



# Annual Review

2014/15



restore  
working for mental health

# Contents

Introduction .....	3
Our vision, mission and values .....	4
Our services .....	6
Where we work .....	7
What we achieved this year .....	8
<i>Tony's story</i> .....	9
Volunteer for Restore .....	10
Making a difference .....	12
<i>Kerry's story</i> .....	13
Celebrating our success .....	14
Members in the media .....	16
<i>Sally's story</i> .....	17
Working with others .....	18
Our amazing fundraisers .....	20
Support Restore .....	22
<i>Jo's story</i> .....	23
Money matters .....	24
Become a friend of Restore .....	25
<i>Katie's story</i> .....	26
Thank you to our funders .....	27



Restore is an Oxfordshire mental health charity that supports people to take control of their own recovery, develop skills and lead meaningful lives.

**We write this introduction on the back of a record-breaking year within Restore. Flicking through the pages, you will learn how we are providing support and empowering more individuals across Oxfordshire than ever in our 38 year history.**

*The real achievements for Restore are at the heart of our charity – within our people.*

We are delighted to have been recognised with a number of prestigious awards and praise from well-respected organisations. Whilst very uplifting, the real achievements for Restore are at the heart of our charity – within our people. This review celebrates the progress, successes and smiles of our members: on the allotments, in our shops and cafés, during coaching sessions, on training courses and in new-found employment. The efforts of our trustees, staff, volunteers, members and Friends of Restore are what truly identify us as winners.

So thank you for taking a moment to read our stories and understand our challenges. In listening, you are helping others on their journeys and reducing the stigma associated with mental illness. Together we will create a time when all of us experiencing mental ill-health are fully empowered to lead meaningful lives. Your support, whether through volunteering or donation, is as important now as ever.



A handwritten signature in black ink, appearing to read 'Martin Realey'.

**Martin Realey**  
*Chief Executive*



A handwritten signature in black ink, appearing to read 'Anne James'.

**Anne James**  
*Chair of Trustees*

# Our vision, mission and values

**We conducted a thorough, inclusive review of our values and direction this year in consultation with our members, volunteers, staff and trustees. The result was our new vision, mission and values, which are now informing our work and our strategy.**



## Vision

Working towards a time when people with mental health problems are fully empowered to live meaningful lives.



## Mission

Providing recovery and coaching support to people with mental health problems whilst working with the whole community to reduce the stigma associated with mental illness.

# Values

## Recovery

Enabling people to recover from illness and manage their own mental health and wellbeing.

## Empowerment

Helping people to believe in themselves and what they can achieve.

## Respect

Accepting without judging, as each person is unique.

## Support

Providing the opportunities to help ourselves and each other.

## Hope

Offering a positive future where everyone can fulfil their potential.



Lisa Bretherick

# Our services



Lisa Bretherick



## Recovery Groups

We run recovery groups for people with mental health problems across Oxfordshire. Activities are decided by group members and include woodwork, gardening, cooking, customer service, ceramics, design, art and creative crafts.

## Coaching

We provide one-to-one coaching support to help people with mental health problems to find employment or get back to work after sickness.

## Recovery College

As part of the Oxfordshire Mental Health Partnership, Restore is taking the lead on developing a new Recovery College for Oxfordshire (see page 18).

## Training

We provide mental health first aid training for managers, health professionals and members of the public. This is a nationally accredited two-day course that teaches people how to identify common mental health problems and guide those affected towards professional help.

6

## Need help?

If you or someone you are supporting would like to use our services, call 0845 250 0518, email [support@restore.org.uk](mailto:support@restore.org.uk) or download a referral form from [www.restore.org.uk](http://www.restore.org.uk)

## North Oxfordshire Recovery Group

The Orchard  
Calthorpe Street  
Banbury, OX16 5EX



# Where we work

## The Garden Café

Manzil Way  
Cowley Road  
Oxford, OX4 1YH



## Bridewell Organic Gardens

The Walled Garden  
Wilcote  
Witney  
OX7 3EB



Partner

## Beehive Recovery Group

Manzil Way  
Cowley Road  
Oxford, OX4 1YH



## Root and Branch

Westmill Farm  
Watchfield  
Oxfordshire  
SN6 8TH



Partner

## Elder Stubbs Recovery Group

Elder Stubbs Allotments  
Rymers Lane  
Oxford, OX4 3LB



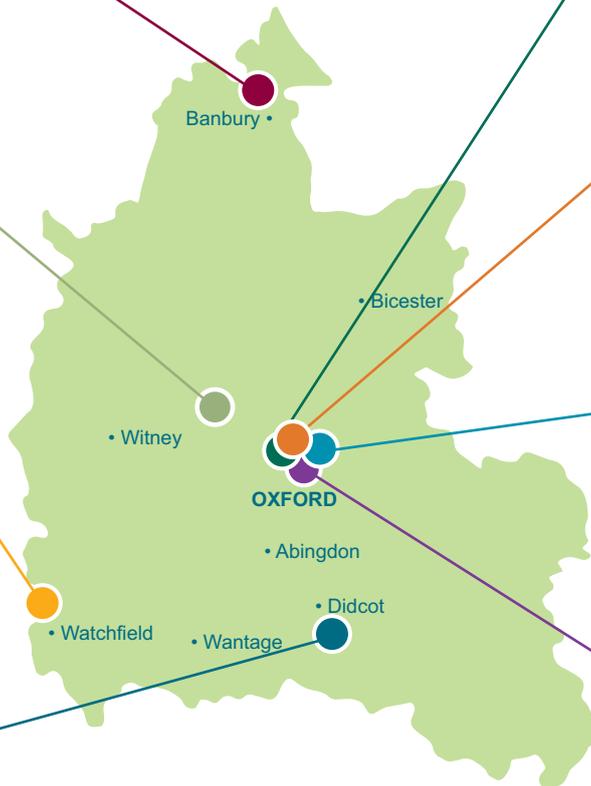
## South Oxfordshire Recovery Group

Fleet Meadow  
Sandringham Road  
Didcot, OX11 8TP



## Littlemore Recovery Group

Littlemore Mental  
Health Centre  
Sandford Road  
Littlemore  
Oxford, OX4 4XN



# What we achieved this year

## We supported...



We held 10 community events, attended by over 5500 people

**24,783**

training days in our recovery groups

**2,056**

individual support sessions

# Tony's story

**There are days when I struggle to get here – days I wake up and think I don't want to go. But I always manage to pick myself up and come. By not coming I'm letting the team down.**

I've been here for just over a year now. I work in the kitchen, doing the cooking, which I enjoy.

You feel accepted here. The staff are very supportive and compassionate. You know they're there if you want to talk, and you feel you're being listened to. Restore is not like a normal working environment – it's an environment where you have a choice of what you want to do and what you want to achieve. You're not pressured into doing anything. Like with cooking – we're not told what to cook – we choose. That's important, that freedom.

And if you're not well and need to go home, they understand. It gives you that experience that you can take to employers and say, yes, I may have mental health issues, but look at what I can do!

As soon as you mention 'mental health', the first thing people think of is 'psycho'.

This is a place where we can challenge people's misconceptions.

People can see that it isn't something to be scared of, but is a condition that's treatable, and with the right support people can live a normal life.

The important thing to remember is you're not alone in your experiences. So many people hide their mental health issues. Especially men, they feel it's not something they should have – but it's something that doesn't discriminate – it affects people from all walks of life.



Brandee Meier

*This is a place where we can challenge people's misconceptions.*

# Volunteer for Restore

The number of volunteers at Restore increased again this year and we benefited from over 15,000 hours of volunteer support. We would like to say a massive thank you to every one of these wonderful people! We always need new volunteers. Would you like to get involved and gain experience and skills in a supportive and friendly environment? We have a variety of roles including:



## Volunteer Coach

You will provide one-to-one employment support to your client to help them identify their goals and plan how they can be achieved.



Lisa Bretherick

## Café Volunteers

You will support and empower our members to run our thriving cafés either at our Manzil Way site or at Littlemore Mental Health Centre. This could involve working with members to plan menus, serve customers or bake cakes!



## Fundraising Volunteers

Work with a team of events organisers, help in the office, enter a sponsored challenge, or give a couple of hours to help out at our festivals – there are plenty of fun ways to get involved, that fit around your schedule.



Lisa Bretherick

## Recovery Group Volunteers

You will play a key part in supporting our members on their journey of mental health recovery. This could involve working alongside members doing gardening, woodwork, or crafts.



## Opportunity Project Volunteers

You and another volunteer will hold a weekly two-hour drop-in on Tuesdays in a psychiatric ward. You will give information, advice and guidance to inpatients about keeping their jobs, as well as telling them about relevant and useful organisations.

The staff are always supportive - I have learnt a lot from working with such a wonderful charity.

The training is excellent, some of the best I've ever had.

I feel very proud to be part of such a creative, caring and positive group of people.

# Making a difference



# Kerry's story

**I knew I wasn't right but I couldn't explain it to people. I didn't tell anyone what was going on until it broke me. Things came to a head when I had a panic attack and my auntie took me to the Warneford hospital. I felt that I either had to get better quickly or my life had to end. I couldn't cope with how I felt.**

Now I've been diagnosed with generalised anxiety disorder and I've been having cognitive behavioural therapy, which has really helped. I heard about Restore through the day centre at the Warneford. On my first day at Elder Stubbs it seemed a bit scary. Now I've found my own family here.

It's been great having something to get up for, having support from like-minded people. I've learnt how to support others with their illnesses. That's now what I want to do – something to do with mental health. I feel like I've got a gift in a way, because I've been through it and I want to use that experience.

It's been great having something to get up for, having support from like-minded people.

I went to the consultation day about the new recovery college – it was nice to be heard and to input ideas. The day just wasn't long enough!

I've started gardening and I imagined I'd get all wet and dirty, but I love it. Seeing things grow that we planted. A major task I've done here is clear up the upstairs office. I was so pleased when the skip arrived!

Four weeks ago I started part-time temp work again. When I was ill I thought I would never work again. I feel so much more positive – I actually have a future. Just let me out there and let me help.



Jeff Stade

# Celebrating our success

Restore was fortunate to receive considerable recognition for our work this year.



Lisa Bretherick



Charity Times

**GSK  
IMPACT  
Awards**

In May we were astounded and delighted to be declared **Overall Winner** at the **GSK IMPACT Awards**, which are run in partnership with the King's Fund to recognise and reward charities that are doing excellent work to improve people's health. Already thrilled to be in the top ten out of over 350 entries, we were humbled to be chosen as the overall winner. We could not have achieved this without our supporters, volunteers and members – so thank you!

**Charity  
Times  
Awards**

Dr Peter Agulnik, who co-founded Restore in 1977, received the **Outstanding Individual Achievement Award** at the **Charity Times Awards** in October 2014. Peter, now retired, worked as a consultant psychiatrist at Littlemore Hospital in Oxford for more than 30 years. He was instrumental in the development of a number of Oxfordshire charities. Restore would not exist without his vision, hard work, support and guidance. Peter remained a Trustee until 2013 and is now our president. We were delighted to see his outstanding contribution recognised.



The **Oxfordshire Volunteer and Charity Awards** in February was a great night for Restore volunteers. One of our fantastic volunteer coaches, Alison Campbell, was recognised for her commitment and dedication with an award, and we won the **Management of Volunteers Award**. A big thank you to the Oxfordshire Community and Voluntary Association which organised the event. Well done to all our volunteers! (You can find out more about volunteering opportunities with Restore on pages 10-11.)



Our Mental Health First Aid (MHFA) trainers Julie Field and Liz Pierpoint attended the **MHFA England Awards** at the House of Lords in February. Both received recognition for their work and Julie was “absolutely gob-smacked” to be declared overall winner in the standard category. She said, “I wasn’t expecting it at all. I’m living proof that people recover and are likely to recover.”

# Members in the media

This year we've supported many people who use our services to speak about their personal experiences in the media, helping to challenge stigma and raise awareness of mental health.



# Sally's story

It's built up  
a confidence that  
I never had before.

**I've suffered with depression and anxiety for over 25 years. I have had help over that time and it's been alright, but never like Restore.**

Things came to a head when I had a heart attack last year. It knocked my confidence and made me look at life differently.

When I first came to Restore, I wondered what I was doing here; I just wanted to sit and cry. But I wanted to get back to work and I needed help to do that.

I met my employment coach, and I cannot put into words how much she has helped me. I'd have found it hard to do a CV without her help. She would ring employers and then pass me the phone, which really pushed me! I'd never have gone on a computer course without Restore. Now I can send emails and look for jobs online.

With my coach's help, I started voluntary work at Age UK. I didn't think I'd be able to make someone else happy, but I do.

I can pick up the phone and my coach is there.

We've built up a relationship;

I can talk to her about anything. I've had a few knock-backs and days when I felt it's not working. But I kept coming, and she picked me back up again. I think I will always have anxiety but I can control it with tools I've learnt at Restore.

Now I've got a job, which I never thought I'd get. I'm working part-time in a garden centre café. It's given me a bit of independence back.

Coming to Restore made me feel that I wasn't abnormal. I realised how many people suffer from mental health problems, and many people are worse off than me. It's built up a confidence that I never had before.

My Restore coach is like my spoonful of medicine. She's better than any medicine. I always felt better after seeing her. I came to Restore with my chin on the floor and now I hold it up high.

# Working with others



The **Oxfordshire Mental Health Partnership** formally brings together six local mental health organisations from the NHS and the charity sector: Connection Floating Support, Elmore Community Services, Oxford Health NHS Foundation Trust, Oxfordshire Mind, Response and Restore. We are signing up to working much more closely together to make it easier for people to get the best possible support when they need it.



The **Oxfordshire Recovery College** is a new development by the Oxfordshire Mental Health Partnership. The delivery is being led by Restore. We are coordinating the views of service users, carers, volunteers and staff of all the partnership organisations; all of whom have been hugely committed to the college's early success. The courses are produced and delivered all over the county by tutors with personal experience alongside professionals who work in mental health. The aim is to assist students to recognise their talents and resources. This includes developing new skills and being in control of their own recovery plans. To find out more, enrol on a course or get involved, please visit [www.oxfordshirerecoverycollege.org.uk](http://www.oxfordshirerecoverycollege.org.uk)

**In order to provide an Oxfordshire-wide recovery service, we work with partners Bridewell Organic Gardens and Root and Branch. Both organisations work with a similar client group to Restore: people who experience mental health difficulties such as depression, anxiety, schizophrenia and bipolar disorder.**

## Bridewell Organic Gardens



Bridewell Organic Gardens is a therapeutic horticulture charity supporting adults with mental ill health. At its walled garden site at Wilcote in West Oxfordshire, adults work together on a wide range of tasks, managing the garden and vineyards.

Bridewell helps its members to overcome social isolation and loss of self-esteem, ultimately enabling them to engage in the community again through employment, education or voluntary work. Bridewell's small team of experienced horticultural therapy practitioners is supported by up to 15 volunteers.

## Root and Branch



Located on an organic farm in the Vale of White Horse on the Wiltshire/Oxfordshire border, Root and Branch offers a wide range of interesting activities such as gardening, blacksmithing, woodwork, crafts, artwork and cookery. This helps people to regain their self-

esteem and hence lead fuller lives, including returning to work or full-time education.

# Our amazing fundraisers

Last year,  
you raised  
a whopping  
**£40,653!**

We are so grateful for the support of the local community.  
Here are some of the fantastic things our supporters have done...



**Shelley and Kenzie** ran 8km and endured 31 obstacles at the Devil Mud Run, including the scarily named 'Ice Dip' and 'Satan's Steps'!



**Staff and customers of Sainsbury's** Westgate and Heyford Hill stores held collections, Christmas wraps, bag-packing sessions, sponsored walks, Valentine's rose sales and more.



**St Edmund's Rowing Club** rowed all the way from Oxford to London.



**1,211 of you** voted for us to win £3,000 from Lloyds Bank Community Fund.



**Jenny and Patsy** swam the 'River Dart', a 10km event through open waters.



Jon Lewis

**Our fundraising volunteers** organised a Pancakes and Pub Quiz event.



**Euan, Joe and James** cycled from John O'Groats to Land's End.



**14 brave runners** (including a rather large tree) competed in the Oxford Half Marathon.

Thank you to everyone who has supported us!

# Support Restore

This year, we're appealing to the community to help us raise £47,500 so that everyone with mental health problems in Oxfordshire gets the support they need. **Are you up for the challenge?**

With ever-increasing demand for our services, we rely on the support of local people like you to continue enabling people to change their lives.



## Sponsored Events

We have some really exciting opportunities to get involved this year. Challenge yourself at a sporting event (including the Oxford Half Marathon or Bike Oxford), join one of our skydives, or even take a European road trip in an old banger! See what's coming up at: [www.restore.org.uk/upcoming-events](http://www.restore.org.uk/upcoming-events)

## Leave a Lasting Legacy

When writing your Will, your loved ones will always come first. But you may find that once you've made provisions for your friends and family, you are able to leave a gift in your Will to Restore. For more information visit: [www.restore.org.uk/legacies](http://www.restore.org.uk/legacies)

# Jo's story

**I didn't know anyone else who had mental health problems before. Coming to Restore has made me realise I'm not alone.**

I was 20 when I started and was really scared and nervous, but everyone was really welcoming and friendly. It took me a while to trust people, but now I've got a good group of friends – we even meet up outside Restore.

I've learnt how to garden, how fruit and vegetables grow, how to do woodwork and crafts. Refurbishing a dog kennel was the thing I was most proud of. It was going to be smashed up but I sanded it down, painted it and did it up. All three of my family's dogs use it now.

Restore is somewhere you can be yourself and not be judged. You can talk to people about your problems. I'm going through a lot at the moment and the staff have really helped me. Outside those gates I'm a wreck, but inside I know I'm safe. I'm a lot calmer now. I've come to realise my mental

health is part of me and I've learned to live with that. When someone says you've got a mental health problem, you assume you're mental and there's no going back from it. But we shouldn't be labelled as different – we're normal people.

At Restore I can put a smile on my face and mean it. In the future I want to have a full-time job and my own place. I've got a part-time job now, working in a shop. I'm hoping I can bounce back.

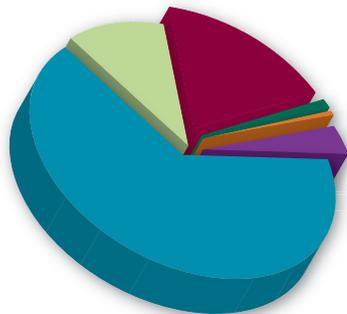
At Restore  
I can put a smile  
on my face and  
mean it.



# Money matters

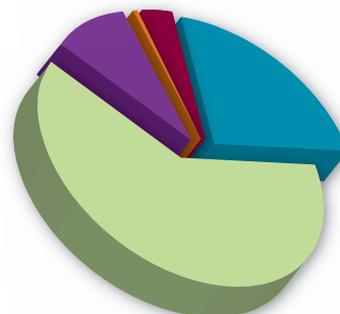
Total incoming resources have increased during the year to £1,449,652 compared with £1,377,250 the previous year. Resources expended also increased to £1,428,469 (2014: £1,356,055). The surplus for the year was £29,466 which is approximately 2.03% of our total incoming resources. A full copy of our Financial Statements is available on our website.

## Income: £1,449,652



- **Voluntary income** (£252,176)
- **Events** (£17,764)
- **Interest** (£2,462)
- **Rental income** (£54,880)
- **Grants receivable** (£957,446)
- **Sale of goods and services** (£164,924)

## Expenditure: £1,428,469



- Charitable activities:*
- **Volunteer & training** (£143,225)
  - **Coaching** (£328,270)
  - **Recovery** (£895,381)
  - **Challenging stigma and fundraising** (£53,704)
  - **Governance costs** (£7,889)



# Become a Friend of Restore

## It is so important to know we can get by with a little help from our Friends

Friends of Restore give a monthly or quarterly gift – giving us the confidence to plan ahead. Our wonderful Friends receive regular e-newsletters, a handmade gift, a complimentary coffee in our Garden Café, a discount card valid at all our shops... and our eternal gratitude.

I would like to make a regular gift of:

£10  £20  £30  £50

Other £

Please pay Restore **every month / quarter / year** (delete as appropriate) from my account.

**To the Manager:** Name of your bank/building society

Bank Address

Postcode

Barclays Bank, Cowley branch, Oxford, OX4 3XT  
Account no: 80313912 Sort code: 20-65-21

I would prefer to pay by cheque:

Please find enclosed my cheque  
(made payable to 'Restore') for: £

I would like to Gift Aid all my donations made to Restore until I notify you otherwise.

Ticking this box means that every pound you donate to Restore is worth £1.25 with no extra cost to you. You must have paid income tax equal to the tax that will be claimed (25p per £).

*giftaid it*

**First name**

**Surname**

**Address**

**Postcode**

**Landline no.**

**Mobile no.**

**Email**

I would *not* like to receive Restore's monthly e-newsletter

Your information will be kept confidential and secure in line with the Data Protection Act 1998.

Please post this form to: Restore, Manzil Way, Cowley Road, Oxford, OX4 1YH

# Katie's story

I've got a plan now, whereas before I was just in a space doing nothing.

**When I left Restore at the end of my first day, I got into the car with my mum and just burst into tears. I was just so relieved. It was so overwhelming to meet people who felt the same. I finally felt like I was on the right track.**

I've had social anxiety a long time but I didn't know what it was. I wanted to leave classrooms; I didn't want to socialise outside school; I just wanted to be alone. Accepting you have a problem is difficult. I didn't want to be 'not normal'.

The anxiety led to bad depression. I became agoraphobic – I'd walk out the front door and start crying. Simple things to other people were massive tasks to me.

The idea of joining a group of people terrified me. But the Restore staff are trained, and many have been through it themselves. If you're having a bad

day, no one judges you; they help you through it. It's like having a little family away from home.

I've made a bird bath in ceramics and learnt how to knit, which I love! I've done some of the business side and I've run the daily meeting, which was so scary, but everyone was there to help. I was also interviewed by BBC Oxford radio and talked about my anxiety.

Restore has helped me learn how to deal with other people being around, and communication. My family have noticed a real difference with me. It's finally clicked that if you talk to people, you can get help with things.

I've just got into college; I wouldn't have done that before. The Restore employment coach helped me search for the course. I'm doing make-up artistry, and want to specialise in horror and special effects for TV. I've got a plan now, whereas before I was just in a space doing nothing. I reckon the work could take me all over the world – and hopefully by then I'll be able to do it!



Christopher Trafford

A massive thank you to our wonderful funders and supporters from all of us at Restore!

Barrus  
 Batchworth Trust  
 Bonnier Consulting  
 Central Oxford Mosque  
 De Wit Kornhorn BV  
 DFS Store, Botley  
 Didcot First  
 Didcot Town Council  
 Doris Field Charitable Trust  
 Elder Stubbs Charity  
 Firry Mic  
 Garfield Weston Foundation  
 Grafton Merchanting GB  
 Health and Social Care Volunteering Fund  
 Henry Smith Charity  
 Howdens Joinery  
 James Cowper LLP  
 Kestrals Class at Wood Farm School

Koinonia Trust  
 Langford Gardening Project  
 in memory of Rob and Peggy Langford  
 Lloyds Bank Community Fund  
 Lord Mayor of Oxford Charity Trust  
 McCormick UK  
 Morrisons, Cowley Road  
 Oxford Christadelphians  
 Oxford Spires Rotary Club  
 Oxford Health City Podiatry Team  
 Oxfordshire Skills and Learning Service  
 Oxfordshire Clinical Commissioning Group  
 Oxfordshire County Council  
 Oxford City Council  
 Oxford  
 Pye Charitable Settlement  
 Residents of Plantation Road, Oxford  
 Sanctuary Housing Cherish Cherwell Fund

Sainsbury's Westgate Store  
 Sainsbury's Heyford Hill Store  
 St. Edmunds Hall Boat Club  
 St Mary Magdalen Oxford PCC  
 St Michael at the North Gate  
 St Michael's and All Saints' Charities  
 SeedSava  
 South Oxfordshire District Council  
 Sovereign Housing Association  
 Stihl S.B.  
 The Green Room at John Wiley and Sons  
 The Ultrasounds and The Aneurhythms  
 The Rusty Bicycle  
 Waitrose Headington  
 W. H Alder Butchers  
**And of course to each and every person who has donated, organised an event, or fundraised in aid of Restore.**

I'm in a much better place now than I was when I first came to Restore. My coach has really helped with this. I've been on quite a journey.



Paul, coaching service client

# restore

working for mental health

Restore, Manzil Way, Cowley Road, Oxford OX4 1YH

Tel: 0845 250 0518 • Fax: 01865 455 834 • Email: [information@restore.org.uk](mailto:information@restore.org.uk)



[www.restore.org.uk](http://www.restore.org.uk)



@RestoreCharity



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