

RAMH 
recovery across mental health



Annual Report
2022–23

Laura 23



The cover of this year's Annual Report is one of four paintings that will be made for RAMH by Laimute Kalinauskiene. The paintings show how RAMH provides support in every season with the yellow umbrella indicating brighter days ahead.

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RAMH is a Scottish registered charity (SC010430) based in Paisley, supporting people across Renfrewshire, East Renfrewshire, North Ayrshire and Argyll and Bute in their recovery from mental ill health.

To learn how to refer, visit ramh.org/refer or scan the QR code below.



John Leckie

Chair

To put it mildly, this year has not been without its challenges. The cost of living crisis has affected everyone: within the organisation and the people who use our services.

This year Board Members and Stephen have spent a lot of time meeting with as many MP's and MSP's as possible to highlight the issue of wages of Social Care Workers and the lack of equity that exists between Social Care Services and Statutory Services.

The Scottish Government has committed to an increase in salary for Social Care Workers, however as yet we haven't been advised when this will start, so we await more information with interest.

As with other third sector organisation, one of our main challenges is recruitment and retention of staff, I can assure you that the Board and Senior Management Team are continually looking at ways to address this.

At last year's AGM we had a presentation from Rachel Cackett (CEO of the Coalition of Care Providers in Scotland –CCPS) on the new National Care Service and how it could affect organisations like RAMH. This process has now been “paused” and we await with interest, when this will restart.

Maree Todd, Minister of Social Care, Mental Wellbeing and Sports visited and a presentation was made by the North Ayrshire Recovery College on the work they do, Ms Todd was very impressed and showed a real interest in this service.

Finally, as you will probably be aware, Stephen McLellan our Chief Executive is retiring this year after 33 years service with RAMH, on behalf of the Board, and I'm sure everyone else, I would like to thank Stephen for all he has done for RAMH over the years.

John



Stephen McLellan

Chief Executive

The objective of RAMH is to promote awareness of and support to individuals and communities who do or may experience mental ill health.

The last year has been a challenging period for social care and RAMH has not been exempt from the pressure of delivering support. This was the first 'post covid' period but it is fair to note the continuing implications and impact of Covid. Despite this, indeed perhaps because of it, RAMH supported 5,080 people in the year to 31st March. We have continued to develop new and innovative services, such as our Addictions service in Renfrewshire. Our Wellbeing and Recovery College was awarded the accolade of "Most Innovative Team" by North Ayrshire HSCP.

Functionally, we have retained our "Gold" Investors in People Status whilst also achieving success with ISO 9001, again.

Regretfully, the decision was taken during 2022 to close our REstore facility and the associated functions which it supported, such as Paisley's Food Pantry. This decision was not taken lightly. Throughout its lifetime and various iterations, REstore offered people a cornucopia of goods, support and services which helped turn many a house into a 'home'. It provided volunteering and paid

employment to many people and essential access to food in times of greatest need. However, rising utility costs, reduced footfall and the blight of "cost of living" increases across the whole of society made it unviable. It finally closed its doors in June 2023.

Towards the end of 2022, I informed the Board of my intention to retire after 33 years at RAMH. The Board then instituted a consultative process across the organisation to help build a picture of the skills and aptitudes which a future CEO should exhibit.

Following a detailed recruitment process, I am delighted to be passing the role to Peter Jung, a hugely skilled and experienced professional.

It has been a pleasure and my fortune to have worked alongside so many passionate and committed people over the years. I have learned so much from them and from the volunteers, peers, carers and service users throughout that time.

To repeat what the ISO assessor said at our reaccreditation, "Keep doing what you are doing"



Stephen

Our vision, mission and values

<h2>Vision</h2> <p>Our vision is to ensure that people and communities receive the best and most responsive support to encourage recovery and promote wellbeing.</p>	<h2>Mission</h2> <p>Our mission is to be a trusted partner for recovery focused mental health and wellbeing delivery.</p>
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Our Values are at the heart of everything that RAMH sets out to achieve to advance the quality of life for people who use our service. Our Values were shortlisted by staff and service users:

Hope	RAMH will inspire hope for those individuals we support.
Inclusion	RAMH maintains inclusion in the provision of services to people, and its recruitment practices, keeping the values of equalities and diversity at all times.
Respect	RAMH will uphold respect in all relationships including service users, staff, volunteers and stakeholders.
Empowerment	RAMH will empower all stakeholders to promote recovery and wellbeing.

REstore

“It was with great reluctance, but necessity, that we took the decision to close REstore this year. The costs associated with REstore just became too much for the organisation to absorb. We had been subsidising it to try and make it successful and sustainable, but that was no longer viable. The staff and volunteers worked tirelessly to make it successful, but a storm of associated events and actions made this impossible. We would like to again thank all the staff and volunteers for all their work.
Stephen McLellan, Chief Executive



Volunteers Gill and Linda collecting food for the community pantry which was within REstore

Renfrewshire Community Service

RCS supports adults in Renfrewshire to express themselves and to be empowered participants in their recovery. We support people with counselling, anxiety management, employability, physical activity, social groups, psycho-educational groups, volunteer opportunities and information.



RAMH “Rams” Football Group, part of the RCS physical activity support.



4.27

Average satisfaction rating

32% of RCS service users responded to a survey and gave an average of 4.27 as a satisfaction rating, with 1 being unsatisfied and 5 being very satisfied.

70.5% of RCS Employability referrals have been from people who are currently employed, an increase on last year. A new course has been developed supporting individuals who are struggling in work due to mental health issues or are “off sick” from work due to mental health issues. The course will combine self-management strategies for the workplace, upskilling participant on workplace rights and peer support. The course will be due to be run in September and will run for 6 weeks.

“ Just getting it all off my chest, learning new coping strategies and being able to put things into perspective. I now have new goals for how I deal with life going forward. *RCS Counselling Service User* ”

“ I don't know where I would be without RAMH. The weekly activity gets me out and meeting people otherwise I don't think I would get out at all. It's been a big help to me at this time and I can't thank them enough. *RCS Physical Activity Service User* ”



Renfrewshire Social Hub celebrating at Easter



“ Hi, I'm Sarah and I'm a Media Hub Peer Volunteer at RAMH RCS. Last year, I took part in a series of Third Sector Lab workshops to help me gain digital skills. I'm now using these to help with RAMH's promotional material you may have seen around Renfrewshire. I have also hosted and been a guest on podcasts in the RAMH podcast series. Being a peer volunteer at RAMH has helped me build confidence and gives me the opportunity to use my creative skills to see a project through. ”

FIRST Crisis

FIRST Crisis supports people who are severely impacted by issues which threaten their mental health and which often results in suicidal thoughts. We also provide specific support for those experiencing a crisis in their mental health related to their alcohol and drug use. Our staff are available 365 days a year up to 8pm, or 5pm weekends and public holidays.



10 *FIRST Crisis staff member Amanda (right) promoting the service on International Overdose Awareness Day with Ruth from the Alcohol and Drugs Partnership*

“They helped me through a really bad point in my life and helped me to get in touch with my doctor. If it wasn't for the support I wouldn't be here now. I still struggle with my thoughts in my head but not as bad as it was. Can't fault First Crisis.

“I have to say, staff there were fantastic, calm, made me feel at ease talking and it's nice for someone to listen without being judged. First class and I've told everyone I know with similar issues just how good they are.



New podcast!

This year, for World Suicide Prevention Day, we recorded a podcast looking at FIRST Crisis from different perspectives – staff and service user. The podcast shows how crisis lines can help and what to expect if you are calling up for support for the first time, hopefully taking away some fear of the unknown. Search RAMH podcast on Spotify.

Housing

We currently provide two geographically distinct Housing and Support/Care at Home services: Renfrewshire Housing and Support (RHSS) and Causeway Housing (East Renfrewshire). We support people to maintain their individual tenancy and to thrive and be empowered in their community. We have done this in various ways for over 30 years.

“ I think it is a really good service, I told my pal to get help from you.

“ The staff help me to keep my house up to scratch, I didn't used to bother.

“ I am doing more for myself now, I probably won't need you any longer.

“ I didn't see anyone apart from my workers during COVID, I am very grateful

Fundraising

Whether you're baking, running, swimming, singing, walking, dancing, climbing, hiking or trekking to raise funds – every donation, big or small, makes a huge difference.

All money raised through fundraising goes straight back into services, so you can be rest assured that your efforts will have a direct, positive impact on the people we support.



Fundraiser Sarah and volunteer Tim collecting for RAMH at Arthurlie FC, one of our community partners

Causeway Integrated Service

Causeway Integrated Service provide a strengths based, recovery orientated supports to anyone over the age of 16years, who live or work in East Renfrewshire and who identify as needing support to improve their mental health and wellbeing. Our interventions aim to improve mental and physical wellbeing; reduce stigma and facilitate enhanced quality of life for individuals impacted by mental ill health and their carers. The support offered covers community supports, such as educational courses around anxiety and depression, social hubs and peer support; employability support and counselling.



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RAMH Community Garden 21 Carlibar Rd Barrhead



4.37
Average
satisfaction rating

35% of Causeway service users responded to a survey and gave an average of 4.37 as a satisfaction rating, with 1 being unsatisfied and 5 being very satisfied.

“I can't believe the changes have been so positive, helped remind me of what I can do and what I have. *Causeway Adult Counselling Service User*

“I don't have one highlight, I truly enjoyed all of it. I was in a horrible place in my life and doing the course has given me the tools I now need to be me again. *Causeway Living Life To The Full Participant*

“My worker was a great listener, she honed in to the specific areas I was finding difficulty with and talked me through each scenario. She helped me to find my self belief, determination and my voice again. I can't thank the service highly enough. Thank you.
Causeway Employability service user

At a local employability partnership meeting we were informed that 133 people were interviewed for the new B&M opening in Barrhead retail park, 32 people were recruited. Two clients from Causeway were successful, one had just completed the Living Life To The Full course and the other was using our employability service. There is another employability service user who secured a job at Popeye's Chicken in the new retail park.



"Natural Connections" Course. Expertly led by Rennie the Countryside Ranger from the Dams to Darnley Country Park.

“I have had a wonderful service from RAMH, anyone I have dealt with has been so knowledgeable, nice and helpful and the timescale has been good.
Causeway Community service user

Community Link

RAMH Community Link Workers are in all GP practices across East Renfrewshire. They work alongside GP's, practice staff and a wide range of local agencies, supporting people to link into meaningful community networks and activities. These activities aim to enhance service user's self-management skills to build resilience and a sense of personal wellbeing.

“I would like to thank the Community Link Worker for all their support, they've been a massive help during my toughest times.

“The link worker was very understanding and caring, they took their time to fully understand my emotions and helped me deal with them accordingly, I can't thank them enough.

“Really took the time to listen and was interested in helping me move forward

ERYCS

Our Youth Counselling Service has been specifically designed for Young People between the ages of 10–18 years who attend school, live in or have a GP in East Renfrewshire.

We recognise that at times young people can be faced with any number of stressors in their lives. The Youth Counselling Service will promote and improve the mental health and wellbeing and emotional resilience of young people who are negatively affected or are at risk of being affected by poor mental health by providing a peripatetic youth counselling service across the authority.

“Getting to know why I think or am worried about certain things gives me comfort, even if I don't have an easy solution.

“I gained more confidence and became more comfortable around school and other people.

“It makes me feel less crazy, unjumbled.

NAWARC



The North Ayrshire Wellbeing and Recovery College offers courses across three semesters to facilitate self-management and are based around the CHIME Recovery Model of Connection, Hope, Identity, Meaning & Empowerment. Creative courses are popular and highlights include: Stained Glass Course, development of a CHIME Wellbeing Board Game and a Song Writing Course.

204 people enrolled as students in the last year.

60-70% engagement in courses (college community education is below 60 and internationally recovery college engagement is below 50%)

“I learned that I am good enough, that I need to do my own things now and then, I have learned to say no without feeling guilty, I have grown in confidence and it has helped me to close some chapters in my life and start new ones.

“The Recovery College and the wonderful people who facilitate and deliver the courses are a great support and inspiration. I don't know where I would be today without it. I enjoy being part of the community it has created and I hope I can continue to thrive and grow with its help. Can't thank them enough.

98% of students rated their course as Excellent or Good.

Recovery College evaluates on 4 outcomes:

- Increased Connection with others
- Increased Knowledge & Skills
- Improved coping & Self-Management Skills
- Increased Sense of Hope & Optimism for the Future

96% of those who completed evaluations report an increase in all areas.



North Ayrshire Innovative Team of the Year Award

Lainey, Louise and Jeanette delighted to receive this award on behalf of the whole team of staff, tutors and Peers.

ACUMEN

ACUMEN is a network of members with a lived experience of mental ill health operating across Renfrewshire, East Renfrewshire, Inverclyde and in Argyll & Bute. ACUMEN's purpose is collective advocacy on behalf of its members to promote the wider involvement of experts by experience and carers in shaping mental health service and the promotion of recovery and wellbeing.



Volunteer Week, June 2022, a coming together with Pachedu "Amongst Ourselves" to celebrate our volunteers



In the past 3 years ACUMEN in partnership with Quality Radio Enterprise have broadcasted an “Advent Calendar” during the festive season, spotlighting a wide range of different organisations explaining what that service delivers and how to contact and engage with them.

The organisations spotlighted say they have all noticed an increase in people accessing their services for support after hearing the calendar on the radio that day (especially during the night when they feel alone and isolated).

During December over **60,000** have listened to the podcast broadcasted three times during the day and 12,000 online.

Training

We delivered more than **60** training sessions
to **400** people
covering more than **12** topics

“Always made welcome to any training I have been on with RAMH. I only started working for RAMH in September and the amount and variety of training you provide is amazing. Thank you to all involved in organising and delivering training.

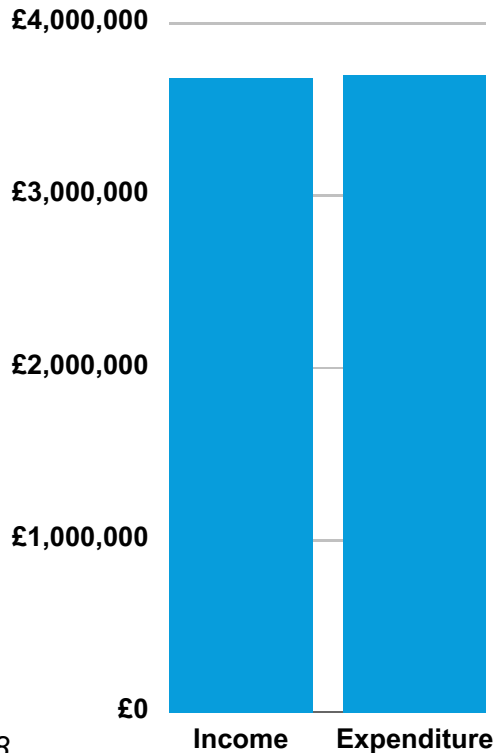
“All training has been very beneficial and has improved my practice of service delivery.

“I have developed and learned so much with RAMH about myself and what I my capabilities are.



94% of respondents rated training as good or excellent

Financial Summary



Income	£3,677,506
Expenditure	£3,693,403
Reserves	£841,667

Accountants

Alexander Sloan and Co
180 St. Vincent Street
Glasgow G2 5SG

Auditors

Martin Aitken and Co
89 Seaward Street
Glasgow G41 1HJ

Solicitors

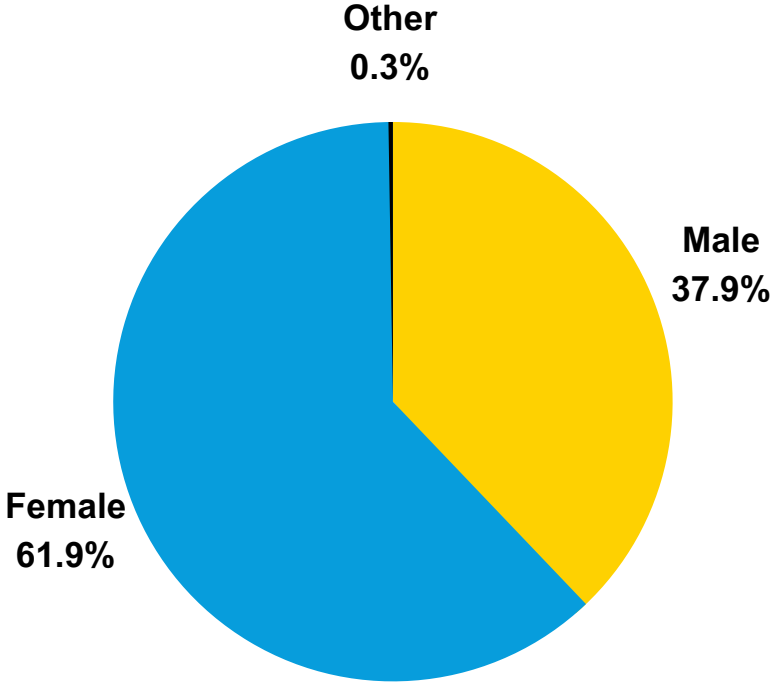
MacFarlane Young and Co
26 New Street
Paisley PA11YB

Bank

Bank of Scotland
The Cross, Gilmour Street
Paisley PA1 1DD

Referrals 2022-2023

Female	3143
Male	1924
Other	13
Total	5080



In addition a further 4343 people accessed our Renfrewshire and East Renfrewshire Education and Information Services

RAMH

recovery across mental health

Call 0141 847 8900 | Email enquiries@ramh.org | Crisis Service 0141 848 9090
41 Blackstoun Road, Paisley PA3 1LU ramh.org



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We invest in people Gold



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