

Glasgow Association for Mental Health

Annual Report 2023/2024



Contents

Message from the Board of Trustees

Values Aims and Activities

- >> Our Values
- >> What we do

Our Workforce and Volunteers

Review of Principal Achievements 2023/2024

- >> How We Made a Difference in 2023/2024
- >> Community Support Services
- >> Compassionate Distress Response Service
- >> Carers Services
- >> GAMH Carers Mental Health & Wellbeing Training
- >> Young Adult Wellbeing Service (YAWS)
- >> Calming Connections - Our Older People's Services
- >> Learning and Development 2023/2024
- >> Equalities and Anti Stigma Work

Financial Report

Financial Support

A Message from the Board of Trustees

I am delighted to report that 2023/24 has been another year of opportunities and growth for GAMH. We have strengthened our existing relationships within Glasgow's mental health and social care sector and beyond, and developed new and collaborative partnerships which have had a positive impact both for the people we support and for the reputation and profile of the organisation.

There have of course been challenges. Despite our ability to demonstrate the value and positive impact our services have on the lives of the people we support, and in the face of growing demand and rising costs, decisions made in relation to how public finance is applied and distributed have meant that we are increasingly expected to deliver quality services on static or reduced funding. We do of course recognise that there is a crisis in public finances across Scotland and the UK but the decisions to reduce funding to services which support people living with mental health issues and people with other disabilities effectively reinforces systematic inequality. Funding cuts in social care, housing and social welfare benefit budgets disproportionately impact the health and wellbeing of people whose standard of living, health, and wellbeing are already compromised.

We believe that there is an urgent need for our politicians to put wellbeing, equality, and human rights at the heart of their decision-making and we will continue to be led by the experiences and voices of the people we support in our engagement and campaigning activities.

Key achievements this year include our successful retender for our existing Compassionate Distress Response Service (CDRS). We have been providing and developing our Out of Hours, In Hours and Young People's distress service alongside our CDRS staff, key referrers and contract managers since 2019. Our ability to retain this service in a highly competitive market reflects the positive impact this work has had across Glasgow City both for the people referred into the service but also for referrers, including GPs, Mental Health Assessment Units, Police Scotland, and the Scottish Ambulance

Service. This year CDRS also formally aligned with Scotland's main distress programme the Distress Brief Intervention Programme (DBI) as an Associate Member. This collaboration enables CDRS to meet the needs of the target Glasgow City population, as well as embedding the ambitions of the Scottish Governments DBI programme into our service model. As an associate member of DBI we have been better able to demonstrate the impact of CDRS at a national and governmental level as our CDRS service delivery data is analysed with support from Public Health Scotland and shared quarterly with the Scottish Government. We are confident that our willingness to innovate and develop will help to secure CDRS as a vital part of the distress response landscape in Scotland in the years ahead.

Our existing Carers Centres in the South West and North West were also retendered this year. Glasgow Health and Social Care Partnership (GHSCP) issued a competitive tender for a reconfigured carers service which reduced the number of carers services across the city from six to three. Again, we were successful in securing a carers service which we will deliver in the North East of the City. We have for many years delivered adult support services in the North East of the city where we are well known and respected by the local community and other support providers. We look forward to extending our support to carers in the North East and as with our CDRS service, we are confident that our new North East Carers Support Service will be successful in meeting the needs of carers in coming years.

Our Service Centres and Self-Directed Support services have again this year experienced a high demand from referrers. Our Service Centres received 1303 referrals and supported 1043 people with our SDS team supporting 109 people across the city with individuals budgets. Unsurprisingly many of the people we supported this year were dealing with high levels of financial stress due to the cost-of-living crisis and budgeting on low incomes to provide themselves and their families with the basics including food, clothing, and heating.

We anticipate that income maximisation and housing support will continue to be a priority for support, and we have strengthened our partnerships with local benefits and money advice agencies who form a vital part of our financial inclusion work. In November 2023 we had an unannounced inspection visit, as part of the Care Inspectorate's pilot new inspection programme. The inspection report provided valuable feedback and reflected the high standard of support we provide and the quality of our staff. Despite increased referrals throughout this year both teams have provided valuable individual support and designed interesting and innovative collective opportunities in partnership with the people we support.

In 2023/24 we celebrated the many achievements and collaborations of our Young Adult Wellbeing Service (YAWS) as our Big Lottery Community funding strand came to an end in Feb 2024. Over the course of the 3-year funding YAWS has delivered a range of peer-based group activities which have focussed on building capabilities and skills and engaging young adults in community participation activities. We also concluded the research collaboration with University of Exeter and the University of Manchester this year. This research explored the interventions we design with the young people and found that our support both reduces depression scores and loneliness and isolation in young people and acts to build self-esteem and self-efficacy. We used the findings of report to secure an additional 3-year funding from the Social Isolation and Loneliness Fund, which will allow us to continue our successful young people activities. This new project, supported by the University of Glasgow (School of Health & Wellbeing) will enable us to deliver services to young people and most importantly, continue to contribute to the growing body of research which has the potential to shape the future development of community services for young adults experiencing mental health difficulties across the UK.

Our Learning and Development has been exceptionally busy this year co-ordinating the provision of internal training for the GAMH workforce and supporting the development

of initiatives related to learning, personal development, equalities, reducing stigma and promoting inclusion. In 2023/24 we delivered 28 staff courses, supported 14 staff to obtain a registerable SVQ qualification and provided 3 placements for social work students. We also provided 36 mental health and wellbeing courses to carers across Glasgow's Carers Partnership. Alongside our core work strands this year our learning and development colleagues have continued to influence and shape training designed to improve understanding and responses to suicide. As reported last year GAMH were commissioned by Glasgow City Health and Social Care Partnership to develop a package of Suicide Bereavement Training - Wave after Wave. Codesigned with both staff and people with lived experience, the voices of lived experience are embedded throughout the training. The training now forms part of Glasgow's Suicide Prevention Training Programme across the city, and within other areas of Scotland including the Borders. One of GAMH's Lived Experience trainers also contributed to a new film about the partnership approach to suicide prevention in Glasgow HSCP. The film was launched at the Suicide Prevention Scotland Conference - Creating Hope Together in March 2024. The impact and profile of our learning and development work is exceptional. Creating meaningful and relevant learning opportunities for our workforce is vital. A learning and development culture empowers staff, develops their confidence, skills and knowledge, and is central to the success of the organisation as a whole.

The wellbeing of our workforce and volunteers is a key priority for GAMH. We want our staff to feel valued and respected in their roles. We recognise that there is an inextricable relationship between stress at work, personal stress, and the extent to which you perceive that your role at work is valued. This year we continued to explore ways to demonstrate to our workforce that we value their work by enhancing and developing a positive workplace culture for all. We conducted a staff wellbeing survey in early 2024 and plan to work together with staff to deliver more wellbeing opportunities which can be accessed while at work and in non-working hours. We also

A Message from the Board of Trustees Cont.

provided staff with money to fund wellbeing and recreational activities to support their mental health and wellbeing . We also know that the ability to speak, individually or collectively, and to be listened to, is closely linked to the development of the respectful and reciprocal workplace relationships which we strive to create in GAMH. In late 2023 we engaged with the Scottish Government's Effective Voice project and will use this to help us develop our workforce engagement strategy 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 £10.90. In addition, we have been able to offer all other staff a 3.8% uplift in their salaries from 1st April 2023 and subsequently to address in some way the increased cost of living, a one-off payment of £700 in December 2023 with GAMH paying the cost of staff National Insurance contributions and Income Tax. We will be persistent in meeting our commitments to fund fair pay levels which 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 2023/2024, 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.

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 and we look forward another year of opportunities and success.



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. We have continued this year to maintain our commitment to workforce wellbeing and enhancing the additional benefits we provide to all staff.



We asked our staff how they used their wellbeing fund.

"I had a full amazing hour of Thai massage. I came out feeling relaxed to the maxi! Thanks to GAMH for the wellbeing voucher which gave me an opportunity to do something nice with my daughter!"

"I bought some arts and crafts. I enjoy being creative as it helps me to wind down and has a positive impact on my mental health"

"I used to enjoy baking with my Mum, so I used the Wellbeing fund to put towards a food mixer. Recreating some of her recipes brought back some wonderful memories"

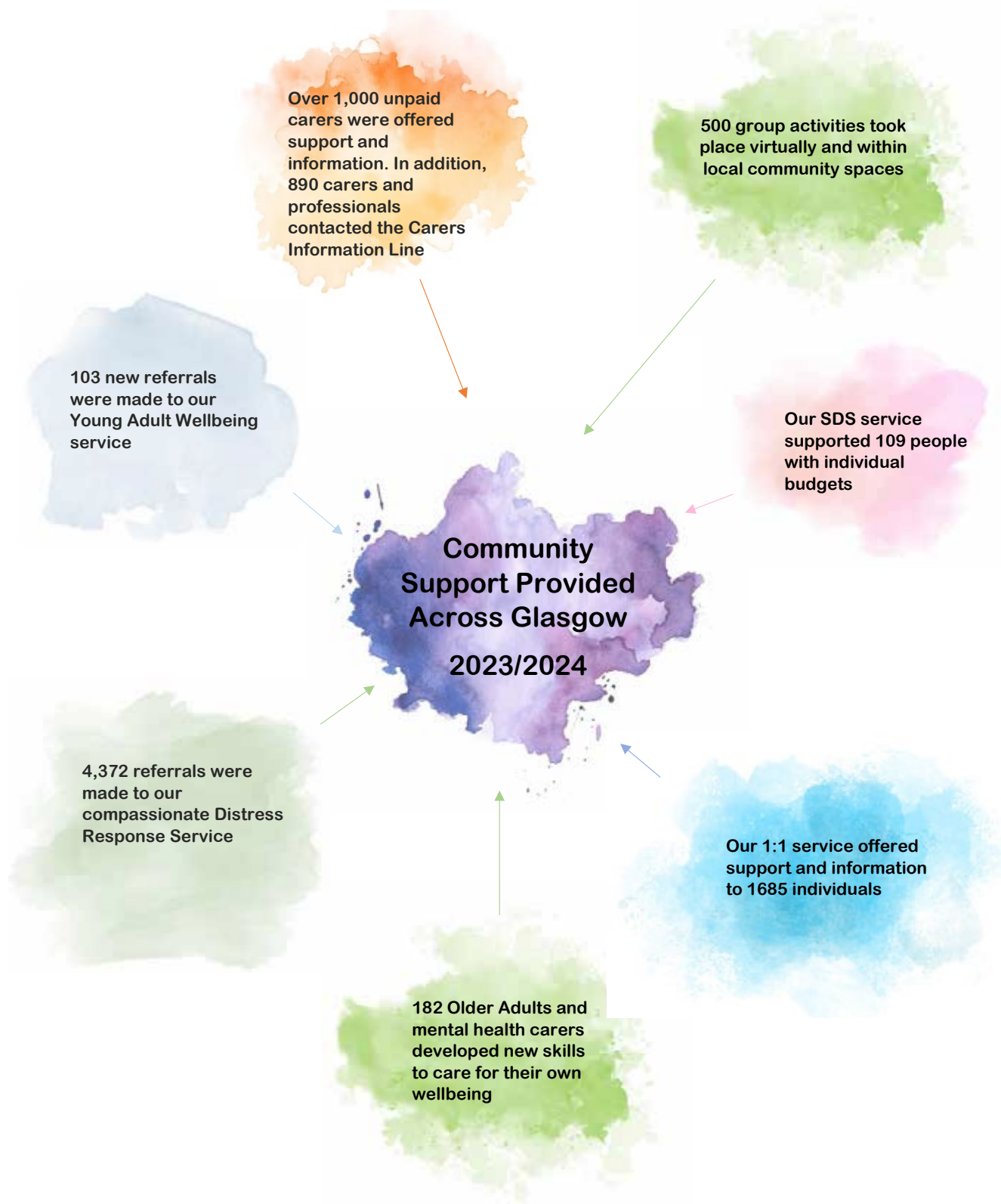


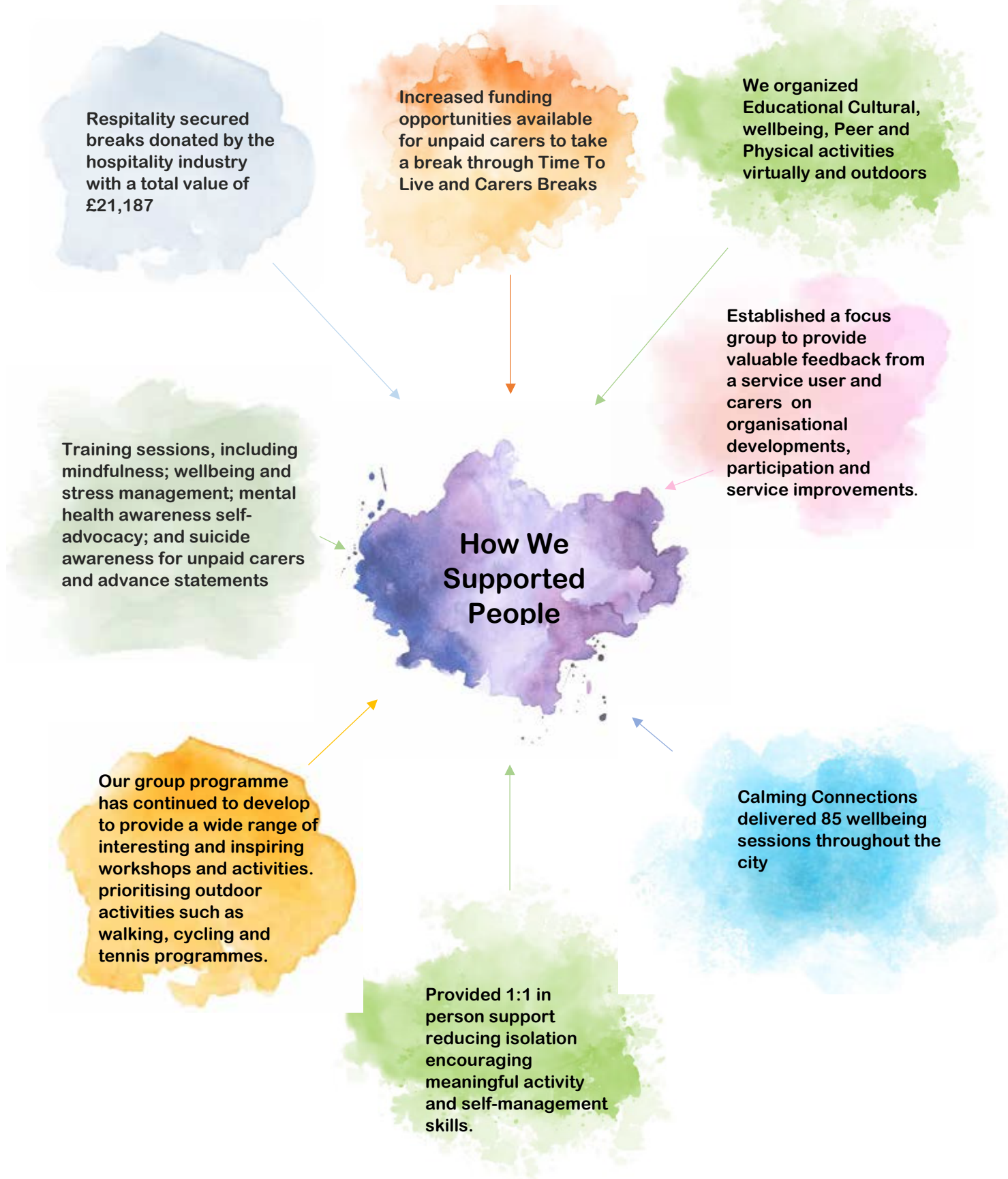
"I used the Wellbeing fund to register for the London Landmarks half marathon. Training for the event was a great boost to my overall health and wellbeing and I also raised money for a charity."

Review of principal achievements

How We Made A Difference In 2023/24

We have achieved much during 2023/24. This Annual Report captures some of the key work this year and you can find out more about GAMH at www.gamh.org.uk





Our Community Support Services

Service Centres

GAMH's 3 Service Centres are commissioned by Glasgow City's Health & Social Care Partnership and provide one to one support; a group support programme; volunteer befrienders; and peer volunteering opportunities. They are funded through Adult Services Mental Health and are contract managed by the Mental Health Commissioning Team.

Our Service Centres are designed primarily to assist Primary Care Mental Health teams and GP practices who refer people who do not require long term care from clinicians but may require social support with issues such as anxiety and depression, and issues relating to self-management and family relationships. The support is preventative in nature and activities are designed to support recovery, increase self-esteem, autonomy, encourage the building of positive social networks with others, and to promote human rights and equality of access.

This year our referrals rose and we have supported more than 300 people than last year.

We worked in partnership with local benefits and money advice agencies who form a vital part of our financial inclusion work. Together we provided practical support to navigate issues such as housing, welfare claims and to deal with financial stress due to the cost-of-living crisis. We also coordinated energy and cost of living workshops, worked alongside foodbanks distributing food parcels, and participated in events to provide clothing and gifts for families across Glasgow.



1,303
new referrals



1,685
individuals
supported

“All staff I have encountered have been professional but also approachable, polite, kind and fun. I have found that there is a group activity for all tastes, ages, and abilities.”

“GAMH helped me to access resources and support. They have been a lifeline for me.”

“Helped me access care, get my house repaired and get out and about. Service and worker very well executed. Went above and beyond continuously.”

“My entire family benefit from the support I have received.”

“I find my support very helpful; they arrange and accompany me to appointments; I would struggle to do this on my own. I have also started cooking and preparing meals with the help of my worker, this is to improve my diet. Staff arranged for a personal trainer to come to my house twice weekly... to do exercise at home... because I felt anxious going to the gym, I would never have known this could happen if it wasn't for GAMH.”

“GAMH groups have motivated me to wash my hair and take more care of my appearance to attend... The activities (crafts) help so much - confidence and positive feelings better...”

“I've been going to the tennis most weeks which I have been really enjoying. I had never played it before so having the coaches made me feel more confident over the weeks. I was so happy when I finally made it to a level where I could play a game.”

Our Community Support Services

Self Directed Support Service

GAMH is a significant provider of individual mental health support packages on Glasgow's Self Direct Support Framework. The team provide support across Glasgow City Health and Social Care Partnerships areas to people with individualised budgets and who have a range of mental health and physical health support needs.

This year we have recorded an exceptional range of outcomes including people accessing education, training and voluntary work, people securing tenancies, accessing specialised equipment and aids to support physical wellbeing, and building a sense of home in the community. Other mental health and wellbeing improvements have included improved diets, participation in physical activities and reductions in stress and anxiety.

The service has strong ongoing partnerships to support recovery, including further education, community groups and Glasgow Life. Staff work also work alongside mental health and community services to ensure individuals get the support they need and can access a wide range of community resources.

Our Self Direct Support Service is a registered partner in the Scottish Government's Future Pathways which supports people who have experienced abuse or neglect as a child when living within the Scottish care system. We work with Future Pathways who help people live well and who can provide funded support.

**18 hours
Future Pathways support**

**15 new Self-Directed
Support packages**

109 individuals supported



Our Community Support Services cont.

Group Opportunities Programme

GAMH Group Opportunities Programme is designed to create clear pathways to participation and personal development through a range of creative, educational, and physical activities.

Our citywide activities support and promote areas significant to mental health recovery: Mental Health and Wellbeing; Physical Health; Education & Learning; Community Participation; and building Social Networks. We work with our many community partners to create these.

Our activities are diverse, including gardening, tennis, health and fitness, and our new gaming group which has attracted many young people who previously experienced isolation. Young people have connected with others and many friendships have developed. Following the success of the gaming group, participants have become peer volunteers and are developing their own peer support group.

We joined our partners at The Scottish Crannog Centre to celebrate the opening of their new site on the shores of Loch Tay. It was a fantastic day. We were also thrilled to attend the newly refurbished Newlands Park Community Tennis Courts (where we run our tennis coaching) opening ceremony with Judy Murray.

Our Food for Recovery and Wellbeing Festival in September was an excellent event where everyone involved in our Community Garden at Bellahouston Park shared and celebrated their achievements with music, home baking, archery, environmental art, and a treasure hunt.

Our partners at the Burrell Collection provided a fantastic screen-printing workshop; and Project Ability ran a course of printing workshops for us at their studio -Trongate103. Those who participated have continued their connection with Project Ability independently.



Our Community Support Services cont.

Care Inspectorate

Our registered services are inspected by the Care Inspectorate. In November 2023 our Service Centres; Self Directed Support and Group Opportunities were inspected. They also talked to individuals who use our services. We were delighted to receive very positive feedback from inspectors and that our previous evaluation of “very good” has been maintained.

**The people we spoke with had transformational experiences. There were significant improvements in wellbeing with people experiencing a reduction or cessation of self-harm, less frequent and severe feelings of anxiety, and greater confidence,’
Care Inspectorate 2023.**

‘People who previously did not leave their home were now active members of their community, forming relationships, and participating in activities that were meaningful to them.’

Care Inspectorate 2023.

‘GAMH see me as a person. For the first time, I feel listened to, and it’s made a huge difference to my life.’

Care Inspectorate 2023.



Our Community Support Services cont.

Volunteer Befriending

15 new volunteers

Our volunteer befriending project provides social support to people who have become isolated because of mental health difficulties. People are matched with one of our volunteers who will have completed our comprehensive induction sessions to fully prepare them for their role. This year we involved 14 new volunteers. Many of our volunteers who build their skills and experience with us move onto paid employment.

Peer Volunteers

GAMH provides opportunities for people, who have used our services to become peer volunteers. We provide training for this role and the experience and skills people gain have supported them to participate in community volunteering, take up formal education and move into employment. Recently one of our community garden peer volunteers is now studying horticulture.

Peer Volunteers bring their lived and living experiences of their own recovery journey to support others experiencing mental health issues and offers a powerful message of hope. This year they have provided fantastic guidance and encouragement to those involved in our gaming group to develop their own peer support group.



Compassionate Distress Response Service

Care Listen Connect

Out of Hours Service (16+)

- >> 7 days a week 5pm to 2am
- >> Referral routes: First Responders, Emergency Services; EDs, MHAUs, Police, Ambulance, Unscheduled Care

1 hour response time from point of referral met 100% of times

In Hours Service for Primary Care (16+)

- >> Monday to Friday 9am-5pm
- >> Referral routes: GPs & their multi-disciplinary teams

24 hours response time from point of referral met 100% of times

Young People Services (16-25)

Glasgow City

- >> Mon - Fri 9am-5pm
- >> Referrals routes: Primary Care, CAMHS, Higher Education & Youth Health Services, Social Work, Third Sector

24-hour response time from point of referral met 98% of times

Young People Services (16-25)

East Dunbartonshire Pilot

- >> Test for Change: Mon- Fri, 3pm - 10pm
- >> Referrals routes: Primary Care, CAMHS, Education, Social Work, Third Sector

24-hour response time from point of referral met 97% of time.

Feedback

Immediate alternative response for people who do not need a medical or clinical intervention in their time of emotional distress.

Successful re-tendering has enabled continuation of all 3 Glasgow based services for potential 4 years.

CDRS has aligned with the Scottish Government DBI Programme as an Associate Member. Data presented to Public Health Scotland highlights that CDRS is making a significant difference in distress reduction and that 97% individuals reported getting a compassionate response from CDRS.

80% of calls to police are wellbeing calls with 2 police officers spending approx. 4-9 hours per individual. CDRS brought this time down to average 1hr 19mins. 100% officers confirmed CDRS responded within 30minutes.

*"I see what they are trying to do, get you out of distress quickly."
- Individual supported by CDRS*

The independent evaluation of CDRS for Glasgow HSCP is available here:

<http://hdl.handle.net/11289/580344>

Just under 117,000 contacts made from May 2020-Mar 2024

2023-2024 Referrals 4,368

2023-2024 Contacts 33,280

Anxiety & stress main reason for distress presentation

Telephone, face to face and outreach support options available

Carers Centres 2023/2024

GAMH Carers Centres as part of Glasgow City Carers Partnership delivers services for unpaid carers and their families within the West and South West of the city. Over the last 12 months we have offered support to over 1,000 Adult Carers and Young Carers using a family-based approach to ensure everyone within the family feels supported.

The Carers Information Line (CIL) is a dedicated information and advice service and continues to be a popular resource. Over 890 Carers and professionals contacted the service with many providing positive feedback

“I am so glad I contacted you as I did not know there were so many services available to support Carers”.

GAMH once again secured Time to Live funding through Shared Care Scotland. This was distributed between 5 Carers Centres throughout the city to support unpaid carers. This funding provided over 540 breaks for Carers and Young Carers to take a well deserved break from their caring role.

In addition, further funding was secured to set up The Carers Assistance Fund. The criteria for this fund was to support individuals experiencing

financial hardship. Funding was used to purchase food vouchers, white goods and travelcards easing the burden for many carers and their families.

The Respite service is now a firm part of the growing package of support being offered to unpaid carers. This Scottish Government funded initiative is managed by GAMH on behalf of the Carers Partnership. The aim of Respite is to provide a break for unpaid Carers. This is achieved by raising awareness and connecting with businesses within hospitality, tourism and leisure who are willing to donate a break free of charge. The project has been an enormous success with 121 carers and their families benefitting from breaks donated with a total monetary value of £21,187.

Many thanks to all those businesses who have contributed.

In September 2023 GHSCP a reconfigured carers service tender was issued by Glasgow Health and Social Care Partnership. GAMH were successful in securing the contract to deliver Carers services in the North East of the city. This is a new and exciting opportunity, and we look forward to meeting unpaid Carers and their families as well as developing new partnerships.



GAMH Carers Mental Health & Wellbeing Training



GAMH provided 36 free mental health and wellbeing training sessions for unpaid carers across Glasgow this year. These sessions provided a time and space where carers could learn about mental health and discuss how caring impacts them, offering information, ideas, and resources to support them in their caring role and their own wellbeing. Sessions included mindfulness, self-care self-compassion, wellbeing and stress management, self-harm, and self-advocacy skills.

"I learned how to truly relax, and even 15 mins of this per day will help my stress levels considerably."

Mindfulness attendee

"We have already started noting 3 positive things that have happened in our day. My daughter said last night she's had three consecutive days where she's not woken up feeling sick from anxiety."

Mood Matters attendee.

The Young Adult Wellbeing Service (YAWS)

YAWS is aimed at 16-to-25-year old's experiencing mild to moderate mental health difficulties. YAWS delivers peer-based group activities and collaborations designed to improve young people's mental health & wellbeing. Our monthly newsletters provided general updates about the YAWS programme, upcoming community events, coping strategies, self-management techniques as well as information about additional resources and services. Our Life Lyrical Project enabled YAWS members to produce a wellbeing booklet which continues to be a fantastic resource not just for young people but for service users across GAMH & CDRS.

In August, Maree Todd (Minister for Public Health, Women's Health and Sport) and Policy Advisers for Children & Young People Mental Health (Scottish Government) visited our young people service. Ms Todd listened to presentations by young people who spoke about attending the Young Adult Wellbeing Service (YAWS).



Are you working with a young person struggling with their mental health?

Young Adult Wellbeing Service is providing group programmes for young adults aged 16-25 experiencing mild to moderate mental health challenges.

This will provide opportunities where young people can gain new skills and be active in their community.

Young Adult Wellbeing Service

Call 0141 552 5592 to make a referral
YAWS@gamh.org.uk
gamh.org.uk

*"I love the group!
 It's the highlight of my week!
 On days when I attend I feel a lot more positive!"*

This year YAWS team supported school internships from St Mungo's Academy and Bannerman High. The picture below is that of one of our internships who has gone on to get an offer from Glasgow University to study Medicine.



The Young Adult Wellbeing Service (YAWS) cont.

Through the Glasgow Museum Collaboration YAWS group members developed a mental health artefact which was displayed in Glasgow Museum and community centres.



Given the success of YAWS research interventions (<https://tinyurl.com/yem35u5f>) we have sought an additional 3 years funding from the Social Isolation and Loneliness (SIAL) fund to further explore mental health interventions for young people aged 16-25 affected by mental health issues. The project is being supported by the University of Glasgow (School of Health & Wellbeing). The focus of the workshops and activities will be to reduce loneliness and isolation in young people through social activity and workshops on peer support and self-management. Ethical approval was granted for the research by the University of Glasgow Ethics committee.

We will continue to seek new initiatives and funding streams to help us continue our work with young people.

Calming Connections

Calming Connections were delighted to secure a further 2 years funding through the Wellbeing for Longer Fund. The project continues to be extremely popular with 95 older adults and unpaid carers accessing Complementary Therapies, Mindfulness, Wellbeing workshops and Peer support over the last 12 months.

The service works collaboratively with multiple partners throughout the city. As part of this approach Golden Generation and Calming Connections worked together to deliver a bespoke 4-week Digital Learning course as many older people had stated they were keen to develop digital skills to stay connected. The class covered the basics including internet research, emailing, online banking, zoom calls and advice on staying safe online.

“I can now work zoom calls and I speak regularly to my daughter in Canada”.

One of the many highlights of the year was being invited along to Glasgow City College. Attendees enjoyed a guided tour of the college, received information on courses and offered support to access funding. They visited the beauty and hairdressing department and finished off the day with a cup of tea and cake.

The visit was a great success and resulted in several people enquiring about cookery and jewellery making courses. Many continue to meet at the College and enjoy low-cost wellbeing treatments and enjoy chatting with the younger students.

“I have gone from being a lady that lived in my jammies, lonely and depressed to a glamorous granny that’s living her best life. Finally, I look upon retirement as a happy experience.”

GAMH Learning and Development 2023/24

Staff Qualifications & Training

GAMH's SQA Approved Learning Centre supports staff to undertake our Induction Award - Preparation for Practice. Staff gain recognition for their work and it can be a stepping stone towards registerable qualifications. This year 22 staff achieved this qualification. A further 8 staff were supported to gain the Personal Development Award in Supervision and another 6 staff achieved SVQ 2 Social Services & Healthcare.

"I really enjoyed completing this qualification. The units allowed me to reflect on my practice, gain a better understanding of my role, and helped spark some really valuable and interesting conversations with my colleagues."

Our staff training calendar provided 28 courses and our E-learning supports continuing professional learning.

The way it was run: interactive, good food for thought, enjoyed that we weren't just sitting and listening."
Codes of Practice

"Everything I learned will be put into practice - so useful."
Suicide Intervention Training

"A great team filled with individuals who actually care about their jobs and their service users, I had an amazing placement, thanks to my supervisor and the fantastic team."
Social work student



Staff Wellbeing

To support staff wellbeing regular mindfulness sessions are run; cycle to work; access to the National Wellbeing Hub, Workforce Wellbeing Service, and our employee coaching/counselling service. The Scottish Government's Wellbeing Fund supported individual and team wellbeing activities throughout the year.

"Enjoyed mindfulness and meditation in the group setting."

WAVE AFTER WAVE providing a compassionate response after suicide bereavement

Wave after Wave training was developed by GAMH on behalf of Glasgow City Health and Social Care Partnership. It aims to ensure that all staff, peer supporters and volunteers coming into contact with individuals bereaved by suicide have an understanding of the complex nature and impact of a suicide bereavement and are able to provide a compassionate and empathetic response whilst being aware of the impact of their work on their own well-being. The materials were co-designed by individuals with lived experience, and the voices of lived experience feature heavily throughout.

Wave after Wave is part of Glasgow's Suicide Prevention Training Programme and participant feedback continues to be extremely positive, confirming the importance and value of the training.

"This training will create more compassion, empathy and awareness in a world where organisations and staff are fire fighting and forget to stop, think and process."





GAMH Lived Experience Training

GAMH Lived Experience Training is a social enterprise which brings the expertise of people who have living and lived experience of mental health issues to educate people about mental health and related topics. The voices of people in recovery is a powerful influence for change and the team co-deliver wellbeing sessions for carers, sharing recovery experiences and self-care. The team has co-delivered wellbeing sessions for carers this year.

Partnership Approach to Suicide Prevention, Glasgow City HSCP

One of our members was involved in the development of a new film showcasing the work being taken forward by Glasgow City Suicide Prevention Partnership, sharing their positive experience being involved in the development of the Wave after Wave Training - providing a compassionate response after suicide bereavement. The film was launched at Public Health Scotland's Creating Hope Together Conference, March 2024.

Thanks to Derek

A huge thanks to our wonderful, kind and compassionate Lived Experience Consultant Derek who retired this year after 15 years with GAMH.

Equalities & Anti-Stigma

This year we highlight CDRS as an example of our equalities and anti stigma driven practice

CDRS has been committed to promoting equality of access to the most vulnerable groups of individuals. 82% of individuals referred to the service alcohol and substance related issue. A non-judgemental/anti stigma approach is used to validate individual's feelings of emotional distress.

BAME Groups

CDRS continues to support marginalised groups including those from BAME, Asylum Seeking and Refugee communities offering 3-way interpreting when needed. Example:

A young person was referred to CDRS as same sex relationship was causing emotional distress, and they were unable to discuss this openly with their family due to their cultural and religious background. CDRS provided compassionate listening, coping strategies, and discussed other support services available

“Thank you for listening and understanding. I don't feel alone, and the calls have helped me talk freely without not being judged of being in a same sex relationship”.

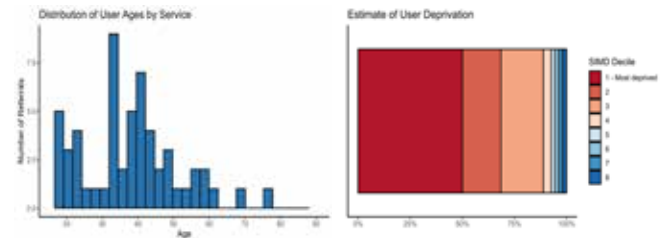
Anti Stigma Police Initiative

CDRS have been involved in a 'Test for Change' with Police Scotland to de-criminalise emotional distress. The overarching aims and objectives of this initiative was to educate officers and raise awareness around mental health, emotional distress and engagement with CDRS and encouraging them to provide the most appropriate support to the individual at the first contact. Feedback from officers found that 81% of officers felt more equipped and educated in dealing with mental health and distress related incidents and 100% felt confident in knowing the difference between distress and crisis. Some of the feedback from officers included;

“Helpful service for individuals who are ultimately seeking someone who can listen to them without utilising emergency services.

“The CDRS service .. allows the person in distress to gain the correct support quickly.”

The tables below highlight that individuals who benefited include those from the most deprived areas in Glasgow and across age groups.



Consultations with marginalised groups

CDRS took part in a National Institute for Health and Care Research funded project and relating to 'Missingness; Improving access to healthcare for people who face barriers to attending appointments. Often people who miss their appointment have several health conditions, live in difficult circumstances, have much worse health outcomes. There is often mistrust, negative past experiences, stigma associated with services. CDRS is in a unique position to raise awareness of individuals experiences related to missing appointments and negative experience of services.

Young people referred to CDRS have access to our GAMH Young Adult Wellbeing Service (YAWS). During this period 16 YAWS members participated in the Scottish Government 'Let's Be Heard' Covid Enquiry. The feedback included -

“Made my mental health worse than it was. I already felt alone before COVID but when it happened, I was completely isolated, like I didn't exist”.

“I was a total nightmare for me - being stuck indoors, each day was like being in prison and it ruined my mental health”.

Financial Report

Statement of Financial Activities

(Incorporating the income and expenditure account)

Year ended 31 March 2024

Operational Income	4,192,309
Donations and Legacies	22,783
Investment Income	
Other incoming resources	40,127
Total Incoming Resources	4,255,219
Direct Charitable Activities	4,195,619
Surplus	59,600

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
- >> Glasgow City Council Communities Fund
- >> Carers Trust Funding
- >> Scottish Government Visit Scotland
- >> NHS East Dumbartonshire
- >> NHS Lanarkshire



LOTTERY FUNDED

Board of Directors

J Stewart Wood – Chairman
Jennifer Graydon
Morag Brown
John Dane
Jacqueline Croft
Professor Ian Cunningham
Ronnie Sharp
John Docherty-Hughes

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

 @GAMH1977

