



restore
working for mental health

Annual Review
2009 – 2010

Introduction

At the start of the decade Restore worked with 105 people with mental health issues; this year the number of people we helped grew to 828. We are proud of the success we have all achieved over the last year and over the last ten years. This Annual Review includes the stories of some of the people Restore has helped this year.

Restore is an organisation that we all hold in trust. Our services enable people to change, try new things, stay well and recover. Those who came before us – trustees, staff, volunteers, members and users of our services – have given us a legacy to protect and pass on to the people who will benefit from Restore's work in the future.

The energy, commitment, determination and hard work of everyone involved is what makes Restore possible – this year, and next. The future will bring challenge and change; but we can be certain that Restore will grow and develop as an organisation. We will all strive together to continue to provide the services and support that help people work towards recovery.



Alison

Alison Blight, Chair



Benedict

Benedict Leigh, Chief Executive

Our principles

We believe that everyone has talents and abilities, and the capacity to make a valuable contribution to the community. We believe that people with mental health problems 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.



Our services



Coaching

We provide one-to-one support focused on helping you get a job, start volunteering, go on a course or enter education.



Recovery Groups

Join one of our friendly, supportive Recovery Groups in Oxford, Didcot or Banbury and take part in a range of activities such as woodwork, gardening, computing, cooking, ceramics, design, printing and crafts.



Sports & Activity Groups

Join our Activate project for table tennis, badminton, swimming, yoga, canoeing, Egyptian dancing or hill walking with mental health aware instructors.



Mental Health First Aid

We train members of the public, managers, health professionals and human resources staff to provide first aid help for people experiencing mental distress.



Other activities

We can support you to do the things you are interested in and help bring your ideas to life.

You can refer yourself or someone else: Phone: **0845 250 0518**

Email: **support@restore.org.uk** Visit: **www.restore.org.uk** to download a referral form

Our year in images



Relaxation for all at June's **Beehive Wellbeing Fair** organised by The Beehive and Garden Café teams.



22 people enjoyed **Activate canoeing trips** with us.



Restore's **Christmas events** sold seasonal snacks, cards and decorations, crafts, toys, plants and vegetables.



In October staff, volunteers and service users took part in a **bike ride organised by Oxfordshire Mind** for the national *Time to Change* campaign to end mental health discrimination.



At their **Autumn Fair** in September the Fleet Meadow (Didcot) group sold vegetables, plants, ceramics and woodwork they have produced.



In August over 3,000 people attended the 18th **Elder Stubbs Festival** organised by staff, service users and volunteers.



In March Restore partnered with Aspire Oxfordshire, Oxford Homeless Pathways and Refugee Resource to launch **Potential@Work**, a campaign promoting the benefits of employing people who have survived difficult periods in their lives, such as mental health problems.



Nine people took part in our **six-week 'taster' catering course** in partnership with Oxford and Cherwell Valley College.



211 people trained with Restore to be **Mental Health First Aiders**.

Providing individual support

Justine's story

I was diagnosed with a personality disorder in 2005. I managed to complete my degree but was feeling suicidal and underwent full-time therapy at the complex needs service for 18 months. Even though I made a lot of progress I was really worried I wouldn't get a job.

I wanted to do cake decorating but had no qualifications and my confidence was low. I needed support but didn't know where to get it. Thankfully I was pointed in the direction of Restore.

It was really important for me to go to Restore once a week to talk about what I wanted to do. It was a safe place where they understood about mental health problems. For me, Restore was a bridge between therapy and employment.



The employment specialist listened to me talk through my ideas, helped me broaden my horizons and encouraged me when I got knock-backs. At the Restore job club I made lots of phone calls to businesses. At last, the community café where I was volunteering offered me paid work.

I decided to do it part-time and become self-employed as a cake decorator.

I'm building up my business through word-of-mouth and doing courses to develop my skills. I still have 'off days' but the thoughts of self-harm are gone. I feel better about myself.

This year Restore provided 3,444 individual support sessions



“The good thing about Restore is they help you talk through your ideas and realise what you want to do.”

Promoting positive change

Agatha's story

I was in hospital for a few years and finally left to move into a care home. The people supporting me suggested Restore's service at Didcot (Fleet Meadow) so I started coming around Christmas time.

What I like about Restore is that when you have ideas, people help you make them take shape. I had an idea to make ceramic frames for mirrors and have now made some to sell in the shop. I've become an expert at wedging clay, which I hadn't done before. It's supposed to look like a goat's head and mine looks like a perfect goat's head! It gives me great satisfaction.

I've got lots going on at the moment, including the possibility of moving house, so it's good that Restore is constant. I enjoy talking to different



Restore worked with more than 800 people this year

people and having a laugh. It's not about focusing on the illness and the sad stuff.

Gardening also makes me feel better. I'd never done it before coming to Restore – it's nice to see things grow this time of year.

For my future, I'm hoping to get fitter and move on. Soon I'm hoping to do an ITEC diploma in holistic massage and I'm getting some help from a Restore employment specialist to do this. After I give them foot massages people tell me they feel like they've got two new feet!



“For my future, I'm hoping to get fitter and move on. I want to do something worthwhile, and try and give something back.”

Activating health and wellbeing

Dave's story

I was homeless when I heard about Restore's Activate Project through a resident at the hostel where I was staying. I was getting depressed doing nothing so decided to go along.

The Activate Coordinator and volunteers help you out and are very supportive. I got involved in swimming, table tennis and badminton.

Things started to change: I had something to look forward to. The activities gave me more energy. I met new friends and felt more confident. I didn't get as depressed – I'd think 'I'll be back at Restore soon'. People noticed changes in me and I felt different in myself.

I also had the opportunity to go canoeing. As soon as I got on the water I thought 'Yes, this is for me!' The atmosphere on the canoeing trips is brilliant. We're a big family



really and we help each other out. I've put in a lot of effort and tried to help Activate save money by asking shops for free equipment.

Things have been good since I've been at Restore. I moved out of the hostel into a council flat. Restore helped me apply for funding to train as a qualified canoeing instructor. I'm starting a course in how to lead and support others, and I'm feeling good about it.

If it weren't for Restore I don't know what I'd do. I encourage others to come and get involved.

Over the year
Restore provided
231 sporting events
attended by a total
of 2,809 people



“ I've learned a lot and I can help others. It helps push the depression away – the more I do, the better I feel. ”

Training for new opportunities

Brendan's story

I was getting quite stressed and depressed having nothing to wake up for in the morning so my CPN (Community Psychiatric Nurse) suggested I try Restore. I reckon if I hadn't come here I'd have ended up back in hospital.

Through Restore I did a catering skills course at Oxford and Cherwell Valley College. The course has made me more optimistic about joining the workforce. I hadn't done much cooking before but we work well as a team in the Elder Stubbs kitchen – we all help each other out.

I'm in a good place health-wise for the first time in a few years. I'm thinking about doing an Open University course while I'm here. I've always liked the idea of becoming a schoolteacher.



Restore provided
14,014 training days
and 330 course
places during
the year

I suppose it's a dream – but who knows? I'll pursue the cooking opportunities too and maybe I could work in a restaurant.

I recently sat on an interview panel when Elder Stubbs recruited new staff. It was an interesting experience and gave me some ideas about how to prepare when I go for an interview in the future.

Restore has done me a lot of good. I've learnt new skills, my confidence has gone up and my mood has lifted. Restore has been a blessing to me.



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Working towards recovery

Graeme's story

In 1986, fresh out of college, I joined the police. It was great at first – the adrenalin and excitement – but over the years stressful situations took their toll on my mental wellbeing. I was diagnosed with PTSD (post traumatic stress disorder) in the early nineties.

Finally, I reached crisis point and ended up in hospital after an overdose. I was transferred to the Witney mental health team and through them heard about Restore. I decided to give Restore a call, which was a big step for me. I wanted to get a grip on the outside world instead of hiding away in my bedroom.

I'd been out of the job market for many years so to have a guide was invaluable. I explained my situation to the Restore employment



specialist and she supported me with writing a CV. I learnt how to apply for jobs again.

I started to quite enjoy the process. At the interviews I was on form and feeling good about myself. I wouldn't have been confident without Restore giving me positive feedback and pointing me in the right direction.

I got a job recently and I'm due to start soon. I'm slowly developing and widening my parameters. I'm on the beach with my feet in the water – as opposed to drowning!

This year Restore supported 71 people to start paid or voluntary work



“ Restore helped me build up my confidence and encouraged me not to get despondent. ”

Finances

Total incoming resources increased slightly during the year to £1,147,047 (2009: £1,053,672). The total resources expended were £1,146,508 (2009: £1,007,282), and after a small gain on Investment Assets of £1,581 a total surplus for the year of £2,120 (2009: £50,357) 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. We are also very grateful to other funders and individual supporters who are too numerous to mention here.

This has been a successful year financially and we are particularly pleased with the success of our grant-based fundraising. Our focus on challenging stigma and working closely with other organisations is demonstrated by the joint *Potential@Work* campaign with Refugee Resource, Oxford Homeless Pathways and Aspire, and by the development of Mental Health First Aid provision.

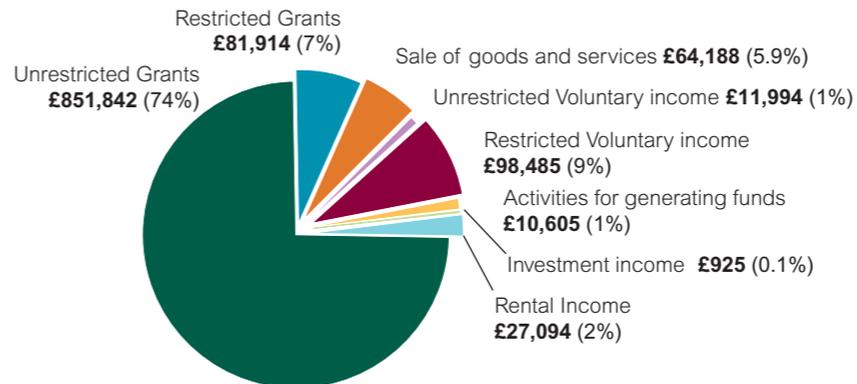
We have held contracts with Oxfordshire County Council and the NHS in Oxfordshire for more than twenty years for the provision of recovery-focused support for people with severe and enduring mental health problems. This funding has formed the main basis of our provision and success. The latest contract was due to expire on 31 March 2010, but has since been extended to 31 January 2011. The provision of these services is being tendered through the *Keeping People Well* process. The information we have to date suggests that, if we win the tender, we will need to make changes to our service provision. We expect the tendering process to be complete by November 2010. The results may have a significant financial impact.

A combination of fundraising, prudent management and timing of donations have created the small 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.



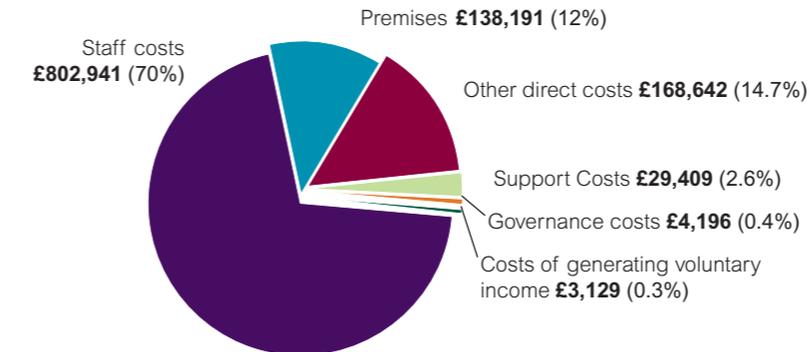
Where does the money come from?

This year we had **£1,147,047** in income



Where does the money go to?

This year we spent **£1,146,508**.



Our full financial statements are available on our website.





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

Contact us

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