to using services: young men; young people from BME backgrounds; physical and learning disabilities; those identifying as LGBT; and young people affected by poverty. For example young men in the project have led GAMH Young Carers Creative Identities Dance Project as well as the Cooking Programme in 2011. GAMH recognises that supporting parents and mothers may have a direct impact on young people’s development and wellbeing and enhance school experiences.

We have continued to support families through our partnership work with NHSGCC Health Improvement. Currently we are supporting parents of young carers with parents from our adult services in Glasgow to participate in the Teen Triple P Parenting Programme. Sessions are delivered by Health Improvement staff and provide a safe place for parents from a diverse range of backgrounds to share experiences, practice new skills and explore goals for change.

lived experience training



Lived Experience Training is a social enterprise which brings the expertise of people in recovery from mental health issues to training. It exists to educate people about mental health and related topics. It has also contributed positively to putting our core objectives into practice, i.e. that people with mental health issues are experts in their own experience, can and do recover and can work as partners with professionals to improve awareness and services. It is a powerful example of good practice, demonstrating that these objectives are realisable. Having established a team of co-trainers, most of whom are employed by GAMH under permitted work regulations, LX can provide.

Funding has been secured or is being sought to allow the development of Peer Coaching Training has this year been developing its customer base and the range of services it and Peer Consultancy capacity within the project while demand for existing anti-stigma and mental health awareness training remains high. Lx Training continues to make a significant contribution to meeting the training needs of the Gamh workforce on core issues and to the development of a Peer Support and Leadership culture within the Learning and Development department as a whole.

Equality Development Work – BME Communities



SDS Workshop

The members of the GAMH BME Women's recovery group are community volunteers who have become ambassadors for recovery and wellbeing within their families, communities and the organisation. During 2011/2012 members of the group, under the guidance of our Equalities Manager and with support from the Health Improvement department of NHSGGC, completed a programme of awareness raising with BME community organisations of the changes to the social care system known as Personalisation or Self Directed Support. It is particularly satisfying that this work grew out of discussions of Personalisation which took place at meetings of the Gamh Members Council and that having identified this issue as a priority for their communities, the women themselves created possible solutions to the information gap which exists.

Following a successful pilot of the information sessions, 143 people attended workshops between November 2011 and March 2012. Project evaluations show that less than 0.1% of attendees had any prior knowledge of Personalisation. The workshops were planned, delivered and evaluated by members of the recovery group alongside their professional partners, demonstrating a clear practical example of co-production in action.

Financial Report

Statement of Financial Activities

(Incorporating the income and expenditure account)

Year ended 31 March 2012

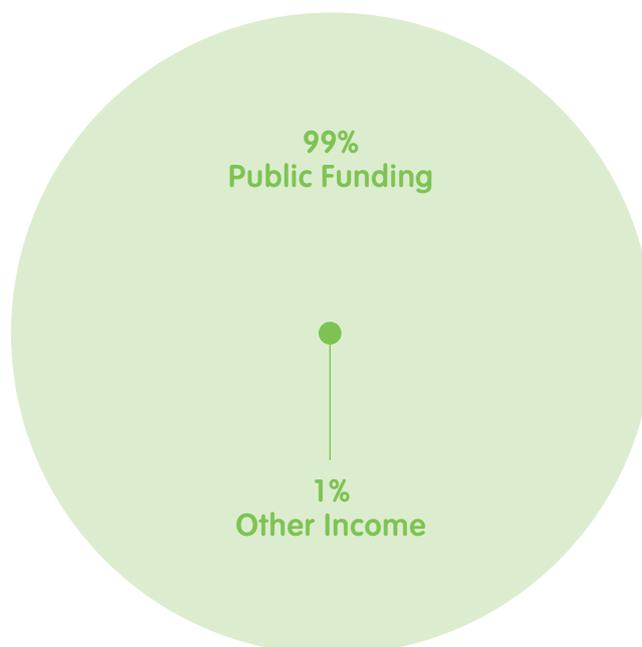
Grant Income	£2,990,789
Voluntary Income	£8278
Investment Income	£17,053
Other incoming resources	£338,235
Total Incoming Resources	£3,354,355

Charitable Costs	£3,289,046
Governance Costs	£291,806
Total Resources Expended	£3,580,852

Net outgoing resources **-£226,497**

Analysis of funding

Public Funding	99%
Other Income	1%



The Board of Trustees have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets ('the free reserves') held by the charity should be three to six months of the core resources expended, which equates from £75,728 to £151,456.

At this level the Board feel that they would be able to continue the operation of the charity in the event of a significant drop in funding. It would obviously be necessary to consider how the funding would be replaced or activities changed should this situation arise. At present the free reserves amount to £321,853 and arise due to sound financial planning.

Wellness Recovery Action Planning

WRAP – is a self management tool which will assist you in taking personal responsibility for your mental health and wellbeing by allowing you to identify what works for you and what doesn't.

It is a structured system to monitor uncomfortable and distressing feelings and behaviours and through planned responses, reducing, modifying or eliminating them. It also includes plans for responses from others when you cannot make decisions, take care of yourself or keep yourself safe.

If you are interested in learning to write your own WRAP our trainers can be contacted at:

T: 0141 551 5047

E: wrap@scotioclubhouse.org.uk

Or by mail:

Billy Kilpatrick / Dee MacGregor

Scotia Clubhouse

157 Broad Street

Glasgow G40 2QT



Board of Directors

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GAMH receives financial support from:

- » Glasgow City Council
- » NHS Greater Glasgow and Clyde
- » Big Lottery Fund
- » Health Scotland

Upon request we may be able to produce the Annual Report in Urdu, Punjabi, Chinese and other formats.



Glasgow Association for Mental Health

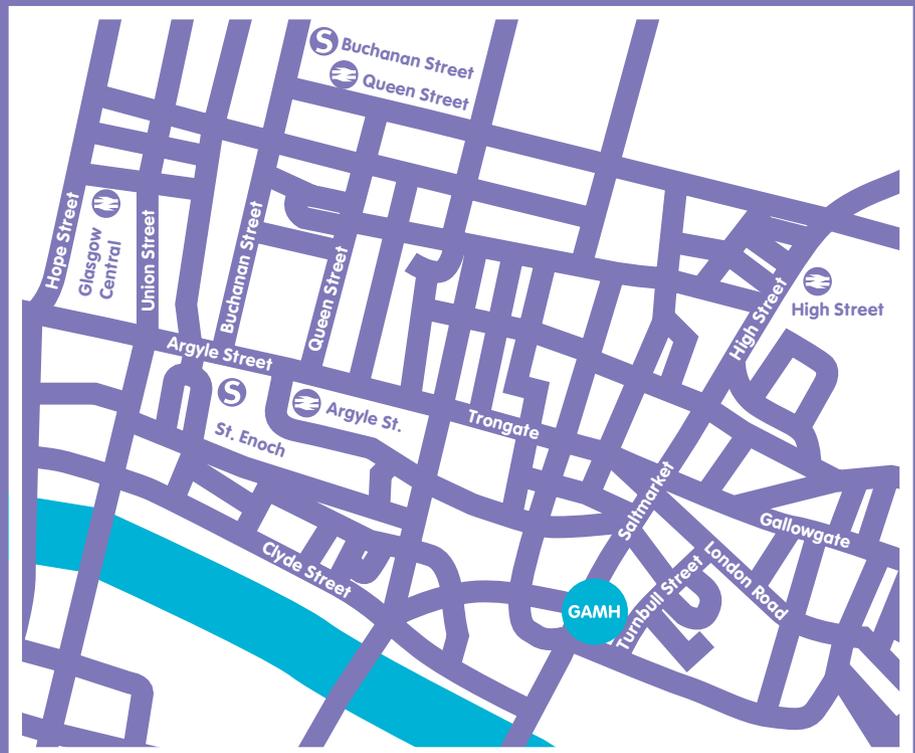
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INVESTOR IN PEOPLE



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