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# Glasgow Association for Mental Health



Annual Report 2014/2015





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# A message from the Board of Trustees

Our main funding body, Glasgow City Council Social Work Services, has reduced funding to the organisation by approximately £800,000 from May 2015. Despite a well-publicised campaign by our partner trade union UNISON, people who use our services, members of the public and local politicians, we have lost 25% of experienced staff from our services.

We have been forced to close Scotia Clubhouse and have also lost our Equalities Development post as a consequence of the subsequent reorganisation of our services. As Trustees we were very encouraged by the fact that 10,000 people signed the public petition against the level of funding reduction and by the messages of support GAMH received from around the world.

We would like to record our thanks to everyone who supported us but in particular we appreciate the efforts of our staff, past and present, who despite working under the threat of redundancy for so long, demonstrated the utmost professionalism and loyalty to our values in carrying out their work. These high standards are borne out in the report of the Care Inspectorate following our most recent unannounced inspection:

“GAMH is a highly valued and important organisation for the people who it supports as well as the staff that it employs. The focus on improving outcomes for service users is embedded within the service. This is achieved in a way that demonstrates respect for service users and recognises their potential “to live the lives they want to live.”

**Care Inspectorate Report 2015**

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We are pleased to report that none of the eventual redundancies were compulsory and that we retain our commitment to paying the real Living Wage to our workforce.

It will be noted that in the financial year 2014/15 we have sustained a deficit but when the costs of voluntary redundancies are accounted for as a separate item, the organisation would have achieved a small surplus.

We continue to take our motivation and inspiration from people with lived experience of mental health recovery. As the pages of our Annual Report record, they have shown that it is possible to move beyond the limits imposed by society's attitude to mental health when the right opportunities and support are available at the right time. We remain committed to our core values of equality and social justice. Despite the loss of Scotia Clubhouse and the Equality Development post, we are making progress in ensuring that the valuable work of reducing inequality and supporting employability opportunities will continue. We are grateful to our staff who have accepted increased responsibility and workloads to enable this to happen.

We welcome the fact that with financial support from a range of funders and in partnership with people who use or have used our services we continue to develop innovative approaches to supporting mental health recovery and wellbeing.



J Stewart Wood  
Chairman

# Values aims and activities

“The organisation works hard to improve mental health and wellbeing for all people affected by mental health problems. This is done through a wide range of innovative programmes and activities. The underlying values of the organisation are very well demonstrated in day-to-day practice.”

## Care Inspectorate Report 2015

### Our Values

#### People First

We are many sorts of people with different backgrounds and histories. We all have the right to an identity separate from symptoms, diagnosis, illness or disability – we are not our labels – and everyone has the right to have their identity respected.

#### Experts by Experience

People are experts in their own recovery and wellbeing. They have within them the strengths and potential to find solutions to their own problems.

#### Equality and Social Justice

Are essential for recovery and wellbeing. Everyone should have the chance to make the most of their

lives and their talents. People in recovery should have the same choices and opportunities as everyone else.

#### Significant Others

The contribution of family, friends and peers to the recovery and wellbeing of people with lived experience should always be recognised and valued.

#### Participation, Partnership and Collaboration:

Services, organisations and the wider community are resources for recovery and wellbeing. People with lived experience make a significant contribution to all of these when they are given the opportunity.

### 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.

#### 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;
- » 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;
- » Supporting People to maintain secure tenancies and build a sense of home;
- » Providing education and training about mental health, recovery and wellbeing.

## Our Workforce

As an enterprising charity and member of the Glasgow Social Enterprise Network, GAMH is a signatory to the Voluntary Code of Practice for Social Enterprise in Scotland. This commits the organisation to being a **'Good Employer'** which includes promoting a positive workplace experience and payment of the Living Wage. GAMH has attained the Investors in People Standard since 2001. In 2014, GAMH also achieved the new IIP Health and Wellbeing Good Practice Award (as defined by the UK Commission on Employment and Skills). GAMH also holds the **'Volunteer Friendly'** Award.

We consider competent supervision and the provision of appropriate training to have a direct bearing on the quality of services available to people seeking support.

**"I have recently completed my SVQ3 which GAMH put me through and feel this was an excellent opportunity for personal development and to reflect on my practice"**  
(Staff Member)

With financial support from the Scottish Government, we are planning further opportunities for staff to undertake the Professional Development Award (PDA) in Supervisory Practice. We aim to maintain a workforce with 90% having a qualification registerable with the SSSC.

We work in partnership with UNISON to promote a positive workplace experience for everyone in our workforce.

Glasgow Association for Mental Health is proud to be an accredited Living Wage Employer.

**"Everyone, including senior staff are approachable and nice. There are no barriers across teams. I was made to feel very welcome when I joined GAMH"**  
(Staff Member)

# Review of principal achievements

## Service centres

GAMH delivers citywide services to adults with or recovering from mental health problems. Each of our 3 service centres work within the geographical boundary areas as defined by the Glasgow City Community Health Partnership (CHP). Each one has 3 specific functions: **1:1 Individual Support, Group work and Employability/Volunteering/Peer Support.** The Care Inspectorate affirms the quality of the Service Centres which continue to achieve high scores across all care quality themes at unannounced inspections.

Support is person centred and designed to enable people to be actively involved and in control of their own health and wellbeing. Our services are preventative in nature and increase the factors known to protect good mental health. Support activities are designed to increase self-esteem and autonomy and encourage the building of positive social networks with others. We actively promote access to local community resources and opportunities. The aim of this approach is to help people to develop the confidence and resilience needed to live without formal mental health support.

## GAMH Practice Approach

### 1:1 SUPPORT

- » Building a sense of home (safety & belonging)
- » Improve life & self care skills

### ATTEND GAMH GROUPS

- » Increase positive interactions
- » Improve resilience & self-reliance
- » Develop personal networks

### ACCESS WIDER COMMUNITY RESOURCES

- » Established sense of purpose & direction
- » Engaged & contributing to community
- » Living without planned support

### The focus of our group opportunities service is to deliver outcomes in relation to:

- » Personal development and self-management;
- » Purposeful learning and educational activities;
- » Positive mental health and wellbeing;
- » Health promotion;
- » Education and employment.



The programme offers opportunities for people to take part in stimulating learning experiences which may involve accreditation such as **'Making Sense of Identity and Society'**, a sociology course facilitated in partnership with Queen Margaret University and Glasgow Open Museum. Following the loss of the GAMH Equality Development Post, the **Awaaz Group** - women from BME community who work collaboratively on community projects and who also link in with other GAMH opportunities and peer mentoring is being supported through the Group work programme. This year group members worked with support from Glasgow Women's Library to explore the use of Storytelling in promoting recovery and wellbeing.

GAMH has significant expertise in working with people to promote participation and social inclusion. Our approach to peer support,

volunteering, and employability parallels that used for individual services in that we provide a continuum of support designed to meet needs at each stage of the recovery/employability pathway. Elements of employability previously supported through Scotia Clubhouse have been built into this function.

The **Peerability** (Peer Coaching) project (funded by NHS Greater Glasgow and Clyde) is located within the North East Service Centre and is an important means of delivering our volunteering, employability and peer support strategies. Our partners, Community Renewal, provide specific expertise in training and developing coaching methodology used by our Peer Coaches in the delivery of this service.



## Self-Directed Support

The organisation has been effective in attracting people with individual budgets and their Care Managers to our flexible and responsive self-directed support service. As of 31 March 2015 service delivery had risen to an average of 430 hours per week.

**"My support worker has helped me move forward and made me realise I do have a value and can achieve where I want to go with help from the team"**

**"Very, Very Good"**  
(Service User)



## Debt and Money Advice Project

This year the GAMH Money and Debt Advice Project secured an additional six months funding extension until September 2015 from the Scottish Legal Aid Board (SLAB) Making Advice Work Programme. Our partnership project with Parkhead CAB, Govan Money Matters and NHSGGC has successfully supported over 180 people with mental health problems to access mainstream money and debt advice since February 2014.

An initial evaluation by the NHGGC Clinical Governance Support Unit Partnership demonstrates overwhelmingly that people who have used our service feel that their financial situation and mental wellbeing has improved. It is hoped that following SLAB's September 2015 evaluation of the project, a further extension will be agreed.

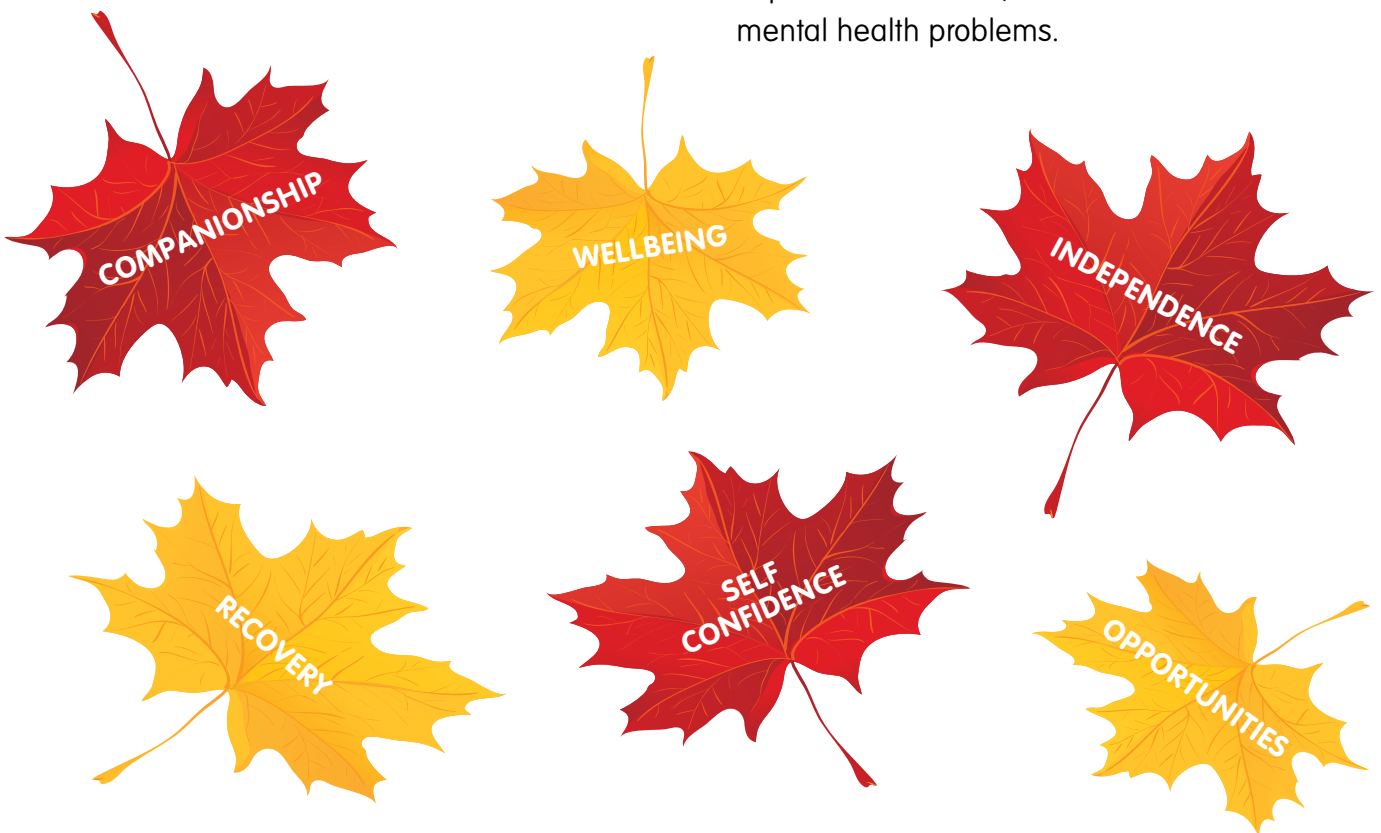
**"I am a Member of GAMH and I am able to use my views and put my views forward. I know my views are valued and staff listen to me"**

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## Later Life Matters

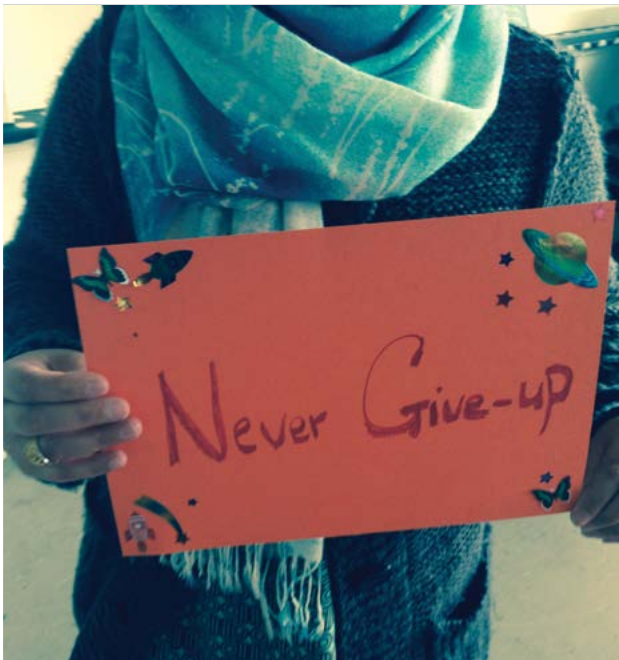
This project is funded by the Big Lottery until April 2017. The project offers personalised support services to older people who are experiencing or recovering from mental health problems. We continue to receive a high number of referrals from both NHS and Social Work colleagues and the programme has been well received by the people we support.

A significant development in 2014/15 has been the participation of people we support in a new 3 month Reminiscence project during which people wrote about significant and poignant times in their lives. Participants worked alongside an art teacher and a storyteller producing creative work which will be presented in booklet form in the autumn of 2015. Later Life Matters was invited to participate in an event at the Scottish Parliament by the Big Lottery. The purpose of this was to showcase a range of projects which Big Lottery supports. The project attracted a great deal of interest and discussion around the needs of older people who experience isolation, loneliness and common mental health problems.



## Later Life Matters (South)

This project is funded by Glasgow City Council Integrated Grant Fund. The aim of the project is to provide support to mental health carers and older people who are experiencing or recovering from mental health problems. The service offers complimentary therapies, mindfulness, befriending and group opportunities within the south of the city.



In the past year, 25 service users have completed 6 weeks of complimentary therapies at home or in a community venue, depending upon individual need. The range of therapies that have taken place have included; Reflexology, Indian Head Massage, Aromatherapy Massage and Reiki. To complement the course of therapies on offer, the service also offered a 6 week course in Mindfulness. Mindfulness is the practice of living in the present moment and experiencing things without judgment. It has both a mental and a physical component and emphasises a mind-body connection. For those who prefer to have one to one support there is also a befriending service available. This aims to help older people to feel less isolated by encouraging social support through a volunteer befriender.

## The Calm Project

This project continued to provide access to complementary therapies and mindfulness training for older people aged 60 and over who are living with a long-term condition and for carers of people with mental health problems living in the North East and North West of the city. Last year, 60 individuals were provided complementary therapies in their own home or a community setting of their choice and 20-30 individuals accessed our mindfulness training in an accessible venue. Our evaluation showed

that people are happier, more content and better able to manage stress after receiving the service.

The success of this work and the high demand has led GAMH to begin developing a **Wellbeing Toolkit** that will be offered more widely both within GAMH and to people who suffer from mental health problems in the mainstream. The toolkit offers a range of complementary therapies and wellbeing training such as mindfulness, stress management, self-massage and postural awareness. We have begun to generate interest in the toolkit from individuals, voluntary sector organisations and corporate clients.

## Carers Support Project

GAMH recognises that the nature of mental ill health makes caring for people with mental health problems uniquely challenging. Mental health problems can fluctuate or be episodic in nature, making it difficult for carers to anticipate or prepare for increased responsibilities. These unpredictable factors can lead to increased strain for carers on top of the usual stresses associated with undertaking a caring responsibility.

This year the carers support project supported 146 mental health carers by providing individual support including informal counselling, advocacy, information and advice as well as a range of group support, training and personal development opportunities. The Carers Peer

Mentoring Project, led by the Mental Health Foundation in partnership with GAMH and Action in Mind based in Stirling and funded by the Big Lottery continues its development. The GAMH Carers Support project was nominated and short-listed for Mental Welfare Commission's Principles into Practice Award, coming in the top three Carers services in March 2015.

**"My Uncle's whole life changed since being in touch with GAMH. I was horrified at how he was living before. The staff are great.**

**He is less socially isolated and enjoys his groups, is going to the gym and looks healthy" (Carer)**

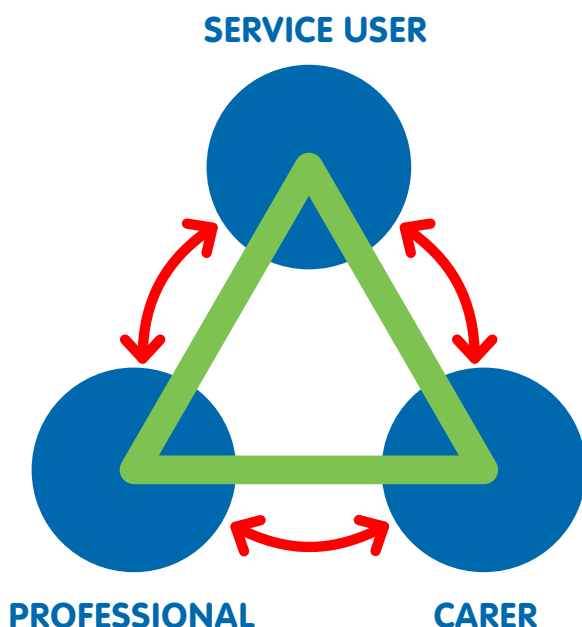


## Carers Development work

We provide support to the Glasgow Carers Forum (Mental Health). This independent Forum has a membership of individual mental health carers as well as representatives from a number of statutory and voluntary organisations.

Carers are supported to participate at both local and national levels on a range of public policy groups which impact on Carers such as the Integration of Health and Social Care.

The Forum was successful in applying for funding for a Sporting Memories initiative – a legacy from the Commonwealth Games held in Glasgow. This will be progressed over the summer in 2015. A main focus throughout 2014/15 has been developing the Interactive Theatre initiative the performances of which have now been called **'The Guessing Game'**. The Guessing Game is a learning and development session that uses interactive theatre. It explores: **A Story** - featuring a family when mental ill health affects one member and **The Triangle of Care** that promotes standards which ensure inclusion and recognition of mental health carers as equal and active partners in the care team. A total of 94 people have viewed and contributed to the performances. Delegates have included carers, people who use services themselves and professional staff from a variety of backgrounds.



## Young Carers

This is a citywide service which provides respite, in a safe and supportive environment, for young people (aged 12-18 years) living at home with a parent who has a mental health problem. The project is part of Glasgow Association for Mental Health and focusses on early intervention and prevention. Group work is based around GIRFEC to help build resilience and confidence through peer support and a wide range of programmes which include; physical, social, learning and creative activities. A recent analysis of the project has shown that 50% of the young carers have either been referred by CAMHS or have had some engagement with CAMHS. Time limited 1-1 support is available when concerns are identified. The aim of this support is to work with the young carer outwith group sessions, to liaise with families and specialist services and sign

post to relevant services where appropriate. A Transitions Group has been developed for 16-18 year olds to help young carers prepare for positive destination including: Further Education, Employment, NHS GG&C work-placements and Modern Apprenticeships. The project also works with the families to promote mental wellbeing and build capacity. Group work includes: health, well-being and financial inclusion sessions. Staff are trained to deliver; **Teen Triple P**, **SMHFA** (adults & young people course), **Seasons for Growth** (adults & young people course). The project analysis for the period also shows that all targets identified for the service have either been met or exceeded.



## Learning and Development

The department co-ordinates the provision of internal training for the GAMH workforce. 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. It also supports development initiatives related to learning, personal development, equalities, reducing stigma and promoting inclusion.



**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. The voices of people in recovery are a powerful influence for change. We deliver a range of training packages to external customers in the private, public and Third sectors. This year included over 235 participants and Scotland's Mental Health First Aid and Safe Talk (suicide alertness training) courses.

GAMH's **Talking about Mental Health (TAMH)** project is funded 2013-2016 by Comic Relief and the Scottish Government. It involves GAMH and Co-trainers from a range of backgrounds including Black Minority Ethnic Communities (BME) designing and delivering mental health awareness sessions together, bringing diverse voices and experiences of mental health issues into training.

Anyone can experience mental health problems but stigma can make it more difficult to get and go for help. People from BME backgrounds can also face additional pressures on wellbeing and increased barriers accessing services and information. GAMH Co-trainers want to promote mental health and recovery in our and other communities, and help reduce stigma and health inequalities. Sessions include a film by minority ethnic communities in Scotland talking about mental health issues and recovery.



In 2014/2015 workshops involved over 300 participants from BME organisations and BME community groups. Our GP Appointments – top tips guide is now in seven languages including British Sign Language. We share positive messages from workshops through social media and events including: MINDWAVES and Moving Minds part of Scotland’s Mental Health Arts & Film Festival 2014.



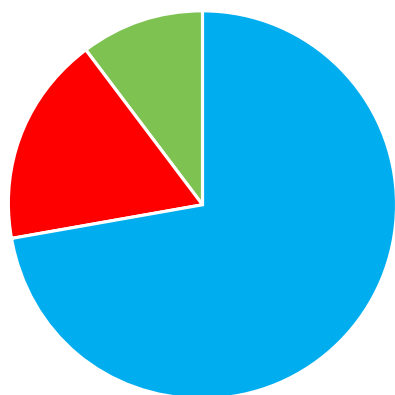
# Financial Report

## Statement of Financial Activities

(Incorporating the income and expenditure account)

### Year ended 31 March 2015

Operational Income	£3,128,886
Voluntary Income	£954
Investment Income	£3,972
Other incoming resources	£387,485
<b>Total Incoming Resources</b>	<b>£3,521,297</b>
Charitable Costs	£2,987,005
Governance Costs	£367,965
Exceptional Redundancy Costs	£430,664
<b>Total Resources Expended</b>	<b>£3,785,634</b>
<b>Net Outgoing Resources</b>	<b>-£264,337</b>



- Charitable Costs
- Governance Costs
- Exceptional Voluntary Redundancy Costs

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 £70,000 to £140,000. 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 £432,190 (2014: £340,936) and arise due to sound financial planning.

The Board of Trustees is satisfied that the level of restricted reserves is sufficient due to the funding secured with the Scottish Government and local authorities.

### ■ Charitable Costs

Costs incurred by the charity to meet its charitable aims and objectives.

### ■ Governance Costs

Costs relating to the management of the charity.



## Board of Directors

J Stewart Wood – Chairman  
Thomas Goodsir (retired June 2015)  
Robert Symes  
Sue Rawcliffe  
Gilbert Davidson  
Carol Ann Heron  
Morag Brown  
Jane Chisholm  
Jennifer Graydon

## Solicitors

Burness Paull LLP  
50 Lothian Road  
Festival Square  
Edinburgh EH3 9WJ

## Consilium Audit Limited

169 West George Street  
Glasgow G2 2LB

## Bankers

Bank of Scotland  
235 Sauchiehall Street  
Glasgow G2 3EY

## GAMH receives financial support from:

- » Glasgow City Council  
Social Work Services
- » Glasgow Community Planning
- » NHS Greater Glasgow and Clyde
- » Big Lottery Fund
- » Comic Relief
- » Scottish Government
- » Voluntary Action Fund
- » The Scottish Legal Aid Board
- » Legacy 2014
- » Creative Breaks Scotland
- » Celebrate It

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



## Glasgow Association for Mental Health

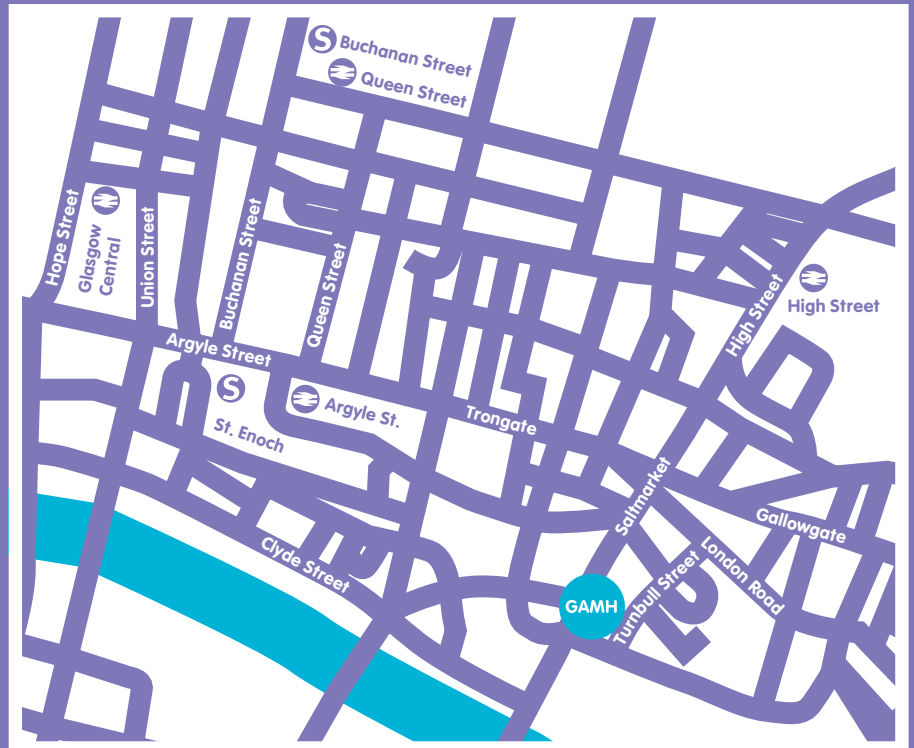
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INVESTOR IN PEOPLE



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