

Glasgow Association for Mental Health



Annual Report 2015/2016



Contents

Message from the Board of Trustees

Values aims and activities

- » Our Values
- » What we do
- » Our Workforce

Review of principal achievements

- » Service Centres
- » Peer Support and Employability
- » Self-Directed Support
- » Later Life Matters
- » Later Life Matters (South)
- » Money and Debt Project
- » The Calm Project
- » My Time Health and Wellbeing
- » Carers Support Project
- » Carers Development work
- » Young Carers
- » Gamh Learning and Development

Financial report

Financial Support



A Message from the Board of Trustees

GAMH Trustees have this year overseen a restructuring of the Senior Management Team with Jenny Graydon CEO for 26 years leaving the organisation in 2016. Jenny's commitment to social justice for people with mental health problems and her active promotion of human rights for all remains at the core of the organisation's vision and purpose and we thank her for this legacy.

On leaving Jenny advised :

"It has been an honour to lead the work of this charity for the last 26 years and I have been most fortunate to work in a genuinely values led organisation. I will continue to serve as a member of the GAMH Board of Trustees once my employment comes to an end. I will therefore have the opportunity to use my experience to contribute to the governance of the organisation and to the achievement of our goals. I am pleased to advise you that I will be succeeded by Jacqueline Croft who is currently the organisation's Operations Manager."

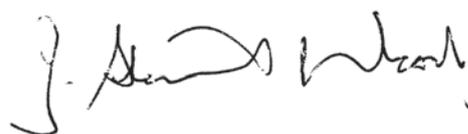
2015-2016 has been a year of rebuilding our services following the reduction in funding applied by Glasgow City Council last year and implemented in May 2016. The changes to referral routes into GAMH Service Centres as well as the introduction of time limited support, has been a challenge both for staff and people who use our services. The rationing of support to six months has the potential to conflict with our recognition of the continuum of mental health and our ability to adapt and adjust support strategies to meet the needs of people who are at different stages in terms of their mental health recovery. Ultimately due to the hard work and resilience of both staff and the people who use our services as well as cooperation from partner agencies and referrers, we are achieving ways to maintain our practice approach and be adaptable and responsive to the individual situations.

Examples of our work are reflected throughout our Annual Report and have generated interest both locally and nationally. Participants have reported outcomes ranging from improved self-esteem and confidence, positive improvements in self-management skills and connectedness with others, through to more tangible outcomes such as volunteering, entry into formal higher education and employment.

GAMH's successful application to Glasgow City Council's Framework Tender enables us to continue to be awarded individual budgets from Social Work Services – a potentially beneficial funding route for the organisation. We are concerned however that the Council's charging policies and procedures can lead to situations where people forego the care and support they need to lead the lives with dignity. The policy of charging people for care has the potential to undermine fundamental and basic human rights to participate fully and equally as citizens in society. We will continue to represent the views of GAMH and those of the people we support on these critical issues.

We are delighted to report that we have maintained our commitment to the real Living Wage this year for all our staff whose dedication and practice has been exceptional in this year of change. Looking to the future we have this year updated our Articles of Association which were resoundingly approved by members and reflect the Board's commitment to robust standards of governance. It is significant that we can also report that in this financial year GAMH percentage governance costs is 6% which reflects that the overwhelming amount of our charitable income is spent directly on providing services to the beneficiaries of the charity.

Our new Articles broaden the scope of the organisation's geographical reach, affording us the potential to pursue opportunities for partnerships and funding beyond our traditional boundaries of Glasgow to Scotland wide.



Chairman

Values aims and activities

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.

Workforce and Volunteers

GAMH promotes a culture of leadership and initiative at all levels within the organisation's workforce. This is reflected in the charity's commitment to workforce training, career and personal development.

This year a grant from the Scottish Government's Voluntary Sector Development Fund allowed us to provide the Professional Development Award (PDA) in Supervisory Practice to our Project Worker staff. This ensures that all staff within GAMH with supervisory responsibilities has access to accredited courses to support them in their line management duties and to meet the requirements of the Scottish Social Services Council (SSSC) deadline for supervisory staff in June 2017.

12 Completed PDA Health & Social Care Supervision

16 Completed SVQ 3 Health & Social Care

60% GAMH staff completed safeguarding courses

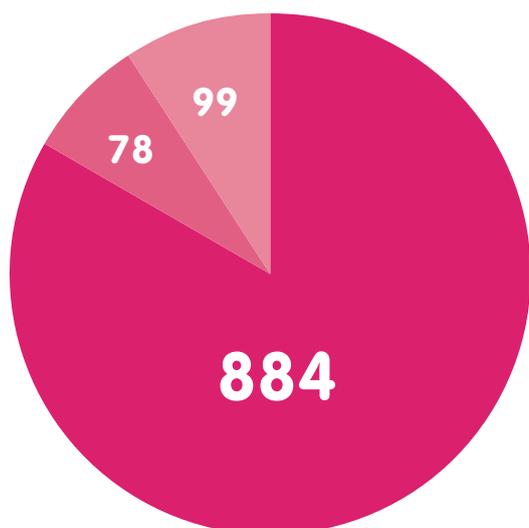
In 2015/2016 we have continued to develop our volunteering strategy to address both our organisation's aims and objectives and the changing needs and aspirations of volunteer and service users. In 2015/16 we worked with over 80 volunteers who provided befriending support, group work and mentoring opportunities. We recognise that volunteers have chosen to commit to their role within GAMH at no financial reward; this motivates us to ensure that we provide volunteers with a valuable and positive experience. We continue to offer career progression to volunteers many of whom have successfully secured posts within the organisation.



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 CHP. Each one has 3 specific functions: 1:1 Individual Support, Group work and Employability/Volunteering/Peer Support. This year we have supported over 1000 people within our Service Centres.



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 provide signposting to and actively promote access to mainstream local community resources and services. The aim of this approach is to equip people with the skills and resilience needed to live without planned formal mental health support.

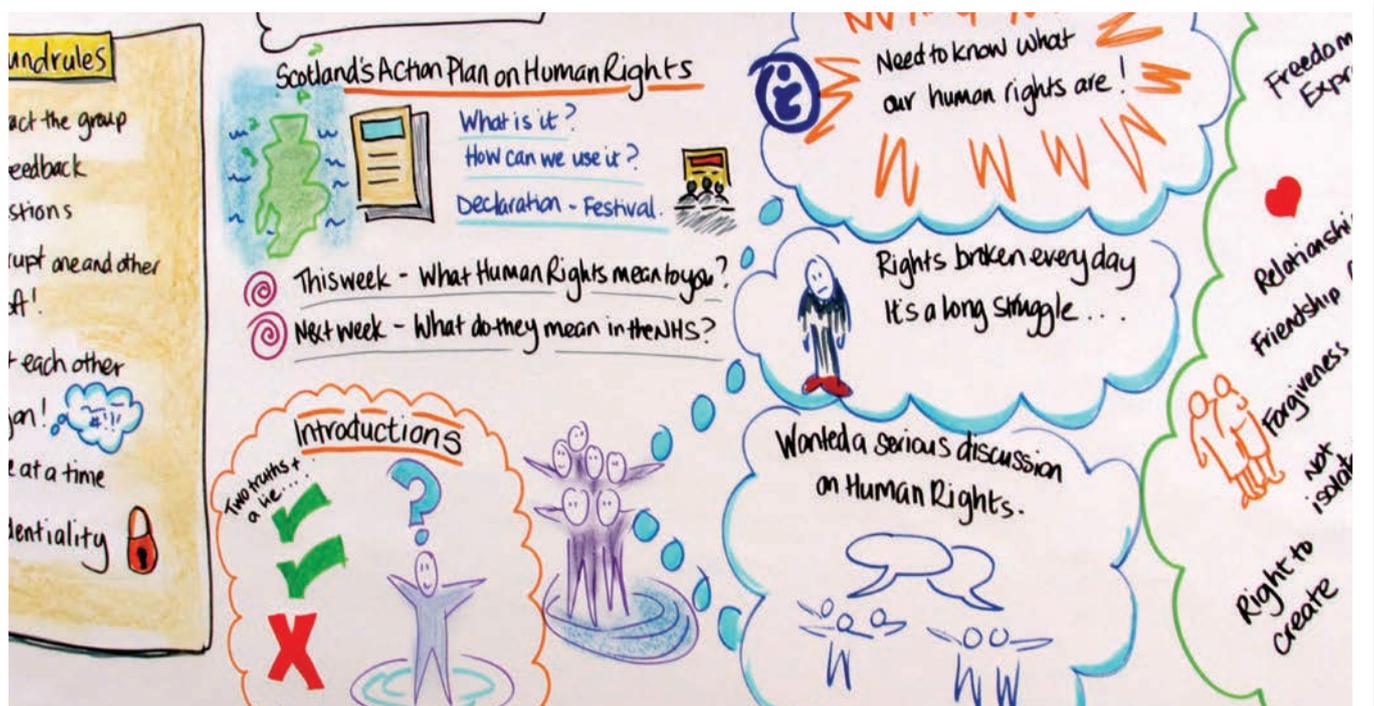
The **group opportunities** strand of our Service Centres continues to provide a varied programme of activities across the city. **Our Life and Wellbeing Group Programme** highlights three areas which are significant to mental health recovery: **Mental Health/Physical Health Promotion – Education and Learning – Participating and Building Social Network**

Programmes are designed to offer participants positive experiences which link to further learning and/or physical activities which take place in the wider community.

We work with further education colleges and higher learning universities who offer short courses within our programmes and encourage people to continue learning after moving on from GAMH. Good examples of work this year include students from Glasgow University Enactus team who created a series of workshops – **WeCreate** – which explore art, creativity and social enterprise.

We also arrange regular workshops with our colleagues within the NHSGCC Health Improvement teams and other community based services who provide sessions on healthy eating, weight management and alcohol and smoking cessation. Our **Positive Moves programme** introduces participants to many of the free facilities which are available throughout the city, including walking, cycling, bowling and tennis.

There have also been opportunities to participate in Human Rights Awareness sessions with NHS Equalities in Health team, in response to the Scottish National Human Rights Action Plan which calls for a more visible approach to human rights in health and social care services.



Peer Support and Employability Activities

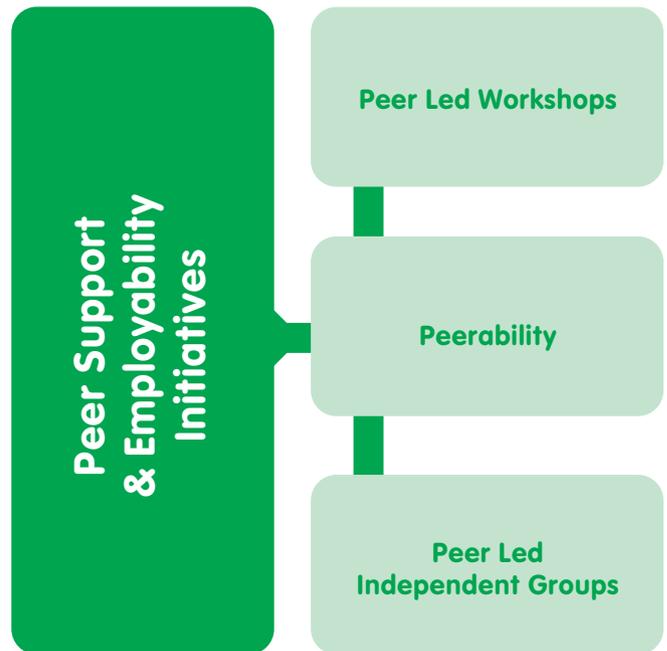
We have achieved much progress this year taking forward our peer and employability work strands. Our approach to peer support and employability parallels that used for individual services in that we provide a continuum of support designed to meet needs at each stage of the recovery / employability pathway.

We provide a range of delivery models for peer support and aim to promote and develop the capacity, potential and leadership of all individuals giving and receiving peer support. We do this through offering opportunities for training, support and skills development.

We monitor, evaluate and communicate our peer support activity, in order to build the evidence base for the effectiveness of peer support and knowledge about good practice.



There are 3 main options following referral and assessment all of which will adopt the peer support approach:



We commenced with our pilot Peer 2 Peer “Learning Together” workshop sessions in early 2016 co facilitated by GAMH peer coaches. **The Peer2Peer “Learning Together”** workshop sessions offered a participatory & discussion based learning experience developed by the Scottish Recovery Network and based on “What is recovery & what is peer support? The programme is set in a positive environment; exploring the benefits & potential of peer support, recognising the importance of peer support values and in sharing experiences.



As part of this we have established a partnership approach with Glasgow Kelvin College, who have generously provided us with a base on the campus to deliver our workshops. Glasgow Kelvin College also offered the Peer2Peer individuals the opportunity to accredit their learning and achievement in this community setting. Our participants are currently undertaking SQA Community Achievement Award at SCQF Level 4 which equates to 40 hours of getting involved in community activities. Evaluation feedback from the workshop participants was positive and they enjoyed the focus on learning. Peer participants are now taking the next step of their recovery by developing their peer support group which they have named:

New Experiences: “Looking forward with confidence.” This opportunity will support individuals to explore their own employability pathway and will provide support, information and opportunities for them to consider and explore further.

One significant legacy of our peer coaching project (PEERABILITY) is the development of our **“Motivational Exchange Programme.”** This opportunity supports service users to sustain their interest and motivation to continue in our peer recovery initiatives.

Re:connect



Our peer mentoring project for mental health carers, **Re:connect**, has continued to develop its model of peer support in what has been an exciting and fertile period for carer's support – both within Glasgow and across the country. Re:connect is a BIG Lottery funded 3 year partnership between **GAMH**, the **Mental Health Foundation** and **Action in Mind** in Stirling & Clackmannanshire and we are piloting this model of support for the first time within the mental health carer community. Following successfully hosting an awareness-raising event as part of the Scottish Mental Health Arts and Film Festival which featured guest speakers from the Scottish Government and the Mental Welfare Commission, Re:connect was recently awarded

the **Scottish Mentoring Network's Quality Award** (<http://goo.gl/pUezGt>). This Scotland specific quality assurance award is externally verified and valid for 3 years, for which our project received commendation for achieving 'best practice' standards across many elements of its operation.

The project has continued to successfully recruit peer volunteers for 1-1 mentoring; a model in which early intervention and prevention are key and which is anticipated to become increasingly relevant as the role of carers – and their right to receive support for their own wellbeing needs, is increasingly recognised.

What does Re:connect involve?

Re:connect is a 1-1 peer project which aims to help you identify ways to boost your wellbeing and cope better when times are tough.

Everyone who comes to Re:connect will be matched with a “peer mentor” – that is someone living locally who also has experience of supporting someone with a mental health problem; and who feels they are in a position to help support you.

We will work with you to identify a mentor that you are well matched with.

You and your peer mentor then arrange regular meetings at a time and place that suits you both. This could be in your local community, perhaps in a cafe. Each time you meet you will have a chance to share your experiences on a confidential basis with someone who has had a similar experience, who “gets it”.

Your peer mentor will also have received training to work with you to identify and achieve some personal goals during your time together. These goals could be anything from finding practical ways to cope with your situation; fitting in an old hobby; or staying better connected with friends and family. You choose these goals yourself.



*Text taken from the Re:connect promotional leaflet

Self Directed Support



GAMH offer an SDS project which aims to empower people to direct their own care and support through **informed choice**. The project achieves this by offering individualised support to service users and encourages them to decide on outcomes they would like to achieve. Service users and staff agree on a support plan and work towards these goals together. Support plans are regularly reviewed to ensure service users receive support that is relevant to their needs.

Support can be offered on a one to one basis or as part of a group activity. The SDS project organises weekly groups to highlight the importance of healthy living and to encourage and empower service users to learn and build on new skills. The main focus of this project is to enable service users to increase their independence and quality of life by having choice and control over their lives. Service users are at the heart of the planning process within this project.

The organisation has been effective in attracting people with individual budgets and their Care Managers to our flexible and responsive self-directed support service. This year following a successful application to Glasgow City Council's Framework Tender the service has continue to be in demand and the number of people choosing GAMH as their preferred provider has continued to rise. With our SDS team now providing over 650 hours every week.



Later Life Matters

Later Life Matters is funded by the Big Lottery to deliver citywide support services to older people over the age of 65. The project offers personalised support, both one to one and or group activities, to older people who are experiencing or recovering from mental health problems. The high number of referrals reflects the population trends and the open referrals system ensures that the service is widely available.

This year Later Life Matters and the Young Carers project, both funded by the Big Lottery, took part in a joint venture to write a short play/monologue about the impact mental health problems can have on daily living and their coping strategies. There have been several workshops with older people and young carers sharing their knowledge, skills and experience. As a result of these intergenerational workshops we are planning to produce a booklet which will highlight the issues both these groups can experience.

South Later life Matters

This project which is funded by Glasgow City Council integrated Grant Fund has had very positive outcomes in improving the health and wellbeing of older people who experience or are recovering from mental ill health and unpaid mental health carers.

The service achieves this by providing access to complimentary therapies, mindfulness, individual befriending and group opportunities within sheltered complexes in the South of the city.



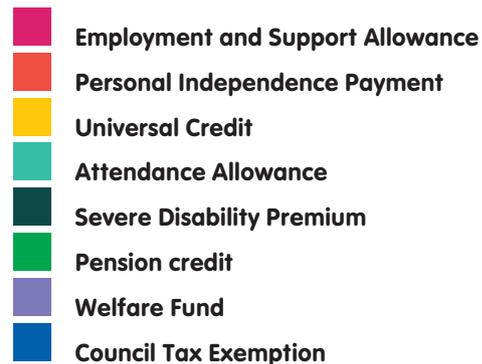
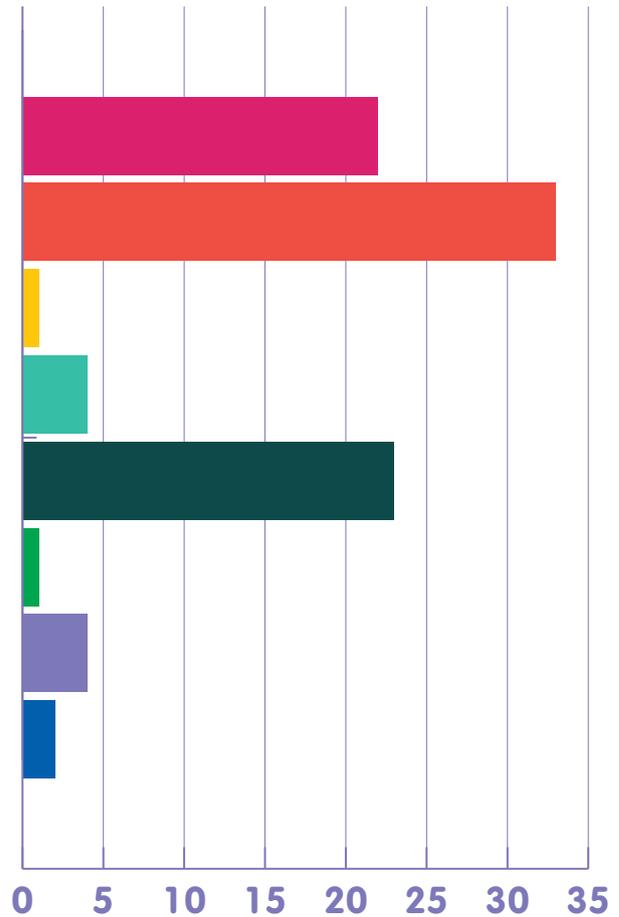
Money and Debt Project

We are delighted to report that the GAMH Money and Debt Advice Project has secured an additional funding extension until March 2017 from the Scottish Legal Aid Board (SLAB) Making Advice Work Programme.

Our partnership project with Parkhead Citizen's Advice Bureau (CAB), Govan Money Matters and NHSGGC has successfully supported over 300 people with mental health problems to access mainstream money and debt advice since February 2014. Evaluation by the NHGGC Clinical Governance Support Unit Partnership in 2015 demonstrated overwhelmingly that people who have used our service feel that their financial situation and mental wellbeing has improved.

Between January and March 2016 people using the service were supported to successfully claim 90 benefit awards.

The impact of Welfare Reform has led to increased referrals to the project this year. The phasing out of Disability Living Allowance (DLA) and the introduction of Personal Independence Payment (PIP) is the main issue where people have sought support.



Calm Project

The Calm Project funded by the Transformation Fund within Glasgow City Councils Integrated Care Fund 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, 50 individuals were provided complementary therapies in their own home or a community setting of their choice and 36 individuals participated in our mindfulness training and drop ins, which enable individuals the opportunity to enhance and extend their practice. The project fully evaluates its work through validated wellbeing tools and feedback from participants shows positive outcomes in improving their health and well-being.



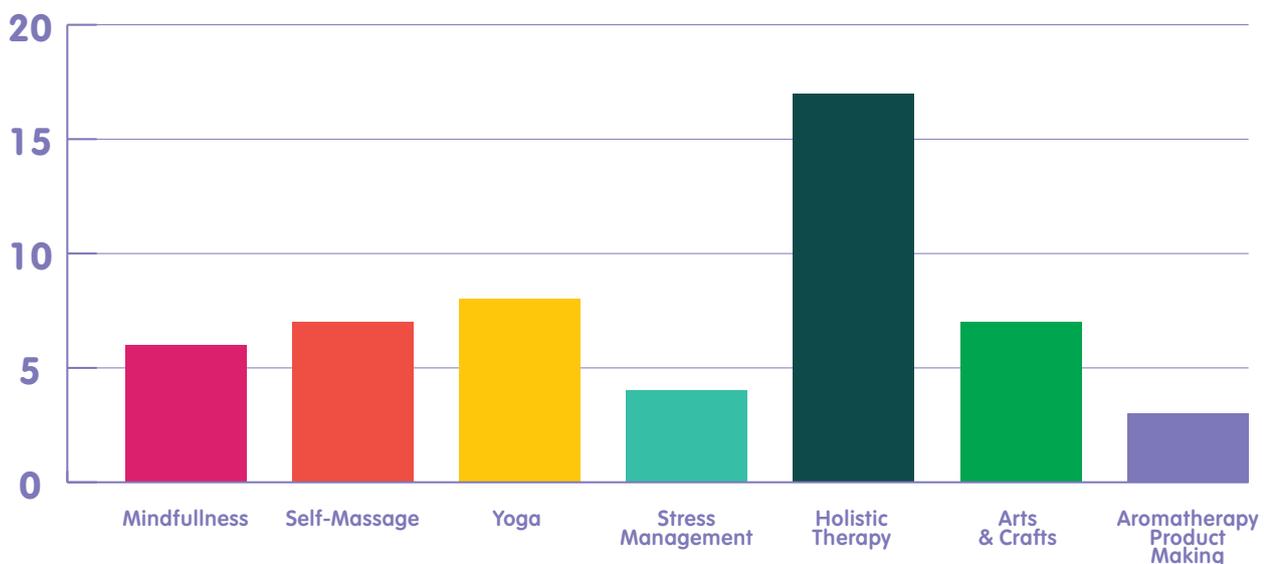
My Time Health and wellbeing

In its first year our social enterprise **My Time** has successfully delivered a range of holistic therapies and wellbeing training to individuals, business and voluntary sector organisations across Glasgow.

The training team can deliver bespoke Mindfulness training; yoga based postural classes; stress management and self-massage techniques to groups of 12–15 people. Training is designed to adapt to the needs of each organisation and offers staff and service users a range of self-management tools to support them to make necessary changes towards a more balanced way of living.

Feedback on the impact of the training includes reducing stress and anxiety, improving posture and sleep and enhancing physical and mental wellbeing.

“This has been the best course I have been on. It has really helped my stress and I feel like a weight is off my shoulders. I feel much more positive, happy and content. It’s been a wonderful experience with a lovely, friendly group and teacher...thank you...I will keep on being mindful.”



Carers Support Project

This year our project continued to provide a variety of support to unpaid mental health carers.

This included individual support including informal counselling, advocacy, information and advice as well as a range of group support, training and personal development opportunities. The project received funding from the Creative Breaks Fund which enabled us to deliver respite to carers through social outings, health and wellbeing events and learning opportunities. The project was reviewed by social work and is redesigning its service to provide personalised outcome focussed support plans for carers, advice and learning and development opportunities.

Carers Development Work

GAMH has continued to engage and support carers to have a voice in the planning and development of services and to raise awareness of the needs and issues of unpaid mental health carers.

We have supported the Glasgow Carers Forum (Mental Health), an independent forum whose membership includes mental health carers and health and social care professionals throughout 2015. As part of our awareness raising activities we successfully accessed funds in September 2015 from the NHSGCC Appeals Society which will enable 20 performances of the Guessing Game over a 2 year period. The Guessing Game is a learning and development session that uses interactive theatre. To explore a family's experience of coping when a family member is affected by mental ill health and **The Triangle of Care** approach to practice which ensures the inclusion and recognition of mental health carers as equal and active partners in the care team.

The Guessing Game was showcased at the Scottish Mental Health Arts and Film festival and received positive reviews published on the Scottish Mental Health and Arts festival website.

The Carers Development Worker post was reviewed by Glasgow City Council this year and it has been decided to re-invest the money for this post into direct carer support leading to the loss of this valuable post. GAMH Carer Support Project will however strive to include and involve carers in development opportunities and going forward the Mental Health Carers Forum will receive support from our partners the Mental Health Network.

YOUNG CARERS

Promoting Wellbeing of Children and Young People for 20 years.

A recent 5 years funding award from the Big Lottery in addition to our existing NHS GG&C funding means that the GAMH now has the resources in place to support Young Carers until 2020. The project has of course developed and changed over the years expanding to provide a range of mental health & wellbeing interventions to children, young people, young adults & their parents from across the city of Glasgow.



Given the experiences of mental health young carers finding the time and motivation to focus on education, personal development and having fun with other young people can be difficult. GAMH Young Carers have embraced this challenge, establishing an approach to the young people we support which promotes wellbeing, builds resilience and focus on achievement and successful destinations post our support. In the last year, 16 Young Carers moved on to college or university studying subjects such as Medicine, English Literature, Social Care, Mental Health Nursing, Art, Drama and Accountancy.

This year one of our young carers won a prize following participation in the Aye Mind Project. Aye Mind aims to improve the mental health and wellbeing of young people by making better use of the internet, social media and mobile technologies. The project is a partnership between NHS GG&C, Snook, Mental Health foundation and Young Scot. If you check the link <http://ayemind.com/latest-aye-mind-gifs/>

GAMH Learning & Development



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

Training programmes are provided to meet ongoing learning needs – developing staff and volunteers for their current and future roles. Programmes include safeguarding courses; SVQ 3 Health & Social Care; PDA Health & Social Care Supervision; and Scotland's Mental Health First Aid.



Talking about Mental Health project is funded 2013 – 2016 by Comic Relief and the Scottish Government. The project employs Co-trainers from a range of backgrounds including Black Minority Ethnic Communities (BME). We bring diverse voices and experiences of mental health issues and recovery into training and co-deliver workshops to build confidence talking about mental health and challenging stigma.

We worked with over 400 participants from BME Services / BME Community Groups. Our **Top Tips for Talking to your GP** is very popular and available in Tamil, Urdu, French, Swahili, Arabic, British Sign Language and English. It was created in collaboration with NHS Greater Glasgow & Clyde

“Men here talk about stress all the time, but I’d no idea there was anything you could do about it.”

“We really enjoyed the sessions, learned a lot and today we’re sharing what helps with panic and trying new things that help.”



Don't Bottle It

Don't Bottle It was created in collaboration with See Me, the national programme to end mental health discrimination. During **October 2015 – March 2016 POP UP teams** of people with first-hand experience of mental health conditions engaged members of the public in discussions about mental health.

The project was undertaken to help improve the current stats, which show that nine out of ten people who experience mental health problems have experienced stigma and discrimination. To make sure we made a difference we popped up in places where mental health isn't often addressed, such as libraries, workplaces, community centres and in areas where high levels of mental health issues exist, as well as gatherings of groups who are harder to engage, such as men.

People with first hand
experience of mental health

15 pop ups

110 conversations
reducing stigma

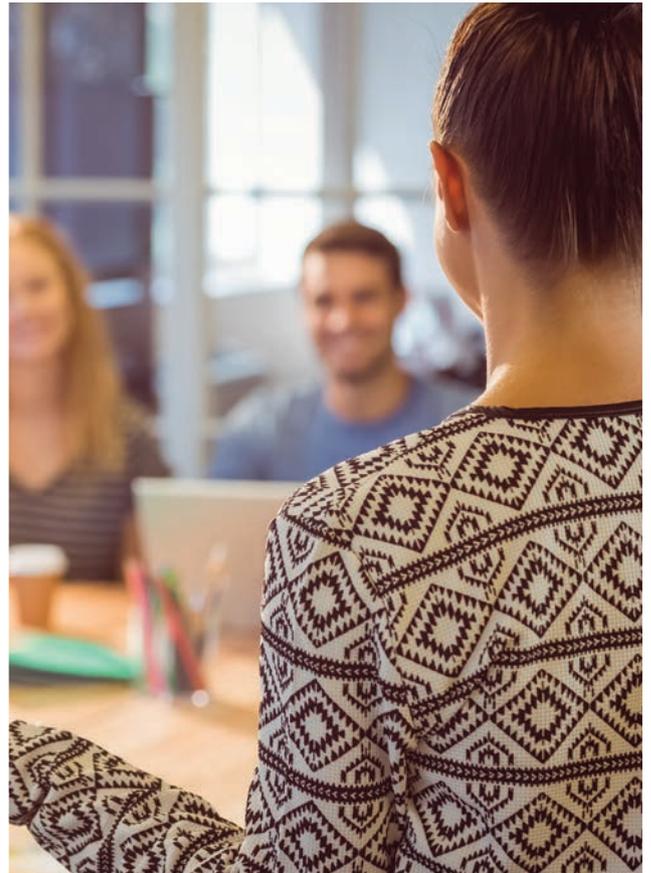


Lived Experience Training

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 and the voices of people in recovery is a powerful influence for change.

We deliver a range of training packages to external customers in the private, public and Third sectors. This year includes Mental Health Awareness, Training for Trainers and Scotland's Mental Health First Aid.

“Excellent workshop with lots of resources. Thorough, professional & friendly.”



14 courses

188 participants

Financial Report

Statement of Financial Activities

(Incorporating the income and expenditure account)

Year ended 31 March 2016

Operational Income	2,710,445
Donations and legacies	4,836
Investment Income	4,283
Other incoming resources	106,608
Total Incoming Resources	2,826,172
Charitable Costs	2,561,627
Support Costs:	
Management Costs	91,364
Governance Costs	166,105
Total Resources Expended	2,819,096
Net incoming resources	7,076

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 £85,000 to £170,000. 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 £430,678 and arise due to sound financial planning.

The Board of Trustees are satisfied that the level of restricted reserves is sufficient due to the funding secured within the Scottish Executive and Local Authorities.

Financial Support

GAMH receives financial support from:

- » **Glasgow City Council Social Work Services**
 - » Integrated Grant Fund
- » **Shared Care Scotland**
 - » Creative Breaks Fund
- » **NHS Greater Glasgow and Clyde**
 - » CIS Funding
 - » NHS Greater Glasgow Clyde Appeal Society
- » **Voluntary Action Fund**
- » **The Scottish Legal Aid Board**
- » **Scottish Government**
 - » Voluntary Sector Development Fund
- » **Comic Relief**
- » **Big Lottery Fund**
 - » GAMH Young Adult Carers Project
 - » Later life matters
 - » Legacy 2014
 - » Celebrate IT
 - » Heritage Lottery Fund
- » **Glasgow Community Planning**
- » **See Me Community Innovation Fund**
- » **Mental Health Foundation**



Board of Directors

J Stewart Wood – Chairman
Robert Symes
Sue Rawcliffe
Gilbert Davidson
Carol Ann Heron
Jennifer Graydon
Morag Brown
Jane Chisholm
Jennifer Graydon

Solicitors

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

Auditors

RSM Tenon Audit Limited
48 St Vincent Street
Glasgow
G2 5TS

Consilium Audit Limited

169 West George Street
Glasgow
G2 2LB

Bankers

Bank of Scotland
235 Sauchiehall Street
Glasgow
G2 3EY

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

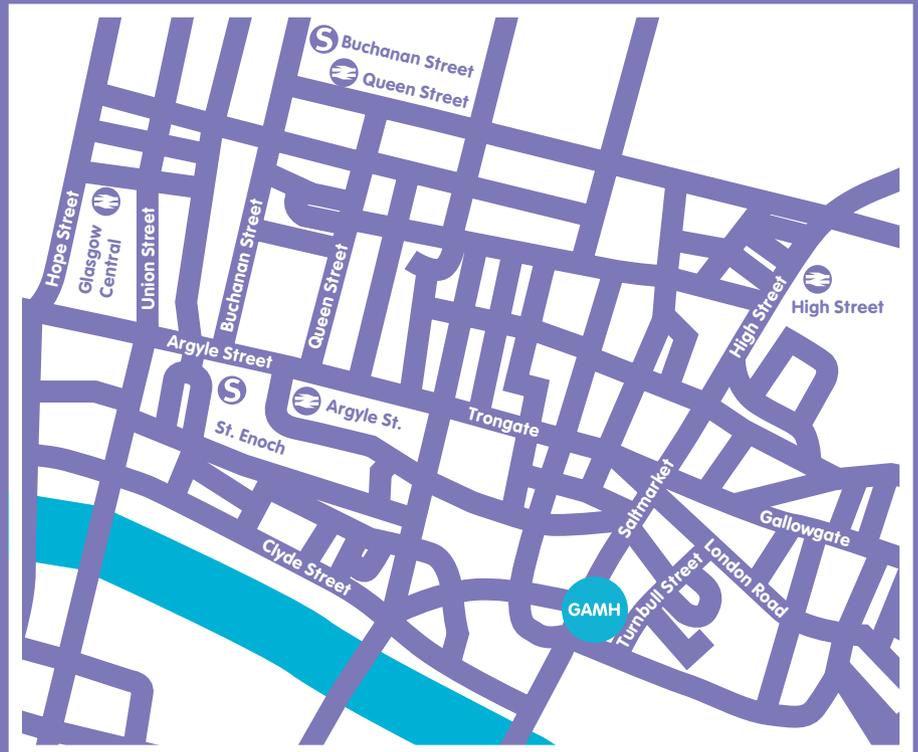


Glasgow Association for Mental Health

St. Andrews by the Green
33 Turnbull Street
Glasgow G1 5PR

tel: 0141 552 5592
fax: 0141 552 6625

info@gamh.org.uk
www.gamh.org.uk



INVESTOR IN PEOPLE

GAMH (Glasgow Association for Mental Health) is a company limited by guarantee registered in Scotland No.162089
GAMH is a charity registered in Scotland No. SCO11684