

Glasgow Association for Mental Health

Annual Report 2019/2020



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A Message from the Board of Trustees

2019/2020 has been a year of growth for GAMH, not just in terms of overall increased income to the organisation, but also in relation to our profile and influence across Glasgow's health and social care sector and in our ability to reach and support people with mental health issues across the city.

In particular this year GAMH won the first tender exercise which has emerged from Glasgow's Health and Social Care Partnership's new 5 Year Mental Health Strategy. The contract to deliver a local, community based out of hours alternative distress response service has been awarded for an initial 3 years with a possible 2 year extension and further funding to develop an in hours service. The new service will dovetail with our existing services and benefit from our current management infrastructure and expertise. The service is designed specifically to address the lack of appropriate support available for people in distress with non-clinical needs in Glasgow and fits well with GAMH values and our understanding of mental distress and recovery. Our knowledge and experience of working with people who experience inequalities, stigma, and adversity helps us understand the context of emotional distress. We understand that an individual's social circumstances and life events can affect their personal capacity to deal with the adverse and challenging issues we all face in life. GAMH uses a holistic practice approach which centres on the perspective and experiences of the person, and

we tailor our support to identify and strengthen their capabilities, bringing the potential of hope and recovery to the foreground.

Our equalities work was also boosted this year when we successfully attracted funding from the Scottish Government's See Me national anti-stigma programme. We have developed "Diverse Voices" a partnership project with the SEE ME Social Movement Programme. The overall aim of the Diverse Voices Project is to explore mental health stigma and discrimination in settled BAME communities. We have designed a programme of activities with the participants that aims to empower people with lived experience to address stigma and develop capabilities to live fulfilled lives. We hope that this project will address and reduce the multiple stigma and discrimination experienced by BAME people more widely in our communities. In the coming year the project will conduct in-depth interviews of participant experience in the project, deliver 'lived experience' training to See Me staff, and share our learning of mental health stigma and discrimination in BAME communities locally and nationally.

Last year we reported that we had been commissioned by Glasgow City Health and Social Care Partnership to deliver support to carers through our two new Carers Centres in the West and South West of the city. In the first full year of operation we have supported over 700 carers and young carers including carers of people with

mental health problems. The additional carer specific funding which this contract attracts includes a budget of £30,000 which funds GAMH to deliver mental health training to carers of all 5 Carers Centres in the city. The contract has offered a very beneficial financial resource to GAMH following our loss of grant for our mental health specific carers' project last year. Moreover it allows us to continue to use our mental health expertise to highlight and promote the mental health of carers in Glasgow. In relation to our Young Carers Project funded by the Big Lottery, we have been able to supplement this funding with several in year funds to continue to deliver an extended range of outcome focussed activities to mental health young carers throughout 2019/2020.

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 2019 we were awarded level 5 "Very Good" in relation to the care and support offered by all registered services across the organisation. The report recognised the importance of our recovery approach to practice and value of our focus on capabilities and self-management.

"People told us that GAMH provided a valued support that helped them regain some confidence and control in their life. They said that the service and staff had enabled them to begin to move on and improve their health and wellbeing".

Care Inspector Report October 2019

We continue to 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 uplifted all our Assistant Project Workers and Relief Workers hourly rate to £9.25. In addition we have been able to offer all other staff a well-deserved 2% uplift in their salaries. 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.

GAMH is also committed to continual assessment of the resilience of our key business activities and we look to improve on our achievements through rigorous review processes and benchmarking. In March 2020 we were assessed against the Investors in People Framework and the IIP Health & Wellbeing Good Practice Award and received a silver status accreditation. The IIP report reflects GAMH adaptability and commitment to our values in our practice approaches and in all our business interactions.

"GAMH is versatile and forward thinking organisation and you continue to develop and adapt responses and services to meet the needs of people with mental health issues. You have created a culture of openness and trust, staff are clearly committed and dedicated to living your values which are embedded and integral to

A Message from the Board of Trustees Cont.

all your organisational activities”.
IIP Report March 2020

The organisation finances have grown again this year. We have been financially efficient at reducing our “on costs” and as with last year, the organisation’s percentage governance costs in 2019/2020, 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.

2020 will be remembered by all as the year the world changed as we know it. The Coronavirus took hold as this financial year drew to a close and GAMH of course has been affected by the impact of the pandemic. The first few months of 2020 in particular have brought unprecedented challenges to our workforce and more so to the people we support. As an organisation we have adapted quickly and with the use of digital technology, determination and innovative thinking from our staff, we have continued to provide flexible and recovery focussed support. Some of these new ways of working we will retain as they have enhanced our ability to connect and communicate more effectively, both within our organisation and to our beneficiaries and stakeholders.

As we adjust to the measures to impede the spread of the coronavirus GAMH is mindful of the impact of restrictions brought by the lockdown, on people whose access to

“normal life activities” are already limited through disability, experiences of stigma and other socio economic inequalities. As UN High Commissioner for Human Rights Michelle Bachelet emphasised in March 2020:

“COVID-19 is a test for our societies, and we are all learning and adapting as we respond to the virus. Human dignity and rights need to be front and centre in that effort, not an afterthought,”

We will continue to work in partnership with and listen to the experiences of the people we support as we adapt and redesign our own service responses in this “new normal” landscape. We will promote and campaign on behalf of the people we support with our allies and supporters across the mental health network in this coming year.

In conclusion the Board would like to express thanks to our staff, volunteers and management team who have, as ever, shown great resilience and commitment to GAMH and the people we support. We look forward to this next year and the challenges and opportunities it brings with confidence and optimism.



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.

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. Our Learning and Development staff have worked hard this year to develop skills as

assessors and verifiers in order to support our Learning Centre develop the PfP candidates and support them to gain their qualification.

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 2019/20 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. A particular focus over the past year has been to revitalise our volunteer strategy and we have identified steps to review and revise our processes to be more creative and dynamic within the Volunteer Pathway. We involved volunteer befrienders and

befriendees from our befriending service to participate in this process and listened carefully to their feedback. Forward plans were designed and proactive steps were taken to ensure that our volunteering development remains relevant and accessible. This year again over 40 volunteers worked with us to provide 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 which offers learning which is transferrable into many paid roles. 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. 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

GAMH Service Centres are commissioned by Glasgow City Council Health and Social Care Partnership (HSCP) and provide a social prescribing mental health support service across Glasgow City. This year 1125 people were referred to our Service Centres.

We provide a referral pathway to Primary Care Mental Health Teams and GP Practices who refer people who require support with mental health self-management and issues such as anxiety and depression.

Our one to one support happens over a 6 month period and is outcome focussed. Our feedback tells us our support makes a real difference.

“My quality of life has vastly improved since I began my support and I couldn’t have made these improvements without GAMH.”

Our one to one support is part of our recovery pathway and links seamlessly into our Group Support, Befriending Services and Peer Support programmes.

“Going to this group has really improved my confidence.”

This continuity of access provides opportunities which promote mental health recovery and wellbeing and helps to equip people with the skills and resilience needed to live without planned formal mental health support.

“Having myself moved through the different stages of GAMH support, I was delighted to be given the opportunity to give something back through a peer volunteer role”.

Self Directed Support

GAMH Self Directed Support (SDS) team offers 835 hours of support each week across Glasgow to people who have accessed individualised budgets and have a range of mental health and physical health support needs.

The service employs 33 staff who work on a rota basis providing support 7 days per week and GAMH is identified as one of the main providers of individual mental health support packages on Glasgow’s Self Directed Support Framework.

SDS is designed to provide people with disabilities control over the support they want and the type of support they believe will help them meet their goals in life.

The aim of our service is to promote empowerment and recovery by placing the person and their rights at the centre of decisions about their social care support, and provide them with options to choose how, where and when to use their budget.

This year we have worked in partnership with a range of educational, cultural and leisure partners including Glasgow Life and City of Glasgow Colleges to promote access for the people we support to inclusive and community based learning, such as computing and social development courses. We have provided weekly opportunities for people to choose to participate in wellbeing activities such as tennis, bowling and community gardening all of which promote and widen social networks.

Over the last year GAMH has extended its SDS service to incorporate referrals from the Scottish Governments Future Pathways programme. Future Pathways arranges fully funded support budgets for adults who were abused as children while living in care in Scotland. As a FP key provider partner in Glasgow we have provided 22 hours of support per week to 7 people and we hope to continue to be able to extend this valuable and vital service in the coming year.

GAMH Group Support Programme

GAMH groupwork programme is designed to create clear pathways to participation and personal development through a range of creative, educational and physical activities. For some people, their recovery pathway begins with groupwork opportunities – each individual can access the support which suits their personal requirements at the point of referral. Group support promotes mental health self-management and builds confidence and resilience through participation in workshops and activities.

Over the past year, the group team have continued to develop inspiring partnership projects with Glasgow Life museums and art galleries. The creation of a ‘Museum Tour Group’ encouraged participation in art appreciation and mindfulness workshops throughout the city. The overall aim of this

work was to encourage people to engage with the exhibitions and projects available to the people of Glasgow and promote independent travel throughout the city. The work which was produced during the art and mindfulness workshops were celebrated at a wonderful exhibition within Glasgow Gallery of Modern Art – ‘Creating Wellbeing’.

A further positive collaboration was enjoyed with the Scottish National Orchestra, who invited people we support to join their choir during the period leading up to the Christmas Concert 2019 and included the opportunity for people to participate in the concert. The groupwork programme continues to engage participants throughout the year to ensure that planned activities are those chosen by, and meeting the needs of the people we support.



Volunteer Befriending and Peer Support

GAMH Befriending service provides social support to people who have become isolated as a result of mental health difficulties. Our Volunteer Coordinators meet with Befriendees to gain an understanding of their interests and goals to participate within their communities. Befriendees are then matched with one of our volunteers who have completed our comprehensive Volunteer Induction sessions which fully prepare them for the role. This service is provided over 6 months and our befriendees are contacted regularly during the service to ensure that the match is working well. Over the past year we have worked with 62 befriendees and 43 volunteers as part of this service.

Over this year we have reviewed our volunteer strategy and identified steps to be more creative within the volunteer pathway. This has included a 6 month volunteer secondment from the staff team at John Lewis & Partners. This secondment has been extremely positive for both parties and highlighted our work promoting the mental health and wellbeing of the people and communities of Greater Glasgow.

The peer strand of our work continues to grow and develop offering a range of opportunities for our peer volunteers, peer mentors and peer groups to participate in educational and personal development opportunities. Our peer groups have been continuing to work with our partners within Kelvin college and are encouraged to pursue accredited training and learning opportunities. We have also launched a pilot peer led project, **Get up and Go!** which is an 8 week activity and wellbeing programme which focuses on the themes

of **Connect, Be Active, Take Notice, Learn and Give** and is designed by participants and one of our volunteers, who has health and fitness experience. We plan to develop the 8 week **Get up and Go!** model and adapt it with different peer led groups with input from community partners such as, Glasgow Life, Freewheel North and Unity Enterprise.

Later Life Services

ater Life Matters is in its third year of funding from The Robertson Trust. The project has provided much needed support to 39 older people across Glasgow this year. Many older people initially accessed 1-1 support to address the more practical challenges they were facing ie. health , transport, mobility, benefit maximisation etc. Staff in the project throughout the years have developed excellent partnerships throughout the city and were able to access a wide range of opportunities to meet each older persons needs including education, volunteering, befriending. Older people recognised the value of increasing their social networks and feeling more connected. Many of the people supported by Later Life Matters enjoy coming along to our city wide peer support group where they are welcomed and encouraged by their peers. Group members often reflect on their first experience of attending the group

“I didn’t think I’d ever feel better but I can see here that people do get better and so can I!”.

This year the programme within the group was based around health and wellbeing by providing healthy cooking sessions, information on nutrition and gentle movement. Older people often report that they don’t cook a meal and or will miss meals completely. The project focused on healthy, simple, affordable meals for one and this was very well received by group members. In addition, we delivered gentle exercise sessions, mindful movement and Ballroom dancing classes to encourage people to find fun ways of staying active.

To celebrate the success and achievements of the year, staff and 20 older people attended the Lord Provost’s Senior Citizens Lunch at Glasgow City Chambers. Those in attendance said they’d had a wonderful day and enjoyed being able to represent GAMH at such a prestigious event.

“the minute I walked in I felt that I could finally be myself”



South Later Life Matters

This year the project provided support to 53 older people and unpaid carers in the South of Glasgow. People accessing the service were able to choose from a selection of health and wellbeing activities including holistic therapies, mindfulness and access to the befriending group.

Each participant was then supported to design a personalised support package unique to their needs and expressed outcomes.

In a consultation this year project beneficiaries highlighted the need for more opportunities to build social connections and a befriending group was developed incorporating Peer Mentors with lived experience of mental health issues.

Feedback has been very positive and this new initiative has inspired members within the group to explore peer mentor training themselves.

“I have made new friends and they’ve helped me laugh again”



This is the final year of the Integrated Grant Fund scheme and we have submitted an application to the new Glasgow Communities Fund in order to continue the project.

My Time Health and Wellbeing

My Time is a GAMH social enterprise offering a completely bespoke service to businesses and organisations across Glasgow and beyond over the last 5 years. This year we have delivered sessions in Ayrshire and East Lothian as well as continuing our links within Glasgow. For the third consecutive year, we were invited to attend SCVO The Gathering and our stall was as popular as ever. We provided massage therapies to demonstrate how even the shortest of treatments (seated massage for 15 minutes) can make a huge difference to wellbeing and promote relaxation.

My Time also developed links within the NHSGGC Youth Health Service. To deliver a courses offering massage and holistic therapies for young people, their parents and carers in two of the most socio economic disadvantaged areas of Glasgow. The courses were very well received with many participants reporting as this being their first experience of taking a holistic approach to wellness. Continuing the theme of supporting parents and carers, this year My Time was commissioned to deliver wellness sessions within an Additional Support Needs school in East Renfrewshire. The tutor worked with teachers and parents/carers to help build resilience and identified new ways of coping with stress.

Moving into the next 12 months we look forward to working with new partners and making new connections.



Calming Connections Annual Report

This year we were successful in securing a 2 year funding block with Wellbeing for Longer in Glasgow; Impact Funding Partners. This allowed us to set up our Calming Connections project. The aim of the project is to provide support to mental health carers and individuals aged 55 and over who have experienced mental health problems and live in the North East /North West area of the city. Offering a holistic, person-centred assessment of need, we work with individuals to identify what would most improve their quality of life. This project further develops our Later Life Services and compliments the existing Later Life South service; allowing us to reach vulnerable older people and carers across the whole city. The service has been extremely popular with 83 referrals received in the first year.

Calming Connections offers six sessions of complimentary therapies at home (where appropriate) or in a community setting. Also available is an eight week mindfulness course and/or a 4 session mindfulness drop-in to help manage day-to-day life. To increase social interaction and community networks we offer an Out and About group. In addition, we network with Independent Living Complexes (formerly known as Sheltered Housing) to offer taster sessions of the service to help reach those who often feel very isolated. People can opt to participate in all parts of the service or choose the one element which they feel would be most helpful.

The Out and About group took place over 5 months with the aim of offering individuals opportunities to increase their social networks, motivation and knowledge

of local community activities. Overall, 22 individuals took part in last year's group. It was very well reviewed by participants with one person capturing the general consensus perfectly when she said; "...at first I just came along for the company but gradually I started to look forward to the activities and meeting my new friends. I can see light at the end of the tunnel now" "taking time out from my caring role has made me a better carer". The activities included walking groups, museum visits, a Wow Factor daytime disco visit, a Glasgow City College visit (with 5 people enrolling on courses) and a Murder Mystery lunch. Sessions were facilitated with guest speakers from a range of services coming along to let individuals know about local services etc. The project also held two Wellbeing events with each participant enjoying a soothing hand massage and using mindfulness techniques to make bath bombs. We look forward to another busy year for the coming year and we are sure the service will continue to flourish.



Carers Support Project

GAMH Carers Centers in the West and South West of the city deliver services to adult and young carers on behalf of Glasgow City Carers Partnership. The core services offered include Information and Advice, Training and Peer support, Benefit Maximization, Short Breaks, and “Having a Voice”(ensuring that carers perspectives are heard and acknowledged locally and nationally). In our first year running the Carers Service we have supported over 700 carers and Young Carers and have accessed over £40,000 short break funding and over £10,000 Time To Live (funds administered by GAMH for the partnership) which has provided vital respite to carers from their caring responsibilities.

Working in partnership with local community and statutory agencies we aim to identify and support carers to develop the skills and knowledge they need to enable the person they care for to live well with their condition in the community .We focus our support around the Carer exploring training and opportunities which help them to maintain their own mental and physical wellbeing. We translate support needs into an Adult Carers Support Plan/ Young Carers Statement and take a holistic family based approach to assessment and ongoing support.

In addition to the 2 Carers Centre’s, GAMH also operates the citywide Carers Information Line (CIL) on behalf of the Carers Partnership. This telephone based service is open to all carers and provides information and signposting to services carers may need to access. These services include access to condition specific

organisations including GAMH, Alzheimer’s Scotland and Glasgow Life. The CIL also provides advice on requesting a Carers Assessment, and access to social welfare agencies to help carers access their full rights and entitlements.

We have enjoyed working alongside our new partners and supporting Carers and look forward to delivering the best outcomes for Glasgow carers over the next 12 months.



Young People Services

Our Young Peoples Service has been developing it’s scope this year to provide a range of support to young carers, young people, their families and our diverse community. Our experience over the years has helped us recognise the importance of protective factors, providing opportunities, developing capabilities and inspiring hope for those who often feel marginalised and stigmatised by mental health.

Mental Health Young Carers Loneliness, social isolation, lack of emotional support was consistently identified in both our research and consultations as the most impactful consequence of caring for someone with a mental illness. Our young carers groups have continued to offer respite, opportunities to build friendships, access to creative arts, physical health and social activities, as well as improving life chances through educational and employability

programmes. This year one of our ex young carer contacted the service to say that she had completed her Medical degree and was now a qualified Doctor.

Our programmes encourage personal development using a creative and fun approach. Through STEM Ambassadors and ‘Really Small Science’ we were able to deliver a series of STEM based sessions, coding labs and organise industrial and engineering based field trips. Our young carers have gained SQA Dynamic Youth Awards, John Muir (Outdoor Woodlands), Joni Mackay (Forestry) and First Aid certificates. Given that majority of our young carers are from the most deprived postcodes in Glasgow and at risk of the ‘poverty related attainment gap’ they have achieved a significant amount of learning and qualifications to help them improve their life chances and aspirations.



Young Adult Mental Health

Our Young Adult Mental Health (YAMH) Project has continued to work alongside the GAMH Service Centres offering young people a pathway to more age appropriate group activities and connect with their peers in a socially meaningful way. The funding for this project for the last 3 years has been provided by the More Choices More Chances funding.

We have worked in partnership with a range of community organisations to deliver engaging blocks of activities, including visual and expressive arts and personal and social development. Carefully facilitated sessions have provided a non-judgemental forum for discussions around emotional resilience. Our photography course was designed to help reduce anxiety in public spaces, our healthy cooking sessions to highlight the relationship

between mood and nutrition and Operation Play to promote the importance of the natural environment on mental health. A collection of work produced from the screen printing and the Life Lyrical Lessons was exhibited at Theatre Nemo and the Moving Minds event at the Kelvingrove Art Gallery as part of the Scottish Mental Health Arts and Film Festival. As part of their information sharing initiative young people developed a 'Tops Tips' Poster for professionals and a series of mental health and wellbeing animations which can be found on our website.



Learning & Development

The Learning Centre supports staff undertaking our SQA Customised Induction Award - Preparation for Practice. Staff gain recognition for their work and it provides a stepping stone towards registerable qualifications. Our first systems inspection visit in January was very successful, and we received 'high confidence' in all areas from the SQA.

Staff Training

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 and intervention skills training (Safe Talk and ASIST courses).

Our new Training Officer started in March and brings a wealth of experience in training and mental health. She even raised money for GAMH prior to joining us by running The Great Scottish 10K!

HSPC Carers Specific Training

GAMH provides the mental health strand of training for carers in Glasgow. Training programmes are designed to meet the needs identified by each of the five Carers Centres and this year 36 courses were provided.

'Today I managed to STOP and stepped back and it made me feel really calm. I believe I can try this for myself so that I can manage... cope a little better,'
Carers Mindfulness Course

Student Placements

Two social work students, University of the West of Scotland, and one student from Education & Social Science BA honours, University of Strathclyde, were placed with GAMH this year.



Scotland's Mental Health First Aid



Mental Health Awareness

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 training packages to external customers in the private, public and Third sectors and this year we delivered 33 courses, including Mental Health Awareness and Scotland's Mental Health First Aid.

'Expectation exceeded. Relevant to client base and beyond.'



Financial Report

Statement of Financial Activities

(Incorporating the income and expenditure account)

Year ended 31 March 2020

Operational Income	3,104,739
Voluntary Income	20,131
Investment Income	6,957
Other incoming resources	50,094
Total Incoming Resources	3,181,921
Direct Charitable Activities	3,162,146
Surplus	19,775

Financial Support

GAMH receives financial support from:

- >> **Health in Mind (Future Pathways)**
- >> **Glasgow City Council** Social Work Services
- >> **Glasgow City Council** Integrated Grant Fund
- >> **Glasgow City Council** HSCP
- >> **Impact Funding Partners**
- >> **NHS Greater Glasgow and Clyde**
- >> **NHS CIS Funding**
- >> **Big Lottery Fund**
- >> **Glasgow Clyde College**
- >> **Robertson Trust**
- >> **SCVO (CATS) Fund**
- >> **Shared Care Scotland**
- >> **SEE ME Scotland**



Board of Directors

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Carol Ann Heron
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John Dane
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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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