



Resolve Trustee Information Pack





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Dear Potential Trustees

The world can feel a bit overwhelming, with so many things going wrong and seemingly out of control. But real change can be achieved, bit by bit and that's what we do here at Resolve. From helping individuals and their families cope with and treat substance misuse, reaching out and assisting homeless people and providing a fantastic community hub – what we do makes a real difference to individual lives every single day.

As Trustees we take enormous pride in our staff and what they are able to achieve. And it's our job to take care of them and the organisation as a whole, so that it continues to provide excellent services for the community for years to come.

And we have fun doing it. Without exception the Trustees have created a fun and supportive group, who genuinely get on and socialise together. Being Trustees does mean taking on serious responsibilities and making tough decisions. But those burdens are lightened by working together as a team (and the odd coffee morning, lunch or evening out).

So if you want to make a difference and looking to join a friendly team of Trustees then do consider getting in touch.

Resolve Trustees



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Resolve: The Charity

Resolve has grown over the last 15 years to become a much loved Hertfordshire charity dedicated to meeting the needs of local people who need substance misuse treatment, are homeless or are experiencing poverty.

Our services include drug and alcohol misuse treatment services, the ReStart homeless project, and Sparks community café and hub. Since its creation 2008 Resolve has grown from a small £500 operation to generating over £900,000 of income. We operate from sites in Welwyn Garden City, Hatfield and Letchworth. And we are good at what we do.

Our results:

- People in the cycle of substance misuse turn their lives around, improving their living conditions to a point where a return to work is possible
- Service users benefit from improved health, happiness, self-reliance and responsibility which will impact positively on their lives and communities
- Carers / family members receive support to meet the challenges of their loved one who has a substance misuse issue
- Communities experience a reduction in drug & alcohol related and anti-social crime, 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

We know that we make a difference because our service users tell us. 82% of our clients report an improvement in physical health and 79% report improvement in their overall quality of life. Additionally 75% of clients report improvement with family and relationships.

"Attending Resolve literally saved my life.... I will be eternally grateful to Resolve. I can look forward to the future with hope and positivity" Client

"I do not think the changes and improvements to my life would have happened without the support from Resolve. Even though I acknowledge I still have a long way to go, I do know I am overall healthier, happier, a better mum, daughter, and colleague for now at least" Client

"My life has become increasingly better since 'belonging' to Resolve. Having struggled chronically for a large part of my adult life 'I lost everything' I was in despair and very sick. Every intervention that was thrown at me over the years from elsewhere was futile and to no avail. Through Resolves love, understanding and genuine care I now have something I haven't seen in many years. HOPE. I can't put a price on that" Client



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Resolve: Board of Trustees

Resolve is a registered charity and led by a [Board of Trustees](#). The Trustees (all unpaid volunteers) act individually and collectively, to provide an overall stewardship of the charity, in accordance with our governing documents, relevant legislation and regulatory requirements. In essence we look after the staff and the organisation, so they can support the community.

“Being a Trustee at Resolve is giving me an opportunity to help in an area which I have great empathy with”
Current Trustee

“Having seen the devastating affects of both addiction and homelessness first hand, I knew the opportunity to get involved with Resolve as a Trustee was for me. Seeing the great work that Resolve does up close and to hear the impact that these services have on service users, their families and loved ones as well as the local community, truly impresses me. So, being able to play some small part by contributing as a Trustee is enormously rewarding. I also have more awareness of what is happening in my local community and what’s more I get to work with a great team.” Current Trustee

The amount of time spent on Resolve matters will vary for each Trustee and from month to month. Formal board meetings take place 4-6 times a year, usually on a weekday evening. However Trustees will meet up with fellow Trustees and with staff and volunteers in-between these formal meetings to work on projects, provide oversight and offer support.

You don’t need specific qualifications or experience to be a Trustee (some Trustee roles, like the Treasurer require particular skills), and we welcome people of all ages, backgrounds and experience.

Please look at the [2022/23 Annual Report /Accounts](#) for more information and get in touch if you would like to have an informal chat about this role or find out more about Resolve.

Trustees’ 6 main duties ([Charity Commission](#))

1. Ensure Resolve is carrying out its purposes for the public benefit

You and your co-Trustees must make sure that Resolve is carrying out the purposes for which it is set up, and no other purpose. This means you should:

- ensure you understand Resolve’s purposes as set out in its governing document
- plan what Resolve will do, and what you want it to achieve
- be able to explain how all of Resolve’s activities are intended to further or support its purposes
- understand how Resolve benefits the public by carrying out its purposes

2. Comply with Resolve’s governing document and the law

You and your co-Trustees must:

- make sure that Resolve complies with its governing document
- comply with charity law requirements and other laws that apply to Resolve

3. Act in Resolve’s best interests

You must:



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- do what you and your co-Trustees (and no one else) decide will best enable Resolve to carry out its purposes
- with your co-Trustees, make balanced and adequately informed decisions, thinking about the long term as well as the short term
- avoid putting yourself in a position where your duty to Resolve conflicts with your personal interests or loyalty to any other person or body
- not receive any benefit from Resolve unless it's properly authorised and is clearly in Resolve's interests; this also includes anyone who is financially connected to you, such as a partner, dependent child or business partner

4. Manage Resolve's resources responsibly

You must act responsibly, reasonably and honestly. This is sometimes called the duty of prudence. Prudence is about exercising sound judgement. You and your co-Trustees must:

- make sure Resolve's assets are only used to support or carry out its purposes
- not take inappropriate risks with Resolve's assets or reputation
- not over-commit Resolve
- take special care when investing or borrowing
- comply with any restrictions on spending funds

5. Act with reasonable care and skill

As someone responsible for governing a charity, you:

- must use reasonable care and skill, making use of your skills and experience and taking appropriate advice when necessary
- should give enough time, thought and energy to your role, for example by preparing for, attending and actively participating in all Trustees' meetings

6. Ensure Resolve is accountable

You and your co-Trustees must comply with statutory accounting and reporting requirements. You should also:

- be able to demonstrate that Resolve is complying with the law, well run and effective
- ensure appropriate accountability to members, if Resolve has a membership separate from the Trustees
- ensure accountability within Resolve, particularly where you delegate responsibility for particular tasks or decisions to staff or volunteers

Person specification for Trustees:

- Have empathy with the purpose and values of Resolve
- Willingness to devote the necessary time and effort
- Well-developed communication and interpersonal skills
- Strategic vision
- Good, independent judgement
- Willingness to speak your mind yet work collaboratively and as a member of a team
- Ability, commitment and drive to take the organisation forward
- Understanding of the legal duties, responsibilities and liabilities of Trusteeship
- Commitment to Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership



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Additional person specification for Treasurer:

- Financial experience – strategic and implementation. The skills to analyse proposals and examine financial consequences and relate this to Resolve’s risk profile
- An ability to engage effectively in financial strategy and funding relationships (ideally an understanding of the principles of charitable fundraising and financial governance)
- Knowledge of preparing and comparing annual budgets
- Understanding of payroll and Inland Revenue returns for the Charities Commission
- Ability to present financial information clearly
- Experience of charity finances (desirable)

For an informal chat about the role please contact Laura Hyde, CEO
laurahyde@resolve-online.org or call 07597 700939