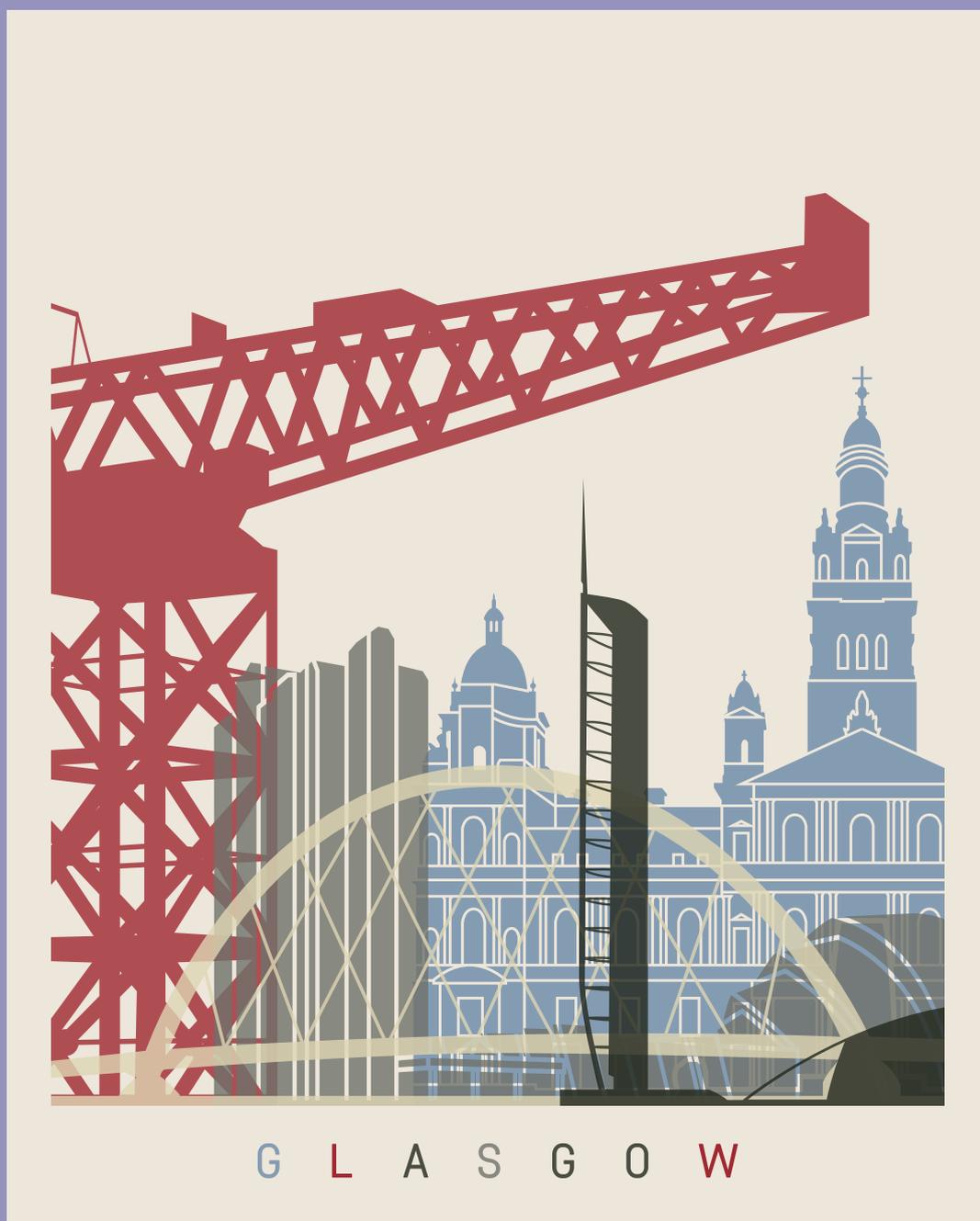


Glasgow Association for Mental Health



Annual Report 2016/2017



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A Message from the Board of Trustees

The Board is delighted to report that 2016-2017 has been a year of progress and achievement across GAMH. We continue to work in partnership with our members, the people who chose to use our services and their carers' to generate new opportunities and services which benefit mental health and recovery and strengthen the resilience and wellbeing of GAMH as a whole. This commitment is shared by our Board, staff and volunteers and together we contribute our experiences and knowledge to shape our organisational core ethos and culture. It is this "GAMH community" which supports our achievements and influences our ambitions for the future.

On an organisational wide basis we have been commended for meeting the highest standards both in relation to our financial performance, pay and employment conditions and service delivery practices. These successes are significant accomplishments in themselves and particularly rewarding given the continuing financial pressures which we face. The organisation's percentage governance costs this year are well within OSCR's 10 to 12 % best practice guidelines. This reflects that the overwhelming amount of our income is spent directly on providing services to the beneficiaries of GAMH and reinforces our commitment to our core charitable purpose.

This year Investors in People accredited the organisation Silver Status noting in particular the clear evidencing of our vision and values in relationships across our workforce and most importantly between staff, volunteers and the people we support. Investors in People also re accredited our Health and Wellbeing Award

and we obtained for the first time Investors in Young People status.

At our last Care Inspection in August 2016 we were awarded level 5 "Very Good" across all themes inspected and this report echoes that of the Investors' in People with people supported emphasising in their feedback the importance of staff who demonstrate positive values in their practice. This feedback is a key driver for the organisation. The report expresses and reinforces our commitment to offering values driven services, which are purposeful in nature and relevant to peoples' lives, addressing expressed needs and aspirations and leading to outcomes which support and sustain personal recovery.

We are also delighted to report that we have maintained our commitment to the real Living Wage and provided a consolidated 1% uplift in salaries for all our staff whose dedication and practice has again been exceptional this year. The charity's continuing commitment to positive terms and conditions, workforce training, the availability of accredited learning opportunities and personal development initiatives are reported by staff as key factors to job satisfaction. Our staff has endorsed through surveys our belief that investment in their wellbeing enhances and emphasises safe and effective practice and benefits both the individual worker and the people we support.

Notable funding awards this year include an extension of Scottish Legal Aid Board funding for our Money and Debt Project, a project which is vital to ensure that the

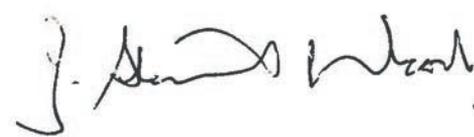
people who use our services have access to expert debt and money advice services, particularly as we see the continuing negative impact of welfare reform on mental health and wellbeing.

The Big Lottery funding for our Later Life Matters service is due to end in April 2017 after 5 years and we are extremely grateful to the Big Lottery which has allowed us to develop a robust and outcome driven model of practice in this area. However we have been awarded funding to continue aspects of the project from the Robertson Trust and this grant combined with the renewal of our funding from Glasgow City Council's Integrated Grant Funding allows us to continue our commitment to this work. This is most welcome given recent research which indicates the increasing impact which social isolation and loneliness has on the mental health and wellbeing of older adults. Loneliness is often measured in terms of its economic consequences. Important as this is, it is the human costs, the impact on the older people we support which drives and directs our later life work. Building opportunities through befriending, peer support and wellbeing activities to encourage participation in our communities and the building of social connections is a key aspect of the work of our Later Life services.

Last year, following the redesign of our services we reported on our concerns regarding the commissioning requirements both to time limit the support we offer and to restrict access to our services to Primary Care Mental Health routes. We have to a large extent managed to negotiate successfully with our commissioning officers and our services remain accessible

and effective to the majority of people who seek to engage with us for support. In addition GAMH has been described by referrers as a valuable resource within the mental health partnership and our main funding from Glasgow City Council remains stable for another year. Inevitably however change is again on the horizon. Plans include the redesign of statutory mental health services as the Glasgow Health and Social Care Partnership begins to implement their joint strategy and priorities for change. We are yet to see how the integration agenda and subsequent joint commissioning of services impact on the organisation however we will continue to advocate on behalf of our members to ensure that co-produced, recovery oriented practices inform the way that community mental health services such as GAMH are planned, designed and funded.

Finally the Board would like to express thanks to our staff, volunteers and management team who as ever, have worked tremendously hard this year to produce so many achievements. It is the resourcefulness and skills of our workforce, the resolve and determination of our management team and the support of those who obtain such positive outcomes and sustainable recovery from our services through which much has been achieved in this year.



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.

Our Workforce and Volunteers

GAMH's best assets are its workforce, volunteers and supporters. We believe that a well-trained and supported workforce with good working terms and conditions enhances and emphasises safe and effective practice and benefits both the individual workers and the people we support.

GAMH promotes a culture of leadership and initiative at all levels within the organisation's workforce. We provide a range of opportunities to involve staff and volunteers in sharing ideas and in decision making to determine the future direction and objectives of the organisation as well as improving service performance overall.

We hold interactive workforce wide meetings with staff at least annually on significant business developments. We use supervision, mentoring, team and practice development meetings to involve staff in innovation and improvement. Training evaluations are used to ensure that learning opportunities are focused on staff needs. Staff surveys elicit feedback on how it feels to be a GAMH employee.

"GAMH is a good employer we have access to formal qualifications and opportunities to work across different projects"

GAMH STAFF 2016

Investors in People Accredited Organisation

GAMH is an accredited Investors in People organisation. This year we were awarded SILVER STATUS. We have also been awarded Investors in Young People for the first time in March 2017 and our Investors in People's Health and Wellbeing Award was also reaccredited.



"You have shown real commitment to adhere to the rigorous standard set when Glasgow Association for Mental Health first became an Investor in People. Your continued success is a testament to your management and employee team and the effort that you have together invested in pursuit of improvement"

Chairman, Investors in People Scotland

Review of principal achievements

Staff Learning and 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.

Our training programmes are designed to meet initial and ongoing learning needs, developing staff and volunteers for their current and future roles. All new staff complete a structured 6 month induction programme when they join the organisation. This **Preparation for Practice** provides the strongest foundations to orient a new employee within the culture and values of GAMH as well as ensuring that they know and understand their role within our workforce and as part of the wider Scottish Social Services Council (SSSC) profession.

The Scottish Government's Voluntary Sector Development Fund funded us again this year to provide access to the appropriate Scottish Vocational Qualifications in the form of SVQs and Professional Development Awards. These accredited courses and our ongoing training programme support staff to meet the registration and post registration requirements of the SSSC. Programmes include Safeguarding; SVQ 3 Health & Social Care; PDA Health & Social Care Supervision; and Scotland's Mental Health First Aid.

We are also motivated to support students who are interested in careers in mental health. This year GAMH provided placements for 9 students from the University of the West of Scotland; University of Strathclyde; The Royal Conservatoire of Scotland; and West College Scotland.

19

Registerable
Qualifications
Gained

32

Staff
Training
Courses

9

Student
Placements

'Putting the suicide intervention framework into practice gave me more confidence about using ASIST,'
GAMH Staff 2016

'I really enjoyed seeing the progress this person made from their first week of being given support,'
UWS social work student 2016

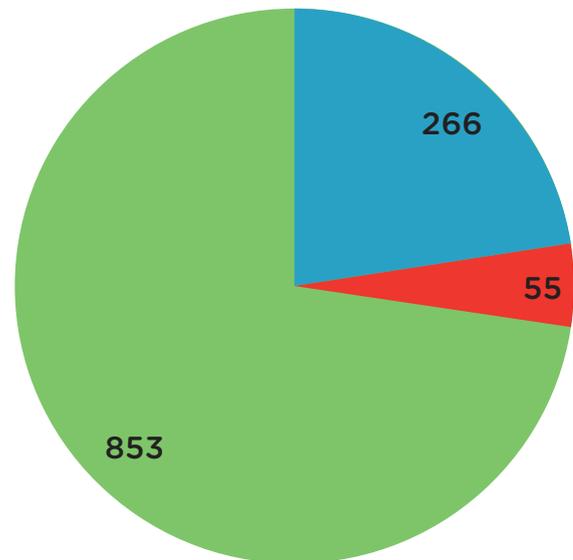
Service Centres

Each of our 3 Service Centres work within the geographical boundary areas as defined by the Glasgow City Health and Social Care Partnership. The Service Centres have 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 each year to achieve high scores across all care quality themes at unannounced inspections.

Following last year's restructure of the Service Centres we have received positive feedback from our commissioners, funders and most importantly service users which has evidenced that confidence in the quality of the service that GAMH provides remains high and continues to meet agreed performance targets.

This year we have supported over 1000 people per week within our services working alongside a range of partner agencies across Glasgow and beyond.

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, autonomy and encourage the building of positive social networks with others. We 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.



- Groupwork Support
- Peer and Employability Services
- 1-1 Support

The support has been really good for me I didn't know anything like this existed I have really enjoyed my support and have time to go to activities that are just for me now.

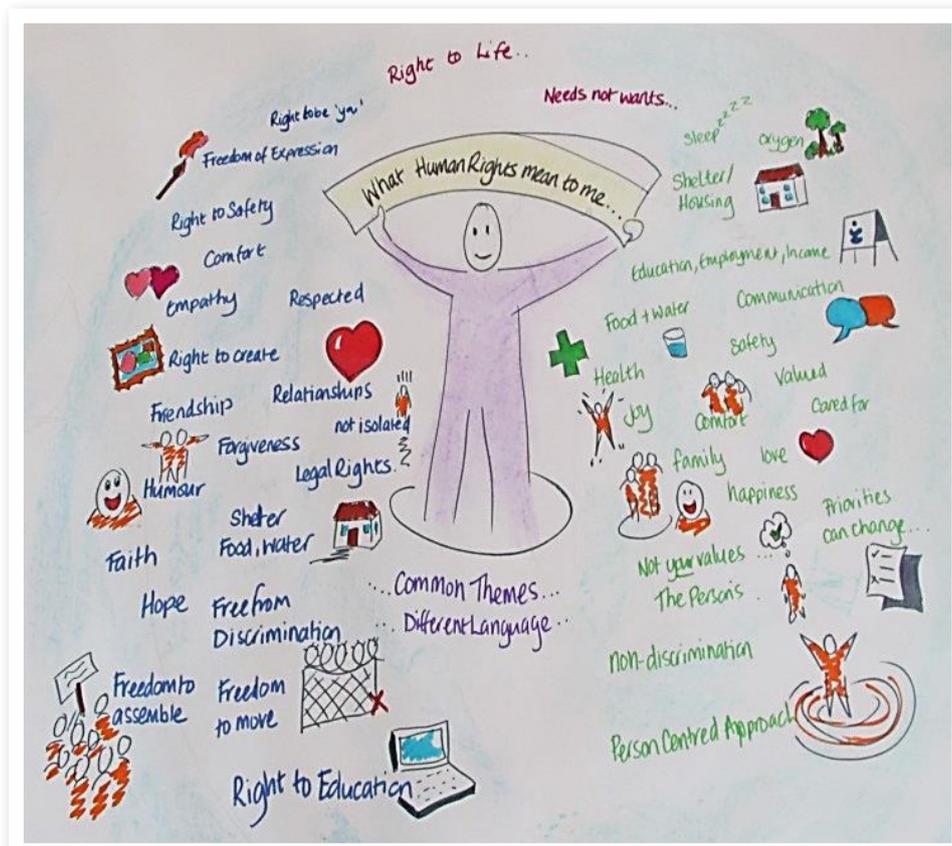
Group Opportunities

The group opportunities strand of our Service Centres provides 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, and Participating and Building Social Networks.

The Group Programme is designed to create clear pathways to participation and personal development through a range of creative, educational and physical activities. Planned outcomes support participants to move on from formal services and become active members of their communities. The

programme is developed in partnership with the people we support who have benefited from participating in a wide range of GAMH opportunities. The Peer Mentoring role is central to group work development and facilitation, and promotes mental health recovery and employability options.

Last year we took part in Human Rights Awareness Sessions with NHS Equalities in Health team. This year, participants and peer mentors were invited to design an information leaflet and the image below highlights the main points relating to this work. The finished leaflet can be found on the GAMH Website www.gamh.org.uk.



Our Community Garden Project 'Roots to Recovery' has been supported over the last year by hard working and motivated groups of volunteers from both Scottish Widows and Lloyds Banking Group.

The volunteers worked together with GAMH members to raise the garden beds making them more accessible to people with physical disabilities.



Self-Directed Support

GAMH offers a Self Directed Support (SDS) for people with individual budgets.

Similar to other services, this project enables people to increase their independence and quality of life by having choice and control over their lives.

Our SDS service is flexible and responsive and is designed specifically around the expressed needs of the person supported and the outcomes they want to achieve. Our approach focusses on supporting people referred to identify and build on their existing qualities and skills through exploring new interests and opportunities which support improved wellbeing and self-management.

Our service is in high demand with the number of people choosing GAMH as their preferred provider continuing to rise. Our SDS team provides over 825 hours every week.

The SDS Project's comprehensive group work programme is now integrated with our Service Centre Life and Wellbeing programme, providing more choice and experiences for service users who chose to purchase GAMH services.



Volunteering, Peer Support and Employability

We are fortunate to attract skilled volunteers who actively participate in services and opportunities across the organisation. These include volunteer befriending, groupwork, peer work and mentoring. This year 80 volunteers gave up their time and energy to help the people we support to achieve their outcomes and make positive changes in their lives.

“Having a Voice & Sharing Experiences”

GAMH Peer Support and Employment Activities have gone from strength to strength this year and we have developed further our Motivational Exchange Programme. We have established an effective peer and employability strategy and offer individuals the opportunities to move forward in their mental health recovery and explore their own employability pathway.

GAMH PEER MENTORS

Within the Motivational Exchange Programme a key highlight this year has been the development of Peer Mentor roles who develop their skills in co-facilitating the peer workshop sessions. In consolidating their own learning they have the opportunity to undertake Glasgow Kelvin College Community Achievement Awards Level 5 and reflect on their progress as facilitators.

“I want the chance to help others and motivate others to move on in life. I want the chance to pass on my skills and knowledge to others”.

We have continued to develop our Peer2Peer “Learning Together” workshop sessions. These offer a participatory learning experience based on **“What is recovery & What is peer support?”** developed by the Scottish Recovery Network. The programme is set in a positive environment; exploring the benefits and potential of peer support, recognising the importance of peer support values and sharing experiences.



“New Experiences” Peer Support Group

Phase 2 of our “New Experiences” Peer Support Group has been successfully rolled out and these sessions take place within a learning environment based at Glasgow Kelvin College, Springburn Campus .

Peer participants actively contribute to the ongoing development of the peer support group and continue to be creative and innovative in their approaches. They take time to explore the dynamics of the peer support group and enjoy considering their next steps.

PEER PARTICIPANT EXPERIENCE

This peer opportunity has enabled me to keep working on my anxiety and put me in a social setting with others who experience mental health problems. It is important for me to be around others to build my confidence and motivation in moving forward in my recovery.

REFLECTION FROM GAMH PEER SUPPORT WORKER

A significant achievement this year has been the admission of our Peer Support Worker onto the PDA in Mental Health Peer Support. The PDA provides a fantastic opportunity for both the worker and the organisation as a whole to develop our understanding of the unique role that peer support plays in promoting personal recovery.

The PDA is providing me with a fantastic opportunity to both share my considerable lived experience and develop my understanding of the unique role that peer support plays in promoting personal recovery. After 6 years of peer work, the PDA will offer me both a professionally recognised qualification and a highly valued component of my ongoing personal development training. I am grateful to GAMH for all its support in helping me to work towards my PDA ambition.

Graham Young: June 2017

Re:connect

Our award winning peer mentoring project for mental health carers comes to the end of its 3 year pilot in June 2017. We recently held an event with our partners the Mental Health Foundation and Health in Mind to celebrate the success and to share learning of this innovative model of support for carers.

Embedding the project within GAMH

The peer mentoring model of support will continue to be offered within GAMH Carer Support Project and within our Young Carers Support Project.



'It certainly made me less judgemental... I went from being the person who was trying to find the solution to the person who was trying to find the power within the person'

Mentor

"I get the sense that she understands my position and she understands the way that I respond to things. What's good is that she encourages me to pay attention to myself which is really good because you get caught up in your situation."

Mentee

Later Life Matters

Our two Big Lottery funded projects, Later Life Matters and the Young Carers Project partnered this year to explore the strength of intergenerational collaboration. We were prompted by a recent report by Age UK. This highlighted that isolation, loneliness and poor social relations were major factors in the exclusion of older people and that intergenerational contact was potentially more effective in combating loneliness than contact with one's own age group.

The participants worked together to share personal stories and experiences producing an intergenerational memories booklet.

“When I was younger and going dancing I dressed in a skirt and shift dresses with mandarin collars. My favourite musician is Glenn Miller. When I heard a tune, I didn't want to leave. I like waltzing and doing quick step dancing. I would go dancing with my friends and partner. We would come back from dancing after midnight.”



“Erin's mobile phone is

More than just a phone

Can get lots of info from it

Like geography, music, dates.

Can have anything they want to save eg birthdays, destinations, train, bus, aeroplanes. Apps which give a lot of information for practically anything, if and when required.



South Later Life Matters

South Later Life Matters have piloted additional groups this year in response to service user feedback. A Mindfulness Drop In now facilitates people who had completed our Mindfulness course to come together in a peer group to motivate them to continue, enhance and extend their Mindfulness practice. We also now offer a befriending activity group to provide social support to very isolated people within a sheltered housing complex to come together to build friendships.

“I was able to switch off, not worry and relax as a result of the therapies”.

“This course has helped me to be more aware of my mind and thoughts and feelings”

“I would love to keep coming to this group as it has made me feel less isolated and lonely”



Money and Debt Advice

Thanks to the continuing funding from The Scottish Legal Aid Board and the Money Advice Services Scotland our Money and Debt Project has completed another successful year in 2016 -2017 promoting and delivering sustainable financial capability and money management skills for people with mental health issues.

Our Money and Debt Project which we offer in partnership with Money Matters Govan, CAB Parkhead and NHSGCC, strives to address the money and debt needs of people with mental health problems through the provision of easily accessible advice and support. The project also seeks to make positive links with the BME community, who face additional barriers to accessing services.

Special recognition should be given to John Dane who has joined our Money and Debt Steering group and is also a member of GAMH Board of Trustees. John has considerable knowledge and interest within the money and debt field and his perspective on matters that can directly affect service users has been invaluable to the Project. John has recently been appointed as a lived experience volunteer in the Social Security Experience Panels, part of the Scottish Government's strategy for tackling welfare reform. This is an excellent achievement and will also have a positive impact on the future development of the Project.

"I was in despair and very low due to my benefit being stopped. I thought I would lose my home. GAMH has helped me sort things out which I could not have done on my own." (Service User quote)

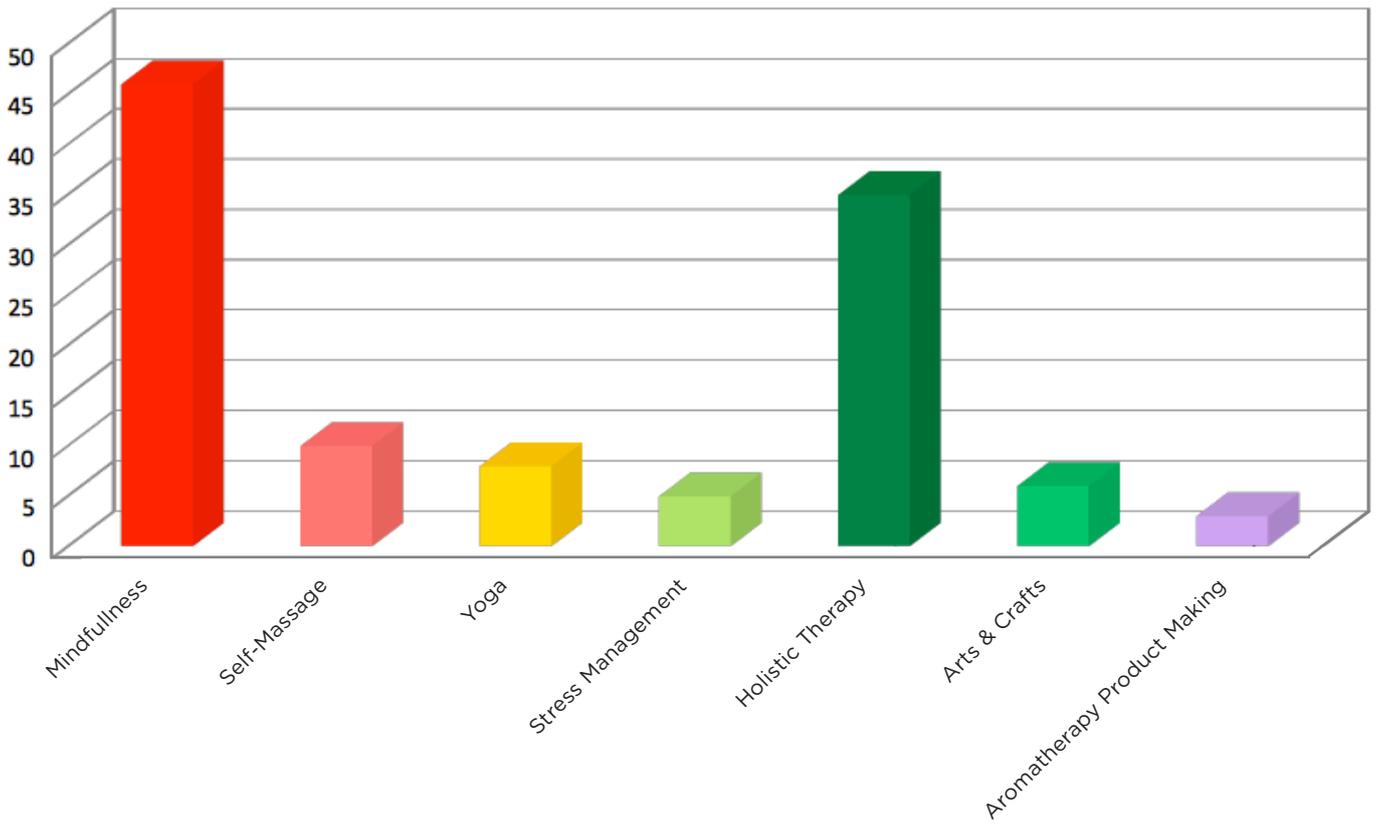
My Time Health and Wellbeing

In its second year our social enterprise My Time has delivered an extensive programme of wellbeing training. The training has been delivered to people in later life, who have enjoyed a combination of wellbeing training such as mindfulness, yoga, holistic therapies and arts and crafts.

The Mindfulness training has also been popular with carers and we have worked closely with Social Work department carer's teams to deliver 4 week and 8 week courses to carers of people with dementia, Parkinson's disease and mental health conditions.

Mindfulness training has also been offered to GAMH staff as part of our health and wellbeing at work programme. We provided Mindfulness sessions to help young people attending Young Carers groups cope with exam stress.

**“Great course-
excellent for anyone
in a caring role”**



Carer Support Project

This project promotes the health and wellbeing of mental health carers by providing opportunities for carers to access their rights, entitlements and mutual support. Support provided includes information, advice, condition specific training, peer, group and individual support.

Condition Specific Training

To expand our work this year we recruited a Carer Participation Coordinator to assist with the development of training, learning and peer support opportunities for carers.

Training included Scottish Mental Health First Aid, Advance Statement Named Person, Rights, Recovery and Confidentiality, Mindfulness and Wellness, Recovery and Action Planning.

Group Opportunities

Group support includes monthly coping skills groups which combines educational tools and peer support as well as a fortnightly city wide group which incorporates peer support with advice and information.

Guest speakers from our partner agencies also present on a variety of topics which are relevant to mental health, wellbeing and caring. This offers carers valuable information on physical health and wellbeing, respite services and many others.



Mental Health Young Carers (GAMH)

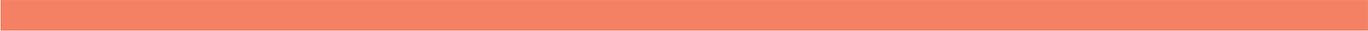
The Young Carers Project is a citywide service using an early intervention and preventive approach for children and young people (aged 12-21), living at home with a parent or family member with a mental health problem.

The diagram below illustrates the range of interventions offered to all our young carers.



Mental health young carers often face social and economic disadvantage. This year we have specifically focussed on developing a dedicated programme for young carers over 16 years, to help them make smooth transitions into adult life, employability and positive destinations. This includes;

- Support by our resident careers advisor to identify aspirations and skills needed in work, training and further education.
- A series of workshops on strengths, skills, creating CVs, mock interviews, and registration on 'My World of Work' take place to help young people make informed decisions about their future.
- Mentors from industry and the public and private sectors are invited to give talks.
- Homework and Study Groups run during exam times funded by 'More choices More Chances' from Glasgow Clyde College.
- Social Enterprise Programmes help contextualise the content of our employability programme take place in Cardonald College.
- Throughout the employability programme participants are able to acquire SQA Points towards their Dynamic Youth Awards and Youth Achievement Awards.



Recent figures showed that 100% young people made improvements in employability scores with significant improvements in aspirations, social skills, and job search skills. We ensure that whilst learning valuable skills, we are promoting health and mental wellbeing through a series of sessions on: motivation, mental health awareness, health improvement, physical activity, yoga and mindfulness.

1-1 support is crucial during the transition stage to ensure that young people are supported during a crucial time in their life.

Despite the inequalities and adversity mental health young carers face they have been able to transition into positive destinations and increase their life chances. Some recent examples include:

Journalism *Medicine* *Joinery* *Music Production*

English Literature *Hospitality* *Social Care*

Media Studies *Hairdressing* *Social Sciences*

Photography *Early Education & Childcare* *Music*

Risk Management *Computer Programming* *Tattoo Artist*

Accountancy *Skills for Life Course* *Catering*

Drama *Mental Health Nursing* *Business Studies*

Modern Apprenticeships *Graphic Design*

Applied Sciences *Academy of Sound & Music*



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 including Mental Health Awareness, Training for Trainers and Scotland’s Mental Health First Aid courses.

Lived Experience Training also delivers regular WRAP (Wellness Recovery Action Planning) programmes for GAMH members and carers.

Thank you Derek for sharing this poem,’

McMillan at Glasgow Libraries

“It was great to have a speaker come along who had been through the recovery process.’

‘This allows us to help our students better,’

university staff



‘I believe it helped very much & will build on the skills it gave me,’

WRAP participant





Talking about Mental Health

GAMH's Talking about Mental Health project was funded 2013 - June 2016 by Comic Relief and the Scottish Government's Home and Away Fund.

The project employed a team of Co-trainers from a range of backgrounds, including Black Minority Ethnic (BME) Communities, who brought diverse voices and experiences of mental health issues and recovery into training as well as a personal understanding of the barriers that BME communities can face.

Our Workshops help to build confidence talking about mental health, challenging stigma, and knowing how and where to get help. We reached over 465 people from BME Services/Groups, including young men and asylum seeker/refugees. Our **Top Tips for Talking to your GP about Mental Health** continues to be very popular.

'More service users are asking for help,'

African Health Project

'Our volunteers talk a lot more about mental health,'

BME Women's Project

'After the session - I helped someone who was having thoughts of suicide, linked him to his GP & ongoing supports,'

BME service



Financial Report

Statement of Financial Activities

(Incorporating the income and expenditure account)

Year ended 31 March 2017

Operational Income	2,462,770
Voluntary Income	6,425
Investment Income	1,743
Other incoming resources	56,480
Total Incoming Resources	2,527,418
Charitable Costs	2,249,126
Support Costs:	
Management Costs	97,756
Governance Costs	175,151
Total Resources Expended	2,522,033
Net Incoming Resources	5,385

Financial Support

GAMH receives financial support from:

- >> **Glasgow City Council Social Work Services**
- >> **Glasgow City Council** 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**
- >> **Big Lottery Fund**
 - >> GAMH Young Adult Carers Project
 - >> Later Life Matters
- >> **The Scottish Legal Aid Board**
- >> **Scottish Government**
 - >> Voluntary Sector Development Fund
- >> **Comic Relief**
- >> **Mental Health Foundation**
- >> **Glasgow Clyde College**



The Scottish Government
Riaghaltas na h-Alba



LOTTERY FUNDED



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Sue Rawcliffe
Gilbert Davidson
Carol Ann Heron
Morag Brown
Jennifer Graydon
John Dane
Lorna Cosh
Jacqueline Croft
Robert Symes (until September 2016)
Jane Chisholm (until September 2016)

Auditors

Consilium Audit Limited
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Bankers

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

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