Faith



Hope





Happiness





Re-use
Re-cycle
Re-pair

CARLISLE DIOCESE

RESTORE (CUMBRIA)

Profile



Restore Carlisle, Castle Street

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"We help RESTORE faith, hope and happiness in our community."

Welcome to Restore

"We help RESTORE faith, hope and happiness in our community."

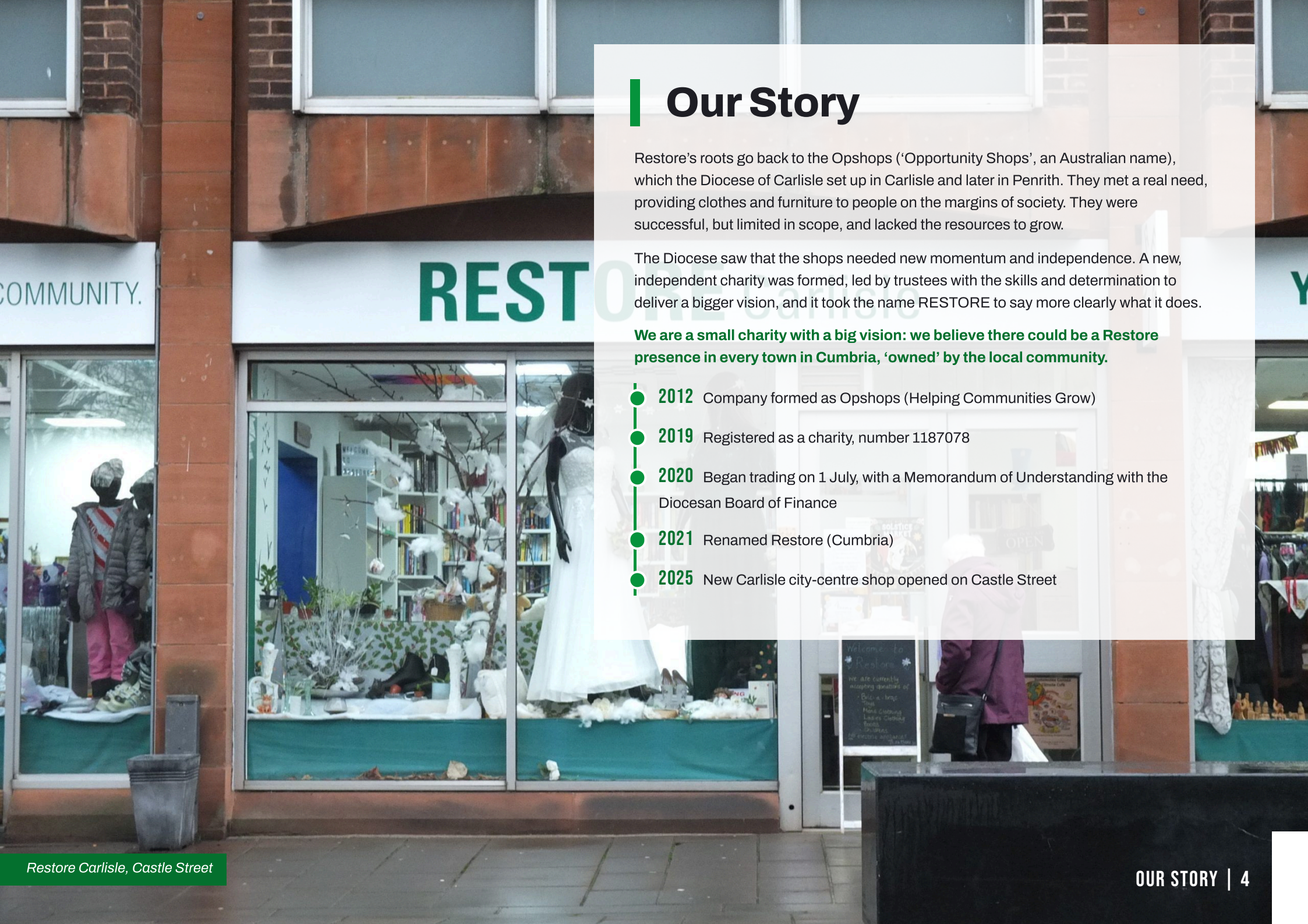
Restore is a charity shop with a difference. Across Carlisle and Penrith, our shops sell good-quality, pre-loved clothes, furniture, books and household goods at prices people can afford. Each one is also a safe, welcoming community space where people can chat, meet and be valued.

The shops drive everything we do. They must run profitably so that their surplus can fund our community projects: the Restore Community Shed, Restore on the Road, and new work to repair and repurpose clothes and other items.

We support people, and we support the environment too, through re-use, re-cycling and repair. Our shop managers are employed staff, but our work depends on a pool of volunteers, some of whom are themselves vulnerable. Our chaplains and volunteers oversee a growing range of activities in our community areas.

Restore (Cumbria) is an independent charity and a subsidiary of the Carlisle Diocesan Board of Finance. It has Christian roots and the support of the Diocese of Carlisle, and it is open to everyone.

The Restore team



Restore Carlisle, Castle Street

Our Story

Restore's roots go back to the Opshops ('Opportunity Shops', an Australian name), which the Diocese of Carlisle set up in Carlisle and later in Penrith. They met a real need, providing clothes and furniture to people on the margins of society. They were successful, but limited in scope, and lacked the resources to grow.

The Diocese saw that the shops needed new momentum and independence. A new, independent charity was formed, led by trustees with the skills and determination to deliver a bigger vision, and it took the name RESTORE to say more clearly what it does.

We are a small charity with a big vision: we believe there could be a Restore presence in every town in Cumbria, 'owned' by the local community.

- **2012** Company formed as Opshops (Helping Communities Grow)
- **2019** Registered as a charity, number 1187078
- **2020** Began trading on 1 July, with a Memorandum of Understanding with the Diocesan Board of Finance
- **2021** Renamed Restore (Cumbria)
- **2025** New Carlisle city-centre shop opened on Castle Street

Our Shops

At the end of 2025 Restore had four shops, each combining affordable pre-loved goods with a community space. A growing online presence adds to them. All four are open Monday to Saturday, 10am to 4.30pm.



Carlisle, Castle Street

37 Castle Street, Carlisle CA3 8SY

Our newest shop, opened in the city centre at Easter 2025



Morton

31 Stonegarth, Morton, Carlisle CA2 6PD

Our standout performer in 2025



Petteril Bank

2–4 Petteril Bank Road, Carlisle CA1 3AH



Penrith

11 Brewery Lane, Penrith New Squares, Penrith CA11 7BU

More than a shop

Our shops have become community support hubs. We:

- work with social services to provide kitchen starter packs for young, vulnerable adults leaving care
- provide clothing and other essentials for people who are homeless
- supply items for a local project resettling refugee families from the Middle East and other areas of conflict
- signpost customers to the right agencies, sometimes making the phone call for those who find it hard



Penrith community space



Free school uniform rail

2025 at a Glance



Restore Morton

£411k
income from our shops and trading, up 21% on 2024

+17%
like-for-like sales growth at Morton, Penrith and Petteril Bank

£40.5k
in donations and grants, focused on the Community Shed

4 shops
at the end of 2025

11 staff
on average, plus many volunteers

£93k
total reserves at 31 December 2025



Restore Petteril Bank

A year of change

- Opened a new city-centre shop on Castle Street, Carlisle, at Easter
- Closed the Harraby shop
- Ended the lease on the Shaddongate warehouse and offices
- Bought an electric van, launching Restore on the Road

The finances

Total income was £451,859 against expenditure of £497,124. One-off costs of closing Shaddongate and Harraby produced an operating loss of £41k, but those closures will bring significant savings in the longer term.

Sales growth shows confidence in our model: larger shops, better merchandising and a vibrant community space, led by a General Manager.

Figures from the Trustees' Annual Report and Financial Statements for the year ended 31 December 2025.



Restore Community Shed

The Shed exists to empower people who have been disadvantaged or socially excluded through crime, addiction, poor mental or physical health, or unemployment, and to help them make positive changes in their lives.

It works by getting people physically active and using their hands to make things. It gives them a community to belong to, a routine to keep, and people around them who will go the extra mile. No woodworking experience is needed.

The Shed relies on discarded and donated materials and tools. Its members repair and up-cycle items for our shops and for the Restore allotment.

A new home in Denton Holme

When Restore left its Shaddongate site in 2025, the Shed had to close there. With £20,000 of grant funding for the move, it now has a new workshop on Lorne Street in Denton Holme, Carlisle, where there is also a community lounge.

Restore Community Shed



Restore on the Road

Out and About: New Directions

Restore on the Road

Launched with the purchase of an electric van, Restore on the Road takes our community spaces out to rural villages around Penrith and the Eden Valley. It reaches people for whom distance, transport or an unfamiliar building is a barrier, through wellbeing groups, creative spaces and informal visits. Its guiding idea is to meet people where they are.

Repair at Restore

Our project to repair and repurpose clothes and other items builds practical skills and keeps good things out of landfill.

Community Lounge

Alongside the Shed at Lorne Street, a Community Lounge is taking shape: an open door and a warm room, where people can sit, talk and spend time together.


Repair & ReWear workshop

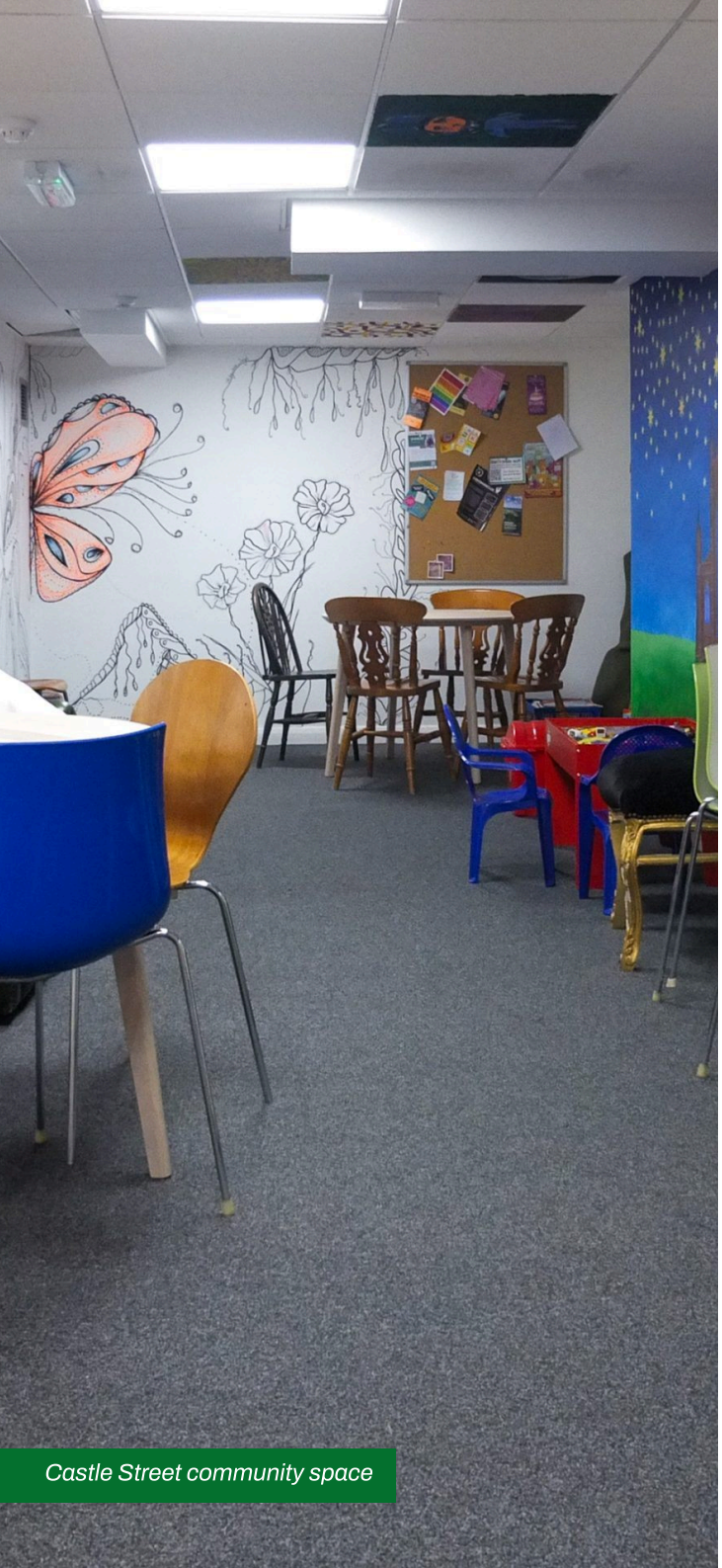
“Meet people where they are.”



Kendal Calling 2026

The morning after the festival, six Restore volunteers joined a 15-strong salvage team with Westmorland and Furness Council and partners. They filled the Restore van with abandoned tents, sleeping bags and camping kit, which is held free at our Penrith shop for people in need.





Castle Street community space

How Restore is Run

Governance

Restore (Cumbria) is a charitable company limited by guarantee. Its trustees, who are also its directors, give their time voluntarily and receive no pay. They meet regularly with staff, set the charity's strategic direction and policies, and review the business plan every year.

Our trustees

Bryan Gray (Current Chair) · Chris Bray · Rev Andrew Burrell · Rachel Head · Alison Jary · Duncan Walker · Rev Angela Whittaker

Safeguarding

We work with many vulnerable adults, often in difficult situations, and this is central to our mission. We work closely with the Diocese to keep our policies and procedures appropriate and robust. No safeguarding issues were reported in 2025.

Working with the Diocese

Restore is a subsidiary of the Carlisle Diocesan Board of Finance (CDBF), which is its sole member and appoints its board. Under a Memorandum of Understanding in place since July 2020, CDBF provides finance, HR, property and communications services. Restore also funds the services of a Chaplain through the Diocese.

Our charitable purposes

- Advancing the Christian faith
- Protecting the environment through recycling furniture, clothes and household items
- Preventing and relieving poverty and financial hardship
- Helping unemployed people build skills and experience in a retail setting
- Providing community facilities open to all
- Promoting social inclusion

We are grateful for the dedication and commitment of our staff, volunteers and trustees, and for the support of the Diocese of Carlisle.



A Word from the Bishop

"Through the shops, the Shed and Restore on the Road, we see something of the hope and healing of the kingdom of God being brought to reality in local communities."

"In the work of Restore we see so much of the Christian hope we share being lived out practically and effectively."

"Our ambition over the coming years is that we can extend the current work across the county, establishing new 'sheds', new shops and extending Restore on the Road in more communities."

The Rt Rev Rob Saner-Haigh, Bishop of Carlisle

The Bishop of Carlisle visiting Restore













RESTORE (CUMBRIA)

Looking Ahead

Our priority remains to run successful shops with welcoming community spaces, generating a surplus to fund our wider work. In the year ahead we aim to:

- support the Community Shed and Community Lounge in their new home
- develop Restore on the Road
- explore options for Repair at Restore
- grow shop sales to rebuild our reserves and investment funds

Find out more

Website: www.restorecumbria.co.uk (contact form, volunteering, donating goods)

Instagram: @restore.cumbria · **Facebook:** Restore Cumbria

Shops open: Monday to Saturday, 10am to 4.30pm

Restore (Cumbria) · 31 Chiswick Street · Carlisle · CA1 1HJ
Registered charity no. 1187078 · Company no. 08146662
A subsidiary of the Carlisle Diocesan Board of Finance