

Resolve Annual Report

1 April 2022 – 31 March 2023



Charity number 1199084. Registered address: The Old Post Office, Woodhall Community Centre, Mill Green Road, Welwyn Garden City Hertfordshire AL7 3XD



Introduction

Mission

Resolve is a registered charity that supports the treatment and rehabilitation of people experiencing substance / alcohol misuse problems and homelessness.

Resolve's primary aim is to assist service users to move to a manageable positive lifestyle, contributing to and enhancing the communities within which they live.

Results:

- People in the cycle of substance misuse can (with appropriate support) turn their lives around, improve their living conditions to a point where a return to work is possible.
- Carers / Family members will be given the opportunity to interact with Resolve as part of a group and / or individually gaining support to meet the challenges of the family members they are involved with.
- Service Users will benefit from improved health, happiness, self-reliance and responsibility which will impact positively on their lives and communities.
- Communities will experience a reduction in acquisitive, drug & alcohol related and anti-social crime, thus facilitating an improvement in the quality of life in the local environment.

Some numbers 2022 / 23

Individuals accessed support services	349
Therapeutic sessions	4,167
Individuals helped with homelessness	109
Customers visiting our community cafe	16,211
Meals served to Library Voucher customers	9,491

Chair's Introduction

This time last year I spoke about the need for stability, recruitment and staff retention. I was the new Chair of Trustees and we were preparing for the retirement of Joe Heeney, Resolve's Founder and CEO. We had just come out of Covid, Russia had invaded Ukraine and we were facing a cost-of-living crisis. An uncertain future for everyone.

Joe retired in March and is now in the Peak District, getting under Alison's feet when he's not improving his golf. We have a new CEO, Laura Hyde, who will build on Joe's legacy and take us forward. Laura used to be a Trustee with Resolve.

Covid is still with us but fortunately, hopefully, the days of lockdowns and travel restrictions are a thing of the past. Unfortunately, the war in Ukraine continues, with millions of Ukrainians being displaced, and the cost of living remains high.

Joe retired in March; he was the 'face of Resolve'. Everyone across the county who is involved in charity work knows Joe. He started Resolve as a drug & alcohol counselling service with a £500 grant from HCF and made it what it is today, an award-winning service that is known, respected and as essential now as it has always been.

As well as Resolve winning an award from the High Sheriff this year, Joe also received a personal award from the High Sheriff for his work. Resolve was also nominated for an 'Inspiring Herts' award by the Hertfordshire Chamber of Commerce. (Update awaits)

I would also like to thank our wonderful dedicated staff, volunteers and funders, without whom we couldn't operate.

Resolve has certainly stepped up to the plate and this last year Sparks community café has been busier than ever, providing a 'pay what you can' service for meals and also, providing over 6,000 free meals courtesy of Hertfordshire County Council's voucher scheme. Our Drug and Alcohol counselling services remain busy and Sparkles, our quality second hand baby clothes and accessories shop has received rave reviews.

We have said bon voyage to one Trustee, Michael Goode, who has had to step down due to international business commitments and we thank him for his time and efforts as a trustee.

We have had three new Trustees join us, Jonah Anthony who brings expertise in Governance, Jenny Bayford who brings experience of having worked for and being a trustee of a local charity, and Debbie MacCormick who has many years' experience with CAB and legal advice.

Peter Hebden, Chair of Trustees

Overview of Services

1. Drug and Alcohol Day Treatment Services

Resolve runs Adult Drug and Alcohol Day Treatment Services with specialist sites based in Mid Herts (Welwyn Garden City) and North Herts (Letchworth Garden City) 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

Resolve delivers services that focus on improving the health and welfare of people with substance misuse issues. Our clients see improved mental and physical health and improved relationships with loved ones, families, neighbours, and their local community.

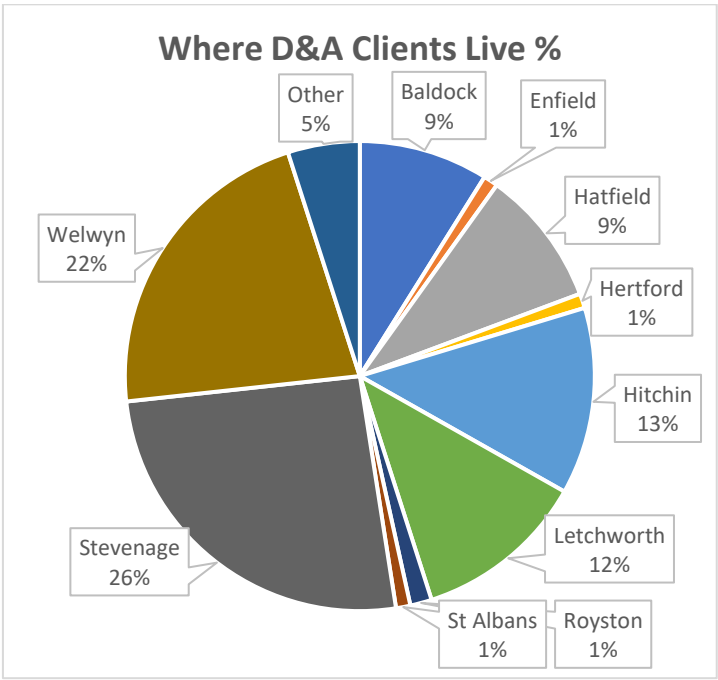
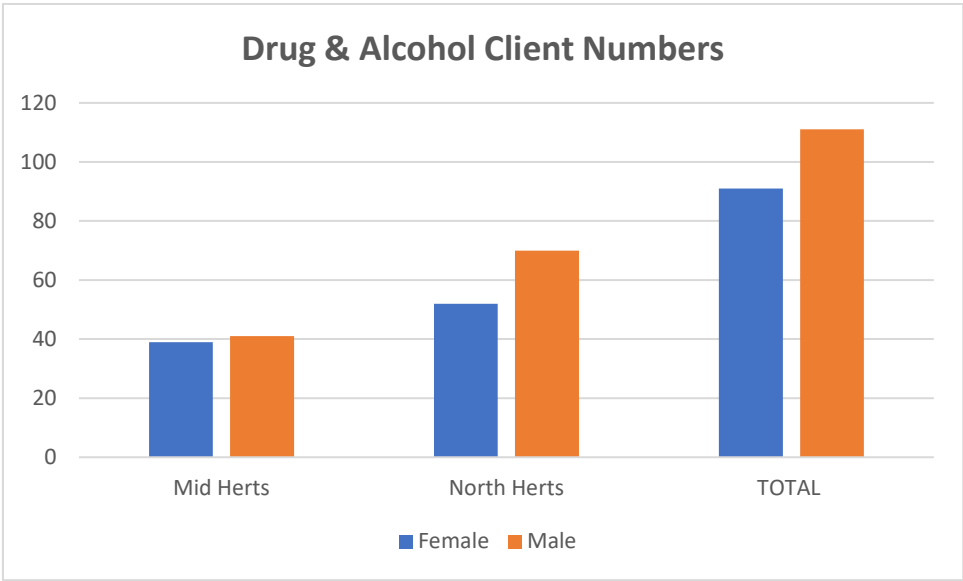
We help people learn/re-learn how to look after themselves in terms of mental health, sleep, personal hygiene and eating well having a social, health and economic impact.

“I am an alcoholic who has tried to give up alcohol for many years which was so difficult to do until I found Resolve. Resolve have changed my life and it has also been my safe space. I love my meetings, and everyone is so friendly, we all support each other, and I don’t ever feel judged. I am very pleased to say that I am now 20 months sober” Client

Some numbers 2022 / 23

Mid Herts clients	80
North Herts clients	122
Referrals in	246
Assessments	163
Groups attended	3184
Successful completion	26

	Female	Male	Total	Referrals in	Assessments	Groups Attended	Successful Completion
Mid Herts	39	41	80	90	68	1150	16
North Herts	52	70	122	156	95	2034	10
TOTAL	91	111	202	246	163	3184	26



Counselling and Acupuncture

Our Team of Counsellors now deliver up to 30 hours a week one-to- one counselling for Resolve’s clients across all services. Our Counsellor Team is made up of BACP Qualified Counsellors and trainees:

Roger Norman
Jane Johnstone
Gill Bamford
Damon Harryman
Sian Fletcher-Patel
Leanne Woods
Gill Cocksedge
Karen Kennedy
Tamsin Mitchell Black
Kerri De Courcey
Kerry Harris
Clare Steele

“Counselling continues to play a vital part in the recovery process. Often clients have issues that aren’t appropriate for group that are better suited to being addressed in a confidential and consistent one to one relationship. Many of our clients have experienced some sort of trauma or abuse, and most (if not all) have suffered multiple losses (of relationships, jobs, home and health as well as actual bereavements). Our counsellors are trained to provide a safe, supportive, and non-judgemental environment in which clients can explore their issues and come to understand how they have shaped their choices and outcomes. This awareness brings increased personal autonomy and usually significant change” Emma McKay- Counselling Manager

Jethro Rowland- provides specialist whole body Acupuncture for Resolve at Letchworth and Welwyn Garden City on Thursdays and Fridays respectively.

“Addiction is a health problem, that effects people on many different levels, and causes many complex issues, including physical, mental and emotional needs. Acupuncture and Traditional Chinese Medicine is an integrated healthcare intervention that has been utilised in addiction settings since the early 1970s. It is well researched and has proven efficacy and measurable positive outcomes. In addiction healthcare settings like Resolve acupuncture can help clients address physical as well as emotional problems and is an effective adjunct to established interventions like group therapy and counselling. It also gives our clients access to a different kind of healthcare provision that they would be unlikely to access on the NHS”
Jethro Rowland- Acupuncturist

Some numbers:

Counselling Sessions	645
Clients receiving Counselling Sessions	38
Successful Counselling Completions	18
Acupuncture bookings	338

2. ReStart - Resolve's Homeless & Rough Sleeper Project

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. ReStart works in partnership with Welwyn Hatfield Borough Council, other statutory agents, social housing providers and private landlords.

"I wasn't expecting much from Restart other than somewhere to live and guessed that like most hostels I had been told about the support wouldn't really be available or of any use. I can't tell you how wrong I was, since the day I moved in I couldn't put into words how invaluable the support has been to me, I was able to be open and honest regardless of what was going on for me and was given advice and guidance around the right steps to take to prevent putting myself at risk of going back to prison...Restart does what it says on the box, helping people to help themselves"

Some numbers 2022 / 23

49 tenants across 3 Houses of Multiple Occupancy (HMOs)

21 successful 'move ons' into social, private or other housing

189 outreach / homeless sweeps per week responding to community homeless reports.

12 ex residents supported with 34 interactions

17 non residents supported with 42 interactions



3. Sparks Community Cafe and Sparkles

Sparks Community café located on the Ground Floor of Queensway House has grown in popularity over the year, in part due to followers on social media. Local people believe in what Sparks stands for, the money generated from Sparks goes towards the work of Resolve.

This year we worked in partnership with Hatfield Library and Herts County Council on the Library Voucher Scheme. Money from the national Household Support Fund was given to Herts County Council to help local people who maybe struggling financially. The Library Voucher Scheme was simple – people would drop into the Library in central Hatfield and given a voucher which could be redeemed for a hot meal and drink of their choice in Sparks cafe. The scheme was extremely successful due to its local nature (the Library and the café are 5 minutes from each other) and the relationship between partners. We would love to see the scheme return in future months.

Sparkles was another new initiative. Sparkles is a children’s clothes and baby items “Pay What You Can” nearly new shop, delivered out of Sparks. It is run by volunteers and is proving extremely popular with takings averaging £300 per month.

Some numbers

Cafe customers 16,211

Library Voucher meals 9,491



Resolve Staff and volunteers during 2022 / 23:

- Tina Kelly Operations Manager
- Clare Steele Senior Project Manager North Herts
- Dean Norris Senior Project Manager Mid Herts
- Maxine Knudson Senior Project Manager ReStart
- Amy Hall Senior Navigator ReStart
- Tracie Thoburn Navigator ReStart
- Paige Saunders Project Worker Mid Herts
- Virginia Buchanan Front of House Sparks

Starters 2022 / 23

- Laura Hyde CEO
- Simon Taylor Finance Officer
- Hayley Perry Navigator ReStart
- Michelle O'Neill Navigator ReStart
- Kerri-Ann Wake Project Worker Mid Herts
- Graham Cook Cafe Manager Sparks
- Talita Cook Front of House Sparks
- Victor Bather Cafe Cook Sparks

Started May 2023

- Tina Hamilton Project Worker North Herts
- Saffron Hillary Project Worker North Herts

Leavers 2022 / 23

- Joe Heeney CEO
- Rhona Blyth Finance Officer
- Donna Robbie Senior Project Manager Mid Herts
- Bibi Kaish Project Worker Mid Herts
- Terri McDade Project Worker North Herts
- Gareth Adaway Project Worker North Herts
- Gareth Watts Navigator ReStart
- Katie Cobb Navigator ReStart
- Courtney Stephenson Navigator ReStart
- Howard Brown Navigator ReStart
- Robert Coverdale Navigator ReStart
- Sonja Ellis Cafe Manager Sparks
- Lewis Berry Sparks
- Rufaro Sifolongwane Sparks
- Craig Lumely Cafe Cook Sparks

Volunteers 2022 / 23

- Clive Marlowe North Herts
- Dave Shambrook Mid Herts
- Jenny Mitchell Sparkles
- Sam Tate Sparks
- Susie Reynolds Sparks
- Karen Hawkins Sparks

- Chizoziri Nzewuihe Sparks
- Luke Shore Sparks
- Selma Mustafic Sparks
- Senade Hamulic Sparks
- Shereen Buchanan Sparks

Funders and Supporters

Thank you to all of our funders and supporters. We have received grant funding through:

- The 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

Also Local Giving Donations and CSR donations from OCADO, Tesco and other local Companies

Pro bono support from Mine of Innovation (IT support) and 50 Creative Solutions Ltd, Argyle & Associates Ltd (website design and support)

“As a recovering addict myself with close to 9 years of clean time, I cannot stress enough how important Resolve’s work is. Experiencing the throws of alcoholism, addiction and homelessness first hand, I not only understand the gravity of mental health issues and their impacts on genuinely good people, but also want to give back in support of organisations like Resolve who show up everyday to combat these progressive illnesses. Managing the Resolve website is just a small token of our agency’s appreciation for the work they do in their local communities”. Zach Argyle, Managing Director, 50 Creative Solutions Ltd, Argyle & Associates Ltd,

Governance

Constitution of Resolve

Resolve is a charitable incorporated organisation, governed by a written Constitution adopted on 1st August 2022. The Constitution is based on the 'Foundation' model constitution and sets out the governance arrangements for Resolve. This includes the appointment of Trustees, the duties and responsibilities of those Trustees and how decisions are made.

Trustee Board

The Trustee Board is responsible for ensuring that Resolve and all members of Resolve are dedicated to and deliver the charitable activities of Resolve as stated within the constitution and comply with relevant legislation and adopted best practice. They achieve this through agreeing and monitoring the implementation of appropriate policies, procedures and strategy documents, as made from time to time. The Trustee Board is also responsible for the financial management of the organisation, including income generation, fundraising and overall expenditure. It is also the responsibility of the Trustee Board to oversee the production and agreement of the annual accounts.

It is Resolve's policy to seek to recruit Trustee Members from as diverse backgrounds, personal and professional experience as possible. To do this Resolve advertises in a range of forums including recruitment foundations as well as our own social and electronic platforms.

New Trustees are invited to complete an application form that will detail their experience, background and personal and professional skills.

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 at all times act in the best interest of the charity and comply with all legislation appropriate to their role.

Whilst no Trustee, or person connected with them, receives remuneration of any kind or any other benefit pursuant to their role at any time, the newly appointed CEO was recruited whilst a Trustee of Resolve. As such special dispensation was sought and received from the Charity Commission before the appointment was confirmed.

At the time of this Annual General Meeting 2023 the following Trustees are in post

- Peter Hebden Chair
- Robert Angus Treasurer
- Clive Marlowe Trustee
- Eva Dustagheer Trustee
- Claire Wickens Trustee
- Debbie MacCormick Trustee (elected November 2022)
- Jonah Anthony Trustee (elected November 2022)
- Jenny Bayford Trustee (elected February 2023)

Trustees standing down since the last AGM

- Michael Goode
- Laura Hyde

Insurance – Professional Indemnity

Trustees are covered by Resolve’s insurance policy in the pursuit of their role both by Trustee indemnity and public liability insurance, as appropriate.

Senior Management of Resolve

The Chief Executive Officer (CEO), has delegated responsibility as the manager responsible for the overall running of Resolve (Joe Heeney until 31/3/23 and Laura Hyde from 1/4/23) and such matters as delegated to the CEO by the Trustees from time to time.

Tina Kelly, Operations Manager is responsible for all matters relating to Service Provision and Service Delivery alongside Senior Project Managers Clare Steele, Dean Norris, Maxine Knudson and Emma McKay Counselling Manager, who are responsible for the day-to-day activities and service delivery across all services delivered from all Resolve sites and Service Centres and such matters as delegated to them by the CEO. We can confirm that no staff member receives remuneration above £60,000 per annum.

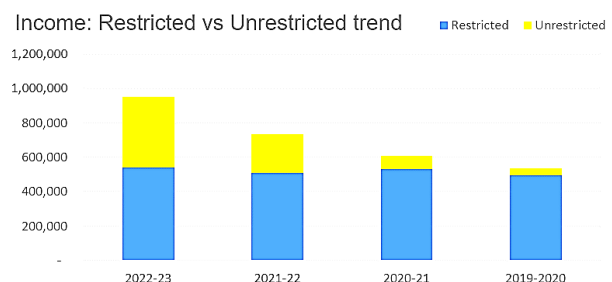
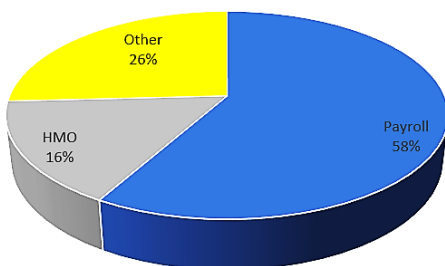
Finance

It gives me great pleasure to be able to report on the financial performance of the charity for the year ended 31 March 2023.

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 a number of changes in the operations. This is very much the story reflected in the numbers presented in the annual report. Whilst the format of operations have largely been the same, the numbers show the full year impact of the position at the end of the last year, plus some unexpected growth in the Sparks Community Cafe and one-off donations and grants. It is worth noting these are full year numbers and includes the organisations activity for the year including the period prior to the inception of the CIO status.

The financial highlights are:

- Income has increased from £737,414 in 2021-22 to £953,638 including one off donations and grants totalling £113,000. Eliminating the one-off components, normalised income was £840,638 which shows income growth of 14% before one offs.

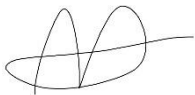


- The organisation continues to focus its expenditure on areas that drive public benefit. For the year under review, 58% of expenditure was on staffing and 16% on the provision of housing.
- The surplus for the year was £144,908 driven by the one of donations and grants. Removing the one-off items, the surplus would be £31,908 which shows the organisation is operating just above break even.
- The growth in normalised income and surplus largely due to the cafe performing exceptionally well against expectations and prior year. This is driven by the very successful Library Voucher Scheme and introduction of Sparkles.
- The reserves for the organisation now sit at £197,314 which represents 24.4% (just shy of 3 months) of the 2022-23 expenses.

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. A full analysis of the charity's grant income for the year to 31 March 2023 by provider is available on note 3.

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 in order 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.



Rob Angus, Treasurer

Resolve Details

Charity number 1199084

Registered address: The Old Post Office, Woodhall Community Centre, Mill Green Road, Welwyn Garden City Hertfordshire AL7 3XD

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[Governing Documents](#)

[Contact Details](#)

