

Resolve
Annual Accounts
Year ended 31st March 2023

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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

Responsibilities and
basis of report

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

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:

AJ Cook

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
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Statement of Financial Activities

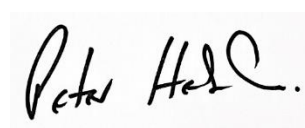
		Year ended 31st March 2023			Year ended 31st March 2022 Total Income £
	Note	Unrestricted Funds £	Restricted Funds £	Total Income £	
Income					
Donations		91,491	-	91,491	5,490
Fundraising		700	-	700	677
Total Generated Funds		92,191	-	92,191	6,167
Charitable activities: Grants		321,729	539,718	861,447	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

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Balance Sheet

		As at 31st March 2023			As at 31.3.2022
	Note	Unrestricted Funds £	Restricted Funds £	Total Income £	Total £
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

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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.

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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.

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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.
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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 mental 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
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		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
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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
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		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 are 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
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		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 31 st 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)
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		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 (number 1126002) 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
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		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
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		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 centre 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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20				

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

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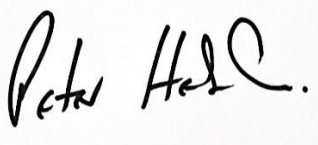
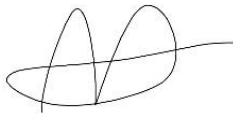
Other optional information

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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