

The background of the entire page is a photograph of a man and a woman walking outdoors. The man is seated in a black wheelchair, wearing a grey and white t-shirt with a heart graphic and camouflage shorts. He is looking upwards and to the left. The woman is walking beside him, wearing a light pink long-sleeved shirt and dark grey trousers. She is smiling and looking down at the man. They are walking on a paved path in front of a modern building with a large, dark wooden roof structure. There are trees and greenery around the building. The sky is blue with some clouds.

# Revitalise

We're the people who create revitalising holidays  
for disabled people and carers.

# Our Year 2018-19

# Imagine

## Accessible Tourism

Revitalise hosted a special awards ceremony to celebrate the Museum of Liverpool's triumph, topping our 2019 Accessible Tourism Report.

Five years on from the original report, we were delighted to see so many of the top visitor attractions in the UK had improved their accessibility – from providing hoists in disabled toilets to ensuring all staff members are trained in disability awareness.

But there is still work to do. We hope that in the following months and years, all tourist attractions will recognise the spending power of disabled people as well as their overall guest experience.

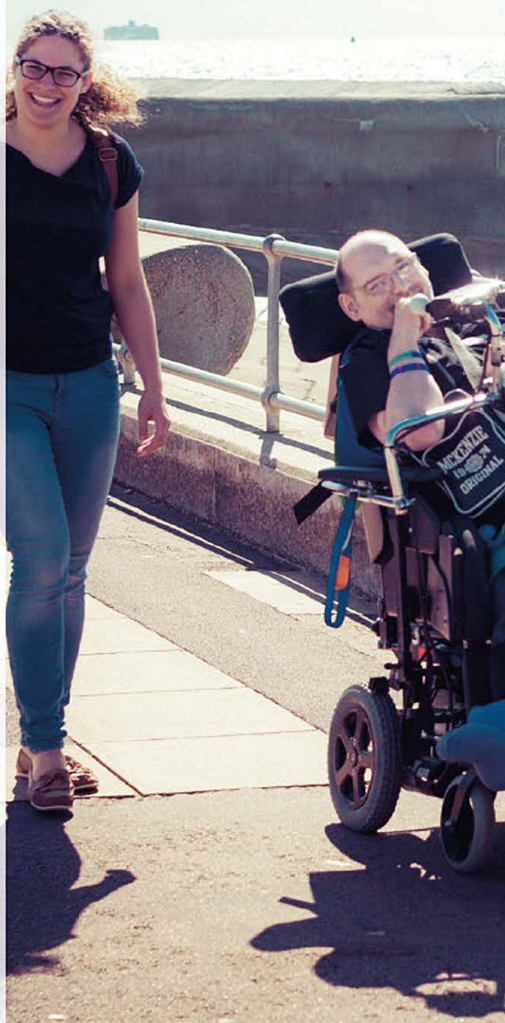
## Grace Award for Caring



**GRACE  
AWARD**  
FOR CARING

The Grace Award for Caring is a new award created in partnership with Revitalise and The Holiday Property Bond (HPB) to recognise and reward deserving spouses, family members and friends who spend their lives devoted to caring for loved ones.

Revitalise guests are encouraged to nominate a carer for a chance of winning a holiday with HPB and a free Revitalise break for themselves.





# *really making a difference*

## **Wish You Were Here**

Revitalise has launched its Wish You Were Here campaign, celebrating the traditional postcard and inviting celebrities to send in their treasured holiday moments.

The campaign highlights the importance of holidays, especially for disabled people and carers, and we have received some fantastic postcards from Dame Emma Thompson, Sir Ian McKellan and Joanna Lumley.

The campaign will culminate in an event at the Postal Museum in London in February 2020, where we hope to get everyone together to celebrate holidays and raise donations by auctioning the postcards.



## **Working with The Holiday Property Bond**

Revitalise is proud to announce its partnership with The Holiday Property Bond (HPB) to help provide much-needed breaks for carers. Many carers maintain their role for long periods of time, with little or no time off. Revitalise's research shows a third of carers have not had a break since they started caring, and with 90% not being able to access a proper holiday, many are close to breaking point. The partnership with HPB gives carers essential breaks at one of HPB's holiday locations.

## **Jubilee Lodge transformation**

Our Jubilee Lodge centre has undergone a wonderful transformation!

Its brand-new restaurant has created a stylish dining experience, whilst the new courtyard features a BBQ, pizza oven and relaxing space for guests to enjoy.

Working in partnership with professional designer, Freshscape, the garden has been transformed into a tranquil, botanical and vibrant space with apple trees, colourful lush planting and an upgraded koi fishpond.

We look forward to welcoming guests into these new, modern and beautiful spaces for many years to come. The re-vamped R Club Lounge allows guests to relax and take in the wonderful views of the new garden.

## A MESSAGE FROM OUR CHAIRMAN

# Holidays matter to us all – but why?

The rest, the fun, the change from the routine. And more than that, they give us the chance to remember who we are beyond the long list of things that must be done. We feel more alive with space to be our full selves, meet new people and have new things to do, think – and tell stories about.

Revitalise has a long history, providing respite break to our guests for over half a century. It was lovely to be able to celebrate the 40th and 30th anniversaries respectively of Jubilee Lodge and Sandpipers together with guests, volunteers and staff.

Our plans to expand our offering by creating a fully accessible hotel in the West Midlands are still progressing and we have now secured planning permission for our proposed

development works. Unfortunately, the planned start date for the work has had to be postponed due to the increased uncertainty created by Brexit. However, we remain hopeful that this important project for Revitalise will get underway in the near future.

I offer my heartfelt thanks to all our wonderful guests, amazing volunteers, fabulous dedicated staff and generous supporters, all of whom have shared their talents, their love and their moving and fascinating stories with us and with each other during the year.



*Mindy*  
**Mindy Sawhney,**  
Chairman

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## A MESSAGE FROM OUR CHIEF EXECUTIVE

# 2018 was another exciting year for Revitalise.

We provided a total of 4,511 breaks to disabled people and their carers and in doing so, we achieved a breakeven position before development costs relating to our planned new centre.

I am also delighted to report that for another year, more than 96% of guests visiting us rated their accommodation, level of care, level of service and their overall experience of Revitalise as good or excellent.

We were particularly grateful to receive a very generous gift from the personal estate of the late Miss Avery and this, together with the generous support of donations, grants and legacies from many different individuals, trusts, local councils and companies, has enabled us to allocate over £900,000 to subsidise the cost of breaks for

our guests. £460,000 was allocated specifically to those guests in financial need, through initiatives such as 'Before Breaking Point', The Joan Brander Memorial Fund and our Revitalise Support Fund.

In 2018, we opened two new retail units to join the other 10 Revitalise charity shops in Hampshire, close to our Netley Waterside centre. These shops contribute over £250,000 surplus per year, which goes towards vital development of our centres and helps us provide subsidised holidays for those in financial need.



*Chris Simmonds*  
**Chris Simmonds,**  
Chief Executive

## GUEST STORIES

### Lin and Steve

Just 15 months after Lin and Steve's wedding day, Steve suffered a stroke and Lin became his carer.

Everyday life is sometimes hard for the couple and they are rarely able to take a break or just enjoy being 'husband and wife'.

"Revitalise is the one place we can go to feel happy and like a couple again, and that's very important to us both. Steve can be more independent, and he has grown in confidence; he feels safe at Revitalise.

There are no words to describe what a special place it is. There is a feeling of acceptance, you can be yourself and you are treated as an individual. Without Revitalise, there would be nowhere for disabled people and carers to go."



### Hilary and Shaun

Shaun is 32 and following an accident 15 years ago, has needed round-the-clock care. His mum, Hilary, cares for him at home, although she would never call herself a 'carer'. Rather, just something she does as Shaun's mum.

Shaun has been a Revitalise guest for the past 12 years.

"He really loves going to Revitalise as he gets loads of attention, hangs out with his friends and has fun. He looks forward to his holidays and always comes back with a big smile on his face. Shaun also likes to have time away from me and be an independent young person.

Usually, whilst Shaun's at Revitalise, I stay at home and relax, but it's hard to get away. Shaun is my life and since his accident I've dedicated myself to him, and that's how it should be. But everyone needs a break from time to time."





*“ The Revitalise staff and volunteers were friendly, efficient and very helpful. The break was a relief for us both. ”*



*“ Revitalise has given me the confidence to meet new people, make friends and visit exciting places. ”*



*“ I don't know what we would have done if Revitalise didn't exist. ”*

## VOLUNTEER STORY

### Cath and Helaina

When Helaina was just a baby, she was diagnosed with Costello Syndrome – a genetic disorder which causes physical, learning and speech disabilities. With very limited information available about this rare disease, Helaina's mum Cath and her husband travelled the world to understand and educate others on the condition that was affecting their daughter. Helaina celebrated her 25th birthday this year.

For Cath and Helaina, giving back to society was a natural way forward and together, they volunteered their time at Revitalise, allowing Helaina to complete her Gold Duke of Edinburgh Award as well.

*“I loved working and volunteering with Helaina. It was hard work, but I really cherished the quality time we spent together as mother and daughter. I'm so glad there is a charity such as Revitalise that offers people from all walks of life a chance to make a difference to society and themselves. They champion the ideals that I believe in – equality, diversity, opportunity and letting individuals define their own strengths.”*





4,511  
Respite holiday  
weeks  
were provided for  
**disabled people  
and carers** in 2018-19



2,648  
**Volunteer weeks**  
were donated by our **residential  
volunteers** in 2018-19



In 2018-19, we  
**allocate over**  
to subsidise the cost of breaks for our guests. **£900,000**  
was allocated  
**specifically** to those guests in financial need.

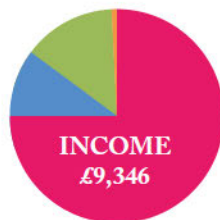
## OUR FINANCIAL PERFORMANCE IN 2018-19

### Sources of revenue and use of expenditure 2018-19

#### Income:

£000s

Charitable activities	£7,052
Other trading activities	£1,038
Donations & legacies	£1,228
Other income	£28



#### Expenditure:

£000s

Charitable activities	£8,303
Other trading activities	£715
Raising funds	£326
Business development	£0





## Our Centres

### JUBILEE LODGE

Chigwell, Essex

Located in leafy Epping Forest, the perfect base from which to explore the world-class attractions of London and the South Coast.



### NETLEY

### WATERSIDE HOUSE

Southampton

Situated on the serene South Coast, with beautiful landscaped gardens sweeping down to Southampton Water.



### SANDPIPERS

Southport

Our seaside centre, from where you can experience the wonders of the North West, from Blackpool to the epic Lake District.

## Revitalise is proud to be supported by:



Newlands Fund



The Royal Naval  
Benevolent Trust  
Supporting the Fleet Family



UKINBOUND  
THE VOICE OF INBOUND TOURISM



## Revitalise Respite Holidays

212 Business Design Centre, 52 Upper Street, London, N1 0QH

**Call** 0303 303 0145 | **Email** [info@revitalise.org.uk](mailto:info@revitalise.org.uk) | **Visit** [revitalise.org.uk](http://revitalise.org.uk)

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