RESOLVE

England & Wales · Charity number 1199084

Details

Status	Registered
Legal form	CIO
Registered	2022-05-25
Register	View on the Charity Commission register

Contact

Address	Resolve House 70 Openshaw Way Letchworth Garden City Hertfordshire SG6 3ER
Phone	01707690739
Email	info@resolve-online.org
Website	www.resolve-online.org

Activities

Objects: 1) THE PRESERVATION AND PROTECTION OF THE GOOD HEALTH OF PERSONS WHO ARE IN DANGER OF BECOMING ADDICTED TO, OR DEPENDENT ON, OR WHO HAVE ALREADY BECOME ADDICTED TO OR DEPENDENT ON DRUGS AND/OR ALCOHOL, AND/OR ARE AFFECTED BY PEOPLE DEPENDENT ON DRUGS AND/OR ALCOHOL. 2) THE RELIEF OF POVERTY, SICKNESS AND DISTRESS OF PEOPLE, WHO ARE HOMELESS AND/OR IN IMMEDIATE RISK OF HOMELESSNESS.

Activities: Resolve's charitable purpose is to provide support, treatment, rehabilitation & homeless solutions to and for people who suffer from alcohol/substance problems, homelessness or are at immediate risk of homelessness within Hertfordshire. Resolve aims to assist people move into a manageable positive life style, contributing to the communities within which they live.

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, Disability, The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£883,643	£848,281	£236,139	15
2024-03-31	£894,182	£890,719	£200,777	17
2023-03-31	£953,638	£808,730	£197,314	17

Trustees

Name	Role	Appointed
Clive Marlowe		2021-05-27
Heidi Amanda Peterson		2024-07-29
Jonathan Anthony		2025-02-11
Melissa Pitt		2024-11-09
Syed Khorshed Ripu Ali		2026-05-13

Accounts

Charity Registration No. 1199084

WHERE CHANGE BEGINS

Report of the Trustees
&
Financial Statements

1st April 2024 – 31st March 2025

RESOLVE

Contents

Year ended 31 March 2025

RESOLVE

Report of the Trustees for the year ended 31 March 2025

The Trustees present their report and financial statements of the Charity for the 12-month accounting period ending 31 March 2025.

Resolve is a Charitable Incorporated Organisation incorporated in August 2022 and governed by Trust Deed

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number:	1199084		
Registered office:	Resolve House 70 Openshaw Way Letchworth Garden City Hertfordshire SG6 3ER		
Trustees:	Robert Peter Hebden	Chairman	
	James Richardson	Treasurer	Appointed 9.11.2024
	Deborah MacCormick		
	Heidi Petersen		Appointed 29.7.2024
	Clive Marlowe		
	Melissa Pitt		Appointed 9.11.2024
	Jonathan Anthony		Resigned 1.5.2024 & re-appointed 11.2.2025
	Jaqueline Hime		
	Jeanette Bayford		Resigned 7.8.2024
	Andrew Campbell		Appointed 13.5.2024 & resigned 20.8.24
Independent Examiner	Mrs A.J. Cook AJC Accountancy Unit 40 Thrales End Business Centre Thrales End Lane Harpenden Hertfordshire AL5 3NS		
Principal bankers	Unity Trust Bank Plc, 4 Brindley Place Birmingham. B1 2HB		
Chief Executive Officer	Mrs Laura Hyde		

Report of the Trustees for the year ended 31 March 2025

Objectives of the charity

Resolve is dedicated to supporting people affected by alcohol / drug misuse and homelessness, guiding them toward recovery and a life full of possibilities.

Resolve is committed to meeting the needs of vulnerable people, providing a safe space for personal growth and giving practical solutions that lay the foundations for sustainable change.

Main activities

The main activities of the charity fall into 3 main categories:

1. The delivery of Resolve's adult, structured, drug & alcohol ("D&A") treatment day services from 2 locations in Hertfordshire (Letchworth & Welwyn Garden City).

2. Resolve's provision for the homeless, known as Restart, is mainly delivered through the operation of 3 houses providing temporary sheltered accommodation

3. Resolve's community, not-for-profit café (Sparks), the operation of a food pantry and also of an outlet for the distribution of nearly new children's clothes and baby items (Sparkles).

Resolve has sought to work with and in partnership with such organisations / agencies as we can in the pursuit of delivering the best possible outcome for our beneficiaries within the wider community.

Annual Review

Drug and Alcohol Treatment Services

Resolve delivered drug and alcohol treatment services from 2 centres in Hertfordshire throughout the year for people who want to reach abstinence.

Treatment includes group therapy, individual key work and professional counselling.

Together, these elements create a holistic, person-centred service, that is proven to give people the best possible chance of lasting recovery. Many clients repeat programmes or engage over a 9–12 month period. Sessions are run both during the day and in the evening. Evening group sessions were introduced as a result of client feedback in October 2023 for those who can't attend during the day and are now our most popular sessions. One client remarked, "It has been hard to take time out of work for the 11a.m. sessions but, now there is an evening one, it is better."

The service is not commissioned and is entirely funded by fundraising activities.

In 2024/25 our drug and alcohol treatment service supported 357 people, delivered 445 group therapy sessions (2,112 attendances), provided 295 hours of free counselling and 508 key work sessions.

30.3% of clients come from Welwyn Garden City, 13.8% from Letchworth, 9.4% Hitchin, 8.4% Stevenage.

Our clients reflect the typical profile of people affected by substance misuse: 59% are men and 41% women, with the majority aged between 35 and 54. Smaller numbers of younger adults and older people also seek our help, in line with national treatment patterns.

Analysis from our clients demonstrates significant improvements:

- 80% reported improved psychological health.
- 78% reported better physical health.
- 80% experienced an enhanced overall quality of life.
- 85% reported improved family relationships.
- 24% of our clients will complete treatment substance-free, with 59% achieving abstinence

Annual Review (continued)

Around 61% of our referrals relate to alcohol misuse and 39% to drugs, with some clients facing both issues.

Client testimonials demonstrate the profound impact of our services: "Attending Resolve literally saved my life…. I will be eternally grateful to Resolve. I can look forward to the future with hope and positivity."

Resolve is a trusted partner within the Hertfordshire Drug and Alcohol treatment network. People can self-refer and we receive referrals from probation, community mental health teams and voluntary organisations. We also collaborate closely with statutory and voluntary organisations through local forums and case reviews to ensure 'joined-up' support.

The service is staffed by 4 Key Workers and 1 Service Manager.

Restart

Resolve also runs "Restart", a homeless and rough sleeper service. Restart provides crisis homeless solutions 365 days of the year including medium term, move-on accommodation for people who are street homeless, sleeping rough, sofa surfing and / or at immediate risk of imminent homelessness.

Restart provides support from first contact through the entire journey onto and after the person settles into their new home / accommodation. This is to ensure people do not return to the streets and break the cycle of homelessness that has occurred in the past.

Restart delivers outreach support on local streets, 14 individual bed spaces in three houses and ongoing 'navigation' in support of tenants, ex-tenants and those still homeless.

Restart is funded by Welwyn Hatfield Borough Council alongside rental income from the three Houses of Multiple Occupancy (HMOs).

One ex tenant said "For the first time in my life, I felt supported, understood, and empowered to move forward. Restart's support went beyond housing. They equipped me with the tools and confidence to break free from destructive patterns and rebuild my life. Today, I am no longer homeless, I am free from depression thanks to the counselling and resources they provided, and I am actively pursuing a brighter future, including plans for an apprenticeship in a trade."
We take both male and female tenants in our houses which is unusual. We find that a mixed house generally is a happier and more stable home than single sex house.

- 116 tenants living in 3 HMOs. 28 Homeless applications
- 463 homeless 'sweeps' of the street of Hatfield and Welwyn Garden City responding to community homeless reports.

Restart was staffed by 4 Navigators and 1 service Manager.

Sparks Community Café and Hub

'Sparks' is a community café hub that brings people together to provide affordable food and clothing essentials for those in need.

The café itself operates on a 'pay what you can' basis and incorporates both a 'Food Pantry' (which offers basic grocery items in exchange for a small donation) and also 'Sparkles' (which offers second hand children's clothes and other essential baby items). Both the Food Pantry and Sparkles are staffed by volunteers.

Sparks is utterly embedded into the local community and provided unique and important services to those on a low income or experiencing other forms of real hardship.

Annual Review (continued)

It was therefore with real regret that a decision was taken at the start of the year to close the café and its related services. Despite many cost cutting initiatives and efficiency drives, the size of the losses incurred by the café were beginning to threaten the delivery of Resolve's core services and hence the difficult decision to close the café was taken.

The cafe closed on 21st March 2025. For the majority of the year the café was staffed by 4 people - 1 cook, 2 front of house staff and a manager.

Trustee recognition of Charity Commission Guidance

Trustees have been provided with and have regard to such guidance as is issued by the Charity Commission when carrying out their duties in their role as Trustee.

Trustees ensure that they are aware of the guidance, have taken it into account when deciding to which the guidance is relevant and if they have decided to depart from the guidance, they have a good reason for doing so.

Volunteer contribution

We have had 15 volunteers supporting the work of Resolve during the year. Most of our volunteers have lived experience of substance abuse, homelessness, or mental ill health. Many volunteers are longstanding and give at least 6 hours per week. There are clear benefits to the organisation and to the volunteers in terms of developing skills, enhancing career opportunities, social interaction, and metal wellbeing.

Financial commentary

The original budget for the year to 31st March 2025 forecast a deficit of £-49,316 and so the clear objective going into the year was to deliver a positive financial result whilst continuing to deliver high quality services to our core users.

The actual financial result for the year was a surplus of £35,362 which, given the excellent service statistics set out earlier in this report, was very pleasing.

The Trustee Board also continued its work to enhance the internal infrastructure of the organisation to match its recent growth. This included overhauling working practices, procedures and systems to reflect best practice.

The success of the financial operations of the charity is underpinned by high quality financial controls, procedures and management with the Board continuing to review and improve these and related monitoring processes.

Resolve depends on its many stakeholders to succeed and deliver its programmes and services to the community. This is not taken for granted and the Board are very grateful and thankful for the continued contribution of its teams, volunteers, service users, supporters and funders.

Fundraising performance against agreed objectives

The CEO developed a fundraising plan, identifying grant applications, commissioned services, donations (from clients, the community, and corporates) and commercial income as priority areas.

In 2024/25 the total income of the organisation was £883,794 of which 53% related to the Restart homeless project.

74% of the organisation's total income emanated from direct grants from local authorities and several national and local charitable institutions.

Financial commentary (continued)

In January 2025 a Fundraising Manager joined Resolve (part funded by the National Lottery) to increase and diversify our funding, focusing on fundraising event income and donations

We submitted 15 successful fundraising applications (total 23) to local and national Trusts and Foundations and Local Authorities.

The names of our principal funders are set out in note 3 to the accounts.

Investment performance against objectives

The charity does not maintain an investment portfolio but does seek to optimise the return on its cash holdings by placing them in short-notice, interest bearing, deposit bank accounts.

Reserves policy

In accordance with guidance given by the Charities Commission for England and the legal obligations of our Trustees, a formal policy on reserves was agreed at our Trustees meeting on 1st February 2023. The policy requires reserves to be maintained at a level that ensures that the organisation's core activity could continue during a period of unforeseen difficulty.

The level of reserves should be sufficient to cover 3-6 month's operating costs of the charity in addition to a sum equivalent to the potential redundancy costs of the Charity should it be forced to wind up its operations.

These reserves are to be built up through the accumulation of unrestricted funds secured and / or donations and are to be maintained in a readily realisable form.

The level of reserves and the policy on reserves is to be specifically reviewed annually and presented at the AGM for agreement by the Board

Risk management

The principal risks facing the Charity are common to many UK charities and include:

1. **Reputational risk**

   Being a predominantly grant funded charity any non-compliance of laws and regulations will likely have an immediate impact on funding opportunity. This is particularly the case as many of the addiction service users are vulnerable individuals. Key risks are:
   - safeguarding,
   - GDPR
   - financial risks (including fraud and misuse of the charity's assets)

2. **Risks effecting continued sustainability**

   - Financial instability, including over dependency on few high value funders and failure to manage finances adequately or fundraise.
   - Loss of high-quality staff to deliver activities through management and operations.
   - Ineffective governance or lack of strategic foresight.

Separate to the above it is noted and recognised by the Board that staff safety is paramount. As a charity working with high-risk individuals and in cases where staff work alone, we recognise the risks taken and the efforts teams take to mitigate against them wherever possible.

The Board regularly review risks and discusses opportunities to mitigate areas of highest risk.

The loss of principal management is also a clear risk, in particular the CEO who is also the primary fundraiser.

Structure, Management & Governance

Trustee recruitment, appointment and induction

All trustees are volunteers and are not therefore employees of Resolve.

Potential trustees are invited to complete an "offer to serve" application form on which they detail their background and experience together with a summary of their personal and professional skills. Before completing the form, applicants are encouraged to meet with the Chair of Trustees and CEO and to visit some or all Resolve's sites and meet members of the staff team.

Trustees are elected by serving members of the trustee board. All applicants will be subject to an interview at an appropriately convened Trustee meeting and, assuming that the applicant is happy to proceed, the appointment will be confirmed by vote of the Trustee Board.

As part of their induction programme, new trustees are provided with several documents including the policies and procedures operated by the charity.

Whilst there is no contractual relationship between the trustee and the charity, trustees take up the position in the knowledge that there are legal duties, obligations and an understanding that trustees must always act in the best interest of the charity and comply with all legislation appropriate to their role. This includes duties under the Charities (Protection & Social investment) Act 2016, Trustees Act 2000 any employment, taxation, equality or other domestic or European legislation, regulation or directive.

External training courses are available, and Trustees will be advised of these and are encouraged to attend these providing that they are relevant and will contribute to the performance of the Trustee.

The Role of Trustee is one that bring responsibilities but can be very rewarding for many reasons and on many levels.

Operational structure

Resolve delivers 3 services, each of with a designated Service Manager and with the Operations Manager, appointed to oversee operational service delivery

The charity's organisational structure and any wider network with which the charity works

- Trustee Board
- CEO
- Operations Manager
- Service Managers
- Paid Staff
- Volunteers
- Contractors (counsellors, clinical supervisor and IT support)
- Student Placements

Most of our volunteers have lived experience of substance abuse, homelessness or mental ill health. Many volunteers are longstanding and give at least 6 hours per week.

There are clear benefits to both the organisation and to the volunteers in terms of developing skills, enhancing career opportunities, social interaction, and metal wellbeing**.** 15 volunteers supported the work of Resolve during the year.

Relationship with related parties

Resolve has several formal and informal partnership arrangements with other charitable organisations as well as local authorities in the pursuit of the charity's work.

Informal Partnerships with other agencies/ organisations are made at local level for the betterment of the beneficiaries of Resolve's Charitable Activities.

There were no related third-party transactions in the year.

Signed on behalf of the trustee board:

....	…………………………………..
Jonah Anthony	Deborah MacCormack
Co-chair	Co-chair

CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A | **Independent Examiner's Report**

Report to the trustees/ members of: Resolve

On accounts for the year ended: 31 March 2025

Charity no (if any): 1199084

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales (ICAEW).

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: AJCook

Date: 22 January 2026

Name: Alison Cook

Relevant professional qualification(s) or body (if any): FCA (ICAEW)

Address:
3 Westfield Avenue
Harpenden
Herts AL5 4HN

RESOLVE

Financial Statements

Year ended 31st March 2025

STATEMENT OF FINANCIAL ACTIVITIES

	Note	Year ended 31st March 2025			Year ended 31st March 2024
		Unrestricted Funds £	**Restricted Funds £**	**Total Income £**	Total Income £
Income					
Fundraising income inc. donations		**15,239**	**0**	**15,239**	7,947
Bank Interest		**12,610**	**0**	**12,610**	2,082
Total Generated Funds		**27,849**	**0**	**27,849**	10,029
Charitable activities: Grants	**3**	**327,020**	**528,774**	**855,794**	884,153
Total Income		**354,869**	**528,774**	**883,643**	894,182
Expenditure					
Fundraising		**180**	**0**	**180**	96
Charitable activities		**318,607**	**528,774**	**847,381**	889,543
Governance		**720**	**0**	**720**	1,080
Total Expenditure	**4**	**319,507**	**528,774**	**848,281**	890,719
Net Surplus / (Deficit)		**35,362**	**0**	**35,362**	3,463
Funds brought forward		**200,777**	**0**	**200,777**	197,314
Net movement in funds		**35,362**	**0**	**35,362**	3,463
Total funds carried forward		**236,139**	**0**	**236,139**	200,777

RESOLVE

Financial Statements

Year ended 31st March 2025

BALANCE SHEET

	Note	As at 31st March 2025			As at 31.3.2024 Total
		Unrestricted Funds	Restricted Funds	Total Funds	
		£	£	£	£
Tangible Fixed Assets	6	2,101	0	2,101	4,088
Current Assets					
Debtors – Due within 1 year	7	34,019	222,878	256,897	42,861
Debtors – Due > 1 year		0	297,796	297,796	0
Cash		275,514	91,418	366,932	419,961
Total Current Assets		309,533	612,092	921,625	462,822
Creditors: payable within 1 year		-75,495	-314,296	-389,791	-266,133
Creditors: payable > 1 year		0	-297,796	-297,796	0
Total Creditors	8	-75,495	-612,092	687,587	-266,133
Net Current Assets		234,038	0	234,038	196,689
Total Assets less Liabilities		236,139	0	236,139	200,777
Funds of the charity					
Funds brought forward		200,777	0	200,777	197,314
Net movement in funds		35,362	0	35,362	3,463
Total Funds		236,139	0	236,139	200,777

Approved by behalf of the Board of Trustees 15th December 2025

....
Jonah Anthony
Co-chair

…………………………………..
Deborah MacCormack
Co-chair

NOTES TO THE ACCOUNTS

1. Basis of preparation

These accounts have been prepared on the basis of historic cost
in accordance with "Accounting and Reporting by Charities – Statement of Recommended Practice (FRS102)", Accounting Standards and with the Charities Act 2011

No changes have been made to accounts for previous years.

2. Summary of significant accounting policies

Recognition of income

Income is included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Income with related expenditure

Where income has related expenditure (as with fundraising or contract income) the income and related expenditure are reported gross in the SoFA.

Grants and donations

Grants and donations are included in the SoFA when the charity considers it highly likely that they will have full entitlement to the resources.

Tax reclaims on donations and gifts

Incoming resources from tax reclaims are included in the SoFA at the same time as the gift to which they relate.

Contractual income and performance related grants

This is only included in the SoFA once the related goods or services have been delivered.

Gifts in kind

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for sale or distribution are included in the accounts as gifts only when sold or distributed by the charity. Gifts in kind for use by the charity are included in the SoFA as incoming resources when receivable.

Donated services and facilities

These are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

Notes (continued)

Volunteer help
The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Liability recognition
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance costs
Include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and cost of any legal advice to trustees on governance or constitutional matters.

Grants with performance conditions
Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SoFA once the recipient of the grant has provided the specified service or output.

Grants payable without performance conditions
These are only recognised in the accounts when a commitment has been made and there are no conditions to be met relating to the grant which remain in the control of the charity.

Support Costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g., allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Tangible fixed assets for use by charity
These are capitalised if they can be used for more than one year. They are valued at cost or a reasonable value on receipt. Only computers, laptops and any other assets with a purchase value of £250 or more are to be capitalised. Any purchases of small value assets outside of this policy should be taken as an expense when incurred. Depreciation is provided on tangible fixed assets at rates calculated to write off the cost, less estimated residual value based on prices prevailing at the balance sheet date, of each asset evenly over 4 years.

Depreciation
Depreciation is provided at the following rates to write off each asset over its useful life:

Office Equipment	- 25% Straight Line
Furniture & Fittings	- 25% Straight Line
Service Delivery Equipment	- 25% Straight Line

Pension
The charity operates a defined contribution pension scheme. The pension charge represents the amounts payable by the charity into the workplace pension scheme in the year.

Notes (continued)

Fund Accounting

Unrestricted funds are those which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the charity for particular purposes. Unrestricted funds are those which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the charity for particular purposes.

Notes (continued)

3. Income

	Year ended 31 March 2025			Y/E
	Unrestricted Funds £	Restricted Funds £	Total Income £	31 March 2024 £
a. Income from charitable activities by donor:				
Welwyn Hatfield Borough Council		**260,497**	**260,497**	247,509
Income from Restart re: HMO Accommodation	**205,079**		**205,079**	201,377
National Lottery Community Fund		**104,697**	**104,697**	154,504
Sparks Community Café Income	**66,066**		**66,066**	90,830
Tudor Trust	**55,500**		**55,500**	30,000
Henry Smith Charity		**35,850**	**35,850**	0
HCC Household Support Fund		**31,008**	**31,008**	49,176
Albert Gubay Foundation		**24,643**	**24,643**	0
Garfield Weston		**20,000**	**20,000**	30,000
Herts Community Foundation		**14,980**	**14,980**	20,170
Letchworth Garden City Heritage Fund		**13,250**	**13,250**	7,500
North Herts District Council Grant		**7,929**	**7,929**	0
Helping Herts Homeless		**5,300**	**5,300**	4,000
Cheshire Community Assurance		**7,790**	**7,790**	0
HCC Locality Grants		**1,830**	**1,830**	1,835
Shanly Foundation		**1,000**	**1,000**	0
Other	**375**		**375**	0
Nationwide			**0**	37,500
Lloyds' Foundation			**0**	8,333
Wellfield Trust			**0**	1,419
Total Income from Charitable Activities	**327,020**	**528,774**	**855,794**	884,153

b. Income from charitable activities by Project	Year ended 31 March 2025			Y/E
	Unrestricted Funds £	Restricted Funds £	Total Income £	31 March 2024 £
Restart	**205,079**	**245,497**	**450,576**	477,840
Mid Herts	**27,750**	**108,699**	**136,449**	89,345
North Herts	**27,750**	**112,437**	**140,187**	127,249
Sparks Café	**66,441**	**62,141**	**128,582**	189,719
Total Income from Charitable Activities	**327,020**	**528,774**	**855,794**	884,153

Notes (continued)

4. Expenditure

	Y/E 31 March 2025 £	Y/E 31 March 2024 £
a. Fundraising trading costs:		
Local Giving/Just Giving Subscriptions	**180**	96
Total	**180**	96
b. Charitable activities:		
Staff costs (note 5)	**501,679**	514,640
Other personnel costs	**28,309**	37,182
Service delivery	**189,921**	212,755
General overheads	**129,692**	124,966
Total	**847,381**	889,543
c. Governance costs:		
Independent examiner's fee (note 10)	**720**	1,080
Total	**720**	1,080
Total Expenditure	**848,281**	890,719

5. Staff costs

Wages and salaries	**457,010**	469,731
Employer's National Insurance Costs	**35,592**	35,854
Employer's Pension Costs	**9,077**	9,055
Total	**501,679**	514,640
Average number of FTE employees in the year	**14.7**	17.3

1. All staff employed by the charity are engaged in charitable activities
2. No employee received total remuneration including benefits totalling £60,000 or more

Notes (continued)

6. Tangible fixed assets	**Office Equipment**	**Service Equipment**	**TOTAL**
Cost	**£**	**£**	**£**
At 1 April 2024	**15,835**	**5,436**	**21,271**
Additions	**651**	**0**	**651**
Disposals	**0**	**0**	**0**
At 31 March 2025	**16,486**	**5,436**	**21,922**
Depreciation			
At 1 April 2024	**12,766**	**4,417**	**17,183**
Charge for year	**1,619**	**1,019**	**2,638**
Disposals	**0**	**0**	**0**
At 31 March 2025	**14,385**	**5,436**	**19,821**
Net book value at 31 March 2024	3,069	1,019	4,088
Net book value at 31 March 2025	**2,101**	**0**	**2,101**

7. Debtors and prepayments	**Year ended 31 March 2025 £**	Year ended 31 March 2024 £
Grant income due within 1 year	**222,878**	0
Prepayments	**33,217**	40,311
Income not yet received into bank	**802**	2,550
Total debtors receivable in less than 1 year	**256,897**	42,861
Grant income due > 1 year	**297,796**	0
Total debtors receivable after more than 1 year	**297,796**	0

8. Creditors and accruals	**Year ended 31 March 2025 £**	Year ended 31 March 2024 £
Deferred income receivable within 1 year	**262,550**	187,384
Provision for VAT	**18,400**	18,400
Payroll accruals	**11,000**	9,019
Other creditors and expense accruals	**97,841**	51,330
Total creditors payable within 1 year	**389,791**	266,133

Notes (continued)

8. Creditors and accruals	**Year ended 31 March 2025 £**	Year ended 31 March 2024 £
Deferred income receivable after 1 year	**297,796**	0
Total creditors payable after 1 year	**297,796**	0

9. Trustee Remuneration and Expenses
During the year no Trustee received any remuneration (2024: £nil) and claimed no expenses (2024: £nil)

10. Related Party Transactions
During the year there were no related party transactions.

11. Independent Examiner
During the year amounts paid to the Independent Examiner were:

- Examination Fee £ 720 (2024: £660)
- Accountancy Services £ 931 (2024: £931)

STATEMENT OF CASH FLOWS

	2024/25 **£**	2023/24 £
Cashflows from Operating Activities:		
Net cash flow provided by (used in) operating activities	**-52,378**	30,736
Cash Flows from investing activities:		
Purchase of Fixed Assets	**-651**	-831
Net cash provided by (used in) investing activities	**-651**	-831
Change in cash in the year	**-53,029**	29,905
Cash at the beginning of the year	**419,961**	390,056
Cash at the end of the year	**366,932**	419,961

Reconciliation of net income / (expenditure) to net cash flow from operating activities

Net Income for the year	**35,362**	3,463
Adjustments for:		
Depreciation Charges	**2,638**	3,684
(Increase) / Decrease in debtors	**-511,832**	-2,599
Increase / (Decrease) in creditors	**421,454**	26,188
Net cash provided by / (used in) operating activities	**-52,378**	30,736

Accounts

RESOLVE

Annual Accounts

Year ended 31st March 2024

Contents

CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A	Independent Examiner's Report

Report to the trustees/ members of	Resolve		
On accounts for the year ended	31 March 2024	**Charity no (if any)**	1199084
Set out on pages			

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales (ICAEW).

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:	AJCook	**Date:**	16 September 2024

Name:	Alison Cook
Relevant professional qualification(s) or body (if any):	FCA (ICAEW)

Address:	3 Westfield Avenue
	Harpenden
	Herts AL5 4HN

Section B	**Disclosure**
	Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).
Give here brief details of any items that the examiner wishes to disclose.	

RESOLVE

Annual Accounts

Year ended 31st March 2024

STATEMENT OF FINANCIAL ACTIVITIES

	Note	Year ended 31st March 2024			Year ended 31st March 2023
		Unrestricted Funds £	**Restricted Funds £**	**Total Income £**	Total Income £
Income					
Donations		**7,947**	**0**	**7,947**	91,491
Fundraising & other income		**2,082**	**0**	**2,082**	700
Total Generated Funds		**10,029**	**0**	**10,029**	92,191
Charitable activities: Grants		**322,207**	**561,946**	**884,153**	861,447
Total Income	**3**	**332,236**	**561,946**	**894,182**	953,638
Expenditure					
Fundraising		**96**	**0**	**96**	96
Charitable activities		**327,597**	**561,946**	**889,543**	807,674
Governance		**1,080**	**0**	**1,080**	960
Total Expenditure	**4**	**328,773**	**561,946**	**890,719**	808,730
Net Surplus / (Deficit)		**3,463**	**0**	**3,463**	144,908
Funds brought forward		**197,314**	**0**	**197,314**	52,406
Net movement in funds		**3,463**	**0**	**3,463**	144,908
Total funds carried forward		**200,777**	**0**	**200,777**	**197,314**

RESOLVE

Annual Accounts

Year ended 31st March 2024

BALANCE SHEET

	Note	As at 31st March 2024 Unrestricted Funds £	 Restricted Funds £	 Total Funds £	As at 31.3.2023 Total £
Tangible Fixed Assets	**6**	**4,088**	**0**	**4,088**	6,941
Current assets					
Debtors	**7**	**42,641**	**220**	**42,861**	40,262
Cash		**225,603**	**194,358**	**419,961**	390,056
Total Current Assets		**268,244**	**194,578**	**462,822**	430,318
Creditors: amounts falling due within one year	**8**	**-71,555**	**-194,578**	**-266,133**	-239,945
Net Current Assets		**196,689**	**0**	**196,689**	190,373
Total Assets less Liabilities		**200,777**	**0**	**200,777**	197,314
Funds of the charity					
Funds brought forward		**197,314**	**0**	**197,314**	52,406
Net movement in funds		**3,463**	**0**	**3,463**	144,908
Total Funds		**200,777**	**0**	**200,777**	197,314

Approved by behalf of the Board of Trustees

Peter Hebden
Chair of Trustees

Deborah MacCormick
Trustee

RESOLVE

Annual Accounts

Year ended 31st March 2024

NOTES TO THE ACCOUNTS

1. Basis of preparation

These accounts have been prepared on the basis of historic in accordance with “Accounting and Reporting by Charities – Statement of Recommended Practice (FRS102)”, Accounting Standards and with the Charities Act 2011

No changes have been made to accounts for previous years.

2. Summary of significant accounting policies

Recognition of income

Income is included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Income with related expenditure

Where income has related expenditure (as with fundraising or contract income) the income and related expenditure are reported gross in the SoFA.

Grants and donations

Grants and donations are only included in the SoFA when the charity has unconditional entitlement to the resources.

Tax reclaims on donations and gifts

Incoming resources from tax reclaims are included in the SoFA at the same time as the gift to which they relate.

Contractual income and performance related grants

This is only included in the SoFA once the related goods or services have been delivered.

Gifts in kind

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for sale or distribution are included in the accounts as gifts only when sold or distributed by the charity. Gifts in kind for use by the charity are included in the SoFA as incoming resources when receivable.

Donated services and facilities

These are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

Notes (continued)

Volunteer help
The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Liability recognition
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance costs
Include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and cost of any legal advice to trustees on governance or constitutional matters.

Grants with performance conditions
Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SoFA once the recipient of the grant has provided the specified service or output.

Grants payable without performance conditions
These are only recognised in the accounts when a commitment has been made and there are no conditions to be met relating to the grant which remain in the control of the charity.

Support Costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g., allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Tangible fixed assets for use by charity
These are capitalised if they can be used for more than one year. They are valued at cost or a reasonable value on receipt. Only computers, laptops and any other assets with a purchase value of £250 or more are to be capitalised. Any purchases of small value assets outside of this policy should be taken as an expense when incurred. Depreciation is provided on tangible fixed assets at rates calculated to write off the cost, less estimated residual value based on prices prevailing at the balance sheet date, of each asset evenly over 4 years.

Depreciation
Depreciation is provided at the following rates to write off each asset over its useful life:

Office Equipment	- 25% Straight Line
Furniture & Fittings	- 25% Straight Line
Service Delivery Equipment	- 25% Straight Line

Pension
The charity operates a defined contribution pension scheme. The pension charge represents the amounts payable by the charity to the fund in respect of the year.

Notes (continued)

Fund Accounting
Unrestricted funds are those which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the charity for particular purposes. Unrestricted funds are those which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the charity for particular purposes.

RESOLVE

Annual Accounts

Year ended 31st March 2024

Notes (continued)

3. Income	**Year ended 31 March 2024**			Y/E
	Unrestricted Funds £	**Restricted Funds £**	**Total Income £**	31 March 2023 £
a. Voluntary Income:				
Donations	**7,947**		**7,947**	91,491
Total	**7,947**	**0**	**7,947**	91,491
b. Activities for generating funds:				
Fundraising			**0**	700
Bank Interest	**2,082**		**2,082**	0
Total	**2,082**	**0**	**2,082**	700
c. Income from charitable activities by grantor:				
Welwyn Hatfield Borough Council		**247,509**	**247,509**	266,800
Income from Restart HMO Accommodation	**201,377**		**201,377**	187,755
National Lottery: Community Fund		**114,437**	**114,437**	122,295
National Lottery: Community Organisation Cost of Living Fund		**40,067**	**40,067**	0
Sparks Community Café Income	**90,830**		**90,830**	95,115
Herts County Council Household Support Fund		**49,176**	**49,176**	46,824
Garfield Weston Foundation		**30,000**	**30,000**	25,000
Tudor Trust	**30,000**		**30,000**	30,000
Nationwide		**37,500**	**37,500**	12,510
Herts Community Foundation		**20,170**	**20,170**	6,500
Lloyds Bank Foundation		**8,333**	**8,333**	27,250
Letchworth Garden City Heritage Foundation		**7,500**	**7,500**	5,625
Helping Herts Homeless		**4,000**	**4,000**	0
Herts County Locality Grants		**1,835**	**1,835**	1,000
Wellfield Trust		**1,419**	**1,419**	0
North Herts District Council Grant			**0**	11,594
Mr Mrs Smith Mount Trust			**0**	5,000
Stuart Bowman Fund			**0**	3,774
Bob Betts Fund			**0**	3,574
Room Hire			**0**	444
Other			**0**	10,417
Total Income from Charitable Activities	**322,207**	**561,946**	**884,153**	861,447

Notes (continued)

d. Income from charitable activities by Project	**Year ended 31 March 2024**			Y/E
	Unrestricted Funds £	**Restricted Funds £**	**Total Income £**	31 March 2023 £
Restart	**201,377**	**276,463**	**477,840**	454,875
Mid Herts	**30,000**	**59,345**	**89,345**	110,801
North Herts		**127,249**	**127,249**	148,288
Sparks Café	**90,830**	**98,889**	**189,719**	147,483
Total Income from Charitable Activities	**322,207**	**561,946**	**884,153**	861,447

4. Expenditure	**Y/E 31 March 2024 £**	Y/E 31 March 2023 £
a. Fundraising trading costs:		
Local Giving Subscription	**96**	96
Total	**96**	96
b. Charitable activities:		
Staff costs (note 5)	**514,640**	470,598
Other personnel costs	**37,182**	38,134
Service delivery	**212,755**	181,921
General overheads	**124,966**	117,021
Total	**889,543**	807,674
c. Governance costs:		
Independent examiner's fee (note 10)	**1,080**	960
Total	**1,080**	960

5. Staff costs

Wages and salaries	**469,731**	427,329
Employer's National Insurance Costs	**35,854**	34,138
Employer's Pension Costs	**9,055**	9,131
Total	**514,640**	470,598
Average number of FTE employees in the year	**17.3**	16.9

1. All staff employed by the charity are engaged in charitable activities
2. No employee received total remuneration including benefits totaling £60,000 or more

Notes (continued)

6. Tangible fixed assets	**Office Equipment £**	**Service Equipment £**	**TOTAL £**
Cost			
At 1 April 2023	**15,004**	**5,436**	**20,440**
Additions	**831**	**0**	**831**
Disposals	**0**	**0**	**0**
At 31 March 2024	**15,835**	**5,436**	**21,271**
Depreciation			
At 1 April 2023	**10,441**	**3,058**	**13,499**
Charge for year	**2,325**	**1,359**	**3,684**
Disposals	**0**	**0**	**0**
At 31 March 2024	**12,766**	**4,417**	**17,183**
Net book value at 31 March 2023	4,563	2,378	6,941
Net book value at 31 March 2024	**3,069**	**1,019**	**4,088**

7. Debtors and prepayments	**Year ended 31 March 2024 £**	Year ended 31 March 2023 £
Trade Receivables	**0**	0
Income not yet received into bank	**2,550**	9,761
Prepayments	**40,311**	30,501
Total	**42,861**	40,262

8. Creditors and accruals	**Year ended 31 March 2024 £**	Year ended 31 March 2023 £
Due within one year:		
Trade creditors	**10,495**	7,614
Accruals & Deferred Income	**255,638**	232,331
Total	**266,133**	239,945

Notes (continued)

9. Trustee Remuneration and Expenses
During the year no Trustee received any remuneration (2023: £nil) and claimed no expenses (2023: £nil)

10. Related Party Transactions
During the year there were no related party transactions.

11. Independent Examiner
During the year amounts paid to the Independent Examiner were:

- Examination Fee £1,080 (2023: £960)
- Accountancy Services £ 931 (2023: £872)

STATEMENT OF CASH FLOWS

	2023/24 **£**	2022/23 £
Cashflows from Operating Activities:		
Net cash flow provided by (used in) operating activities	**30,736**	66,191
Cash Flows from investing activities:		
Purchase of Fixed Assets	**-831**	-1,183
Net cash provided by (used in) investing activities	**-831**	(1,183)
Change in cash in the year	**29,905**	65,008
Cash at the beginning of the year	**390,056**	325,048
Cash at the end of the year	**419,961**	390,056

Reconciliation of net income / (expenditure) to net cash flow from operating activities

Net Income for the year	**3,463**	144,908
Adjustments for:		
Depreciation Charges	**3,684**	5,584
Loss on disposal of assets	**0**	734
(Increase) / Decrease in debtors	**-2,599**	7,500
Increase / (Decrease) in creditors	**26,188**	(92,535)
Net cash provided by / (used in) operating activities	**30,736**	66,191

Trustees' Annual Report for the period

From 1st April 2023 Period start date To 31st March 2024 Period end date

Charity name: Resolve

Charity registration number: 1199084

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	The objects of the CIO are: The preservation and protection of the good health of persons who are in danger of becoming addicted to, or dependent on, or who have already become addicted to or dependent on drugs and/or alcohol, and/or are affected by people dependent on drugs and/or alcohol. The relief of poverty, sickness, and distress of people, who are homeless and/or in immediate risk of homelessness
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	Trustees have overseen the delivery of Resolve's projects over the period reporting. These include the delivery of all of Resolve's Adult Structured Drug & Alcohol Treatment Day Services, Resolve's Homeless provision known as Restart, Resolve's Community not-for-profit Café, Sparks, the Food Pantry and the children's clothes and baby item nearly new shop, Sparkles. Resolve has sought to work with and in partnership with such organisations / agencies as we can in the pursuit of delivering the best possible outcome for our beneficiaries and the wider community as a whole.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	Trustees have been provided with and have regard to such guidance as is issued by the Charity Commission when carrying out their duties in their role as Trustee. Trustees ensure that they are aware of the guidance, have taken it into account when

		deciding to which the guidance is relevant and if they have decided to depart from the guidance, you have a good reason for doing so.

Additional information (optional)
You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	**N/A**
Policy on social investment including program related investment	Para 1.38	**N/A**
Contribution made by volunteers	Para 1.38	We have had 15 volunteers supporting the work of Resolve during the year. Most of our volunteers have lived experience of substance abuse, homelessness, or mental ill health. Many volunteers are longstanding and give at least 6 hours per week. There are clear benefits to the organisation and to the volunteers in terms of developing skills, enhancing career opportunities, social interaction, and metal wellbeing**.**
Other		**N/A**

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society.	Para 1.20	**Drug and Alcohol Treatment Services** We deliver Drug and Alcohol Treatment Services from centres in Welwyn Garden City and Letchworth, providing services for people who want to reach abstinence. Treatment includes group therapy, individual key work and professional counselling. Evening sessions and friends and family groups are also provided. The service is not commissioned and is entirely funded by fundraising activities. • 195 clients. Typical engagement 9-12 months. 30 successfully completions. • 564 groups sessions provided, average group size 5-12. • 284 hours free counselling. • 60% alcohol misuse, 40% drugs (some dual issues).

		• 41% female, 59% male. • 65% aged 35-64. • 20% disabled. • 33% from Welwyn Garden City, 13% Letchworth, 12% Hitchin, 12% Stevenage. Analysis from our clients demonstrates significant improvements: • 78% improved psychological health. • 75% reported better physical health. • 68% experienced enhanced overall quality of life. • 83% reported improved family relationships. • 75% increased volunteering days. Client testimonials demonstrate the profound impact of our services: "Through Resolves love, understanding and genuine care I now have something I haven't seen in many years. HOPE." We work closely with other substance misuse treatment providers in Hertfordshire, but Resolve's approach is unique. We tailor treatment to individual needs and circumstances, fostering long-term recovery and relapse prevention. We are a respected member of the Hertfordshire Drug and Alcohol treatment network, with strong relationships with local organisations and agencies. In 2023/24, Resolve received 245 referrals, about one-third from partner organisations such as probation services, community mental health teams and voluntary sector organisations. Evening group sessions were introduced as a result of client feedback in October 2023 for those who can't attend in the day. They have been well-received, with 44 sessions held in the first six months. One client remarked**,** "It has been hard to take time out of work for the 11am sessions, but now there is an evening one, it is better." The service was staffed by 4 Key Workers and 2 Manager, reducing to 1 Manager in January 2024. **Restart** Resolve also runs Restart, a homeless and rough sleeper project. Restart provides homeless solutions and support services,

		365 days of the year, for people sleeping rough, sofa surfing or at immediate risk of homelessness. It provided 17 individual bed spaces in three houses, outreach support on local streets, and ongoing 'navigation' support to tenants, ex-tenants, and those still homeless. Restart is funded by Welwyn Hatfield Borough Council alongside rental income from the three Houses of Multiple Occupancy (HMOs). "I am happy to have a roof over my head and I get plenty of support from the staff and my keyworker really helps me". "The support, guidance and discipline are very good. I feel safe in this environment". • 45 tenants living in 3 HMOs, 9 successful 'move-ons' into social, private or other housing. • 300 homeless 'sweeps' of the street of Hatfield and Welwyn Garden City responding to community homeless reports. • 131 interactions with ex residents. • 207 interactions with non-residents. • 46 people supported outreach. • 1740 total interventions. Restart puts clients at the heart of everything and our new branding and identity was no exception. Our logo started out as a hand-drawn illustration by a client developing into a digital logo. We are proud to have a logo that encompasses our friendly, caring, community-centred approach, emphasising our commitment to social impact and community support. Restart was staffed by 4 Navigators and 1 Manager. **Counselling** Our Drug and Alcohol Treatment service and Restart team work alongside a team of highly skilled, qualified professional counsellors. Our counsellors are self-employed and choose to work with our clients as they know the profound difference counselling can have. We offer our clients up to 48 weeks of free counselling. Counselling allows deeper exploration of personal issues and

		underlying psychological factors which contribute to substance misuse or homelessness. “The counsellors and key workers are lovely, understanding, kind and caring I feel safe and heard”. We have 4 counsellors and 1 clinical supervisor. **Sparks Community Café and Hub** Sparks is a community hub that brings people together to provide affordable food and clothing essentials for those in need. Sparks includes a ‘pay what you can’ Café’, a Food Pantry and Sparkles Baby Boutique. Both the Food Pantry and Sparkles are located within Sparks Café and staffed by volunteers. The Sparks model is self-financing, raising income through sales and donations. In 2023/24, 19,000 customers visited Sparks. Sparks is utterly embedded into the local community, and everyone is welcome. It and has a unique mix of clientele who we know, and we provide a safe space for. It provides a critical service to people who are experiencing hardship or low income who come to pick up food from the pantry, receive a hot meal and have somewhere warm to sit. Other people who may be transient, homeless or experiencing substance misuse come to seek help and support. We have our regular clients, who we form relationships with and look out for their welfare. The Café has run the Library Voucher Scheme in partnership with Hatfield Library and Herts County Council for 2 years funded by the Household Support Fund. Hatfield Library gives a voucher to anyone struggling to afford food, which is redeemed at Sparks Café. This scheme will continue in Winter 2024. Sparkles Baby Boutique provides a diverse selection of preloved baby and children's items, ensuring that those in need can access essential resources (clothes, nappies, wipes, cribs etc). Sparkles is a lifeline to many expectant and new parents and can ease the financial burden of a young family. Recently Sparkles was renamed as a Baby Boutique, following feedback, to reduce the stigma of second-hand provision or hand-outs.

		The Food Pantry provides fresh, refrigerated and ambient surplus food donated by supermarkets which are available for a minimal donation. This not only offers individuals a greater degree of choice but also fosters a sense of purpose and aids in effective budget management. The Pantry is open all day, 5 days per week. “Keep up the fab work you all do in the café to make a difference to so many people” (Supporter). Using external funding Sparks created a new visual identity, marketing materials and uniforms. This helps to promote our work to new and existing customers and supporters. We have a very active Facebook page where customers offer feedback and suggestions. We were delighted when Sparks Café and Hub received the One Welwyn Hatfield Community Award earlier this year. It demonstrates the loyalty that local people feel towards Sparks. This service was staffed by 5 people - a Café Cook, 3 Café Front of House and a Café Manager.

Additional information (optional)
You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	The expectation for the year to 31 March 2024 was to turnaround the budget deficit through fundraising, and this was achieved. The Trustee Board also identified the need to enhance internal infrastructure to match the organisation's growth, including overhauling policies, procedures and systems to reflect good practice. This work has begun, and we have invested in a three-year relationship with ‘Citation,’ which provides advice on HR and Health and Safety, along with policies, handbooks and the online platform ‘Atlas.’ IT systems are also being updated and streamlined. The success of the financial operations is underpinned by high quality financial controls, procedures and management with the Board continuing to review and improve these and related monitoring processes.

		Resolve depends on its many stakeholders to succeed and deliver its programmes and services to the community. This is not taken for granted and the Board ae very grateful and thankful for the continued contribution of its teams, volunteers, service users, supporters and funders that make Resolve what it is today.
Performance of fundraising activities against objectives set	Para 1.41	In 2023/24, 71% of the organisation's income came from grants, 20% from Restart house rents, 8% from Sparks Café and Hub and 1% from donations. The Drug and Alcohol service is funded almost entirely by grants. The Trustee Board recognised the unsustainability of this income portfolio. The CEO developed a fundraising plan, identifying grant applications, commissioned services, donations (from clients, the community, and corporates) and commercial income as priority areas. We submitted 16 successful fundraising applications (total 24) to local and national Trusts and Foundations and Local Authorities. £317, 572 was raised from fundraising in 2023/24.
Investment performance against objectives	Para 1.41	**N/A**
Other		**N/A**

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	The balance sheet shows that Resolve's financial position at the year-end was in a healthy position. Resolve delivered a surplus of £3,463 in the year. This is a significant reduction in comparison to last year (2022/23 £144,908) but last year we were fortunate to receive 3 large one-off donations which were not repeated. Nonetheless this year's surplus has increased the year end reserves to £200,777 of which £187,384 related to grants received in advance for future periods.

		Total cash held in the bank or on hand amounted to £419,961 of which £221,957 was held in interest bearing accounts. Looking forward, the largest funding components are secured for the year to 31 March 2025 however the charity continues to seek further income to support its charitable activities and its continued growth in the current and future years.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	In accordance with guidance given by the Charities Commission for England and the legal obligations of our Trustees, a formal policy on reserves was agreed at our Trustees meeting on 1 February 2023 and reviewed July 2024. The Trustees acknowledged that whilst charities were discouraged from sitting on large reserves, it was considered good practice to have reserves equivalent to between 3-6 months of a charity's monthly operational cost, The reserve policy is reviewed annually before the AGM. The Charity is supported by several large organisations including funding foundations, Local Authorities, and others in the form of grant income receivable. Grant income is fundamental to the continuation of our organisation and as such, the potential loss of this income has been identified as one of our primary risks. Additionally, Resolve is committed to generating unrestricted income through charitable activities, this will begin to constitute a significant proportion of Resolve's income in the coming years. In addition to potential shortfall in income, there is also the risk of expenditure being in excess of budget due to unforeseen circumstances. Expenditure is monitored by the Trustees and CEO and spending forecasting made monthly so that appropriate steps can be taken to mitigate the impact of this. Resolve is a service provider, delivering services for the people we support through the range of grants, donations and monies raised through fundraising activities. As most funding secured is restricted to the delivery of services, it is not possible to hold monies from restricted funds, or to use such funds other than for the purpose they

		have been secured. However, it is recognised that there is a need to build in a level of reserves for such circumstances as referred to above, as could happen from time to time. We have identified risks to our organisation. Although there are some higher risks affecting our organisation, our activities have not diversified from the core purpose, and taking this into account the Trustees are confident that the Charity will remain viable for the foreseeable future.
Amount of reserves held	Para 1.22	£200,777
Reasons for holding zero reserves	Para 1.22	Trustees and the CEO of Resolve continue to source and secure unrestricted income in order put by funding as per Resolve's Reserves policy, while still delivering the charitable activities of Resolve.
Details of fund materially in deficit	Para 1.24	At the year end, as of 31st March 2024 there is no recorded deficit.
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	**N/A**

Additional information (optional)
You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Grant Funding through • The National Lottery • Lloyds Bank Foundation • Garfield Weston Foundation • Tudor Trust • Welwyn Hatfield Borough Council • Letchworth Garden City Heritage Foundation • Helping Herts Homeless • Hertfordshire County Council • Nationwide • Herts Community Foundation • Wellfield Trust Donations from Ocado, Asda, Tesco, other local companies and individuals. Pro bono support from Mine of Innovation (IT support) and 50 Creative Solutions Ltd, Argyle & Associates Ltd (website design and support) Resolve also generates income through charitable activities.

Investment policy and objectives including any social investment policy adopted	Para 1.46	Investments to date amount only to the interest received from reserves held in a high interest account.
A description of the principal risks facing the charity	Para 1.46	The principal risks facing the charity are common to many UK charities. **Reputational risk** Being a predominantly grant funded charity any non-compliance of laws and regulations will likely have an immediate impact on funding opportunity. This is particularly the case as many of the addiction service users are vulnerable individuals. Key risks are: • safeguarding, • GDPR • financial risks (including fraud and misuse of the charity's assets) **Risks effecting continued sustainability** • Financial instability, including over dependency on few high value funders and failure to manage finances adequately or fundraise. • Loss of high-quality staff to deliver activities through management and operations. • Ineffective governance or a lack of strategic foresight. Separate to the above it is noted and recognised by the Board that staff safety is paramount. As a charity working with high-risk individuals and in cases where staff work alone, we recognise the risks taken and the efforts teams take to mitigate against them wherever possible. The Board regularly review risks and discusses opportunities to mitigate areas of highest risk. Principal risks are those, standard to most UK charities at this time in relation to opportunity to fund raise. The loss of principal management in particular the CEO who is also the primary fundraiser. Income however is stable as are buildings leases and costs, all of which are budgeted for.
Other		

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (Trust deed, royal charter)	Para 1.25	Trust Deed
How is the charity constituted? (e.g. unincorporated association, CIO)	Para 1.25	Charitable Incorporated Organisation The organisation changed its charity constitution from an unincorporate charity (number1126002) to a Charity Incorporated Organisation in August 2022.
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Trustees are elected by serving members of the trustee board. Prospective members/trustees will provide information through Resolves "offer to serve as trustee" form, an interview with the chair, meeting with other members of the board and then finally attending a formally constituted meeting of the Trustee Board at which a vote shall take to elect the new member to the board, or not. Prospective/new Trustees are provided with several documents, policies and procedures including the Trustees Recruitment and induction Policy - extract below.

Additional information (optional)
You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	**Trustees Recruitment and induction Policy** Trustees are volunteers not employees of Resolve. The Trustees Act specifically precludes this. As a result, there is no legally binding contractual relationship between the Trustee and Resolve. However, Trustees take up the position in the knowledge that there are legal duties, obligations, and an understanding that the Trustees must always act in the best interest of the charity and comply with all legislation appropriate to their role. This will include duties under the Charities (Protection & Social investment) Act 2016, Trustees Act 2000, any employment, taxation, equality or other domestic or European legislation, regulation, or directive. The Role of Trustee is one that bring responsibilities but can be very rewarding for many reasons and on many levels.

		Recruitment New Trustees are invited to complete an application form to detail their experience, background, and personal and professional skills. Before completing the form, applicants are encouraged to meet with the Chair of Trustees and CEO and then go on to visits any of Resolve's sites and meet members of the staff team. All applicants will be subject to an interview at an appropriately convened Trustee meeting to ensure that there is a good match of skills and needs and that the applicant is happy to proceed, where-upon there will be a vote of the Trustees to vote on the new member to the Trustee Board. Induction On joining, trustees are advised of the Trustee training that is available, in particular Introduction to Being a Trustee, so that they can become familiar with the duties and responsibilities of a trustee as early as possible. In some cases, this may even be before they have been elected on to the Board. Other external training courses are available, and Trustees will be advised of these and are encouraged to attend these providing that they are relevant and will contribute to the performance of the Trustee.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	• Trustee Board • CEO • Operations Manager • Service Managers • Paid Staff • Volunteers • Contractors (counsellors, clinical supervisor and IT support) • Student Placements Resolve delivers 3 services, each of with a designated Service Manager and with the Operations Manager, appointed to oversee operational service delivery.
Relationship with any related parties	Para 1.51	Resolve has several formal and informal partnership arrangements with other charitable organisations as well as local authorities in the pursuit of the charity's work.

		Informal Partnerships with other agencies/ organisations are made at local level for the betterment of the beneficiaries of Resolve's Charitable Activities. There weren't any related third-party transactions during 20223/24.
Other		**N/A**

Reference and Administrative details

Charity name	Resolve
Other name the charity uses	N/A
Registered charity number	1199084
Charity's principal address	The Old Post Office Woodhall Community entre Mill Green Road Welwyn Garden City Hertfordshire AL7 3XD

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1.	Robert Hebden	Chair of Trustees	Elected 04/05/2022	
2.	Clive Marlowe	Trustee	Elected 27/05/2021	
3.	Claire Wickens	Trustee	Elected 29/07/2021	
4.	Deborah MacCormick	Trustee	Elected 1/11/22	
5.	Jacquie Hime	Trustee	Elected 26/3/24	
6.	Heidi Peterson	Trustee	Elected 29/7/24	
7.	Eva Dustagheer	Trustee	Stood down 21/7/23	
8.	Robert Angus	Treasurer	Stood down 17/1/24	
9.	Jonathan Anthony	Trustee	Stood down 1/5/24	
10.	Jeanette Bayford	Trustee	Elected 5/4/23, Stood down 7/8/24	
11.	Andrew Campbell	Treasurer	Elected 13/5/24, Stood down 20/8/24	
12.				
13.				
14.				
15.				
16.				
17.				

Corporate trustees – names of the directors at the date the report was approved

Director name		
NONE		

Name of trustees holding title to property belonging to the charity

Trustee name	**Dates acted if not for whole year**	
NONE		

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	NONE
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	N/A
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	N/A

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	**Name**	**Address**
NONE		

Name of chief executive or names of senior staff members (Optional information)

Laura Hyde

Exemptions from disclosure

Reason for non-disclosure of key personnel details

Other optional information

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Robert Hebden	Deborah MacCormick
Position (e.g. Secretary, Chair, etc)	Chair of Trustees	
Date	05/09/2024	05/09/2024

Accounts

Resolve

Annual Accounts

Year ended 31st March 2023

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CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of	Resolve		
On accounts for the year ended	31 March 2023	Charity no (if any)	1199084 (formerly 1126002)
Set out on pages			

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/20223

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales (ICAEW).

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:	AJCook	Date:	31 July 2023
Name:	Alison Cook		
Relevant professional qualification(s) or body (if any):	FCA (ICAEW)		

Address:	3 Westfield Avenue
	Harpenden
	Herts AL5 4HN

Section B Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.	

Resolve

Annual Accounts

Year ended 31st March 2023

Statement of Financial Activities

	Note	Year ended 31st March 2023			Year ended 31st March 2022
		Unrestricted Funds	**Restricted Funds**	**Total Income**	Total Income
		£	**£**	**£**	£
Income					
Donations		**91,491**	**-**	**91,491**	5,490
Fundraising		**700**	**-**	**700**	677
Total Generated Funds		**92,191**	**-**	**92,191**	6,167
Charitable activities: Grants		**321,729**	**539,718**	**861,447**	731,247
Total Income	**3**	**413,920**	**539,718**	**953,638**	737,414
Expenditure					
Fundraising		**96**	**-**	**96**	96
Charitable activities		**267,956**	**539,718**	**807,674**	729,448
Governance		**960**	**-**	**960**	900
Total Expenditure	**4**	**269,012**	**539,718**	**808,730**	**730,444**
Net Surplus / (Deficit)		**144,908**	**-**	**144,908**	6,970
Funds brought forward		**52,406**	**-**	**52,406**	45,436
Net movement in funds		**144,908**	**-**	**144,908**	6,970
Total funds carried forward		**197,314**	**-**	**197,314**	**52,406**

Resolve

Annual Accounts

Year ended 31st March 2023

Balance Sheet

		As at 31st March 2023			As at
		Unrestricted Funds	**Restricted Funds**	**Total Income**	31.3.2022 Total
	Note	**£**	**£**	**£**	£
Tangible Fixed Assets	**6**	**6,941**	**-**	**6,941**	**12,076**
Current assets					
Debtors	**7**	**40,262**	**-**	**40,262**	**47,762**
Cash		**193,158**	**196,898**	**390,056**	**325,048**
Total Current Assets		**233,420**	**196,898**	**430,318**	**372,810**
Creditors: amounts falling					
due within one year	**8**	**(43,047)**	**(196,898)**	**(239,945)**	**(332,480)**
Net Current Assets		**190,373**	**-**	**190,373**	**40,330**
Total Assets less Liabilities		**197,314**	**-**	**197,314**	**52,406**
Funds of the charity					
Funds brought forward		**52,406**	**-**	**52,406**	**45,436**
Net movement in funds		**144,908**	**-**	**144,908**	**6,970**
Total Funds		**197,314**	**-**	**197,314**	**52,406**

Approved by the Board of Trustees 17 July 2023

Peter Hebden
Chair of Trustees

Robert Angus
Trustee Treasurer

Notes

1. Basis of preparation

These accounts have been prepared on the basis of historic in accordance with "Accounting and Reporting by Charities – Statement of Recommended Practice (FRS102)", Accounting Standards and with the Charities Act 2011

Changes to previous years' accounts

No changes have been made to accounts for previous years.

2. Summary of significant accounting policies

Recognition of income

Income is included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Income with related expenditure

Where income has related expenditure (as with fundraising or contract income) the income and related expenditure are reported gross in the SoFA.

Grants and donations

Grants and donations are only included in the SoFA when the charity has unconditional entitlement to the resources.

Tax reclaims on donations and gifts

Incoming resources from tax reclaims are included in the SoFA at the same time as the gift to which they relate.

Contractual income and performance related grants

This is only included in the SoFA once the related goods or services have been delivered.

Gifts in kind

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for sale or distribution are included in the accounts as gifts only when sold or distributed by the charity. Gifts in kind for use by the charity are included in the SoFA as incoming resources when receivable.

Donated services and facilities

These are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

Notes (continued)

Volunteer help
The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Liability recognition
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance costs
Include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and cost of any legal advice to trustees on governance or constitutional matters.

Grants with performance conditions
Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SoFA once the recipient of the grant has provided the specified service or output.

Grants payable without performance conditions
These are only recognised in the accounts when a commitment has been made and there are no conditions to be met relating to the grant which remain in the control of the charity.

Support Costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g., allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Tangible fixed assets for use by charity
These are capitalised if they can be used for more than one year. They are valued at cost or a reasonable value on receipt. Only computers, laptops and any other assets with a purchase value of £250 or more are to be capitalised. Any purchases of small value assets outside of this policy should be taken as an expense when incurred. Depreciation is provided on tangible fixed assets at rates calculated to write off the cost, less estimated residual value based on prices prevailing at the balance sheet date, of each asset evenly over 4 years.

Depreciation
Depreciation is provided at the following rates to write off each asset over its useful life:

Office Equipment	- 25% Straight Line
Furniture & Fittings	- 25% Straight Line
Service Delivery Equipment	- 25% Straight Line

Pension
The charity operates a defined contribution pension scheme. The pension charge represents the amounts payable by the charity to the fund in respect of the year.

Notes (continued)

Fund Accounting
Unrestricted funds are those which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the charity for particular purposes. Unrestricted funds are those which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the charity for particular purposes.

3. Income

	Year ended 31 March 2023			Y/E
	Unrestricted Funds £	**Restricted Funds £**	**Total Income £**	31 March 2022 £
a. Voluntary Income:				
Donations	**91,491**	**-**	**91,491**	5,490
Total	**91,491**	**-**	**91,491**	5,490

b. Activities for generating funds:				
Fundraising	**700**	**-**	**700**	677
Total	**700**	**-**	**700**	677

c. Income from charitable activities by donor:

WHBC	**-**	**266,800**	**266,800**	308,136
Income from ReStart HMO Accommodation	**187,755**	**-**	**187,755**	156,198
National Lottery Community Fund	**-**	**122,295**	**122,295**	99,591
Sparks Community Café Income	**95,115**	**-**	**95,115**	38,037
HCC Household Support Fund	**-**	**46,824**	**46,824**	-
Lloyds' Foundation	**-**	**27,250**	**27,250**	22,167
Garfield Weston	**-**	**25,000**	**25,000**	15,000
Tudor Trust	**30,000**	**-**	**30,000**	7,500
Nationwide	**-**	**12,510**	**12,510**	-
North Herts District Council Grant	**-**	**11,594**	**11,594**	-
Herts Community Foundation	**-**	**6,500**	**6,500**	-
Letchworth Garden City Heritage Fund	**-**	**5,625**	**5,625**	-
Mr Mrs Smith Mount Trust	**-**	**5,000**	**5,000**	3,000
Stuart Bowman Fund	**3,744**	**-**	**3,744**	-
Bob Betts Fund	**3,574**	**-**	**3,574**	-
HCC Locality Grants	**-**	**1,000**	**1,000**	2,408
ARISE	**-**	**-**	**-**	1,500
North Herts Sanctuary Helping Herts Homeless	**-**	**-**	**-**	783
Room Hire	**444**	**-**	**444**	700
Hertfordshire County Council	**-**	**-**	**-**	700
St Martin's Charity	**-**	**-**	**-**	280
Henry Smith Improving Lives	**-**	**-**	**-**	47,833
Ocado	**-**	**-**	**-**	20,000
DWP Kickstart Scheme	**-**	**-**	**-**	3,000
ARISE	**-**	**-**	**-**	1,500
Other	**1,097**	**9,320**	**10,417**	3,094
Total Income from Charitable Activities	**321,729**	**539,718**	**861,447**	731,427

Year ended 31 March 2023

d. Income from charitable activities by Project	**Unrestricted Funds £**	**Restricted Funds £**	**Total Income £**	Y/E 31 March 2022 £
ReStart	**187,820**	**265,613**	**453,433**	447,594
Mid Herts	**37,408**	**73,393**	**110,801**	93,632
North Herts	**-**	**148,288**	**148,288**	119,941
Sparks Café	**95,559**	**51,924**	**147,483**	70,081
Other	**942**	**500**	**1,442**	-
Total Income from Charitable Activities	**321,729**	**539,718**	**861,447**	731,248

4. Expenditure	**Y/E 31 March 2023 £**	Y/E 31 March 2022 £
a. Fundraising trading costs:		
Local Giving/Just Giving Subscriptions	**96**	96
Total	96	96
b. Charitable activities:		
Staff costs (note 5)	**470,598**	432,836
Other personnel costs	**38,134**	40,528
Service delivery	**181,921**	146,643
General overheads	**117,021**	109,441
Total	**807,674**	729,448
c. Governance costs:		
Independent examiner's fee (note 10)	**960**	900
Total	**960**	900

5. Staff costs	**Y/E 31 March 2023 £**	Y/E 31 March 2022 £
Wages and salaries	**437,329**	394,628
Employer's National Insurance Costs	**34,138**	29,585
Employer's Pension Costs	**9,131**	8,623
Total	**480,598**	432,836
Average number of FTE employees in the year	**16.9**	16.8

1. All staff employed by the charity are engaged in charitable activities
2. No employee received remuneration / benefits totaling £60,000 or more

6. Tangible fixed assets	**Office Equipment £**	**Service Equipment £**	**TOTAL £**
Cost			
At 1 April 2022	**17,062**	**5,436**	**22,498**
Additions	**1,183**	**-**	**1,183**
Disposals	**(3,241)**	**-**	**(3,241)**
At 31 March 2023	**15,004**	**5,436**	**20,440**
Depreciation			
At 1 April 2022	**8,723**	**1,699**	**10,422**
Charge for year	**4,225**	**1,359**	**5,584**
Disposals	**(2,507)**	**-**	**(2,507)**
At 31 March 2023	**10,441**	**3,058**	**13,499**
Net book value at 31 March 2022	8,399	3,737	12,076
Net book value at 31 March 2023	**4,563**	**2,378**	**6,941**

7. Debtors and prepayments	**Year ended 31 March 2023 £**	Year ended 31 March 2022 £
Trade Receivables	**-**	209
Income not yet received into bank	**9,761**	7,251
Prepayments	**30,501**	40,302
Total	**40,262**	47,762

8. Creditors and accruals	**Year ended 31 March 2023 £**	Year ended 31 March 2022 £
Due within one year:		
Trade creditors	**7,614**	19,662
Accruals & Deferred Income	**232,331**	312,818
Total	**239,945**	332,480

9. Trustee Remuneration and Expenses
During the year no Trustee received any remuneration (2022: £nil) and claimed no expenses (2022: £nil)

10. Related Party Transactions
During the year there were no related party transactions, aside from the appointment of a trustee as Chief Executive. Details were provided to the Charity Commission and appropriate permission sought.

11. Independent Examiner
During the year amounts paid to the Independent Examiner were:

- Examination Fee £960 (2022: £900)
- Accountancy Services £872 (2022: £720)

Statement of Cashflows

	2023	2022
	£	£
Cashflows from Operating Activities:		
Net cash flow provided by (used in) operating activities	**66,191**	**(23,220)**
Cash Flows from investing activities:		
Purchase of Fixed Assets	**(1,183)**	**(3,410)**
Net cash provided by (used in) investing activities	**(1,183)**	(3,410)
Change in cash in the year	**65,008**	**(26,630)**
Cash at the beginning of the year	**325,048**	**351,678**
Cash at the end of the year	**390,056**	**325,048**

Reconciliation of net income / (expenditure) to net cash flow from operating activities

Net Income for the year	**144,908**	**6,970**
Adjustments for:		
Depreciation Charges	**5,584**	**5,706**
Loss on disposal	**734**	**2,610**
(Increase) / Decrease in debtors	**7,500**	**(18,587)**
Increase / (Decrease) in creditors	**(92,535)**	**(19,919)**
Net cash provided by / (used in) operating activities	**66,191**	**(23,220)**

CHARITY COMMISSION FOR ENGLAND AND WALES

Trustees' Annual Report for the period

From 1st April 2022 Period start date To 31st March 2023 Period end date

Charity name: Resolve

Charity registration number: 1199084

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	The objects of the CIO are: The preservation and protection of the good health of persons who are in danger of becoming addicted to, or dependent on, or who have already become addicted to or dependent on drugs and/or alcohol, and/or are affected by people dependent on drugs and/or alcohol. The relief of poverty, sickness, and distress of people, who are homeless and/or in immediate risk of homelessness
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	Trustees have overseen the delivery of Resolve's projects over the period reporting. These include the delivery of all of Resolve's Adult Structured Drug & Alcohol Treatment Day Services, Resolve's Homeless provision known as ReStart, Resolve's Community not-for-profit Café, Sparks, and the new children's clothes and baby item nearly new shop Sparkles. Resolve has sought to work with and in partnership with such organisations / agencies as we can in the pursuit of delivering the best possible outcome for our beneficiaries and the wider community as a whole.
Statement confirming whether the trustees have	Para 1.18	Trustees have been provided with and have regard to such guidance as is

had regard to the guidance issued by the Charity Commission on public benefit		issued by the Charity Commission when carrying out their duties in their role as Trustee. Trustees ensure that they are aware of the guidance, have taken it into account when deciding to which the guidance is relevant and if they have decided to depart from the guidance, you have a good reason for doing so.

Additional information (optional)
You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	**N/A**
Policy on social investment including program related investment	Para 1.38	**N/A**
Contribution made by volunteers	Para 1.38	We have had 11 volunteers supporting the work of Resolve during the year. Most of our volunteers have lived experience of substance abuse, homelessness, or mental ill health. Many volunteers are longstanding and give at least 6 hours per week. There are clear benefits to the organisation and to the volunteers in terms of developing skills, enhancing career opportunities, social interaction, and metal wellbeing**.**
Other		**N/A**

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society.	Para 1.20	**Adult Drug and Alcohol Day Treatment Services** Based in Mid Herts (Welwyn Garden City) and North Herts (Letchworth) providing high quality abstinence-based drug & alcohol treatment services. Services include:

		• Assessment of treatment needs for drug and alcohol misuse issues • Structured day services including daily group and individual therapies • Individual key work support • One to one counselling • Complimentary therapy including acupuncture • Family and carers support groups 325 people have accessed Resolve’s support services with over 4000 therapeutic sessions in the reporting period. Resolve delivers services that focus on improving the health and welfare of the community, especially those with substance misuse issues. Our clients see improved mental and physical health and improved relationships with loved ones, families, neighbours, and their local community. We help people learn/re-learn how to look after themselves in terms of mental health, sleep, personal hygiene and eating well having a social, health and economic impact. **ReStart** Having grown from the temporary Night Shelter ReStart is now the lead rough sleeper/street homeless project for the Borough of Welwyn Hatfield currently providing up to 17 homeless spaces a night, 365 days of the year, with move on options being sought for our clients by Resolve’s Navigator Team in conjunction with Welwyn Hatfield Borough Council, social housing providers and private landlords as appropriate. In this reporting period we housed 49 tenants across our 3 HMOs as part of

		our ReStart project with 21 successful 'move ons' into social housing, private housing, or other accommodation. We carried out 189 outreach / homeless sweeps per week responding to community homeless reports. We also gave support to 12 ex residents (34 interactions) and 17 non residents (42 interactions). **Sparks Community Café and Sparkles** Sparks served over 16,000 customers to the community café. It also ran a food pantry from the café and served almost 9500 meals served to 'Library Voucher Customers' in conjunction with Hatfield Library and Herts County Council. The cafe also runs Sparkles and the new children's clothes and baby item nearly new shop. **New CEO** The CEO and founder Joe Heeney retired after 15 years and was replaced by Laura Hyde who had 10 years in a similar role at Citizens Advice East Herts

Additional information (optional)
You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	The expectation for the year to 31 March 2023 was to solidify the Resolve's position following covid, 2-3 years of exceptional growth and several changes in the operations. This is very much the story reflected in the numbers presented in the annual report. With the change of CEO, the year to 31 March 2024 is expected to have a number of changes to the operational processes, but limited change to service delivery or funding. We are expecting to see an impact from cost of living with increases in individuals needing our services, the organisations own costs and pressures on public sector grants. We continue to diversify funding sources and agree grants for longer periods. In the period under review, we have been successful in identifying new funding streams and we are grateful for

		the support from these organisations and all our funders. The success of the financial operations is underpinned by high quality financial controls and procedures and management, with the Board, continue to review and improve these and related monitoring processes. It is noted that due to the one-off funding recorded this year the reserves policy was amended in the year. Resolve depends on its many stakeholders to succeed and deliver its programmes and services to the community. This is not taken for granted and the Board ae very grateful and thankful for the continued contribution of its teams, volunteers, service users, supporters and funders that make Resolve what it is today.
Performance of fundraising activities against objectives set	Para 1.41	Whilst the format of operations has largely been the same, the numbers show full year impact of the position at the end of the last year, plus some unexpected growth in the Sparks Community Café and one-off grants.
Investment performance against objectives	Para 1.41	**N/A**
Other		**N/A**

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	The balance sheet shows that Resolve's financial position is the strongest in its history. A large surplus in the year of £144,908 largely resulting from 3 one off donations, has strengthened reserves and improved the stability of the organisation. Other notable features of the financial position are as follows: • Cash held totalled: £390,056 • Of this £196,879 related to grants received for future periods in advance. Looking forward, the largest funding components are secured for the year to 31 March 2024, however the charity continues

		to seek further income to support its charitable activities and its continued growth in the current and future years.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	In accordance with guidance given by the Charities Commission for England and the legal obligations of our Trustees, a formal policy on reserves was agreed at our Trustees meeting on 1 February 2023. At this meeting, the Trustees acknowledged that whilst charities were discouraged from sitting on large reserves, it was considered good practice to have reserves equivalent to between 3-6 months of a charity's monthly operational cost, The reserve policy will be reviewed annually before the AGM. The Charity is supported by several large organisations including funding foundations, Local Authorities, and others in the form of grant income receivable. Grant income is fundamental to the continuation of our organisation and as such, the potential loss of this income has been identified as one of our primary risks. Additionally, Resolve is committed to generating unrestricted income through charitable activities, this will begin to constitute a significant proportion of Resolve's income in the coming years. In addition to potential shortfall in income, there is also the risk of expenditure being in excess of budget due to unforeseen circumstances. Expenditure is monitored by the Trustees and CEO and spending forecasting made on a monthly basis so that appropriate steps can be taken to mitigate the impact of this. Issues in Developing Reserves Resolve is a service provider, delivering services for the people we support through the range of Grants, donations and monies raised through fundraising activities. As the majority of funding secured is restricted to the delivery of

		services, it is not possible to hold monies from restricted funds, or to use such funds other than for the purpose they have been secured. However, it is recognised that there is a need to build in a level of reserves for such circumstances as referred to above, as could happen from time to time. We have identified risks to our organisation. Although there are some higher risks affecting our organisation, our activities have not diversified from the core purpose, and taking this into account the Trustees are confident that the Charity will remain viable for the foreseeable future.
Amount of reserves held	Para 1.22	£197,313.42
Reasons for holding zero reserves	Para 1.22	Action on Reserves Trustees and the CEO of Resolve continue to source and secure unrestricted income in order put by funding as per Resolve's Reserves policy, while still delivering the charitable activities of Resolve.
Details of fund materially in deficit	Para 1.24	At the year end, as of 31st March 2023 there is no recorded deficit.
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	**N/A**

Additional information (optional)
You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Grant Funding through National Lottery, Lloyds Foundation, Garfield Weston Foundation, Tudor Trust, Welwyn Hatfield Borough Council, North Herts District Council, Letchworth Garden City Heritage Foundation, Helping Herts Homeless, Saffery Champness Chartered Accountant, Hertfordshire County Council, Groundwork, and other funding foundations. Pro bono support from Mine of Innovation (IT support) 50 Creative Solutions Ltd, Argyle & Associates Ltd (website design and support)

		Local Giving Donations and CSR donations from OCADO, Tesco and other local Companies Resolve also generates income through charitable activities.
Investment policy and objectives including any social investment policy adopted	Para 1.46	Investments to date amount only to the interest received from reserves held in a high interest account.
A description of the principal risks facing the charity	Para 1.46	The principal risks facing the charity are common to many UK charities. • Reputational risk Being a predominantly grant funded charity any non-compliance of laws and regulations will likely have an immediate impact on funding opportunity. This is particularly the case as many of the addiction service users are vulnerable individuals. Key risks are: a. safeguarding, b. GDPR c. financial risks (including fraud and misuse of the charity's assets) • Risks effecting continued sustainability: a. Financial instability, including over dependency on few high value funders and failure to manage finances adequately or fundraise. b. Loss of high-quality staff to deliver activities through management and operations. c. Ineffective governance or a lack of strategic foresight. Separate to the above it is noted and recognised by the Board that staff safety is paramount. As a charity working with high-risk individuals and in cases where staff work alone, we recognise the risks taken and the efforts teams take to mitigate against them wherever possible. The Board regularly review risks and discusses opportunities to mitigate areas of highest risk. Principal risks are those, standard to most UK charities at this time in relation to opportunity to fund raise. The loss of principal management in particular the

		CEO who is also the primary fundraiser. Income however is stable as are buildings leases and costs, all of which are budgeted for.
Other		

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (Trust deed, royal charter)	Para 1.25	Trust Deed
How is the charity constituted? (e.g. unincorporated association, CIO)	Para 1.25	Charitable Incorporated Organisation The organisation changed its charity constitution from an unincorporate charity (number1126002) to a Charity Incorporated Organisation in August 2022.
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Trustees are elected by serving members of the trustee board. Prospective members/trustees will provide information through Resolves "offer to serve as trustee" form, an interview with the chair, meeting with other members of the board and then finally attending a formally constituted meeting of the Trustee Board at which a vote shall take to elect the new member to the board, or not. Prospective/new Trustees are provided with several documents, policies and procedures including the Trustees Recruitment and induction Policy - extract below.

Additional information (optional)
You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	**Trustees Recruitment and induction Policy** Trustees are volunteers not employees of Resolve. The Trustees Act specifically precludes this. As a result, there is no legally binding contractual relationship between the Trustee and

		Resolve. However, Trustees take up the position in the knowledge that there are legal duties, obligations, and an understanding that the Trustees must always act in the best interest of the charity and comply with all legislation appropriate to their role. This will include duties under the Charities (Protection & Social investment) Act 2016, Trustees Act 2000, any employment, taxation, equality or other domestic or European legislation, regulation, or directive. The Role of Trustee is one that bring responsibilities but can be very rewarding for many reasons and on many levels. Recruitment New Trustees are invited to complete an application form to detail their experience, background, and personal and professional skills. Before completing the form, applicants are encouraged to meet with the Chair of Trustees and CEO and then go on to visits any of Resolve's sites and meet members of the staff team. All applicants will be subject to an interview at an appropriately convened Trustee meeting to ensure that there is a good match of skills and needs and that the applicant is happy to proceed, where-upon there will be a vote of the Trustees, in line with the Resolve Trustees Standing Orders to vote on the new member to the Trustee Board. Induction On joining, trustees are advised of the trustee training that is available, in particular Introduction to Being a Trustee, so that they can become familiar with the duties and responsibilities of a trustee as early as possible. In some cases, this may even be before they have been elected on to the Board. Other external training courses are available, and Trustees will be advised

		of these and are encouraged to attend these providing that they are relevant and will contribute to the performance of the Trustee.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	Trustee Board CEO, Operations Manager, Senior Project Managers, Paid Staff, Volunteers and Student Placements Resolve delivers services from a growing number of sites/centres/projects, each of which has a designated Manager and Resolve's Operations Manager, appointed to oversee operational service delivery.
Relationship with any related parties	Para 1.51	Resolve has several formal and informal partnership arrangements with other charitable organisations as well as local authorities in the pursuit of the charity's work. Informal Partnerships with other agencies/ organisations are made at local level for the betterment of the beneficiaries of Resolve's Charitable Activities. There weren't any related third-party transactions during 2022/23 or the previous year of 2021/22.
Other		**N/A**

Reference and Administrative details

Charity name	Resolve
Other name the charity uses	N/A
Registered charity number	1199084
Charity's principal address	The Old Post Office Woodhall Community entre Mill Green Road Welwyn Garden City Hertfordshire AL7 3XD

1/11/22

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Robert Hebden	Chair of Trustees	Elected 04/05/2022	
2	Laura Hyde	Trustee	Stood down 28/11/22	
3	Michael Goode	Trustee	Stood down 1/11/22	
4	Robert Angus	Treasurer	Elected 27/05/2021	
5	Clive Marlowe	Trustee	Elected 27/05/2021	
6	Eva Dustagheer	Trustee	Elected 20/05/2021	
7	Claire Wickens	Trustee	Elected 29/07/2021	
	Deborah MacCormick	Trustee	Elected 1/11/22	
	Jonathan Anthony	Trustee	Elected 1/11/22	
10	Jeanette Bayford	Trustee	Elected 5/4/23	
11				
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Corporate trustees – names of the directors at the date the report was approved

Director name		
NONE		

Name of trustees holding title to property belonging to the charity

Trustee name	**Dates acted if not for whole year**	
NONE		

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	NONE
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	N/A
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	N/A

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
NONE		

Name of chief executive or names of senior staff members (Optional information)

Joe Heeney until 31/3/23 Laura Hyde from 27/2/23

Exemptions from disclosure

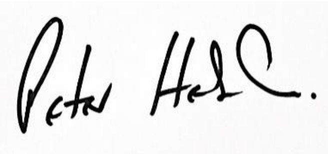
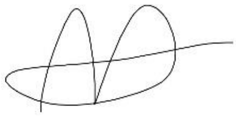
Reason for non-disclosure of key personnel details

Other optional information

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Robert Hebden	Robert Angus
Position (e.g. Secretary, Chair, etc)	Chair of Trustees	Treasurer

Date	8/8/2023