

# Glasgow Association for Mental Health

Annual Report 2021/2022





# Contents

## Message from the Board of Trustees

## Values Aims and Activities

- >> Our Values
- >> What we do

## Our Workforce and Volunteers

## Review of Principal Achievements 2021/2022

- >> How We Made a Difference in 2021/22
- >> Community Support Services
- >> Compassionate Distress Response Service
- >> Carers Services
- >> Young Adult Wellbeing Service (YAWS)
- >> Calming Connections - Our Older People's Services
- >> Equalities and Anti Stigma Work
- >> Learning & Development Team Impact Report 2021/22

## Financial Report

## Financial Support

# A Message from the Board of Trustees

Despite the ongoing restrictions of the Covid 19 pandemic, 2021- 2022 has been a year of opportunities and growth for the organisation. Throughout the year our resilient and committed workforce have created ways to engage and include the people we support in safe support arrangements and in vibrant and interesting group activities, some of which have been delivered digitally and much outdoors.

The impact of the pandemic on mental health and mental wellbeing does however expose the need to prioritise and plan appropriate responses and services which address the mental health and wellbeing needs of our communities. Although this is recognised within the Scottish Government's Mental Health and Wellbeing Recovery and Transition Plan 2020 and more locally at Glasgow's Health and Social Care Partnership strategic planning level, there does remain a significant disparity between policy statements and the reported experiences of people seeking mental health care and support. Mental illness remains the third biggest cause of ill-health and early death in Scotland and research consistency finds that people living in poverty are more likely to live with mental illness. Public Health Scotland Strategic Plan (2020-2023.) Clearly the mental health effects of the pandemic have not been the same for everyone. Those whose mental health has been particularly impacted by the pandemic include people who are unemployed those with existing mental health conditions, women, young people, people from minority ethnic communities, LGBTQ+ people, and older people who are isolated or digitally excluded. In other words, for people already experiencing social and economic inequalities, people who are already stigmatised and marginalised, the pandemic has had a disproportionately negative impact. It is encouraging that the public and government are taking a greater interest in mental health, but real change can only happen if the people living daily with mental health problems, inequalities and discrimination are listened to and it is their voices which should be central to how services are designed and delivered. GAMH believes it

is people, not policies which have the power to change lives and we will continue to be persistent in our activities which highlight and address inequalities and the stigma of mental health.

In 2021/2022 our Service Centres and Self Directed Support services performed well ensuring that support continued to be available in person and we stayed open and responsive to new referrals throughout the year. This year we also entered the second year of our Compassionate Distress Response Service contract, 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). In two short years CDRS has established itself as a key component of Glasgow's HSCP response to meeting the escalating levels of distress of Glasgow citizens. CDRS has responded to over 6000 people since 2020 over 80% of whom reside in areas of multiple deprivation (quintiles 1 and 2 Scottish Index of Multiple Deprivation). It is also notable that 83% of the 600 GP Practices in Glasgow now refer into our CDRS In Hours service and that people are contacted within 24 hours of referral making this a quick and efficient pathway for people in distress when they most need it. CDRS has continued to grow and developed this year with additional funding from the Community Mental Health Supports Framework. This has enabled us to develop an enhanced pathway into CDRS for young people aged 16-25 years. As well as the already existing referral pathways, this new service is also open to schools, CAMHS, Social Work, higher and further educational institutions. "Clear As a Bell" Research and Consultancy have been commissioned to carry out an independent evaluation of CDRS on behalf of GCHSCP. Interviews have been carried out with service users, referrers, and key stakeholders. We await the findings of the evaluation of CDRS to provide us with detailed evidence of the impact of the support provided and are confident that this service will continue to develop and grow in line with Glasgow's mental health and distress strategies over the coming years.

Our Young Adult Wellbeing Service (YAWS) funded by the Big Lottery has also developed this year in relation to the range and scope of activities on offer to young people aged 16 – 25 years. YAWS provides an optional pathway for 16-25-year-olds who wish to connect with others through peer based social and personal development activities. Throughout 2021/22 our partners at the University of Exeter and the University of Manchester have tested the success of the YAWS intervention in Reducing Loneliness and Improving the Mental Health of participants. Preliminary findings have highlighted that providing social opportunities away from negative thoughts, creating space for sharing experiences and understanding and the informality of the service are all key components. It is expected that we will receive the full report in June 2023 and as with our distress services evaluation this evaluation will evidence the positive impact of the intervention used in YAWS and support our future funding applications to continue this valuable work with young people.

Other significant developments in 2021/ 22 include our commission to co design alongside people with lived experience of suicide bereavement a range of training materials for anyone who may encounter bereaved people and families. This is an important piece of work for GAMH and serves to meet some of the recommendations made in a recent report commissioned by the GHSCP to explore support available in Glasgow for people bereaved by suicide and people at risk of suicide. The aspiration of the project is that this training(s), while developed in and owned by Glasgow, will be made nationally available and will provide recognition of GAMH 's contribution to the understanding of suicide and bereavement at Scottish Government level.

Our Carers Centre teams played a pivotal role in ensuring that carers were provided with the support they needed and as with the Service Centre staff they remained available for carers who required in person support. In addition on behalf of the Glasgow Carers Partnership we

have accessed over £500,000 worth of funds from Shared Care Scotland this year which have been distributed to over 2000 carers across the city to enable them to sustain their caring role. These funds have been used to pay for a wide range of activities and services from driving lessons to hotel stays.

This year we focussed closely on providing additional support to all staff in recognition of the emotional and often physical impacts of working tirelessly throughout the pandemic. We adjusted our Terms and Conditions increasing our annual Public Holidays entitlement from 10 days to 12 days on a pro rata basis for all staff. We also provided a range of resources designed to help staff to manage their own mental health and wellbeing, including access to regular Mindfulness sessions, Yoga, and developed a bespoke Wellbeing at Work course. We promoted the resources available at the National Wellbeing Hub and Workforce Wellbeing Service as well as encouraging and funding wellbeing activities at an individual team level. In early March 2022 we distributed an all-staff wellbeing survey, and we plan to use the findings to support an application to the Scottish Government's Wellbeing Fund to help us to sustain our staff wellbeing activities in the coming year.

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 £10.02. In addition, we have been able to offer all other staff a 1% uplift in their salaries from 1st April 2021 and subsequently to address in some way the increased cost of living, a further 4% in December 2021 . This latter increase was affordable and sustainable due to the Adult Social Care uplift awarded to the organisation in December 2021. 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



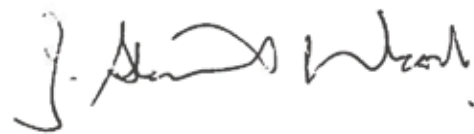
# A Message from the Board of Trustees **Cont.**

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 2021/2022, 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. As with last year 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.

Sadly in January 2022 we lost a valued retired Board member, Carol Heron. Carol was a wonderful person who worked tirelessly for most of her adult life promoting the rights of people with mental health problems. Carol was a dear friend of GAMH bringing valuable skills and experience to our Board, she was passionate about our values, always encouraging us to put the people we support at the heart of everything we do, and she will be sorely missed by us all. At the time of writing this report we also received the sad news of the passing of two other close colleagues. Pat Clark, a Lived Experience Trainer with GAMH for over 12 years, died on 18th May 2022. Pat was passionate about challenging stigma and sharing personal experiences of recovery to make a difference and encourage others. He was a much loved colleague and friend who was always professional, supportive, thoughtful and fun. We all miss him. Also our dear friend and Board Trustee, Lorna Cosh, passed away in July 2022. Lorna was a fantastic asset to our Board, an intelligent and vibrant person who brought knowledge and perspective from her lived experience to our strategic discussions and organisational decision making. Lorna was an outstanding and tireless ambassador for GAMH values, she promoted our work and the impact it can have on individual and collective recovery wherever she went. Lorna was committed to encouraging participation, both locally and nationally to ensure that the invaluable influence of the voices of people with lived experience

was not lost when mental health policy initiatives and mental health services were being planned, designed and implemented. Lorna had a warm personality with an infectious sense of humour which she used to make everyone feel welcome and included in our work and we will miss her so very much.

In conclusion the Board would like to express thanks to our exceptional staff, volunteers, and management team who have consistently demonstrated such goodwill, commitment, and resilience this year. We are very hopeful that the restrictions brought by the Covid pandemic will continue to ease and we look forward to an exciting and successful year of opportunities ahead for GAMH.



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 £ 10.02 per hour and volunteers are reimbursed for all expenses they incur when volunteering within the organisation. In addition all staff this year received a 1% uplift in their salaries from 1st April 2021 and subsequently to address in some way the increased cost of living, a further 4% in December 2021 uplift in their salaries . These salary increases were awarded on a substantive basis and sets GAMH apart from the majority of other social care agencies in the sector in Glasgow. An additional £500 one off payment was provided to staff on a pro rata basis and subject to Tax and NI in December 2021 as a gesture of thanks from GAMH to reflect another difficult year for the workforce navigating their support delivery around the pandemic restrictions. This year we also reviewed the total reward package offered to GAMH contracted employees. An attractive and substantial range of benefits are already in place for staff which include enhanced sick pay , free employee counselling, maternity and paternity leave, paid travel time and travel expenses and more recently a cycle to work scheme. In 2021/22 we have added an increase in Public Holiday entitlement from 10 days to

12 days and we have also introduced a Death in Service benefit. In relation to Staff wellbeing this year we continued to provide staff with access to Mindfulness and yoga sessions, and to encourage staff to participate in the National Wellbeing Hub and Workforce Wellbeing Service which provides direct support for health and social care staff. This sits alongside our other wellbeing activities within organisation and our cycle to work initiative. In March we conducted a staff Wellbeing Survey the results will support our application to the government Wellbeing Fund for staff wellbeing activities in 2022. We hope to add to our range of benefits for staff in the next year and are committed to staff wellbeing and making GAMH a positive and rewarding environment for our workforce.

We provide a range of opportunities to involve staff and volunteers in sharing ideas and in decision making to determine the future direction and objectives of the organisation as well as improving service performance overall. We hold interactive workforce wide meetings with staff at least annually on significant business developments. We use supervision, mentoring, team and practice development meetings to involve staff in innovation and improvement. Training evaluations are used to ensure that learning opportunities are focused on staff needs. Staff surveys elicit feedback on how it feels to be a GAMH employee. GAMH 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

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 was rated highly at our SQA Qualification Inspection last year and we are confident that we will maintain this standard next year. 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 Health & Social 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 Learning requirements. GAMH promotes a culture of leadership and initiative at all levels within the organisation's workforce and we are determined to provide opportunities to staff to learn and develop skills which will support their career progression at GAMH. This includes providing 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 2 Social Services and Healthcare; SVQ 4 Leadership and Management for Care Services; PDA Health & Social Care Supervision; Suicide Awareness and Responding; Equalities & Human Rights. These courses draw on 'Scotland's Knowledge and Skills Framework for Mental Health Improvement, Self-Harm and Suicide Prevention'. We have continued to expand our portfolio of self-directed online learning programmes, allowing staff to undertake additional topics and learn at their own pace and includes training on mental health, equalities, health and safety, dementia, safeguarding and addiction topics.

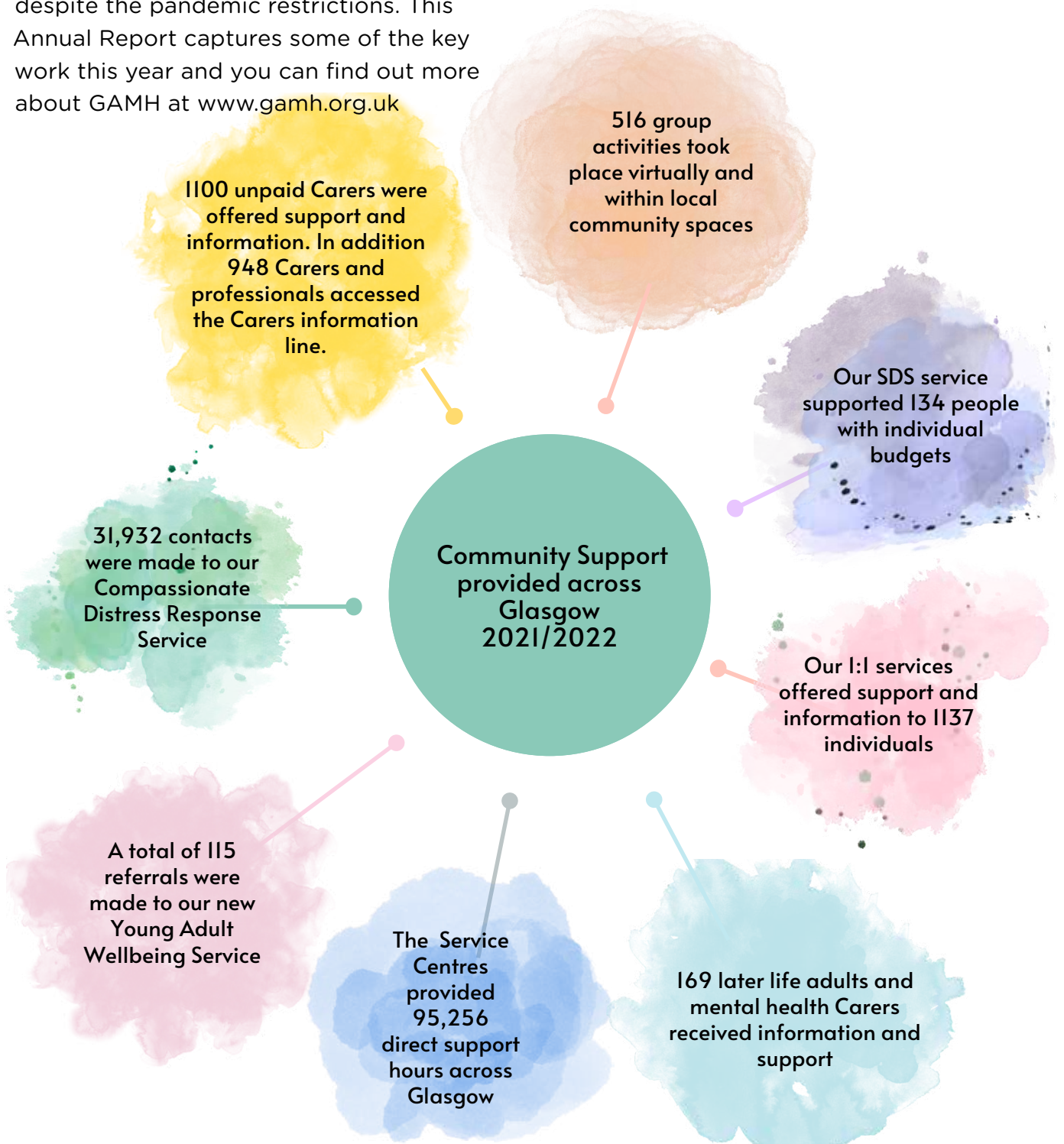
In 2021/2022 as pandemic restrictions eased we worked with Volunteer Glasgow to promote the range of volunteering opportunities at GAMH.

This resulted in both an increase in potential volunteers overall and has also resulted in a larger, more diverse pool of applicants expressing interest in joining our volunteering service. We have also adapted our volunteer induction programme and now provide online sessions to potential volunteers increasing the accessibility of the training and allowing us to deliver the sessions at times which suit potential volunteers who may have full time jobs. 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 continue to revitalise this strand of work in the coming year.

# Review of principal achievements

## How We Made A Difference In 2021/22

We have achieved much during 2021/2022 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)





The infographic features a central teal circle with the text 'HOW WE SUPPORTED PEOPLE'. Surrounding this central circle are eight colorful, watercolor-style cloud shapes, each containing a text block. Lines connect each cloud to the central circle. The colors of the clouds are yellow, orange, purple, pink, light blue, dark blue, green, and pink.

## HOW WE SUPPORTED PEOPLE

Increased support and respite for unpaid carers through Time to live, Winter Isolation fund and Scot spirit holiday voucher scheme

We organised Educational Cultural, Wellbeing, Peer and Physical activities virtually and outdoors

We supported individuals to become more digitally connected

We provided Mental Health training and wellbeing awareness training

1:1 in person support reducing isolation and responding to the need for social contact

Our community gardens continued to be a place to meet peers enjoy nature and engage in group activities when access to venues were limited

We designed and distributed a work book for young people to help prioritise their mental health and wellbeing

We provided distant guided relaxation/Meditation and mindfulness sessions



## Our Community Support Services

### Service Centres

GAMH 3 Service Centres operate across Glasgow and provide a referral pathway for Primary Care Mental Health Teams and GP Practices who refer people who require support with mental health and self-management issues. Our Service Centre teams offer one to one support over a 6 month period, volunteer befriending, and a group support programme which incorporates peer support and peer volunteering and employability activities strands.

In 2021/22 as services continued to be faced with the uncertainty of the ever changing landscape of the pandemic staff developed and built on positive partnerships with a range of community services and agencies including Kelvin College , Glasgow's Outdoor Museums and the Crannog Centre.

We used imaginative and innovative methods of support to minimise the impact on service users experiencing stress and distress as a result of changes in their relationships ,their wellbeing and their living circumstances. As restrictions eased we continued to offer a range of outdoor group activities as well as reintroducing some sessions indoors.

We also restarted our volunteer/befriending opportunities recruiting an additional 13 volunteers. Throughout the year we provided over 400 group work sessions ranging from cultural walks and boxercise to wellbeing self-management groups and creative writing groups.

***“ I had constant support through lockdown”***

***“My worker has encouraged me to go out for walks and into the city centre on public transport which I haven't used for two years”***

***“My worker helped me feel a worthwhile person again. She gave me encouragement to improve my life and self-esteem.***

A large percentage of the people we supported are on very limited incomes. Across the services we continued to link with CABs and other money advice agencies to encourage people to claim their full entitlements to benefits.

***“GAMH has helped to improve my mental health, deal with benefits situations and help me to socialise and start motivating myself.”***

Fuel poverty is a major issue for many and in January 2022 we partnered with Parkhead CAB to ensure access to Scotland's Home Heating Fund for the people we support who require financial help to pay the increases costs of heating their homes.

We will continue to explore how we can cooperate with registered money advice agencies across Glasgow in order to provide education, support and financial relief to those in significant financial hardship



## Self Directed Support Service

This year the SDS team provided over 800 hours of one to one support for people with a range of mental health and physical health support needs across Glasgow. We adapted our support provision to meet pandemic restrictions when necessary but still provided the majority of support in person. Many of the people we support live alone and was essential that we kept communication open and our workers were easy to contact and responsive to needs and requests for support.

As the restrictions eased and community services opened we were able to engage with partners to offer access to some collaborative groups and activities. These were mainly out doors but towards the end of the year people were able to engage in indoor sessions such as cooking classes, yoga and Pilates.

We engaged with digital sessions through our strong partnerships with further education institutions, and Glasgow Life and look to build on these connections and networks to offer further opportunities for the people we support in the coming year.





## Group Programme

Our group programme has continued to develop and adapt over the past year to provide a wide range of interesting and inspiring workshops and activities. We have continued to prioritise outdoor activities which have remained a safer option for many people. Our walking, cycling and tennis programmes have inspired people to buy their own bikes and equipment and link in with groups in their community. Our online wellbeing groups have provided much needed respite for people who have been confined to their homes due to mental and physical health difficulties and will continue to be a valuable part of our group programme. Our online partnership with the Scottish Crannog Centre saw a second series of online workshops in January and in March of this year, we finally met the staff and volunteers at the site of their living museum at Loch Tay. A beautiful sunny day included learning about ancient artefact, archery, making yarn, jewellery making followed by a delicious lunch and a trip on a log boat out on Loch Tay. The day inspired poetry and many happy memories.

*“The workshops have a welcoming, relaxed, light-hearted ambience but are educational, informative and inspirational at the same time – as a former teacher, I know how difficult it is to achieve that balance!”*

*“The enthusiasm of the Crannog team and the pleasure their workshops are giving are a real tonic during these trying times. I cannot wait to meet them in person at the Centre itself, once it is open for visitors again.”*

*“The History Shaped by Water Workshops that have been organised by GAMH, Seven Lochs & The Scottish Crannog Centre have been really excellent. The Crannog team are excellent at bringing the early Scots living conditions to life, and the practical involvement and the interactive packs that have been sent out are lovingly put together and are warmly received. I’m very grateful to*

*everyone involved who has brought this enchanting glimpse into modern archeology to me, and appreciate it more as it was all redesigned in the pandemic to be brought to GAMH service users through Zoom sessions. Thank you for all your hard work.”*

We look forward to seeing where this partnership takes us in the year ahead. Our community garden has continued to provide a space for tranquillity and planning and cultivating produce which has helped create many interesting and delicious recipes for participants.

This year we re-established our groups based in community venues and have developed interesting and creative programmes including health and wellbeing courses and creative and educational workshops.

**In November of last year we worked with the Open Museum Glasgow on an outdoor display in Glasgow Green: In Loving Memory, objects from along the way. The display included objects, their stories and relevance to people’s lives and was part of the Absent Friends Festival 2021.**

Prior to the pandemic we were working on an exciting exhibition with the Open Museum Glasgow exploring contemporary art and mental health lived experience. The exhibition had been put on hold but is now scheduled to launch in June 2022 at Kelvingrove Art Gallery.



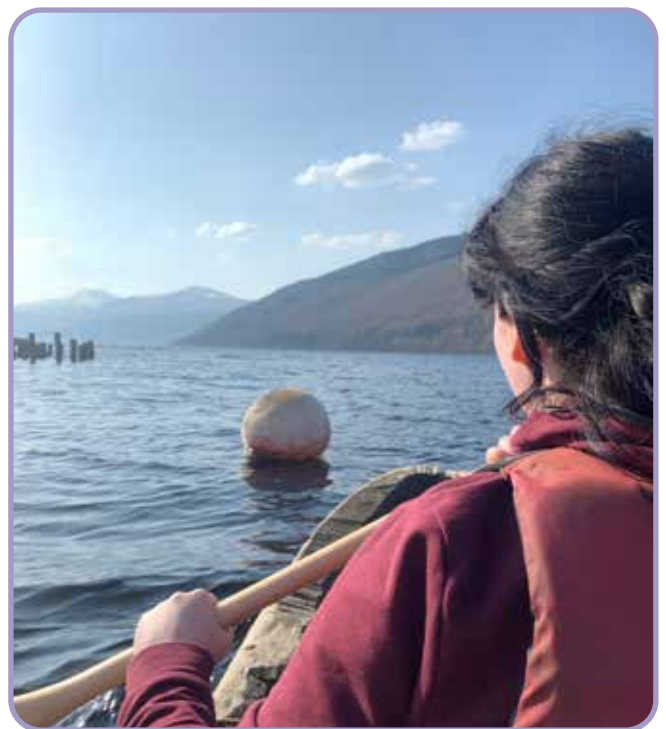
## Volunteer Befriending and Peer Projects

Our Volunteer Befriending project has continued to build following the easing of Covid restrictions over the past year. Our volunteer team are busy recruiting and training a new group of volunteers to provide befriending support to people who have become isolated as a result of mental health difficulties. In addition, some of our longer term volunteers have returned to their role bringing with them several years of much valued experience and their continued support of the Volunteer Befriending Project has been most welcome.

This year we moved our volunteer induction sessions online which allowed us to be more flexible in our delivery and helped us to reach more potential volunteers. In addition we benefitted from some promotional support from Volunteer Glasgow resulting in us receiving a larger, more diverse pool of applicants expressing interest in joining our befriending service.

Our Peer Projects have also benefited this year from our Peer Volunteer induction programme which supports peer volunteers to promote participation to others who may be interested in our group programme. Peer volunteers, who have benefited from participating in the group programme themselves, bring with them their own lived experience and are able to provide encouragement and reassurance to new participants.

Our Peer Support programme this year included co - designed weekly sessions and workshops to encourage people to identify and achieve goals such as accessing training, education and employment. The programme works in partnership with local colleges and like minded organisations and we look forward to strengthening these connections and continuing to develop our peer work over the next year .



## Compassionate Distress Response Service

### Care Listen Connect

#### Out of hours service

- >> 7 days a week 5pm to 2am
- >> Referral pathway: First Responders and Emergency Service
- >> Third Sector Pilot

**16+**  
**1 hour response time**  
**from point of referral**

#### In Hours Service

- >> Monday to Friday 9am-5pm
- >> GPs & their multi-disciplinary teams
- >> SCI gateway option

**16+**  
**24 hours response**  
**time from point of referral**

#### Young People

- >> Monday to Friday 9am-5pm
- >> All above including schools, CAMHS, higher education, youth health services.
- >> Third Sector & Parentline Pilots

**16+**  
**24 hours response**  
**time from point of referral**

### Feedback

*"Thank you for all your help & support. You have given me great advice and I appreciate your time. I really enjoyed our walk & talks and the good laughs along the way, its nice to have a really good laugh for a change. You are one of the nicest people I have ever met, thank you for being a friend when I needed one. P.S. You make a great cuppa! X"*

**OOH referral 1,727/  
No. of contacts 14,966**

**In Hrs referrals 2,831/  
No. of Contacts 16,838**

**YPS referrals 209/ No. of  
contacts 1,925(Sept21 -Apr22)**

**4,767 total referrals**

**33,729 total contacts made**

**88-89% engagement  
rate for 3 services**

**83%**  
**of GPs**  
**referring**  
**into CDRS**

**88% GPs**  
**using SCI**  
**Gateway**

**OOHs**  
**100%**  
**contacted**  
**within 1hr**

**YPCDRS**  
**100%**  
**contacted**  
**within**  
**24hrs**

**OOHS**  
**73% referrals**  
**supporting**  
**MHAUs**



## Carers Centres 2021/2022

This year GAMH Carers Centres worked with over 1100 unpaid carers and young carers offering a wide range of supports to enable them to sustain their caring role. This included accessing £59,000 of Carers Break funding for 277 unpaid carers to access well deserved respite. We worked in partnership with Shared Care Scotland to secure Scot Spirit funding, a new initiative from the Scottish Government which provided unpaid carers with the funding to go on holiday to a wide variety of tourist destinations across Scotland. We also accessed the Scottish Government's Winter Recovery Fund receiving £107,000 allowing 443 unpaid carers and their families to receive funds to buy much needed items such as white goods and furniture.

Young Carers benefited from Carers Trust funding which we used to purchase wellbeing boxes which included fun activities and packs with hints and tips for the young people to care for their own wellbeing. Workers also delivered a summer programme of outdoor events including sports days and canal trips. The young people enjoyed the opportunity to meet other young carers, share experiences and also have lots of fun.

In November 2021 we raised awareness of Glasgow's Carers Strategy Review notifying over 700 carers directly and raising awareness on our twitter account. We also hosted consultation events and supported carers to complete the survey ensuring that carers had their voices heard.

The citywide Carers Information Line which is hosted by GAMH also had another busy year supporting unpaid carers and professionals providing information and advice to over 948 Carers and professionals.

As we move forward GAMH Carers Centre's look forward to supporting many new carers and working collaboratively with partners both old and new in the coming 12 months.

**1100**  
unpaid carers  
and young carers  
worked with GAMH

**277**  
unpaid carers accessed  
personalised short  
breaks worth over  
£59,000

**443**  
unpaid carers accessed  
Winter Recovery Fund  
of £107,000



## Young Adult Wellbeing Service (YAWS)

YAWS offers young adults (16-25) with mild to moderate mental health difficulties with weekly, age-appropriate group sessions for up to 6 months. The sessions involve a mix of capability-orientated group activities, skills-oriented

development, and community participation activities. The main presenting issues for young people during 2021-2-22 were anxiety, low mood, social isolation and loneliness.



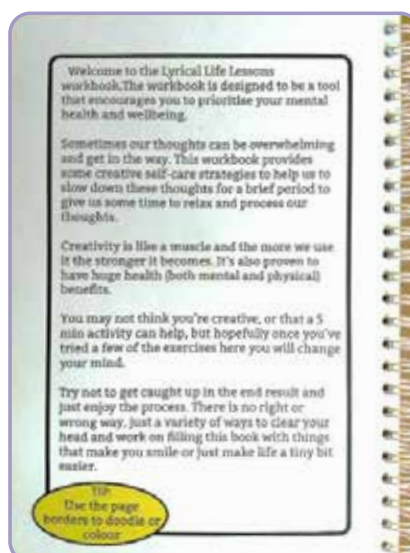
Funding from Creative Scotland enabled YAWS to coproduce creative workbooks to help promote mental health and well-being. Monthly newsletters were circulated with general service updates, upcoming group timetable, and information about relevant services, events and stress management techniques.

*"It's been good to socialise with other people every week. I feel less alone"*

*"I'm very introverted and anti-social but sometimes I enjoy getting out and doing fun activities"*

*"Has helped my confidence, before I felt really lonely and I will really ill. This group has really helped me while I'm recovering."*

*"These sessions help me come out of my shell. Very supportive and encouraging. Thank you for always helping young people"*

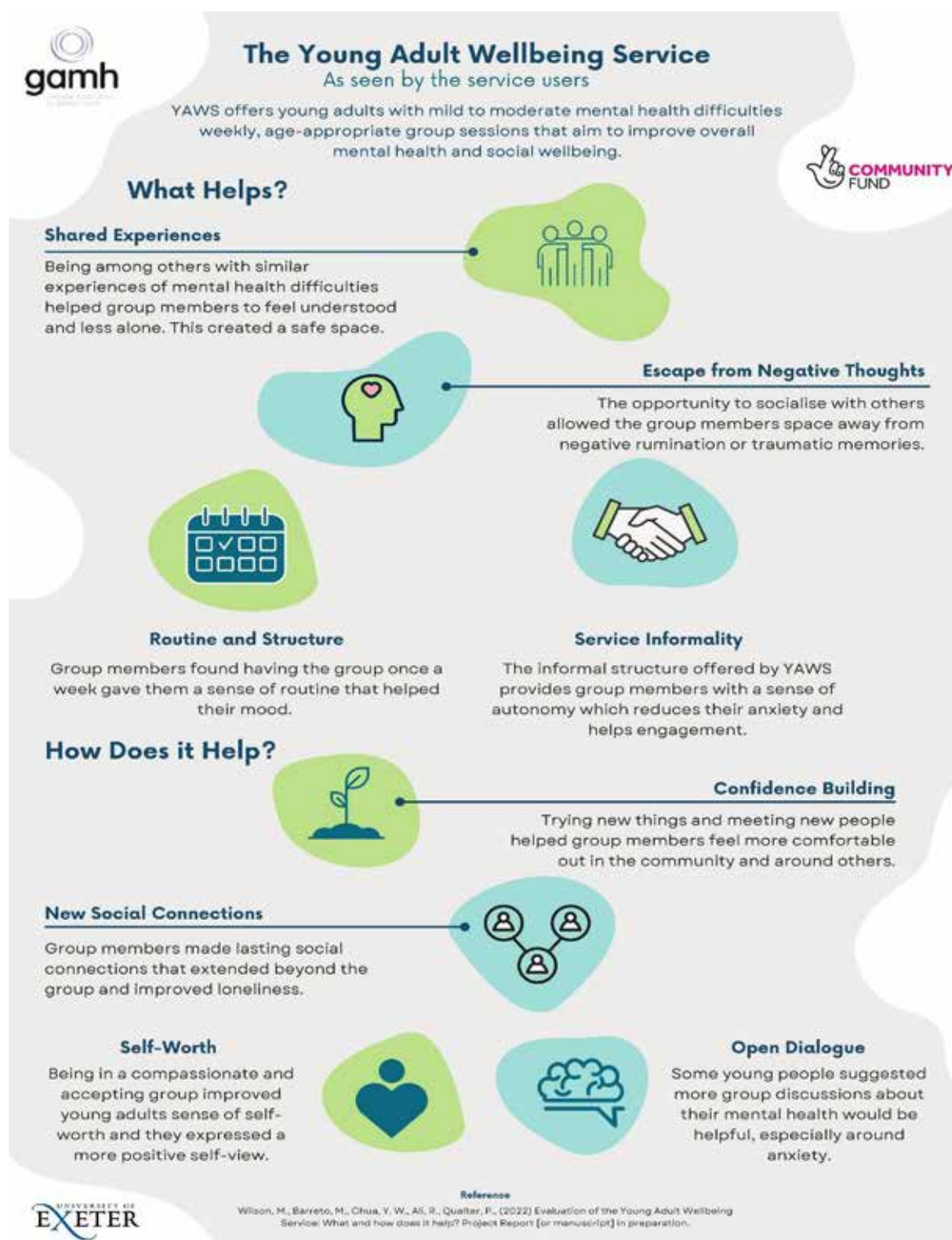




## YAWS Research and Development

The research and development team have been working to examine the benefits of YAWS. GAMH partnered up with the University of Exeter and the University of Manchester to carry out an in-depth research project running in parallel with the service. Interviews, focus groups and

repeated questionnaires have provided data, giving a holistic picture of the YAWS service as experienced by the young people it supports. This research is part of the Loneliness and Social Isolation in Mental Health Research Network and is funded by UK Research & Innovation (UKRI).



## Calming Connections


GAMH's older peoples services have had another very busy year.

Over the last 12 months Calming Connections NW/NE project supported 79 older people with 19 of these being unpaid mental health carers. The service worked closely with partners within Independent Living Complexes which resulted in 31 older adults accessing Wellbeing sessions and pamper packs to enable them to care for their own wellbeing. Older people advised "I really enjoyed the company, I was nervous about mixing with others however the Mindfulness really helped"

Calming Connections South also proved very popular with 75 older adults and 15 unpaid carers accessing support. The project delivered 4 community wellbeing groups with 32 individual's older adults participating. Some activities were delivered face to face whilst other sessions were online. Staff provided support and access to digital equipment for those who required assistance. Attendees enjoyed Museum visit, online afternoon tea, wellbeing sessions and mindful bath bomb making. Pamper packs were delivered to service user's homes which were used as part of the online self-massage sessions. Not only did friendships flourish but the feedback was phenomenal! "My mental health has improved, I feel more connected to my community and have gained good friendships" "The activities helped me to learn the skills I needed to live a happier, healthier and more fulfilled life"

We were delighted to work with Jim Ewing, a qualified Mindfulness practitioner with many years of experience to develop and record Mindfulness sessions based on topics highlighted by service users. These sessions have been shared with GAMH staff and services users and the link is on GAMH's website ensuring as many people as possible get access to this useful resource.

Calming Connections looks forward to supporting older adults and carers and developing further partnerships next year to enable the service to continue to develop and flourish.



**146+**  
unpaid carers  
and older adults  
benefited from digital  
Mindfulness training



**34+**  
group activities  
took place



169

older adults /  
mental health  
carers received  
an offer of  
support

152+

sessions of distant guided  
relaxation/self-massage  
were delivered to mental  
health carers and older  
adults

In the last  
12 months

16

older adults/mental  
healths carers regularly  
engaged in a distant  
peer support

97

older people and  
unpaid carers were  
provided with  
paper boxes



## 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. Given our core values and our obligations as an employer and service provider under the Equalities Act 2010, Equality Training is mandatory for all staff and is provided for volunteers and for people we support who become involved in staff recruitment. Mandatory Equality and Diversity Training is one of a range of measures that GAMH has in place to ensure that the organisation will comply with its Public Sector Equality Duty (the General Duty) under the Equality Act 2010. In addition, the organisation has in place a range of policies and procedures to ensure compliance. These include an Equality Policy, a Participation Strategy, a Whistle-blowers Policy, and a Dignity at Work Policy. GAMH can access additional external advice, if necessary, on the development of its policies and procedures through either the Employers Advisory Service based at Glasgow Council for the Voluntary Sector (GCVS) or the organisations Legal Advisors, Burnes Paull who specialise in providing advice to third sector organisations.

### Scottish Mental Illness Stigma Survey

This year we actively participated in research carried out on behalf of See Me by the research team including Mental Health Foundation, Glasgow Caledonian University and The Lines Between. The aim of this research was to attempt to achieve a better understanding of how people living with severe, complex and/or enduring mental illnesses experience stigma and discrimination. The Scottish Mental Illness Stigma Survey was a first-of-its-kind piece of research for Scotland. We promoted and disseminated the survey throughout our services and networks as well as organising supportive sessions where people could come together and share their experiences of stigma and complete the survey collectively.

As a key stakeholder GAMH looks forward to sharing and discussing the findings from the survey which we hope will lead to further engagement and action to influence change and end the stigma of mental health in Scotland.

### Strategic Consultations

In 2021/22 GAMH participated in promoting and contributing to a range of developing strategies which have the potential to impact directly on the people we support. These included Glasgow Health and Social Care Partnership's Socially Connected Glasgow Strategy. The aim of this strategy is to improve health by focusing on how best to ensure people across the city are connected to help reduce isolation and loneliness. Given the numbers of people GAMH support across Glasgow we are uniquely placed to represent and engage people experiencing poor mental health, older adults, and unpaid carers. This opportunity ensured that people with lived experience had their voices heard and raised awareness of the barriers that many face including disability, stigma, deprivation, ethnicity, and age. GAMH also participated in Glasgow City's IJB Strategic plan 2023-26. This plan is being developed in partnership with a range of organisations, networks and groups representing and delivering services to people across the city. GAMH engaged with the people we support to disseminate the survey and provided supportive focus groups across our services. Again, the importance of sharing the voice of lived experience and having the opportunity to actively influence such an important strategy is vital to ensuring that services planned and developed for people with mental health problems are relevant and meet the needs of the people using them in Glasgow.

## Learning & Development Team Impact Report 2021/22

### Mental Health & Wellbeing courses for carers in Glasgow City

GAMH provides the mental health strand of training for unpaid carers in Glasgow on behalf of Glasgow City HSCP. The ongoing difficulties brought by the pandemic and the ongoing the cost of living crisis look to have a significant impact on unpaid carers by adding additional stress, worry and the potential for isolation. This impact will also be felt by the cared for who may require additional support with their own mental health needs. We work closely with the five carers centres in Glasgow to ensure courses are relevant to carers needs.

This year GAMH provided 52 mental health training sessions for unpaid carers across Glasgow. Sessions included mindfulness, wellbeing and stress management, mental health awareness and self advocacy.

- **95% of carers said that the session would have a positive impact on their health and wellbeing**
- **84% of carers said that the session will improve their ability to care**
- **84% of carers said that the changes they will make as a result of the session will have a positive impact on the well-being of the person they care for**

*“It made me cry thinking about letting go of the feeling of being responsible for fixing my mother’s dementia, giving myself permission to do my best/be myself and share the journey with her,”*

- **Mindfulness attendee**

### Mental Health Awareness & Wellbeing at Work courses

GAMH Lived Experience Training is a social enterprise which designs and delivers customised training courses for the third, private and public sectors. Feedback from our mental health awareness courses included:

- **97% of respondents said the training would be helpful or very helpful to them**

*‘Well structured and well presented - course leaders were knowledgeable, warm and encouraged great participation from the group,’ Mental Health Awareness.*



## GAMH Induction Award - Preparation For Practice

GAMH Learning Centre supports staff to undertake the organisation's Customised Induction Award - Preparation for Practice. Staff completing the award gain recognition for their work and it provides a stepping stone towards registerable qualifications.

### Staff Qualifications & Training

32 staff achieved GAMH's Induction Award Preparation for Practice Award, SCQF Level 6 this year.

- **96% of respondents rated their overall experience of the award as very good or excellent**

*'Very supportive and the guidance was great... it solidifies practice and policies.'*

13 staff are working towards SVQ registerable qualifications this year. GAMH delivered 35 staff training courses including safeguarding, mental health awareness, trauma skilled practice and mindfulness. Many of our courses draw on Scotland's Knowledge and Skills Framework for Mental Health Improvement, Self-Harm and Suicide Prevention. We also extended our self-directed learning courses with 18 new topics including equalities and human rights, mental health, safeguarding and the Dementia Promoting Excellence Framework - informed and skilled practice levels.

*'{I am} more confident in starting and having conversations about suicide. I now feel I have the tools to carry this out,' ASIST participant.*

### Suicide Bereavement Training & Resources For Crisis Carers

GAMH has been commissioned by the Glasgow City HSCP and NHSGGC to develop training for all staff, peer supporters and volunteers who are in contact with people who have been touched by suicide, as well as to develop a suite of online materials for people who find themselves supporting someone in crisis (crisis carers). At the core of these projects are the voices of lived experience who will inform the content, look,

and feel of the training, materials and resources we produce. To ensure that the training that we develop accurately reflects the experiences and needs of those with lived experience, we will be co-developing

media clips in the form of audio, video and/or animation with our lived experience contributors. The outcome of both of these projects will be evidence based, experienced-informed resources which will be open access for use in the community.

We are working in partnership with Third Sector Lab and Pure Potential Scotland. Consultation meetings began in February with 89 staff and people with lived experience participating in these. 71 members of staff across different organisations and disciplines were interviewed from the third sector, Police Scotland, Carer Centres, GAMH staff, and faith leaders. 18 people with lived experience of being bereaved through suicide also participated in group and 1:1 consultations.

### Pat Clark Lived Experience Trainer 2010 - 2022

At the time of writing this report our colleague Pat Clark, a Lived Experience Trainer with GAMH for over 12 years, sadly died on 18th May 2022. Pat was passionate about challenging stigma and sharing personal experiences of recovery to make a difference and encourage others. He was a much loved colleague and friend who was always professional, supportive, thoughtful and fun. We all miss him.

# Financial Report

## Statement of Financial Activities

(Incorporating the income and expenditure account)

### Year ended 31 March 2022

Operational Income	4,105,205
Donations and Legacies	30,993
Investment Income	
Other incoming resources	111,696
<b>Total Incoming Resources</b>	<b>4,247,894</b>
Direct Charitable Activities	4,159,200
<b>Surplus</b>	<b>88,694</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
- >> NHS Greater Glasgow and Clyde
- >> Big Lottery
- >> Scottish Government Voluntary Sector Fund
- >> Shared Care Scotland







CREATING HOPE THROUGH ACTION





**Board of Directors**

J Stewart Wood – Chairman  
Jennifer Graydon  
Morag Brown  
John Dane  
Lorna Cosh  
Jacqueline Croft  
Professor Ian Cunningham

**Solicitors**

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

**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.



Glasgow Association for  
Mental Health  
St. Andrews by the Green  
33 Turnbull Street  
Glasgow  
G1 5PR

tel: 0141 552 5592  
fax: 0141 552 6625

info@gamh.org.uk  
[www.gamh.org.uk](http://www.gamh.org.uk)

 @GAMH1977

