

Glasgow Association for Mental Health

Annual Report 2018/2019



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Financial Support

A Message from the Board of Trustees

This year GAMH has celebrated the organisation's 40th year of providing mental health support services to the people of Glasgow. We have held a range of celebration events with partners and allies across the mental health sector in Glasgow and beyond, and have welcomed people, including our first Director Huw Richards, who have played a significant part in building the organisation from its roots as a service user led organisation in 1978 to the effective and successful charity it is today.

GAMH is a versatile and forward looking organisation. We have developed and adapted our responses and services to meet the needs of people with mental health issues over the years. We have engaged with changes resulting from the many redesigns of public services and their associated funding models. Mental health services have experienced radical transformation over the past 40 years, arguably more so than any other part of the health system. Long-term institutionalised care has been replaced by a model of community care provided by locally based multidisciplinary mental health teams.

This model of local community based services has itself changed in response to emerging knowledge and developments in the social context of mental health care provision. New insights and views about mental illness and the needs of people with mental health problems have changed and evolved. Awareness and indeed

acknowledgement of the roles that people with mental health problems can, and do, play in our community and the potential they have for recovery has been long awaited and is most welcome.

GAMH has long campaigned for and supported this positive and hopeful approach to mental health. Our services focus on early intervention and prevention. People who choose to use our services are encouraged and supported to take a role in identifying and managing their own mental health and social care needs, evaluate their experience and the effectiveness of our support. This feedback reinforces our culture of participation and respect for the voices of lived experience, influencing new developments and services.

This year we have been successfully building both our profile as a key influencer in the promotion of positive mental wellbeing across the city and our funding capacity to deliver services. We have benefitted from an 100% increase in donations from private citizens and a wide range of businesses across Scotland reflecting the raised interest in mental health in our communities and support for charities like GAMH who seek 'Parity of esteem', defined as 'valuing mental health equally with physical health.

The increase in donations and in our training income this year has resulted in an operating surplus. This surplus will allow to invest in our non-commissioned activities, such as our Young Adult Project



which have evidenced remarkable and life enhancing outcomes, with the potential for these activities to attract future sustainable funding in the coming years.

Following our engagement with Glasgow's Health and Social Care Partnership (HSCP) in 2018, we have been commissioned to deliver support to carers through our two new Carers Centres in the West and South West of the city.

This award followed an intense period of debate with HSCP who had made the decision to decommission both our mental health specific adult Carers Project and our Young Carers Projects, despite the research and findings which recognise the different requirements of a service designed to meet the more specific needs of mental health carers. This decision, combined with a TUPE situation which arose from our award of the new Carers Centres could have resulted in compulsory redundancies for our carers' staff. We are delighted to report that, following an extensive period of consultation with affected staff, no compulsory redundancies were required and suitable alternative employment was found for all affected GAMH staff. We will continue to promote and campaign for the needs of mental health carers with our allies and supporters across the mental health network in this coming year.

Other successful awards in 2018 include our appointment onto the Community Link workers Framework. This service

is designed to provide support to GP Practices across Glasgow whose patients often present with non-clinical issues more closely related to social problems such as debt, poverty, and difficult family relationships.

These are exciting developments for GAMH. These new services are targeted at people and carers with a range of needs which have the potential to affect their mental wellbeing. The awards confirm GAMH's reputation to offer services which promote positive mental health and wellbeing outcomes for people with social care needs in general.

Reports this year from our regulators reinforce our commitment to providing services which are based on and driven by our values. At our last Care Inspection in 2018 we were awarded level 6 "Excellent" in relation to the care and support offered by the organisation. The report noted

"Through extensive testimony, and our own observations, we could see that the service excelled at providing a high standard of care that supported and enhanced the lives of people who had a lived experience of mental health issues."

The report also observed that staff were both experienced and received good support and leadership from managers who promoted a culture of continuous improvement reflecting "that people who used this service could have confidence in the organisation providing their support".

A Message from the Board of Trustees **Cont.**

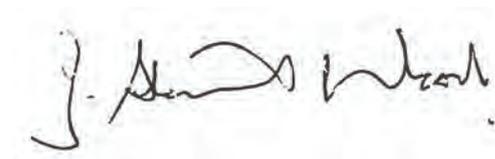
We are delighted that our regulators have remarked upon the quality of our staff who are our best assets and offer commitment and motivation which continues to enhance the quality and reputation of GAMH.

We strive to maintain the highest standards in relation to our financial performance, pay and employment conditions and service delivery practices. This year we have maintained our accreditation as a Scottish Living Wage Employer (SLW) and indeed have been able to offer staff with responsibilities for the supervision and management of colleagues a salary increase which reflect their important roles in the organisation. All staff who are employed by GAMH are paid at least the SLW and we will make every effort to continue to meet our commitment to fund pay levels which adequately compensate the valued and skilled work our staff undertake with people across Glasgow.

We are committed to continual assessment of the resilience of our key business activities looking to improve on our achievements through rigorous review processes and benchmarking. An interim assessment against our Investors in People Framework and the IIP Health & Wellbeing Good Practice Award in January 2019 reaffirmed the Board's positive performance in relation to the organisation's long term sustainability strategies, despite the impacts we face due to the ongoing cuts to social care funding.

The organisation has recovered well from the losses in our income brought by decommissioning of services and difficulties in obtaining full cost recovery for our commissioned services. We have been financially efficient reducing our on costs and as with last year 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.

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 our 40th year.



J. Stewart Wood
Chair

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. In recognition of our commitment to our workforce GAMH is a member of the Living Wage Foundation and a signatory to the Scottish Government Fair Work Convention and Framework. This commits the organisation to "fairwork practices", which is defined as work which offers "effective voice, opportunity, security, fulfilment and respect; that balances the rights and responsibilities of employers and workers and that can generate benefits for individuals, organisations and society". www.fairworkconvention.scot

We believe that promoting a positive workplace experience for our workforce and volunteers and paying all staff at least the Scottish Living Wage is an essential way in which we meet our overall organisational values and mission. Currently all staff are paid a minimum of £8.45 per hour and volunteers are reimbursed for all expenses they incur when volunteering within the organisation. In addition all staff this year received a 2% uplift in their salaries which was awarded on a substantive basis and sets GAMH apart from the majority of other social care agencies in the sector in Glasgow. We will continue to review our staff terms and conditions on an ongoing basis.

All newly recruited GAMH staff undertake our Preparation for Practice Award (PfP), a customised award designed to support the learning requirements of the social care workforce and provide knowledge and offer reflection on the values, policies and procedures and practice approach of GAMH. The award itself is levelled at SQFM Level 7 and accredited by the SQA. It is hoped that this award will be attractive to other social care organisations and we plan to market PfP in the coming year through our newly established SQA Learning Centre. Our Learning and Development staff have worked hard to develop skills as assessors and verifiers in order to support the PfP candidates, skills which will be invaluable when promoting our new centre to other providers in 2019. GAMH staff are provided with regular opportunities to access and undertake additional training as part of their personal development through our ongoing comprehensive Learning and Development programme which takes account of the requirements of the Scottish Social Services Council Codes of Practice and the National Care Standards. GAMH has a database of staff qualifications and training that evidences their commitment to learning and development and links into individuals Continuous Professional Development requirements.

GAMH promotes a culture of leadership and initiative at all levels within the organisation's workforce. This year we have continued to provide our workforce with 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 Scottish Social Services Council. Key training includes Safeguarding; SVQ 3 Health & Social Care; SVQ 4 Leadership and Management for Care Services; PDA Health & Social Care Supervision; Applied Suicide Intervention Skills Training; and Scotland's Mental Health First Aid 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 recognises UNISON as the trade union entitled to represent the workforce for collective bargaining purposes, working in partnership with UNISON to promote a positive workplace culture for all employees.

In 2018/19 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. This year

over 40 volunteers worked with us to 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. The mutual benefits of volunteering are evident with the organisation benefiting from the creative skills and talents of our volunteers and offering in return meaningful opportunities to gain experience of working within a modern and recovery focussed mental health service environment. In order to ensure our volunteers are safe and competent we undertake regular volunteer training sessions to reflect the challenges and importance of safeguarding, boundary management and the SSSC Codes of Practice. Volunteers also benefit from ongoing support and supervision as well as regular training provided through our learning and development programmes. We offer career progression to volunteers many of whom have successfully secured posts within the organisation.

Review of principal achievements

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 service has continued to grow and develop in response to service user and stakeholder needs. We have seen a 16% increase in referrals to the service since last year.

The quality and standard of the service has again been confirmed by the Care Inspectorate following an unannounced visit in November 2018 where a score of excellent overall was achieved for our Care and Support and Very Good for our Staffing.

The support services provided by our service centres follow a person centred recovery pathway. At the start of the pathway we provide outcome based 1 to 1 support which helps people build a sense of home and improve their life and self-care skills. The service promotes resilience and self-reliance and provides a foundation for the person using the service to transition to and engage with, other parts of the Recovery Pathway. This will include opportunities to take part in our Group work/Volunteering/ Peer Support and Employability activities. These activities promote knowledge and awareness of

Care Inspectorate concluded that the service had sustained and maintained their excellent performance that supported experiences and very positive outcomes for people.

“People who experienced this service were very positive about their support staff, the management team and level of support they received. They told us that the level of communication and consultation was very good and that GAMH were a supportive organisation.”

Quote Care Inspectorate Report 2018

community resources , access to collective learning and volunteering opportunities and often result in positive outcomes such as improved personal networks, engagement with resources and services which promote health and well-being and essentially more active participant as a citizen of the community. Our activity programmes also provide opportunities for people who are interested in becoming a peer volunteer or peer mentor. We have developed our peer support models and approaches to offer supported education and training sessions which provide people with the confidence and community development to establish peer led community groups' independent of GAMH. Our Recovery Pathway is flexible and designed so that people can access it at a stage which meets their personal recovery needs and allow them to move forward at their own pace.

Peter's Journey

Service user feedback



"This is the best day of the week I feel so alive everyone is so kind I did not think I could feel happy again until I came to the service"

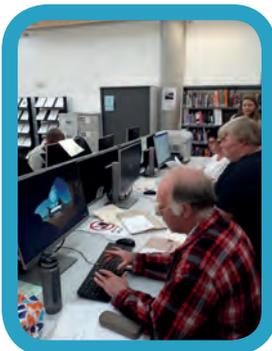
"The care and support from the service has been really good and has made a big improvement in my life. Staff and volunteer befriender have helped me gain confidence and that has motivated me."

"I was isolated, had no connections with the community, my life was just being at home and had no meaning. After coming to the service groups I feel more confident. I enjoy meeting new people talking about things that make me happy. I feel less stressed, I have now started to do things to look after my health."

Self Directed Support

GAMH SDS team offers support across the city to people who have accessed individual budgets and may have a range of mental health and physical health needs. Demand for our support has continued to increase this year and we are now supporting over 100 people across the City each week, with support packages ranging from 5 hours to 15 hours per week. The service successfully re tendered to remain on the 2019 Self Directed Support Framework and we are one of the main identified providers for of mental health support within Glasgow.

One of the key aims of our work is to improve social networks and promote access to services to enable people to live independently in their home. We do this through activities which support good physical and mental health, engage people in purposeful and interesting activities and educational opportunities which build confidence and self-esteem as well as valuable skills which are transferrable into daily routines. Relationships between our staff and the people who chose to use our services is key to effective support and achieving positive support outcomes. As with all GAMH services the core of our practice is informed by our commitment to human rights and equality, supporting people with dignity and respect, promoting and supporting inclusion and participation and celebrating peoples contribution to our communities in Glasgow. Our Tollcross Allotment - outdoor activities and exercise through gardening



Groupwork, Peer Support and Volunteering

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 social care services and become active members of their communities. The programme is developed in partnership with people we support who have benefited from participating in a wide range of GAMH opportunities. Although operationally seen by funders as separate strands the group work programme takes a peer approach to the development and facilitation of all activities and many people who use our group work programme move on to our peer support/employability and volunteering activities.

This year our programme has included photography skills, creative writing skills, personal safety courses, health information sessions, art workshops, first aid workshops, digital resilience and financial inclusion workshops. People continue to enjoy participating in the work (and tranquillity) of our community garden and also in our all year round walking programme.

Over the past year the group team has developed a series of 6 mental health self-management workshops under the heading of TAMH – Talking about Mental Health. The workshops promote techniques for wellbeing self-help and are facilitated

under the headings of Stress Management, Resilience and Mindfulness. We have worked closely this year with Glasgow Piano City –an organisation that aims to reduce isolation through piano tuition. In partnership with Piano City our group participants designed and decorated a piano which has now found a permanent home within the Pollokshaws Community Hub venue. The piano was decorated with themes of mental health recovery and personal growth and development - and played a key part in our celebrations of GAMH’s 40th anniversary.



Peer Support & Volunteering

Following the human rights awareness partnership work with NHS Human Rights and Equalities Team and Human Rights Training for Trainers started in 2018 we have continued to incorporate and embed human rights workshops within our group work programme. The impact of this training across the organisation was highlighted at an event in December 2018 to celebrate International Human Rights Day. The event included presentations describing how the workshops have been implemented and received by people we support. Following presentations the event celebrated International Human Rights Day with our colleagues from NHS Human Rights and Equalities Team with music and drama. Some of our work this year has addressed the impact that welfare reform has had on the people who use our services.

Our Motivational Exchange Programme continues to promote our Peer Support Group, New Experiences, which has just completed phase 4 of this 6 month programme. Within this peer group setting, we offer creative and participatory workshops sessions on a variety of themes which promote the concepts of peer support and recovery. The workshops are set within Glasgow North Kelvin College and participants are invited to complete Community achievement Award level 4, which is an accredited qualification. A popular workshop theme is “The Power of Peer” which explores Human rights and equalities through participating in a variety of interactive workshops. The peer participants from the previous programme – which ended in March 2019 have since gone on to form their own independent

peer led group, Peer We Go – Onwards and Upwards. Collectively the group are motivated to continue with their learning and to be more actively involved in their community.



GAMH Volunteering Experience

Gamh Volunteers deliver a creative and dynamic service to the organisation.

The particular focus over the past year has been to revitalise and promote a better, streamlined process for the “GAMH Volunteering Experience.”

As ever our volunteers remain motivated to give their wholehearted commitment. In return we invest in their personal development through induction, training, supervision and support.

Key highlights this year:

We have successfully facilitated 3 Volunteer Induction Training Programmes resulting in recruitment of 20 new volunteers and over 50 volunteers have actively participated over the past 12 months.

Increased interest from potential volunteers and have received over 70 volunteer opportunity enquiries.

Individual volunteers have participated in a variety of GAMH in house training including Child & Adult Protection, Safetalk Awareness, ASIST, Mindset, Mindfulness, Personal Safety, Mental Health First Aid, Sage & Thyme and Autism Awareness.

Refined our evaluation and feedback process within the volunteering function and we have invited feedback from volunteers at Volunteer Social and Celebration Events and via exit evaluation forms.

The feedback from our volunteers has been pivotal in this effective redesign of this “Volunteer Experience” process.

How useful did you find the initial volunteer induction training?

“The volunteer induction was brilliant, was very useful, informative and it helped to give me an understanding of what is expected within the role of being a volunteer and an insight into mental health and the difficulties that coincide with it”

What have been the positive aspects of volunteering with Gamh?

“I think the personal skills you develop from being a volunteer are invaluable. Through building a relationship with your befriender, and seeing them develop their confidence and achieve goals etc., you really feel like you can make a difference and you were part of something really important. I feel I have finished volunteering with much better communication skills, and I really appreciate the difference things like community, social inclusion and goal setting can make.”

Has your time spent volunteering with Gamh helped to enhance your own personal development, skills or values?

“My time as a volunteer befriender has helped me in so many ways. Personally in addition to the role itself being very rewarding, my confidence has improved greatly and I’ve been able to confirm my goal to work with people. For the “cost” of 3 hours a week, I’ve built several positive relationships with supervisors, other volunteers and of course the befriended themselves, received lots of valuable training and guidance and had many lovely experiences.”

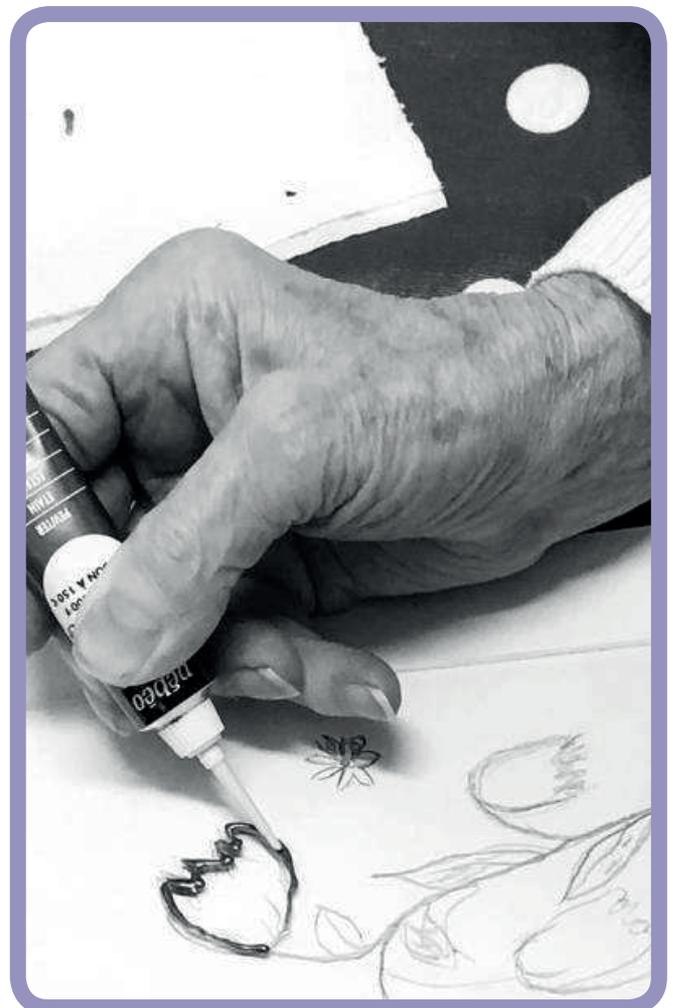
Later Life Services

Later Life Matters supports older people with common mental health problems and is funded mainly by the Robertson Trust with in year funds attracted from a range of other funders such as the Glasgow Nursing & Medical Relief Association which helps the project to provide bespoke group activities. Referrals remain steady with the majority of them coming from Community Mental Health and Primary Care Mental Health Teams and this year we have supported 47 older people across Glasgow . The project works collaboratively with partners throughout the city to ensure individuals and their carers accessing the Later Life service are benefitting from an effective service providing 1-1 support and a weekly group.

This year the group participants have built on the success of our peer support programme with people commentating the benefits they achieve through using their life experiences to offer perspective and support to others “supporting and helping others has given me a new lease of life” LLM peer volunteer

The project also worked hard to demonstrate value of our support in breaking down issues of social isolation of loneliness. This year the Scottish Government published their strategy A Connected Scotland with the aim of addressing social isolation and loneliness and building stronger social connections. We participated in The End Loneliness Campaign event to showcase our own work in this area discussing loneliness and it's impact on individuals lives. Participants felt everyone has a role to play to address this issue and were able to

identify simple acts and ideas that would potentially make positive changes as many of the participants had experienced loneliness themselves. We then applied for and were awarded funding from the Scottish Community Alliance to build on these ideas and develop into opportunities for older people. Working collaboratively with a range of partners we offered a range of activities including Reminiscence and Storytelling sessions, and a 4 week introductory Spanish course delivered by Lingo Flamingo . The overall message from participants was that learning can be fun and learning in group settings with others breaks down barriers between people and encourages connections and friendships.



South Later Life Matters

This project is part of GAMH Later Life services and is funded by Glasgow City Council Integrated Grant Fund operating in the South sector of Glasgow's HSCP. Similar to the activities described in our Later Life Matters section this project focusses on improving the health and wellbeing of older people who experience or are recovering from mental ill health and unpaid mental health carers. We have had another busy and successful year delivering the various services, which include mindfulness, personalised complimentary therapies over 6 weeks, individual befriending and taster/ befriending groups within sheltered complexes.

The project operates a strengths based approach to practice where older people and mental health carers using the project are seen as experts in their own situations. Support offered is based on their needs and views, putting them at the centre of the work. Our project takes a holistic view of mental health and wellbeing. When referred to the service the coordinator will arrange to meet with the older person or carer; to tailor the support to

their individual needs. Providing a full assessment ensures that the service is safe and enables the individual to get the most out of this opportunity. The coordinator also has an extensive knowledge of other services in the community and can refer or direct someone to other services if required.

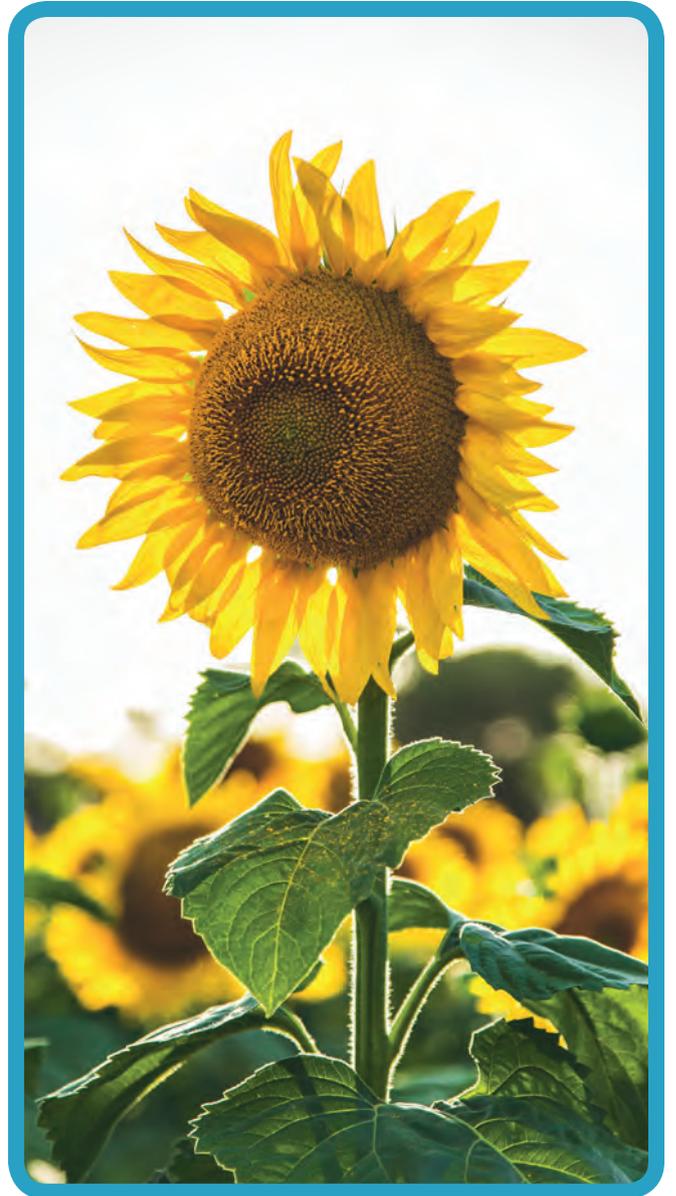
The project remains responsive to the needs of service users and we have developed and adapted our service so it is accessible to those who otherwise would be unable to engage in support due to mobility problems or health issues. We also are able to address language barriers experienced by some from BME communities by providing an interpreter if required. We have further developed our befriending service by providing this opportunity in a group setting.

This enables us to reach older people and helps to introduce them to their peers, where friendships may develop. Outcomes for the group have been extremely positive with older people reporting a reduction in feelings of loneliness and isolation.



My Time Health and Wellbeing

My Time, is a GAMH project operated through a social enterprise model. The project is now in its 4th year and offers bespoke health and wellbeing training to a range of organisations in Glasgow as well as to private businesses. In 2018/2019 the project has benefitted from the increased awareness from employers across the business sectors in Glasgow of the need to invest in the mental health and wellbeing of staff to improve both staff retention and performance. Our marketing of the project through social media and networking at events such as the Gathering sponsored by the Scottish Coalition of Voluntary Organisations, (SCVO) has led to a twofold rise in enquires this year both from returning and new customers. We have delivered sessions to a diverse range of organisations and businesses including Glasgow City Council Direct Labour Services, housing associations, GP practices, schools and financial services providers. Our Mindfulness and Stress Management sessions are most popular as they offer simple exercises and strategies which can be built into daily routines at home or at work. To cope with the demands for the service, we have recruited another very experienced and multi-skilled mindfulness teacher, as well as 2 new holistic therapists. With an ever expanding team and a growing customer base, My Time is thriving and we are confident that the project will continue to expand and grow in the coming year.



Carers Support Project

The Carers support project has been providing support to unpaid mental health carers for the past 20 years. The project works in partnership with the carers who choose to use our service recognising their expertise through their lived caring experience. Carers referred to the project construct a support plan with their support worker which focusses on outcomes they would like to achieve and which needs to be put in place in order for these outcomes to be fulfilled within specific timescales. Opportunities and supports are available at the project to ensure that the carers own health and wellbeing is addressed and carers feel better supported and equipped to manage their caring responsibilities which will in turn benefit the cared for.

Our current range of opportunities includes:

Advice and Information ensuring access to health checks, financial inclusion and grants e.g. Time to Live. We also provide a Coping skills group and a Peer Information and Community Connection group which enables carers to meet other carers, feel less isolated, learn strategies to equip them with their role and enhance their knowledge of opportunities available to them. We also have developed a training and learning programme for carers which provides condition specific training e.g. Scottish Mental Health First Aid and Advanced Statement / Named person and wellbeing courses such as mindfulness.

The learning from our project in partnership with the Mental Health Foundation in 2018 - the Re:Connect Project - a peer mentoring model of support has been

successfully embedded into the project. 'Peer mentoring' connects mental health carers in a 1 to 1 peer relationship where they can share their experiences, exchange and develop self-management techniques, and focus on promoting their own wellbeing. The project is continuing to successfully recruit peer volunteers for 1 to 1 mentoring, as well as delivering training for mentors and facilitating a number of peer relationships. Following a restructuring of the support to carers by Glasgow City Council's Carers Partnership it has been decided to decommission our mental health carers specific support services from 1st May 2019. GAMH will however continue to support mental health carers through our two new Carers Centres which were awarded to the organisation following a competitive tendering exercise. This success represents a significant achievement for GAMH in terms of the organisation's ability to attract funding which is not specifically linked to mental health but to issues of health and wellbeing overall. These new services commence on 1st May 2019. We would like to thank Shared Care Scotland who provided respite monies to benefit carers who use our project on behalf of the Scottish Government from the Creative Breaks Fund. We look forward to continuing our relationship with Shared Care Scotland in our new Carers Centres.

Young Carers - Promoting Wellbeing of Children and Young People

Over the last two decades the Young Carers Project has been promoting the wellbeing of children and young people affected by parental mental health problems. Our experience has helped us develop an early intervention approach providing protective factors to hundreds of children across the city, helping them to build their confidence and resilience in a safe and nurturing environment. We currently have 6 groups running on a weekly basis with staff fulfilling the 'one good adult' role, building trust and supporting where necessary. In the last couple of years there has been much talk of ACEs (adverse childhood experiences). Parental mental illness as well as other household adversities such as abuse, neglect, substance abuse, imprisonment, domestic violence, and parental separation have all been identified as having a detrimental impact on long term health and wellbeing outcomes. Having ACEs substantially increases the risk of social, emotional and cognitive impairment. Having ACEs means you are-

- >> 3.7 times more likely to be currently receiving treatment for mental illness
- >> 6.1 times more likely to have ever received treatment for mental illness
- >> 9.5 times more likely to have ever felt suicidal or self-harmed

A recent meta-analysis carried out within the project has highlighted the relationship between ACEs and the development of major depressive disorders well into adulthood. ACEs triggers a stress response which is detrimental to a young person's psychological wellbeing and mental health.

Attainment in education and success in employment is often seen to determine young people's long term wellbeing. As well as providing a series of workshops on money advice, financial inclusion, employability and study sessions we have dedicated our programmes to helping young people gain valuable skills and qualifications out with the school environment. Majority of the activities are linked to SQA points through the Dynamic Youth Achievement awards scheme. We obtained a further £61,000 grant from the Young Start fund to run an extensive music program providing further SQA points towards Steps to Work qualification. In the last few months we have been focussing on STEM -developing programs which incorporate science, technology,

Young people aged 12-25 were given an opportunity to explore ACEs (Adverse Childhood Experiences). They were then asked how a young person who was struggling or in distress should be treated by responsible adults. This was their response:

Key: should do shouldn't do ? 🧑

👍 Be positive.	🕒 Be on time.	😊 Be fun/funny.	🗣️ Raise your voice.	👉 Be patronising.
👂 Listen.	📋 Give options.	❤️ Be kind.	🗣️ Be negative.	😡 Be aggressive.
👤 Positive body language.	🍪 Offer snacks.	⌚ Be patient.	🗣️ Talk about in groups.	📅 Have long waiting time.
👤 Build positive relationship.	🗣️ Let them talk.	🤝 Build trust.	👤 Mention names.	❤️ Be unkind.

gamh
Glasgow Association for Mental Health

engineering and maths. Our young people have been using social media to develop a series of animations to raise awareness of mental health issues and top tips which have been widely circulated including screening during the Scottish Mental Health Arts and Film Festival. It's not just through the creative arts and digital media that the young people have expressed themselves. They have been voicing their views in numerous consultations on a local, national and international level whether it's to do with the rights of a child, mental health rights, right's relating to money, services or education. Young people in general feel overwhelmed by the pressures they face whether its school, family or peers so having the time to relax and enjoy age appropriate activities is crucial for their

psychological wellbeing. Our Young Adult Mental Health (YAMH) group which receives referrals from within GAMH has gained momentum. Age appropriate programs are delivered to young people aged 16-25 with a diagnosis of mental health. Interventions focus on the creative arts, recovery and employability. Our young people have recently contributed to helping Penumbra develop a YROC wellbeing assessment tool which is still in its pilot phase. Our work with families is equally important. Over the last few months we have been 'Sharing the Science' with parents- a program developed by Harvard University on how stress can impact on brain development. Running alongside this PotentialCIC have been delivering

ACEs Adverse Childhood Experiences

Household / Family Adversity: Divorce, Domestic Violence

Maltreatment: Physical, sexual, emotional, Inhumane Treatment.

Adjustments: -relationships, -moving around.

Some Facts:
 @ 6 ACEs -> more likely to die 20 years younger!
 4 ACEs or more -> poor education + employment outcomes!
 -> have an increased risk of ill health!

Substance Misuse

Deprivation

Destitution

Prejudice

Survivorship

Bereavement

- Living with a family member with a mental health condition

My Story

Welcomed, Listened to, Time out, Supported, Growth, University, Mentor work experience

Feeling Anxious, Parental: Mental Health Issues & Divorce, Addiction Problems

Our top tips for professionals...

Be Kind, Compassion, smile, Be patient, perseverance, Positive Body Language

Understand! Young People experience stress. Listen, Build trust, Build a relationship, Give them time to talk, Look Beyond a behaviour - Ask Why?

Create a comfortable environment, Be on time, Shorter waiting times.

gamh
Euro Games @ Colours of Hope

Young Carers - Promoting Wellbeing of Children and Young People

a 'Potential in Families' program which has helped bring our parents and young people together to work on building positive relationships and attachments. Because of the richness in diversity and the lived experience in the families we work with, See Me have invested in developing a programme of activity which will look at discrimination and stigma in BME communities and empowering families to have meaningful conversations about equalities, social justice and change. This year as with our Carers Project we have lost some of our funding following the restructure of carers services by Glasgow City Council's Carers Partnership. We do however retain our Big Lottery funding for another year and alongside contributions from small in year funds we are hopeful that we can reshape and regrow our project over the next two years. Given our more determined focus on preventative and early intervention approaches and our increasing understanding of the impact of ACES on young people in general we believe that it is time for the project to broaden its scope in relation to promoting wellbeing and capabilities in children and young people as well as young carers, so that they can overcome social, educational, physical and economic inequalities.

The Child and Adolescent Health and Wellbeing Review carried out by Scottish Government (2018) has highlighted mental and wellbeing as an emerging concern. There has been a decline in mental health and feeling confident and increase in emotional and behavioural problems particularly in teenage years. Poverty is a major contributor to mental ill health yet a quarter of children are now living in relative

poverty. In the report, mental wellbeing was reported as being lower in areas of higher deprivation. The Audit Scotland Report 2018 for Scotland's Central Government and NHS bodies has highlighted that: 1 in 10 children & young people between the ages of 1-16 have a clinically diagnosable mental illness. There has been an increase in referrals to specialist services as well as an increase in rejected referral. With increasing pressure, an average waiting time of 11-18 weeks and £56.6 million being spent on mental health services (2016/2017) it would appear that alternative options for young people would be beneficial. Our non-clinical, non-counselling service model can be expanded to provide crucial early intervention/preventative support in the community that cannot always be met by statutory services such as schools, CAHMS, social work or adult mental health services.



GAMH 40th Anniversary

We celebrated our 40th Anniversary this year with the people who use our services, our friends, allies and partners.



We enjoyed music, food and shared memories with people who have been pivotal to the success of GAMH, including the first ever Director Huw Richards.



We hosted a range of activities showcasing our history, our achievements and our successful partnerships.



We recorded messages of support, hope and recovery.





Learning & Development

The Learning and Development department co-ordinates the provision of internal training for the GAMH workforce. It supports the development of initiatives related to learning, personal development and registration of staff with the Scottish Social Services Council.

Training programmes are designed to meet ongoing learning needs and developing staff and volunteers for their current and future roles. Programmes include safeguarding courses; SVQ 3 Social Services and Health Care; PDA Health & Social Care Supervision; SVQ 4 Health & Social (Adults); Scotland's Mental Health First Aid; and suicide awareness (Safe Talk) and applied suicide intervention skills training (ASIST) courses.

*“Yes I have learned a lot especially about values...”
‘Given me an insight to the financial hardship people face’
UWS students 2019*

*“Extremely helpful... really useful & easy to remember”
SafeTalk 2018*

GAMH SQA Approved Learning Centre

GAMH successfully applied to the Scottish Qualifications Authority and became an SQA Approved Learning Centre in February 2019. Our staff undertake GAMH's SQA Approved Customised Induction Award: Preparation for Practice providing the opportunity to gain recognition for their work and a stepping stone towards registerable qualifications.

Student Placements

This year GAMH provided 4 placements for social work students, University of the West of Scotland; and an Education & Social Science student, University of Strathclyde.

*“I am more likely to give time to people to explore their difficulties, remember the relevance of simple things such as kindness and listening attentively and empathy”
Sage & Thyme 2018*

*“I found the course really helpful and it encouraged me to reflect on my practice”
Mental Health First Aid 2018*



GAMH Lived Experience Training

GAMH 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. Courses include Mental Health Awareness and Scotland’s Mental Health First Aid.

*‘Good information in place, raised awareness & gave some useful tips,’
Construction Sector*

*“Be kinder to myself”
Seasons for Growth*

*‘Personal experiences very valuable to learn about. Thank you for sharing,’
Scotland’s Mental Health First Aid.*

*“Excellent resources, brought to life with examples and scenarios”
Business Sector.*



Financial Report

Statement of Financial Activities

(Incorporating the income and expenditure account)

Year ended 31 March 2019

Operational Income	2,745,408
Voluntary Income	44,220
Investment Income	6,935
Other incoming resources	27,748
Total Incoming Resources	2,824,311
Direct Charitable Activities	2,757,414
Total Resources Expended	2,757,414
Operating Income before actuarial adjustments	66,897
Actuarial Gains/Losses of defined benefit schemes	71,000
Surplus	137,897



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
- >> NHS CIS Funding
- >> Big Lottery Fund
- >> Glasgow Clyde College
- >> Robertson Trust
- >> The Merchants House of Glasgow
- >> JAM Project



LOTTERY FUNDED



We were delighted to be gifted a wonderful painting of our Head Office building by Glasgow painter Andrew Hay who is a long term friend and ally of GAMH. We have put our beautiful gift in the entrance foyer for all to admire and enjoy over the coming years and extend our thanks to Andrew, an exceptional artist and friend.

Board of Directors

J Stewart Wood – Chairman
Gilbert Davidson
Jennifer Graydon
Carol Ann Heron
Morag Brown
John Dane
Lorna Cosh
Jacqueline Croft
Professor Ian Cunningham
Margot Clark

Auditors

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.

Solicitors

Burness Paul LLP
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