MAKING A DIFFERENCE

BY INVESTING IN IMPACT DRIVEN SOCIAL ENTERPRISES

resonance





Delivered by





The Fund has now fully committed the first £3.5 million of its initial capital into a wide range of social enterprises delivering Health and Wellbeing outcomes to people and communities in the South West.

ABOUT THE FUND

In spring 2020, we were thrilled to agree to a £1.2 million extension of the Fund with Big Society Capital and The National Lottery Communities Fund, enabling us to continue making investments until January 2022. We have also expanded our geography to include Bristol and Bath, Dorset, Gloucestershire and Wiltshire.

The Fund's goal is to support pioneering social enterprises seeking to scale their impact in the health and wellbeing space. In response to the pandemic, a number of grants were made by the Fund directly this year alongside unsecured loans and permanent capital investments.

The Fund managers are dedicated to supporting remarkable enterprises reach the place they want to be, by offering direct support, building a regional network, and sharing their stories.

We received investment from Resonance in April 2019 and it was honestly my proudest moment so far, this really catapulted our growth and enabled us to increase our staffing and therefore increase the number of sessions we were able to deliver in our communities, opening up new territories and furthering our reach. Musica

INTRODUCTION

Welcome to the third impact report for Resonance's Health and Wellbeing Challenge Fund (South West) covering the period April 2019 to March 2020 for impact, and August 2019 to July 2020 for investment.

The report celebrates twenty-eight enterprises that have received investment from the Fund. It has truly been amazing to see these enterprises develop and we are proud to play a small part in their journeys.

At the time of writing, we are approaching the end of a year of unprecedented disruption faced by all as a result of the COVID-19 pandemic. We have been impressed at how the enterprises we work with have managed to adapt to the challenges they have faced, in order to continue delivering their vital social impact.

Our impact report only ever tells a bit of the story. The real depth and flavour behind each enterprise and the difference they make in our region can only be discovered by speaking with them directly. So please, engage with them where you can.

The Fund has been made possible thanks to the backing of Big Society Capital, The National Lottery Communities Fund (both managed via Access) and the South West Academic Health Science Network.

Photo: Courtesy of Memory Matters

It is very difficult times, and going forwards we are all going to have to adapt to a new way of working. The Resonance team are very supportive and try to help where ever they can. **Dartmoor Community Kitchen**

COVID-19 SUPPORT

Resonance understood quickly that the lockdowns and changing landscapes were going to be tough for many of the enterprises in the Health and Wellbeing Challenge Fund. We immediately provided summary information and guidance on the many different government support packages.

With the backing and support of our investors and others, we were also able to respond swiftly to the financial challenges posed by the initial emergence of COVID-19. This included offering repayment holidays to all the investees, with nine taking immediate advantage. Thirteen enterprises were provided with £195,500 of direct grants from the Fund to adapt their businesses. A further thirteen investee enterprises applied to the Social Enterprise Support Fund (SESF), between them accessing just over £391,000 of grant support. The SESF provided COVID-19 response grants and was delivered by Resonance and four partners nationally, with funding from The National Lottery Community Fund.



SOCIAL IMPACT

APRIL 2019 TO MARCH 2020

16

NEW

INVESTMENTS

FUND IMPACT INVESTMENT

34

£2.9M



Total Amount Invested So far the Fund has invested

West.

Number of Social Enterprises £2,990.000 invested into 34 social enterprises in a total of 60 transactions.

GG



Launchpad Loans 13

Types of Loans

32 Loans

REPORTING FROM LAUNCH TO

31 JULY 2020

15



401 Organisations engaged with the Fund

Meaningful connections made by Fund managers

£1,655,000

Overall investee sc

for supportiveness and accessibility of the

Fund for new investees

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GEOGRAPHY

Geographic Spread of Investment

£1.125.000

ł E210.000

GRANTS

Grant Applications Supported

24 £314,000

FEEDBACK 2019/2020



New Investees would recommend the Fund

Resonance has been a great support over the last twelve months, especially through a difficult time within the organisation through having to change direction slightly, due to things not going as planned. **Sense Abilities**

IMPACT FOR SOCIAL ENTERPRISES

3

Broad

Categories

Training & Activities (11)

Health & Social Care (9)

IMPACT FOR PEOPLE

Food & Outdoors (5)

£852,201

31,747

Total Number of People Supported

by Social Enterprises

we have invested in

Additional Revenue Generated since investment



59

Number of New Jobs Created

Different Groups

Supported By

Investees

Organisations have improved service

Organisations have expanded services to new geographies and/or groups

20

ENGAGEMENTS

Living with addiction issues People with learning disabilities

Older people (incl. people with dementia) Living in poverty and/or financial exclusion

Living with long-term health conditions/

People with physical disabilities or sensory impairments Vulnerable children (incl. looked after children)

life threatening or terminal illness People with mental health needs

Vulnerable Young people and NEETs



31,747

Numbers

Reached

Food & Outdoors (3,690) Training & Activities (27,263) Health & Social Care (794)

Applications



Unlocking R



HOLLYWELL HOUSING

DATE(S) OF INVESTMENT:	Mar & Dec 2017
INVESTMENT AMOUNT:	£150,000
NUMBER OF TRANSACTION	S: 4
LOCATION:	Cornwall & Devon
IMPACT:	Health, Wellbeing & Social Care, Housing & Homelessness
GROUPS TARGETED:	Learning Disabilities

Hollywell Housing offers a bespoke housing and tenancy management service for people with learning disabilities and autism who might otherwise not be able to access a sustainable home or manage a tenancy alone. By taking on the tenancies through their service they act as an intermediary between these often vulnerable tenants and their landlords, managing rental payments and offering reassurance to both parties, thereby leading to long-term housing solutions.



ST AUSTELL LEISURE

	DATE(S) OF INVESTMENT:	Dec 2019
	INVESTMENT AMOUNT:	£40,000
	NUMBER OF TRANSACTION	S:1
-	LOCATION:	Cornwall
	IMPACT:	Health & Wellbeing
1	GROUPS TARGETED:	Poverty & Exclusion, Older People, Community

They operate the Tregorrick Sports Centre based by the rugby club in the deprived town of St Austell. St Austell Leisure focuses on offering affordable access to sports and activities for local residents. Managed by a team of people who grew up in the area, the focus is on offering services which are useful to the community, such as classes tailored for over 50s with a social focus.



PERSONAL ALARM WATCH

DATE(S) OF INVESTMENT:	Jan 2019	
INVESTMENT AMOUNT:	£70,000	
NUMBER OF TRANSACTIONS: 1		
LOCATION:	Devon & UK	
IMPACT:	Social Care	
GROUPS TARGETED:	Older People, Families, Sector training	

AE Partners trading as Personal Alarm Watch, is a tech company aiming to support older people to live fuller lives. It has developed a personal alarm watch that enables older people to make emergency calls anywhere at any time. The goal is to provide peace of mind and allow people to venture outside and engage fully with their community. This investment enables the purchasing of inventory and working capital, as the organisation moves from product development into their scale up phase.



CORNWALL YOGA CENTRE

DATE(S) OF INVESTMENT:	Sep 2018, Apr & Jun 2019
INVESTMENT AMOUNT:	£70,000
NUMBER OF TRANSACTION	S : 3
LOCATION:	Cornwall
IMPACT:	Health & Wellbeing
GROUPS TARGETED:	Older People, Community, M Health, Long-Term Health Conditions

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Cornwall Yoga Centre specialise in health and wellness. Their philosophy is that by learning simple techniques anyone can use yoga practices to improve the quality of their life. Their investments have been used to launch new products targeting stress and mental health needs and to improve existing services for customers as part of their development into a wellbeing hub in Truro.



NEDCARE

DATE(S) OF INVESTMENT:	May 2018
INVESTMENT AMOUNT:	£150,000
NUMBER OF TRANSACTION	\$:2
LOCATION:	Devon
IMPACT:	Health, Wellbeing & Social Care
GROUPS TARGETED:	Older People, Community, Sector Training

NEDCare was set up to address a market failure due to the lack of care provision in the North East Dartmoor region. This is a community led organisation which now provides Care Quality Commission (CQC) registered domiciliary care to over eight people in its homes in this sparsely populated rural area. NEDCare is using the investment as working capital to allow it to recruit more care workers. This will enable NEDCare to grow its services across the region.



SENSE ABILITIES

DATE(S) OF INVESTMENT:	Jun 2019
INVESTMENT AMOUNT:	£10,000
NUMBER OF TRANSACTION	IS:1
LOCATION:	Devon
IMPACT:	Health, Wellbeing & Social Care
GROUPS TARGETED:	Learning Disabilities, Families, Sector Training

Sense Abilities provides accessible pop-up Sensory Play, Advocacy, Information, Advice and Guidance for Familities and Organisations. They particularly target families with children with learning disabilities. With a wide range of equipment, senses including sight, touch, sound and smell, can be stimulated. They are trialling a permanent centre, which can offer a wider range of multi-sensory activities and a therapy space.



DATE(S) OF INVESTMENT:	Jun 2020	
INVESTMENT AMOUNT:	£40,000	
NUMBER OF TRANSACTIONS: 1		
LOCATION:	Cornwall	
IMPACT:	Health, Wellbeing & Social Care	
GROUPS TARGETED:	Older People with Learning Disabilities, Sector Training	

Cornwall Adult Health and Social Care Learning Partnership or CAHSC, as they are known, are a networking, membership, and training service for providers of adult health and social care in the south west. Covering around 80% of providers in Cornwall, they offer members the benefit of detailed research and engagement in best practice via regular learning forums. Members are also able to access free and subsidised training for frontline and management staff, meaning they can continue to improve the care they offer. This investment is to enable CAHSC to continue to meaningfully engage local commissioners with their services and to deepen their membership offering.



DEVON CLINIC

DATE(S) OF INVESTMENT:	Nov 2019	
INVESTMENT AMOUNT:	£50,000	
NUMBER OF TRANSACTIONS: 1		
LOCATION:	Devon	
IMPACT:	Health, Wellbeing & Social Care	
GROUPS TARGETED:	Poverty & Exclusion, Long-Term Health Conditions, Sector Training	

The Devon Clinic, a community interest company, provides a wide range of private and part-funded talking and physical therapies. Based in the heart of Torbay, they provide many services to the members of the public who cannot normally afford therapy. The therapists at the clinic believe that tackling the root causes of ailments is more effective in providing long-term beneficial outcomes.

This investment is to enable them to improve their premises and offer greater marketing outreach so that they can attract more customers and therapists.

TREVI

Care

en

DATE(S) OF INVESTMENT:	Nov 2019	
INVESTMENT AMOUNT:	£150,000	
NUMBER OF TRANSACTIONS: 2		
LOCATION:	Devon	
IMPACT:	Health & Wellbeing & Social Care	
GROUPS TARGETED:	Children & Young People, Vulnerable Parents, Mental health, Addictions, Sector Training	

Trevi is an award-winning women's charity in Devon. Operating since 1993, their mission is to provide safe and nurturing spaces where women in recovery can heal, grow and thrive. They run three centres; Jasmine Mother's Recovery (formerly known as Trevi House) - a residential rehabilitation centre exclusively for mothers and their children, Sunflower Women's Centre offering wrap-around therapeutic support in the community and Daffodil Family Centre, a residential family centre.

This investment was to enable Trevi to open Daffodil Family Centre. This is a national parenting assessment centre which provides focused, purposeful, time limited residential assessments. The centre enables parenting capacity to be assessed whilst the child remains in the care of the parent.



DATE(S) OF INVESTMENT:	Jun 2020
INVESTMENT AMOUNT:	£50,000
NUMBER OF TRANSACTION	(S : 1
LOCATION:	Dorset
IMPACT:	Health, Wellbeing & Social
GROUPS TARGETED:	Poverty & Exclusion, Child & Young People, Families, Refugees & Asylum Seekers

BH Support provides affordable legal and benefit support to the community of Bournemouth, especially during times of crisis. They mainly provide support and advice for individuals experiencing debt, unemployment, housing or mobility issues. Where needed, they can act as a 'McKenzie Friend' during court proceedings. They are very community focused and include the offer of social prescribing to everyone who uses their services.

This investment is to help BH Support with recruiting more staff, improving their premises and online presence, and working capital during early stage growth due to mass demand for services.



YMCA PLYMOUTH

DATE(S) OF INVESTMENT:	Aug 2018
INVESTMENT AMOUNT:	£150,000
NUMBER OF TRANSACTIONS	81
LOCATION:	Devon
IMPACT:	Health, Wellbeing & Social C
GROUPS TARGETED:	Long-Term Health Condition Everyone

Plymouth YMCA offers a range of health and wellbeing focused services for young people and the wider population. The existing PMYCA gyms needed refurbishing. The investment will contribute to the costs of the overhaul, including being used to provide a fully immersive spin studio. The immersive studio will be the first of its kind in Plymouth and of particular benefit to people needing cardiac rehab support.



MiMe HEURISTICS

	DATE(S) OF INVESTMENT:	Jun 2020
	INVESTMENT AMOUNT:	£10,000
	NUMBER OF TRANSACTIONS	\$:1
	LOCATION:	Devon
-	IMPACT:	Health, Wellbeing & Social Care
	GROUPS TARGETED:	Professionals, Poverty & Exclusion, Children & Young People

A start-up, MiMe Heuristics is an enterprise launched by a group of experienced school leaders who have embarked on opening a new school in Devon for children and young people who have social, mental health, and / or emotional support needs. 'The Wildings' will offer a broad approach to the curriculum that centres on the individual. The launchpad loan investment is to enable them to gain planning and a lease on the site near Exeter.



DARTMOOR COMMUNITY KITCHEN

DATE(S) OF INVESTMENT:	Oct 2018 & May 2019
INVESTMENT AMOUNT:	£145,000
NUMBER OF TRANSACTION	VS : 3
LOCATION:	Devon
IMPACT:	Health, Wellbeing & Social Care Food & Farming
GROUPS TARGETED:	Older People, Long-Term Healt Conditions, Poverty & Exclusio Community, Rural Isolation

Eating alone is often a reality for elderly people within our communities, who can end up feeling isolated from the rest of the world. Dartmoor Community Kitchen Hub combats this ussue by distributing protein-packed ready meals, targeting the elderly in rural areas. This investment will allow the organisation to refit a property in Bovey Tracey so the enterprise has a kitchen to work from. It will also provide a community space for customers to come and enjoy food outside of their home



KARREK COMMUNITY

	DATE(S) OF INVESTMENT:	Jun 2017 & Jul 2018
	INVESTMENT AMOUNT:	£150,000
	NUMBER OF TRANSACTIONS	3:3
	LOCATION:	Cornwall
1	IMPACT:	Health, Wellbeing & Social Care
	GROUPS TARGETED:	Learning Disability, Older People, Community

Karrek Community CIC is a care agency driven to provide a high quality care service for adults with learning disabilities. It provides a Christian-led service and ethos, having identified this as a need locally, but offers its highly regarded services to all, regardless of religion or background. Karrek has established hubs within communities from which the services are run, reducing travel time for carers and ensuing services stay local. The investment enables Karrek to build capacity so they can widen their delivery to older vulnerable poeople.



MUSICA

DATE(S) OF INVESTMENT:	Nov 2018 & Apr 2019
INVESTMENT AMOUNT:	£50,000
NUMBER OF TRANSACTIONS	5:2
LOCATION:	Devon, Cornwall & Somerset
IMPACT:	Health, Wellbeing & Social Care
GROUPS TARGETED:	Older People, People with Learnin Disabilities, Long-Term Health Conditions

Musica Music and Wellbeing offers academically researched musical sessions to support people with dementia to manage their condition. The investment supports with staffing costs as the organisation looks to grow their delivery model across the South West region. Musica reached 13,000 people through music sessions and online music resources in 2019/2020.



JUMP WITH JO

	DATE(S) OF INVESTMENT:	Apr & Sep 2019	
	INVESTMENT AMOUNT:	£50,000	
記と	NUMBER OF TRANSACTIONS: 2		
行われた	LOCATION:	Cornwall	
NEWS-	IMPACT:	Education & Learning	
Nevil	GROUPS TARGETED:	Children & Parents, Professionals	
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Jump with Jo offers active play sessions and spaces targeting under 5s in Cornwall. The aim is to increase childhood activity levels long term, and reduce obesity. They run soft play sessions, dance and fun fitness for children and soft play kids parties throughout the county. They also work with schools and nurseries, hosting regular dance and games classes which encourage children to use their imagination and at the same further their social skills and co-ordination through physical play. The investment is to provide working capital to employ more staff and a new centre so they can work with more children.



SOMERSET LOCAL FOODS

DATE(S) OF INVESTMENT:	Jun 2018
INVESTMENT AMOUNT:	£100,000
NUMBER OF TRANSACTION	15 : 2
LOCATION:	Somerset
IMPACT:	Health, Wellbeing & Social Car Food & Farming
GROUPS TARGETED:	Community, Older People, Unemployed, Rural Isolation

Somerset Local Foods offers an innovative food delivery service, covering large parts of rural Somerset and some urban areas, working with a range of local, organic, and socially conscious food producers. The investment will provide working capital to improve operations and enable it to grow its health and wellbeing impact, by reaching out to more people and producers across the rural county.



ARK AT EGWOOD

and the second		
a - Sara	DATE(S) OF INVESTMENT:	Jul 2019
and the second	INVESTMENT AMOUNT:	£10,000
	NUMBER OF TRANSACTIONS	5:1
The second	LOCATION:	Somerset
and and a second	IMPACT:	Education & Learning, Work & Employment, Social Care
1 al	GROUPS TARGETED:	Unemployed, Young People, Long- Term Health Conditions, Older People, Community, Everyone

Ark at Egwood are a land-based day provision for adults and young people, developing social skills, confidence and transferable skills for employment. They also promote social cohesion within the local community by actively encouraging volunteers and engaging with residents who are socially isolated. The investment allowed upgrade works to the site so the provision could formally launch.



MEMORY MATTERS

DATE(S) OF INVESTMENT:	Mar & Nov 2018
INVESTMENT AMOUNT:	£50,000
NUMBER OF TRANSACTION	S: 2
LOCATION:	Devon
IMPACT:	Health, Wellbeing & Social Care
GROUPS TARGETED:	Older People, Community, Long-Term Health Conditions, Sector Training

Memory Matters is an award winning social enterprise, which runs the Moments Cafe in the heart of Plymouth. Set up and run by two specialist dementia nurses, they work to change the face of dementia support in the community using therapeutic approaches to memory loss for those living with dementia and their carers alike. It provides community based training and engagement sessions. This investment is to support the development and implementation of a model to allow them to package their current offer so it can be rolled out across the region.



DANGEROUS DADS

13.	
DATE(S) OF INVESTMENT:	Feb 2018 & Jul 2019
INVESTMENT AMOUNT:	£120,000
NUMBER OF TRANSACTION	IS : 3
LOCATION:	Devon & UK
IMPACT:	Health, Wellbeing & Social C
GROUPS TARGETED:	Families, Sector Training, Po Exclusion, Children & Young

overty & g People

Dangerous Dads groups run regular, fun activities for fathers and male carers with children of all ages, both daughters and sons. They also run the world-famous DadFest festivals and are launching the franchised 'Dad Dancing Fit Club' UK wide. This investment, which followed an earlier Launchpad Loan, will help to grow the Dad Dancing Fit Club franchise and Dad Fests.



HEALTH & CARE AT HOME

3	DATE(S) OF INVESTMENT:	Mar & Nov 2019, Jul 2020
X	INVESTMENT AMOUNT:	£200,000
No. of Street, or other	NUMBER OF TRANSACTION	S: 3
Č	LOCATION:	Cornwall
6	IMPACT:	Health, Wellbeing & Social Care
ちいろ	GROUPS TARGETED:	Older People, Community
1		

Health & Care at Home provides private and publicly funded health and care services in the South West, focusing on provision of care for people in their own homes in mid and west Cornwall. They work with the person themselves, their families and practitioners to ensure that the people they support receive a fully inclusive service and a comprenensive care package that is tailored to their individual needs. The investment will allow Health & Care at Home to improve their infrastructure, build the team and grow in a controlled, safe way. The aim is to be the 'qo to' provider of health and care services across the country.



PLYMOUTH LIGHTHOUSE

DATE(S) OF INVESTMENT:	Sep & Dec 2018, Jul 2020
INVESTMENT AMOUNT:	£180,000
NUMBER OF TRANSACTIONS	5:4
LOCATION:	Devon
IMPACT:	Health, Wellbeing & Social Care
GROUPS TARGETED:	Addiction Issues, Homelessness, Sector Training

The Plymouth Lighthouse Project provides supported housing for men with drug and alcohol issues to share in a mutual aid community. The community is abstinence based and focuses on helping its participants establish sustainable lives for when they move on. Its sister project in Bideford has been running successfully for nearly five years. This investment is for the refurbishment and running of a ten-bed property which provides quality, homely accommodation with experienced staff on hand.



EFFERVESCENT

DATE(S) OF INVESTMENT:	Jan 2019
INVESTMENT AMOUNT:	£150,000
NUMBER OF TRANSACTION	S: 2
LOCATION:	Devon
IMPACT:	Health, Wellbeing & Social Care
GROUPS TARGETED:	Sector Training, Poverty & Exclusion, Children & Young People

Effervescent is an award winning social enterprise with a growing international reputation for developing exceptional campaigns to catalyse social good. They engage children and young people who have faced a range of challenges and train new practitioners in inclusive and socially aware marketing. The result is the creation of high-impact marketing campaigns on difficult issues such as adoption, child sexual abuse and mental health. The investment is being used to employ some additional key staff as well as to expand the offering from their Plymouth premises to include a creative, co-working community.



URBAN BIODIVERSITY

	DATE(S) OF INVESTMENT:	Sep 2018 & Aug 2019
-Service	INVESTMENT AMOUNT:	£150,000
	NUMBER OF TRANSACTION	S : 3
	LOCATION:	Cornwall
	IMPACT:	Education & Learning, Work & Employment
	GROUPS TARGETED:	Unemployed, Young People, Long- Term Health Conditions, Community Everyone

Urban Biodiversity CIC uses the Newquay Community Orchard to work with a lot of disadvantaged groups. The orchard is a site providing community interactions, wellbeing activities, skills development and training using horticulture. The two investments provide working capital as the organisation takes on substantial grant funding for a major capital redevelopment of the site.

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ACTION TO PREVENT SUICIDE

DATE(S) OF INVESTMENT:	Jul 2018 & Aug 2020
INVESTMENT AMOUNT:	£100,000
NUMBER OF TRANSACTIONS	3
LOCATION:	Devon
IMPACT:	Health & Wellbeing, Education & Learning, Mental Health
GROUPS TARGETED:	Community, Everyone

Action to Prevent Suicide provides training to help people recognise and support those at risk, whilst also raising awareness and breaking the stigma. The investment will build capacity and enable them to take on further staff and increase their order book, enabling them to make greater impact in future.



BLUESCREEN I

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ılts

Bluescreen IT is a cyber skills and security company, which provides positive pathways for vulnerable young people and adults through training programmes and apprenticeships, to develop skills to work in the cyber industry. The investment is being used to build capacity, take on larger contracts and expand their delivery of training to more young people.



QUOVITA	
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DA	TE(S) OF INVESTMENT:	2018 & 2020
IN	VESTMENT AMOUNT:	£200,000
NU	IMBER OF TRANSACTIONS	:2
LO	CATION:	Somerset, Devon & Cornwall
IM	PACT:	Health, Wellbeing & Social Care
GR	OUPS TARGETED:	Older People, Sector Training

Quovita provides a domiciliary care introductory service, bringing together competent, self-employed carers (Micro providers) with those seeking good care. Because only organisations and not individuals are required to have CQC regulation, Quovita is setting a high, yet sustainable standard in what is currently an unregulated market. This investment will allow Quovita to expand into new markets and develop an online system that will streamline the organisation and enhance the offer to the people receiving care.



PARTRACI

DATE(S) OF INVESTMENT:	Apr 2018
INVESTMENT AMOUNT:	£10,000
NUMBER OF TRANSACTION	i S :1
LOCATION:	Cornwall
IMPACT:	Health & Wellbeing,Poverty & Disadvantage
GROUPS TARGETED:	Community, Everyone

Par Track is a green space in the heart of the community known for its athletics track and football pitches. The local community came together and formed a community benefit society to take over the running of the site, gradually creating a health and wellbeing hub including a community cafe and a green gym. There is also a NHS centre on site and in partnership with this, they are using the resource to deliver social prescribing.

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