

RESOLVE
Annual Accounts
Year ended 31st March 2024

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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 2024

Charity no (if
any)

1199084

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 31/03/2024.

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:

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

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Year ended 31st March 2024

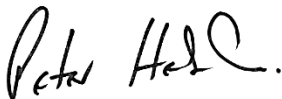
STATEMENT OF FINANCIAL ACTIVITIES

	Note	Year ended 31st March 2024			Year ended 31st March 2023 Total Income £
		Unrestricted Funds £	Restricted Funds £	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			As at 31.3.2023 Total £
		Unrestricted Funds £	Restricted Funds £	Total Funds £	
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 TrusteesDeborah 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.

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Year ended 31st March 2024

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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Annual Accounts

Year ended 31st March 2024

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.

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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

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Year ended 31st March 2024

Notes (continued)

d. Income from charitable activities by Project	Year ended 31 March 2024			Y/E 31 March 2023 £
	Unrestricted Funds £	Restricted Funds £	Total Income £	
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
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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

RESOLVE**Annual Accounts****Year ended 31st March 2024**

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

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Year ended 31st March 2024

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



CHARITY COMMISSION
FOR ENGLAND AND WALES

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.
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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 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 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	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,
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		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
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		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.
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		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.
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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 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.
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		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	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.
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		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 31 st 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.
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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 (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 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.
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		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 2022/23/24.
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

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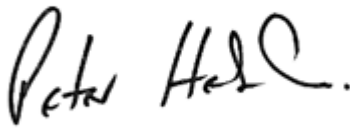
Other optional information

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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	Deborah MacCormick
Position (e.g. Secretary, Chair, etc)	Chair of Trustees	
Date	05/09/2024	05/09/2024