



Charity Number 1126002

**ANNUAL REPORT 2021/22**  
**ANNUAL GENERAL MEETING**  
**15<sup>th</sup> June 2022**



## MISSION STATEMENT

Resolve is a registered charity that supports the treatment and rehabilitation of people suffering from substance/alcohol misuse problems and homelessness, in Hertfordshire, extending services into other areas as and when appropriate. 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.

The results will be seen in the following areas:

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.

### **The Trustees apply the income of the charity in furthering the following objects**

#### The Objects

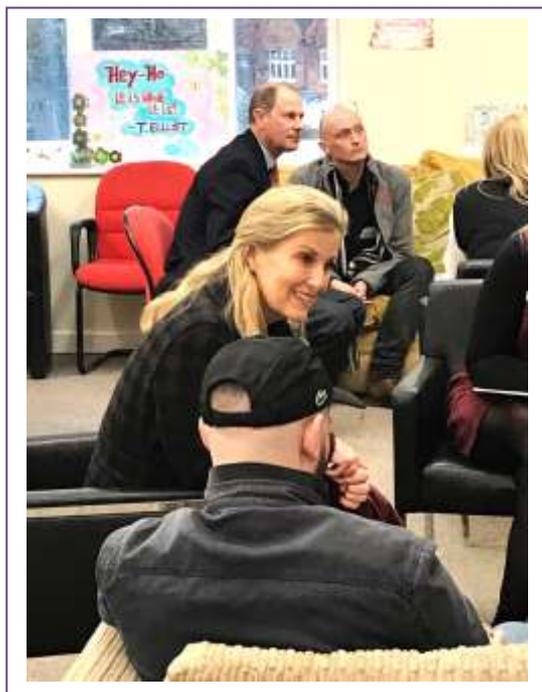
The relief of poverty, sickness and distress of people in Hertfordshire, who are affected by or dependent on drugs and alcohol in Hertfordshire.

The preservation and protection of the good health of persons in Hertfordshire who are in danger of becoming addicted to, or dependent on, or who have already become addicted to or dependent on drugs or alcohol.

Resolve is a registered charity, number 1126002

Resolve's registered address is:

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



## **Trustee Board**

The Trustees of Resolve are responsible for the overall control of policy and spending in line with policies and stated outcomes as made from time to time throughout the year. Decisions are made by consensus of the Trustees in line with the Trustee Deed and the Trustees Standing Orders, the governing documents of Resolve.

The Trust Deed was first enacted 23<sup>rd</sup> September 2008 and was most recently reviewed and then amended 4<sup>th</sup> May 2022 at the trustees meeting held on this day.

The Trustees Standing Orders was first enacted April 2008 and was most recently reviewed 27<sup>th</sup> May 2021. Trustees are elected as per the Standing orders.

No Trustee, or person connected with them, receives remuneration of any kind or any other benefit pursuant to their role at any time.

At the time of this **Annual General Meeting 2022** the following **Trustees are in Post**

Peter Hebden - Chair

Michael Goode - Secretary

Robert Angus - Treasurer

Clive Marlowe – Trustee

Eva Dustagheer – Trustee

Claire Wickens - Trustee

Laura Hyde - Trustee

## **Trustees standing down since the last AGM**

Steve Roberts

Neil Steff

## **New Trustees Elected in the last year**

Clive Marlowe

Claire Wickens

Eva Dustagheer

Laura Hyde

Peter Hebden

## **Trustees Recruitment and Induction Policy**

Trustees are elected by serving Trustee Members of Resolve's Trustee Board.

## **Role of Trustees and the 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 all policies, procedures and strategy documents. In particular those stated within Resolve's Trust Deed, Trustees Standing Orders and other such policies that exist from time to time.

## **Recruitment**

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.

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.

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. 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.

### **Induction**

Prospective Trustees are advised of the trustee training that is available, both in-house and external, in particular the introduction to being a trustee training so that they can become familiar with the duties and responsibilities of a trustee as early as possible. 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 in your role.

### **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.

### **Our commitment to you;**

we will respect your skills, dignity and individual wishes and do our best to meet them

we will introduce you to our organisation and people within it

we will ensure you have advance notice of regular meetings so you can confirm that you are available and can attend

we will introduce you to our complaints procedure if there is any problem

as an elected member of the management board, you are welcome to attend sessions/work anywhere within the organisation, as is appropriate within therapeutic boundaries, in your role as trustee as an observer

we will apply our equality policy, dignity & respect at all times

### **Trustees undertake to;**

- ✓ Attend such meetings as are required in the pursuit of your role as Trustee
- ✓ Be reliable and be present, as agreed in order for Resolve to progress its charitable activities
- ✓ Be open and honest about difficulties and issues you might face and advise members of the board, or the Chair, so we can assist if possible
- ✓ Give as much warning as possible about any absences
- ✓ Work with enthusiasm and to the best of your ability
- ✓ Follow all rules and policies of Resolve, keep confidential your knowledge of our clients and their challenges in line with all confidentiality legislation and good practice

### **Senior Management of Resolve**

Joe Heeney, Chief Executive Officer (CEO), has delegated responsibility as the manager responsible for the overall running of Resolve and such matters as delegated to him by the Trustees from time to time.



## **Minutes of the Annual General Meeting Held on 15<sup>th</sup> June 2022**

Following the most recent guidance and relaxation of COVID related restrictions this Annual General Meeting was held face-to-face at Resolve's SPARKS Community Café & Hub.

Present: Peter Hebden (Chair of Trustees) PH  
Robert Angus (Treasurer) RR  
Clive Marlowe (Trustee) CM  
Claire Wickens (Trustee) CW

Invited Guests: Cllr Barbara Fitzsimons (Mayor of Welwyn Hatfield) BF  
Cllr James Bond (Hatfield Town Mayor)  
Ka Ng (Chief Exec of Welwyn Hatfield Borough Council) KN  
Steve Roberts (Former Chair of Trustees) SR  
Cllr Tony Kingsbury (Leader of the Council WHBC)  
Cllr Paul Zukowskyj (Welwyn Hatfield Borough Councillor)  
Kate Belinis DL (CEO CDA Herts)  
Annie Brewster (Chair of Hertfordshire County Council) AB

Staff: Joe Heeney (CEO) JH  
Tina Kelly (operations Manager) TK  
Maxine Knudson (Senior Project Manager ReStart) MK  
Howard Brown (ReStart Navigator) HB  
Robert Coverdale (ReStart Navigator) RC  
Clare Steele (Senior Project Manager North Herts) CS  
Dean Norris (Project Worker North Herts) DN  
Teri McDade (Project Worker North Herts) MD  
Donna Robbie (Senior Project Manager Mid Herts) DR  
Paige Saunders (Project Worker Mid Herts) PS  
Bibi Koraish (Project Worker Mid Herts) BK  
Emma McKay (Counsellor Manager) EM  
Sonja Ellis (SPARKS Café Manager) SE  
Virginia Buchannan (SPARKS Café Waiting Staff) VB  
Susie Reynolds (SPARKS Café Volunteer) SR  
Rhona Blyth (Bookkeeper) RB

Service Users: A number of Service Users were present and gave presentations to the meeting.

Apologies: Lord Cecil  
Sally Burton, High Sheriff of Hertfordshire  
Michael Goode (Secretary) MG  
Laura Hyde (Trustee) LH  
Eva Dustagheer (Trustee) ED  
Gill Bamford (Counsellor) GB  
Kerri de Courcey (Counsellor) KC  
Damon Harryman (Student Counsellor) DH  
Jane Johnston (Counsellor) JJ  
Roger Norman (Counsellor) RN  
Karen Kennedy (Counsellor) KK  
Kerry Harris (Student Counsellor) KH  
Leanne Woods (Student Counsellor) LW

Gareth Watts (ReStart Navigator) GW  
Tracie Thoburn (ReStart Navigator) TT  
Lewis Berry (Buchanan (SPARKS Café Waiting Staff) LB  
Angela Sullivan (SPARKS Café Volunteer) AS  
Sam Tate (SPARKS Café Volunteer) ST  
Amy Hall (ReStart Navigator) AH  
Katie Cobb (ReStart Navigator) KC  
Jethro Rowland (Acupuncturist) JR  
Cllr Fiona Hill (County Councillor for Royston East and Ermine)  
Cllr Jean Green (NHD Cllr Royston Palace Ward)  
Cllr Craig Stanbury (WHB Councillor)  
Cllr Simon Bloxham (NHD Cllr Letchworth Grange)  
Cllr Val Bryant (NHD Councillor)  
Cllr Fiona Thomson (Executive Member for Housing WHBC)  
Sian Chambers (Head of Community and Housing Strategy WHBC)  
Sarah Wren (CEO Hertfordshire Independent Living Services)  
Richard Pécout (Senior Librarian: Information and Digital Services)  
Cllr Stanley Tunstall (WHB Councillor)  
Cllr Marios Artemi (County Councillor, Welwyn Garden City South)  
Frances Warwick (Lloyds Grant Manager, East of England and London)  
Cllr Samuel Kasumu (WHB Councillor)  
Cllr Lynn Chesterman (WHB Councillor)  
Carmen Dillon (CE Welwyn Hatfield CVS)  
Sharn Tomlinson (CEO Mind in Mid Herts)  
Barbara Howard (CEO Haven First)  
Paula Phillips (Hatfield Library Manager)  
Cllr Sam North (North Herts District Chair)  
Cllr Gemma Moore (Handside Ward, WHBC)  
Helen Rae (NHDC)  
Cllr Julie Cragg (WHB Councillor)  
Cllr Roger Trigg (WHB Councillor)  
Angela Gaughan (CEO Potential Kids)

Meeting opened at 3.00pm

### Meeting as per Agenda:

#### Agenda Items

1. Chair's Opening Remarks
2. Secretary's Remarks
3. Minutes of the previous AGM 2020/21
4. Matters Arising from the Minutes
5. CEO's Report
6. Financial Report (Treasurer) & Annual Accounts
7. Adoption of Annual Accounts
8. Adoption of the Annual Report 2021/22
9. Chair's Closing Remarks
10. AOB



Trustee Clive Marlowe completing the London Marathon 2021

## Chair's Opening Remarks

This year saw Steve Roberts, Resolve's Chair of Trustees for the last ten years step down on 28<sup>th</sup> February 2022 with his last official action representing Resolve as Chair at the visit of Their Royal Highnesses, The Earl and Countess of Wessex.

Laura Hyde then took up the reins as Chair until Peter Hebden was elected to the post of Chair of Trustees at our meeting of 4<sup>th</sup> May 2022.

This sees the unusual occurrence of reports from Steve as outgoing Chair, Laura for her time in post and Peter Hebden Resolve's Chair of Trustees at the time of our AGM 2022.



**A few words from Steve** - As many will already now know, I stood down as a Trustee of Resolve after nearly 10 years of service. For all of those years I was the Chair of Trustees so felt I needed a rest. When I was convinced by Joe to become a trustee all those years ago little did I realise, just how quickly Resolve would grow as an organisation. As with all things that are worth doing, it has not been a completely smooth ride; there were several bumps in the road. When I started, we had no paid staff and had just our one base at Woodhall Community Centre in Welwyn Garden City. Roll forward 10 years and we now have around 25

paid staff and in addition to our headquarters in Welwyn, we have bases in Letchworth and Hatfield now too. We are now running Resolve's homelessness project, ReStart as lead for the Welwyn Hatfield Council. Yet further evidence of the high esteem in which Resolve is held as an organisation that gets things done.

None of this would have been possible without the leadership of our CEO Joe and his dedicated team. I congratulate them all. Also, in the background we have an equally dedicated team of trustees. It was only because we were able to attract more trustees that I felt able to stand down now after almost ten years. Today I feel the organisation is in the best position it has ever been in.

Then of course there was the Royal Visit at the beginning of March this year, which I feel was further endorsement, as if we needed it, of the fantastic work Resolve has carried out over the years. I will of course continue to support and promote the work of Resolve in any way I can.

Thank you

## Steve Roberts Outgoing Chair of Trustees



I was honoured to step into the role as interim Chair after Steve left while we awaited the new chair taking up post. I was happy to step back to my previous trustee role on the appointment of Peter as Chair in May this year.

**Laura Hyde**  
Trustee

## Minutes of the last AGM 2021

The minutes of the last AGM 2021 were provided for all in attendance and were unanimously accepted.

## Matters Arising

None

**CEO’s report**

Joe Heeney, CEO, highlighted the incredible work, commitment and innovation undertaken by everyone within Resolve as all areas of the service have come together, seeing the highest standards of service provision in Resolve’s history, following yet another period of sustained growth and expansion as Resolve has developed and delivered ever increasing levels of services for and with our community. We have seen a number of new people coming into the organisation and seen our Senior Management Team change significantly over this last twelve-month period.

Joe paid special tribute to the work of Rhona Blyth, Resolve’s Financial Officer who has worked tirelessly behind the scenes for over a decade now and to our incredible partners, including WHBC and Helping Herts Homeless who have supported our work over recent years in particular.

See Attached Report for full details.

**Financial Report & Annual Accounts**

RA’s report outlines the various sources of income generated during the year totalling £737,414 and total costs of £730,444 for the same period. The cost of buildings continues to be one of the largest revenue costs after staff costs for Resolve’s various projects & services based in Mid and North Herts. With other lease commitments increasing over the year for properties managed as part of the ReStart Homeless Project.

Resolve continues to operate within its means and continues to apply the reserves policy of up to a maximum 2% of the income generated to build on reserves in addition to funding provided by National Lottery as part of the COVID Sustainability funding during 2020.

See Attached Report for details

**Adoption of Annual Accounts 2021/22**

The Annual Accounts for the year ending 31 March 2022 were available at the meeting. RA confirmed they were assessed by an independent assessor and there are no issues being reported at this time.

Total outgoings for the year were £730,444. resulting in a cash surplus of £6,970 for the year 2021/22.

See Attached Report

**Adoption of the Annual Report 2022**

The Annual Report for the year ended 31 March 2022 was available at the meeting. It was formally adopted.

**Chair’s Closing Remarks**

PH thanked everyone for attending this year’s AGM.

**AOB**

None

Meeting Closed 3.50pm

Signed as agreed

Chair .....

Secretary .....

## Chair's Report



At the time of this Annual General Meeting, I have been the new Chair of Trustees for a matter of weeks. I would like to thank Steve Roberts, the outgoing Chair of Trustees for all the time, hard work and dedication that he has given to Resolve over the last decade. Resolve's growth and success is something that you must be so proud of Steve and you have the heartfelt thanks of so many people.

I first heard of Resolve about 5 or 6 years ago, and all I knew was that it ran a night shelter for rough sleepers at St Luke's Church during the winter months. Thanks to the incredible hard work by Joe Heeney, Steve Roberts, Trustees, Volunteers and Staff, Resolve has grown to a life changing, and even lifesaving, essential service seeing approximately 100 service users at any one time and providing 30 hours of one-to-one counselling every week. Of course, this wouldn't be possible without the substantial support from Welwyn Hatfield Borough Council, particularly their housing team, as well as a wide range of funder, partners including local businesses, big and small. Over recent years I have been in awe of what Resolve has achieved, particularly through the pandemic, due to the dedications and personal sacrifices made by staff and volunteers.

Resolve has, like all charities, businesses and public, emerged through a very difficult and uncertain 2 years. Ironically, it has stood by its name and shown great resolve, being shortlisted for 2 awards by Hertfordshire Chamber of Commerce for 2022, Business of the Year award for North Herts and also Community Champion award. **TO BE UPDATED**

Joe Heeney, as Chief Executive, has managed Resolve from the very beginning. His enthusiasm, dedication and work ethic are infectious and responsible for me becoming interested in Resolve 5 years ago. Unfortunately for Resolve, Joe and Alison are now looking to retire, more on that in the coming year. When that time comes, we shall be seeking to recruit a new CEO and we all know how hard it will be to find someone to replace Joe.

My priority as the new Chair, will be to provide some stability. To lose a long serving Chair, and the Chief Exec who founded the organisation, will need steady guidance. Resilience, recruitment, staff retention are key. All the more difficult, having come out of a pandemic, to be faced with the rising cost of living and the uncertainty of a war in Europe that may significantly increase the number of service users as well, making recruitment and retention more vital.

I'm excited to now be part of such a fantastic team doing such a fantastic job and I'd like to thank my fellow trustees for their support, the staff and volunteers for their dedication and all our supporters for their generosity.

**Peter Hebden**  
**Chair of Trustees**

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## Secretary's Remarks



I have been a Trustee of Resolve since 2020. I took over from Neil Steff as the Secretary at the end of 2021. It's been amazing to see Resolve develop and grow in the past few years. The trustee team has changed quite a lot in that time too, but one big thing I have noticed is the work we have undertaken to further develop the good and necessary governance of Resolve. As a team I can see the real commitment to look round the corner and try to understand what might be coming down the line. As such, the Trustee Board are committed to having strategy meetings, getting closer to risk management and speaking more than ever as a body. The secretary's role is to ensure these conversations are captured, the actions from them are known and publicised by keeping good and accurate records, as well as supporting the Chair and other Trustees on the Board in delivering our aims and the Mission of Resolve.

**Michael Goode**  
**Secretary of Trustees**



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## CEO's Report to Annual General Meeting 15<sup>th</sup> June 2022

### Overview

As Resolve enters its fifteenth year of delivering services, we pause to reflect on what the last few years have brought us as an organisation, as a community and throughout our world following the COVID pandemic and sadly other world issues that must surely make those of us who have made it through look closely at our lives and be grateful.



Over this year 2021/22 Resolve continues to see yet further growth and expansion across all areas of our work. Our innovation continues as we now deliver a hybrid Service using online and face-to-face provision where we can. This year sees Resolve delivering innovative homeless solutions through our Homeless Project, ReStart, providing homeless/rough sleeper crisis and move-on solutions from our HMO style accommodation as the lead street homeless provider for the Welwyn Hatfield Borough Council.

Our Team at SPARKS "*Pay What You Can*" Community Café, has worked hard to keep SPARKS open, providing food and services for our Community throughout these most difficult of times. We have expanded our work here too, providing new menus, a children's' menu, a Senior Citizen's Special and student discount for University of Hertfordshire students. As we report we are setting up a new venture from the Cafe known as SPARKLES, a children's clothes and baby items "*Pay What You Can*" nearly new shop, delivered out of SPARKS. As a result of all of these initiatives, we are now beginning to see the small green shoots of growth that we are optimistic will keep SPARKS open, providing fresh food and services into the future.

These last few years have been a testing time for us all, however 2021/22 was capped off by a Royal visit from Their Highnesses, The Earl & Countess of Wessex who came to our North Herts D&A Service on 1<sup>st</sup> March 2022. It was a wonderful day for us all and a validation of the work of Resolve, our Team, Volunteers and the incredible work of our Service Users who showed Their Royal Highnesses what we do at Resolve and spoke about their journeys. This report is just a glimpse of the work, commitment and the outcomes we have achieved in this last twelve months to 31<sup>st</sup> March 2022.

I wish to say **Thank You All**. My sincere thanks to the Staff of Resolve, who have worked tirelessly over this last twelve months in particular. The challenges we have faced have been met by enthusiasm, commitment and a desire to ensure we support our beneficiaries and our communities as the most important priority. You worked tirelessly and innovated, and Resolve can be proud of what we have achieved through your committed efforts in this most difficult of years.

Thank You to our Board of Trustees. Some have moved on and new members have joined the Board in this last year and they too deserve a word of thanks as they have presided over this last year, ensuring that at all times our Staff Team and I have been supported through these difficult of times.

And **Thank You to our Funders and Partners**, without whom it would not have been possible to have got through this year. You are too many to mention here but we shall mention you throughout this report. ~ **Thank You All**.

## Our Staff Team

We have again seen the Staff Team grow in order to meet the challenges in this last year with new appointments, in particular a new role of Operations Manager which has further consolidated our Senior Management Team, supporting the CEO and Trustee Board in delivering Resolve's Services and supporting the Senior Management Team in delivering Services across all areas of Resolve.

Welcome to Tina Kelly, our new Operations Manager, supported by new appointment this year Maxine Knudson Senior Project Manager - ReStart, and new Navigators Amy Hall, Katie Cobb, Gareth Watts and Howard Brown alongside Tracie Thoburn and Courtney Stephenson.

Donna Robbie, Senior Project Manager for Resolve Mid Herts Structured Day Service (based in Welwyn Garden City) and her new Team, Project Workers Teri McDade and Paige Saunders supported by their Volunteers.

New appointment this last year Clare Steele, Senior Project Manager Resolve North Herts, working alongside her Team Dean Norris and Mark Davies in the last year.

Thanks too, to Emma McKay Counselling Manager for Resolve's Counselling Services, delivering services with a growing Counsellor Team of Keri de Courcey, Jane Johnstone, Roger Norman, Danny Hollis, Gill Bamford, Damon Harryman and Thandi Sithole with student placement counsellors Kerry Harris, Leanne Woods and Clare Steele.

Many thanks to Jacquie Homonko continues as our Clinical Supervisor who does so much more in her role.



### **Jethro Rowland - Acupuncturist, providing specialist whole body Acupuncture for Resolve.**

We continue to provide acupuncture and traditional Chinese medicine at Resolve at two of our centres at Letchworth and Welwyn Garden City on Thursdays and Fridays respectively.

I have been the Acupuncturist Practitioner since the very earliest start of Resolve. I have had extensive training and over 30 years of experience in the field of complementary therapy, specialising in addiction. I provide an individualised acupuncture service on a one-to-one basis for Resolve clients, staff and volunteers and incorporate an expert listening ear and healthy living guidance alongside the acupuncture which is much valued by everyone we see.

Acupuncture has long been a key therapy in drug and alcohol recovery settings throughout the world. The most common approach for people in recovery is the NADA protocol, in which 5 small needles are inserted into specific points in the ears. However, after starting in those early days, Resolve asked me very early on to provide a much broader and in-depth level of treatment, which I have done, and Resolve has provided now for well over ten years.

Traditional Chinese Medicine is a complete system of medicine that can treat a very wide range of conditions whilst providing a holistic approach to health and wellbeing. Many of our clients suffer underlying and chronic health problems in addition to their addiction. Jethro gives health advice and treats specific conditions such as back pain, musculo-skeletal conditions like arthritis and conditions such as headaches, sinusitis, digestive disorders, anxiety, depression and gynaecological conditions such as PMT and menopausal symptoms.

The health and medical needs of people in recovery are commonly far greater than amongst the general population because of their lifestyle and emotional and financial situations that impact on health. In addition, since Covid it has become increasingly difficult to access help and advice from conventional health services. Complementary therapies can often be invaluable, both as an effective alternative in many cases, or in conjunction with conventional medicine.

Therapies such as osteopathy, acupuncture and chiropractic operate on the private market and are unaffordable to the majority of our clients, whereas the service I am able to provide, through Resolve, is free and accessible to all.

**Jethro Rowland**  
**Acupuncturist**

And the Team at SPARKS Community Café & Hub, Resolve’s not-for-0profit Community Asset. Sonja Ellis, Café Manager, Ginny Buchanan, our trainees Lewis Berry and our incredible Volunteer Team of Angel Sullivan, Susie Reynolds, Emma Duncan-Millicheap and Samantha Tate, without whom we could not keep our doors open.

And finally, **Resolve’s Trustee Board**. Thank you all for your work and commitment over this last year.

**Our Services**

**Resolve Mid Herts Structured Drug & Alcohol Day Service** (Based in and formerly referred to as Welwyn Garden City) works to ensure the provision of support, access to services and the provision of Resolve’s Structured Drug & Alcohol Treatment Services. Mid Herts continues to provide high quality abstinence-based drug & alcohol treatment services, supporting people from across the county as they need, with the staff Team at Welwyn consolidated with a strong professional Team since Resolve’s inception in 2008.

125 people were referred to Mid Herts in the last year

120 people accessed Services at Mid Herts last year



2288 Sessions attended at Mid Herts in the last year



**North Herts Structured Drug & Alcohol Day & Outreach Service** (based in Letchworth) also continues to ensure that people across the North Herts District and beyond are supported, providing online and telephone services as the pandemic hit but now delivering the new hybrid online and face-to-face Structured Treatment co-ordinating with our Welwyn Service.

Thanks go to our Partners including Haven First, Helping Herts Homeless, the NHDC and close working NHS Partners, local GPs and Mental Health providers for coming together to form a partnership aimed at tackling homelessness as well as misuse issues within the district and working with Resolve to provide much needed support services for the whole North Herts Community.



133 people accessed Services at North Herts in the last year

2400 Therapeutic Sessions attended in the last year

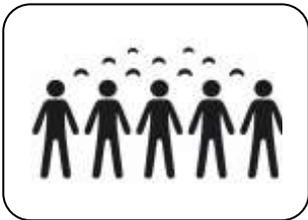


**Resolve’s Counselling Services** Our Team of Counsellors now deliver up to 30 hours a week one-to-one counselling for Resolve’s clients across all services. Our Counsellor Team have grown and consolidated their services over this last year providing more hours of counselling with BACP Qualified Counsellors than ever before.



2482 Sessions of one-to-one Counselling were delivered

64 people received Counselling in the last year



**ReStart - Resolve’s Homeless & Rough Sleeper Project**  
 Having grown from the temporary Night Shelter of 2017, 18 & 19 ReStart is now the lead rough sleeper/street homeless project for the Borough of Welwyn Hatfield currently providing up to 19 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 WHBC, social housing providers and private landlords as appropriate.



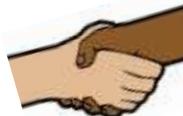
121 Referrals were received - 16 of which were for women sleeping rough



143 street homeless reports were attended by ReStart Navigators

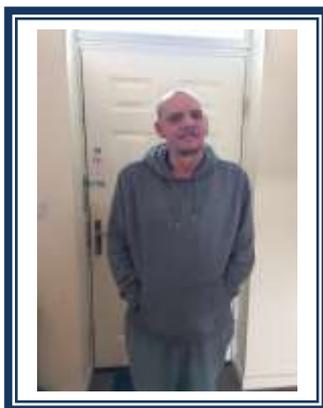


**31 People were Housed in ReStart accommodation, 6 of these were female  
23 people were successfully moved on** into social housing, private rented or other housing providers



**An additional 53 people had 1 or more appointments as an outreach client of ReStart**

### Lee Brooks My journey



From 2016 to 2019 I was living with my girlfriend, when our relationship broke down, I was sofa surfing with family until 2021 when I had to leave as it was no longer possible to stay. My sister heard about ReStart and made me an appointment. I had my assessment with ReStart on 6<sup>th</sup> October 2021, and I was offered a room in the HMO at Mosquito Way, Hatfield. I moved into there on 14<sup>th</sup> October 2021.

During my time there I had a couple of keyworkers due to staff changes but I have also had constant contact with all staff there. I have found all the staff to be extremely helpful, they always made time to talk to me if I had any problems and if they could not help, I was directed to someone who could. The whole team, including management are very approachable and down to earth so I never felt awkward asking for help from them.

I was very happy with the support I received from everybody on the team, no problem was too big or small for them and I have now moved on to Emmaus to start the next chapter of my journey.

**SPARKS Community Café & Hub**, dedicated in the name of Councillor Lynne Sparks, was established to provide a Community Hub for our whole community. The effects of COVID have been felt here more than



Resolve's other services, however, working hard to stay open and due in no small part to the incredible work of our Team and the amazing funding provided by our partners and funding foundations we see today a growing, vibrant and successful not-for-profit Community Asset doing what we have always wanted, supporting those less fortunate or vulnerable in our society, providing fresh food and community resources where they are most needed, for and in the heart of our Community.



**Food donations from Ocado & Tesco provided  
766 cooked meals for our ReStart residents.**



**SPARKS Café serves meals for up to 600 local people every month**

## In the year 2021/22

**Over 360 individual people accessed services in Resolve**

**Over 5000 therapeutic sessions were delivered**

**Over 50 people taken off the streets**

**Over 7000 meals were provided to our Community**

**Our Staff Team** - At the end of 2021/22 Resolve directly employed 19 staff, 3 sessional workers, including 8 Counsellors, across the organisation as a whole.

### **Our Volunteers**

People who Volunteer for Resolve have been at the heart of our organisation over the years since our foundation. People volunteer in a wide range of roles, including our Trustees, and across all areas of our services. Some are in trainee roles and others simply wish to “give back”. In some case people are learning new



skills and supporting the operations of Resolve through their commitment and support. Without our Amazing Volunteers Resolve could simply not deliver the wide range of services we do for our beneficiaries. Thank you all.

**People accessing Services** – Resolve again saw increasing numbers of people accessing our Structured Drug & Alcohol Day Services throughout the last year and also coming into ReStart, Resolve’s Homeless & Rough Sleeper Project as homelessness continues to increase over the last twelve months.

With ever increasing levels of complexity of issues affecting people, we have seen our work intensify as we work to find treatment and housing solutions to these increasingly complex issues with our partners for and with our Service Users across our services. Despite this increase in complexity, we still see ever growing numbers of people successfully completing Treatment, moving on into independent living and in general addressing the issues people face that might bring them to access Resolve’s services.

### **In Memory of “Trish” Patricia Elliott**

Trish was the Senior Project Manager of Resolve’s North Herts Drug & Alcohol Treatment Service, now based in Letchworth and resident of Stevenage for many years.

Trish started with Resolve as a volunteer following her own personal journey. She worked hard on dealing with all of this and so began her journey with Resolve. At the very beginning of 2015 Trish contacted Resolve to ask if she volunteer saying *“I do not have a preference on what I do as a volunteer, my main aim is just to help people get to where I am*



today.” Trish joined Resolve performing admin tasks at our Welwyn Service and very quickly settled in as a member of the team, dedicated, committed and dependable.



Later that year a NHDC community engagement event was run, and Resolve was asked to provide a Drug & Alcohol Drop-In Service for 12 weeks on the Westmill Estate, Hitchin. In fact, we ran the drop-in for 16 weeks and Trish was there every single week. The Community Engagement Event became a pilot Drug & Alcohol Day Service, running a few days a week and again Trish was at the heart of that project as a Volunteer. We ran for 18 months in the old Westmill Community Centre until the new centre was built and Resolve secured funding for a full-time project that was to run from the new Westmill Centre. Trish was one of the first staff for that project and quickly became the lead and then the Project Manager. In her new role she blossomed and

demonstrated her drive and enthusiasm for helping people through her compassion and dedication to her work, supporting others in the community.

It was because of Trish and her ambition to make Resolve’s Drug & Alcohol Treatment Services the best they could be, providing such positive outcomes for and with people and it was due to her belief that we could reach even larger numbers of people, that we moved to the Letchworth site. It was Trish who found the building now called “Resolve House” and it was her foresight that showed we not only needed more space and a better venue from which to support more people, but that the need was there and yet more people would benefit from this service.

On 1<sup>st</sup> October 2019 Resolve North Herts opened in our new home Resolve House, 70 Openshaw Way, Letchworth and again it was Trish who led the launch event later the same year. An incredible day with so many guests and supporters of Resolve’s work, with the new centre officially opened by the Lord Lieutenant Robert Voss, High Sheriff Sarah Beezley and District Chair Jean Green, all doing the honours. Over the next two years Trish led Resolve and touched the lives and hearts of so many people who came through the service and for whom Trish was a leading light.



Trish passed away doing the job she loved on Friday 23<sup>rd</sup> July 2021 following a sudden and massive heart attack. She was just 53 years old.

At her funeral so many Resolve Service Users and members of Resolve Staff, as well as her family and friends came to pay their respects and to honour her memory.

A memorial to Trish now sits in Resolve’s North Herts Service, a defibrillator, bought and paid for by the Service Users of Resolve and donations from friends & Family in her name.

## Thank You

I wish to record my personal thanks to all members of our Team at Resolve, both past and present, for their work and commitment to Resolve over this last year yet again. This year saw people move on and as previously reported, new people come into the Resolve family. We have worked hard on growing service provision while keeping standards high and providing incredible services and outcomes for and

with our beneficiaries, all the time against the continuous back drop of the worst health crisis in our lifetime.

Resolve continues to grow as a service, as a provider of Community Based Services within Hertfordshire and most importantly as an organisation dedicated to helping people make the necessary changes in their lives, to live life substance/alcohol free, healthy and happy, living independently where appropriate and once again contributing to the Communities in which we all live. As always, our work continues.

## 1. Funding – Income & Grants

Over this last year, as in previous years, we have continued to secure funding required to deliver the highest level and quality of service we can for our service users and the community within which we work.

Additionally, this last year we have been fortunate to receive COVID specific funding that provided essential financial support both for those additional services Resolve delivered to meet these increase and unforeseen additional needs and to keep other aspects of Resolve's work from closing over this most difficult of years.

We have applied for Grants and received funds from the following sources over the period 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021:

### National Lottery Community Fund

The National Lottery remains one of Resolve's principal funders in the year 2020/21. With multi-year Grant funding the overwhelming majority of Resolve's North Herts Service funding since 2018.



Resolve also received funding from National Lottery through CCSF for sustainability and other COVID related support over this last year.

### Welwyn Hatfield Council Borough Council

Grants were received from Welwyn Hatfield Borough Council (WHBC) supporting our work tackling street drinking, associated ASB, rough sleeping and homelessness with revenue and capital funding.



Resolve works in partnership with WHBC to deliver Homelessness & Rough Sleeper Services as a partner within the Welwyn Hatfield Housing First Project and other work. Services through the Navigator Project tackling homelessness and rough sleeping across the borough funded through WHBC and Ministry of Housing MHCLG.

### Lloyds Foundation Grant

Following funding received of COVID. We were granted a three-year grant of £25,000 a year for the work of Resolve.



### Garfield Weston Grant

Garfield Weston approved a one-year grant of £30,000 as a new funder of Resolve's work. We hope to continue this relationship into the future.



### Tudor Trust



Another new funder of Resolve work, providing a three-year Grant of £30,000 a year.

#### Mrs Smith & The Mount

We have received a two Grant from Mrs Smith & The Mount and so continue to receive funding in this last year for our work.

#### Hertfordshire Community Foundation

Again, our sincere thanks to the HGCF for the numerous Grants received by Resolve over this last funding our work



#### Helping Herts Homeless

With amazing support over the last year HHH have paid for a number of essential items for Resolve's Homeless work



#### ARISE

ARISE is a group of local businesses who support local charities and community groups through grants. Our thanks this year to ARISE again for supporting work through your Grant.



#### Special Thanks - Donations

Special Thanks go to OCADO with whom Resolve is a Partner. OCADO supported Resolve's work with weekly food donations and other donations from their "You Give we Give" Campaign.



#### Henry Smith Charity Grant

Our sincere thanks to Henry Smith as our multi-year grant came to an end during this last year, funding staffing costs for our Mid Herts Service in our Welwyn Garden City Service.



Over the last year we received a number of cash donations from individuals and organisations included in the figures as well as those mentioned above.

Our sincere thanks to all of our funders for their continuing support our work.

#### Fund Raising/income

£512,030 was raised through grants over the last year.  
£219,894 was raised through other sources/fundraising activities.  
£5,490 was received through kind donations.

#### Other Funding Potential

We continue to seek all potential funding streams and report at every meeting to the Trustees on progress.

Our sincere thanks go to all supporters of Resolve, particular thanks to partners/funders National Lottery Community Fund, Welwyn Hatfield Borough Council, Hertfordshire Community Foundation, Lloyds Foundation, The Henry Smith Charity and OCADO through these and other grants, donations and fundraising activities over the last year.

#### 2. Administration Office Space and Service Centres

Over the last year we have seen Resolve's capacity increase again to meet the need. Within our Day Services both at North and Mid Herts Service Centres as we have introduced telephone and online

support services, this has seen an increase in Resolve's ability to support even more people than ever before.

We continue to enjoy the support of St. John of God who own the building in which our Mid Herts Service delivers and utilise our spaces as efficiently as possible in order to provide the highest level of service utilising spaces to maximise capacity. This has been especially important over this last year as we have had to adapt our face-to-face offer at all Centres/Services to comply with COVID safety protocols.

As Resolve continues to grow, we further develop new spaces/service centres so as to be able to support ever growing client numbers providing opportunities for us to increase our capacity across service centres across Hertfordshire as the need arises.

As in previous years we continue to see regular referrals from health professionals including GPs, mental health services, Childrens' Services, the statutory drug & alcohol services including CGL and The Living Room service providers. We have put time into seeking out and working with a wide range of services in both the statutory and non-statutory sectors.

Resolve our portfolio of service spaces and property leases, with long term leases for sites in Letchworth, Welwyn Garden City and Hatfield.

### 3. Grant Shapps MP



As we enter the post-pandemic world Resolve continues to go from strength to strength. Whether it is the highest ever income on record, providing services to the largest ever number of recipients, or the expansion of services along the A1m corridor to mid and north Hertfordshire boroughs, Resolve's stellar work continues. It's also pleasing to hear that the organisation is the most financially secure it has ever been, now having a larger number of paid staff on the books

than ever before. All of this means that its vital services can continue to reach those who are most in need in ever greater numbers. Moreover, the achievement of the ISO 9001 quality standard shows just how far Resolve has come.

A highlight of this year was the visit of Their Royal Highnesses, The Earl and Countess of Wessex, to our North Herts Drug & Alcohol treatment Day Service in March – a well-deserved opportunity for the charity to showcase its crucial work.

I'd like to thank Joe and the team for their efforts, and as always, Resolve has my unwavering support. I'm incredibly proud to be the patron of such an exceptional charity.

### 3. Service Growth

This section has historically begun with the same sentence – *“Every year I find myself making the same comment on the growth of Resolve and our service provision.”* And yet again here we are having seen yet further growth of Resolve with the further expansion of Resolve's Homeless work and the continued growth of our ReStart Project and the consolidation of Resolve's Structured Day Service Provision we continue to grow and expect we shall continue on this trajectory for the coming years. Income to fund this work too will need to continue to increase and we are confident in that as we move forward too.

Resolve delivers more group therapy sessions, one to one counselling, key work sessions, drop-in services, full body Acupuncture and other support from our services than ever before, as well as working hard to continue to provide support through our Community Café – SPARKS despite the issues we have all faced throughout these last few years. Our Work Continues.

My sincere thanks to every member of the Resolve Team for making this happen by their hard work and enthusiasm.

For my part, I am very aware that I continue to be the lead in securing the necessary funding required to deliver these incredible services. I shall continue to work on this as a priority and all aspects of Resolve's sustainability strategy into the future.

The whole team has worked hard to deliver a highly professional services and as the principal manager of the service I have worked to ensure that the team is rewarded with the support, resources, training and finance to fund the service they aspire to provide.

Our work continues.

#### Staff Team.

As we continue to see services expand, we see the Staff Team grow. As across all reports, we have seen some much innovation and adaption by al staff, providing incredible services for and with our beneficiaries.

We continue to staff our services within budget and continue to work on securing ongoing funding that will offer us the potential to increase further our staff both in terms of numbers of staff and hours delivered.

#### Press and publicity

We have good links with local press and radio, including the Welwyn Hatfield Times and Heart FM. We continue to see our work advertised and discussed within News programmes from time to time.

Our thanks in particular to Chris Hubbard and the Heart Team for their work and news reports. Likewise, our thanks to the local press and articles about Resolve's work in the Welwyn Hatfield Times.

#### Family & Carer's Support Services

Our Family Members/Carers Support Services have been going through a re-vamp following the difficulties we had in getting people together throughout the last two years.

Our lead Family Group Volunteer Sandra has worked tirelessly to keep in contact with our Family members and at the time of this report we are once again looking to re-open physical support Group for Family and Carer members.

Through the whole Staff Team, we are always looking at how best to provide and deliver the service. I look forward to the next twelve months to see just how much further we can go with this service as we look to expand our Family support into our North Herts Service.

#### Secure Future of Resolve

As part of my work, I have been involved in a great many things over the last twelve months, not only dealing with the impact of COVID and the ongoing consequences, but specifically aimed at developing sustainable income streams, legacy and succession planning for the service into the future.

In conjunction with the Trustee Board we have worked on our plans from last year and have a clear vision of the future of Resolve, not just in terms of finance, but a forward thinking funding strategy, a clear vision and plans on how to deliver services in order to ensure that Resolve continues into the future providing services, building on our work year on year, supporting the ever growing numbers of people within the local and wider community who need it.

### Future Plans

Resolve has seen much change in this last year both in terms of structure, staffing and direction. As a result our Senior Management Team, Trustees, Staff and Beneficiaries are looking to the future with enthusiasm and excitement at what Resolve can do now, in the short term and on into the long term. Our Work Continues.

### My Thanks to the Team

As with each passing year, I wish to place on record my sincere thanks to the whole Resolve Team for the work and personal sacrifice that each member puts in. It is through our combined effort we have seen Resolve grow and develop over this last twelve months as we have in each of the previous years. Without your work we would have no service and we could not support our community as we do. You are to be applauded. Thank you.

### **Thank You Steve Roberts**

I wish to place on record my personal and special thanks to Steve Roberts this year as outgoing Chair of Trustees for the amazing work he has undertaken in his role and for his unwavering support of me professionally and personally, helping and guiding me directly with all matters related to our work. While Steve has stood down as Chair and Trustee after almost a decade at the helm. I know that Steve remains in touch with and supports Resolve's work still today. Thank You Steve and enjoy the break.

Finally, I wish to place on record my sincere thanks to the Trustees those who have moved on in this last year, those who have joined our Team and those who have been with us now for some years. Your incredible support of me and of Resolve in all areas of our work has been most felt in this last year. Without the Board we would not be able to deliver the services we do. Resolve has a forward thinking, progressive leadership dedicated to delivering the best service possible. Again, often unseen, but most important. My Thanks to You All

**Joe Heeney**  
**Chief Executive Officer**  
**AGM 2022**

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### **Operations Manager Report 2022**



As many will know I have only been with Resolve for 10 months. For me it felt like I had gone back 15 years ago to how drug & alcohol structured day services used to be. It became apparent to me Resolve is a service that is not about targets and figures, Resolve delivers a service that focuses on the person, delivering a person-centred service. It did not take me long to feel like I had come home to a place I would love working at.

Since joining Resolve I have watched our services go from strength to strength. Whist we have seen quite a lot of staff turnover in this last year at Resolve, I always believed Resolve would have a staff team of who are passionate in delivering quality services for our beneficiaries.

I have watched each part of the organisation grow. Our reputation has grown with us, that is due to the staff who work within each part of Resolve.

Our ReStart project currently manages three HMO houses, has experienced a lot of change in the way services are delivered, although there was a lot of work to be done and staff learning new ways of working, we can now say we are there. What made it easier was the willingness of the ReStart team to embrace the changes needed. We pride ourselves on Restart being renowned within Welwyn and Hatfield to be the best homeless housing provider, offering an excellent quality of care with successful outcomes with our primary goal being for our residents not returning to homeless.

Sparks Community café has grown in the number of local people using the café. Local people believe in what Sparks stands for, the money generated from Sparks goes towards feeding and housing homeless people. I am pleased to announce Sparks has a new project to be opened soon. This will be called Sparkles, which will be a place where parents in need can make a small donation to purchase baby, toddler and children's items. More on this I next year's report, however, I would like to thank Resolve service users/residents who have volunteered their time in helping me to get Sparkles up and running.

Both Resolve's drug and alcohol day services have grown in the way services are delivered, whilst remaining focussed on the best possible outcomes for our Service Users. Both Mid Herts and North Herts are running services offering parallel pathways. Managers of all services have been working closely together in streamlining referral pathways within Resolve, whilst sharing ideas and supporting each other with the day to day running of the service. It is fair to say Support workers in both services have been stretched as we work to recruit new staff, looking for the right people to join our Resolve family. Staff have demonstrated their commitment and passion to Resolve, Thank you.

Our Senior Management Team meet every month, these meetings are for Managers to come together to discuss what's working well, what needs improving, and where we see Resolve in the future. Staff bring ideas to improve services, ideas such as our new face to face training programme. This will be rolled out at the end of June. Then every three months after. Resolve Staff members will offer a different training module to all volunteers and members of staff within Resolve. Who best than to use our own team of expertise?

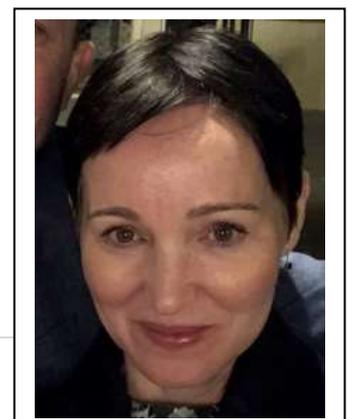
Lastly, I would like to thank everyone for making me feel welcome when I joined the Resolve family and putting up with my "say it how it is attitude". I am truly proud of where Resolve is today and honoured to be a part of the team.

**Tina Kelly**  
**Operations Manager**

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### **Resolve's Counselling Team**

The counselling team continues to adapt to changing circumstances. We started this year with 13 counsellors and ended it with 11. Our 3 final year trainee counsellors all qualified last summer and whilst 2 then left (both already had full-time jobs elsewhere) Damon stayed on and is a very welcome addition to our qualified team. We also said goodbye to Danny after three years when he decided to concentrate his energies on his main career. We have however just been joined by a new trainee, Karen, who will be working in the North Herts service.



Between us we have been seeing up to 33 clients a week. This number started at 29, rose quickly into the summer months and then dipped just before Christmas, it has however been climbing steadily upwards ever since and we ended the year with 28 clients.

Our client work is predominantly with Resolve's Mid Herts and North Herts Drug & Alcohol Treatment Service Users. During the year we trialled the offer of a limited number of counselling sessions to Resolve's Re-Start Service Users, but for various reasons this proves to be difficult due to the often quite chaotic nature of people who have been sleeping rough, are street homeless. As a result, we have reviewed our internal referral processes in order to help people accessing counselling achieve better, more positive outcomes from this service.

Drawing on the learning from last year, we are now able to offer remote counselling as well as in person work. Whilst the great majority of our clients were desperate to return to face-to-face sessions, our ability to offer Zoom or telephone counselling has worked well whenever clients or counsellors have had to self-isolate (a fairly frequent occurrence this year!). This has avoided unnecessary breaks in the work.

We continue to take advantage of the option to meet remotely to get together for training sessions and catch-ups. However, we were also grateful this year to have our first dedicated Counsellor Training Day, run by our in-house clinical supervisor Jacque Homonko. It was fantastic to all finally meet in person after so long and to spend time together.



Kerri and Damon Family Group  
Facilitators at North Herts

There are two new developments to note. First, we began offering counsellor-facilitated Friends and Family Support Groups in both Mid and North Herts. So far take up has been low but we continue to work on promoting this service and hopefully will be able to report more positively next year.

Secondly, I am proud to say that this year Resolve started to pay our qualified counsellors on an hours delivered basis. This is a great step forwards for the team as it recognises the valuable role they play in client recovery and more generally in supporting the service's ethos and aims. All our qualified counsellors undertook their training with Resolve and have stayed on with us since. As such they possess a huge amount of experience and expertise in this area of work.

I will leave the final words of this report to one of our current trainees, Kerry Harris, who kindly volunteered to share her training experience at Resolve with us:

"I feel I have been very privileged to work with clients in my placement as a volunteer trainee counsellor at Resolve, Welwyn. The client base can be complex as it offers an opportunity to be with those not only struggling with their emotions and feelings, but also while on their recovery from substance misuse. I have learned so much from my clients and have gained valuable insights into addiction from their difficult journeys. I have thoroughly enjoyed all the training that Resolve has provided, and I have been extremely well supported by the staff and in supervision.

Recently, I attended a Resolve experiential day run by my supervisor, where all qualified and trainee counsellors spent the day looking at and sitting with self. This was insightful and gave me the opportunity to tune into my configurations of self and explore my thoughts and feelings. From my experience, I feel the group work offered by Resolve is a fantastic resource for the clients, who often bring their learning to their counselling sessions.

Fundamentally, my experience of my Resolve placement is that the charity provides an outstanding

resource for the community, and I get a real sense that the door is truly open to anyone that reaches out for help. I have huge gratitude for the experience, and I continue to enjoy my client work as I train to be a qualified counsellor.”

**Emma McKay, Counselling Manager**



**Resolve Mid Herts (Based in Welwyn Garden City)**



Looking back on my report for last year’s AGM, it’s funny to think about how much the service changed during the first and subsequent lockdowns, and how much the service has changed in this past year.

It is a credit to both staff and clients; how people have adapted and navigated their approach to being involved with Resolve. As we came back to providing a full face-to-face service with COVID restrictions in place, there has been a balance between providing a service that has felt sorely needed and the responsibility to keep our clients and ourselves safe. As I reflect on how many statutory services that have still not, or only partially, returned to

face-to-face work, I truly recognise the importance of the services that Resolve provides.

I feel that we’ve incorporated the learning we’ve taken from providing services throughout a pandemic in thinking about and offering flexible ways of working such as online remote counselling, appointments and group sessions at the same time as getting back to doing the work that has always been at the heart of Resolve, or as Joe likes to call it, “the pointy end stuff”. I’m confident that we’ve improved the quality, structure and scope of what we offer our clients, from our new ‘New Starters’ group for any clients coming into the service, to offering guidance and opportunities to clients transitioning out of the service. It is a testament to the Team here that so many of our clients continue to want to be involved with Resolve even when their treatment is completed.



We are getting back to being a part of the local community; a highlight for me last year was our Christmas Fayre, held in the last weekend of November and raising over £600 for Resolve. This was a fantastic event in which many of our clients and staff contributed to and I’d like to say a special thanks to Teri (Project Worker at Mid Herts) for organising the event and co-ordinating our clients’ contribution, which was at times more than a little challenging!

I'd like to finish by thanking the Team at Mid Herts [Welwyn] for their continued hard work and dedication throughout the year, and in the face of the various challenges we've experienced as an organisation



**Donna Robbie**  
**Senior Project Manager**  
**Resolve Mid Herts**

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### **Resolve North Herts (Based in Letchworth)**



I have been in post as manager of the north Herts service since the beginning of February this year but previously came to the service as a Level 4 trainee counsellor on placement last April. I am currently continuing this placement at the Welwyn Mid Herts service.

I have seen first-hand how difficult it has been for both staff and clients following the tragic loss of Trish Elliot in July last year, the previous service manager, who not only was a brilliant leader, who was loved and respected by so many but an amazing individual who cared so much for the service and all of the clients.

Through commitment dedication and support, staff pulled together and continued to deliver services to our clients, whilst offering them emotional support for their loss and grief, during challenging times.

The service continued to utilise zoom to provide services to our clients on a daily basis, as well as restricted face to face psychosocial sessions up until June last year when restrictions began to lift. Since then, North Herts has delivered a full service which consists of daily face to face groups, 1-1 key work and 1-1 counselling sessions as well as acupuncture.

As a result of our committed service provision, there has been a considerable increase in, not only referrals but also referral pathways. North Herts has established and maintained a good rapport and working relationship with other services such as probation, Hertfordshire police and the county C2 project, haven first, Community mental health teams, Herts help, settle and more recently this year. Turning Point, feed up- warm up, and first Garden City housing.

CGL continues to provide us with the highest number of our referrals, and we remain their considered after care provider, post in- patient detox for their service users in North Hertfordshire.

North Herts continues to grow in its client base and there has been a significant increase in client engagement this year in 1-1 keywork and 1-1 counselling, as well holistic therapies such as acupuncture with much interest in equine therapy, which we will be starting very soon.

It has been a real 'baptism of fire' for me in my new role at North Herts, with a royal visit by the Count and countess of Wessex, arranged within weeks of starting. This was very exciting but also took a lot of organising and preparation. Again, the team and clients came together to prepare the service for our royal guests! The day ran very smoothly and was enjoyed by all.



I haven't been in post long, but I would sincerely like to thank the team for their ongoing dedication and commitment and for welcoming me into my role. I already feel very valued by resolve and am proud to be part of such an amazing and successful team.

**Clare Steele**  
**Senior Project Manager Resolve North Herts**



**ReStart – Resolve's Homeless & Rough Sleeper Project**



Since starting work with Restart in November 21 there has been many changes made to the structure of the service and new procedures have been put into place. When I started it was evident that our record keeping did not truly reflect the enormous amount of work that was being undertaken within the Restart service. To ensure that we are capturing required data and evidencing the work we carry out with our tenants and outreach clients to a high standard I have implemented structure to the information recorded, we now have more robust and informative risk managements, care plans are completed with tenants who set out goals for themselves to work on completing which helps them to build strengths

in the areas they most need and helps them recognise the areas of strength they have can be transferable into other areas of their lives. This helps to, build their confidence, self-esteem and belief that they are able to move on into more independent living and being successful in maintaining their tenancy's.

Restart currently manages 3 HMO properties and have the capacity to house 17 individuals. Since March 2021 we have successfully moved on 23 tenants either into social housing, private rented accommodation, or other housing providers.

We continue to support those tenants that successfully move on for a period of approximately 3 months but will increase this were necessary if we feel it would be beneficial to the tenant. I have found that

even when they are no longer an active client of Restart, previous tenants will seek our support if they come up against any issues that they are unsure of how to resolve themselves.

The main objective of our project is to take people off the streets and place them in safe & stable accommodation which then gives them the opportunity to work towards getting their lives back on track by having the time, space, and support necessary to address any underlying issues they may present with which has hindered their ability to maintain and manage a tenancy in the past. We carry out intensive work with each individual, sign posting them to Resolve's Services or to outside agencies where necessary, to address physical/mental health issues, substance misuse, counselling etc., while using our time to focus on helping tenants to understand what their responsibilities will be when holding a tenancy, teaching them effective life skills around budgeting paying bills, rent, etc., and managing their personal admin, reporting repairs, managing benefits and sometimes some of the basic life skills that they have never been taught, like using a washing machine, going shopping. As a team we feel the more time we spend gaining trust, getting to understand our tenants' journeys. What their life experiences have been is the key to supporting them to become the best versions of themselves.

Restart deals with all aspects of Homelessness, whether this is responding to rough sleeper reports received through street link, or the local authority with whom we are a partner, identifying potential homeless people when carrying out sweeps of local known areas, or receiving self-referrals from people seeking help and advice. From March 2021 up until the end of April 2022 we have attended 143 street homeless reports, 53 of those people reported have received at least one or more appointments with Restart staff for help in submitting homeless applications to WHBC or completing referrals to other local housing providers to secure temporary accommodation and were possible placed in our own properties. Some have been supported to reconnect with the borough they are originally from so that their chances of securing accommodation and getting off the streets increases and yet others have engaged for support in addressing issues with their universal credit, contacting GP's, statutory health providers such as Community Mental Health Teams, etc.

We have continued to work closely with WHBC to find temporary accommodation as quickly and efficiently as possible for those who are sleeping rough/street homeless, while more long-term options are being considered for and with them. Regular partnership meetings take place on a fortnightly basis so that information can be shared, and we can make sure we are giving the individual the best possible chance of succeeding and prevent the revolving door of homelessness.

I feel very honoured to have become part of Resolve/Restart. As a team we pride ourselves on providing the highest standard of support to all those we work alongside whether as one of our tenants or an outreach client. The staff go above and beyond their duties to ensure the best possible outcome they can for everyone they support in whatever capacity that may be. I feel very lucky to be working in a service that is centred around support for the clients and having the pleasure of managing such an amazing team who have welcomed the changes and embraced every opportunity they have been given to improve their skill set. Seeing staff progress within their role and grow more confident and become proud of the work they are delivering is heart-warming.

Joe, our CEO, has been invaluable with his advice and support, and I have to thank him for trusting me and letting me find my own way of implementing the changes I felt would be beneficial to the service and Tina, our Operations Manager, for just being Tina and being there when I have needed her support.

Our plans are to continue to strive to be the best supported housing provider in Hertfordshire and increase our positive outcomes so that we can support even more people on their journeys to find safe stable and adequate housing. We will be carrying on working to build strong and effective relationships with

15<sup>th</sup> June 2022



outside agencies whilst looking for new opportunities to expand our knowledge and skill sets.

**Maxine Knudson**  
Senior Project Manager, ReStart

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**Treasurer’s Finance Report to the  
Annual General Meeting 15<sup>th</sup> June 2022**



It gives me great pleasure to be able to report on the financial performance of the charity for the year to 31 March 2022.

In last year’s report, I outlined the year to 31 March 2021 was one of navigating and adapting operations to overcome the challenges of the coronavirus pandemic. In 2021 the team delivered more than would have been imaginable, but the forecast for the year to March 2022 was more cautious as the charity needed to replace the £101,828 of covid specific funding that was not expected to repeat in 2022.

Joe rose to the challenge, and income has increased from £610,047 in 2021 to £737,414 in 2022. Eliminating the impact of covid funding, the charity’s income has increased by approximately 40% year on year.

This really is incredible, but as we look to 2023, the intention is still to diversify and aim for the longer-term commitments from funders. Spend for the year largely matched income leaving a small surplus for the year of £6,970 which has increased the total reserves to £52,406.

The efforts on fundraising over the 2022 financial year, has put Resolve in an excellent position for the upcoming year. Resolve already have income committed to cover the vast majority of expected costs for the year. The aim to diversify and secure longer-term commitment from funders will ensure a strong financial position to grow Resolve and extend its reach and benefit to the communities it serves, whilst also helping to manage risk.

A full analysis of the charity’s grant income for the year to 31 March 2022 by provider is available on note 3.

The charity also continually reviews and enhances its financial reporting and monitoring processes and this will be a feature of the activities to review strategy in July of the coming year.

This year has been another successful year on the back of an exceptional year. Thank you for all the efforts of the staff and management of the Resolve family. Well done everyone, and here is to a successful 2023.

I would also like to thank everyone who supports the charity, from individuals in the community, those providing their professional services, and corporate and public body funders, all of which are fundamental to Resolve being able to provide its services and programmes to the community.

**Rob Angus**  
Treasurer of Trustees

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**Resolve  
Annual Accounts  
Year ended 31 March 2022**

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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 2022

Charity no (if  
any)

1126002

Set out on pages

2-10

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 31/03/2022.

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:

10/08/2022

Name:

Alison Cook

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

FCA (ICAEW)

## Statement of Financial Activities

|                                    | Year ended 31 March 2022 |                            |                                    | Year ended<br>31 March<br>2021<br>£ |            |
|------------------------------------|--------------------------|----------------------------|------------------------------------|-------------------------------------|------------|
|                                    | Notes                    | Unrestricted<br>funds<br>£ | Restricted<br>income<br>funds<br>£ |                                     | Total<br>£ |
| <b>Income</b>                      |                          |                            |                                    |                                     |            |
| Donations                          |                          | 5,490                      | -                                  | 5,490                               | 5,991      |
| Fundraising                        |                          | 677                        | -                                  | 677                                 | -          |
| Total Generated Funds              |                          | 6,167                      | -                                  | 6,167                               | 5,991      |
| <b>Charitable activities</b>       |                          | 223,510                    | 507,737                            | 731,247                             | 604,056    |
| <b>Total income</b>                | <b>3</b>                 | 229,677                    | 507,737                            | 737,414                             | 610,047    |
| <b>Expenditure</b>                 |                          |                            |                                    |                                     |            |
| Fundraising                        |                          | 96                         | -                                  | 96                                  | 96         |
| Charitable activities              |                          | 221,711                    | 507,737                            | 729,448                             | 554,450    |
| Governance                         |                          | 900                        | -                                  | 900                                 | 900        |
| <b>Total Expenditure</b>           | <b>4</b>                 | 222,707                    | 507,737                            | 730,444                             | 555,446    |
| <b>Net income/(expenditure)</b>    |                          | <b>6,970</b>               | -                                  | <b>6,970</b>                        | 54,601     |
| <b>Funds brought forward</b>       |                          | 45,436                     | -                                  | 45,436                              | (9,165)    |
| <b>Net movement in funds</b>       |                          | 6,970                      | -                                  | 6,970                               | 54,601     |
| <b>Total funds carried forward</b> |                          | 52,406                     | -                                  | 52,406                              | 45,436     |

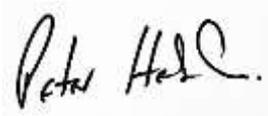
There are no Transfers Between Funds or Other Recognised Gains and Losses in the year (2021: nil)

All income and expenditure derive from continuing activities. The notes on pages 5 to 11 form part of these financial statements

## Balance sheet

|                                                       | Notes | Year ended 31 March 2022 |                              |                  | Year ended         |
|-------------------------------------------------------|-------|--------------------------|------------------------------|------------------|--------------------|
|                                                       |       | Unrestricted funds<br>£  | Restricted income funds<br>£ | Total<br>£       | 31 March 2021<br>£ |
| <b>Fixed assets</b>                                   |       |                          |                              |                  |                    |
| Tangible assets                                       | 6     | 12,076                   | -                            | 12,076           | 16,982             |
| <b>Current assets</b>                                 |       |                          |                              |                  |                    |
| Debtors                                               | 7     | 47,762                   | -                            | 47,762           | 29,175             |
| Cash                                                  |       | 107,844                  | 217,204                      | 324,048          | 351,678            |
| <b>Total current assets</b>                           |       | <b>155,606</b>           | <b>217,204</b>               | <b>372,810</b>   | 380,853            |
| <b>Creditors: amounts falling due within one year</b> | 8     | (115,276)                | (217,204)                    | <b>(332,480)</b> | (352,399)          |
| <b>Net assets/(liabilities)</b>                       |       | 52,406                   | -                            | <b>52,406</b>    | 45,436             |
| <b>Funds of the charity</b>                           |       |                          |                              |                  |                    |
| Funds brought forward                                 |       | 45,436                   | -                            | 45,436           | (9,165)            |
| Net movement in funds                                 |       | 6,970                    | -                            | 6,970            | 54,601             |
| <b>Total funds</b>                                    |       | <b>52,406</b>            | -                            | <b>52,406</b>    | 45,436             |

Approved by the Board of Trustees 15<sup>th</sup> June 2022



Robert Peter Hebden Chair of Trustees

Robert Angus Trustee Treasurer

## Notes

### 1. Basis of preparation

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

#### Changes to previous accounts

No changes have been made to accounts for previous years.

### 2. Summary of significant accounting policies

#### Recognition of income

These are 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.

#### 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.

### **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 2022

|                             | Unrestricted<br>funds<br>£ | Restricted<br>income<br>funds<br>£ | Tot          | Year<br>31 March |
|-----------------------------|----------------------------|------------------------------------|--------------|------------------|
| <b>a. Voluntary income:</b> |                            |                                    |              |                  |
| Donations                   | 5,490                      | -                                  | <b>5,490</b> | 5,991            |
| <b>Total</b>                | <b>5,490</b>               | <b>-</b>                           | <b>5,490</b> | <b>5,991</b>     |

#### b. Activities for generating funds:

|              |            |          |            |          |
|--------------|------------|----------|------------|----------|
| Fundraising  | 677        | -        | <b>677</b> | -        |
| <b>Total</b> | <b>677</b> | <b>-</b> | <b>677</b> | <b>-</b> |

#### c. Income from charitable activities by donor:

|                                                   |                |                |                |                |
|---------------------------------------------------|----------------|----------------|----------------|----------------|
| WHBC                                              | -              | 308,136        | <b>308,136</b> | 227,164        |
| Income from ReStart HMO Accommodation             | 156,198        | -              | <b>156,198</b> | 37,863         |
| National Lottery Community Fund                   | -              | 99,591         | <b>99,591</b>  | 81,669         |
| Henry Smith Improving Lives                       | -              | 47,833         | <b>47,833</b>  | 56,067         |
| Sparks Community Café Income                      | 38,037         | -              | <b>38,037</b>  | 18,665         |
| Ocado                                             | 23,340         | 3,340          | <b>20,000</b>  | 38,185         |
| Lloyds' Foundation                                | -              | 22,167         | <b>22,167</b>  | 27,500         |
| Garfield Weston                                   | -              | 15,000         | <b>15,000</b>  | -              |
| Tudor Trust                                       | 7,500          | -              | <b>7,500</b>   | -              |
| Mr Mrs Smith Mount Trust                          | -              | 3,000          | <b>3,000</b>   | -              |
| DWP Kickstart Scheme                              | -              | 3,000          | <b>3,000</b>   | -              |
| HCC Locality Grants                               | -              | 2,408          | <b>2,408</b>   | 595            |
| ARISE                                             | -              | 1,500          | <b>1,500</b>   | -              |
| North Herts Sanctuary Helping Herts Homeless      | -              | 783            | <b>783</b>     | 25,000         |
| Room Hire                                         | 700            | -              | <b>700</b>     | 899            |
| Hertfordshire County Council                      | -              | 700            | <b>700</b>     | -              |
| St Martin's Charity                               | -              | 280            | <b>280</b>     | -              |
| Other                                             | 942            | -              | <b>942</b>     | 155            |
| Homeless Link Covid-19 Homelessness Response Fund | -              | -              | -              | 49,708         |
| CCSF National Lottery                             | -              | -              | -              | 31,912         |
| Big Lottery Development Grant                     | -              | -              | -              | 5,794          |
| North Herts Sanctuary Helping Herts Homeless      | -              | -              | -              | 2,880          |
| <b>Total Income from Charitable Activities</b>    | <b>233,510</b> | <b>507,737</b> | <b>731,247</b> | <b>604,056</b> |

#### d. Income from charitable activities by Project

|                                                |                |                |                |                |
|------------------------------------------------|----------------|----------------|----------------|----------------|
| ReStart                                        | 156,706        | 290,888        | <b>447,594</b> | 355,800        |
| Mid Herts                                      | 7,717          | 85,915         | <b>93,632</b>  | 83,567         |
| North Herts                                    | 20,350         | 99,591         | <b>119,941</b> | 81,669         |
| Sparks Café                                    | 38,737         | 31,343         | <b>76,476</b>  | 76,476         |
| Other                                          | -              | -              | -              | 6,544          |
| <b>Total Income from Charitable Activities</b> | <b>233,510</b> | <b>507,738</b> | <b>731,248</b> | <b>604,056</b> |

During the year the charity benefitted from £25,143 unrestricted grants that related to Covid specific funding. (2021: £101,828)

#### 4. Expenditure

|                                        | Year ended<br>31 March<br>2022<br>£ | Year ended<br>31 March<br>2021<br>£ |
|----------------------------------------|-------------------------------------|-------------------------------------|
| <b>a. Fundraising trading costs:</b>   |                                     |                                     |
| Local Giving/Just Giving Subscriptions | 96                                  | 96                                  |
| <b>Total</b>                           | <b>96</b>                           | <b>96</b>                           |
| <b>b. Charitable activities:</b>       |                                     |                                     |
| Staff costs (note 5)                   | 432,836                             | 372,666                             |
| Other personnel costs                  | 40,528                              | 18,757                              |
| Service delivery                       | 146,643                             | 69,064                              |
| General overheads                      | 105,741                             | 93,963                              |
| <b>Total</b>                           | <b>725,748</b>                      | <b>554,450</b>                      |
| <b>c. Governance costs:</b>            |                                     |                                     |
| Independent examiner's fee (note 10)   | 900                                 | 900                                 |
| <b>Total</b>                           | <b>900</b>                          | <b>900</b>                          |

#### 5. Staff costs

|                                     | Year ended<br>31 March<br>2022<br>£ | Year ended<br>31 March<br>2021<br>£ |
|-------------------------------------|-------------------------------------|-------------------------------------|
| Wages and salaries                  | 394,628                             | 340,706                             |
| Employer's National Insurance Costs | 29,585                              | 25,428                              |
| Employer's Pension Costs            | 8,623                               | 6,532                               |
| <b>Total</b>                        | <b>432,836</b>                      | <b>372,666</b>                      |

|                                             | Year ended<br>31 March<br>2022<br>Number | Year ended<br>31 March<br>2021<br>Number |
|---------------------------------------------|------------------------------------------|------------------------------------------|
| Average number of FTE employees in the year | 16.8                                     | 15.0                                     |

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

| 6. Tangible fixed assets               | Office<br>equipment<br>£ | Fixtures<br>and fittings<br>£ | Service<br>Equip<br>£ | Total<br>£    |
|----------------------------------------|--------------------------|-------------------------------|-----------------------|---------------|
| <b>Cost</b>                            |                          |                               |                       |               |
| At 1 April 2022                        | 18,004                   | 2,200                         | 5,436                 | 25,640        |
| Additions                              | 3,410                    | -                             | -                     | 3,410         |
| Disposals                              | 4,352                    | 2,200                         | 0                     | 6,552         |
| <b>At 31 March 2022</b>                | <b>17,062</b>            | <b>-</b>                      | <b>5,436</b>          | <b>22,498</b> |
| <b>Depreciation</b>                    |                          |                               |                       |               |
| At 1 April 2022                        | 7,218                    | 1,100                         | 340                   | 8,658         |
| Charge for year                        | 4,164                    | 183                           | 1,359                 | 5,706         |
| Disposals                              | (2,659)                  | (1,283)                       | -                     | (3,942)       |
| <b>At 31 March 2022</b>                | <b>8,723</b>             | <b>-</b>                      | <b>1,699</b>          | <b>10,422</b> |
| Net book value at 31 March 2021        | 10,786                   | 1,100                         | 5,096                 | 16,982        |
| <b>Net book value at 31 March 2022</b> | <b>8,399</b>             | <b>-</b>                      | <b>3,737</b>          | <b>12,076</b> |

| 7. Debtors and prepayments        | As at<br>31 March<br>2022<br>£ | As at<br>31 March<br>2021<br>£ |
|-----------------------------------|--------------------------------|--------------------------------|
| Trade Receivables                 | 209                            | -                              |
| Income not yet received into bank | 7,251                          | 3,423                          |
| Prepayments                       | 40,302                         | 25,752                         |
| <b>Total</b>                      | <b>47,762</b>                  | <b>29,175</b>                  |

| 8. Creditors and accruals   | As at<br>31 March<br>2022<br>£ | As at<br>31 March<br>2021<br>£ |
|-----------------------------|--------------------------------|--------------------------------|
| <b>Due within one year:</b> |                                |                                |
| Trade creditors             | 19,662                         | 10,648                         |
| Accruals & Deferred Income  | 312,818                        | 341,751                        |
| <b>Total</b>                | <b>332,480</b>                 | <b>352,399</b>                 |

#### 9. Trustee Remuneration and Expenses

During the year no Trustee received any remuneration (2021: £nil) and claimed no expenses (2021: £nil)

#### 10. Independent Examiner

During the year amounts paid to the Independent Examiner were:

Examination Fee £900 (2021: £900)  
Accountancy Services £720 (2021: £732)

## Statement of Cashflows

|                                                                                                | 2022<br>£       | 2021<br>£       |
|------------------------------------------------------------------------------------------------|-----------------|-----------------|
| <b>Cashflows from Operating Activities:</b>                                                    |                 |                 |
| Net cash flow provided by (used in) operating activities                                       | (29,772)        | 307,817         |
| <b>Cash Flows from investing activities:</b>                                                   |                 |                 |
| Purchase of Fixed Assets                                                                       | (3,410)         | (12,252)        |
| <b>Net cash provided by (used in) investing activities</b>                                     | <b>(3,410)</b>  | <b>(12,252)</b> |
| <br>                                                                                           |                 |                 |
| Change in cash in the year                                                                     | (26,630)        | 295,565         |
| Cash at the beginning of the year                                                              | 351,678         | 56,113          |
| <b>Cash at the end of the year</b>                                                             | <b>325,048</b>  | <b>351,678</b>  |
| <br>                                                                                           |                 |                 |
| <b>Reconciliation of net income / (expenditure) to net cash flow from operating activities</b> |                 |                 |
| Net Income for the year                                                                        | 6,970           | 54,601          |
| Adjustments for:                                                                               |                 |                 |
| Depreciation Charges                                                                           | 1,764           | 3,939           |
| (Increase) / Decrease in debtors                                                               | (18,587)        | (16,842)        |
| Increase / (Decrease) in creditors                                                             | (19,919)        | 266,119         |
| <b>Net cash provided by / (used in) operating activities</b>                                   | <b>(29,772)</b> | <b>307,817</b>  |



Certificate No.387912022

