

# Glasgow Association for Mental Health

Annual Report 2020/2021



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# A Message from the Board of Trustees

2020/2021 has been a year of challenges both for the people we support and also for our workforce of staff and volunteers. Public health measures applied throughout 2020-21 to control the Covid -19 virus, such as physical distancing, social isolation, and lockdown have had a major impact on individual mental health and wellbeing. Emerging evidence suggests a deterioration in population mental health overall in Scotland in 2020/21 and significantly, indicates longer lasting challenges for mental health and wellbeing in the years to come. We know that the mental health impact of Covid-19 will not have been felt equally across Scotland the analogy of “we are all in the same storm, but we are not all in the same boat” being often quoted by commentators.

Women, young people, those from BAME communities, those from more socially disadvantaged backgrounds and those with pre-existing mental health problems are likely to be most affected. GAMH operates within Glasgow, the most ethnically diverse city in Scotland. 12% of the population of the city come from ethnic minority backgrounds and mental health inequalities and suicide are overt in areas of socio-economic disadvantage with an unequal distribution across Glasgow. As an organisation GAMH is alert to these inequalities and is committed to addressing the mental health impacts of the pandemic through engaging with the people we support and their carers, and by lobbying local and national commissioners to seek funding and other resources to meet their needs.

The resilience and hard work of our workforce and their commitment to our values is reflected in the fact that despite

the challenges of 2020/21, the organisation continued to thrive and we achieved much to be proud of. GAMH was agile in responding to the pandemic and adapting our approaches to allow us to provide support to people who use GAMH services and to meet the demand for new referrals. Staff continued to deliver face to face support and were fully protected by our infection control and health and safety measures. We invested in digital technology, both in hardware for all staff and in developing new databases which made it easier and more straightforward for staff to stay connected and in communication with their teams and the organisation as a whole.

Throughout 2020 -2021 most of our staff worked from home and our new digital methods allowed them to continue to provide direct support, receive supervision, attend meetings and engage in training sessions. Although the value of face to face communication, human contact and support cannot be replaced we found that digital methods led to opportunities for improving equality in access for some. For example we facilitated online groups and people who had been unable to access “traditional groups” which require travel and in person attendance, were able to participate and reported positive benefits in their mental health. We will continue to monitor the ways in which we engage with the people we support and use our learning from the pandemic to improve our service access and delivery.

Last year we reported that GAMH had been commissioned by Glasgow’s Health and Social Care Partnership to deliver an alternative distress response service

funded to support action 15 of Scotland’s Mental Health Strategy 2017-2027. Our Compassionate Distress Response Service (CDRS) was established in the early months of the pandemic and was fully operational in May 2020. Initially an out of hours service this contract has been extended in September 2020 to offer an in hours component specifically designed to receive referrals direct from GPs across the city. CDRS has been well received and as the city’s community mental health services transformed in response to the pandemic, CDRS has played an increasingly important role in meeting the escalating levels of distress of Glasgow citizens responding to over 11000 contacts in 2020/2021.

Our Carers Centres have also played a key part in our ability to meet the needs of over 700 carers across the city during 2021. Our Learning and Development Department delivered 53 mental health and wellbeing courses online to carers and we successfully accessed Time to Live funds on behalf of the Glasgow Carers Partnership, resulting in 640 carers benefitting from respite breaks and activities.

The Big Lottery funding for GAMH Young Carers Project came to an end this year, however we are delighted to report that we have been able to replace this service and continue our work. Following a successful pilot project supporting the mental health and wellbeing of young people, including young carers, experiencing loneliness and isolation, the Big Lottery agreed to provide a new 3 year grant. Our new Young Adult Wellbeing Service(YAWS) will support the mental wellbeing of young people aged 16-25 in Glasgow experiencing mild to

moderate mental health difficulties through a programme of peer group activities in the community. The programme will adopt a capabilities approach to promote resilience, develop mental health coping skills and support personal development for the young participants. We have also engaged with academic researchers at Exeter University to help us evaluate the impact of YAWS activities on loneliness and mental health, and to understand what aspects of this model of community intervention make a difference. We hope to share this learning widely and to use our evaluation to promote and extend our work with young people.

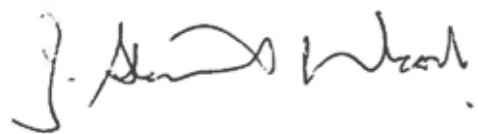
We continue to strive to maintain the highest standards in relation to our financial performance, pay and employment conditions and service delivery practices. This year we have maintained our accreditation as a Scottish Living Wage Employer (SLW) and uplifted all our Relief Workers hourly rate to £9.30. 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.

The organisation finances have grown this year. We have been financially efficient at reducing our “on costs” and as with last year, the organisation’s percentage governance costs in 2020/2021, 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

# A Message from the Board of Trustees Cont.

charitable purpose. Our surplus reflects the fact that we have not incurred the same level of service user expenses, venue hires and travel costs this year due to the pandemic restrictions.

In conclusion the Board would like to express thanks to our staff, volunteers and management team who have worked tirelessly throughout this difficult year. The collective goodwill, commitment to GAMH values and to ensuring support for the people who choose to use our services has been exceptional. 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 "fair work 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](http://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 £9.30 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. In addition to a substantive pay award, all GAMH workforce including our non-service delivery staff, were awarded a one off £500 payment to reflect the

commitment and hard work during the Covid 19 pandemic, this was in addition to the promised £500 Scottish Government payment to Adult Social Care Workers which was not paid out in 2020/2021. We will continue to review our staff terms and conditions on an ongoing basis. GAMH recognises UNISON as the trade union entitled to represent the workforce for collective bargaining purposes, we work in partnership with UNISON to promote a positive workplace culture for all employees.

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 SCQF Level 6 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. Our Learning Centre received its first SQA Qualification Inspection at the end of March this year and was assessed very positively with each area rated as 'high confidence'.

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. During the pandemic we expanded our self-directed online learning programmes, allowing staff to undertake additional topics and learn at their own pace and included the NES Protecting the psychological wellbeing of staff and teams for managers and team leaders' module in our online programme.

In 2020/21 our volunteers were unable to provide direct befriending or group support due to the pandemic restrictions and there were fewer options for volunteer participation. We did however continue to keep in touch digitally with our volunteers and offered them online learning and support. We recognise that volunteers have chosen to commit to their role within GAMH at no financial reward; this motivates us to ensure that we provide volunteers with a valuable and positive experience. We recognise the mutual benefits of volunteering to the organisation where we benefit from the creative skills and talents of our volunteers and they in return receive 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 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 and hope to revitalise this strand of work as the restrictions allow in the coming year.

# Review of principal achievements

## How we made a difference in 2020/21

We have achieved much during 2020/2021 despite the pandemic restrictions. This Annual Report captures some of the key work this year and you can find out more about GAMH at [www.gamh.org.uk](http://www.gamh.org.uk)



## Compassionate Distress Response Service

### Out of Hours Service (Commenced 25<sup>th</sup> May 2020)

- 7 days a week 5pm to 2am
- Referral pathway: Mental Health Assessment Units, Emergency departments at Queen Elizabeth Hospital and Glasgow Royal Infirmary, Out of Hours CPNs, Out of Hours GPs, Ambulance, Police, Urgent Care Resource Hub (pathway for social work standby).
- Referral method: Phone or email  
**1 hour response time from point of referral**

### In Hours Service (Commenced 7<sup>th</sup> Sept 2020)

- Monday to Friday 9am-5pm
- Exclusive to GPs & their MDTs (including practice nurses, CLWs)
- Referrals method: SCI Gateway or phone call  
**Same day/24hr response time from point of referral**

**1548 Referrals**

Out of Hours from:

25<sup>th</sup> May 20 to 31<sup>st</sup> Mar 21

Total calls/contact made

**7,179**

Contact made within **1 hr**

**Not everyone in distress needs a medical or clinical intervention.**



In Hours from:

07<sup>th</sup> Sept. 20 to 31<sup>st</sup> Mar 21

Total calls/contact made

**4,942**

Contact made within **24 hrs**

**Distress managed effectively within CDRS**



**Care Listen Connect...**



“I felt safe, not judged and finally, someone was listening to my story”

“You don’t know how much it means to have someone to speak to me. I have been looking forward to (CDRS staff calling all day). It’s good to have someone to talk to.”

“There’s no judgement and really positive, it’s completely open to what I want to talk about and (CDRS staff) have been really helpful.”

“Thank you for listening, I feel more in control, I feel heard.”

**Thank you!**

## Carers Centres 2020/2021

### CARERS CENTRES 2020/2021

**£53,000**

Time to Live funding supported over 200 carers take time out from caring



**261 carers**

Accessed personalised Short Breaks worth over £57,000



### COVID Vaccine Info

Over 900 carers received priority information on the COVID vaccine



**In the last 12 months...**

**700+ carers**

received an offer of support



**Young Carers**

48 young carers benefitted from Carers Trust funding

### Mental Health Support

53 mental health training sessions were delivered digitally to carers



## Young People Services

### YAMH Young Adult Mental Health Project

The pilot offered peer based group programmes to support the mental wellbeing and recovery of young people (16-25)

**56** young people supported by YAMH during this period

**Program prior to lockdown**

- Health & wellbeing workshops, socials, recreational & interest based activities, consultations.


**Support during lockdown**

- 1:1 support via telephone, zoom and some face to face support
- Online digital sessions, resources & information

**Face to Face groups during Tier 3**

- Trips to museums, 1-1 support, walks in the park, information sessions, online digital sessions


### YAWS Young Adult Wellbeing Service




**SERVICE LAUNCHED MARCH 1<sup>st</sup> -**  
Following the YAMH pilot, GAMH applied to Big Lottery to establish a Young Adult Wellbeing Service for 16-25 years old.

**FUNDING** – During the 2 part application process young people were consulted at various stages to identify support they needed. The application was successful and we have received 3 years funding to roll out the new service.

**RESEARCH** - Secured funding to carry out a research collaboration with the University of Exeter and Manchester to assess the impact of loneliness and isolation in young people.

 **10 Newsletters Editions;** topics covered group updates, information about covid-19, lockdown, fun activities, coping strategies, resources and information to help people throughout lockdown

### YOUNG CARERS PROJECT



**Support during lockdown**  
Digital sessions, 1-1 support, zoom & face-to-face when required.

**Consultations**  
Young carers took part in a number of surveys to assess how they were feeling during the pandemic so we could tailor delivery.

**Digital Connections**  
20 young carers and families received Chromebooks through Connecting Scotland Digital Inclusion Initiative.

**Gifts for Young Carers**  
During lockdown Glasgow Courts provided Christmas presents for **96** Young Carers.

**End of an Era.....**  
Service came to an end. We provided support to 100's mental health young carers across the city over 20 years

## Calming Connections: Our Older People's Work



40 individuals participated in Mindfulness Training

183 older adults and mental health carers received support



During lockdown 41 individuals benefitted from weekly wellbeing calls

97 older people living in Independent Living Complexes received wellbeing packs.

## Over the last year...



21 older adults & mental health carers regularly participated in peer support



Over 40 sessions of guided meditation were delivered



Over 25 group activities took place



Additional funding secured provided 60 older people and unpaid carers with self-care packs.



## Equalities and Anti Stigma

**Equality and Social Justice** are core values of GAMH and underpin the organisation's mission and vision. We believe that equality and social justice are essential for mental health recovery and wellbeing, that everyone has the right to make the most of their lives and their talents and that everyone has the right to have their personal identity respected. We seek funding to support our equalities work in our communities.

Diverse Voices is just one example of our equalities work this year.

### DIVERSE VOICES PROJECT

Partnership with **See Me** to address mental health stigma and discrimination in settled Black and Minority Ethnic (**BAME**) communities in Glasgow. Aim: to empower the voice of lived experience, raise awareness. A consultation which was analysed by the Mental Health Foundation highlighted member's feelings about stigma, discrimination and how they felt about the group;

- *'There is big stigma due to ignorance'*
- *'I trust the people in the group. I know I am not judged'*
- *'Talking about your own mental health helps others open up'*

Prior to lockdown we continued with our face to face groups including consultation & information sharing events

- ✚ **Child Poverty** Scottish Government 'Get Heard' consultation delivered by Poverty Alliance
- ✚ **10 Year Mental Health Stagey** delivered by VOX Mental Health Foundation
- ✚ **See Me National Learning event** (March 2020). Project staff shared learning from the Diverse Voices Group as part of See Me's anti-stigma work across Scotland. An illustration of the projects work was presented to highlight the importance of the group's early development stages and how a strong foundation is required before people can feel empowered to take action in their own lives and wider community.
- ✚ **Sharing the Science.** During this period NSPCC produced their evaluation report detailing the results of the focus group we ran with the Diverse Voices Group on child and brain Development. <https://learning.nspcc.org.uk/research-resources/2021/sharing-the-science-evaluation>. The feedback received from the group contributed to the number of developments to the programme including new animation videos and infographics.

During lockdown we provided support by linking the group via zoom and WhatsApp, providing information, advice and support to parents and carers. This created a safe space for the group to stay engaged and connected.

- ✚ **Digital Inclusion.** Members of Diverse Voices group received Chromebooks through the Connecting Scotland Digital Inclusion Initiative.
- ✚ **Food Poverty:** We provided food parcels, vouchers, gifts during Christmas

And finally... the Diverse Voices Group received a **Spotlight from the First Minister** National Advisory Council on Women and Girls. <https://onescotland.org/nacwg-news/case-study-seeme/>

## Learning & Development Team - Impact Report 2020-2021

### GAMH Learning & Development Team

### How we made a difference in 2020-2021

#### 53 MENTAL HEALTH TRAINING SESSIONS FOR CARERS IN GLASGOW CITY

Courses help increase confidence and understanding of common mental health difficulties, self-care, dealing with stress, mindfulness, and self-advocacy.

**83% of carers** said the session would have a positive impact on their own health & wellbeing.

**75% of carers** said the session will have a positive impact on the wellbeing of the person they care for.



#### MENTAL WELLBEING AT WORK COURSES FOR THIRD & PRIVATE SECTORS

'The trainer was fantastic, very calming and explained things in a way that was easy to understand.'



### GAMH STAFF LEARNING & DEVELOPMENT

#### 24 TRAINING COURSES

Programmes include: Safeguarding; Mental Health Awareness; Trauma Skilled Practice; Autism; Mindfulness; and Wellbeing at Work. These draw on Scotland's Knowledge and Skills Framework for Mental Health Improvement, Self-Harm and Suicide Prevention.

*'I liked the focus on self-compassion and kindness, I found it really beneficial personally.'*

#### STAFF QUALIFICATIONS

**17 staff** achieved GAMH's SQA Approved Induction Award, SCQF Level 6.

**18 staff** are working towards SVQ registerable qualifications.

#### SELF-DIRECTED LEARNING

During COVID we provided additional online learning programmes including Equalities and Human Rights, through NHS Education for Scotland resources; Addictions; Health & Wellbeing.

#### PROVIDED WORK PLACEMENTS FOR 3 STUDENTS

One Social Work Student, University of West of Scotland. Two BA Education & Social Services Students, University of Strathclyde.

#### GAMH SQA APPROVED LEARNING CENTRE – QUALIFICATION INSPECTION

Delighted to receive '**high confidence**' in all areas following our first SQA Qualification Inspection.



*"[The assessor]... made me feel at ease and reassured me along the way"*

# Financial Report

## Statement of Financial Activities

(Incorporating the income and expenditure account)

### Year ended 31 March 2021

Operational Income	3,498,414
Donations and Legacies	39,827
Investment Income	4,145
Other incoming resources	40,600
<b>Total Incoming Resources</b>	<b>3,582,986</b>
Direct Charitable Activities	3,531,615
<b>Surplus</b>	<b>51,371</b>

## 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
- >> Big Lottery
- >> Scottish Government Voluntary Sector Fund
- >> Robertson Trust
- >> Shared Care Scotland
- >> Hunter Foundation
- >> Glasgow City Council Communities Fund
- >> Carers Trust Funding



### 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  
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### Bankers

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

### Solicitors

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