

Castlemilk Social Audit Initiative



SOCIAL AUDIT



Castlemilk Stress Centre

Insert organisation's logo

Draft Social Audit Report 2001/02

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Supported by Castlemilk Economic Development Agency



Castlemilk Economic Development Agency

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The Social Audit was a team effort and special thanks go to the following staff and Management Committee:

Core Staff: Janine Lamont (Project Manager and Social Accountant), Lynn Hughes (Project Assistant Manager and Technical Support), Audrey Hughes, Andy Livingston, Lynn Wandrum, Andrea Rhodie, Michelle Roderickson and Anne Ibrahim.

Management Committee: Selina Stevenson (Chairperson) Isa Brier (Vice Chairperson), Christine Brolly (Honorary Treasurer), Rachel Turner (Honorary Secretary), Caroline McLean, Linda Docherty, Margaret Henderson, Cathie Brown and Jan Maclusky (Co-opted member).

The Social Audit could not have been completed without the co-operation of clients and community organisations in completing consultation, evaluation forms and questionnaires. We thank you for your time and comments.

Our special thanks go to Jonathon Coburn, Mary Sinclair and David Logan from CEDA Third Sector Team and Jane Leavy for their help and support through out the process and especially in analysing the questionnaires. We would also like to thank John Pearce and Alan Kay (Social Enterprise Network) for the training and support.

Key Information

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Legal: Registered Charity
Scottish Charity no. SC023809

Chairperson: Selina Stevenson
Vice Chairperson: Isa Brier
Secretary: Rachel Turner
Treasurer: Christine Brolly

Auditors: Bannerman Johnstone Maclay
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Executive Summary

Castlemilk Stress Centre took the decision to include itself in the Castlemilk Social Audit Initiative as it believed that as an organisation it would be beneficial to seek the views of stakeholders in order to determine the effectiveness of its current activities and to demonstrate its accountability to those who used the service.

The outcome of the social accounting has been hugely beneficial to us as an organisation in that it has given us a valuable insight into the views and opinions of key stakeholders; Management Committee, core staff, partner organisations and perhaps most importantly of all our clients.

The process did have its difficulties. Most notably our inability to consult perhaps as widely as we would have liked, due to operational and time constraints during the consultation process. However this does not detract from what has been a valuable learning experience for all of those involved.

The key messages to come out of the Social Audit are:

- Castlemilk Stress Centre has made a significant contribution to addressing and impacting on the problem of stress experienced by local people of all ages and social status in Castlemilk, stress being an issue which affects the whole community. The Audit has highlighted the need for the continued development of services which reach every community of interest in Castlemilk.
- 'Partnership' working with other local organisations both statutory and voluntary, is key to offering clients a package of services all of which contribute as a first step to their being able to make positive lifestyle changes leading to them maximising their potential. Central to this is the need for staff, management and partners to be committed to the mission and core values of the organisation. The findings of the Social Audit have demonstrated this to be the case.
- The organisation has an admirable track record in service users 'giving something back' to the Centre, through volunteering, experience sharing and even taking up employment. The findings of the report show this to be a commendable example of a truly 'inclusive' service
- The systems which the Centre employs for "capturing" information and turning it to good use are generally effective. However the Social Audit has highlighted the need for the Centre to constantly review its monitoring and evaluation systems in order to extract the maximum outcomes from its services.

The Social Audit exercise has been beneficial to Castlemilk Stress Centre as it demonstrates the value of consultation in terms of directing the sustainability and growth of our organisation. What follows is the evidence of this.

1. Introduction and Context

1.1 The Castlemilk Area

Local profile taken from the Castlemilk Eglinton report (Castlemilk at the Millennium) published in May 2000.

Castlemilk is a post war housing estate situated on the outskirts of Glasgow. The area portrays all the hallmarks of multiple deprivation and has been a major focus of regeneration for many years.

Population

The current population of Castlemilk is approximately 14,500, compared to 18,878 in 1991. The reasons for this rapid population decline are many and varied. A major factor has been the change in housing policy, with many houses being demolished and families being relocated. It is also believed that lack of significant employer base in Castlemilk is partly to blame for this decline, since most residents travel outwith the area to work. The impact of this population decline has social and economic implications. For example if the rate of decline continues, it will become increasingly difficult to sustain local facilities, shops and transport links.

The gender balance in Castlemilk is slightly skewed, with 54% of Castlemilk's population being female. This is a higher portion than the national average. 13% of the population in the Castlemilk area are aged 65 and over, compared to the national average of 18%, and only 5% are over the age of 75, compared to 7% in Scotland. This disparity may be at least partly explained by Castlemilk's relatively poor health record. The corollary of this is that higher proportions of the people of Castlemilk are of working age and school age rather than the national average in Scotland.

- 63% working age compared with 61% nationally
- 24% under 16 years compared with 21% nationally
- 12% of Castlemilk households are lone parents, compared to only 7% in Glasgow as a whole.

Young People

Young people make up a significant part of the population with 38% under 25 years of age as compared to one third in Glasgow. School leaver's performance is poor compared to the national averages. In terms of unauthorised absence, the two secondary schools in Castlemilk (Castlemilk High and St. Margaret Mary's) had respective unauthorised absence figures of 11% and 12%. These are considerably higher than both the Glasgow average, which is 4% and the Scottish average which is 5%. For leaver destination only 6% of Castlemilk school leavers go on to full time Higher education (i.e. university as compared to 18% of Glasgow school leavers and 31% of Scottish school leavers.

Unemployment

Unemployment accounts for 11% of all adults and 81% of males compared to 11% and 14% respectively for Glasgow. 18% of the unemployed have been out of work for more than 12 months. Unemployment in the Castlemilk area is particularly pronounced in the 20-24 year old age group. 17% of 20-24 year olds are unemployed compared to the Glasgow figure of 13%. There is a real dependence on the benefits system. 81% of population are in receipt of housing benefit, 13% of the population are too ill to work and 62% of secondary school children are entitled to free school meals, compared to the Scottish average of 17% and Glasgow average of 40 %.

Health

Poor health is the consequence of social and economic inequalities facing the Castlemilk residents. Standard mortality ratios in Castlemilk are above the Scottish average. The standard mortality ratio for all causes of death (age 0-64) is 160.3 for all Cancers it is 128.6 and for heart disease it reads at 181.1. Babies born in Castlemilk are more likely to be underweight than other children in Glasgow. 27% more babies across Glasgow are breast fed than those in Castlemilk. 44% of Castlemilk babies have a mother who smokes and 48.1% have a father who smokes. The respective figures for the rest of Glasgow are 26.9% and 34.3%.

Domestic Violence

Domestic violence is an issue for concern, with 1 in every 3 females in Castlemilk reporting that they had experienced some form of domestic abuse. This is understood to be just a measure of **reported** cases.

Drug Abuse

Drug abuse is also a major problem in Castlemilk. The rates of drug related emergency admissions to hospital vary considerably depending on area. Admission rates were 30 times higher for people from deprived parts of Glasgow, compared to the most affluent. Community perceptions are that drugs lie at the heart of much of the crime and violence in the Castlemilk area.

Housing

Housing within the area has been significantly improved over the year. A striking feature of the housing in Castlemilk is the degree of community involvement, through local housing associations and the Castlemilk Community Ownership Forum, which represents all housing associations.

1.2 Our organisation

Castlemilk Stress Centre was established in November 1994. Prior to this some therapeutic services were provided in the area by the local health project Healthy Castlemilk but it was clear from the level of demand that a dedicated Centre was required in the community. As a consequence a number of local organisations and people came together and successfully applied for Urban Programme funding, ensuring the delivery of services from March 1995.

The Stress Centre was set up in recognition that Castlemilk residents were living in very stressful circumstances with high unemployment poor health records poor housing and high incidence of drug abuse and crime.

Over the past seven years we have evolved, working within our community to identify needs and deliver our services to prevent and alleviate stress for our clients. The operating policy throughout our existence has been one of inclusion, enabling people to manage stress and learn from their experience. It is our mission to encourage clients to maximise their potential helping to build their confidence and raise their self-esteem. The achievements of the Stress Centre have been recognised in the community by the support we have from the statutory services, voluntary organisations, the Castlemilk Partnership and the local community. We consistently work in partnership with many organisations to provide services within the community constantly focusing on what is needed by our clients.

Services are tailored to the needs of individuals and groups and include therapies on Aromatherapy, Reflexology, Relaxation, Reiki and Therapeutic massage. Classes, Groups and Workshops are provided on the basis of identified needs and can include Aromatherapy Workshops, Support Groups, Relaxation Classes, and Yoga. In addition to providing services to individuals in the community the Centre also works with a number of local organisations providing services dedicated to their needs. We also provide a dedicated service to Children and Young People and Training and Volunteering opportunities to people who could through social circumstances be excluded from opportunity. Recently we achieved the Investors in People award demonstrating our commitment to quality service through our staff.

The Stress Centre is based within two flats rented from the City Council and services are also operated from a number of outreach venues in the area. Funding now comes from a variety of sources including SIP, Health Board, Key Fund, Community Fund, Lloyds TSB Foundation, BBC Children in Need and Culture and Leisure.

Key Achievements

Date	Achievement
1994	Urban Funding secured
1995	Stress Centre secured the bottom flat at 22 Arnprior Quad
1998	SIP funding secured for 1998 - 1999
1998	The Stress Centre was voted the local good cause by customers to receive an award by Sommerfields.
1999	BBC Children in Need, Lloyds TSB and Esmee Fairbairn funding secured to develop services for Children and Young People over a three year period.
1999	The Stress Centre secured funding to expand premises to the upstairs flat allowing room for growth and development within the organisation
1999	Health Board funding secured to carry out a pilot project targeted at women with young children who were trying to stop smoking.
2000	Contribution from Health Board towards “core funding”. This was seen as a great achievement as it is often difficult to get funders to commit to core funding.
2000	Key Fund monies secured to run a pilot project to provide training and volunteering opportunities for clients who could be excluded from opportunities as a result of a range of issues including mental and physical health problems, addiction issues and issues relating to poverty.
2001	Community Fund: successful application made to community fund to continue volunteering project.
2001	The Stress Centre received the IIP award.
2001	Stress Awareness Day. This was a very successful event held in the community to raise awareness of the services we provide and also other services available in the area. Over 300 people attended this event.

Summary description:

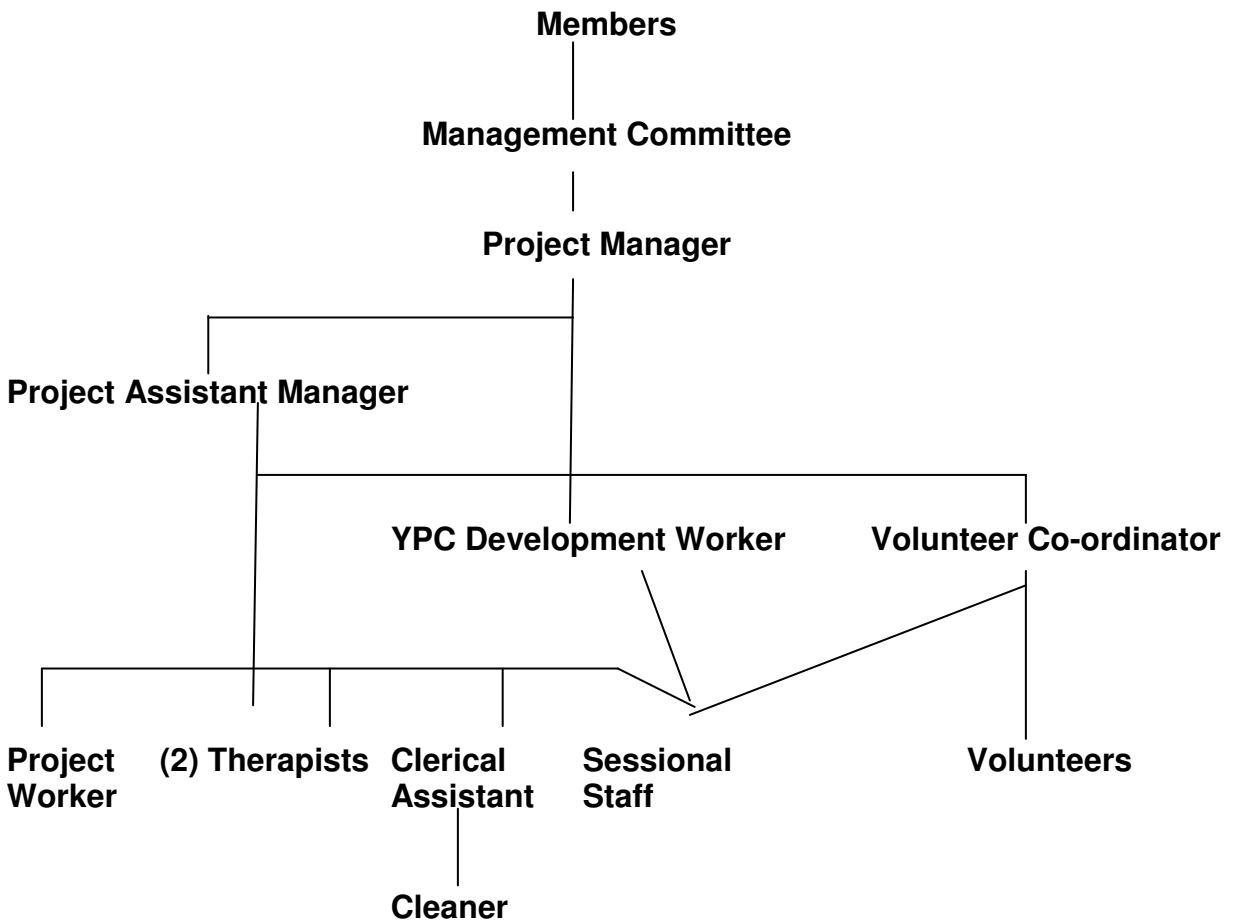
Over the years the Stress Centre has been very successful in sourcing a variety of funding to provide some very innovative services to the people of Castlemilk. We were successful in expanding our premises, which allowed us to grow and develop as an organisation. These developments include Children and Young people’s services and creating training and volunteering opportunities.

1.3 Organisational Structure

As a membership organisation we value the contribution and involvement of our members in the identification of needs, the delivery of services and the management of the organisation. Full membership of the organisation is open to residents of Castlemilk who are over the age of 18 and junior membership (without voting rights) to residents under 18 years.

The project is governed by a voluntary Management Committee and managed by the Project Manager.

The organisation and staffing structure can be illustrated as:



1.3.2 Our Management Committee/Board

Castlemilk Stress Centre is a constituted, recognised charity. A voluntary Management Committee of 8 local residents and one co-opted member from the Mental Health Team manages the Project. The Committee meets monthly with the Project Manager and Assistant Manager. There are also two sub groups, of Finance and Personnel who meet as required and feed back to the whole committee.

Management Committee Members:

Selina Stevenson	Chairperson
Isa Brier	Vice Chairperson
Christine Brolly	Honorary Treasurer
Rachel Turner	Honorary Secretary
Caroline McLean	Member
Margaret Henderson	Member
Linda Docherty	Member
Cathie Brown	Member Our Staff Group and Volunteers

1.3.3 Our Staff Group and Volunteers

The staffing group is made up of 4 full time staff, 4 part time staff and 3 volunteers who regularly provide services to the Project. We also have a number of volunteers that we can call upon occasionally, e.g. to help out at big events.

Janine Lamont	Project Manager	Full Time
Lynn Hughes	Project Ass. Manager	Full Time
Audrey Hughes	Clerical Assistant	Full Time
Lynne Wandrum	Volunteer Co-ordinator	Full Time
Andy Livingston	Development Worker (Young People's services)	Part Time
Andrea Rhodie	Therapist	Part Time
Anne Ibrahim	Therapist	Part Time
Michelle Roderickson	Project Worker	Part Time

Volunteers:

Reception Cover: Susan Docherty, Glenda Sharp, Fay Kilkenny, Cathie Brown

1.4 The Castlemilk Social Audit Initiative

A pilot programme of training and support is being undertaken in Castlemilk. The programme is designed and supported by CEDA and CBS Ltd., and has been running since April 2001. The main features of this training and support programme, open to participating organisations and their designated social accountants, includes:

- An information and awareness raising day for all local organisations
- Four full day training workshops following the staged model outlined above
- Two half day workshops designed to share good practice among participants
- Two half day workshops focusing on action based research methods
- Ongoing facilitation and support through social auditing advisors from CBS Ltd
- Ongoing research design, collection, and analysis support from a CEDA researcher
- Ongoing information, support and guidance from CEDA social enterprise advisors

The programme has supported six local social economy organisations, including:

- Castle Kids
- Castlemilk After School Care (CASC)
- Castlemilk Community Transport Ltd
- Castlemilk Stress Centre
- Childcare Choices
- Fair Deal for 1 in 100

A tailored social auditing system is also being implemented by CEDA itself.

Over the course of the programme a range of benefits are emerging or anticipated for participating organisations, including:

- A clearer understanding of the organisations core purpose, mission and operational boundaries
- A sharper understanding and focus to the corporate objectives pursued by the organisation
- A greater understanding of the fit and value added of each of the organisation's activities and services with its stated mission and objectives
- A greater capacity within the organisation to manage information flows and organisational performance
- A means through which to extend accountability to a greater range of stakeholder groups, including staff and service users
- A system within which to better manage existing monitoring and evaluation demands from funders and partners
- A more systematic understanding and use of "softer" more qualitative data relating to outputs and impacts
- A greater understanding of, and ability to measure, the organisations non-financial benefits or social impacts
- A means through which to stimulate open and honest internal and external appraisal of the organisations performance

An increasingly recognised quality standard, providing the organisation with a demonstrable track record in bringing about social and community benefit.

2. Our Mission, Values, and Objectives

It was agreed to keep the Social Audit year in line with the financial year from April 2001 – March 2002. The process was co-coordinated by the Project Manager who carried out the majority of the work with the support and input from the Staff, Management Committee and the Third Sector Team.

Systems that were already in place for collecting information were improved upon and new systems were introduced to collect further information that was required.

At the beginning of the Social Audit year the original Mission and Business Aims and Objectives were reviewed by Janine Lamont, Project Manager. Staff and Management Committee were asked to make their contribution to the objectives by adding to a list of “what we do” which was left in the Centre for a couple of weeks. Janine pulled this information together and the social objectives were drawn up and agreed by Staff and Management Committee.

Mission:

Castlemilk Stress Centre will provide a range of high quality Stress Management services to the people of Castlemilk and support and encourage them to maximise their potential.

Values:

We believe in:

❖ **Independence**

Encouraging clients to take personal responsibility for the management of their health and well being.

❖ **Professionalism**

Providing a professional and appropriate service to clients with the aim of improving health and well being.

❖ **Trust and Confidence**

Gaining public trust and confidence by providing an open and professional service.

❖ **Involvement**

Involving local people in the development of the Centre and all that we do to create a sense of community involvement.

❖ **Equality**

Respecting diversity and providing services to support all.

❖ **Confidentiality**

Providing a confidential service to all clients and safeguarding their interest.

Objectives:

1. To provide awareness of Stress and how to handle Stress by:

- ❖ Providing a range of individual therapies including Aromatherapy, Reflexology. Reiki, Relaxation and Stress Management.
- ❖ Delivering information and taster sessions in the community
- ❖ Delivering classes and workshops on self-help techniques including relaxation, stress management, yoga, STEPS and Break Through (personal development courses).
- ❖ Holding promotional events in the community.

2. To reduce individual isolation by:

- ❖ Encouraging clients to access other community resources by providing information and directing clients to appropriate services.
- ❖ Hosting a women's support group

3. To reduce dependence and promote social inclusion by:

- ❖ Encouraging clients to attend classes, workshops and groups to learn self help techniques
- ❖ Providing personal development courses (STEPS and Breakthrough) building peoples confidence and self-esteem.
- ❖ Offering a fully inclusive service
- ❖ Providing services to client groups who could be perceived as being "socially excluded" e.g. people with mental health problems, drug and alcohol related problems
- ❖ Providing services to children and young people contributing towards offering them the best possible start in life
- ❖ Providing evening services to make services more accessible

4. To involve volunteers and local community by:

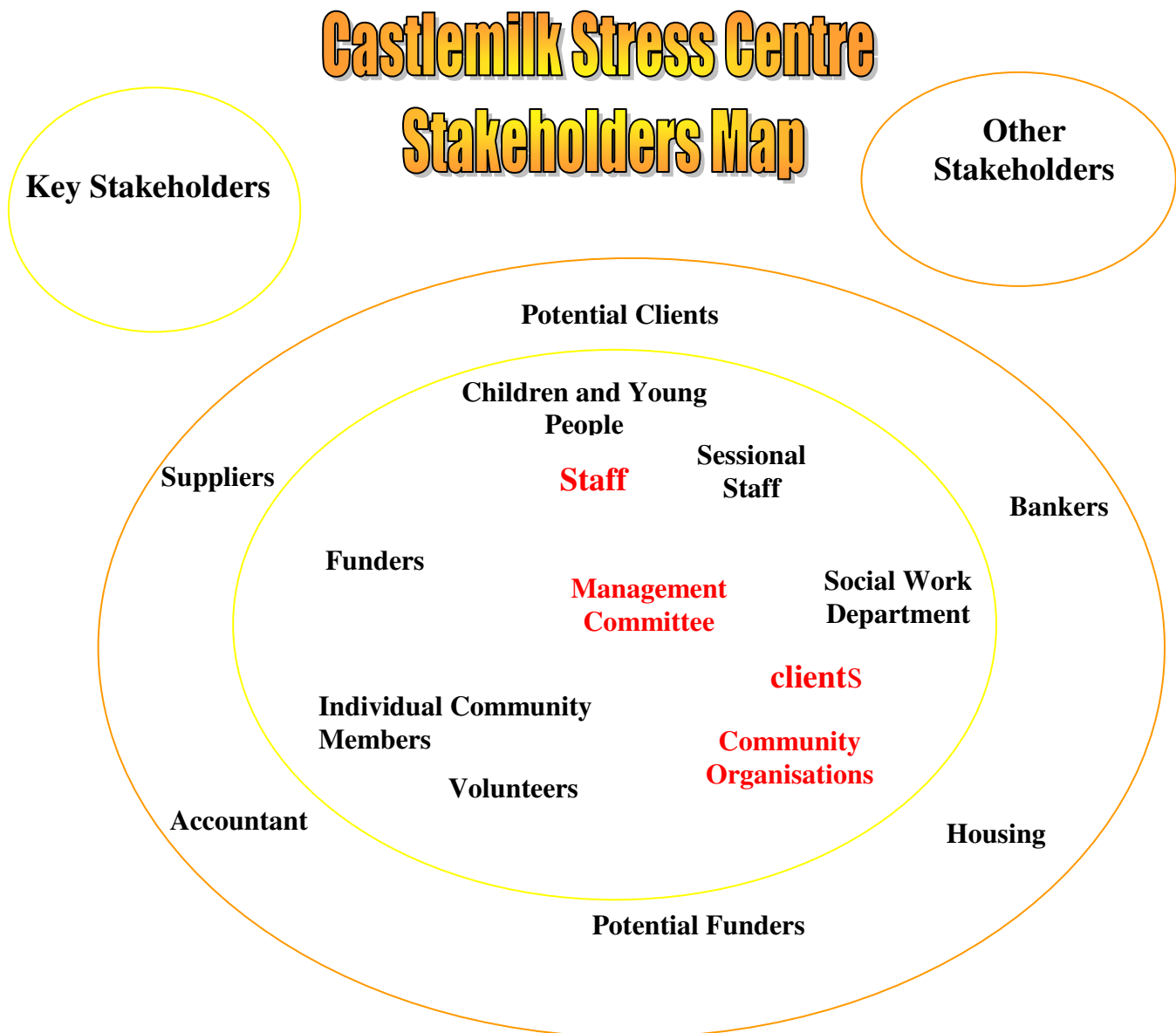
- ❖ Having a voluntary Management Committee of local people.
- ❖ Using volunteers to deliver services and provide reception cover
- ❖ Providing training opportunities for local people to increase their employability
- ❖ Running a volunteer support group
- ❖ Providing work experience placements for local 3rd and 4th year pupils

5. To be a good employer and create local employment by:

- ❖ Working toward liP standards
- ❖ Operating within policies e.g. equal opportunities, health and safety
- ❖ Providing support and supervision
- ❖ Providing training opportunities
- ❖ Having regular team meetings.
- ❖ Employing local people

3. Our Stakeholders

Staff and Management Committee were asked to make their contribution toward identifying Stakeholders by adding to a list that was displayed in the Centre. They were then consulted as to whether individual stakeholders would be considered key stakeholders. This was coordinated by Janine Lamont and agreed by Staff and Management Committee. Although it was our first intentions to consult all key stakeholders, due to the sheer volume of work and time constraints it was later agreed to modify this and only the key stakeholders highlighted in red on the map were consulted.



Scope of the Social Audit

The Stress Centre used various methods of collecting information for the Social Accounts. Already in place was a database to collect statistical information, which was improved to give a greater break down of services. Client consultation and evaluation forms were also reviewed and improved to collect qualitative information from clients and a data base was set up to analyse this information. Classes and Workshops were evaluated via evaluation forms and new questionnaires were designed to consult the Staff, Management Committee and Organisation that we provide services for.

4.2 Stakeholder consultations

Main Stakeholders	Consultation Method and Notes
Management Committee	<p>Questionnaire:</p> <p>This was completed with the help of, and analysed by an independent body. 6 members of the committee completed questionnaires and 2 members had just joined the committee and did not feel it was appropriate for them to complete it.</p>
Staff (full time and part-time)	<p>Questionnaire:</p> <p>An anonymous questionnaire was completed by all staff and analysed by an independent body.</p>
Clients	<p>Consultation and Evaluation Forms:</p> <p>All clients attending for individual treatments completed a consultation form before appointments and an evaluation at the end. This information was collated on a data base and illustrated clearly whether or not clients felt they had benefited from treatments.</p> <p>Classes and workshops were evaluated separately.</p>
Organisations	<p>Questionnaires:</p> <p>Anonymous questionnaires were returned from 15 organisations out of 30. These were analysed independently.</p>

4.3 Omissions

The following Key Stakeholders were omitted from the consultation process. Below is an explanation:

Sessional Staff and Volunteers: As this was our first time carrying out the process we decided to concentrate on core staff with a view to including sessional staff and volunteers in future cycles.

Children and Young People: Although we did not specifically target young people and children some of the clients consulted will have come into this category.

Individual Community members: Again we did not specifically target the general community however most of the questionnaires completed at our Stress Awareness day will have included clients from this category.

Funders: It was decided in this instance not to consult funders.

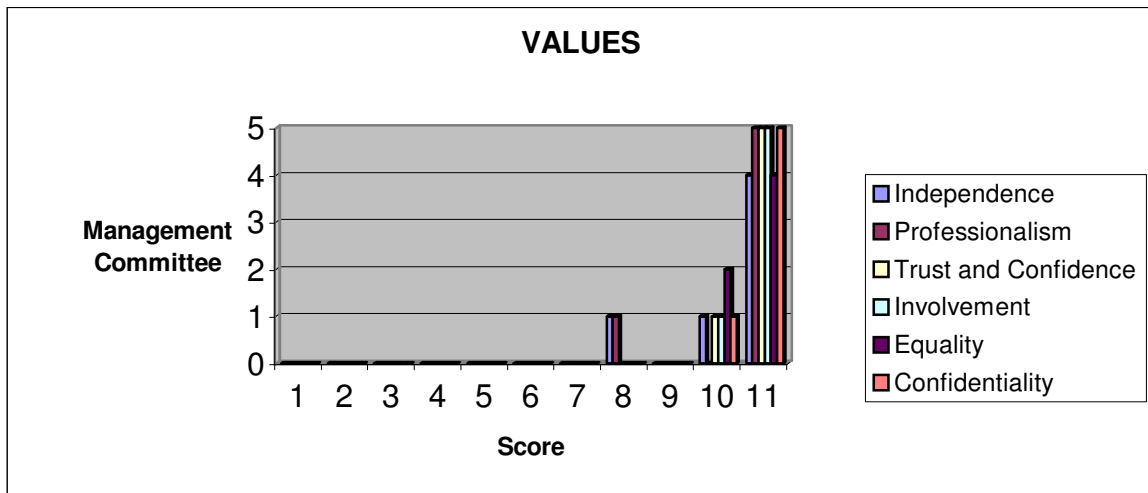
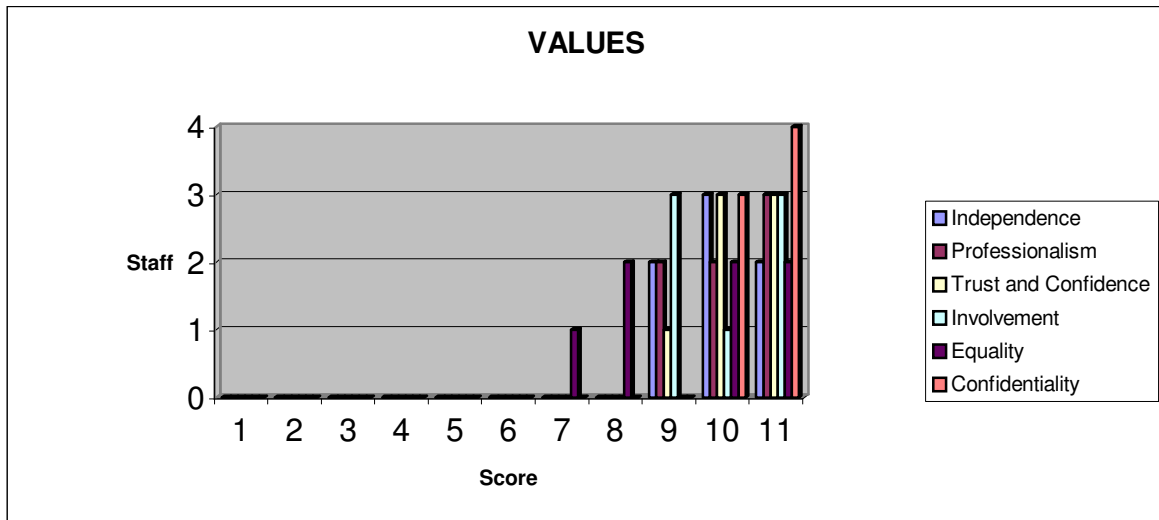
Social Work Department: These were not specifically targeted although individual sections and projects within the department were included in the consultation with organisations.

5. Analysis of the Social Accounts

5.1 Values

Management Committee and Staff were invited to score how far they felt the Stress Centre lives up to its values using the following scale:

Totally disagree 1 2 3 4 5 6 7 8 9 10 11 Completely agree



The above tables reflect the views of the staff and Management Committee on how far they feel we live up to the values of the organisation. We recognize that there were other stakeholders, for example clients, who's views have not been reflected in this analysis. However in terms of client satisfaction this has been reflected in other more relevant parts of the report e.g. direct services to clients.

5.2 Objectives and Activities

Staff and Management Committee were invited to score our performance for each activity of each objective on a scale of 1 – 5 with 1 meaning very unsuccessful 3 meaning OK and 5 meaning very successful and DK if they did not know. Staff completed an anonymous questionnaire and Management Committee completed theirs with the help of an independent person. Both were analysed independently.

Qualitative information from clients was gathered via client consultation and evaluation forms and they were only invited to comment on what was relevant to the benefits they gained from the services they received as we did not feel they were in a position to comment on all our objectives.

Organisations were invited to complete an anonymous questionnaire on the service they received from the Stress Centre. This was analysed by an independent body.

Objective 1: To provide awareness of Stress and how to handle Stress

The following activities were carried out over the past year to achieve this objective:

1. A range of individual therapies including Aromatherapy, Reflexology, Reiki, Relaxation and Stress Management were provided.
2. Information and taster sessions were carried out in the community.
3. Classes and workshops on self-help techniques were delivered including Relaxation, Stress Management, Yoga, Break Through, Aromatherapy and Assertiveness. STEPS was not provided as per our original objective as many of our clients access this through other organisations in the community. In addition to our original objectives Aromatherapy and Assertiveness workshops were delivered.
4. Promotional events were carried out in many venues throughout the community.

Quantitative analysis:

The following table illustrates the numbers of people who attended the Centre's activities throughout the year.

Con	=	Consultations
Eva	=	Evaluations
Ref	=	Reflexology
Aro	=	Aromatherapy
Rei	=	Reiki
Rel	=	Relaxation
S Man	=	Stress Management
Tast	=	Tasters
Assert	=	Assertiveness
Promo	=	Promotions
Can	=	Cancelled
DNA	=	Did Not Attend

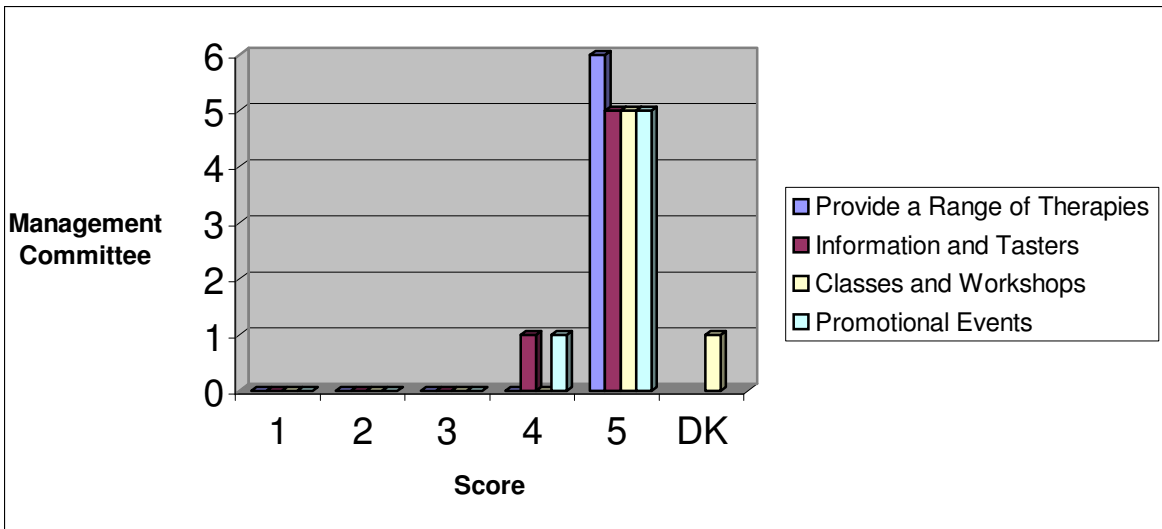
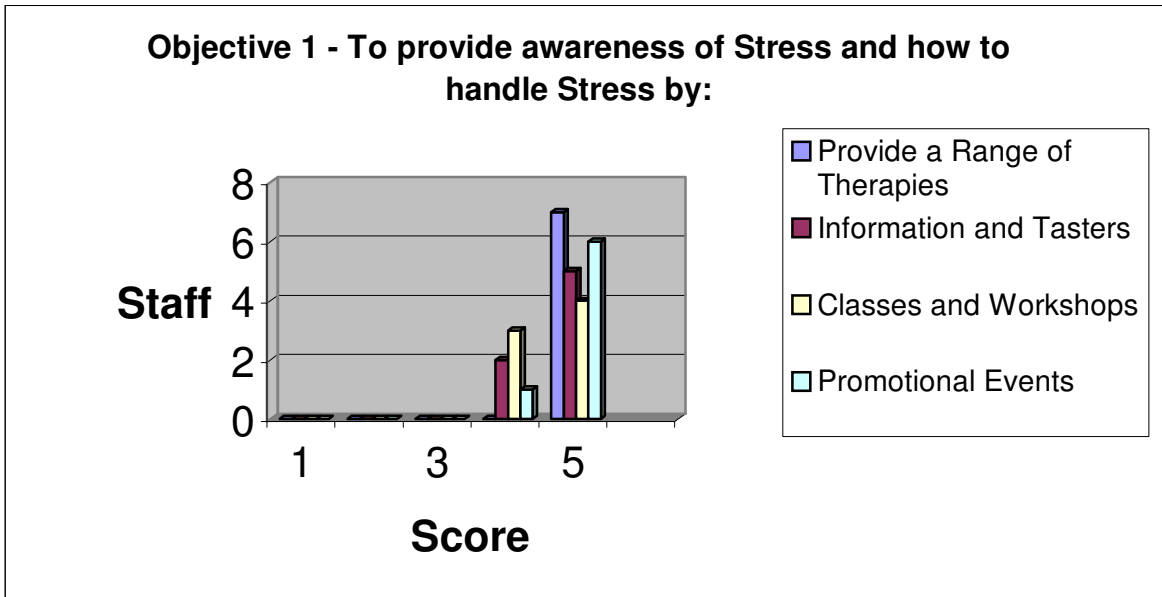
Castlemilk Stress Centre

Statistics 2001/2002

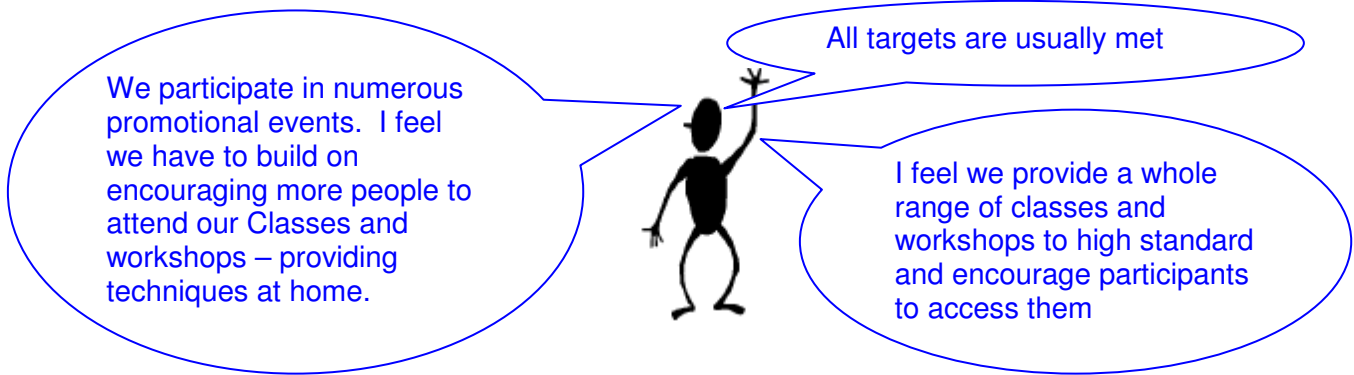
	Individual								Classes/Groups				
	Con	Eva	Ref	Aro	Rei	Rel	S Man	Tast	Rel	Steps	Yoga	Other	
April	22	0	6	30	1	0	0	10	80	10	142	16	
May	17	1	33	96	39	1	9	0	24	39	0	47	
June	10	9	25	120	39	0	0	2	0	24	0	28	
July	20	13	11	81	18	0	1	15	0	0	5	4	
August	19	6	26	56	15	13	1	9	22	0	0	5	
September	15	8	33	91	30	6	1	7	10	0	252	16	
October	12	7	38	60	23	3	0	150	0	0	264	0	
November	19	8	49	90	16	0	0	21	16	0	367	0	
December	0	3	13	50	13	6	0	0	7	0	23	0	
January	24	3	15	69	13	5	0	13	22	0	97	58	
February	16	4	37	113	53	15	0	6	56	0	305	59	
March	13	11	34	103	42	1	0	6	14	0	148	6	
Totals	187	73	320	959	302	50	12	239	251	73	1603	239	
			1643							2166			
	Workshops					Awareness		Training		Totals			
	Aro	S Man	Assert	Ref	Other	Visitors	Promo			Can	DNA		
April	20	0	20	20	9	3	20	0	317	15	5		
May	0	9	0	0	20	13	32	9	389	30	28		
June	0	0	0	0	0	8	220	0	485	14	32		
July	8	0	0	0	0	3	0	0	179	17	20		
August	0	5	0	0	0	5	0	8	190	26	23		
September	0	0	5	0	0	7	0	7	488	16	27		
October	14	0	0	0	130	7	300	7	1015	10	20		
November	0	0	0	0	6	4	27	0	623	24	24		
December	0	0	0	0	0	15	0	0	130	14	6		
January	6	0	0	0	0	3	8	3	339	15	18		
February	0	3	0	0	0	11	0	0	678	23	27		
March	0	3	0	0	6	0	0	0	387	23	18		
Totals	48	20	25	20	171	79	607	34	5220	227	248		
	284									475			

Qualitative analysis:

Staff and Management Committee were invited to score our performance against each activity of each objective according to how they felt we had performed during the past year on a scale of 1-5 with 1 meaning very unsuccessful; 3 meaning OK – neither particularly successful, nor especially unsuccessful: and 5 meaning very successful and DK if they felt they did not know. The results were as follows:



The following are some comments made:



Clients:

Activity 1

All clients receive a consultation prior to individual treatments. At the end of treatments clients then complete an evaluation, this gives us an indication of the benefits gained from treatments. Unfortunately a number of clients do not attend for their last appointment and it is not therefore possible to complete all the evaluations. 167 clients attended for treatments last year with 57 completing evaluations.

From the completed evaluations the clients were asked to rate their level of stress on a scale of 1 – 10 before and after treatments with 1 being only slightly stressed and 10 being highly stressed. After a course of treatments 37 clients indicated that their stress levels had reduced, 12 that they had remained the same and 8 that they had increased.

Clients were also asked to score a self-esteem rating (see appendices 1 and 2). 41 client's self-esteem rating had increased after treatments, 4 remained the same and 12 had decreased.

Client comments: The following quotes have been extracted from client evaluations when they were asked what benefits they gained from treatments:



Activity 2:

The promotional events are information and taster sessions for the general public and as a result it is not appropriate to gather qualitative information on this activity from clients.


Activity 3:

Evaluations were completed by 39 clients at 8 classes/workshops.

39 clients said yes they had benefited from the class/workshop.
0 clients said they did not benefit.

38 clients said they have learned new skills that they can use at home.
1 client did not answer this question.

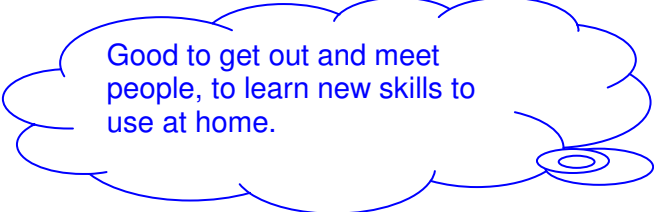
The following are a sample of quotes that clients said they liked about the class/workshop they participated in:



Nice experience!
Great massage, how
to cope, how to relax.



Friendly, comfortable.



Good to get out and meet
people, to learn new skills to
use at home.



It was fun and good company.



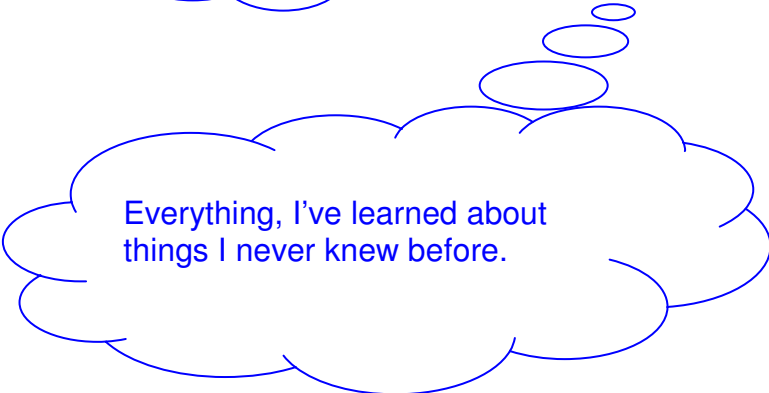
I feel very relaxed.



Everything, very
interesting.



Enjoyable

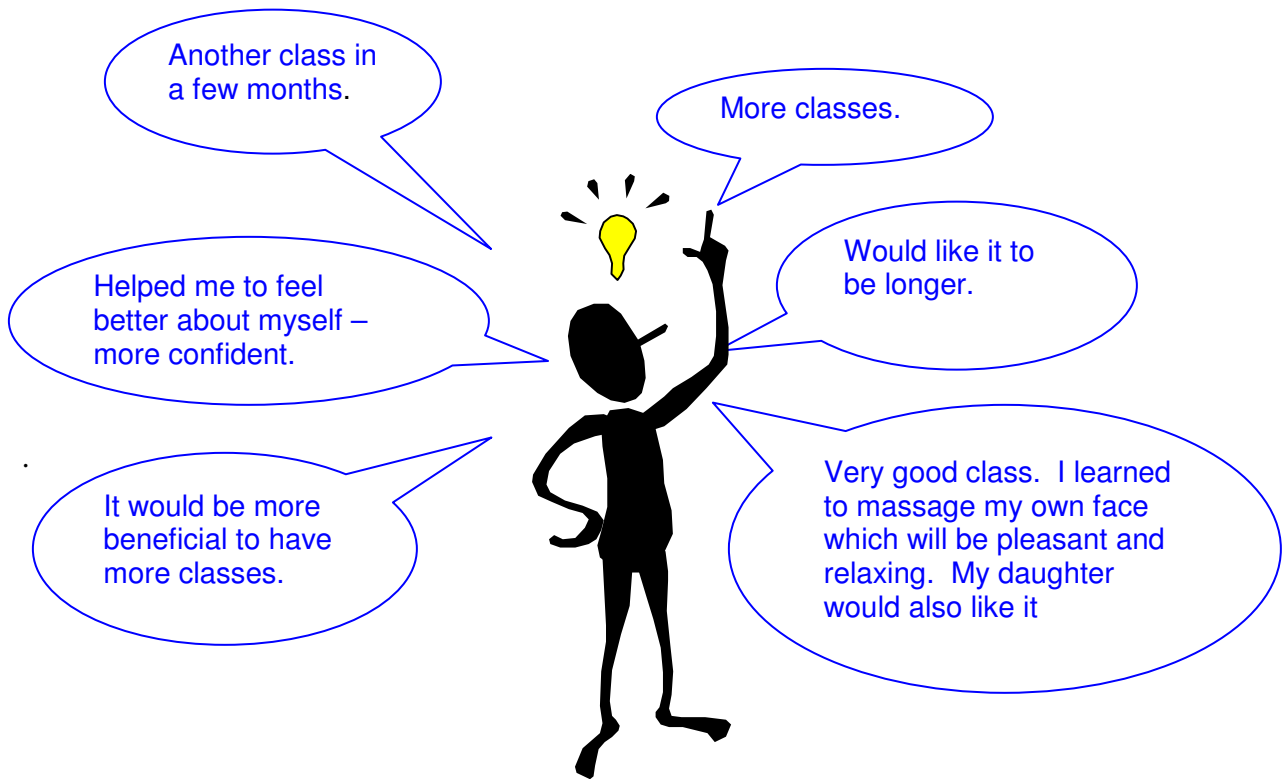


Everything, I've learned about
things I never knew before.



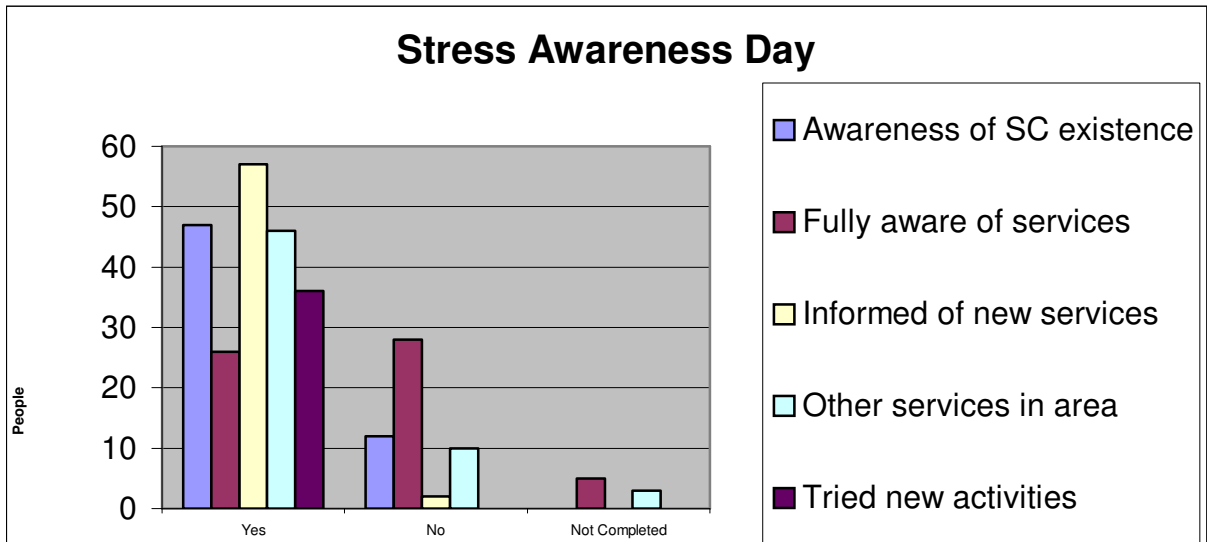
The teacher was very
informative

The following are examples of other comments made by clients:

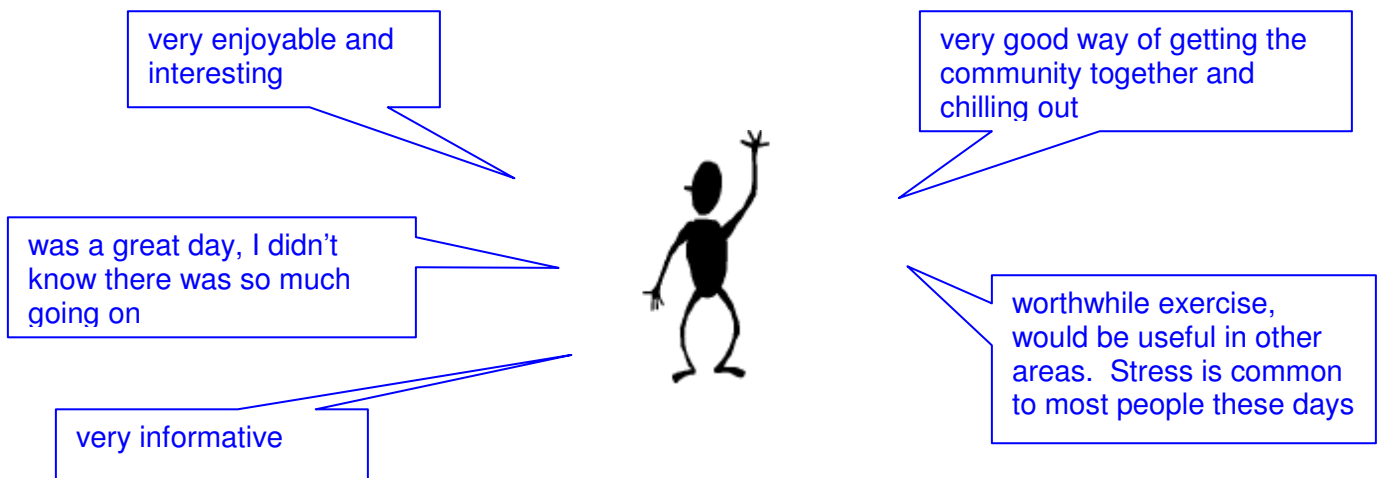


Activity 4:

Questionnaires were distributed at our “Stress Awareness Day” which was our biggest promotional event in the year. The purpose of our promotional events are to inform the community of the services we provide, give people the chance to try new activities and to inform the community of other services available in the area. Around 300 people attended on the day and 59 questionnaires were completed. The results were as follows:



The following is a sample of some quotes taken from the questionnaires:



Commentary:

- Both staff and Management Committee agree that we reach this objective.
- Feedback from clients would suggest that individual treatments help to reduce stress levels and raise self-esteem.
- Clients benefit from groups and classes and all but one agreed that they had gained new skills.
- Feedback from clients suggests that they would like more classes and workshops.
- Promotional events give community members the opportunity to try out new activities and find out about other community resources.
- The Stress Awareness day Illustrated that although awareness of the Centre is relatively high, there is still a need to increase the marketing of the service in the local community

Objective 2: To reduce individual isolation

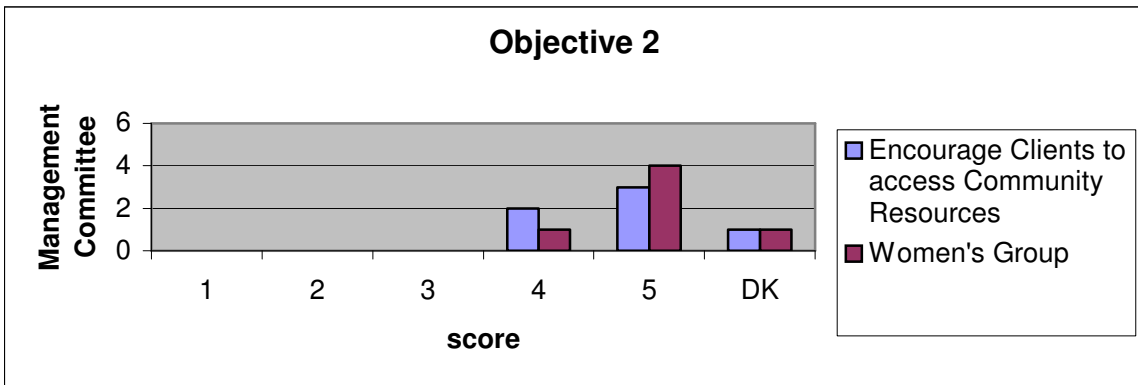
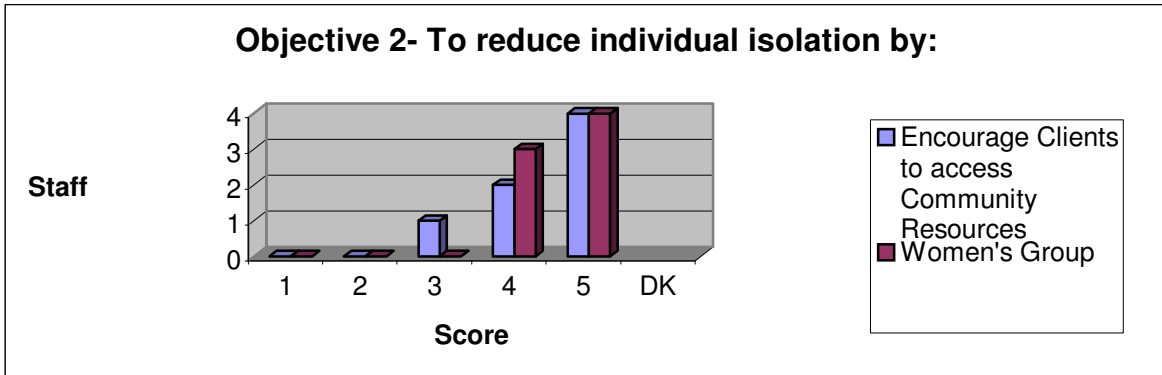
The following activities were carried out to achieve this objective:

Where appropriate clients were encouraged to access other community resources either at consultation, evaluation or at some time during their attendance. It is the Centres policy that this is recorded on client notes and the information collated on the data-base. Unfortunately this is a practice which in the past was not always adhered to which is reflected in the fact that only 8 clients were recorded as having been directed to other services although we know that this figure was in actual fact much higher. Strict adherence to a policy of client recording will ensure in future that the numbers of clients sign posted to other agencies will be accurately reflected.

A Women's Support group has been up and running throughout the year with 10 clients attending over the year.

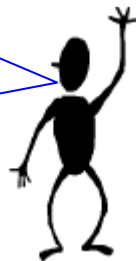
Qualitative Analysis:

Staff and Management Committee were invited to score our performance against each activity of each objective according to how they felt we had performed during the past year on a scale of 1-5 with 1 meaning very unsuccessful; 3 meaning OK – neither particularly successful, nor especially unsuccessful: and 5 meaning very successful and DK if they felt they did not know. The results were as follows:



The following comments were made:

“There is a need to build on our women’s group”



“Where appropriate we will always advise on other community resources.”

Clients from the Women's Group were asked by phone to comment on the benefits they gained from attending, the following comments were made:

"I enjoyed the women's group very much, we covered a range of topics and I learned some new relaxation techniques and how to massage my face and hands. I really enjoyed the company of the other group members, they were nice and friendly and we had many good laughs"

"I really like the group and since I started going I have been able to overcome my shyness, I enjoy the workshops and the relaxation sessions. I feel I have increased my confidence and I now speak up for myself, I also made some new friends."

Comments:

- Both Staff and Management Committee agree that we meet this objective.
- Statistics show that a number of clients were directed to other services.
- Comments made by clients attending the women's group illustrate that clients benefit from learning new techniques, experience increase confidence and most importantly enjoy the company of other people.
- It has been recognized by staff that there is a need to "build on our women's group". This comment could be in relation to numbers attending.

Objective 3: To reduce dependence and promote social inclusion,

The following activities were carried out to obtain this objective:

Clients were encouraged to attend classes, workshops and groups to learn self-help techniques

Personal Development courses (STEPS and Breakthrough) were offered to clients to help build confidence and raise self-esteem. Only 1 Breakthrough programme was delivered as it proved difficult to encourage young people to attend a second group. Steps was not provided in this year as groups and classes are run on a needs basis and we found that many of our clients had accessed this course through other organisations in the community.

Services were provided to client groups who could be seen as "socially excluded" ie.

- Aberlour
- Community Care Partnership Project
- Fresh Start
- Social Work Drugs Project
- Mental Health Drop-in.

Dedicated services were provided for children and Young People, including Pre School Yoga programme, information and taster sessions, individual therapies and other input to primary and secondary schools.

Services were provided on 4 evenings per week Monday to Thursday to make them more accessible to clients.

Quantitative:

Activity 1- encouraging clients to attend Classes and Workshops and groups to learn self help techniques : Please refer to table of statistics on page 20.

Activity 2- Providing Personal Development Courses (STEPS and Breakthrough) building confidence and self-esteem: 1 Break Through programme was provided.

Activity 3 – Offering a fully inclusive service: The only criteria we have is that clients live within the G45 area. Within this area we offer a fully inclusive service and work in partnership with other organisations to provide services for clients who could be at risk of exclusion through personal circumstances.

Activity 4 - Providing services to clients who could be perceived as being “socially excluded”: We have provided services for clients of:

- Aberlour
- Fresh Start
- Mental Health Department
- Leverndale
- Simon Community
- Social Work Drugs Project
- Community Care Partnership Project.

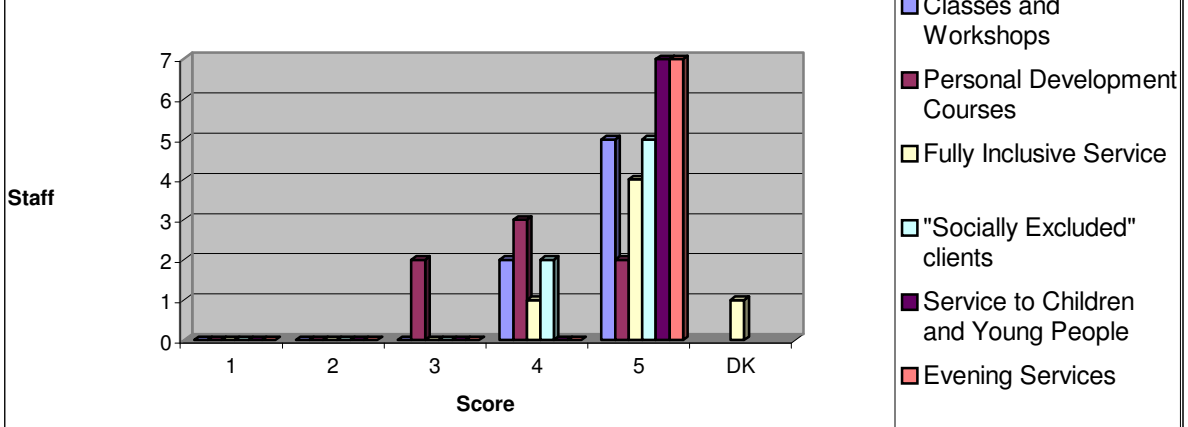
Activity 5: A range of services was delivered to children and young people including pre – five yoga programme in 5 nurseries. Satellite service at Youth Health Spot and a dedicated evening at the Stress Centre, offering individual therapies and relaxation skills. We have not fully audited the young peoples services as this was our first experience of Social Audit, we agreed to concentrate on “Core Services”. However we have included a flavour of comments made by services users in this audit.

Activity 6: The Stress Centre provides services 4 evenings per week. We have not gathered any qualitative information to support this other than from staff and Management Committee on how far they agree we meet this objective.

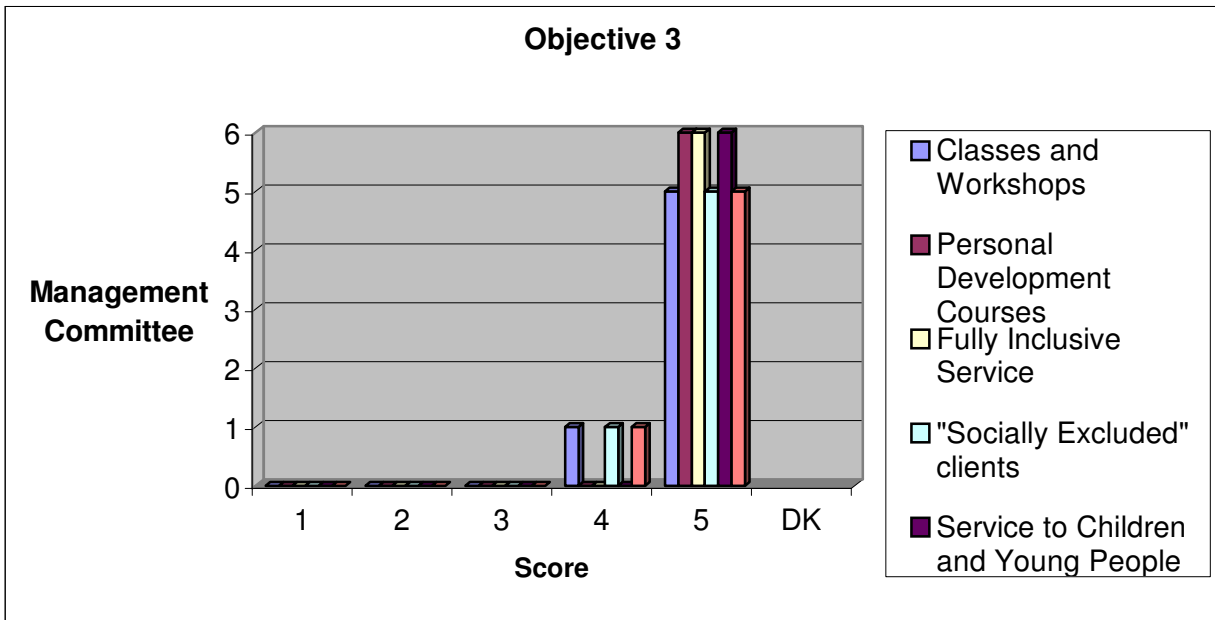
Qualitative Analysis:

Staff and Management Committee were invited to score our performance against each activity of each objective according to how they felt we had performed during the past year on a scale of 1-5 with 1 meaning very unsuccessful; 3 meaning OK – neither particularly successful, nor especially unsuccessful: and 5 meaning very successful and DK if they felt they did not know. The results were as follows:

Objective 3 - To reduce dependence and promote social inclusion by:



Objective 3



Comments:

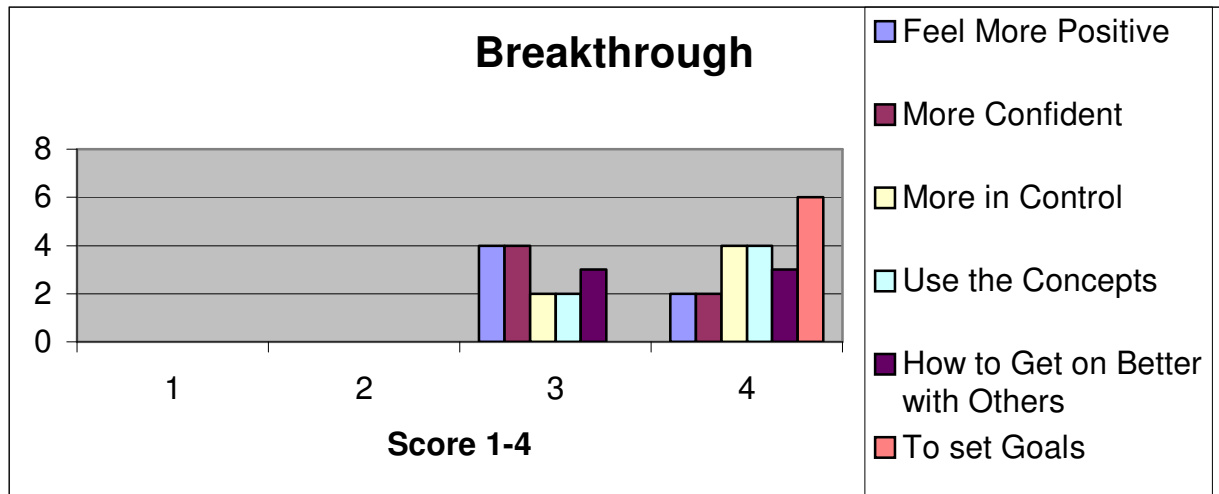
The following comments were made:

Young people's services are very popular after getting off the ground

many of our clients have accessed STEPS through CEDA

Activity 1: This information has been reported in objective 1, activity 3.

Activity 2: Participant were asked to score on a scale of 1-4 (1disagree and 4 agree) as to how they now felt regarding the following statements after completion of Breakthrough.



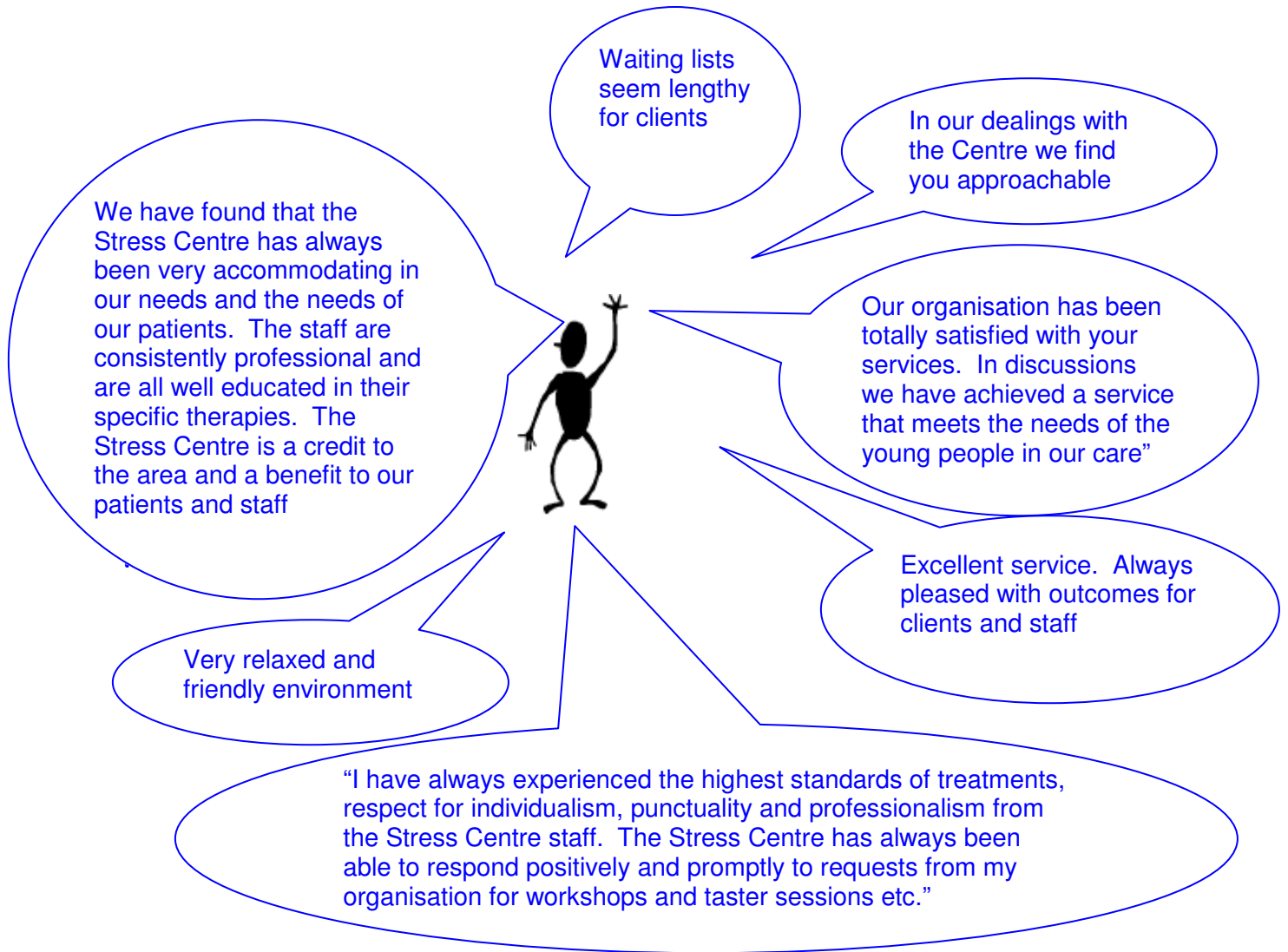
Some comment made by breakthrough participants:

I became more confident, which pleased me very much

Enjoyable and interesting
Stimulating and fun

Activity 3: No further evidence gathered.

Activity 4: The following comments are a sample of the comments made by organisations that we provide services for:



Activity 5: Delivery of services to children and young people.

Group Leaders were asked what they felt was most beneficial about the services delivered to their groups of children and young people. The following comments were made:

The change in the children's behavior was noticed by all staff. This led to a relaxed more calm session for everyone

Children's ability to listen, co-operate, turn take all improved along with confidence and self-esteem

The children enjoy the yoga very much

The children's confidence grew with each session and they also became more flexible and agile

The children benefited in all areas of their development eg. Confidence and self esteem, listening skills, awareness of the importance of exercise and personal safety

Chance to relax and take a bit of time out

The following are further comments made by group Leaders that have received services for their clients:

The children benefited in all areas of their development eg. Confidence and self esteem, listening skills, awareness of the importance of exercise and personal safety

The opportunity to de-stress was found to be valuable. I think the group would appreciate the opportunity to explore Stress Management further

This was a brilliant session which the pupils enjoyed almost as much as me!

The service is badly missed when we can't offer it to our children and young people. They always ask for the list when they come into our services

We would be happy to continue with Yoga and appreciate your support feel Yoga and other forms of exercise should be more readily available to pre-five children

Activity 6: No further evidence gathered.

Comments:

- Both Management Committee and staff strongly agree that we meet this objective
- Delivery of personal development classes, (Breakthrough) to young people help them to feel more positive, confident, in control and more focused.
- The Social Audit process has highlighted the benefits of recording information on client records
- Uptake of youth services demonstrated that there is a need to further develop a dedicated youth service.
- Comments made by organisations demonstrate that colleagues in the community hold the Centre in high regard and that they value the contribution of the Stress Centre for the benefits to their clients.
- The Stress Centre prides it's self in the excellent working relations with colleagues in the community and will strive to build further on existing partnerships.

Objective 4: To involve volunteers and local community.

The following activities were carried out to meet this objective:

The Centre has a voluntary Management Committee of 8 local people who have been listed under the staffing structure on page 11. At present we have 4 volunteers who regularly cover reception again they are listed on page 11. We currently have no volunteers providing services to clients as our last voluntary therapist had to resign due to personal reasons.

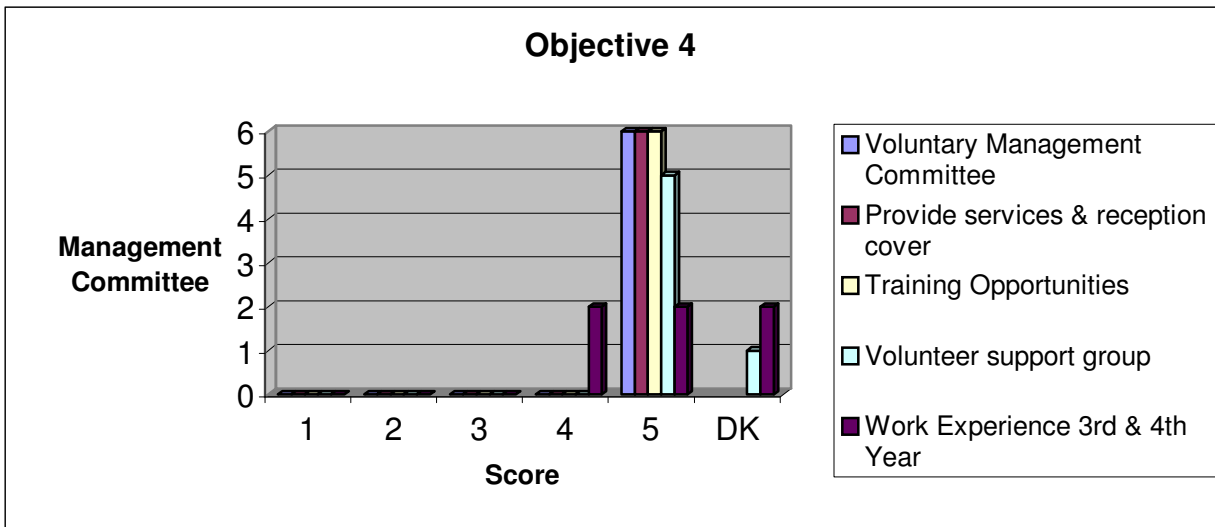
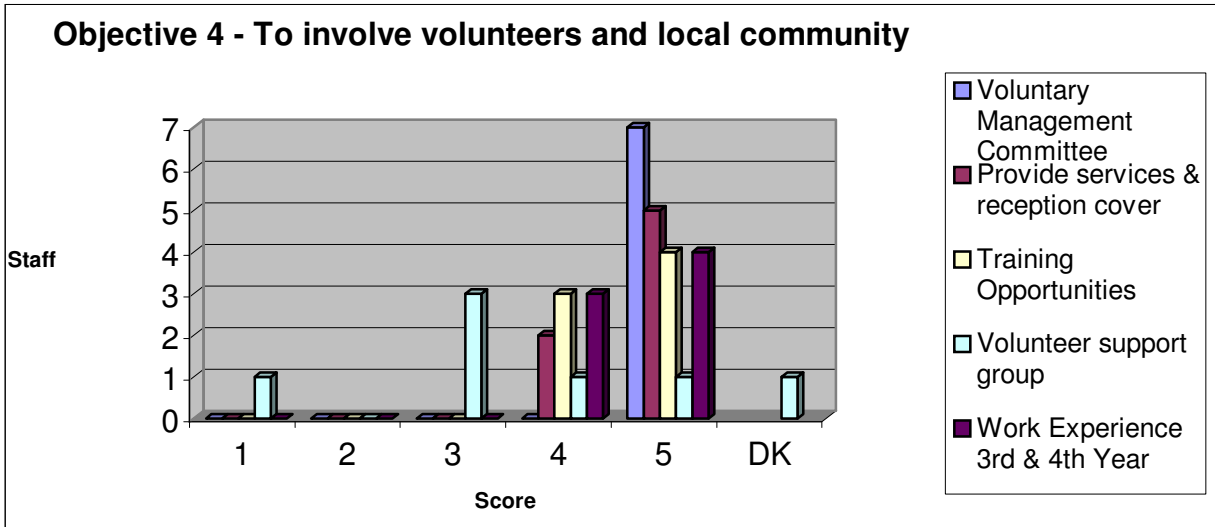
14 local people were trained in therapeutic skills last year. From this 4 have gained further employment.

The Centre has recently appointed a Volunteer Co-ordinator to provide training and volunteering opportunities for local people but in this instance we have decided not to report on this section due to time constraints. The volunteer support group did not run this year as the volunteers had indicated that it was not required. However this is something that will be reviewed this coming year.

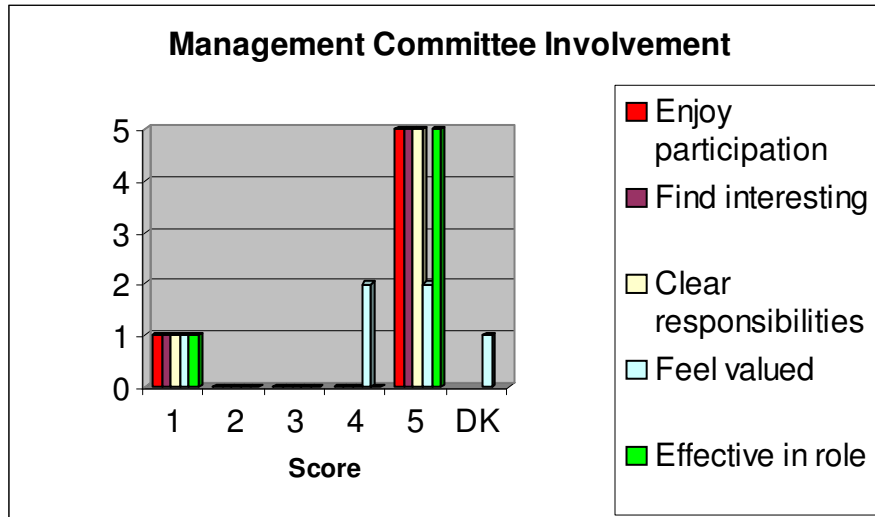
A work experience placement was provided for a pupil at one of the local secondary schools.

Qualitative Analysis:

Staff and Management Committee were invited to score our performance against each activity of each objective according to how they felt we had performed during the past year on a scale of 1-5 with 1 meaning very unsuccessful; 3 meaning OK – neither particularly successful, nor especially unsuccessful: and 5 meaning very successful and DK if they felt they did not know. The results were as follows:



Management Committee members were also asked about their feelings with regards to their position as a management committee member of Castlemilk Stress Centre. They were asked to indicate how far they agreed or disagreed with the following statement on a scale of 1 –5 with 5 meaning strongly agree, 1 meaning strongly disagree and DK for don't know or if you have no opinion.



Comments:

- The Management Committee generally take their responsibilities seriously and feel they make a valued contribution to the organisation
- There is a general consensus between staff and management committee that we meet this objective.
- Our commitment to the local community is demonstrated by the fact that the project is managed entirely by local people.
- The ongoing use of volunteers has contributed significantly to our commitment to creating opportunities for people in our community.
- We have now employed a volunteer coordinator to further develop these volunteering opportunities
- Local people also have the opportunity to influence the services that the Stress Centre offer through comments made at, where possible, employing local people.

Objective 5 – To be a good employer and create local employment by:

- Gaining the liP Award
- Reviewing and updating organisations policies and procedures
- Provide monthly supervisions for all staff
- Carrying out annual skills analysis and providing training opportunities where appropriate
- Having team meetings fortnightly
- Employing local people

Quantitative:

Activity 1 – Working towards liP: This was achieved in October 2001

Activity 2 – Operating within policies: Policies are in place and available for all staff to access.

Activity 3 – Providing support and supervision: This is provided monthly for all staff.

Activity 4 – The Centre uses an annual Planning Day when staff and Management Committee come together to identify the needs of the organisation for the coming year including staff development. As a result of this the following training was provided for staff last year:

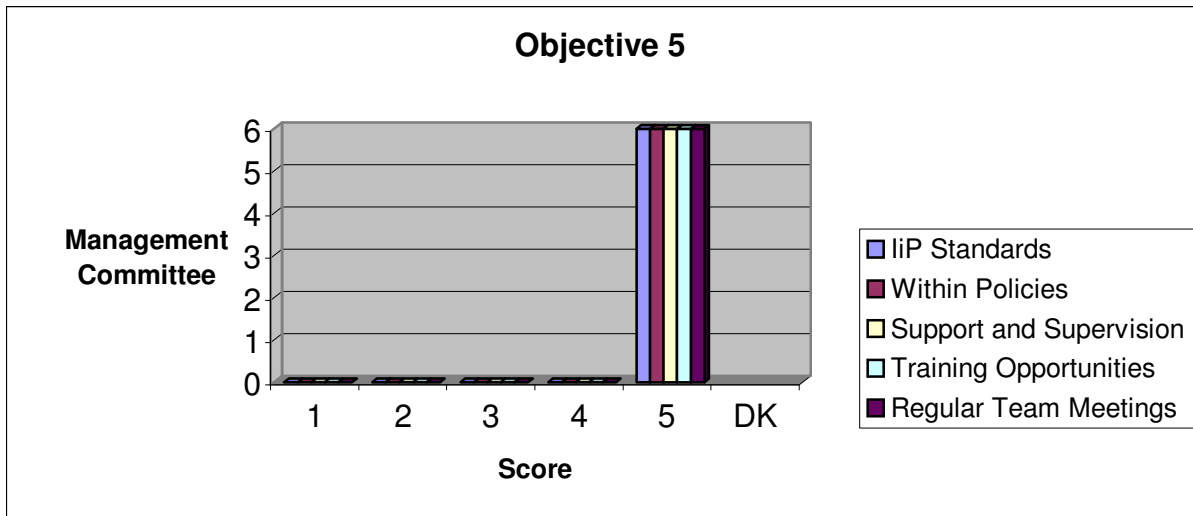
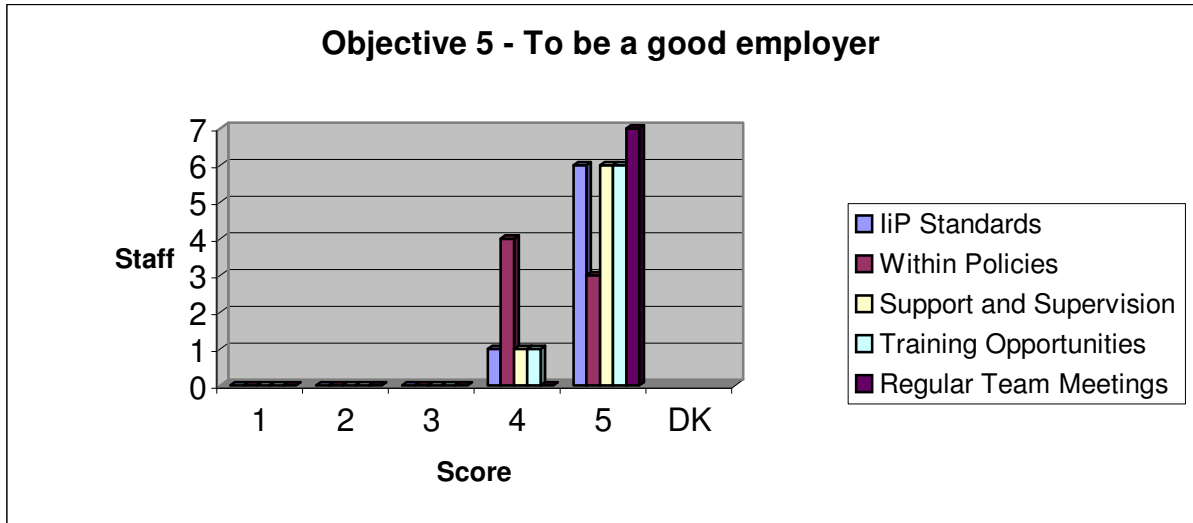
COURSE	Number of staff
Team Building	(6)
Relaxation Skills	(5)
Community Issues	(3)
Mental Health Awareness	(5)
Reiki	(2)
Stress Management training for Trainers	(5)
Assertiveness Training for Trainers	(5)
Minute Taking	(1)

Activity 5 – Having Regular Team Meetings: Team Meetings are held on the 2nd and 4th Wednesday of each month.

Activity 6 – Employing local people: Two Core members of staff and 4 Sessional staff are local people.

Qualitative:

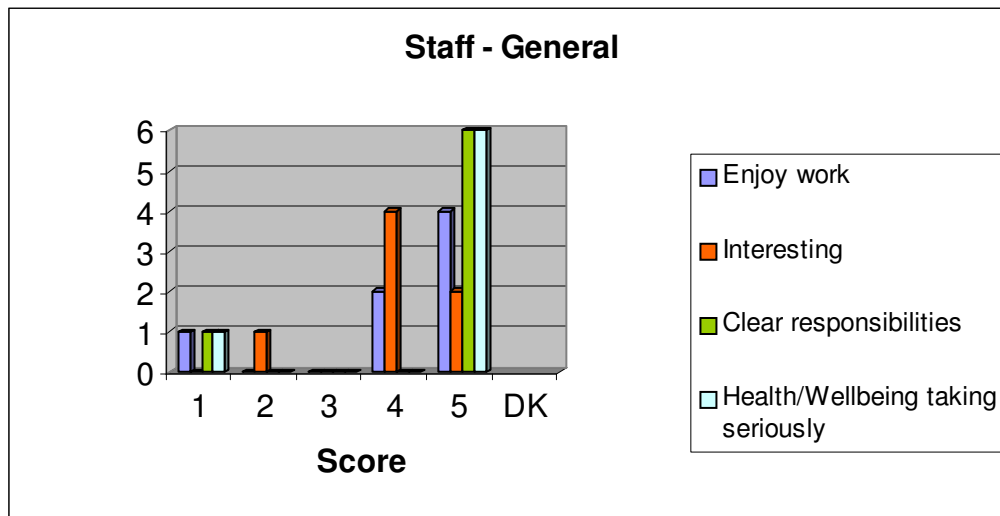
Staff and Management Committee were invited to score our performance against each activity of each objective according to how they felt we had performed during the past year on a scale of 1-5 with 1 meaning very unsuccessful; 3 meaning OK – neither particularly successful, nor especially unsuccessful: and 5 meaning very successful and DK if they felt they did not know. The results were as follows:



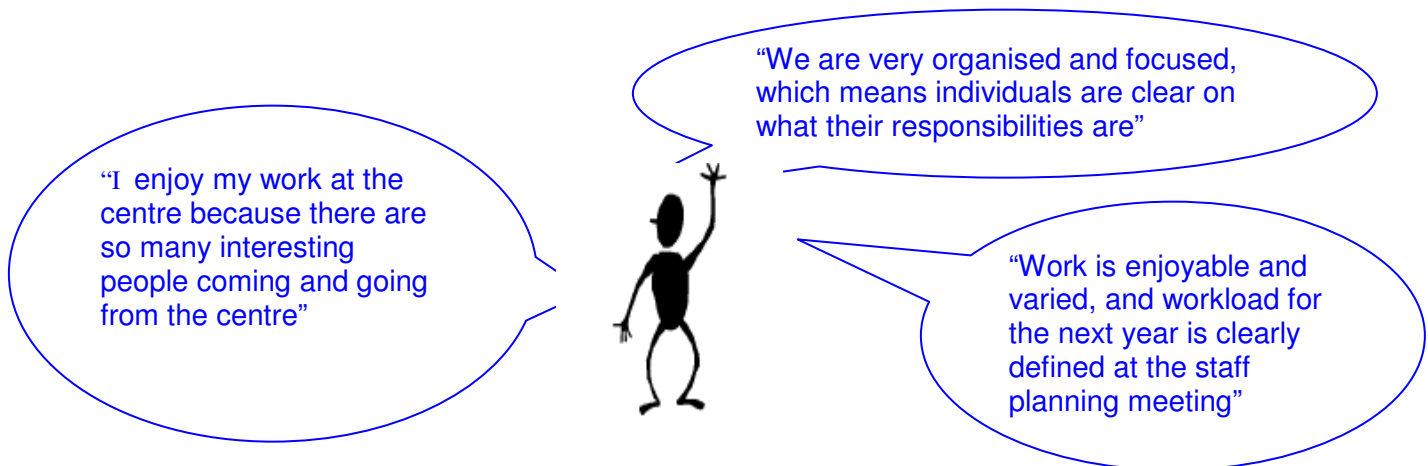
Activity 1 – The stress Centre was assessed against the Investors in People National Standard and recommended for the award on 6th September 2001. The following examples of good practice were noted in the report:

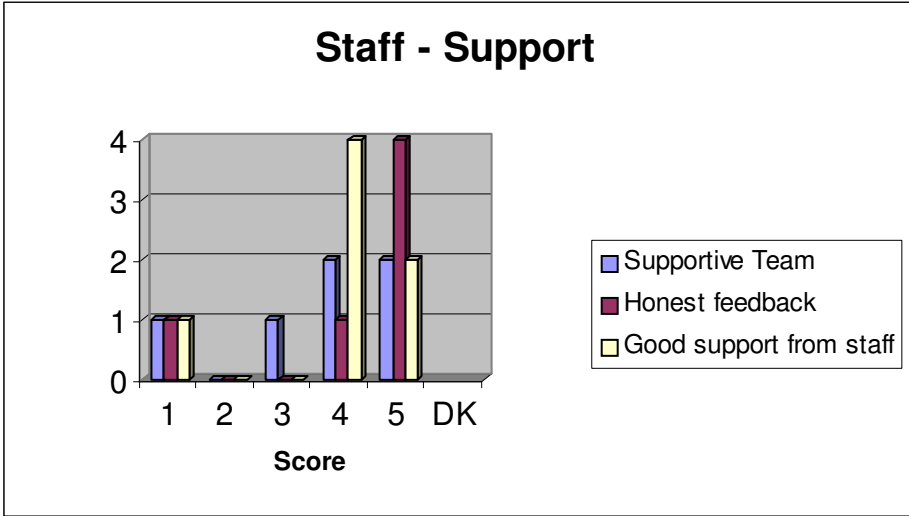
- The very strong commitment by the Company to ongoing training and development of employees in order to meet Centre objectives.
- Employees believed strongly that they are encouraged to identify their own training and development needs.
- The policy of inviting Sessional Workers to all training sessions organised by the Centre is to be highly commended.
- The involvement of all staff during the planning process used within the centre is to be commended.
- The recent decision to include the Centre objectives as part of the induction pack helps inductees to better understand the overall targets of the Centre.
- All project work is comprehensively evaluated, with improvements to service provision continually being sought.

Staff were asked to score on a scale of 1-5 on how far they agree with various aspects of being an employee with the Stress Centre.



The following comments were made by staff:





The following comments were made by staff:

"I can ask for and receive help from all of the team when needed"

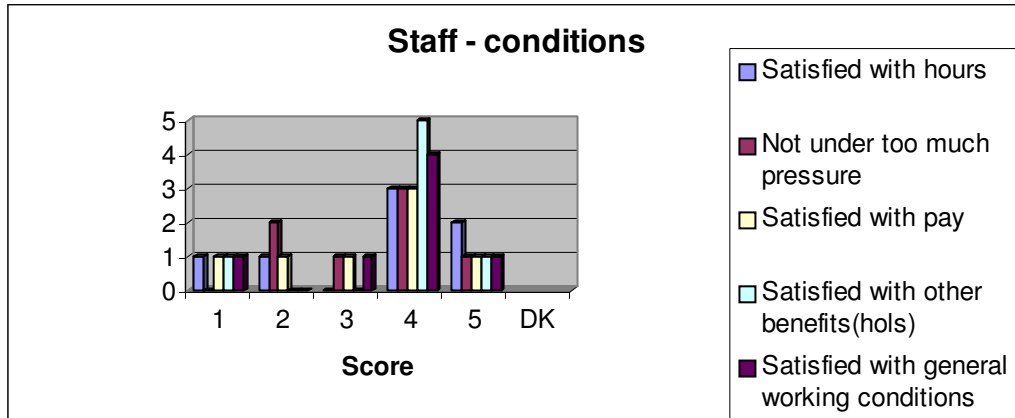


"Monthly supervision acts as a two way street to monitor performance and give feedback"

"The staff are very supportive of each other"

"Successes are usually discussed at supervision"

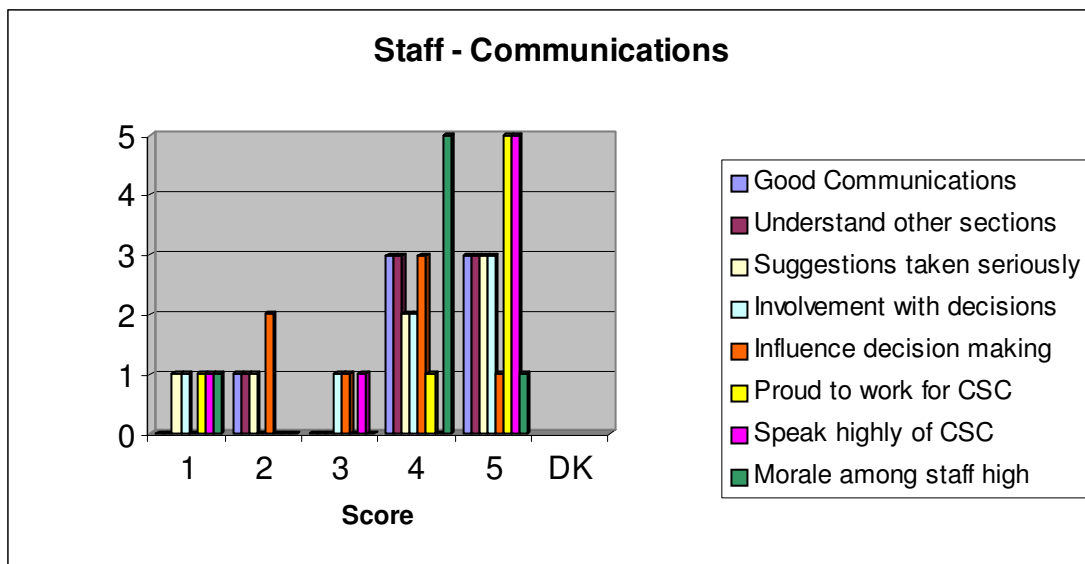
"The team is a good team, everybody gives each other support and if other help is needed the rest of the team is there"



Comments:

The dissatisfaction stems from my 25hr week/25 hr pay

“On the whole, working conditions are good. There are times of extreme pressure, usually related to funding”



The following comments were made by staff:

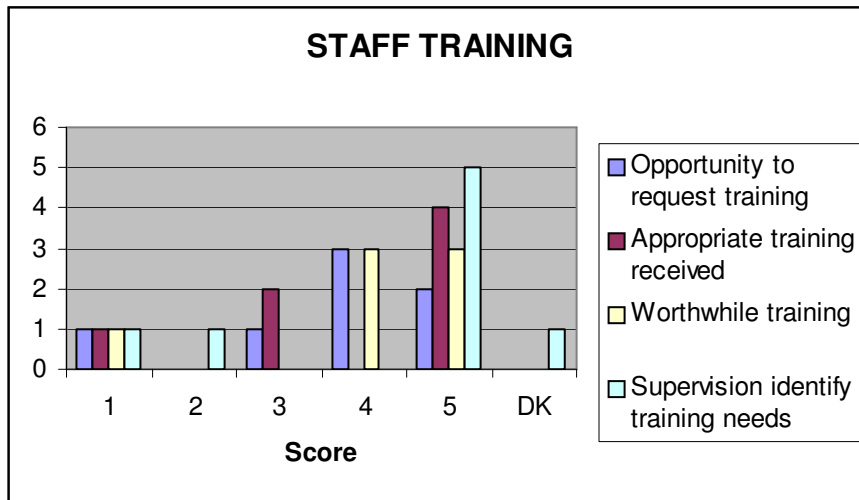
"I enjoy working at the Stress Centre and this is noticed by my friends and family and also by the members of the local community I know and meet"

"Fortnightly staff meetings are the ideal time to bounce new ideas off other members and receive feedback to learn what other members involvement and workload are"

"People are kept up to date at team meetings"

"Communications in the organisation are good. Everybody is involved in planning. Morale among staff is generally high, however there are times when it is low usually due to funding issues"

"There is too much reliance on verbal communication, requirements are therefore sometimes unclear"



Comments:

"My training requests have been denied before now"

"Enjoyed all training done this year"

"If there is any training I require I just have to ask at the team meetings or during supervision"

"I have received more training at the Stress Centre than any other community project I have worked in"



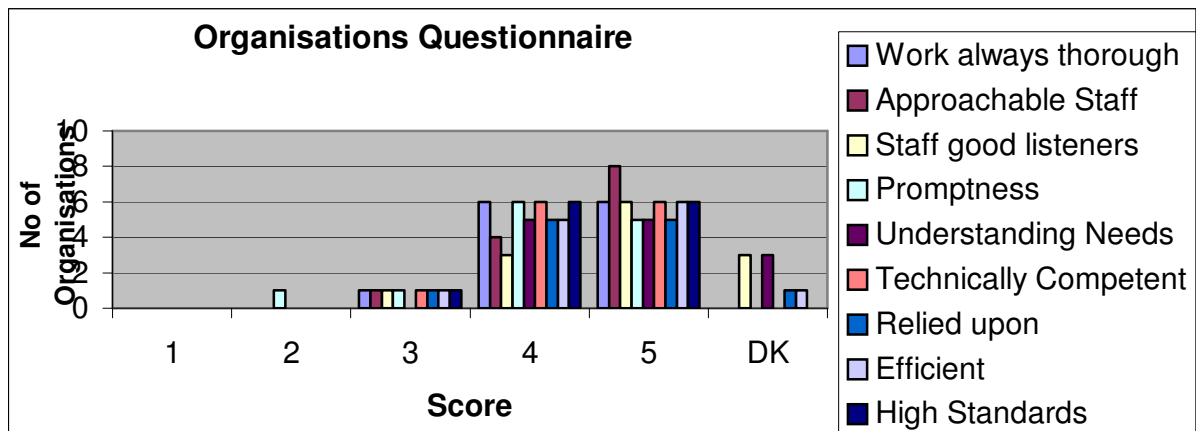
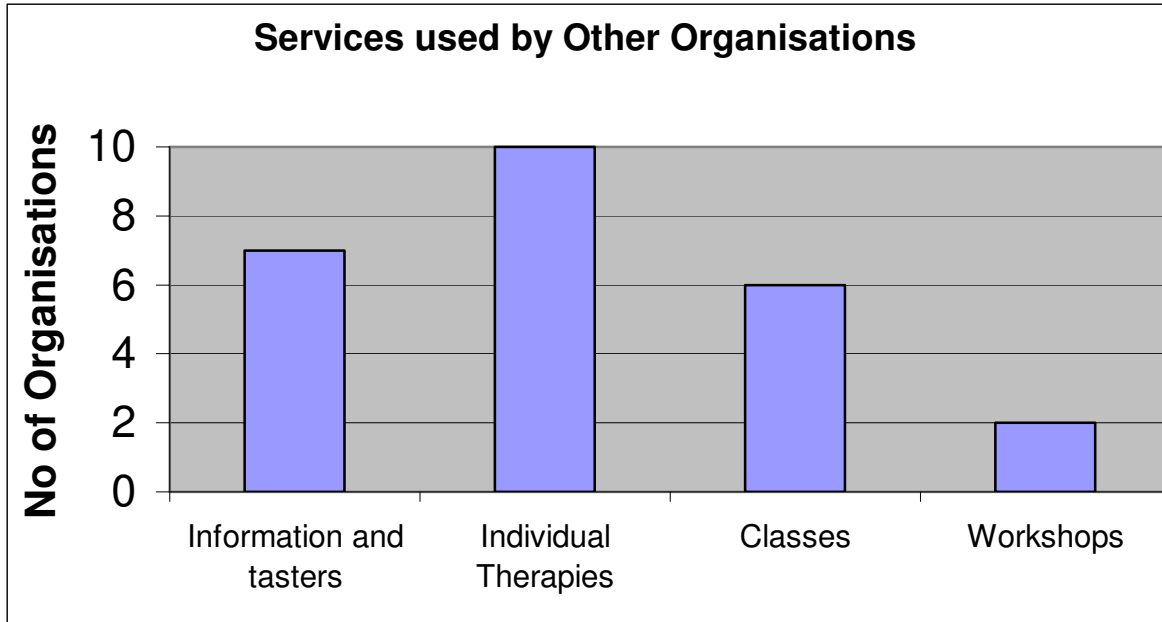
"Training opportunities have been excellent for both professional and personal development"

Comments:

- Both staff and Management Committee agree that we meet this objective.
- Of all the issues addressed by staff in this report there was a general acknowledgement that staff enjoy their work find it interesting and are clear about their responsibilities. There is a strong indication that health and well being are taken seriously.
- There is a general consensus that staff feel a sense of job satisfaction and part of a supportive team. Where there is dissatisfaction there is opportunity at individual supervision for staff to express their views on issues of concern to them. If it was felt inappropriate to raise an issue with their line manager the staff member has the opportunity to raise the issue with the Chair of the Management Committee.
- Staff are generally satisfied with working conditions. Where this doesn't appear to be the case reflects uncertainty in relation to job security due to the funding environment under which the Centre operates.
- Staff agree that communications within the organisation are generally good. In analysing the information we will reinforce with staff the opportunities available to them to influence decision making within the organisation through planning days supervision and staff meetings. As a condition of receiving the IIP Award records are kept of all internal meetings involving staff, these are available at all times for staff to access. We will however continue to reinforce this. Staff are given clear direction and guidance in the performance of their duties through the issuing of written personal work plans.
- Castlemilk Stress Centre prides itself in providing training opportunities for both professional and personal development. We attempt to meet the training requirement of our staff where possible on condition that it is relevant to the job the aims of the centre and/or personal development needs. Obviously the response to these requests is dependant on available resources.

6. The Views of Stakeholders

Organisations were asked to comment on the quality of services provided by the Stress Centre for their clients. The Graphs below illustrate their views:



The following comments were made by the participating organisations:

"In our dealings with the Centre we find you approachable, friendly and helpful"

"Waiting lists seem lengthy for clients"

"Our organisation has been totally satisfied with your services. In discussions we have achieved a service that meets the needs of the young people in our care"

"We have found that the Stress Centre has always been very accommodating in our needs and the needs of our patients. The staff are consistently professional and are all well educated in their specific therapies. The Stress Centre is a credit to the area and a benefit to our patients and staff"

"Excellent service. Always pleased with outcomes for clients and staff"

"Very relaxed and friendly environment"

"I have always experienced the highest standards of treatments, respect for individualism, punctuality and professionalism from the Stress Centre staff. The Stress Centre has always been able to respond positively and promptly to requests from my organisation for workshops and taster sessions etc."

Comments:

- There is a general consensus that services provided to organisations is of a high standard and is beneficial to their clients.
- In response to the issue of waiting time for clients we have taken steps to address this through securing additional funding to employ another therapist

Case Studies

The following case studies are examples of how client's progress in their lives with the services and support offered at the Stress Centre. Names have been changed to protect the client's identity:

Case Study 1:

Susan initially discovered the services of the Stress Centre through word of mouth and leaflets distributed throughout the local community. This led to her contacting us, she was then given an initial consultation where her needs were assessed and treatment plan drawn up, with the clients approval she then commenced her aromatherapy treatments, having eight treatments over a two month period. On completing her self-esteem rating at her evaluation the score had risen remarkably, in comparison to her initial score, especially in increased confidence being more, relaxed, more self assertive and more enthusiastic.

Susan could not believe her progress since commencing treatments. Physically she feels there is not as much tension in the head jaw, neck, shoulders and hasn't been suffering as many headaches. In general she definitely feels more positive and more relaxed, she has become more aware of her own body and when/where the tension is, and feels as though she has a lot more energy. She has taken advantage of the relaxation classes that the Stress Centre has organized and found these of great benefit.

Case Study 2:

Jane first became a client of the Stress Centre in 1999. She had identified herself as suffering from depression and was having difficulty in attending work. Jane received a number of individual therapies over 2 years and in 2001 participated in a pilot project that was targeted at people who could through social circumstances be excluded from opportunity possibly because of Mental or Physical health problems, addiction issues or issues related to living in poverty.

Jane received training in therapeutic skills including Reiki and relaxation skills and has since gained paid employment using these skills. She has now regained her confidence and is feeling much positive and enthusiastic.

Case Study 3:

Catherine first attended the Stress Centre as a client in 1997 suffering from stress related muscle tension in her back and shoulders. She felt a great benefit from the Aromatherapy treatment that she received so much so that she felt she wanted to give something back and became a member of our voluntary Management Committee.

More recently during the course of treatments Catherine spoke of feeling bored and not socialising as much as she used to, it was suggested that she join the woman's Group. She finds this very enjoyable and has been able to meet new friends who have also used the Centre at some point to deal with stress levels.

As a result of joining the Woman's Group and receiving individual therapies her confidence has greatly increased and she has also learned new skills which she can practice at home on both herself and her family to help reduce her stress levels, allow her to relax and identify

the causes of her stress more easily. Catherine has also started a exercise class which she feels she would not have had the confidence to do before she joined the Woman's Group.

Case study 4:

Maureen received therapeutic treatments from the Stress Centre while living at Aberlour Childcare Trust, which is a project that offers a residential rehabilitation programme for female drug addicts and their children. Prior to entering Aberlour, Maureen had made several unsuccessful attempts to stop using drugs. Thankfully Maureen has now been drug free for 1 year and has secured full time custody of her 3 year old daughter and is enjoying regular visits with her two older children.

As a result of receiving treatments whilst at Aberlour, Maureen became interested in the Stress Centre's Volunteer Project and is now participating in the same. As part of the Volunteer Project she will be undertaking personal development training as well as training in therapeutic skills such as Relaxation Techniques and Reiki. One of the projects aims is that participants go on to volunteer in the community and Maureen has shown an interest in working with people who have had addiction issues similar to herself as she feels she has

“something to offer them”

Due her success in staying drug free Miss B now feels that her

“Life is back on track”

and that she has

“something to look forward to”.

Maureen also states that her involvement with the Stress Centre has helped her to stay drug free as she is now

‘mixing with different people and there is not the same temptation to fall back into old habits’

Case Study 5:

June came to the Centre as a result of a referral from the local Social Work Department counselling service and a local Befriending project.

She stated that she was suffering from STRESS and DEPRESSION resulting from being diagnosed, in March 1995, as suffering from a form of Cancer. Chemotherapy treatment lasted for 18 months and radiotherapy for 6 weeks. Her condition was described as being in remission in September 1996.

She was fearful of her own physical and mental health when she first visited the centre.

Her father passed away in June 2002 and her own G.P. died of Cancer in Spring 2002. June was involved in a bus crash in August.

The client has now received a course of treatments in Reflexology, Massage and Reiki which began in May this year.

June says of the service "I feel better after every treatment"

... .. "things are improving for me"

"I am happier after each visit because my depression is lifted in the short term"

At present, September 2002, June has joined the Centre as a volunteer and has undertaken training in REIKI therapy and successfully completed a personal development course, S.T.E.P.S.

Children's and young people's services

The following is a copy of the letter sent from the head teacher at St Bartholomews primary school where we piloted the Yoga programme for primary 7 pupils recognising that the transitional year from primary to secondary school can be stressful for some young people. We have reproduced it in full:

Dear Andy,

Re: Yoga Programme – Pilot Scheme for P7

On behalf of the P7 pupils and Mrs Gray (the class teacher), I would like to take this opportunity to thank you for providing such a wonderful experience.

When you approached me regarding the possibility of setting up this pilot scheme, I was eager to have the pupils participate. When I discussed it with Mrs Gray she was equally as keen. I have to admit at this stage although excited about the prospects of the P7 pupils being involved in a yoga programme, I also had reservations. Deep down I felt that the P7 boys might not respond as they only live for football.

However, the programme started and the children took to it like ducks to water. Not only have the pupils benefited from the lessons, other members of staff have remarked on how well behaved the P7's are this year. Even the most fidgety of children seem to have a more settled, calmer approach.

The pupils absolutely loved each session. Wednesday afternoons were the highlight of the week. Mrs Gray was so impressed that she made a video of the class in progress.

Because the children were so disappointed when the programme ended I decided to ask Grace (the instructor) to return to school next term and continue her classes through supported study.

Yours sincerely

*Maris Channer
Head Teacher*

This pilot has led to the provision of Yoga in every Primary School in Castlemilk.

7. Our Environmental Impact

Castlemilk Stress centre is convinced that instilling pro-environmental attitudes into our organisation's procedures will promote the overall value of our organisation and its operations. We have worked closely over the year with C-BETA (Community - Business Environment Training and Audit), a local environmental organisation, in order to establish a robust environmental management system. Our organisation has adopted the three R's principle (Reuse, Renew, Recycle), which has allowed us to make the best possible use of available resources. As secondary benefit, it is also anticipated we will see real financial benefits through reduced fuel and energy costs.

In April 2000 our organisation was subject to an environmental audit, carried out by C-BETA. The main conclusions to be drawn from this analysis were:

- The organisation did not hold a formal environmental policy.
- Energy costs per square metre equates to 86% above what should be typical for this type of office, therefore the centre could not be regarded as energy efficient.
- The organisation could make more effective use of resources through reducing consumption of materials.
- The Stress Centre did not sort or recycle any waste materials.

As a result of our environmental audit our organisation has developed and implemented a comprehensive environmental policy (see appendices). This policy will be regularly monitored and updated with the assistance of C-BETA.

The main actions that we have taken over the last year to minimise the negative environmental impacts of our organisation include:

- The development and implementation of a formal environmental policy. This has been the first step towards the development of an effective environmental management system (EMS)
- Being more energy efficient through encouraging staff to participate in the stress centre's 'Switch Off' campaign and monitoring energy consumption.
- An increase in the amount of recycling materials such as paper, ink cartridges toner and glass bottles.
- The appointment of an environmental officer within the Centre.

8. Compliance

The following statutory standards are adhered to within the Stress Centre:

- Equal opportunities adhered to in terms of staff conditions and recruitment of staff and volunteers.
- Health and Safety requirements adhered to.
- All Therapists have accredited qualifications in their given field and are all members of their appropriate associations which covers them for public liability

The Stress Centre has achieved the Investors in People Award. We gained particular recognition as highlighted in the following comment:

Castlemilk Stress Centre met all indicators consistently across the organisation. In particular it was clear from the assessment that there was:

- *A culture of sharing of knowledge and a desire for personal development across all employees in the Centre.*
- *Strong leadership and project focus with clear objectives.*
- *The Centre is an excellent example of an Investors in People.*

9. Conclusions and Recommendations

- Services are well received in the community and the benefits of stress management and personal development services are widely recognised by both individuals and organisations. The Stress Centre will strive to continue to provide a range of high quality services to benefit the Castlemilk Community.
- As illustrated in the case studies the stress Centre is quite often the 'first step' towards clients making positive life style changes and improving their quality of life. The staff at the Stress Centre will continue to support clients to progress in their lives and maximise their potential.
- The Stress Centre works in partnership with many organisations to provide services suited to the needs of their clients. The Centre is held in high regard by these organisations and the services seen to be valuable for their clients. The Centre prides itself in the excellent working relations with colleagues in the community and will strive to build further on existing relationships.
- Services provided for children and young people are well received and the benefits have been noted by colleagues working with them. The Stress Centre will continue the development of children and young people's services by working in partnership with other youth service providers and young representatives in the community to secure funding for a Youth Stress Centre.
- The Centre offers a fully inclusive service to people in Castlemilk and particularly targets groups and individuals who are in danger of being excluded through social circumstances. We have recently secured funding to provide a dedicated service to people with addictions and people with Mental Health problems. This will allow us to employ two part time workers to develop and deliver services.
- The Stress Centre values the contribution of volunteers and there is a range of volunteering and training opportunities available through the Stress Centre including volunteer placements at the Centre and training in therapeutic skills leading to supported placements with various organisations in the community. The Centre employs a volunteer co-ordinator and will work towards securing further funding for the continuation of these opportunities.
- The Stress Centre has introduced excellent systems for collecting and collating both qualitative and quantitative information. The Social Audit process has highlighted the importance of recording information and all staff will strive to build on this through improved recording systems which are now in force.
- The Stress Centre prides itself in the excellent report received from our liP assessment in September 2001 and findings from staff consultations illustrates that in the main staff find the Stress Centre to be good employers. The Centre will continue to operate within the high standards required of an Investors In People organisation.

• Weaknesses of the Social Audit

When the concept of Social Accounting was first introduced to the Stress Centre by CEDA's Third Sector Team, both Staff and Management Committee agreed that there were benefits to be gained by preparing social accounts and having them audited independently. We felt that although we already collected a lot of statistical information on the services we provide we had no formal way of sharing the social impact that our service has on the community with stakeholders and a social audit would give us the opportunity to do so and also to highlight any area where improvements could be made or opportunities explored for future development.

Although the process was very beneficial, and the findings from the audit highlights the Stress Centre in a very positive way we found it to be a very time consuming process. This was probably the biggest weakness of the whole process. As service providers we found that the Social Audit was constantly being moved to the bottom of the priority list and therefore the final report was completed much later than first anticipated. We also found that within our current resources we did not have the capacity to include all stakeholders in the process however we felt that we did capture the opinions of some of the most important ones especially the clients.

One of the most satisfying aspects of compiling the information was to see all the very positive comments made about the services provided to various clients including individuals and organisations. Working with clients on a daily basis we see how some individuals progress and improve their quality of life but when you actually see it written in black and white, in the words of the clients it highlights the enormous benefits clients gain from receiving services and justifies our very existence.

11. Future Plans

Dissemination and Dialogue

We intend to report back the findings to the various stakeholders by publishing and disseminating the Social Audit Report at our AGM in January 2003. We will also deliver a presentation with reference to any important issues that have arisen during the process. Stakeholder will have the opportunity to ask questions on the process or the content of the report. Copies of the report will be sent to stakeholders who are not in attendance at the AGM.

Follow-up Action

Any issues and recommendations raised by the social accounts will be discussed with the appropriate stakeholders and action will be agreed by the Management Committee.

The Next Social Audit Cycle

At this stage the Centre has no plans to complete an annual Social Audit as we do not feel that we can justify the time required to complete the process on a yearly basis. We do however feel that it may be of benefit to repeat the process about every 3 – 4 years. In the interim we will incorporate the main elements of the Social Audit process into our annual reports.

Appendices

- 1. Client Consultation form**
- 2. Client evaluation form**
- 3. Management Committee questionnaire**
- 4. Staff Questionnaire**
- 5. Organisation Questionnaire**
- 6. Class/Workshop evaluation forms**
- 7. Stress Awareness Day evaluation form.**