



Annual Review 2023





Statement from our Chair



The latest EU statistics show once again that Romania remains by some margin the European country where those under the age of 18 are most at

risk of poverty and social exclusion, with 41.5% of this age group at such risk. This underlines the importance of the work of our partners Fundația FARA in Romania.

During 2023, the projects we funded helped more than 1,300 direct beneficiaries and also provided vital support to their families and the wider community. Our three Therapy and Rehabilitation programmes worked every week with more than 280 children with disabilities and their families to provide free and vital therapies to help the children overcome the limitations of their disability and facilitate inclusion into mainstream education.

Our Tackling Poverty Through Education programmes worked with 360 disadvantaged or marginalised primary, secondary and high school students by providing educational support, after school activities and a hot meal, as well as providing social and material support to their families, all aimed at preventing school drop-out, fighting poverty and promoting social inclusion.

The highlight of 2023 for me was a visit to the projects we fund in the Suceava region in the north of Romania. It was clear, as it always is, that the work in Romania is done with professionalism and expertise, but also with love and kindness, and is making a real difference to the lives of those we are helping.

A parent of a child attending one of the therapy centres said of her son: "Before, only I could understand him when he spoke, and with great difficulty. My husband did not understand him at all. Now he goes to school, speaks well and the teacher tells me he's having fun. FARA teaches me how to help him and work with him."

2023 was not without challenges, with the cost-of-living crisis and inflation both in the UK and in Romania affecting costs. However, thanks to the dedication of our staff in the UK, the generosity of those who shop in and donate goods to our stores, and those who donate financially or raise funds for us, in 2023 we were able to continue to provide sufficient funding for the work in Romania. Thank you for the difference you've made this year.

At the end of 2023, our Founder Jane Nicholson stepped down from the Board of FARA Foundation in the UK. She continues her work with the Romanian programmes. Her tireless commitment to the poor and marginalised in Romania for over 33 years will always be a source of inspiration for all of us in the UK who strive to continue her mission, guided by the values she developed. We are grateful that our links with her will be retained through her work in Romania and the Founder role which she will have in the UK.

Siobhan Cross,
Chair of the Board of Trustees,
FARA Foundation

Statement from our Chief Executive



I am pleased to introduce the FARA Foundation 2023 annual report. This year has again been a full one in which the positive impact of our work has

been directly measurable. We sold more than two million donated items via our charity shops and so continued to raise the valuable funds for the life-changing programmes that are delivered by our partners Fundația FARA in Romania.

This year was also significant for the charity as we worked with the Trustees and the executive leadership team to develop our first UK strategy. This strategy, grounded in our charitable purpose and values, aims to deliver on three key strategic objectives over the next three years.

- **Programmes:** We will support Fundația FARA to deliver services of the highest quality to help the most vulnerable children, young people, adults and families in Romania, developing our partnership to ensure it is effective, professional and sustainable and enables them to implement their three-year strategic plan.

- **Public engagement:** We will consolidate and grow the contributions from our retail operation to ensure its continued success and resilience, while also looking to diversify our income base by increasing our public profile and community engagement.

- **People:** We will cultivate a thriving and productive workforce supported

by dedicated and professional governance, united under shared values, vision and mission.

I remain inspired by the work delivered through the programmes we support in Romania; from seeing children from disadvantaged backgrounds learning to read, to seeing disabled adults living full and happy lives. I am extremely grateful to our hardworking teams who contributed to the running of 40 shops across London this year.

To ensure that this vital source of income continues to raise the funds we need, we have invested time and effort into strengthening our retail operations and raising the profile of our shops. One of the key highlights was the launch of our 'We Are FARA Family' films, which showcased the wonderful community of people who work in, donate to and shop in our stores.

It has been a pleasure this year to continue working alongside our hardworking leadership team and Board of Trustees. Thank you to all those who work so hard to generate the funds that Fundația FARA uses to deliver the excellent programmes that make real change happen for many of Romania's most vulnerable.

This review combines key elements from the Annual Reports of the FARA Foundation and FARA Enterprises Limited, which I hope you enjoy reading.

Libby Gordon,
CEO FARA Foundation

About FARA

The FARA Foundation (FARA UK) is a registered UK charity founded in 1991. It is the grant-making partner of Fundația FARA Romania, a non-profit, non-governmental organisation supporting Romania's poorest and most vulnerable children, young people and families.



FARA UK and Fundația FARA work toward common values, mission and standards. Fundația FARA's work is closely monitored and evaluated, with appropriate policies and reporting processes in place. The two organisations, although independent of each other, work to fulfil a shared vision and operate within a Partnership Agreement (Memorandum of Understanding).

FARA UK remits funds to Fundația FARA every quarter based on the approved annual grant, providing up to 97% of the funds required by Fundația FARA to deliver the core services in the programmes. Fundația FARA raises the remaining 3% in Romania while also raising funds to provide additional services.

The Romanian word 'fara' means without, and many of Romania's children and those with disabilities are still living 'without': without care, nurture, a voice or security. Despite being part of the EU, many continue to face extreme poverty.

Fundația FARA cares for the most vulnerable social groups by addressing social inclusion and poverty reduction. Operating primarily in two regions of Romania, it fulfils lives, builds futures, and spreads hope. The work is life-changing for children and adults with disabilities and many families living in poverty.

Our Mission, Vision and Values



Our **Vision** is of a world in which everyone can live with freedom and dignity in a loving, protective environment, experiencing fulfilled lives whatever their ability.

Our **Mission** is to transform the lives of the most vulnerable and disadvantaged children, young people, adults and families living in Romania's poorest communities.

Our **Values** underpin all the work and are shared by all those involved in carrying out our mission both in the UK and Romania. FARA strives to build a just society serving the common good, based on Christian values of love, justice, dignity and respect, welcoming people of all faiths and none.

- We act with kindness and compassion.
- We respect the human dignity of every person.
- We believe in practical hands-on care.
- We strive to build a just society.
- We responsibly collaborate across all sections of society.
- We strive to be a best-practice organisation.

📍 FARA on the UK High Street

After opening its first shop on the Fulham Road in 1992, FARA UK – through its wholly owned trading subsidiary FARA Enterprises Limited (trading as FARA Charity Shops) – now runs 40 retail charity shops in London, which provide the income granted to Fundația FARA.



These shops are located within 26 London communities and across all these, we sell a wide range of value, designer, stylish, unique, and interesting items. We have 22 general stores, 14 children's stores, two bookstores, a homeware store and a vintage store. In addition, we sell goods online.

While the main aim of the shop footprint has always been to raise money to support the work in Romania, our shops also support what is now a growing agenda around sustainability and aim to be a positive presence in the communities in which they are located.

Children and people with disabilities in Romania today

Romania is home to nearly four million children but, unfortunately, many of them are still struggling with poverty, inadequate education and a lack of medical services. Although the economy is growing, the country still faces various challenges, and many people find it hard to make ends meet.

Vulnerable social groups continue to face extreme poverty, social exclusion and discrimination. Families living in poverty often lack the necessary support, leaving children at risk of dropping out of school or being placed in social service provision. Children with disabilities are unable to access vital life-changing therapies and education, and adults with learning disabilities also remain in institutional care.

Too many people in these groups are unable to live with dignity, experience fulfilled lives and realise their potential. Romania has the highest number of people at risk of poverty or social exclusion in the European Union at 34.4%, compared to the EU average of 21.6%. It also has the highest rate of children at risk of poverty or social exclusion, 41.5%; nearly twice as high as the EU average of 24.7% (Eurostat 2022 & UNICEF 2023). This amounts to more than 1.5 million children in need.

Over 300,000 children do not complete compulsory education, and nearly 50% do not have basic literacy and numeracy skills at the age of 15 (UNICEF 2022). Romania has the highest rate of early school leavers within the EU, with this figure sitting at 15.6% compared to an average of 9.6% (Eurostat 2022), and leaving school early

often contributes to unemployment, social exclusion and poverty.

It is known that people with disabilities are more likely to experience poverty or social exclusion. In Romania alone, there are over 77,000 children registered with disabilities, but this number is believed to be an underestimate as many individuals remain unseen. Additionally, there are reportedly over 16,000 adults with disabilities living in social care residential centres under the social protection system. (World Bank 2023)

 **Children with disabilities are one of the most marginalised groups in Romanian society, facing daily discrimination, negative attitudes, lack of appropriate policies and legislation, costly health care impeding mobility and absence of access to mainstream education. This can endanger the development and life of a child.**



🔗 The work we fund in Romania

Fundația FARA is one of the most experienced care providers in Romania. Supporting vulnerable children with and without disabilities, young people, and adults with disabilities and their families is at the core of Fundația FARA's mission. Their needs, challenges, and future drive the organisation's model of impact.



To support Fundația FARA's work, FARA UK granted £2.38 million (in line with an approved budget) to fund core programmes in Romania for 2023. In addition to funding the core programmes, £26,882 was approved to fund a new programme providing educational bursaries.

Over the course of 2023, Fundația FARA has delivered support and care in Romania across various programmes and served

more than 1,300 unique beneficiaries. This work has had a positive impact on their families and the wider community, and they have demonstrated strong programmatic achievements, exceeding targets, expanding services, and laying the groundwork for continued impact in the years ahead.

Therapy and rehabilitation


This service provides free access to a range of therapies for more than 280 children with disabilities from low-income families and/or families affected by poverty at our three centres: Rafael in Bucharest; Emmanuel in Suceava; and St Teresa's in Fălticeni, Suceava County.

These include speech and psychological treatment, physiotherapy, and creative therapies (such as art therapy, sensory therapy, animal-assisted therapy, and hydrotherapy). The work carried out across all of these aims to help the children overcome the limitations of their disability, facilitate inclusion in mainstream education, and improve their functionality at home, school, and in their community.

In 2023, therapy and rehabilitation services were successfully diversified and expanded, providing more than 18,500 in-person therapy sessions and reaching a range of beneficiaries, including children with disabilities, parents, professionals, and volunteers. During the year, we saw the introduction of new approaches, such as puppet theatre therapy and therapeutic gardens.

A critical part of this work is supporting parents in the therapeutic process, and so via these centres, 14,229 counselling and feedback sessions were provided to more than 700 parents. The parents are hugely appreciative of the help they receive as it enables them to understand their child's disability better and be empowered to support their child's development.

Community stakeholders have noted that without St. Teresa's services in the area, hundreds of children with disabilities would have been deprived of chances for recovery and rehabilitation.

 **I see in specialists a genuine source of information. I am grateful to them because they help me better understand the suffering of my own child and because they give me realistic hopes.**

Parent

L is a three-year-old girl with multiple deficiencies who attends the speech therapy programme. Her mother said: "It was a miracle here. There are wonderful people here. She is our only child. She comes here with joy and is very happy. She made progress. Before she didn't speak at all. Now she says sentences, and we manage to communicate, we have eye contact, she answers questions. As a result of this progress, we could enrol her in kindergarten."

✦ Monica Oprisanu is a clinical psychologist based at our St. Teresa Therapy and Recovery Centre in Suceava since 2016.

“I work with 6-8 children at St Teresa’s, in individual and group therapy, organizing different activities based on the needs of the beneficiaries,” Monica says. “No two days are the same, and I always try to bring something interesting to the development programmes.

“For me, FARA represents a welcoming place, full of empathy and support for children with special needs and their families.

“The complexity of free services FARA offers, the constant support offered to children and families – regardless of their social and economic status – is what makes FARA a place many families in need seek help from.



“I still come to FARA every day, full of joy, knowing that my work makes a difference. I enjoy my job immensely.”

✦ **Volunteers, FARA charity shops, donors and partners ensured that even during the COVID-19 Pandemic, the free services offered to the growing number of beneficiaries continued.**

🧵 Homes for life and outreach

This programme has two components: residential and community outreach.

- **Residential:** The aim of this is to create a loving and supportive family life for 19 adults with disabilities who have a history of institutionalisation, are permanently deprived of family care and have a disability requiring support over their lifetimes. Two residential homes are in Suceava County, St Mary's Home in Vadu Moldovei and Elisabeth Home in Cacica.
- **Community:** This work aims to reduce barriers and foster social inclusion for 55 adults with disabilities who live with their families in Vadu Moldovei and Cacica, through social interactions, non-formal education and community awareness.

In 2023, Fundația FARA obtained care licences for its two residential homes and continued to provide ongoing and loving support for the disabled adults living in these homes, including specialised healthcare, psychological counselling and emotional support, and creative and leisure activities. Supported and cared for by dedicated staff, they can be more independent and able to play a part within their wider community. These individuals grow and preserve food, care for pets and livestock, play a full role in keeping their households running and make craft items that they sell at local events.

Within the community, support was given to people with disabilities and their families. This support included holding sessions on independent living, occupational therapy and providing food and other items to support daily life.



One of the critical elements of this programme is providing the beneficiaries with ongoing opportunities to express their thoughts and opinions, supporting them in making decisions about their lives and amplifying their voices.

🧵 **It is so nice here. And we do not want to leave this place, never. It is nice during winter and summer. We have a garden, a solar, a micro-farm. This is our home. We love it!**

Beneficiary, St. Mary's Home

This programme has a significant impact on the lives of people with disabilities. This is often described by those who have seen the impact of the work as “lifesaving”, “a life with dignity”, “a life where they can dream again”, “a place where they gain a new sense of hope and gratitude”.

Tackling poverty through education

This community-based programme is delivered in Baia and Preutești, two communes in Suceava County, and in Popești-Leordeni, Bucharest.

Its purpose is to prevent school drop-out, combat poverty, promote social inclusion and integration, and support growth through education, community involvement, and access to opportunities.

The programme contributes to implementing national and international policies, strategies and legislation regarding poverty reduction, promoting social inclusion, promoting and respecting the rights of children and young people, including those with disabilities, and building sustainable communities. It aims to improve well-being, help vulnerable individuals thrive, facilitate access to education and employment, improve quality of care, strengthen community-based services and amplify beneficiaries' voices in decisions relating to their lives.


During 2023, 100 kindergarten and 200 primary school-age children were supported through the after-school programme in Suceava, which provided more than 45,000 hot meals and 4,460 hours of support for homework and after-school activities. There was a 100% graduation rate for primary school students.

Within the wider community, 2,230 food and support packages were distributed to families, and 220 family members received access to qualification courses and other learning opportunities (including parent-child relationships, parental competencies, and financial education). The Lenovo Foundation also continued to support and further add value to the work funded by FARA by setting up and establishing a

STEM educational room and supporting the running of a Tech Camp.

The Popești-Leordeni programme provided support and material assistance (such as educational kits and food parcels) to communities in the area. It also supported 12 young people who had exited the care system, 14 people with disabilities through creative activities, and 12 people with disabilities with access to a day centre where support was provided.

2023 saw the launch of the Fundația FARA Educational Bursaries programme, which awarded 28 scholarships (23 funded by FARA UK and the additional five supported by the Lenovo Foundation) to high-achieving students from disadvantaged backgrounds to support their continued education. Lenovo volunteers provided additional support for this programme by helping with selection and providing mentorship and professional development opportunities to the recipients.

 **I am a child of the protection system. In the fourth grade I did not know how to write, but with perseverance and determination in grade 9 I am proud to say that I am a top-class student. This bursary is a chance for me to make a step forward and reach my dream of becoming a successful member of our society. Together we can!**

Bursary student

✦ Solidarity with Ukrainian refugees

Following the outbreak of war in Ukraine in February 2022, Fundația FARA created the Solidarity Team for Ukraine to provide essential material support and psychological assistance to the Ukrainian refugees, children and families crossing the border at Vama Siret, Suceava.



This work continued in 2023; Fundația FARA provided residential services for 155 refugees (67 adults, 78 children) and supported 99 refugees (65 adults, 34 children) living in the community in Suceava County. Services included Romanian language lessons, educational activities, recreation, social activities and childcare support.

One refugee we supported said: “The help I received from you, helped me to

be stronger, to overcome the traumas of Ukraine (bombings, sirens, destroyed houses, missing friends and relatives). To have mental stability, a roof over my head, food, peace, and safety is all that a refugee can wish for at this moment. Thanks to your help Fundația FARA, my family and I have the luck of you being part of our lives. The FARA family has become our family.”

✦ A family for those without: St Nicholas

Fundația FARA has provided a loving and supportive family-style home for vulnerable and neglected children since 1997.

Our programme helps children without parental care by providing education, life skills development, and a nurturing environment. This helps them to overcome traumas caused by neglect and abuse, increase their educational performance, and improve their chances for family reunification and community integration. The trauma-informed approach ensures that the children grow up in a safe and nurturing environment.

In 2023, staff supported the reintegration of five children and young people back into their families or on to independent living. They also provided 550 hours of homework support, 291

school attendance and performance discussions, and various counselling, therapy, and independent living skills services to the six remaining residents.

As the programme manager outlines: “Fundația FARA means deep commitment to our beneficiaries, empathy and solidarity, all aimed at bringing joy, cultivating responsibility, courage, and a spirit of initiative, and supporting involvement in every aspect of life. Even when a child has gone through a difficult childhood, a team gifted with patience and perseverance works hard to ensure stability, and help every child become a responsible adult.”



✦ Fundația FARA's plans for 2024



Looking ahead to 2024, Fundația FARA has set some ambitious strategic objectives. In therapy and rehabilitation, it aims to develop its mobile team concept to increase rural access to therapies, pilot summer camps combining therapies with respite, and establish partnerships with local schools.

The Homes for Life and Outreach programmes will continue to consolidate their work in the community and expand partnerships, while the Tackling Poverty Through Education programme will further customise its services to meet the specific needs of children, young people, people with disabilities and their families. The Educational Bursaries programme will grow from 28 to 40 scholarships, with opportunities for current fellows to be re-awarded.

Across all areas, Fundația FARA will work to strengthen the integration of the beneficiary voice and participation, increase visibility and reach through enhanced communication and marketing, diversify partnerships and continue advocating for the rights and inclusion of vulnerable populations.

✦ FARA in the UK: A new strategy

During 2023, the charity's first strategy was developed to define what the organisation wants to achieve over the three-year period 2024-2026.



This looked to continue the alignment of FARA Foundation and its trading subsidiary to continue supporting Fundația FARA's work and focusing on three strategic areas.

- **Programmes:** We will support Fundația FARA to deliver services of the highest quality to help the most vulnerable children, young people, adults and families in Romania, developing our partnership to ensure it is effective, professional and sustainable and enables them to implement their three-year strategic plan.
- **Public engagement:** We will consolidate and grow the contributions from our retail operation to ensure its continued success and resilience, while also looking to diversify our income base by increasing our public profile and community engagement.
- **People:** We will cultivate a thriving and productive workforce supported by dedicated and professional governance, united under shared values, vision and mission.

Retail operations

At the operational level, in 2023 total sales revenues from shops and online operations rose to £11.07m (2022 £10.66m), an increase of 3.8%.

The contribution from trading operations after direct costs but before overheads amounts to £4.37m (2022 £4.21m) an increase of 3.8% on 2022.

During 2023, the shop strategy that was devised in 2022, looking at what each FARA shop should aspire to be, was applied gradually across the organisation. This strategy looked to build on the excellent foundations already in existence and look at where these could be improved on. This included the defining of competencies required for the core retail roles, the development of a comprehensive training programme and looking at how management could work to support the teams best. Our backrooms and product propositions have been developed, Health and Safety across the estate have been assessed, five-year plans for property performance have been strengthened, and a new EPOS provider was selected.

The year of retail development leaves FARA in a strong position to apply a strategic approach systematically and rigorously to business development in 2024 to strengthen our shop portfolio. This will ensure we continue to generate income from our shops, which will support the work being carried on in Romania despite the challenges in the charity retail sector, namely the supply and quality of donations, footfall and customer spending power due to the cost-of-living crisis.

Planned developments

To respond to the ever-increasing challenges many charity retailers are experiencing in maintaining the quality and quantity of stock donations through their doors, the FARA development team is developing new avenues to stock generation through the building of corporate partnerships.

The successful use of existing retail space for events such as the second collaboration between FARA and London College of Fashion, 'Sustainability is in our Jeans', held in February 2024, and the FARA Fine Art pop-up held the following month in our Angel store supports the planned growth in collaborative activities during the upcoming year.

Marketing and communications

Our activity throughout 2023 featured a series of initiatives aimed at boosting the profile of our brand and, specifically, our retail network. The overarching goal was to encourage people to support us through shopping, donating, working or volunteering with or for us while ensuring we communicate well about our vital work in Romania.

The headline activity of the year was our Autumn campaign, 'We are FARA Family', which was launched with a late shopping and films launch event at the FARA store in



Islington in October. The event exceeded our expectations, with a considerable buzz in the store generated by an attendance of more than 280 and sales of more than £3,000 on the night. The campaign's creative was built around the five films made by Scott Wimsett of Bespoke Banter, which highlighted the diverse nature of those who support FARA and the communities we serve, featuring four retail customers who were pleased to champion the FARA brand and one of our staff. The films were cut into multiple formats and they helped us to grow our database and tap into Gen-Z audiences.

In addition to raising funds for our programmes in Romania, we are proud that through our shops, we continue to advocate for sustainability, and in December, we released a report, 'The Devil is in the Retail,' which offers a fresh perspective on charity retail as a solution

to the fashion conflict faced by younger generations. The report examines how Gen Z and Gen Alpha are grappling with the challenge of aligning their fashion choices with their aspirations for a more sustainable future – and how charity shops can provide excitement and a sense of community through found fashion rather than fast fashion.

Engagement with our workforce

During 2023 we sought to support our staff through several measures including improving working conditions through shop refurbishments, improving recruitment and onboarding, introduction of enhanced company sick pay, the developing of role-specific competencies, the use of technology to support staff productivity, rolling out e-learning and updating our HR Policies

For the first time, a detailed employee satisfaction survey was carried out, the feedback received was reviewed, and an action plan was developed. We were pleased to find that overall employee engagement and understanding of our purpose were high.

We will continue to work hard to improve and enhance our staff experience. In September 2023, a Trading Academy was opened in an underutilised space within our Islington shop. This ensures all our new starters and experienced staff have access to training to enable them to carry out their vital work running our shops to raise funds for the projects in Romania. And looking forward, we will develop the initiatives that started in 2023 while also introducing an HR self-service system.

Structure, governance and management

FARA UK is governed by a Board of Trustees, who are legally responsible for directing the affairs of the charity. The Trustees have full legal responsibility for the actions of the organisation and meet at least three times annually to review and direct strategy, budget and performance.

FARA UK has three main board subcommittees who meet in advance of each board meeting to ensure that FARA and all its subsidiary entities in the UK are properly governed and that the funds remitted to Fundația FARA are spent appropriately. The remit of each are:

- **Services Subcommittee:** responsible for HR governance, strategy and oversight of services delivered in Romania.
- **Trading Subcommittee:** responsible for charity retail matters and marketing and communications.
- **Finance & Risk Subcommittee:** responsible for all finance and risk matters. Within this also sits an Investment Committee that reviews the investment portfolio.

In addition, a Remuneration Committee meets annually and is responsible for reviewing and recommending to the board pay and overall pay principles.

FARA was incorporated as a company limited by guarantee, as defined by the Companies Act 2006, on November 8, 2010, and is governed by its Articles of Association. The Articles of Association were updated in March 2024 to ensure they are appropriate and fit for purpose.

During the year, the charity had two wholly owned subsidiaries.

- **FARA Enterprises Limited (FEL)** operates the retail charity business that donates all its profits to FARA UK annually. Three members of the Board of Trustees sit on the board of FARA Enterprises Limited along with the Chief Operating Officer / Company Secretary of FARA.
- **FARA Properties Limited (FPL)** is a property holding company. It disposed of all its property holdings during 2023.

Appointment of Trustees

The Articles of Association outline the appointment of trustees and follow the advice of the Charity Commission. The Articles of Association were updated in March 2024 to support and simplify the process of appointing, retiring, and removing Trustees and to bring it into line with the Charities Act 2011.

In 2023, using a specialist recruiter to ensure robustness and transparency, the charity recruited three additional Trustees who formally joined the board in 2024. New Trustees complete an induction to ensure they understand how the organisation runs (including meeting executive and board members) and their role.



Public benefit

The FARA UK Trustees confirm that they meet the Charities Act 2011 public benefit requirement. FARA fulfils this by grant funding to Fundația FARA for the relief of poverty, the improvement of the lives of people with disabilities, the provision of a home to children without one and its programme to tackle poverty through the education of school-aged children.

Executive Leadership

Libby Gordon has continued as CEO of the FARA Foundation, and she, along with the executive leadership team, has delegated authority for running the charity and trading arms. The organisation's director roles include a Chief Operating Officer, Trading Director, Marketing and Communications Director, Development and External

Engagement Director, and Human Resources Director all working collectively to lead the organisation.

Equal Opportunities Policy

FARA does not discriminate based on age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnicity or national origin, religion or belief, sex or sexual orientation.

Remuneration Policy

Our approach to remuneration is designed to ensure that we attract and retain staff and maintain affordability. Pay principles, banding and benchmarking are in place to ensure fairness and consistency. The Remuneration Committee oversees this area on behalf of the board.

FARA UK finances and funding

2023 was a strong year for trading following the post-COVID surge in sales in 2022, although the growth rate was slightly lower in 2023.

This enabled FARA Trading Operations (retail shops and online operations), to generate a surplus of £2.76m which it could covenant to FARA UK during 2023, to fully grant fund Fundația FARA's core and development programmes in 2023.

FARA Trading Operations continue to generate more than 90% of FARA UK's annual income, and the remainder comes from a small set of generous regular UK givers and investment returns. Income generation outside of the shops is an important component of the three-year 2024-2026 Strategy and plans are being developed to increase this.

FARA UK is expected to provide Fundația FARA between £2.5m-£3.0m each year of its current strategy period to fund existing programmes and new developments. And Fundația FARA itself will continue to make all reasonable efforts to raise additional funds from the public and corporations during that period and through applying for eligible funding within Romania and Europe.

Reserves

FARA UK is in a strong financial position, with over £11.76m in reserves. The Board of Trustees has designated the funds to set aside three years of core funding for Fundația FARA and an additional four years of funding for Homes for Life, a combined total of £9.89m. The balance of £1.87m is held as general reserves.

It is expected that FARA UK will have to use some of its reserves in the 2024-2026 period to fully fund the core programmes in Romania.

Our Donors

We are enormously lucky to have a loyal cohort of individuals who continue to support us financially through regular donations – many who have been with us since the early years of FARA. We are also hugely grateful to those people who fundraise for us through events and other individual and team fundraising initiatives. We are also indebted to those who generously donate goods to our stores and to our thousands of loyal shop customers. We could not fund the work of the projects in Romania without this incredible support.



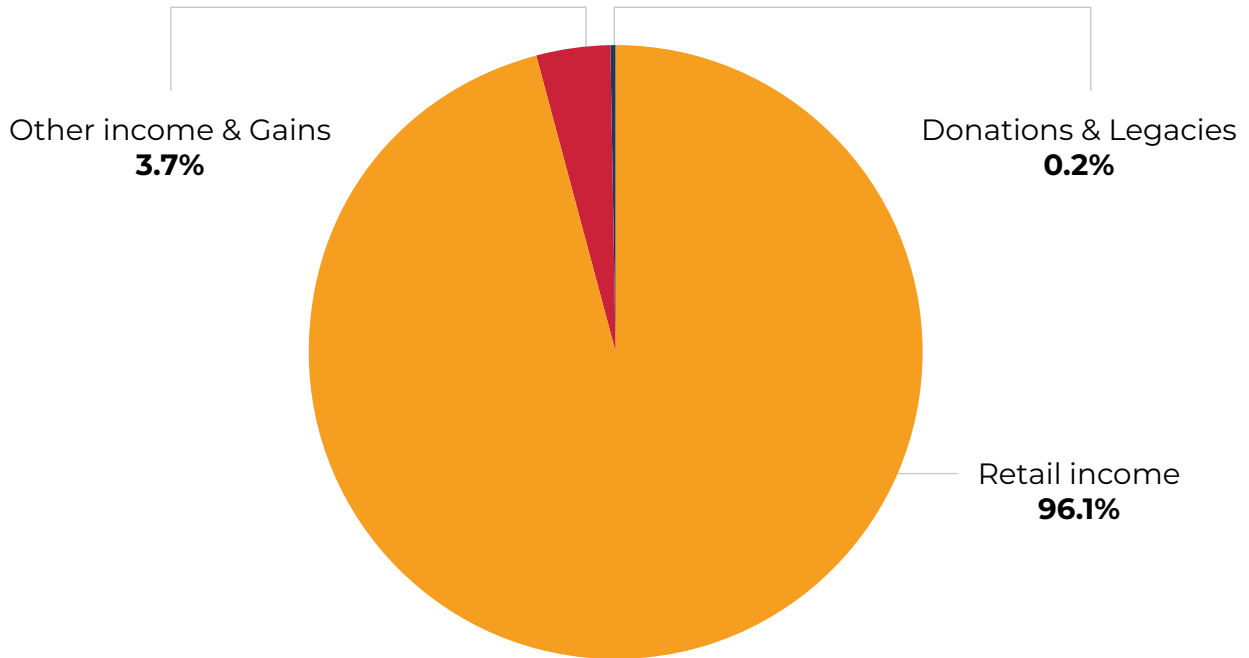
FARA UK Statement of financial activities for year ended 31 December 2023

	2023 £'000 Total unrestricted funds	2022 £'000 Total unrestricted funds
Income	£	£
Donations & Legacies	24	41
Retail Income	12,364	11,874
Other Income	1	2
Investment Income	287	166
Investment Gains	184	-
Total income	12,861	12,083
Expenditure	£	£
Retail Costs	9,499	8,939
Other Costs	19	19
Governance costs	311	288
Investment losses	-	411
Grant Funding	2,383	1,794
Total expenditure	12,211	11,451
Net Movement in Funds for the year	650	632
Fund Balance brought forward	11,116	10,485
Total Fund Balance carried forward	11,766	11,116

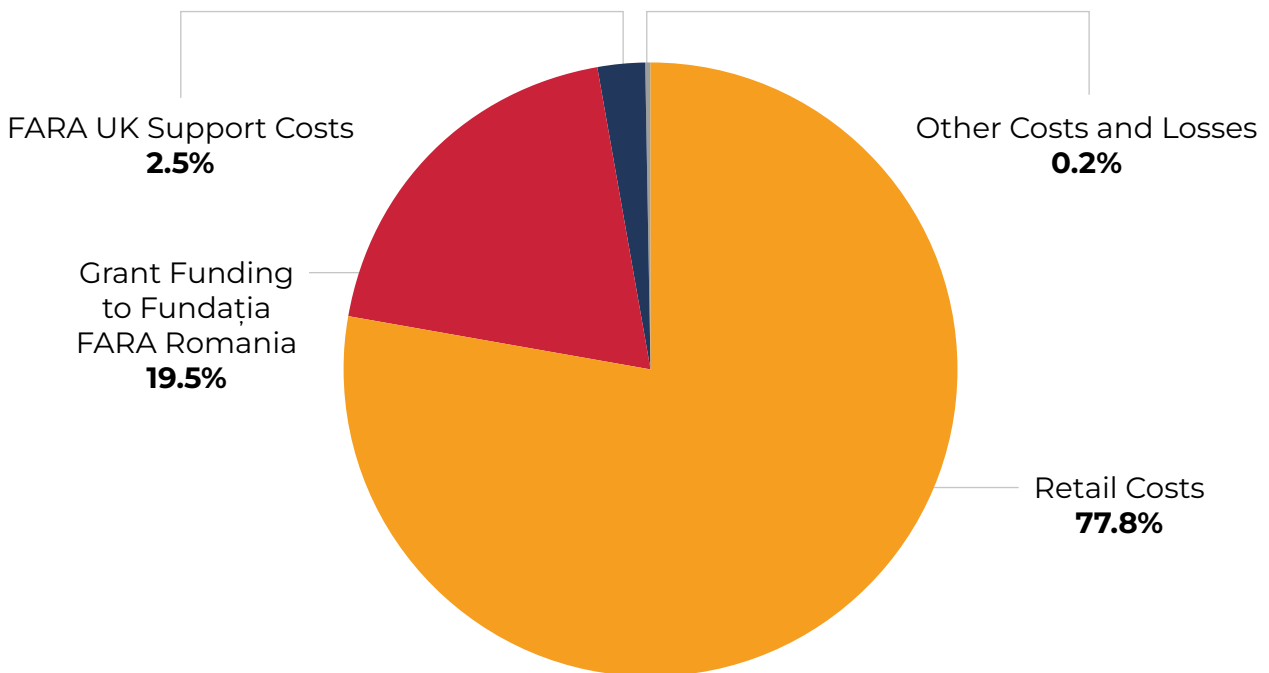
FARA UK Balance sheet as at 31 December 2023

	2023 £'000	2022 £'000
Fixed assets	£	£
Tangible assets	198	626
Investments	6,794	5,322
Long term Debtors	44	-
Current assets	5,902	6,373
Liabilities	£	£
Short term	(483)	(479)
Long term	(689)	(725)
Net assets	11,766	11,116
Funds		
Designated Funds	9,890	9399
General Funds	1,876	1,718
Total Charity Funds	11,766	11,116

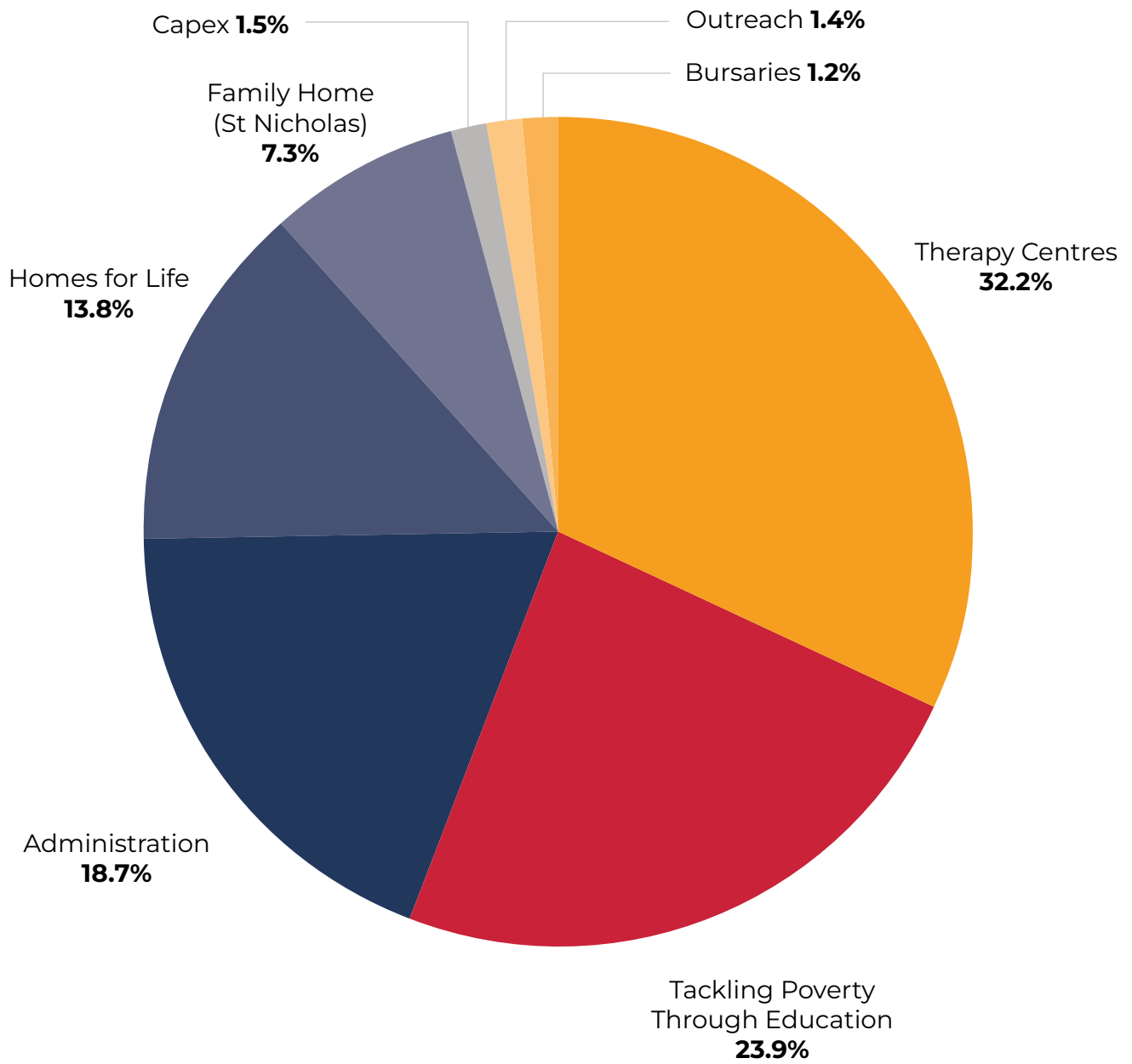
FARA UK income 31.12.2023



FARA UK expenditure 31.12.2023



How the FARA UK grant was spent 31.12.2023



Incorporation

The charitable company was incorporated on 8 November 2010.

Reference and administrative details

Registered Company number

07432706 (England and Wales)

Registered Charity number

1139349

Registered office

2nd Floor
Suite 1
8 Waldegrave Road
Teddington
England
TW11 8GT

Key Management Personnel

Trustees (Directors)

Ms S G Cross – Chair
Mrs J Nicholson (resigned 15.12.23)
Mrs L J Dawson
Mr R H C Chalk
Mr P W Groves
Ms O P E Rimbart (resigned 04.10.23)
Mr R Davidson - Treasurer
Mrs N Nowak
Mrs E H A Middleton
Mr R Lynas (appointed 25.03.24)
Dr Y S H Johnson (appointed 25.03.24)
Ms Kathryn A Higgins (appointed 12.06.24)

Company Secretary and Chief Operating Officer (COO)

Mr R Phelan

Chief Executive Officer (CEO)

Ms E Gordon

Administrator

Mr S Addai (resigned 30.06.23)
Ms J Sugden (appointed 06.11.23)

Patron

His Majesty King Charles III

Our charity shops

Balham 27 Bedford Hill SW12 9EX	020 8675 7607
Balham Kids 15 Hildreth Street SW129RQ	020 8675 4137
Barnes Kids 25 High Street SW13 9LW	020 8878 5593
Battersea 254 Battersea Park Road SW11 3BP	020 7924 5575
Belsize Park 204 Haverstock Hill NW3 2AG	020 7435 0162
Chiswick 78 Turnham Green Terrace W4 1QN	020 8994 4724
Chiswick Kids 40 Turnham Green Terrace W4 1QP	020 8994 2287
Clapham 70 Chatham Road SW11 6HG	020 7978 4608
Clapham Books For Kids 74 Chatham Road SW11 6HG	020 3202 1059
Clapham Kids 144 Northcote Road, SW11 6RD	020 7223 2781
Ealing Kids 18 The Green W5 5DA	020 8579 1731
Earlsfield 551 Garratt Lane SW18 4SR	020 8947 8308
Earlsfield Kids 589 Garratt Lane SW18 4ST	020 8879 7279
East Molesey 128 Walton Road KT8 0HP	020 8941 1220
East Sheen 407 Upper Richmond Rd West SW14 7NX	020 8487 5812
Fulham Road 674 Fulham Road SW6 5RX	020 7371 0141
Fulham Kids 614 Fulham Road SW6 5RP	020 7610 6752
Fulham (New Kings Road) 297 New Kings Road SW6 4RE	020 7736 2833
Fulham (North End Road) 341 North End Road SW6 1NN	020 7385 4949
Greenford 8 The Broadway UB6 9PR	020 8813 0819
Islington 28-32 Pentonville ROAD N1 9HJ	020 7713 0931
Kensington 26 Gloucester Road SW7 4RB	020 7581 8219
New Malden 162 High Street KT3 4ES	020 8336 1129
Notting Hill 10 Elgin Crescent W11 2HX	020 7243 6381
Notting Hill Kids 39 Ledbury Road W11 2AA	020 7229 3634
Pimlico 13a Warwick Way SW1V 1QT	020 7630 1774
Pimlico Kids 40 Tachbrook Street SW1V 2JS	020 7630 7730
Primrose Hill Kids 83 Regents Park Road NW1 8UY	020 7483 3827
Retromania London 6 Upper Tachbrook St. SW1V 1SH	020 7630 7406
Richmond Bridge 420 Richmond Road TW1 2EB	020 8892 9923
Richmond Bridge Kids 416 Richmond Road TW1 2EB	020 8892 7890
Streatham 100 Streatham High Road SW16 1BS	020 8677 0985
Shepherds Bush 84 Uxbridge Road W12 8LR	020 8743 7799
Southfields 261 Wimbledon Park Rd SW19 6NW	020 8785 0505
Southfields Kids 273 Wimbledon Park Rd SW19 6NW	020 8789 1656
Surbiton Kids 25 Victoria Road KT6 4JZ	020 8399 9643
Teddington 34 Broad Street TW11 8RF	020 8943 0876
Teddington Kids 106-108 High Street TW11 8JD	020 8977 4025
Fara Books (Teddington) 34d Broad Street TW11 8RF	020 8977 6475
Fara Homeware (Whitton) 96 High Street TW2 7LN	020 8898 9435



FARA is one of the largest and most experienced care providers in Romania, giving support to vulnerable children and adults, youth at risk, those with learning disabilities, as well as families and their communities. We tackle poverty through education for Romania's poorest, working to fulfil lives, rebuild futures and spread hope.



faracharity.org

 [FARACHARITY](https://www.facebook.com/FARACHARITY)

 [FARACHARITYSHOPS](https://twitter.com/FARACHARITYSHOPS)

 [faracharityshops](https://www.instagram.com/faracharityshops)