



Annual Review 2008 – 2009



restore
working for mental health



*"Restore helps
people in their own
individual ways
but mainly helps
us all on our way
to recovery."*



restore

working for mental health

Restore is an Oxfordshire charity that supports people with mental health issues to do things they want to do. We provide training, encouragement, a supportive environment, the chance to achieve and one-to-one support.

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Introduction



Restore's aim is to support people to recover from the effects of mental illness on their lives and to achieve the outcomes they want from using our services. This year, each page of our Annual Review highlights a different outcome of our work and shares the remarkable achievements of people who use our services.

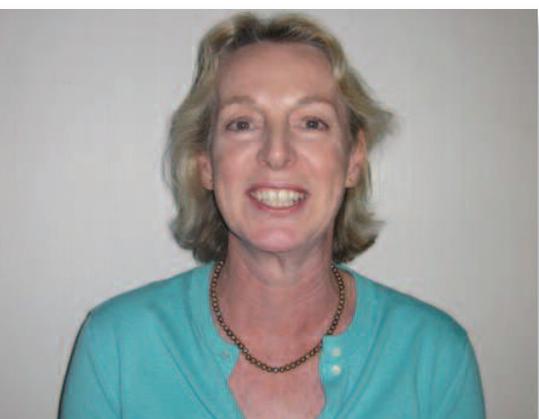


Benedict Leigh, Chief Executive

In 2008 – 2009, there was an 11% increase in the numbers of people using our services. We worked with a total of 690 people, and provided 13,270 training days and 3,313 individual support sessions. We supported 125 people to start paid or voluntary work, and we enabled 74 people to gain vocational qualifications. The number of individual support sessions we provided increased by 88%. This figure reflects our increasing emphasis on individual support within our services. We are focusing on recovery and on enabling people to move beyond mental health services.

As with many charities working in mental health, we face uncertainty about funding and about the shape of our services in the future. We are awaiting new tenders from our main funders and the difficult economic climate will have an effect on our fundraising. However, we are confident that we can rise to the challenge, and continue to enable people to move on, gain skills and get their lives back after mental illness.

Restore would not exist without the hard work of the people who use our services, and our volunteers and staff. We thank everyone involved for your energy and commitment.



Alison Blight, Chair

Alison

Alison Blight,
Chair

Benedict

Benedict Leigh,
Chief Executive



Our services

Restore believes that everyone has talents and abilities, and the capacity to make a valuable contribution to the community.

We believe that people with mental health issues have the right to work and the right to the support they need to become and remain employed. We believe that the stigma associated with mental health problems damages the whole community and we work to challenge this discrimination.

People can come directly to our services or we accept referrals from a range of professionals (including GPs, psychiatrists, nurses, counsellors, or voluntary sector partners).

We provide three therapeutic work rehabilitation services: The Beehive (based in Oxford), Elder Stubbs Garden Group (based in Oxford and jointly responsible for the annual festival), and Restore at Fleet Meadow (based in Didcot). These land- and craft-based groups provide a safe, supportive and work-like environment that encourages positive change. Participants grow and sell organic vegetables, flowers and other plants, and design and make things out of wood, paper and clay.

Our Learning Employment and Potential (LEaP) service provides one-to-one support to assist people to stay in, or get back into, work. Our new Activate! project supports people to get involved in sports and to enjoy more active lives.

Our new Individual Placement and Support (IPS) service provides one-to-one support to enable people to get back into paid employment. IPS is an evidence-based model that has been proven to be successful at enabling people to return to work. Our staff are based in Community Mental Health Teams (CMHT), Early Intervention, Oxford and Cherwell Valley College and therapeutic work services. Every CMHT has a dedicated Employment Specialist. S/he is an integrated member of each team and works alongside the other staff to provide specialist input, advice and guidance, including individual, employment-focused coaching.

Regaining confidence

Bruce's story

It was the first time I had attended a support service and returned after the initial appointment. I was treated as a person who happened to have a diagnosis, rather than as a diagnosis with the remnants of a life clinging to it. I was never patronised or dismissed, and at all times the emphasis was on my wishes and opinions.

At no point did I feel I was being pushed into anything I had not agreed to and was always allowed to progress at my own pace rather than being rushed towards providing a target outcome.

When I did feel ready to progress, any information or guidance I needed was provided accurately and efficiently. Crucially, the support and encouragement the service offered allowed me to find a confidence in myself I had feared I would never recover.

Working



Work is good for our mental health but some people who have experienced mental illness need support and encouragement to get back into employment.

Our therapeutic work rehabilitation services provide safe, supportive environments to assist people to continue their recovery. With the support of staff, individual service users identify when they are ready to move on to volunteering or working. Our onsite Learning, Employment and Potential (LEaP) service provides one-to-one support to people who are starting to look for work. In 2008 – 2009, we enabled 125 people (18% of the total number of people using our services) to start paid or voluntary employment. This represents an increase of 4% on the previous year.

Some of our staff are based at community organisations and government agencies around Oxfordshire. Their role is to promote the idea of employment to people with mental health issues; to challenge stigma and discrimination; and to support people into work, volunteering and activity. In 2008 – 2009, we supported 57 people to get paid work, which represents an increase of 21% on the previous year.

Prepared for work

Jill's story

Thank you very much for your help in finding me employment. The support from LEaP boosted my confidence and honed my interview skills. It was invaluable when I was continually filling out applications.

The regularity of our meetings provided structure and routine to my applications

The LEaP support worker was personable, friendly and encouraging. She always gave the most constructive criticism, and allowed me to be creative when I felt the need. The regularity of our meetings provided structure and routine to my applications, and a much needed focus to my life. I think, in the case of the job I recently got, it really helped to have additional input for the application form, and her comments about providing good customer service and knowledge of relevant certificates was also helpful. These issues came up in the interview and provided a framework for my preparation.

21%

Increase in the number of people we supported to gain paid work

New job

Pete's story

I have been coming to the Elder Stubbs Garden Group at Restore for four years. I find it helps me to get motivated in the mornings. If I didn't go to Elder Stubbs, I would probably spend more time indoors worrying about things, which would make my situation seem worse.

Elder Stubbs gives me somewhere to go and creates a distraction from my OCD (Obsessive Compulsive Disorder). Going to Elder Stubbs helps me to remain active by working in the garden and there is also the opportunity to try different things, for example changing oil and fitting new batteries to the tractor mower.

I find it helps me to get motivated in the mornings

Elder Stubbs put me in touch with a local wood recycling business and I now work for them two days a week. I believe I wouldn't have achieved this without the support of Elder Stubbs. Initially this was a voluntary position but now it's paid. My job involves driving out to building sites, assessing and collecting waste timber and returning it to the warehouse.



Business venture

Ken's story

I started meeting with an Employment Adviser at Restore's LEaP service at the beginning of December 2008 during a stressful period in my life dealing with anxiety and depression. I was having a very difficult time with my employers and needed help to work through this and support in developing my ideas for self-employment.

Restore's LEaP service was able to help with this, and also referred me to a benefits adviser and to Ready to Start, who helped me set up my own business making custom-made motortrikes and motorbikes. I have been building motortrikes and motorbikes for myself and friends for over 20 years and am an avid biker. I am also a sculptor/artist and wanted to sell my artworks as an addition to my main motortrike business.

Now in recovery, I am making great progress and have officially launched my new business, Oxfordshire County Customs. My motortrikes are particularly suited to disabled and older bikers due to the stability created by the three-wheel design and the special adaptations. I love it when a client lets me loose on the design of their motortrike. I'll take on any challenge.



Volunteering



Many of our service users recognise that volunteering is a useful step on the road to recovery and regaining employment. Volunteering can provide an opportunity to re-train, develop new skills, as well as providing references.

Worthwhile first step

David's story

I first used the LEaP service in February 2009. My goal was to return to paid employment. This followed the suspension of my own business, which, because it was reliant on the construction industry, no longer offered enough work in this time of recession.

Through the support of my Employment Advisor I have been given help to look for alternative full-time employment. I wanted to find an administrative post, and appreciated the need to update my skills and obtain relevant work experience in what is for me a new area of work.

I am doing something worthwhile and which will help me to secure my long-term goal

To this end, I applied to volunteer at the local National History museum as an administrative assistant. The work is both interesting and relevant to what I am looking to do in the future. It involves cataloguing spider specimens from the last 150 years from the card index system the museum has to a new computerised database. With this in place, I am doing something worthwhile and which will help me to secure my long-term goal. Not least of all it will provide me with a reference for future job applications. Luckily I am not an arachnophobe!



74

Number of people we enabled to gain useful qualifications; we also supported people onto 202 courses in mainstream settings



68

Number of people we supported to start volunteering, 28% more than the previous year

Giving something back

Jazz's story

This year, Restore helped me achieve a long-term personal goal – to hold a one-man show of my artwork. I started coming to Restore a few years ago, after a support worker suggested it. I have review meetings every three months and discuss, amongst other things, my plans and goals. At one of my first review meetings I said all I wanted was a one-man show. Restore staff member Julia told me, “If you’ve got a goal in life, you should go for it”.

It seemed a long way off at that time but last October, with the help of Restore staff and other service users, I finally held my own show in the Garden Café. I’m so proud of having done it. I was featured in our local paper and interviewed by Radio Oxford. I didn’t mind doing that but I couldn’t listen to it! The show worked out quite well – I got a lot of feedback from it and sold a few paintings as well. One art student told me he was inspired by my work and was going to write about me for his thesis!

“If you’ve got a goal in life, you should go for it”

I enjoy teaching art to others because it feels good to give something back and have started doing this on a voluntary basis. At Restore, I taught other members of the print group encaustic art techniques. We made cards using this technique and they sold well in the shop. I’ve since started supervising the weekly art group at Abingdon Mind, as they asked me to take over after the previous supervisor left. I encourage the group to try new things. They get something out of it and so do I. My goal now is to exhibit my work in London. And to be rich and famous! If I didn’t come to Restore, I wouldn’t do anything at all.

Getting involved



The people who use Restore's services are involved in how the organisation is developed and run. Service users inform and decide our direction, and take part in staff recruitment, planning, and decision making.

In 2006, Restore decided to become a service user-owned organisation. In 2007, we changed our constitution so that all the people who use our services are able to be members of Restore. Members now own the organisation and elect trustees to represent their interests. In 2008, we held our first Annual General Meeting (AGM) as a member-led organisation. The AGM was attended by more than 60 members.

An extraordinary conference

This year, a service user-led conference on recovery from mental illness was held in Oxfordshire for the first time. *Becoming Ordinary: Journeys in Recovery* was funded by Oxfordshire Primary Care Trust (PCT), Oxfordshire and Buckinghamshire Mental Health (OBMH) Trust, Oxfordshire County Council, Restore, Rethink and Carers Bucks.

A total of 140 people attended the Conference, which was held at Oxford Town Hall. Speakers included Laurie Davidson, a leading expert on recovery, and the chief executives of OBMH, Oxfordshire PCT and Restore.

Fenella Trevillion, Head of Joint Commissioning, Oxfordshire PCT, thought the conference was "excellent" and says, "I learned that people can make remarkable changes to their lives and have taken huge steps in their recovery



journey. But most of all, this conference was about an internal cultural shift into a new way of thinking, using different words and concepts that made us own and change our behaviour."



"The aim was to get people talking and sharing recovery-oriented experiences. The feedback we received shows that this is just what happened"

**Steve Spiers (pictured above),
Becoming Ordinary chair**

Steve describes his own recovery journey: "A few years ago, I couldn't make a cup of tea, let alone run a conference. I was attending the woodwork department at Restore and my goal was to just get out of bed and get there in the morning. Just because you have a mental health problem, you don't have to adopt the role of a victim. It doesn't matter what others think, it's really how you see yourself."

Different path

Jamie's story

Coming to The Beehive has helped me put some structure back into my week. I have schizophrenia and I'm an ex-drug user. I was getting arrested a lot but I haven't been arrested for a year now. Restore hasn't just helped my woodwork skills; it's helped me with my socialising skills. I used to take those for granted but Restore has helped me regain them and that process has helped me feel more confident.

I'd only been at Restore a couple of months when they asked me to take part in the interviewing process for the new café supervisor. It made me feel really good about myself that my opinion was valued, even at that early stage. I was asked partly because of my catering background; I trained as a chef, and have worked in hotels and restaurants. There were two members of staff and two service users on the panel. The interviewing was mentally exhausting. It's not just about asking questions: you have to really listen to the replies and make sure people feel comfortable. It gave me an insight into different roles.

It feels like there's no gap between the staff and the clients here

It feels like there's no gap between the staff and the clients here. I've been in lots of institutions and sometimes rebelled but I've never got that vibe at The Beehive. The staff are so friendly. If they weren't I wouldn't come. Before, I found a role through shoplifting but I've found a new role here and feel valued. I need that otherwise I get depressed. I mostly do woodwork but on Mondays I use my catering qualifications in the café and give them advice.

My plan now is to do a plumbing course at college, which I hope to get LEaP's help with. I'm also interested in working more with people, perhaps in mental health or overcoming addiction. I want my life to go on a different path.

1

In 2008 – 2009, we held our first Annual General Meeting as a member-led organisation



Being active



All Restore services encourage and support people to be active. Physical activities have been shown to have a positive affect on mental health and social interaction.

Group outing

Anna's story

Our day out in Reading was an idea between friends at Restore at Fleet Meadow. The main reason for us to have a day out was to socialise outside of Restore. The five of us met up at Didcot railway station and made our way out to Reading. One of the most beneficial things of going out with friends is feeling more confident about being out in public and knowing you have support if you need it. I think we all found that aspect helpful.

I find it easier to go out with people rather than on my own

One of the group members suffers from panic attacks from being out in crowds, and I think he overcame a lot of fears that day, which made us all feel happy as a group. I think we helped him to feel more at ease. I found it helpful being in a group also. This is because I have difficulties in going out. I find it easier to go out with people rather than on my own. I tend to feel vulnerable when I'm alone and I start to imagine bad scenarios that could happen to me. Being with my friends helped me to relax and feel safer. It helped me to see that things aren't quite as bad as I imagine them to be.

I think we were all very pleased with how the day turned out and hope to organise another day out together in the future.

121

Number of people we supported to take part in 107 sporting events



A survey by Mind found that 83% of people with mental health problems use exercise to help lift their mood or reduce stress. Two-thirds of people surveyed said exercise helped to relieve the symptoms of depression and more than half said it helped to reduce stress and anxiety.

Thinking positive

Darren's story

I was homeless before I joined Activate!, wasn't in a good state of mental health, on medication for 8 years, 101 different medications... I was very isolated, I didn't know anyone. I had been misusing substances for 10 years, extremely overweight, very unfit. I didn't go out for weeks on end, didn't wash or shave.

Since joining Activate!, I am completely clear of medications, no anti-psychotics, no anti-depressants, no sleeping tablets. I have a completely new circle of life now; I've met some really good friends. I was very nervous of joining Activate! at first but I felt really safe and comfortable. Kris, the Activate! Coordinator, didn't tell me what I needed, he asked me what I wanted.

This has changed me as a person, I can relate to people, be more understanding

I don't even think of using drugs now, I am physically fit in body and in mind. I don't feel depressed any more, I've never been so happy. I've had so many opportunities. My confidence is sky high; I've got my sense of humour back. I've spoken at a conference at the Town Hall and I've started volunteering with Activate! – it's nice to have a bit of responsibility again. This has changed me as a person, I can relate to people, be more understanding. It's like I had amnesia but this has brought back the old me, but in a bigger, stronger way. What I have experienced with Activate! has made me a better person, I now think positive.

Restore activities include making toys, cards, and gifts to sell, working in the cafe and organising the annual Elder Stubbs Festival. Through these activities, people develop their skills and form new social networks.

This year, we launched our Activate! project with a camping and canoeing expedition to Loch Lomond in Scotland. Funded by the Big Lottery Fund, Activate! is designed to engage people with mental health problems in physical activities provided by Restore and to support them in accessing local community leisure resources.

In 2008 – 2009, Activate! supported 121 people to take part in 107 sporting events. We enabled 725 sporting sessions, including table tennis, tai chi, swimming and badminton. We expect this service to grow over the next few years. The project will also provide mental health awareness training to leisure centres and other sporting venues in order to encourage them to engage people experiencing mental health difficulties.



Moving on



We provide people with a safe and supportive environment to continue their process of recovery. This support enables people to improve their mental and physical health, increase their social contacts, stay out of hospital, and move away from needing mental health services.

Positive experience

Alex's story

I have been coming to Restore for several years, and during this time there have been various events in my life that Restore has been helpful in preparing for.

One of these events was my mental health review tribunal (MHRT), which took me off my government supervision order. Restore gave me the confidence and structure to my day to show that I had progressed since leaving hospital and show that I could get up for a particular activity on a regular basis. Restore also acted as a support mechanism and helped me take my mind off the up-and-coming tribunal. Various help was offered to me at this time and Restore even offered to attend the MHRT with me, as I was quite apprehensive at the time.

Restore gave me the confidence and structure to my day to show that I had progressed

During the tribunal, the interviewing panel were keen to hear how I spent my days, and I was able to tell them about my attending of Restore and how one day I hoped to find paid work. Without Restore's help, I think it would have been much harder to obtain my absolute discharge from my section. So on the whole, I found my dealings with Restore a very positive experience and continue to do so.

13,270

Number of training days we provided for 228 people



Measuring impact

Early in 2008, Restore started using the Personal Wellbeing Index, an internationally validated quality of life scale, to measure the impact of our services and evaluate how we are performing. During 2008 – 2009, 48% of people across our services reported that they experienced an increase in their personal wellbeing.

From strength to strength

Anne's story

Sitting here in my little bungalow I wonder how on earth I ever managed it! When I moved to Oxfordshire in 2005, I was introduced to Restore, which was then in Cholsey, and since then I really have gone from strength to strength.

I lived in a care home in a small village until early this year and, apart from a rather long blip a couple of years ago, things have gone relatively smoothly. Life out in the sticks was difficult at times (apart from the company of one guy who helped keep me sane!) but every couple of days I could escape in my ceramics lesson at Restore. I regard them as lessons because over the years I've learned so much both physically and emotionally. Now I even have the confidence to try and help other people sometimes.

A calm in my stormy existence and I'm actually looking forward to the future for the very first time

Moving here in January was a huge step for me. I've been in and out of institutions for years, but now I've got the time and space to study with the Open University and work on my pottery, which I'd previously never have thought possible. I'd always thought I was good for nothing but I'm slowly realising that I am perhaps not totally worthless. Leila, my little cat, and I are actually enjoying ourselves! A calm in my stormy existence and I'm actually looking forward to the future for the very first time. Amazing!



Finances

Financial Summary

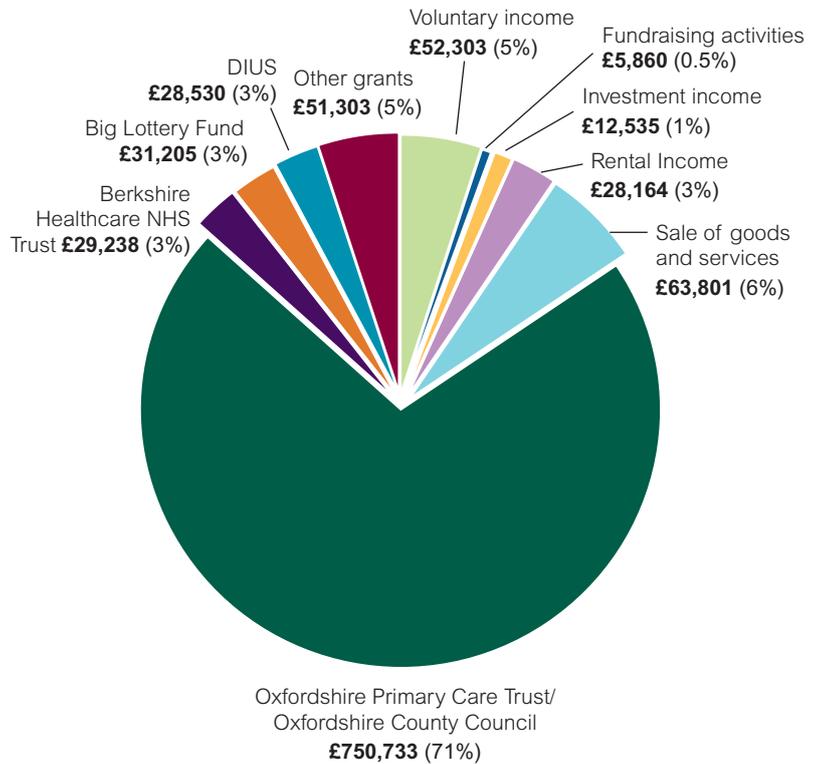
Total incoming resources increased significantly during the year to £1,053,672 (2008: £823,557). The matching total resources expended were £1,007,282 (2008: £809,574), and after a small gain on investment assets of £3,967 a total surplus for the year of £50,357 (2008: £16,942) was transferred to reserves.

The principal funding sources during the year were Oxfordshire Primary Care Trust/Oxfordshire County Council, the Learning and Skills Council, Berkshire NHS Trust and the Big Lottery Fund. Their generous support and input are vital to our continuing growth and success.

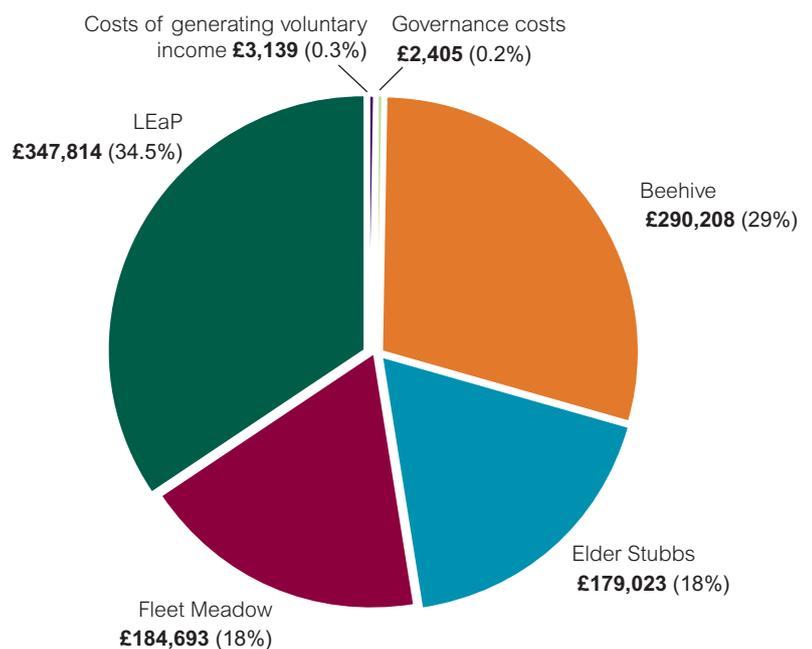
The in-kind value of services provided by the Oxfordshire and Buckinghamshire Mental Health NHS Foundation Trust in previous years ceased with effect from April 2008. Instead we received an additional direct payment from the Oxfordshire Mental Health Pooled Budget amounting to £136,648. In turn, the cost of premises and services at our main site at Manzil Way, including rent, utilities and maintenance and other service user related expenditure such as meals and travel costs, previously borne by Oxfordshire and Buckinghamshire Mental Healthcare Trust, were paid directly by RESTORE.

A combination of successful fundraising, prudent management and timing of donations have created the surplus on the year's activity. However, we need to continue to fundraise, and when applying for grant funding, seek full cost recovery and remain vigilant in the constant battle to prevent costs creeping up.

Where does the money come from?



Where does the money go to?



Statement of financial activities for the year ended 31 March 2009

Our complete financial statements, upon which our auditors have given an unqualified opinion, is available at www.restore.org.uk. Alternatively, please contact us to request a copy.

	2009				2007
	Unrestricted £	Restricted £	Designated £	Total £	£
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income	13,703	38,600	–	52,303	47,802
Activities for generating funds	5,860	–	–	5,860	7,834
Investment income	12,535	–	–	12,535	10,117
Rental Income	28,164	–	–	28,164	32,868
Incoming resources from charitable activities					
Grants receivable	843,589	47,420	–	891,009	708,995
Sale of goods	63,801	–	–	63,801	15,941
Total Incoming Resources	967,652	86,020	–	1,053,672	823,557
RESOURCES EXPENDED					
Costs of generating funds					
Costs of generating voluntary income	3,139	–	–	3,139	2,758
Charitable activities:					
Beehive	277,382	12,826	–	290,208	253,890
Elder Stubbs	148,935	30,088	–	179,023	158,237
Fleet Meadow	174,693	10,000	–	184,693	168,715
LEaP	283,310	64,504	–	347,814	223,666
	884,320	117,418	–	1,001,738	804,508
Governance costs	2,405	–	–	2,405	2,308
Total Resources Expended	889,864	117,418	–	1,007,282	809,574
NET INCOMING (OUTGOING) RESOURCES					
	77,788	-31,398	–	46,390	13,983
Gain on investment assets (unrealised)	3,967	–	–	3,967	2,959
Transfer to Designated Funds	-25,000	–	25,000	–	–
NET MOVEMENT IN FUNDS	56,755	-31,398	25,000	50,357	16,942
FUNDS AT 1 APRIL 2008	186,582	288,634	95,000	570,216	553,274
FUNDS AT 31 MARCH 2009	243,337	257,236	120,000	620,573	570,216

Thank you



We would like to thank all our funders and supporters who make our work possible. Individual supporters or 'friends' of the organisation are too numerous to list here but are vital not only for their financial assistance, but also for their support in making our services part of the community.

Our funders in 2008 – 2009

Back Room Poets
Berkshire Healthcare NHS Trust
Big Lottery Fund (Funding allocated by South East Coast Strategic Health Authority)
Care Services Improvement Partnership
Chart Friends
Comic Relief
Cumnor United Reformed Church
Department of Innovations, Universities and Skills
Elder Stubbs Charity
European Social Fund
Feoffees of St Michael's and All Saints
The Hubert Blake Charitable Trust
J.A. Clark Charitable Trust
Learning and Skills Council
Oxfam GB (Employment Fund)
Oxford & Cherwell Valley College.
Oxford Christadelphia Ecclesia
Oxford City Council
Oxford Learning Network
Oxfordshire and Buckinghamshire Mental Health NHS Foundation Trust



Oxfordshire County Council
Oxfordshire Primary Care Trust
Reading Optimist Club
Response
Somerset Partnership NHS and Social Care Trust
And many individual supporters.

Donations in memory of Reverend Martin Leigh were received from:

Ockbrook and Borrowash PCC
Kings Heath Baptist Church
St Nicholas PCC
Sutton Coldfield Quakers
And many individuals.

Our staff

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Danielle Pearce
Esme Phillips
Mick Quinn
Daniel Rutland
Kris Scott
Catherine Smalley
Nick Smith
Aline Stanway
Gavin Suter
Jayne Thomas
Mary Turner
Pat Wood

*"I'm actually
looking forward
to the future for
the very first time"*

Our trustees

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restore

working for mental health

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