



## ANNUAL REPORT 2023/2024



**Charity Name:** ZOV UK (“ZOV”)

**Charity Registration No:** 1104091

**Address of Charity:** 48 Talbot Road, London, N6  
Lucy Rosenstein, Charlotte Healey, George Karaargirov,  
Dimitar Velikov, Mark Giulianotti, Branimir Zelenkov

**Current Trustees:**

**Financial Trustee:** Charlotte Healey

**Structure, Governance and Management:** Two annual trustee meetings are held each year. Charlotte Healey, the Director, is in charge of the daily management and reporting and financial management of this charity. Accounts are prepared and reviewed by accountants and signed off by two trustees. Trustees are appointed at two annual meetings where quorum is when at least three trustees attend. During these annual meetings the minutes are circulated, and making any decisions are circulated for approval by the other trustees. Appointments of Trustees are reviewed each year with any interested parties who have contacted the charity presented at the annual meeting with the current trustees resigning and being re-elected. Trustees do not receive remuneration or any other benefits for their service.

**Reporting:** Financial year end is March 2024 and operational performance ending December 2023 to cover the 2023/2024 Annual Reporting period.

**Financial Performance:** In the accounting period ending March-2024 total Income was **£27,403** and Total expenditure totaled (**£35,676**). At the end of the accounting period, funds in the UK bank account were **£51,772**.

Of those funds:

- £6,000 were restricted to charitable activities in August and September;
- Further £12,000 were towards Outreach and Mentoring activities in 2024;
- £18,000 are in reserves (see below).

2023-2024 fundraising activities met our target budget in order to continue with our programmes at their present levels. Our annual budget is now between £30,000-£35,000.

**Reserves Policy:** It is ZOV UK's policy to maintain a balance of unrestricted funds which equates to around 6 months of unrestricted payments which equates to around £15-£18,000. In 2018 it was agreed that we should increase the reserves to £15,000 and in 2021 to £18,000. We maintained a reserve in the form of unrestricted funds of £18,000 in 2023/4 which equates to approx. 6 months. This level of reserves is deemed appropriate due to the varying nature of the income sources which are not guaranteed. It was agreed to keep the reserves at this level to reflect future income predictions.

**Volunteers:** ZOV would like to thank all the trustees who work on a volunteer basis to make the charity run and prosper.

**Safeguarding:** Although ZOV UK does not undertake any work directly with children in the UK, we do support the work of organisations on the ground in Bulgaria primarily through an NGO ZOV Bulgaria. Each year we make sure we are supporting those organisations that are best aligned with our objectives and mission as a charity. In 2023 we supported ZOV Bulgaria an organisation which is a licensed social support service centre for the number: П – 3129-178 for supporting the skills and development of children including those with special needs. Reports on our activities are sent to the National Agency for Quality of Social services.

Each year we ask for a copy of the signed licence and Katia Zlatkova, the director of ZOV Bulgaria in Bulgaria, signs a declaration that all documents and contracts are in place for 2023/2024 for the safe and complaint operation of the organisation according to Bulgarian law. Copies of which are circulated to the trustees. We request and receive each year the financial accounts for the charities we fund in Bulgaria. These reports are available and are submitted to the National Tax Agency in accordance with Bulgarian law.

### **Privacy Policy and General Data Protection Regulation Compliance**

**(GDPR):** The only data ZOV holds is email addresses on Campaign Monitor, a forum that we use to send newsletters. There is, and has been for five years, an “unsubscribe” function for those who do not want to be contacted anymore. Campaign Monitor has measures to make sure the data is held securely. You can view their GDPR policies and procedures at the following link <https://www.campaignmonitor.com/trust/>. We will never share the information we have with 3<sup>rd</sup> parties, without the prior consent of the relevant party in question. If there is a data breach we will contact Campaign Monitor to understand what has happened as they hold the email list, and if contact is made without prior consent or you are unhappy about the level of contact your data will be immediately removed from the database and a record of the breach will be kept. We will endeavour to inform those whose data has been breached within 72 hours.

From the 25<sup>th</sup> May 2018, for anyone that expresses an interest in our work and wants to receive further information, we will make sure expressive consent is sorted out, including consent to the timings, content and frequency of all further contact. We will only hold personal information where consent has been provided. Evidence of consent will be

recorded and not passed on to any third parties. People can unsubscribe from the newsletter at any point.

**Monitoring and Evaluation:** Every 3- 6 months, depending on the level of project activities, ZOV Bulgaria measures the children's and young person's improvements with regards to the following fields:

- ▶ Communication skills;
- ▶ Independence;
- ▶ Behaviour;
- ▶ Cognitive skills;
- ▶ Self-esteem; and,
- ▶ Team work.

They also note achievements and participation in extra circular activities such as sports, participation in concerts and improved marks at school. In addition, they use evaluation forms and questionnaire so the student volunteer mentors can capture any improvements or changes in the children's behaviour and educational achievements. Meetings are held during the year to make sure we are addressing the needs of the children and those who work with them in the best possible way using the feedback reviewed from all those involved in our projects.

**Objectives and Activities:** In 2022 one in four children in Bulgaria live in poverty and are at risk of social exclusion, which is one of the highest rates in the European Union\*. The pandemic has increased the risk of poverty worsening existing educational inequalities amongst children from different socio economic backgrounds\*. There are still a large number of children living in institutional care. Children at risk of poverty and social exclusion are less likely to meet their potential and need extra support - particularly with regards to education (UNICEF 2022).

ZOV Bulgaria helps them to prepare for life outside the home until they are secure and independent, and see each child's unique potential, facilitating the development of their skills and talents. We also help them build confidence, by providing a range of different creative and educational programmes. The dedicated team of staff have built lasting relationships with many children since 2006. Many of these children are supporters, volunteers and employees of ZOV today. We also support and work closely with the parents, care givers, staff of the homes, students and teachers. For example, at one centre we work for, around 90% of the staff have volunteered or worked for ZOV and/ or have participated in one of our programmes.

### Core Projects in 2023

- **Children's Project – Four** homes for children deprived of parental care, including a centre for Girls at Risk: **90** children
- **Special Children Project – Four** homes for disabled children some of which are residential: **100** children and young people.
- **Outreach and Mentoring – Six** homes, two schools of **180** children and **100** mentors, to prepare the children for independent living and provide opportunities for jobs and further education.

## Achievements and Performance (2023):

### Awards and Studies 2023

**4** ZOV mentors won the biggest award for **volunteering** from St Cyril and St Methodius **University of Veliko Tarnovo.**

**Six** members of ZOV Bulgaria staff received awards as part of a competition organised by the Municipality in celebration of **International Day of Social workers.**

ZOV now has **29** local and national awards to date.

### NEW CENTRES

We started supporting one more school this year. The school includes children at risk who board and are away from their families. We worked with approx. **291** children in 2023.

### Key Achievements

#### Educational & Employment Successes

**13** children and young people, including those with special needs, completed paid work experience with **4** gaining full or part-time employment.

**180** children received one-to-one mentoring support as part of ZOV's educational club. School results and general motivation have increased.

**4600** individual meetings between mentors and children.

Extended scope of the Mentoring Project, to include **15** children and young adults.

ZOV provided a young person with a **university grant.** In return they volunteer and help out with ZOV's Children's or Educational Clubs. She was part of the Mentoring and Outreach Projects and has spent much of her life in institutional care.

**100%** of children that left care either went to university or started a permanent job.

#### Prevention of Children Going Into Care

**80** children with a range of special needs, some of whom have parents who struggle to cope, received weekly music, art and speech therapy support.

ZOV worked with **80** children at schools from poor families who are at risk of dropping out of school.

### **Staff Wellbeing and Training**

ZOV held training for **40** childcare professionals, including ZOV staff and mentors on leadership and team work.

**120** staff members from **12** centers received specialist individual support and group therapy to learn better how to understand and support the children's needs and behaviour.

**Charlotte Healey, one of the trustees**, went to Bulgaria in May to see ZOV's work in action and to participate in some of the sessions.

Over 80 staff members, ZOV Staff and ZOV students volunteers attend **training provided by UNICEF**. The training focused on working with children with special needs.

On the 25<sup>th</sup> November we celebrated "**International Day for the Elimination of Violence against Women and Children**". ZOV staff attended a conference on the subject

### **Volunteering**

**100** student volunteers from the local university provided weekly educational and mentoring support to the children and young people we work with. **5** of these mentors are now employed by ZOV. **20** of these mentors have graduated and are now employed by the local social services, one went onto work with UNICEF Bulgaria.

**43** previous mentors are now employed by the Homes we work in, with two as Directors of the homes.

### **Empowerment**

**80** children participated in a range of weekly sessions, including music, dance, English, sports, computers, and cooking.

**120** children and young people including those with special needs, from **11** centers participated in a charity Martenitsi bazaar in March to celebrate the 'Baba Marta' festival and the coming of spring.

**125** children also participated in another bazaar at Christmas, raising money through selling gifts. All the gifts made for the bazaars were created in the sessions organised by ZOV.

Participation in **5** concerts and performances this year in the centres.

**25** children received 100 medals after participating in **6** national sports tournaments

## Providing Recreational Opportunities

**150** children from 15 centers went on a summer trip this year to mountain and sea camps. **Games, activities, walking, learning to cook, making art and crafts and theatre sessions were organised.** Several one-day trips were also organised so the children could spend time outside the homes. Highlights included the children doing a 12km walk in the mountains and participating in a festival where the children and young people won a number of prizes.

**18 environmental and educational day trips** were organised for around 130 children.

Trip to mark the end of the Mentoring and Outreach Project, with 120 children and mentors from eight centres. The children got to go **canoeing, wall climbing, play sports and perform in concerts and competitions.**

ZOV provided **185** children in **12** centres with Christmas presents and a party. A big thank you to George Velikov and CORDET for supporting this campaign

## Resources

ZOV repaired **3 computers** and currently pays for internet in one of the homes.

ZOV helped an organization to paint **Murals** in two of the homes we work with.

## Building Life Skills

**42** children and **48** adults with special needs from **4** Residential Centres have been taught life skills, such as budgeting, growing vegetables and cooking.

**158** children and **20** adults with special needs received educational and life-skills session.

## Feedback on Our Work

### Children and Young People

*"My mentor helped me successfully cope with my homework" Child K, age 12*

*"My mentor is very nice, she helps me deal with my difficulties in some subjects. I am very grateful to her" Child T, age, 8*

*"I am very grateful to ZOV for all the support over the years, you have given me. I have confidence that I can cope and achieve success. You will forever remain in my heart, as the people who believed in me when no one else did!" Child H, age 18*

***"Elena mountains was amazing, we had such a lovely wonderful time",*** Young person A, age 18

***"I can actually read now, thank you!"*** Child D, age 8

***"I wanted to become a waitress and my mentor has helped me make this happen"*** Child M, age 17

***"ZOV has always been by my side in the past years, thank you! You taught me independence not only in paid internships, but also in all the activities I have participated in so far - Mentoring project, Saturday club, Education, the many excursions, emotions, experiences. You are part of my big family - thank you!"***, Young Person S, age 19

***"Thank you very much for the great opportunity again, and this will help me leaving the home and transition to real life!"***, Young person, age 18

### **Teachers and Directors**

***"I am so proud of the achievements of the Children and I'm so grateful to ZOV for their support and partnership"*** Director of the Centre for Special Needs.

***"We are very grateful that we had the opportunity to join ZOV's Education club, your mentor really helped us professionally so we hired her. We will be glad of future cooperation with ZOV"***, Deputy Director of School

***"I have been working with ZOV for 15 years and I am proud with my sports work and achievements that I did with the kids which would have been impossible without ZOV support"*** Sports teacher at ZOV

***"I observe the children's progress with each passing week"*** Teacher from one of the Schools we work with

***"I am very grateful for the support and unique approach, which works really well. I can see improvements and I'm very happy that I can also learn something from you and be useful to my daughter "*** Mother of Child A

***"Thank you, for being our most important supporter for the children and people with special needs and for again giving your hearts and supporting them to have an amazing summer with many emotions and journeys. ZOV is and will always be our best partner!"***, Rositsa Dimitrova, Head of Social department in VT Municipality

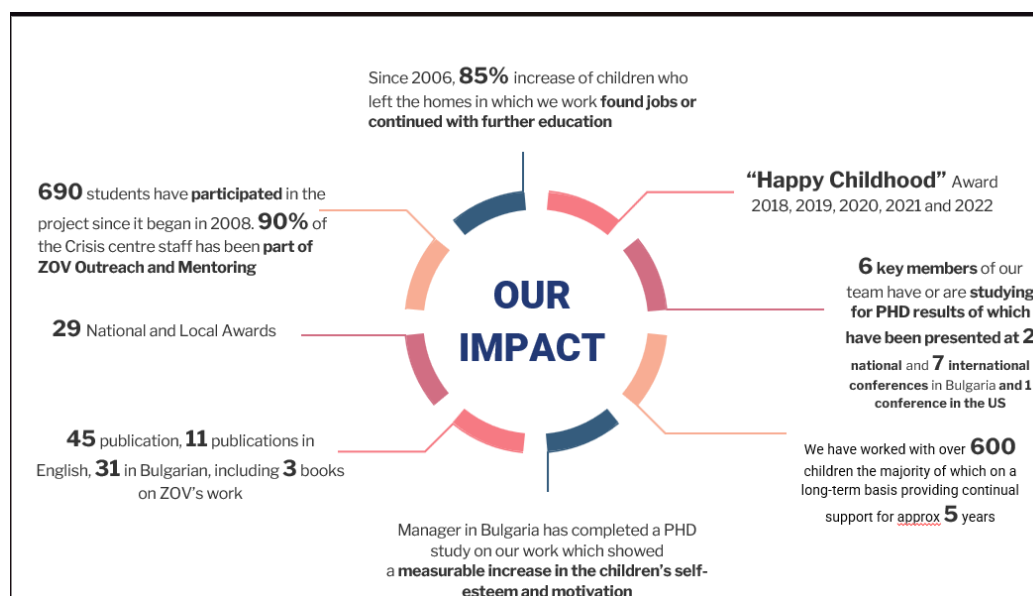
## Plans for 2024

In **2024**, through ZOV's work, we will continue to research and develop methods of working with vulnerable children and children at risk with a focus on improving independence, behaviour and wellbeing. We will continue our work and look to expand to support more children at risk through working with local schools and families.

ZOV also encourages the development of the staff we support in Bulgaria. **Six** key members of (50%) of staff have a PhD degree or are studying for a PhD. Members of ZOV Bulgaria have published **43** publications, 11 in English, 29 in Bulgarian, including 3 books.

Building on the success of the Individual Support Project in 2023, ZOV will continue to provide support sessions to **120** members of staff who work with us. The sessions will be provided in individual and group formats, focusing on supporting the staff and how to address the children's needs in the best possible way.

## Evidence of how our approach works to date



The trustees have confirmed that they have complied with their duty to have due regard to the guidance on public benefit published by the commission in exercising their powers or duties.

<sup>2</sup> <https://www.unicef.org/reports/country-regional-divisional-annual-reports-2022/Bulgaria>



**ZOV UK**

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**CHARITY NUMBER 1104091**

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**STATEMENT OF ACCOUNTS**

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**For the year ended 31st March 2024**

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**ZOV UK**

**ESTABLISHED BY DEED**

**CHARITY NUMBER 1104091**

**Registered Address:** 48 Talbot Road  
London  
N6 4QP

**Trustees:** Lucy Rosenstein  
Charlotte Healey  
George Karaargirov  
Dimitar Velikov  
Mark Giulianotti  
Branimir Zelenkov

**Financial trustee:** Charlotte Healey

**Independent Examiners:** CRASL  
Carlton Park House  
Carlton Park Industrial Estate  
Saxmundham  
Suffolk  
IP17 2NL

**ZOV UK**

**CHARITY NUMBER 1104091**

**STATEMENT OF ACCOUNTS**

**For the year ended 31st March 2024**

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**ZOV**

**CHARITY NUMBER 1104091**

**ESTABLISHED BY DEED**

**TRUSTEES' REPORT FOR THE YEAR ENDED 31st March 2024**

**Organisational Structure**

The charity trustees are responsible for the overall management of the charity. The trustees give their time freely and receive no remuneration or other financial benefits.

The Trustees together with the members committee meet monthly to ensure the smooth running and financial well being of the charity.

**Recruitment and appointment of trustees**

The existing trustees are responsible for the recruitment of new trustees from the local community.

**Induction and training**

Following appointment, new trustees are given copies of the trust deed and relevant publications from the charity commission.

**Risk Management**

The trustees assess the risks the charity faces and identifies the major risk by area of activity. These are reviewed regularly. The insurance cover is in place and finances are kept under review.

**Objectives and activities**

**Finances**



.....  
Lucy Rosenstein  
Trustee



.....  
Mark Giulianotti  
Trustee

**ZOV UK**

**ESTABLISHED BY DEED**

**CHARITY NUMBER 1104091**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF ZOV**

I report on the accounts of the charity for the year ended 31st March 2024, which are set out on pages 4 to 8.

**RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER**

As the charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 144(2) of the Charities Act 2011 (The Act) does not apply. It is my responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 145(5)(b) of the Act, whether particular matters have come to my attention.

Your attention is drawn to the fact that the charity has prepared accounts in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16 July 2014, the Financial Reporting Standard for Smaller Entities (FRSSE) is in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has since been withdrawn.

I understand that this has been done in order for the accounts to provide a true and fair view in accordance with the Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

**BASIS OF INDEPENDENT EXAMINER'S REPORT**

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

**ZOV UK**

**ESTABLISHED BY DEED**

**CHARITY NUMBER 1104091**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF ZOV**

**INDEPENDENT EXAMINER'S STATEMENT**

In connection with my examination, no matter has come to my attention:

- 1           which gives me reasonable cause to believe that in any material respect the requirements
- to keep accounting records in accordance with section 130 of the Act; and
  - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act.

have not been met; or

- 2           to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



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R Brock MAAT ACCA  
CRASL  
Saxmundham

**ZOV UK**

**STATEMENT OF FINANCIAL ACTIVITIES**

For the year ended 31st March 2024

	<u>Notes</u>	<u>Unrestricted</u> £	<u>Restricted</u>	<u>2024</u> <u>Total</u> £	<u>2023</u> <u>Total</u> £
<b>Income and endowments from</b>					
<i>Voluntary Income:</i>					
Donations and legacies	2	5,847	0	5,847	9,639
<i>Activities for generating funds:</i>					
Charitable activities	3	5,296	2,760	8,056	4,367
Grants	5	3,000	10,500	13,500	16,200
<b>Total income and endowments</b>		<u>14,143</u>	<u>13,260</u>	<u>27,403</u>	<u>30,206</u>
<b>Expenditure</b>					
Cost of generating voluntary income					
Charitable activities	4	35,676	0	35,676	34,420
<b>Total expenditure</b>		<u>35,676</u>	<u>0</u>	<u>35,676</u>	<u>34,420</u>
<b>Net movement in funds</b>		-21,533	13,260	-8,273	-4,214
Balances brought forward					
		<u>39,419</u>	<u>20,376</u>	<u>59,795</u>	<u>64,009</u>
		<u>17,886</u>	<u>33,636</u>	<u>51,522</u>	<u>59,795</u>

All of the Charity's activities are classed as continuing.

The Charity has no recognised gains or losses other than those shown above.

The notes on pages 6 to 8 form part of these accounts.


ZOV UK


**BALANCE SHEET**

For the year ended 31st March 2024

Notes	£	2024 £	£	2023 £
<b>Fixed Assets</b>				
Tangible Assets		0		0
		<u>0</u>		<u>0</u>
<b>Current Assets</b>				
Stock	0		0	
Debtors and prepayments	0		0	
Cash at bank-current	51,772		59,795	
Cash in hand	0		0	
	<u>51,772</u>		<u>59,795</u>	
<b>Liabilities</b>				
Amounts falling due in one year	<u>250</u>		<u>0</u>	
<b>Net current assets</b>		<u>51,522</u>		<u>59,795</u>
<b>Net assets</b>		<u>51,522</u>		<u>59,795</u>
<b>Funds</b>				
Unrestricted		17,886		39,419
Restricted		33,636		20,376
		<u>51,522</u>		<u>59,795</u>

Approved by the Board of Trustees on 16th December 2024 and signed on its behalf by:

  
\_\_\_\_\_  
Lucy Rosenstein  
Trustee

  
\_\_\_\_\_  
Mark Giulianotti  
Trustee



**ZOV UK**

**ESTABLISHED BY DEED**

**CHARITY NUMBER 1104091**

**NOTES TO ACCOUNTS**

**For the year ended 31st March 2024**

**1 ACCOUNTING POLICIES**

**Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice and in accordance with the Financial Reporting Standards for Smaller Entities (effective January 2015) and the Charities Act 2011. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting accounting policy note.

The financial statements have been prepared to give and 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following Accounting and Reporting by the Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRSSE) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

**Preparation of accounts on a going concern basis**

The assessment of the trustees is that the charity is a going concern.

**Income**

All incoming resources are included on the Statement of Financial Activities when the charity has sufficient certainty that receipt of the income is probable and the amount can be measured reliably.

**Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. It has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources.

The charity is not registered for VAT and accordingly expenditure is shown gross of Grants offered subject to conditions which have not been met at the year end date are notes as commitment but not accrued as expenditure.

**ZOV UK**

**ESTABLISHED BY DEED**

**CHARITY NUMBER 1104091**

**NOTES TO ACCOUNTS**

**For the year ended 31st March 2024**

**Voluntary Income**

All donated income is included in income on receipt where the donor requires that the sum is to be treated as income in future accounting periods.

**Investment Income**

Interest received is included when receivable.

**Fixed Assets**

Depreciation is provided on fixed assets at rates calculated to write off the costs, less estimated residual value, or each asset over its expected useful life as follows:-

Furniture, Fixtures and Fittings - 15% on reducing balance

**Stock**

Stock is valued at a lower of cost and net realisable value

**ZOV UK**

**ESTABLISHED BY DEED**

**CHARITY NUMBER 1104091**

**NOTES TO ACCOUNTS**

For the year ended 31st March 2024

	Unrestricted £	Restricted	2024 Total £	2023 Total £
<b>2 Donations and legacies</b>				
Donations & Legacies	5,847	0	5,847	9,639
	<u>5,847</u>	<u>0</u>	<u>5,847</u>	<u>9,639</u>
<b>3 Charitable activities Income</b>				
Charitable Activities	5,296	2,760	8,056	4,367
Investments	0	0	0	0
	<u>5,296</u>	<u>2,760</u>	<u>8,056</u>	<u>4,367</u>
<b>4 Charitable activities Expenses</b>				
Raising Funds	216	0	216	216
Charitable Activities	35,460	0	35,460	34,204
	<u>35,676</u>	<u>0</u>	<u>35,676</u>	<u>34,420</u>
<b>5 Grants received</b>				
FOB Grants	0	10,500	10,500	8,200
Orbis Foundation	1,000	0	1,000	6,000
AFD	2,000	0	2,000	2,000
	<u>3,000</u>	<u>10,500</u>	<u>13,500</u>	<u>16,200</u>

