

Annual Report 2018



Working together for our future

In 2018 Resolution continued to lead the way in family justice, demonstrating how our work helps families across the country.



In our day-to-day practice we can see just how quickly the experience of family justice is changing, with court closures, legal aid deserts and a surge in litigants in person. Mindful of these issues, Resolution has continued to support members by providing updates on developments in family law, launching new training opportunities, developing wider professional networks and campaigning for a fairer family justice system.

Without a doubt, a major highlight in 2018 was the long-awaited government announcement on divorce law reform. This was the culmination of years of campaigning and followed hot on the heels of the Supreme Court decision in Owens, in which we intervened.

Up and down the country you lobbied Parliament, generated news coverage, wrote to MPs about our policy position

and fed in to the government consultation on divorce law reform.

You also demonstrated the strength of Resolution members' collective voice when providing evidence on the progress of the court modernisation programme to a Parliamentary Select Committee. Regional representatives shared details about local courts, explaining how modernisation has affected you and – crucially – your clients. Government responded to our evidence by urging HMCTS to engage in meaningful consultation with stakeholders to allow us to influence and plan for any changes. We will continue work to influence the court modernisation programme.

Amidst a shifting policy backdrop, Resolution strives to improve co-working between practitioners and embed the values of our Code throughout the family justice profession.

- Our **National Conference** had record attendance and a keynote from the new Supreme Court President, Lady Hale.
- Our **DR Conference** brought together hundreds of practitioners to explore new and innovative ways to provide tailored processes to clients.
- **Good Divorce Week** in November engaged Ministers and MPs on divorce law reform and received coverage across the country highlighting our non-confrontational approach.
- New and different ways of articulating the benefits of membership saw more than **650 family justice professionals join** us in 2018.
- **YRes** has a new National Chair, David Lister, and preparations have now begun for the second National YRes Conference.
- **Regional groups** received new resources to help define roles and responsibilities, support events, and communicate with members effectively.

“

All of our successes in 2018 are down to the support and participation of you, our members, without whom none of it would be possible.

”



▲ Colin Jones and Margaret Heathcote at National Conference 2018 in Bristol.

All of our successes in 2018 are down to the support and participation of you, our members, without whom none of it would be possible. Whether attending committee meetings, taking part in our conferences or training events, responding to surveys or joining our campaigns – members are the driving force of this organisation, and we thank you all for your contribution to Resolution's work.

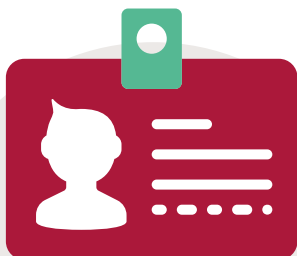
We are proud that Resolution continues to lead the way in encouraging positive change, better support for families and for family justice professionals, and for speaking out for the work members do. 2018 was a great year for Resolution. With your continued support, 2019 will be even better.

Colin Jones
Resolution Chief Executive

Margaret Heathcote
Resolution National Chair

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6,500+
members

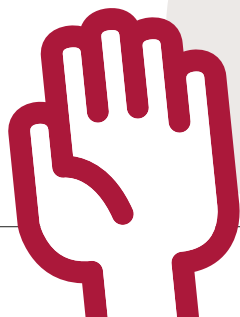
41
regional
groups



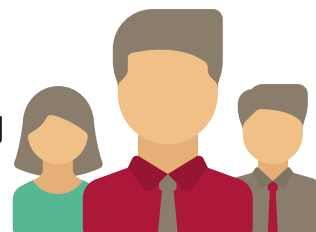
2018 at a glance

We want to see a world where families facing change are supported to achieve constructive outcomes by a community of committed family justice professionals.

1,000+
volunteers



27
YRes groups



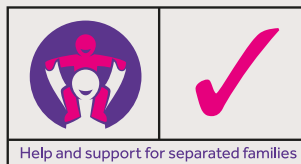


1,200+

members now qualified
as accredited specialists

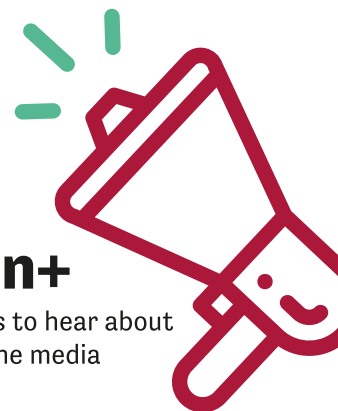
480+

members now hold
HSSF Mark



**250
million+**

opportunities to hear about
our work in the media



100+

events organised by
our regional groups



254

hours of video viewed on
Learn Resolution, providing
a library of resources to help
members and their firms



£1.8m+

of equivalent advertising
spend achieved through
media coverage

20,000+

client information
leaflets sent to members
free of charge



122k

unique
web visits

Resolution membership is a mark of
quality that sets practitioners apart.



Stronger Together

In 2018 we welcomed over 650 solicitors,
legal executives, barristers, financial
advisers, and other professionals, all
committed to our Code of Practice.
We are stronger together.

I've been part of Resolution for 20 years. I'm inspired how our Code has led to **a better way** to approach family law practice and is changing the law. I'm constantly in awe of the work our members deliver on an entirely voluntary basis.

Graeme Fraser
North London

As more professional colleagues join Resolution, our **Code of Practice** becomes even more central to all family practitioners. Together, we will be able to achieve so much more across the family justice arena.

Juliet Harvey
Ipswich

The Resolution Code of Practice has always guided the way I work. I can't imagine not having it as the **bedrock of my practice**. Imagine what we could accomplish for families if every family practitioner across the board followed it.

Melanie Bataillard-Samuel
London

I've been a member of Resolution for nearly all my career. It's the guiding light for the way I try to help my clients – a **professional family** that provides support, education in the widest sense and a powerful voice for change. I think it's wonderful and unique!

Nigel Shepherd
Cheshire

Approaching 30 years as a family lawyer, I am a member of Resolution – **a powerful organisation** when calling for much needed changes in the law. Members follow a Code of Practice supporting clients moving on with their lives rather than engaging in battle.

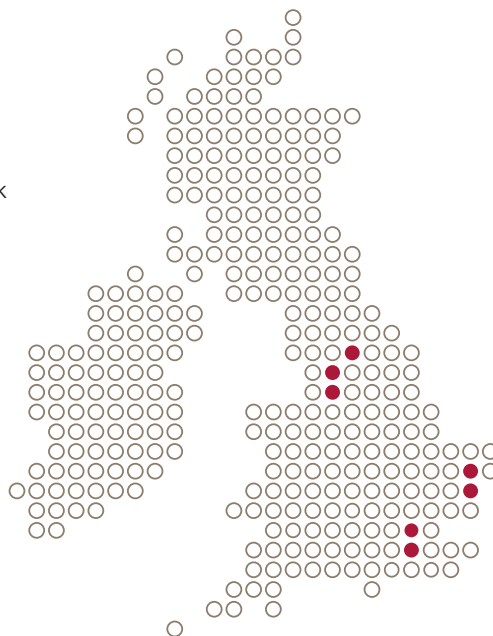
Carol-Anne Baker
Huddersfield

I'm proud to be a Resolution member. It has made me a better-informed family lawyer, built my network, helped me to get new work, and has allowed me to be part of a **strong voice for change**. I'm looking forward to lots of other professionals joining our ranks.

Joanne Radcliff
Manchester

I am proud to be a member of Resolution – **a committed bunch of professionals** with the like-minded view of working together to resolve family disputes in a non-confrontational way.

Emma Alfieri
Diss



#StrongerTogether

Changing practices

Resolution identifies and influences changes in family justice and provides practice support to members in response.



^ Resolution gives evidence on the HMCTS court modernisation programme alongside The Law Society and The Transparency Project

Resolution presented local evidence to the highly influential Parliamentary Public Accounts Committee's review of the HMCTS court modernisation programme. By responding to a survey, members from all regions shared their experiences of the changes and the impact on their clients.

Following this review, the committee recommended HMCTS engage in meaningful consultation with stakeholders to help them influence and plan for any changes – yet another example of how Resolution shapes the debate and the environment in which our members operate. We welcome the committee's report, which should send a clear signal to HMCTS that they need to rethink how they proceed with the courts modernisation programme.

Social enterprise OnlyMums and OnlyDads works with parents dealing with divorce or separation. Their Family Law Panel, which offers free initial advice and a reduce fees scheme, is made up exclusively of Resolution members.



^ OnlyDads and OnlyMums at National Conference

Committees across Resolution seek to keep one eye on the landscape, practitioners and clients of the future. The DR Committee and Collaborative Working Party, for example, are exploring new and innovative ways to support clients away from court. One approach under review is combining elements of arbitration and mediation or collaborative practice.

Resolution continues to support members through our exclusive discounts on Iceberg Client Credit loans, helping clients fund proceedings.

Members are updated throughout the year with our regular e-mails and *The Review*, our bi-monthly magazine.

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We hope HMCTS takes note of what the Public Accounts Committee have said, reflects on the devastating impact the courts programme is having on families, and engages more meaningfully with Resolution members and other court users across the country.

Jo Edwards on the Select Committee's report

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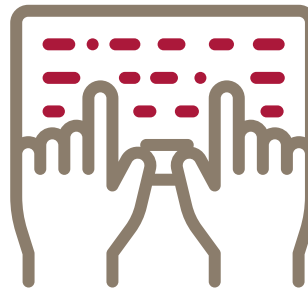
Digital resources

Exclusive to members, these top digital resources are available at my.resolution.org.uk

1

Online Standard Financial Remedy Order

This free, interactive drafting tool has been updated to reflect the former President's work to harmonise the drafting of court orders. Created by Resolution's Drafting Committee, this resource is complete with extensive advisory footnotes which provide practical guidance and highlight common issues.



2

Online Parenting Plan

The Parenting after Parting and Children Committees have produced this free digital parenting plan which you can use with clients to set out child arrangements quickly and easily.

3

Cohabitation agreements

This online drafting platform and reference tool for creating agreements helps you follow approaches set out in Resolution's Good Practice Guides. Fully annotated, this invaluable resource references current case law, navigates the pitfalls of drafting the agreements and equips you to more confidently assist your cohabitant clients.

SPOTLIGHT ON THE INNOVATION GROUP

Focusing on innovative ways of working in family justice, the group aims to propose ways Resolution can get involved and lead on new approaches to how members can provide products and services to clients.

Resolution is working with charity Law for Life to provide affordable legal advice to separating couples in a new way and help reduce the number of litigants in person going to court.

A high proportion of visitors to the Law for Life website – Advicenow – are looking for information relating to family law. Together, we are setting up a pilot to create the right blend of accurate online information and signposting to Resolution members.



Melanie Bataillard-Samuel

@M_Bataillard

Great meeting of the Innovation Group Working Party. @Fairygodlawyer in Manchester, @byron_barrister in Dubai & me at @ResFamilyLaw offices in London. 3 locations, 2 countries & 5 people working hard on a wonderful project. #Innovation by name & practice.

Family Law Reform

Our work to improve the family justice system reached new heights in 2018 as we continued to stand up for members and their clients on a range of issues. Thanks to member support across the country, our campaign for no-fault divorce led to a major announcement from government on divorce law reform.

Divorce without blame

Resolution intervened in the Owens case when it went to the Supreme Court in May. On the day of the hearing, members gathered in front of Parliament to call for a change in the law. Our campaigning and the issues at stake received widespread coverage, raising both public awareness and support for reform.

From September, government consulted on its plans to legislate for no-fault divorce. This was the culmination of years of hard work, including our 2016 Parliamentary Lobby Day which involved 150 members.



Resolution meets the Family Justice Minister to discuss our response to the divorce law reform consultation



Resolution members call on government to implement no-fault divorce in May 2018

Vulnerable people

We submitted members' evidence to the LASPO Post-Implementation Review. Our push for the elimination of cross-examination of victims of domestic abuse by their alleged perpetrators gained traction and is now included in the draft Domestic Abuse Bill recently published by government. Following our campaigning, further widening of the domestic violence evidence gateway was also implemented.

Cohabiting couples

Members continued to raise awareness of the 'common-law marriage' myth, with extensive media coverage around Siobhan

McLaughlin's successful Supreme Court appeal, as well as regular letters to national newspapers highlighting the pressing need for reform. Our Cohabitation Awareness Day in August featured on national and regional radio across the country.

Advice on family law and Brexit

Amidst the uncertainty surrounding the UK's exit from the EU, Resolution's International Committee and Brexit Working Party engaged with Parliamentarians, high-level officials and partners. Regular Brexit briefings kept members up to date with developments and guidance to help future-proof work.

Good Divorce Week 2018 Highlights

Our seventh annual awareness week focused on helping parents minimise the impact of conflict on their children from divorce and separation. Hundreds of members got involved, and highlights included:

- **Briefing MPs** in Parliament on why the proposed reforms to divorce law are needed. Many MPs attended as a result of contact from local members
- Extensive **national and local media coverage** of our YouGov survey, including in the Times, the Guardian, the Financial Times and BBC News
- Resources launched to **help members promote themselves**, including template press releases, a new animated video, as well as a new online parenting plan to better support separating parents
- **5,000** views of our Top Tips for Separating Parents film
- Our content reached **90,000** social media accounts by the end of the week
- **1,500** likes, shares and comments on social media
- **13** organisations signed our letter calling for change
- **Features** on the Victoria Derbyshire programme, in the Times, The Guardian and the Financial Times
- **Hundreds** of members posted content to raise awareness
- **25 million** opportunities to read our story, worth an equivalent of £187k of publicity.
- **Dozens** of members achieved regional coverage

“

Resolution has played a key role in framing the debate around divorce law reform. Resolution has connected family law practitioners with policymakers and helped the government build the case for reform and demonstrate widespread support.

Ministry of Justice Policy Lead

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Daniel Eames @IntDivLawyer | 30 Jan
Vital that all #familylawyers giving international #familylaw advice consider #brexit – please read guidance from @DMHodson @ResFamilyLaw and I below!



Women's Aid @womensaid | 18 Jul
Women are still being cross-examined in courts by their abusers. @ResFamilyLaw & @TheLawSociety have joined us in calling on the govt to urgently ban this unacceptable practice. Read our statement & joint letter



Graeme Fraser @gsf1996 | 25 Oct
Great news that @ResFamilyLaw have been able to convert this recent @ResLondon seminar on @EqualCPs and Cohabitation Reform. Thanks very much for all their work on this. This is well worth checking out as a useful training tool and the presentations are extremely informative!



The Law Society @TheLawSociety | 20 Aug
Our Family Law chair Penny Scott joined @ResFamilyLaw this week in calling for new rights #cohabiting couples



Nigel Shepherd @topfamilylawyer | 7 Sep
No Fault Divorce – getting ever closer – new report from BuzzFeed. After years of my professional life campaigning for this I think we might be getting there!



Vikkie Chetcuti @VikkieChetcuti | 10 Oct
Interesting talk on the campaign for equal civil partnerships and the effect on cohabitation reform tonight @ResFamilyLaw. There clearly needs to be some protection for cohabiting couples who do not want to be married or enter a civil partnership (if & when available) #FamilyLaw

Professional development

To support members' professional development, Resolution runs an annual programme of conferences and events, supplemented by a range of digital courses and resources.

Our 2018 training and events included:

- Safeguarding children and young people
- Arbitration masterclass
- Transgender issues in family law
- Pensions, periodical payments and prenuptial agreements
- New dispute resolution approaches such as hybrid mediation, building collaborative practice and approaching first meetings with clients.



^ The Collaborative Foundation Training course in Taunton, run by Suzy Power and Helen Garlick

The Code in Practice

We've developed a suite of resources to help members embed our Code into everyday practice. Our online Code in Practice course makes it even easier for new members to complete the course when they join. We've also launched brand new Code in Practice events, training members in areas such as the science of communication, the history of no-fault divorce, consumer expectations in today's marketplace and mental wellbeing.



^ DR Conference delegates deep in discussion at Le Café

DR Conference 2018

October's annual DR Conference took place at a brand-new venue in Nottingham. The powerful keynote address was given by Jo Berry and Patrick Magee who spoke about the meaning of peace-building in the context of their respective experiences of the Northern Ireland Troubles. Amita Sehgal gave the annual Henry Brown lecture and focused on the importance of practitioners understanding their own thoughts and feelings in their work with clients.

1,500+

members took
part in training

900+

attended Resolution
conferences

70

collaborative
practitioners and
mediators trained



Congratulations to all who achieved accredited status in 2018!

Oluwapelumi Amanda Adeola, Assad Ahmed, Shelly Ali, Tariq Ali, Karen Atkins, Lee Bailham, Eleanor Barber, Chris Barber, Sarah Barr-Young, Daniel Beattie, Sudesh Bopitiya Gamaethige, Camilla Burton-Baddeley, Sian Churchill, Maria Coster, Jane Davison, Geoffrey Dring, Joy Edu, Kate Elliott, Lucy Firth, Heidi Fleming, Elizabeth Ford, Lehna Gardiner, Madelaine Hailey, Laura Hails, Mark Heppinstall, Elaine Hissey, Nicola Houton, Andrea Huckstepp, Sophia Isa, Jo-Anna Jellings, Sarah Johnson, Sarah Jones, Gemma Keats, Carla Kennedy, Andaleeb Khandaker, Marcella Kilbane, Rory Laide, Andrea Latham, Emma Leavesley, Julie McCrery, Fiona Mould, Leonie Nkuo, Priyal Patel, Louise Pearce, Katie Phillips, Lisa Pickering, Sarah Platt, Nira Puri, Alisha Rait, Hannah Read, Zoe Robinson, Sonja Rogers, Philippa Sanderson, Zoe Sayer, Laura Sherlock, Stacey St. Clair, Zoe Summers, Rebecca Sykes, Emma Taylor, Matthew Taylor, Roger Terrell, Philippa Tudor, Katie Wager, Emily Watson, Nicola Weeks, Caroline Young



National Conference 2018

Lady Hale, President of the Supreme Court, delivered the keynote speech at Resolution's sell-out 30th National Conference in Bristol. Workshops covered ethical practice, international enforcement, issues with children and international travel, Freud and family law, rethinking care proceedings and more.



50+

Resolution training events

27

Guides to Good Practice

2018 in pictures



You stood up for our values... 1. Ross Phillips, Richard Bebb and Benitia Knowles-Wright brief MP Michelle Donelan on no-fault divorce 2. Jo Edwards and Margaret Heathcote arrive to meet the Family Justice Minister 3. Resolution Wiltshire Chair Francis George thanks Sarah Pugh for running the London Marathon in support of the John Cornwell Foundation 4. Resolution Surrey award their Resolution student prize



You kept Resolution in the spotlight... 1 and 2. Resolution reaches new heights with Dave Emmerson (left) and Fiona Connah (right). 3. West and North Yorkshire promote Resolution to a wider audience 4. No-fault divorce is the top story on the BBC



You were celebrated... 1. Graeme Fraser wins Family Law Commentator of the year 2. Gillian Bishop wins Family Law Partner of the Year 3. Edward Cooke wins the John Cornwell Award for campaigning against court closure 4. Tony McGovern wins Family Law Legal Aid Lawyer of the Year



You shared your expertise... 1. Grant Howell and Andrew Newbury's finance update at National Conference 2. Elspeth Thomson and Samantha Little's children update at National Conference 3. DR Conference keynote speakers Jo Berry and Patrick Magee with Dave Emmerson and Margaret Heathcote 4. Lady Hale's keynote address at National Conference

Your committees in 2018

Resolution is run for members by members, and committees lead the way on much of our work. Committees regularly recruit members, so do keep an eye on Resolution's emails, social media and *The Review* for more information on getting involved.

The Children Committee developed an online Parenting Plan precedent, in collaboration with the Parenting after Parting Committee, and provided training, including The Children and Family Law Forum. The group also ensured member views were heard by the C100 Advisory Group and Ministry of Justice.

The Cohabitation Committee raised awareness of the risks facing unmarried couples, including through significant media coverage following the McLaughlin Supreme Court decision. The group also updated the Cohabitation Agreement Precedents, which will be available in 2019.

The Collaborative Working Party launched a regular e-newsletter to keep practitioners up-to-date. New members joined the Working Party and started to create active links with POD groups. The group also began developing principles for how collaborative practice might evolve.

The Drafting Committee launched the online Standard Financial Remedy Order from the President's Agreements and created extensive footnotes for the order. Work continues on the new Marital Agreements, to be published in 2019.

The Dispute Resolution Committee delivered another successful DR Conference at a new venue in Nottingham. The group also delivered a suite of webinars and podcasts recorded by committee members, as well as launching a new course, Using an Advanced Hybrid Practice Model.

The Domestic Abuse Committee secured access to legal aid funding for more victims of domestic abuse through negotiations with the Ministry of Justice. They promoted the use of accredited specialists in the area of domestic abuse and continued campaigning to prevent the cross-examination of domestic abuse victims by alleged perpetrators.

The Innovation Group was formed in 2018 to keep up with developments in family law, embrace new ideas, and enable members to offer as holistic a service as possible to clients. Their first project is with charity Law for Life, which delivers the website Advicenow. The committee publicised this work at a DR Conference session, in *The Review* and in an article in an upcoming book.

The International Committee advised the UK Government and European Parliament on Brexit and family law issues, including briefing peers and other officials for debates on the Withdrawal Bill. Their work was specifically referenced in Parliamentary debates. The group also provided their regular Brexit briefings to keep members updated.

The Legal Aid Committee supported members through the tender process and then continued to support on practical day-to-day issues by meeting regularly with the LAA. The group also ran and submitted a member survey to provide evidence to the LASPO Post-Implementation Review.

The Litigants in Person Working Party has liaised with the judiciary about potential difficulties encountered working with LiPs and how we can help. New resources for members include a Review article with feedback from Judges and LiPs about their experience of the court process. They have also produced a short guide for LiPs on how to complete forms and are working with HMCTS to make sure these are provided to LiPs at the right stage in the process.

The Parenting after Parting Committee

has worked with CAFCASS and SPIP providers to enable Resolution members to better understand and promote SPIP programmes to their clients. They delivered the (newly reformed) committee's first National Conference workshop, which received positive feedback from attendees, and developed a top tips video for separating parents.

The Pensions, Tax and Financial Remedies Committee's

work on the SRA consultation resulted in no mandatory price publication of fees for finances on divorce. The group set up the Brexit Working Party with the International Committee and participated in the Pensions Advisory Group, resulting in the Group's interim report.

The Publications Board was formed in 2018 to ensure the publications and content Resolution produces are relevant, timely and meet the strategic objectives of our organisation. Highlights from its first year include advising on the publications programme, producing a Public Sector Pensions crib sheet for lawyers and beginning a new edition of the Resolution Family Law Handbook.

The Skills and Support Committee ran an event on skills and practice management which looked at policy developments, skills to offer better advocacy, new approaches to dispute resolution and managing stressful situations. Their National Conference workshop focused on how the insights of psychoanalysis can help family law practitioners.

The Specialist Accreditation Committee

successfully ran two rounds of lawyer accreditation and one for financial advisers. 61 members achieved accreditation in 2018 and an initiative was introduced to publicly recognise exceptional candidates. Accreditation portfolios were reviewed and updated, and the moderation process was streamlined.

The Standards Committee reviewed all 27 Guides to Good Practice and Notes, and published four new resources including the Mediation Handbook, Guidance on First Directions Appointments and a Guide to Instructing Accountants. Ten new resources are currently being developed. The committee continues to have oversight of the complaints process, including the Peer Supporter scheme, which provides a "listening ear" in the event of a complaint.

The Training and Learning Committee

expanded to include members who represent a broad section of interests and skills across our membership. They developed a new survey to help establish a more comprehensive evidence base for developing Resolution's training.

YRes Committee held a Chairs' forum in October to gather feedback from regions and shape their work for the year ahead. They promoted a mentoring scheme to support the wellbeing of YRes members. YRes members continued to contribute to Resolution's work nationally and locally, including involvement in committees and working parties and at Resolution's Code in Practice course.

THANK YOU

to all our committee and working party members who dedicate their time and expertise to develop resources and services for members and to support Resolution's campaigning.

Around the regions

Across Resolution, 41 regional committees provided members in their area with opportunities to learn, network and get involved in over 100 Resolution events.



📍 South Yorkshire



📍 Regional Liaison Committee



📍 Oxford



📍 Sussex Family Solutions POD



📍 East Sussex, West Sussex, Kent and Surrey DR Day



📍 Cambridge & West Suffolk



📍 West Midlands



📍 West and North Yorkshire



📍 Bristol



📍 Cheshire and North Wales



📍 South West London

YRes

Supporting professionals with up to 10 years' PQE, the YRes network went from strength to strength in 2018, with over 1,800 members in 27 regions.

At the start of the year our free and confidential mentoring scheme for YRes members launched. This provides individual support for those facing difficulties in day-to-day practice, and help considering career options and establishing learning and development goals. Many thanks to Resolution's mentors, who have provided invaluable support to YRes members. We are delighted to continue providing this service.



YRes London Conference

Our biannual YRes forum was held in London, giving representatives and regional YRes chairs the opportunity to discuss key issues, including event planning, professional development and other region-specific challenges.

In June, David Lister took over the role of National YRes Committee Chair from Sarah Green who has served since 2016. Many thanks to Sarah for her enthusiasm and dedication to the YRes network.



1,800+
YRes members



27
Regions

“

It is a big honour to lead the National YRes group, finding new and innovative ways to support members, such as our mentoring scheme, wellbeing advice and programme of events across the country.

David Lister,
National YRes Chair

”

For more information on getting involved with your local YRes group, visit www.resolution.org.uk/YRes



YRes Devon



YRes Manchester



YRes West and North Yorkshire



YRes West Midlands ball



YRes Surrey BBQ Kingston 2018



Previous National YRes Chair Sarah Green pictured with current Chair David Lister



Melissa Ida Petty

I had a great time on Friday at the Resolution Winter Family Law Event with Ellie Hirst. It's times like these I look forward to my future and my aspirations to become a layer and help people in my society.



Matthew Richardson

Really good meeting of the @ResFamilyLaw Forum today – the coming 12 months should be really interesting. Early discussions about next year's YRes national conference produced a lot of great ideas!

Our membership



6,431

members

(end of Dec 2018)



208

student members

(end of Dec 2018)



673

new members



20,000

leaflets distributed



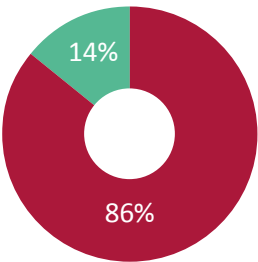
170,000+

member searches

All Resolution members

Members/associates

Members	86%
Associates	14%



Members

Solicitor	86%
Legal executive	7%
Barrister	3%
Mediator	2%
Paralegal & Family law assistant	1%
Resolution Financial Accredited Specialist	1%

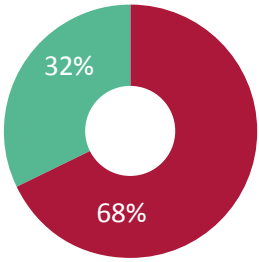
Associates

Financial professional	30%
Resolution supporter	28%
Trainee	21%
Other family justice professional	6%
Lawyer from another jurisdiction	4%
Expert witness	4%
Therapeutic professionals	3%
Other	4%

New members

Members/associates

Members	68%
Associates	32%



Profession

Solicitor	55%
Trainee Solicitor	15%
Financial adviser	12%
Barrister	6%
Legal executive	4%
Other	8%

Gender

Female	77%
Male	23%

Age

under 30	33%
30-39	29%
40-49	20%
50+	18%

As at end December 2018



Resolution team

Matt Bryant

Director of Communications

Khadiee Campbell

Project Manager

Kayleigh Cella

Membership and Training
Administrator

Patrick Daniels

Head of Professional
Development

Lisa Dorstek

Communications Manager

Claire Easterman

Director of Operations

Katrina Fleming

Administrator

Louisa Grisdale

DR Services Manager

Sue Gunn

Director of Membership
Support

Colin Jones

Chief Executive

Angela Lake-Carroll

Consultant – Head of
Standards

Natalie Lyon

Training, Events and
Services Coordinator

Paul Milner

Head of Editorial and
Publications

Lisa Ribbens

Accreditation and
General Administrator

Rachel Rogers

Head of Policy

Karen Rushton

Head of Complaints

Paul Smith

Director of Finance

Denise Sullivan

DR and General
Administrator



Resolution relocated in December 2018, merging two offices and creating our own training space at Resolution headquarters in south London.



Our campaign for no-fault divorce was recognised by the leading professional body for lobbying and campaigning, the PRCA – highlighting the significance of our collective achievements.

Financial overview

Resolution's income in 2018 totalled just over £2m. Of this, over half came from member subscriptions with much of the rest generated by training and learning activities.

Membership continues to be the lifeblood of our organisation, both for the promotion of the Code of Practice and in terms of our finances through subscriptions and training income. Our income from membership subscriptions rose by 7% in 2018, reflecting our growing member numbers, and our broader appeal to a wider group of family professionals. This means we are able to continue to invest in resources to support our members in the work they do.

Our expenditure represents an ongoing commitment of our reserves, and so our 2018 expenditure exceeded our income by £147k, representing just over 7% of our total turnover. This is chiefly due to planned expenditure on activities which reflect strategic objectives agreed by the Board, such as investing in specific projects around membership, training and learning, and our website, in response to the needs of our members. Our operating performance was £115k better than budgeted, reflecting careful cost control.

We continued to invest in work to support members through training and learning, and are completing work on our new website which will not only better serve the needs of existing and future members, but will also help more members of the public find more Resolution members more easily.

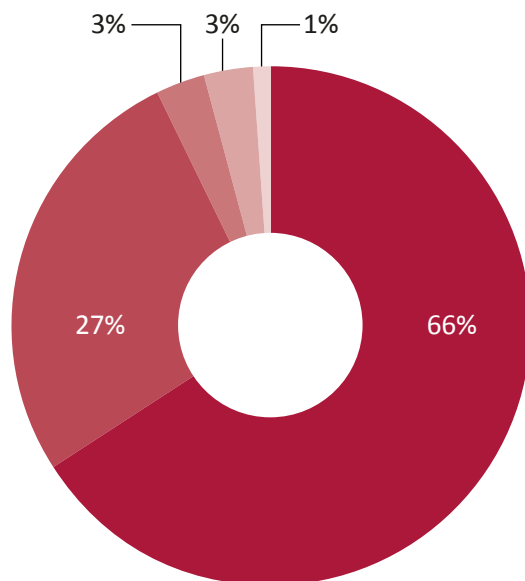
Breakdowns of income and expenditure are detailed below, and the audited accounts can be found in the members' section of the Resolution website.

Despite continued external challenges in the family law environment, and more general economic uncertainty, 2018 saw our membership numbers continue to increase. This came as a result of continued improvements to our retention strategy and processes; as well as further work on membership recruitment.

Our healthy membership numbers are testament to our targeted campaigns to communicate the tangible benefits of membership more widely, as well as the introduction of new products and services for members, including our online parenting plans and cohabitation agreements.

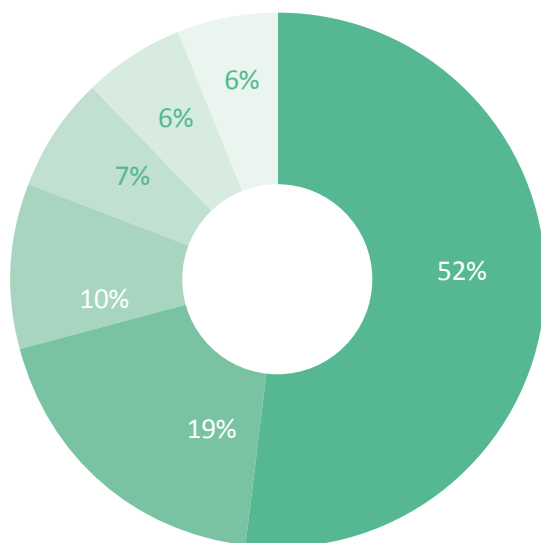
2018 also saw Resolution move to a new office, bringing all staff together under one roof for the first time, leading to a more efficient service for members. It also provided us with a new venue, to enable us to deliver training and other services to members in new and different ways.

Together with rigorous financial management, all of these factors mean we continue to be in a strong position to support our members to deal with a challenging and changing environment. In 2019 and beyond, we will continue to invest in activities that raise the profile of Resolution, the work of our members and the benefits of Resolution membership and our Code of Practice.



Income

	£000s	%
Subscriptions	1,333	66%
Training	543	27%
Publications/other	67	3%
Accreditation	65	3%
Investment income	23	1%
TOTAL	2,031	100%



Expenditure

	£000s	%
Training, conferences, accreditation and publications	1,123	52%
Influencing and engagement	405	19%
Member support	222	10%
Projects	159	7%
Office costs and administration	140	6%
Committees and governance	129	6%
TOTAL	2,178	100%

Your National Committee

Everything we do is delivered by members, for members. Without the dedication and support from our committees and working parties, we would not be able to achieve all that we have this year.



Margaret Heathcote

(Chair)
Bishop and Sewell,
London

Juliet Harvey

(Vice Chair)
Birketts, Ipswich

Jane Wilson

(Secretary)
Hall Smith
Whittingham, Crewe

Simon Blain

(Treasurer)
Penningtons
Manches, London

Melanie Bataillard-Samuel

Greg Latchams,
London

Claire Blakemore

Withers, London

Peter Burgess

Burgess Mee,
London

Edward Cooke

Edward Cooke Family
Law, Chichester

Emma Cordock

AFG Law, Bolton

Jo Edwards

Forsters, London

Caroline Elliott

Shakespeare
Martineau,
Nottingham

David Emmerson

Anthony Gold,
London

Kim Fellowes

Silk Family Law,
Newcastle-Upon-
Tyne

Zoë Fleetwood

Dawson Cornwell,
London

Graeme Fraser

OGR Stock Denton
Solicitors,
London

Sarah Green

TLT, Bristol

Bina Modi

Josiah Hincks
Solicitors,
Leicester

Joanne Radcliff

Brabners,
Manchester

Farhana Shahzady

Irwin Mitchell,
London

Nigel Shepherd

Mills & Reeve,
Manchester

Elsbeth Thomson

David Gray Solicitors,
Newcastle-Upon-
Tyne

As at 31 December 2018

“

Without the support of our volunteer network we simply couldn't achieve all that we do each year. I'd like to take this opportunity to thank each and every one of you – your time and dedication is hugely appreciated.

Margaret Heathcote – Chair, Resolution

”

Thank you to our volunteers

Aaron Keene	Bharti Shah	Cora Cornell	Emma-Lisbeth	James Pirrie	Katherine Haden	Maisie Huynh	Oluwapelumi Amanda	Ruth Hetherington	Stephen Williams
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Alexandra Gooden	Carol Jessop	Danielle Bentley	Fiona Sharp	Janet Martland	Katie Lowe	Marie Gallacher	Paul Summerbell	Samantha Markham	Susan Diplock
Alexandra Gray	Carolina Marin Pedreno	Danielle Peters	Fiona Yellowlees	Janet Tresman	Katrina Pescott	Marie Proud	Paula Butterworth	Samantha McFadzean	Susan Ellingham
Alexandra McGrady	Caroline Bourn	David Black	Frances Bailey	Jason Lane	Katy Barber	Marilyn Bell	Paula Hamilton	Sandra Edwards	Susan Gillespie
Alexandra Tribe	Caroline Bowden	David Emmerson	Frances Newbury	Jayne Martins	Kauser Dossani	Mark Green	Paula Mansfield	Sarah Green	Susan Humes
Alice Cummins	Caroline Eaton	David Lillywhite	Francesca Rowland	Jeanette Birch	Kay Masters	Mark Kosmin	Pauline Ellis	Sarah Achilles	Susan McArthur
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Amy Rowe	Carolyn Taylor	Debapriya Choudhuri	Gill Wright	Jeremy Ford	Kirstie Law	Matthew Humphries	Philip O'Connor	Gupta	Talvinder Penaser
Amy Trench	Carolyn Makeham	Debbie Austin	Gillian Carr	Jessica Pitt	Kristy Tidman	Matthew Lord	Philip Scott	Sarah Jane Lenihan	Tammy Knox
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Andrew Moore	Catherine Longshaw	Debra Frazer	Hannah Field	Joanna Newton	Laura Sellick-Tague	Melanie	Prudence Arnott	Sarah Lucy Cooper	Thowheetha Shaah
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Beverly Morris	Colette Bane	Emma Ries	James Kiely	Katharine Wright	Mahie Abey	Oliver Gravel	Ruth Abrams	Stephen Root	Zoe Tansley



Spread the word if you know people in your network who work in family law and support our Code of Practice, let them know they can become a Resolution member.

Find out more on [Resolution.org.uk/Join](https://www.resolution.org.uk/Join)



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