FELINE CARE

England & Wales · Charity number 1144830

Details

Status	Registered
Legal form	Trust
Registered	2011-11-28
Register	View on the Charity Commission register

Contact

Address	Feralands Roudham Road Harling Road Norwich NR16 2QN
Phone	01953718529
Email	INFO@FELINECARE.ORG.UK
Website	www.felinecare.org.uk

Activities

Objects: 2.2 THE OBJECTS OF THE CHARITY ARE, FOR THE BENEFIT OF THE PUBLIC:2.2.1 TO RELIEVE THE SUFFERING OF DOMESTIC & FERAL CATS, AND SOME OTHER ANIMALS, IN NEED OF CARE AND ATTENTION AND, IN PARTICULAR, TO PROVIDE AND MAINTAIN RESCUE HOMES OR OTHER FACILITIES FOR THE RECEPTION, CARE AND TREATMENT OF SUCH ANIMALS IN THE HOPE OF FINDING THEM PERMANENT HOMES IN SUCH WAYS AND IN SUCH PARTS OF THE UNITED KINGDOM OR THE WORLD AS THE TRUSTEES FROM TIME TO TIME MAY THINK FIT.2.2.2 TO PRESERVE PUBLIC HEALTH AND TO PROTECT THE PUBLIC FROM NUISANCE AND DISTRESS PRIMARILY BY PROMOTING HIGH STANDARDS OF COMPANION ANIMAL OWNERSHIP AND THE RESPONSIBLE MANAGEMENT OF DOMESTIC, STRAY AND FERAL CATS THROUGH NEUTERING IN SUCH WAYS AND IN SUCH PARTS OF THE UNITED KINGDOM OR THE WORLD AS THE TRUSTEES FROM TIME TO TIME MAY THINK FIT.2.2.3 TO ADVANCE EDUCATION IN SUCH WAYS AND IN SUCH PARTS OF THE UNITED KINGDOM OR THE WORLD AS THE TRUSTEES FROM TIME TO TIME MAY THINK FIT.

Activities: Relieve suffering of domestic & feral cats by providing/maintaining rescue homes/facilities for the reception, care & treatment of such animals in the hope of finding them permanent homes.Preserve public health by promoting high standards of companion animal ownership & responsible management of domestic, stray & feral cats through neutering.Advance education in need for responsible ownership.

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Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Animals
- **Who:** The General Public/mankind

Geography

- Cambridgeshire
- Essex
- Norfolk
- Suffolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£335,276	£258,742	-	-
2024-03-31	£268,366	£194,479	-	-
2023-03-31	£170,291	£174,500	-	-
2022-03-31	£193,562	£157,626	-	-
2021-03-31	£191,075	£134,904	-	-

Trustees

Name	Role	Appointed
Ciara Marie McGahey		2025-01-26
Julia Louise Carman		2025-01-26
KEN F HILL		2011-11-28
MOLLY MAY FARRAR		2011-11-28
Stephanie Heddell		2015-01-23
Susanna Rose Hornby		2025-10-19

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FELINE CARE

England & Wales - Charity number 1144830

Accounts

FELINE CARE

rescue sanctuary advice rehoming



Annual Report 2024-2025

Year ending 31st March 2025

Registered charity number 1144830

Trustees Report

Welcome from our Chair

Every cat who comes through our doors leaves pawprints on our hearts. This year has been no exception. We have celebrated joyful new beginnings as many cats found their forever homes, and we have stood by our long-term residents through complex medical and behavioural challenges. We have also faced the sorrow of saying goodbye to some of our beloved companions, always ensuring their final days were filled with love, dignity and comfort. You can read more about some of these individual journeys in the *Our Year* section.

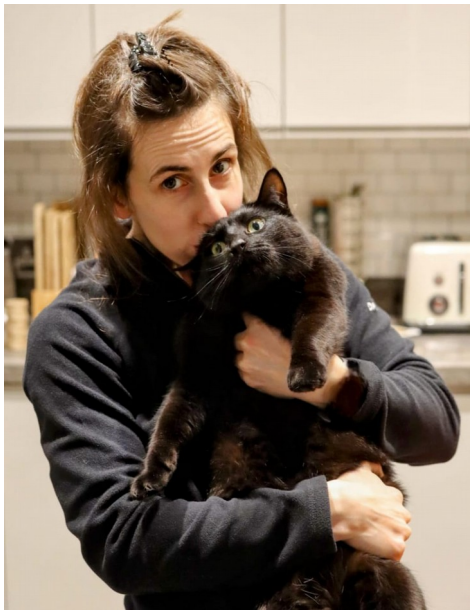
Alongside this, we have continued to provide a safe and loving home to around 150 cats at any one time. Some enjoyed the company of friends in our communal spaces, while others roamed the safety of our four-acre site. Many moved on to happy new homes, while others remain with us to enjoy the retirement they deserve. Alongside rehoming, we have also supported families to keep their cats through advice and practical help, ensuring fewer cats need to leave their loved ones behind.

This year also brought change at board level. In January 2025, I was honoured to take on the role of Chair of Trustees, and I am truly excited to support a charity so close to my heart. Stepping into this role gives me the opportunity to help shape its future and continue the incredible work we do for cats in need.

I also want to take this opportunity to thank our outgoing Chair, Ken Hill, for his years of exceptional leadership and dedication since joining the charity in 2011. We are very fortunate that Ken remains a valued member of our board, continuing to give his time, knowledge, and energy to Feline Care.

None of this would be possible without the dedication of our staff, volunteers, trustees, and the unwavering support of our wider community. Every event attended, every donation made, every home offered — all of these acts of kindness make a real difference to the cats who rely on us.

We would also like to extend a special thank you to our donors, whose continued generosity provides the lifeline that keeps our doors open and ensures every cat receives the care they deserve.



As we look ahead to the coming year, we do so with optimism. We know there will be challenges, but with your continued support we can face them together, always putting the cats first. From every whisker, paw, and purr at Feline Care, thank you for being part of our story.

Here's to another year of care, kindness and new beginnings.



Ciara McGahey
Chair

Who We Are

Feline Care (FC) began life as Feralands, part of another cat rescue charity based in West Sussex, set up to provide lifelong sanctuary to cats from that area, who for various reasons were not able to find homes. Alongside a very active TNR (Trap, Neuter & Return) scheme, over time we began taking in cats from the local area and facilitating our own adoptions.

In 2011 our parent charity made plans to sell our site leaving us with the choice of returning all our residents to their site in Sussex or purchasing the land and becoming a charity in our own right. The choice was obvious!

With huge support from volunteers and the local community, we were able to both raise the funds and establish as a separate registered charity in the extremely tight timescales given to us and keep Feline Care's doors open to cats.

Feline Care is based in a purpose-built sanctuary at Harling Road, Norfolk, and accommodates an average of 150 cats and offers a neutering scheme for feral and domestic cats. We are governed by a board of trustees with the charity founder, Molly Farrar, living on site. We employ a small team of staff to assist with the daily care of the cats and to manage our fundraising and Charity Shop.

FC is proud to be an independent cat charity, able to support and care for feral, stray and domestic cats, through rescue, re-homing, neutering and educating the public on the responsibilities of pet ownership. The staff and volunteers work tirelessly to relieve the suffering of all types of cats by providing a calm and safe space of sanctuary for their care, in the hope of finding them permanent homes or while they stay with us for treatment.

FC admit cats on a temporary or permanent basis, regardless of age, health, and behaviour. We carefully manage our intake to support those least likely to find help elsewhere or to those who need it most urgently, always with their future happiness and safety in mind.



Our Home

Feline Care's sanctuary base is set in nearly four acres of land, tucked away at the bottom of a small industrial area in the Breckland region of Norfolk.

The sanctuary set-up includes animal bedrooms and communal pens in a purpose-built single storey building, underfloor heated throughout. Larger areas allow multi-cat families to stay together while their social bonds are assessed prior to rehoming as well as giving socialised cats the chance to make new cat friends.

FC has two quarantine areas used for both quarantine and short stays and an intensive care room for those admitted with medical needs and aim to be flexible enough with space to meet the needs of individual cats.

Purpose built 'Jellicle' pens, primarily for cats admitted through the TNR scheme, are unheated and enable outdoor cats to be temporarily sheltered at familiar temperatures, crucial for them to retain their thick coats. Great effort is made to ensure feral cats have a calm and safe experience.

Our entire site is fully enclosed with cat proof fencing, ensuring those that live on site are safe from roads and external factors. We have a car park which cats have no access to and any vehicles on site are escorted in at walking pace.

For free roaming residents, mostly feral cats, there is ample outside space with over three acres of woodland, scrub and meadow which provides a green, pleasant and stimulating environment for those preferring to reside outdoors. Numerous shelter options are offered and all outdoor residents have access to heated bedrooms, should they wish to use them.

The number of permanent residents fluctuates, but we generally have around 60 cats living free on site. We always have a group of residents needing more specialist attention who reside in our kitchen area, but who still have free access to our grounds.

While the charity always aims to help as many cats as possible, its work can never be quantified by numbers alone as the priority is and will always be to help those most in need.



What We Do



Animals arrive at the sanctuary in a number of ways and for a number of reasons. They may be found as strays, litters bred in the wild, brought to the centre, sometimes dumped at the gates or relinquished by owners no longer able or unwilling to care for them. We have even had a few male cats who self-admitted by climbing over our fences and onto site!

We are also asked to trap strays and sometimes colonies of feral cats and we engage with other organisations to take in large numbers of cats from 'hoarder' situations.

Work undertaken with groups of feral cats often includes the control of growing colonies on business premises where cats are captured, neutered and returned to the working environment. The FC team covers primarily the local Breckland area but works closely with other cat and animal charities whenever possible to deal with difficult situations.

Feline Care remains technically full all year round. Admissions are managed purely on a priority basis and are entirely dependent on availability of spaces. We operate an active waiting list of cats whose owners wish to re-home their pets. We tend to focus our admittance on the cats that other rescues may not prioritise, specifically feral or elderly cats and those with medical or behavioural issues.



On arrival, all animals undergo a full health check and any entire males or females are neutered. We scan every cat admitted for a microchip, in case it has become separated from its owners. Any un-microchipped cats are microchipped, these are then dual registered to us and the eventual new owner. Microchipping is essential in reuniting lost cats with their owners, and it gives us peace of mind that for any animal we have chipped, should the owner not be found, the cat will return to us.

All cats admitted are also vaccinated and given parasite treatments for fleas and worms. If other veterinary treatments are required, we will engage appropriate veterinary professionals, including referrals to specialist centres.

It is not uncommon for the veterinary costs for some of the cats we admit to run into thousands of pounds. Our willingness to treat cats with medical needs means we can save the lives of cats that might otherwise be euthanised.

Each animal admitted spends three to four weeks in quarantine, either in one of our quarantine units, or in a separate bedroom area, before being allowed into any communal cat area. During this time we monitor the cat's behaviour, if we discover they dislike other cats, they won't join a communal area but will remain in an individual bedroom.

Many of the cats we take in will have suffered former trauma and abuse and have resulting behavioural issues. For these cats we work with an animal behaviourist to develop a behaviour plan to be followed by all staff and volunteers and monitored and adapted as required.



We have had great success in transforming angry, scared cats into loving lap cats. We have also successfully toilet trained many cats who have been taught bad habits.

Our adoption fee remains a standard amount regardless of the length of time an animal has been with us or the amount of money we have spent on their care. In some circumstances we may reduce or waive the adoption fee.

For very elderly cats being adopted out for end-of-life care, it is more important for us to get them into the right home environment, than to receive the standard adoption fee. For cats with complex medical issues, we may offer ongoing support for a proportion of their care.



Veterinary care for our cats is managed sympathetically with the help of Cherry Tree vets in Diss, our primary provider, who undertake regular visits to the sanctuary and carry out the majority of neutering.

We have found treating cats here, in their familiar environment, has led to less stress related issues.

We continue to use Knotts Yard Veterinary Practice in Watton and, as a result of diminishing veterinary appointment availability, have also used a number of other veterinary practices this year including Westover, Debenham and The Holistic Vet.

Our free roaming colony of around 60 cats comprises mostly of those who are not people friendly. As their trust grows over time, we never rule out re-homing these cats to suitable homes should it be in their best interest.

We offer lifelong rescue back up for any cats that are admitted and adopted out through us. We hope that every animal adopted out has successfully found their forever family, but understand that life can provide unexpected challenges, so if an owner's circumstances change and they can no longer look after the cat, we take the animal back into our care, regardless of how much time has passed since the adoption.

We tend not to focus on kitten rescue as our sanctuary environment is not set up for baby immune systems but we do help feral and domestic kittens when we have suitable space for them. For behavioural and socialisation reasons, we only re-home kittens in pairs.

Where possible, colonies of feral cats are trapped by us or third parties, then brought into the centre, neutered, left ear clipped as necessary, microchipped and then returned to the location they came from. These sites tend to be rural farms or industrial sites.



Where returning or re-homing is not possible, socialised feral cats are able to join our outdoor colony and to roam free on site. All our outdoor cats have free access to indoor areas. Despotic male cats, in the majority of cases, have to be returned to their area or rehomed as they are not able to live in peace in our colony.

Where we are engaged in removing cats from multi-cat households, we work with the owner to return a small number of cats, following neutering, microchipping and medical care. While they may have been overwhelmed with too many cats, we acknowledge they love their cats and still need them in their life. This usually prevents the owner starting the cycle again with new cats.

We feel that promoting good cat welfare is essential, especially the importance of neutering, microchipping and adopting rather than buying cats bred for sale. We are often called on to discuss cat welfare issues through local radio and we also use our social media platforms to deliver these messages.

People often contact us for our expert advice, even for cats that were not adopted from us. We are happy to give this advice and find in some situations, it can result in a simple change the owner needs to make, or follow and can result in a happier cat and family.

Giving good advice helps to reduce the numbers of cats being given up by owners, reducing the burden on rescues and freeing up spaces for those cats that really need them.



Our Year

As we predicted, our waiting list for admission into our care continued to increase in 2024/25.

This is the first full year that we have used an online admission form process and it continues to save the cattery time and helps us keep records in a more simple manner than our outdated former paperwork process. It's also hugely helpful in prioritising our workload to help those most in need as quickly as possible.

In the future we hope to be able to draw statistics to help us further improve and direct our support for cats and their owners or carers. For now we note that 61% of owned cats were being relinquished into our care because their owners could not cope. Reasons varied but the cost of veterinary or behavioural help and mental health issues were predominant.

While we do not believe we can quantify the quality of our work with numbers, this information could definitely help us to find ways to help more cats and more families.

We admitted 15% more cats than in the 2023/24 period, testament to the hard working team we now have and managed by Charlotte.

How do we pick specific cats to highlight here when every soul is so precious and every journey has been unique? These might be some of our most memorable but we promise every single cat has been loved!



In 2008 we neutered a group of cats who lived on a stable yard locally. 16 years later the remaining cat from the colony of 12 came to live out his days with us as his home had been sold. Socks is around 19 years old and has settled into our office as he's a little too old and deaf to be safe outside now.
He doesn't love us but we absolutely love him!

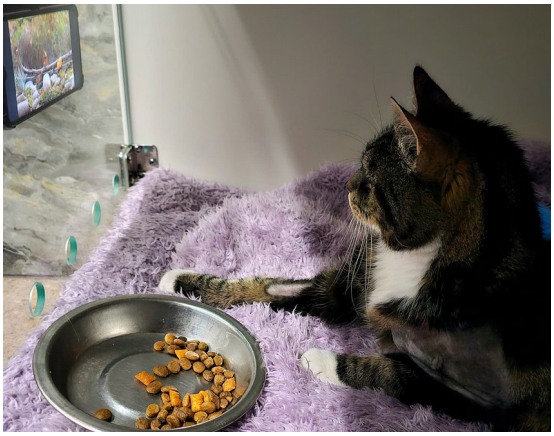


This litter needed help at very short notice as they were found by children under a tree in a local park.
The RSPCA press released their story to help find their owner while we begged on social media for their owner to get help with neutering mumma.
Their owner never came forward but the family found lovely homes.



10 year old Ollie was found scavenging for food but didn't look like your average stray. Thanks to the power of social media his owner was soon found and he went home with a newly implanted microchip (as is now law) and over the following week the rest of his family came in to be microchipped too.
By law, elderly cats also need to be microchipped!

Sushi was one of our first admissions in April 2024 and it was his second visit to Feline Care. Sadly he taught us just how hard we need to drill in the importance of pet insurance when cats go to new homes.



He was returned to us with a badly broken leg and his adopters had not taken out a pet insurance policy for him and were not prepared to pay for his treatment.

Sadly, after several weeks of treatment, his leg still had to be amputated. He has now found a family who dote on and love him and have him fully insured.



This year felt extra tough as we experienced several losses in a short space of time. Our kitchen felt sad and lonely without our established family and by chance, Hannah Banana came to all our rescue!

The little feral girl had testing health issues, mostly snot related, so she had to stay a while for befriending and medicine. She abandoned her feral fear very quickly and soon became our emotional support monkey, making us smile and distracting us with her happiness at every opportunity.

Much as we loved her, when she was finally fighting fit, she found her forever home.



Austin arrived as a defensive feral chap with swollen and bleeding feet due to a condition known as ‘puffy feet’: plasma cell pododermatitis. Thought to be immune related, he had by far the worst case we have ever seen. He was so badly affected that eventually the only treatment option was to risk surgery to remove the swollen tissue.

Thankfully the surgery was successful and along his journey he turned into the most amazingly appreciative patient. He went from striking out to seeking out a lap then finally he found his forever home in August.



Milo, with his rare toe problems, toileting issues and brain dysfunction, finally got lucky after over 18 months in our care when he found his perfect people to tolerate his problems and love him to bits!

After just one month in his new home we were delighted to be told he'd won an award for using the litter tray for 6 out 7 days!

Always very thankful for cat lovers with an extra large sense of humour alongside their kind hearts!



A very rude man turned up at our gates with his elderly cat because a change of life circumstances meant Blu was now an inconvenience.

We soon found out that Blu had major ear problems and a serious heart condition, both untreated.

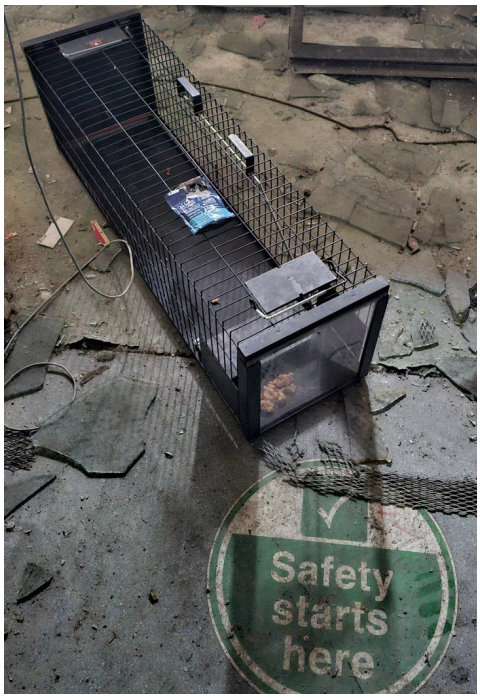
After 4 months in our care, Blu was fit enough for a total ear canal ablation and lateral bulla osteotomy in both ears, to finally give him lasting comfort. His veterinary costs ran to well over £3k, mostly kindly donated by supporters.



Petunia made us extra sad as she'd been trying to move in with neighbours for months after her owner moved out and left her behind.

Her microchip was registered to her original owner, who was angry and sad that she had been left behind. She spoke to her ex-partner, Petunia's current owner, who said he didn't care what happened to her.

We care. And now her new family are delighted to love her and spoil her as much as she deserves.



One of our biggest and most complicated jobs of the year was trapping cats on an industrial site where we had trapped and neutered a large group of cats many years previously. The entire group sadly had to be relocated as their home was due to be demolished.

It was very rewarding to find that the 37 we originally neutered had mostly all stayed living in the same area and only 6 of the group were unaccounted for. There were 2 new cats in the group, one of which lived very locally so just popped over for food.

Trapping in a built up area where so many people cared for the cats made the process a slow nightmare as we just couldn't stop people putting out more food, stopping the cats from going in our traps. The almost all black group are now living with our existing colony of cats.



In February we tackled the most emotionally challenging rescue of the year: a touring caravan, piled full of many years of saved items, with seven cats living among/above it all. They were not allowed outside as their owner wanted to keep them safe, but sadly he was unable to care for them or himself. A family member contacted us for help after he sadly passed away.



Catching the cats had to happen over a couple of days due to the overwhelming clutter we had to unload to reach each cat. When we finally made room to set a trap, the last cat was caught overnight as he was too terrified to even be seen by us. He had a hind paw missing which did not appear to have been surgically removed.

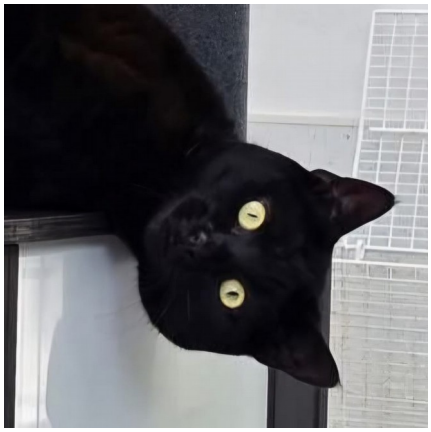
Another two cats were also caught outside. Having never met the cats from inside the caravan, they were housed separately. We named all nine cats after characters from the popular series 'Trailer Park Boys'.

Our hearts ached for their owner, despite their poor condition and horrific living conditions, we know he loved the cats. It's one of the many cases we have dealt with this year highlighting the lack of mental health support in our communities. We hope their owner knows how committed we are to their well-being and happy futures.



Our toughest farm job was a farmer who was feeding his group of 15 cats on a diet of dog food, brown bread and cat biscuits. Not only did he need persuading to let us neuter his bedraggled family, we also had to cover diet, worming and hygiene in their food and bedroom area.

We remain aware that sometimes people genuinely love their cats even when they are not doing right by them. Sometimes they just need a kind word and support to help improve lives.



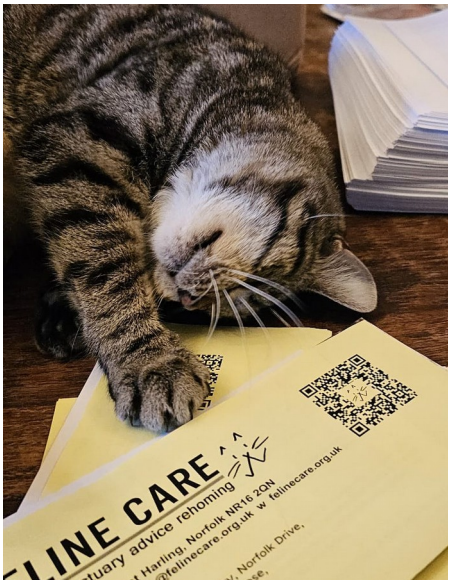
Chicken Nugget got points for arriving with the best name but we're not sure if it slowed down his homing as he ended up staying with us for a crazy eight months.



This poor baby bunny was gifted by Sabrina and went to a local wildlife hospital to recover. We still have no idea where Sabrina found a baby bunny in our grounds!



Perdita, a very pretty lady in her 60s, came to stay for a fortnight when she was very poorly after her hibernation and needed daily injections and close monitoring.



In January, with the aim of getting ahead of kitten season, we distributed letters to every home on a local estate known to have frequent issues with strays and kittens. We offered free neutering and microchipping to around 200 addresses.

Like most tasks here, we had full cat support and Super G particularly enjoyed helping with folding letters and putting them in envelopes prior to hand delivery.

The uptake was not huge but all cat owners that we spoke to were very grateful that we were trying to solve the blossoming problem. We will have a better idea of how well it worked by the end of 2025 but to date we have not been made aware of any cats or kittens in need on the estate so we hope it helped!

We have been very lucky to rely heavily on donations of wet food throughout the year to keep our cats full up. We buy in bulk from Royal Canin so our core biscuit remains the same for sensitive tummies, adding good quality donated biscuits to a mix to give some variety of flavour. Wet food donations are carefully managed so cats don't change diets during their stay.



Some donated biscuits are saved for farm cats we support in the community although we find farms depend on us less once their populations stabilise thanks to neutering.

We continue to focus on quality food and avoid added sugars and cereal for our resident cats which has continued to support our colony's good health. Kittens are also not fed cereal or sugar so we know they leave us having had the best possible start to life!



Our social media presence continues to grow and we have over 13,000 supporters on our main Facebook page. We post at least daily and it is used for our core online fundraising. We have found Facebook to be extremely helpful as an educational and communication tool and will continue to grow our social media presence on Facebook and other platforms.

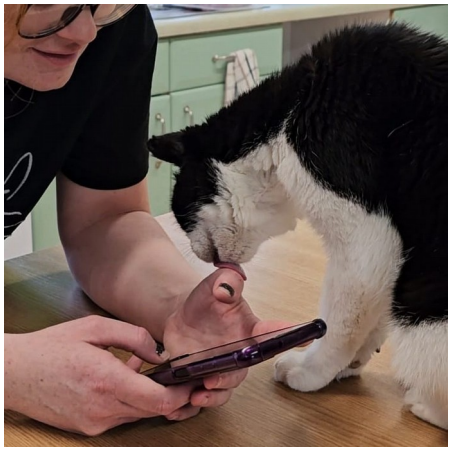
We also have Facebook groups for volunteers, fundraising and our shop plus we regularly use Instagram and are still growing our TikTok audience.



Our web-based application for potential adopters continues to prove successful. This process reduces call time for potential adopters that we have no cat matches for and allows us to process applications at unsociable times which can take pressure off the cattery. It also means people can get the adoption ball rolling at any time of day.

Any possible adoption matches are discussed by phone prior to visiting which means less visitors disturbing our feral population on site and less staff time used.

Home visits are still carried out virtually, usually by WhatsApp and usually with feline assistance, and arrangements to collect the cat will be made as soon as possible after.



We provide ongoing support, advice and assistance to adopters if they require it. Our minimum adoption donation remained at £75 per cat or kitten.

We continue to offer microchipping to all neutered cats for £5 per microchip, if the cat is not neutered then we offer advice and help as needed. We will not support breeders with microchipping.

In Remembrance

This year might have been one of our hardest ever, losing several of our long term residents in just a few months was tough on us all.

As a sanctuary primarily, this is what we are here for: to give cats a forever home when they need us. We are proud to have the option to give appropriate quality of life during palliative care, with support from some kind hearted and compassionate vets.



Roy was the first cat we admitted in 2024, his condition was so poor that we knew we had to pour the love into him asap because he might not have long. While it might hurt our hearts, it's a beautiful gift to be able to give a cat the care they have missed in life.

Roy needed lots of dental work as soon as he arrived to make him comfortable but his list of ailments was long: FIV+, liver disease, hyperthyroid, chronic kidney disease, possible IBD/lymphoma, anaemia and had not been chipped or castrated.

We treated him sympathetically and pragmatically, knowing we could only extend his life long enough to show him how great life could be. We had 18 weeks before his quality of life started to deteriorate and we felt it was right to call it for him. We know he left us feeling so loved, living in warmth and comfort with cats and people that loved him.



Tilly arrived with half of her tail bone exposed. Her family moved home and left her with neighbours, who then decided they didn't want her either, perhaps when they realised she needed veterinary care.

Tilly needed her tail surgically tidied up but also had lymphoma and a heart murmur, not that anything stopped her from being her magical self!

We hoped someone would consider taking her home for palliative care, but those homes are few and far between. We got to love Tilly for seven months and we can't thank her enough for all the laughs and love she gave us.

October was when our biggest challenges came, losing Luna, Zelda, Ginger Balls, Thomas and Lulu Domino in a space of a month. It was very much too much for all of our hearts.

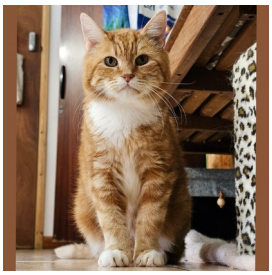


Luna was the last of her family to leave us, she came in with a group of 17 cats from one very sad household. The most confident of the very neglected cats found homes but Luna was one of five who just hadn't ever had enough positive interaction with people.

Over her eight years with us, she learned we were pretty tolerable! Luna might get the prize for the biggest Dreamie lover ever, she would have loved them to turn Dreamies into a complete food!

Zelda and **Thomas** were part of our FeLV family, living separate from other cats as there is a risk of it being passed on even between neutered and socialised cats. Neither of them were great fans of people but it didn't mean we couldn't provide them a comfortable and happy home.





Feral beauty **Ginger Balls** let himself in by climbing over our fence and then he couldn't get out! He loved his home here but 3 years later sadly we found out, after bringing him in for weight loss, that he had kidney disease.

He moved permanently indoors so we could keep a closer eye and support him better with medication, and he found a new world of comfort and made friends with every cat he met. A year later we finally felt it was time.

Lulu Domino was a biggy. One of the 48 'Domino' cats we admitted from one overwhelmed home who was sadly plagued with 'flu and tummy issues. She lived free here for a couple of years but to look after her better she moved into our kitchen and for the next five years she lived her best life.



Occasionally Lulu would need a spell in our ICU but otherwise she would be found in the pile of cats on our bench or snuggled in a ball with her best friend Muffin.

Poor Lulu was one of few cats who don't have the blessing of being helped to sleep at home. While it might be an added expense, we feel it's an important way to make their journey peaceful. Lulu went, in the arms of people who love her, at the vets because her heart murmur was too bad to attempt further treatment or moving her again.



Daughter came to us with her mum and brother, Girly and Son. Girly had mammary tumours, common in cats who have not been spayed as their risk of having them increases with every season they have. Son found a home as he grew to like people. Daughter lived free here.

Daughter maintained her disgust of people for her full 6½ years here and we loved her for it! She would happily follow us and shout at us for food, but we were not allowed to show her any love or give her any strokes!

We love how much she loved her life with us. Seeing her lounge so comfortably and her very special relationships with the other cats was worth the world to us. She loved piling in on a cuddle with her new family here.

How can a cat who didn't even like us leave such a huge hole in our lives? Daughter definitely did.



Tommy hurts us. It's rare for us to feel like we have made a drastically wrong decision for a cat but we did for Tommy. We put our trust in highly specialist vets and we have no faith that he didn't go through extreme trauma as a result of our decision.

Tommy was a loving, gentle, playful and confident little boy who had a condition called pectus excavatum.

Action is ongoing with the vets in question.

We're sorry Tommy xx



Born feral, **Muffin** spent 11 years calling Feline Care her home and she was so full of love, for us and all her cat family (especially Lulu). Her health dictated whether she would ever find a home as she was very susceptible to stress, but she did find her home here.

Much as we were hurt by her loss, it felt right to think of her and Lulu being reunited in the afterfields.



Nonny was admitted as a stray but the little old man had a plethora of health issues so within the first month we established he was living with us for palliative care.

Everyone who met him fell in love with him and despite thyroid, kidney and bowel issues, he didn't even know he was poorly! It was such a privilege to be able to give him his last seven months living like our special prince.



From a 10th storey flat in South London, **Sharni** was one of 10 cats, and once she settled in, she ruled her world and ours for the best part of five years. She liked to hang out on shoulders, investigate everything that arrived, meet every visitor, cuddle every cat, sniff every new smell!

She found a new home in her early days here, but was returned a few weeks later because she was so stressed she had pulled most of her fur out. She knew FC was her home and whenever she didn't get her own way she fell back on plucking her coat and spitting her fur out, so Sharni always got her own way (or a fun distraction!)

Our final major loss of the year was precious **Olive**, star of our front cover. Another long term and formerly feral resident who touched the souls of the people she bonded with.



She was a feisty and untouchable lady until she had an eye injury from a thorn bush and we had to think of inventive ways to medicate her eye! From then on she understood people are here to help her and she returned our love tenfold.

In her later years she was happy to shout at most people for a fuss when she required it. Her voice and smiles are still so missed.

As ever, we couldn't hope to care for feral cats without the pragmatic and fair guidance of the vets we work with because there's nothing text book about our feral family!

We remain so grateful to have been able to give every one of these precious souls the home they loved and the happiness they deserved. It's a true gift to give them love and peace as they need it.

None of this could be done without the generous support of cat lovers not only across Norfolk, East Anglia and the UK but from across the globe.

Our Euthanasia Policy



Euthanasia is a controversial topic but we acknowledge and appreciate its relevance to supporters of animal welfare charities.

It is our policy to make decisions based on '**absolutely justified'** euthanasia.

We believe in euthanasia when quality of life is unlikely to be restored.

As a sanctuary, where cats may live out their days, we believe it is our duty to care for the cats in our home as if they were our family. We take pleasure in giving them their best quality of life but we do feel it is important to give cats a pain free, calm and dignified passing as suffering is not fair on them or those of us who care about them.

> Euthanasia could be described as being **contextually justified** when there is at least one better option available but the circumstances are such that it could not be taken, therefore euthanasia is the best available option.
>
> There may be times when a vet could suggest many alternatives to euthanasia that would give the animal a good quality of life. If these were not undertaken the reason for euthanasia could be described as **non-justified**.
>
> *~ BVA Guide to Euthanasia, 2016*

For some cats, their health immediately indicates their treatment and any decisions, but where cats have a long term illness and more gradual decline the burden falls on us to time and plan ahead to make their last moments as calm and gentle as possible. Unless the situation dictates otherwise, we always use home euthanasia as we believe cats should be in the place they know, with the sounds, smells and feels of home. Last moments should be as comfortable as we can make them. They deserve that dignity even more so because most of the cats who live out their days here have been grossly let down by humankind in their past.

Whenever possible, if we are able to plan the moment, cats are given a 'Princess Day' to ensure their last moments are full of as much happiness as possible. Princess Day is very much planned around the individual. Volunteers and staff may come in specially to spend time with them or they might like to watch wildlife television, they might like to eat special things or just hang out with their cat friends.

None of the cats we take in are put to sleep unless professional medical advice suggests it is in their best interest. We are grateful to be able to see residents live well into old age in the comfort of this safe haven, even when they have extra care needs. If the cat's medical or behaviour needs mean they cannot be re-homed, they are able to live out life as our permanent family.

We are privileged to work with some wonderful vets who support our cats and our team very well at these difficult times.

Our Mission

- To relieve the suffering of domestic, feral and stray cats that are unwanted, abused or abandoned, regardless of their colour, breed, temperament, age or medical conditions, by providing shelter, medical aid and care.
- To find permanent, loving homes for the cats that come into our care and to offer lifelong care and shelter for those that cannot be re-homed
- To promote high standards of companion animal ownership and responsible management of domestic, stray and feral cats, through neutering.
- To advance education in need for responsible ownership.

Structure Governance and Management

Feline Care began operating as an independent charity on 1 April 2012. The Trustees, as charity trustees, have control of FC, its property and funds. They are governed by the Trust Deed signed on 7 September 2011. Trustees were appointed for varying terms of office to ensure continuity. At the end of each term of office, the remaining Trustees agree either to reappoint or to appoint a new Trustee. Should a Trustee resign mid-term, a new Trustee may be appointed. New or reappointed Trustees have a three-year term of office.

Our Trustees 2024/2025

Ciara McGahey (Chair) (A. Jan25)
Kenneth Hill
Julia Carman (Treasurer) (A. Jan25)
Molly Farrar
Stephanie Kayne
Carrianne Freemanhall (R. Dec24)

All Trustees serve voluntarily and receive no pay or benefits for their work. The only exception is Molly Farrar, who, in addition to her voluntary Trustee role, is also employed by Feline Care in an advisory capacity, having resigned from management.

The Trustees hold quarterly meetings, presided over by the Chair. A quorum of at least three of the five appointed Trustees must be present for a meeting to proceed. The agendas for meetings have as routine business: matters arising, updated financial report, fundraising and staffing issues. Other matters are included for discussion and agreement as necessary.

The Trustees are responsible for significant strategic decisions. Day-to-day operational decisions are delegated to the full-time manager, Charlotte Taylor.

The independent review of the FC accounts was undertaken by SCS Accountancy Solutions Ltd of Dereham. Payroll is managed by Becky Potiphar who manages it voluntarily in house.

We are still proud to have Rick Wakeman’s support as our Patron.

Staff and Volunteers

We have a small team of part-time and full-time staff:

1 x FT charity manager	1 x FT founder
1 x FT senior cattery assistant	1 x FT shop manager
1 x FT cattery assistant	1 x PT shop assistant
2 x PT cattery assistants	1 x PT volunteer and fostering coordinator (new)



With support of a consultant, initially brought in to help update our business model, we hired a charity manager to oversee the running of the cattery and charity shop. Charlotte Taylor has been with us for a year now and has been instrumental in bringing us up to date with policies and procedures across the board as well as enabling us to grow the staff and volunteering team.

Founding Trustee, Molly Farrar, continues to provide full time support with the aim of reducing hours long term. Her commitment to the cats for 18 years remains as strong as ever and to make sure the charity survives forever for the cats who need us, we acknowledge it is necessary to spread the knowledge and workload among more people.



This year the cattery has settled into a great routine and we have been lucky to have a core staff at the sanctuary comprising our senior cattery assistant and two part time assistants. We decided to change the 2nd PT cattery role slightly and increase our efficiency by creating a new position to support exclusively with evening feeding.

Our cattery assistants, center manager and founder work from our Sanctuary site and between them provide full time 7 day a week coverage. We always have someone on site overnight. Our team collectively have a great deal of specialised cat care knowledge, including the ability to hand rear kittens, provide higher level nursing care and give minor medical treatments under the supervision of veterinary professionals.

One of our FT cattery staff members, Ella, has successfully taken on responsibility for adoptions and is having great results matching cats to their perfect people.

Louise, our fundraising and shop manager, had seen an increase in workload with our very successful eBay store continuing to go from strength to strength. As a result we have worked to make sure she has the right support in place to hand over some of her tasks and feel more able to dedicate her time effectively to raising the most money for the cats.

One of our biggest staffing challenges this year was losing our Senior Animal Welfare Assistant to jury service for 6 weeks. This hit us hard as losing an irreplaceable member of a small team for so long was a huge strain on the remaining staff.



We couldn't do what we do without the dedication of our volunteers. Some can only offer a few hours every month, and some have been committing hours a week for many years, to support us looking after the cats in our care in many different ways.

Every minute people can give is precious to our team and to the cats in our care.

This year we have been able to neuter and support a lot more cats thanks to great uptake for transport volunteers after a public request. We now have a dedicated group of "Kitty Taxi Superheroes", who transport cats between their homes, the Sanctuary and vets. All coordinated by Senior Animal Welfare Assistant, Tanya.

We are also delighted that many of those who offer help with transport or cuddling cats are getting more involved and coming to the sanctuary to support in other ways as well. We have also been able to extend our fundraising team for the first time in many years.



Just a few of the many things our volunteers have done for the cats across the last year:

- ✔ transporting cats/traps/donations
- ✔ cuddling, feeding and socialising cats
- ✔ cleaning round the sanctuary and in cat pens
- ✔ home checks for adoptions and tours for visitors
- ✔ quiz nights, garage sales and supermarket collections
- ✔ baking and crafting for fundraising stalls
- ✔ raffle preparation and ticket sales
- ✔ steaming clothes and researching eBay item info
- ✔ site maintenance and upgrading cat accommodation
- ✔ staffing and sorting donations for the charity shop
- ✔ administration and of course, a bit more cuddling!

Our continued thanks go to everyone who gives their time, skills, services, donations or love to the cats here at Feline Care.

Our Shops and Fundraising



We receive no government funding and adoption fees cover only a fraction of our costs. Most of our funding comes from our Attleborough shop and other fundraising activities.

Our Attleborough shop continued to trade normally this year with our shop manager and part time shop assistant being supported by a dedicated core of shop volunteers.

With great help from volunteers, Louise increased our sales through eBay by just over £5,000 compared to last year. Currently over 550 people have us on their saved seller list, around 550 to 600 items are listed for sale at any one time and we have a 100% positive feedback score.



Monthly pop-up shop events, run from our car park, continue to be popular, with people coming to purchase bargains, donate and try their luck on our tombola. This is a great extra fundraiser from stock turned over by our charity shop. We also have a very popular vegan cake stand at these events as well, which always sells out.

We have relied heavily this year on volunteers to run stalls and attend events as we increased the number of events we have been attending. We are also lucky to have keen supporters who fundraise for us like Sandra who has encouraged her primary school to support us as their charity of the year, we were delighted to hear we had been picked by school pupils for this honour in November.



Natures Menu, who have a warehouse very locally to us, kindly named us as their staff's charity of choice for the year in Oct 2024. This means that we will be donated money raised from raffles and other activities organised for employees. Natures Menu has also provided us with over a pallet load of food since October.



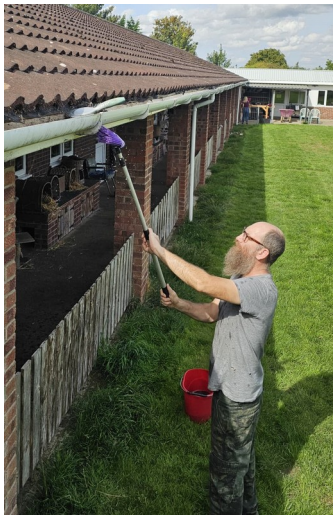
Fundraising events have been much higher in number, a huge 36 this year, including restarting tin shakes at local supermarkets and more events locally. Finding volunteers for these events is still one of our biggest hurdles however.

Once again volunteer Julie ran spectacular hamper raffles for us at Christmas and Easter, raising over £5,000 and £3,000 consecutively.

Having witnessed the positive results of less visitors to the sanctuary, open days will not return unless we can make them less stressful to the cats. This decision has been very difficult as they are well supported and enjoyed by the whole team, supporters and the wider community.

Work Undertaken

For the second year running we have focussed on reducing our operational spending as far as possible to maintain our reserves. With big plans ahead for change, we have limited our projects on site to maintenance and enrichment.



Maintenance of our buildings and grounds is a huge undertaking and Olly has continued to volunteer his time to FC which is a huge saving for the charity.

We have made lots of improvements to our woodland areas with additional cover from the rain and extra hiding or snoozing places. These are private areas for cats where they do not have to tolerate much human activity so any work carried out has to be with great sensitivity to our feral cat family!

Keeping nettles and bramble under control has been very successful and we have been surfacing our woodland paths with cinders to make them a more permanent and a more stable surface.

The relocation of some operations on site and settling into new areas continued with:

- The refurbished chalet, formerly accommodation and now proud home to our eBay and fundraising storage, has continued to need external work including the complete re-panelling of the back wall. We will continue to preserve the timber framed chalet as it's such important workspace to us.
- Replacing the former greenhouse we used as our 'rag room' was completed and it is now a more sturdy version of itself thanks to great upcycling of Lesley's old patio doors, Granny Ann's conservatory roof and reclaimed hardwood pallets donated by Ultimet Films Ltd.
- Charlotte moved into her new office, converted from our old tool shed in Jellicle, and we now have a much more convenient storage space for cat litter deliveries, scratch posts and other donated cat goods.

We successfully achieved our goal of upgrading our waste procedures for both the sanctuary and the shop this year. By working effectively with Breckland Council and optimizing our collection schedule, we have created an efficient, dedicated waste process on site. The closure of fundraising schemes by Terracycle, while a big financial loss, has contributed to a much tidier site and negated the need for our planned recycling point.

While the Airstream cake cafe seemed like a sensible project to throw ourselves into, we have had to face that time has not been on our side and the skills needed to move the project forward might be beyond us.

Our health and safety plans were continually updated, and Charlotte has been implementing new safety measures across the cattery site and our Charity Shop.

We have not followed up on a new ambulance this year as we have been so lucky to have been so well supported by our transport volunteers. This will stay under review in the future.



We've produced two new leaflets this year, an updated general leaflet and an informative leaflet listing the reasons to neuter your cat.



We trialled and supported the launch of a new brand of cat litter, Call of Nature. Stock was also provided to give out to adopters.



In August we were truly delighted to have a new catio installed on the back of our kitchen to give any cats who are not allowed free access their own space to sunbathe.



Upgrading and making safe our drive and car park, with huge help and support from local business Holbrooks including their finest plant driver.



And finally, one of the most satisfying jobs was new shelves in our feral cat bedrooms which have been met with approval. Carrying out work in feral bedrooms is always planned well so time spent in their area is as limited as possible.

They have made cleaning out their bedrooms quicker and easier, so therefore more pleasant for cats.

The Future

Every care continues to be taken to ensure that expenditure is kept under control, whilst ensuring that the wellbeing of the animals does not suffer. However, substantial investment will still need to be made in continuing the programme of upgrading and maintaining accommodation for the cats and for the building of permanent staff accommodation at the sanctuary; the charity continues to save for this purpose.

Ring-fenced reserves ensure investment for the long term survival of the charity and our Perfect Home Project remains a continuing priority in the longer term.

Applications for grants and donations aimed specifically at the Perfect Home Project took a back seat this year while we were undergoing consultancy.

The Project will be revisited in the year ahead as the need for vet provision on site and for the cats we support in the community has greatly increased. We will look to investigate the feasibility of adding vet provision to our Perfect Home, including low cost support for members of the public.

Remaining long term elements of the Project include:

- New reception area directly adjacent to our new car park: reducing the need for visitors to enter the cattery area and to make popping in with donations, admitting cats and visitors much easier.
- Covered pedestrian access from our reception area to the main cattery: giving us disabled access and making the experience of visiting, especially in a wet and cold Norfolk winter, much easier for our older or less mobile visitors.

Continued delivery of the Perfect Home Project will go a long way to future-proofing our work.



Trustees' Financial Review

Financial Performance

The Trustees are pleased to report that the financial year 2024/25 was marked by continued growth and strategic progress for Feline Care. Total income rose to £335,276, up from £268,366 in 2023/24, driven by increased legacies, donations, and strong trading performance. Expenditure also increased to £258,742 (from £194,480), reflecting our ongoing investment in animal welfare, staffing, and infrastructure.

The resulting net income of £76,534 (22.83% of gross income) has been added to reserves, reinforcing our financial resilience and enabling us to pursue key strategic initiatives.

At year-end, our cash and bank balances stood at £399,823, up from £339,491, ensuring a strong liquidity position.

Reserves Policy

The Trustees maintain a reserves policy in line with Charity Commission guidance, ensuring that unrestricted reserves cover at least one year of operating costs to safeguard the charity's sustainability.

As of 31st March 2025, unrestricted reserves stood at £491,025. While this exceeds the minimum threshold, a significant portion is strategically allocated to the Perfect Home Project, a multi-phase infrastructure initiative central to our long-term vision. These funds are held in designated accounts and will be deployed in stages to support critical developments, now potentially including on-site veterinary provision should this prove viable.

The Trustees remain committed to responsible financial stewardship, ensuring that reserves are actively invested in mission-driven outcomes. Continued support from grant-making bodies is essential to deliver these transformative projects and maintain our capacity to respond to emerging needs in feline welfare.

Strategic Outlook

Looking ahead, the Trustees remain focused on:

- Sustaining income growth through diversified fundraising and trading.
- Investing in staff and volunteer development.
- Delivering the next phases of the Perfect Home Project, including the potential of on-site vet facility.
- Maintaining financial resilience amid economic uncertainty.

We extend our heartfelt thanks to our supporters, volunteers, and staff, whose dedication and generosity make our work possible.

Feline Care

Independent Examiner's Report

I report on the accounts of the charity for the year ended 31 March 2025, which are set out in the accompanying financial statements.

Responsibilities and basis of report

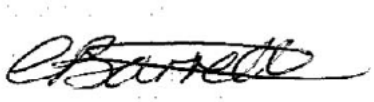
As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the Charities Act 2011 ("the Act").

I have carried out an independent examination of the accounts in accordance with section 145 of the Act. My examination was carried out in accordance with the Directions given by the Charity Commission under section 145(5)(b) of the Act. 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 no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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

1. 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 comply with the accounting requirements of the Act
   have not been met; or
2. 2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: 

Mrs Carolyn Barrett. ACCA/MAAT

Date: 17th September 2025

SCS Accounting Solutions Limited
Unit 5, Broadway Barns, The Broadway,
Scarning, Dereham, Norfolk, NR19 2LQ
Tel: 01362 691275

Statement of Financial Activities

Year Ending 31st March 2025

		2024/25	2023/24
Income and endowments from:			
Donations & Legacies	2	195,283	151,277
Charitable Activities	3	23,235	19,122
Other trading	4	113,044	95,034
Investment income		3,714	2,934
Total		335,276	268,366
Expenditure on:			
Expenditure on raising funds	5	6,687	10,697
Charitable Activities	6	252,055	183,783
Other			
Total		258,742	194,480
Net income/(expenditure)		76,534	73,886
Net Income against Gross Income		22.83%	27.53%

Balance Sheet

Year Ending 31st March 2025

		2024/25	2023/24
Fixed assets			
Tangible assets	7	75,000	75,000
Current assets			
Stocks	8	0	0
Debtors	9	16,202	0
Cash at bank	10	399,823	339,491
		416,025	339,491
Creditors: amounts falling due within one year			
	11	0	0
Net current asset/(liabilities)		416,025	339,491
Total asset less current liabilities		491,025	414,491
Funds of the Charity	12	491,025	414,491

Notes to the Financial Statements
Year Ending 31st March 2025

1. Accounting Policies for Feline Care
Year Ending 31 March 2025

1.1. Basis of Preparation
The financial statements have been prepared in accordance with:
- The Charities Statement of Recommended Practice (SORP) FRS 102 applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102),
- The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102),
- The Charities Act 2011.

Feline Care meets the definition of a public benefit entity under FRS 102. The financial statements are prepared under the historical cost convention.

1.2. Income Recognition
Income is recognised when the charity has entitlement to the funds, the amount can be measured reliably, and it is probable that the income will be received.

- Donations and Legacies: Recognised when received or when the charity becomes entitled to the income with certainty of receipt.
- Gift Aid: Income from Gift Aid is recognised when the related donation is received and a valid declaration is held.
- Grants: Recognised when the charity has entitlement, the amount can be measured reliably, and receipt is probable.
- Charitable Activities: Income from services such as adoptions and admissions is recognised when the service is provided.
- Other Trading Activities: Income from shop sales, online sales, events, and recycling is recognised when earned.
- Investment Income: Recognised on a receivable basis.

1.3. Expenditure Recognition
Expenditure is recognised on an accruals basis as a liability is incurred.

- Raising Funds: Includes costs associated with fundraising activities and the operation of charity shops.
- Charitable Activities: Includes all costs incurred in fulfilling the charity's objectives, including staff, veterinary, food, utilities, and administrative costs.

1.4. Tangible Fixed Assets
Land is stated at cost and is not depreciated as it is considered to have an indefinite useful life. No other tangible fixed assets are held.

1.5. Stocks
The charity does not hold stock at year-end. Items for resale are expensed when purchased.

1.6. Debtors

Debtors are recognised at the settlement amount due. Prepayments and accrued income are included where income is receivable but not yet received.

1.7. Cash at Bank and in Hand

Cash includes cash in hand and deposits held at call with banks.

1.8. Creditors and Liabilities

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds and the amount can be measured or estimated reliably.

1.9. Funds

- Unrestricted Funds: These are funds that can be used at the discretion of the trustees in furtherance of the charity's objectives.
- Restricted Funds: These are funds that are to be used in accordance with specific restrictions imposed by donors or by the purpose of the appeal.

Notes to the Financial Statements
Year Ending 31st March 2025

	2024/25	2023/24
2 Donations & Legacies		
Legacies	124,353	88,529
Donations	53,940	52,838
Grants Received	0	3,126
Gift Aid Reclaim	16,990	6,784
	195,283	151,277
3 Charitable Activities		
Adoptions & Admissions	14,855	10,945
Petplan	7,983	6,724
Other	397	1,453
	23,235	19,122
4 Other trading		
Shop Sale	67,851	56,278
Online Sale	28,735	18,253
500 Club	3,472	3,219
Other Events	9,671	16,566
Recycling	3,315	717
	113,044	95,034
5 Expenditure on raising funds		
Attleborough Charity Shop	6,135	7,998
Fundraising	294	2,058
500 club	258	641
	6,687	10,697
6 Charitable Activities		
Staff Costs	157,696	116,632
Vet fees	57,404	28,609
Animal Food & Litter	11,177	10,742
Utilities	16,423	13,241
Building Costs	4,948	10,182
Admin Costs	2,554	2,097
Motor Expenses	748	1,602
Bank Fees (netted off income prior year)	754	0
Miscellaneous	351	677
	252,055	183,783

Notes to the Financial Statements

Year Ending 31st March 2025

7 Fixed assets

	Land	Building	Fixtures and Fittings	Total
Cost April 2024	75,000	0	0	75,000
Additions				
Disposals				
Cost March 2025	75,000	0	0	75,000

Asset is not depreciated.

8 Stocks

	2024/25	2023/24
	0	0

9 Debtors

Cash/Cheques received to be banked	2,078	0
SumUp/Paypay to draw down	3,109	0
VAT to Claim	1,803	
Gift Aid payment due	9,213	0
	16,202	0

10 Cash at bank

Cater Allen Account	74,419	73,601
Co-operative Account	153,681	106,393
Santander Account	67,863	59,351
Skipton Building Society	103,860	100,146
	399,823	339,491

11 Creditors: amounts falling due within one year

Expenses due to be paid	0	0
Other Creditors	0	0
	0	0

Notes to the Financial Statements

Year Ending 31st March 2025

12 Funds of the Charity	b/fwd 01.04.2024	Income	Expenditure	Transfers	C/fwd 31.03.2025
Restricted Funds	0				0
Unrestricted Funds	414,491	335,276	(258,742)	0	491,025
One Year Annual expenditure	*194,480*	*335,276*	*(258,742)*	*(12,272)*	*258,742*
Perfect Homes Project	*145,011*			*12,272*	*157,283*
Land & Buildings	*75,000*				*75,000*
	414,491	335,276	(258,742)	0	491,025

Declaration

The Trustees declare that they approved the Annual Report above.

Signed on behalf of the charity's Trustees:



Signed : ……

Ciara McGahey, Chair

Dated : 16/11/2025

FELINE CARE

England & Wales - Charity number 1144830

Accounts

FELINE CARE

rescue sanctuary advice rehoming

Annual Report 2023-24

Year ending 31st March 2024



Registered Charity No 144830

Trustees Report

Welcome from our Chair



It's been another busy, rewarding and challenging year at Feline Care. There have been many successes, including happy homings, a growing social media presence, collaboration with other welfare organisations, and many fantastic fundraising events. There have also been low points, most notably the sad loss of our lovely patron Ian Lavender.

Since his first visit and becoming a Patron in December 2013, Ian Lavender has been part of our Feline Care family, showing support at every opportunity and believing in our mission. While we miss our Open Days, they would never be the same without Ian and we shall forever treasure the smiles and giggles he has so generously given us.

We have continued to offer love and care for around 150 cats at a time, finding new forever homes for those able to and giving a stable retirement to cats not suitable for rehoming. Some of our residents live in indoor communal housing, others enjoy the safety and freedom of our four acre site, but all enjoy the food, company and veterinary care that we are able to provide.

There have been some interesting medical cases to manage this year and sadly we cannot save every cat, but we can offer end of life care and a loving and dignified end to suffering if this is in the cat's best interest. As well as all the cats we have taken in, we have also taken pride in helping lots of cats stay with their families by offering the right support.

This year we have taken a large step towards securing Feline Care's future by employing the services of an Animal Charity Consultant to help us look at how we work from the top down and help us bring in a new Centre Manager to move Feline Care forward. We hope that in the year ahead this will enable us to bring in the support the charity needs to flourish for cats forever.

Our work would not be possible without the time, commitment and passion of our staff, volunteers and trustees. I am always struck by the enthusiasm and generosity of both the team and the public who attend events, donate funds and of course offer new loving homes to our cats.

I would like to say thank you to everyone who has contributed to the work of Feline Care and hope you can continue to be part of our onward journey. We would also like to extend our thanks and our love to the family of Ian Lavender, Patron of Feline Care for 11 years. We will miss him very much.

We must look to the future. We will continue to offer our unique care, taking in the difficult cases and giving them the Feline Care 'treatment'. I always feel emotional when I write these introductions. The passion and commitment that are the very being of Feline Care touches my heart and the lives of all the cats in our care.

Thank you all again for doing such great work.



Ken Hill
Chair

Who we are

Feline Care (FC) began life as Feralands, part of another cat rescue charity based in West Sussex, set up to provide lifelong sanctuary to cats from that area, who for various reasons were not able to find homes. Alongside a very active TNR (Trap, Neuter & Return) scheme, over time we began taking in cats from the local area and facilitating our own adoptions.



In 2011 our parent charity made plans to sell our site leaving us with the choice of returning all our residents to their site in Sussex or purchasing the land and becoming a charity in our own right.

With huge support from volunteers and the local community, we were able to both raise the funds and establish as a separate registered charity in the extremely tight timescales given to us and keep Feline Care's doors open to cats.

Feline Care is based in a purpose-built sanctuary at Harling Road, Norfolk, and accommodates an average of 150 cats and offers a neutering scheme for feral and domestic cats. We are governed by a board of trustees with the charity founder, Molly Farrar, living on site. We employ a small team of staff to assist with the daily care of the cats and to manage our fundraising and Charity Shop.

FC is proud to be an independent cat charity, able to support and care for feral, stray and domestic cats, through rescue, re-homing, neutering and educating the public on the responsibilities of pet ownership. The staff and volunteers work tirelessly to relieve the suffering of all types of cats by providing a calm and safe space of sanctuary for their care and in the hope of finding them permanent homes or while they stay with us for treatment.

FC admit cats on a temporary or permanent basis, regardless of age, health, and behaviour. We carefully manage our intake to support those least likely to find help elsewhere or to those who need it most urgently, always with their future happiness and safety in mind.



Our home

Feline Care is based in nearly 4 acres of land, tucked away at the bottom of a small industrial area.



The entire site is fully enclosed with cat proof fencing, ensuring those that live on site are safe from roads and external factors.

All traffic on site is controlled and kept in a lower car park which the cats do not have access to, meaning residents no longer have to worry about danger from vehicles.

The sanctuary set-up includes animal bedrooms and communal pens in a purpose-built single storey building, underfloor heated throughout. Larger areas allow multi-cat families to stay together while their social bonds are assessed prior to rehoming as well as giving socialised cats the chance to make new cat friends.

FC has isolation units, a kitten quarantine and an intensive care room for those admitted with medical needs and aim to be flexible enough with space to meet the needs of individual cats.

Purpose built 'Jellicle' pens, primarily for cats admitted through the TNR scheme, are unheated and enable outdoor cats to be temporarily sheltered at familiar temperatures, crucial for them to retain their thick coats. Great effort is made to ensure feral cats have a calm and safe experience.



For free roaming residents, mostly feral cats, there is ample outside space with over three acres of woodland, scrub and meadow which provides a green, pleasant and stimulating environment for those preferring to reside outdoors. Numerous shelter options are offered, including a large timber frame building with a loft area and all outdoor residents have access to heated bedrooms as well should they wish to use them.

The number of permanent residents with us fluctuates, but we generally have around 60 cats living free on site. We always have a group of residents needing more specialist attention who reside in our reception area, but who still have free access to our grounds. Some of our reception cats have been with us many years and are well known by staff, volunteers and visitors alike.

While the charity always aims to help as many cats as possible, its work can never be quantified by numbers alone as the priority is and will always be to help those most in need.

None of this could be done without the generous support of cat lovers not only across the UK but from across the globe.

What we do



Animals arrive at the sanctuary in a number of ways and for a number of reasons. They may be found as strays, litters from unneutered mothers, brought to the centre, sometimes dumped at the gates or relinquished by owners no longer able to care for them or unwilling to treat medical conditions.

We have even had a few male cats who self-admitted by climbing over our fences and onto site. We are also asked to trap strays and sometimes colonies of feral cats. We engage with other organisations to take in large numbers of cats from 'hoarder' situations.



Work undertaken with groups of feral cats often includes the control of growing colonies on business premises where cats are captured, neutered and returned to the working environment. The FC team covers primarily the local Breckland area but works closely with other cat and animal charities whenever possible to deal with difficult situations.

Feline Care remains technically full all year round. Admissions are managed purely on a priority basis and are entirely dependent on availability of spaces. We operate an active waiting list of cats whose owners wish to re-home their pets. We tend to focus our admittance on the cats that other rescues may not prioritise, specifically feral or elderly cats and those with medical or behavioural issues.

On arrival, all animals undergo a full health check and any entire males or females are neutered. We scan every cat admitted for a microchip, in case it has become separated from its owners. Any un-microchipped cats are microchipped, these are then dual registered to us and the eventual new owner. Microchipping is essential in reuniting lost cats with their owners, and it gives us peace of mind that for any animal we have chipped, should the owner not be found, the cat will return to us.



All cats admitted are also vaccinated and given parasite treatments for fleas and worms. If other veterinary treatments are required, we will engage appropriate veterinary professionals, including referrals to specialist centres.

It is not uncommon for the veterinary costs for some of the cats we admit to run into thousands of pounds. Our willingness to treat cats with medical needs means we can save the lives of cats that might otherwise be euthanised.

Each animal admitted spends three to four weeks in quarantine, either in one of our quarantine units, or in a separate bedroom area, before being allowed into any communal cat area. During this time we monitor the cat's behaviour, if we discover they dislike other cats, they won't join a communal area but will remain in an individual bedroom.



Many of the cats we take in will have suffered former trauma and abuse and have resulting behavioural issues. For these cats we work with an animal behaviourist to develop a behaviour plan. These written plans are followed by all staff and volunteers and are monitored and adapted as required.



We have had great success in transforming angry, scared cats into loving lap cats. We have also successfully toilet trained many cats who have learned bad habits. For behavioural and socialisation reasons, we only re-home kittens in pairs, and under a neutering deposit scheme to ensure that they will be neutered at the appropriate stage.

Our adoption fee remains a standard amount regardless of the length of time an animal has been with us or the amount of money we have spent on their care. In some circumstances we may reduce or waive the adoption fee.



For very elderly cats being adopted out for end-of-life care, it is more important for us to get them into the right home environment, than to receive the standard adoption fee. For cats with complex medical issues, we may offer ongoing support for a proportion of their care, if the new owners use our veterinary teams.

Veterinary care for our cats is managed sympathetically with the help of Cherry Tree vets in Diss our primary provider, who undertake regular visits to the sanctuary and carry out the majority of neutering.

We continue to use Knotts Yard Veterinary Practice in Watton and, as a result of diminishing veterinary appointment availability, have also used a number of other veterinary practices this year including Westover, Debenham and Wymondham vets.

Where possible, colonies of feral cats are trapped by us or third parties, then brought into the centre, neutered, left ear clipped as necessary, microchipped and then returned to the location they came from. Where returning or re-homing is not possible, socialised feral cats are able to join our outdoor colony and to roam free on site. All our outdoor cats have free access to indoor areas. Despotic male cats, in the majority of cases, have to be returned to their area or rehomed.

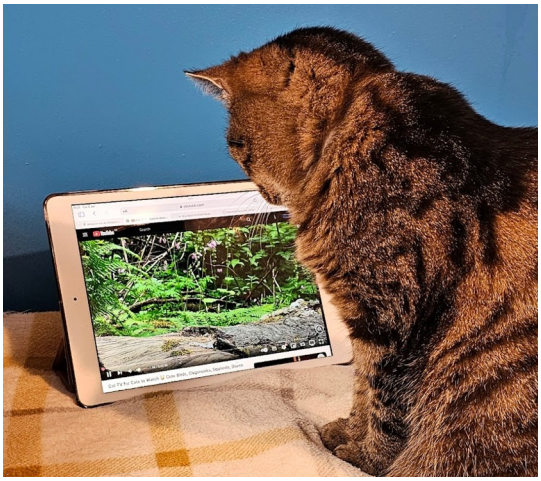


Our free roaming colony of around 60 cats comprises mostly of those who are not people friendly. As their trust grows over time, we never rule out re-homing these cats to suitable homes. Over the years we have several of these non-people friendly cats decide they actually quite like people and go on to be adopted and live out their life as pampered domestic cats.

We operate on a basis of a lifelong rescue back up for any cats that are admitted and adopted out through us. We hope that every animal adopted out has successfully found their forever family, but understand that life can provide unexpected challenges, so if an owner's circumstances change and they can no longer look after the cat, we take the animal back into our care, regardless of how much time has passed since the adoption.



Where we are engaged in removing cats from multi-cat households, we will work with them to return a limited number of cats to the home, following neutering and medical care. This prevents the owner filling up the home again with more unwanted and unneutered cats. Regardless of our feelings on these situations, the cat's welfare is the most important thing.



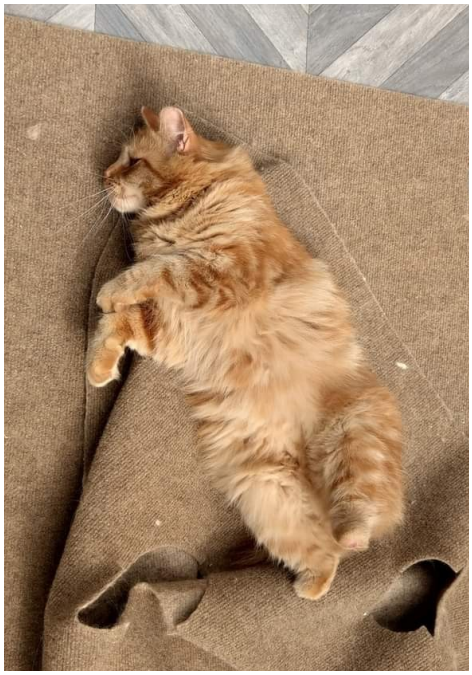
We feel that promoting good cat welfare is essential, especially the importance of neutering, microchipping and adopting rather than buying cats bred for sale. Our Founder is often called on to discuss cat welfare issues through radio and TV broadcasts. We also use our social media platforms to deliver these messages.

People often contact us for our expert advice, even for cats that were not adopted from us. We are happy to give this advice and find in some situations, it can result in a simple change the owner needs to make, or follow and can result in a happier cat and family.

Giving good advice helps to reduce the numbers of cats being given up by owners, reducing the burden on rescues and freeing up spaces for those cats that really need them.

Our Year

Our waiting list of people wanting to give up cats significantly increased in 2023 and we suspect this will continue to rise.



We continued to see a significant uptick in the number of breed cats we were asked to take in. We suspect this increase has been fuelled by the pandemic and people now wanting to give up animals they purchased or bred during lockdown.

We were also contacted to help two breeders clear larger groups as they were stopping their breeding businesses, 9 cats due to moving home and 12 due to emigration. Both groups were all female and needed a huge amount of support as their former life experiences were so limited. One of the younger pairs had suffered severe frostbite during early kittenhood, both losing tails and ear tips, one sadly also losing her back feet. Thankfully Foxy and Lucky went off to a wonderful indoor home where they are now being loved and spoilt rotten.

Some of the notable cats we helped during the course of 2023/2024:



Super G remained in our care since being left almost blind from cat 'flu and anaemia. In October she was fortunate to receive free corneal surgery from Dr David Williams and Clarendon Street Vets in Cambridge to try and regain some of her vision. The surgery was a success in giving her some sight, although she will always have greatly limited vision.

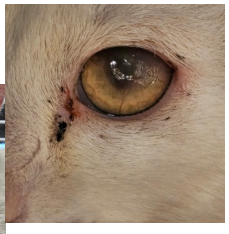


Milo was admitted with painful infected toes as a result of a rare auto-immune disorder. After finding long term management of his symptoms, he was adopted but unfortunately returned to us, due to his new owner underestimating his ongoing needs. Milo is now a very happy member of our reception crew where his favourite pastime is pooping in his own bed as a surprise for our cattery staff!



An elderly feral cat we named Cherry was the saddest case of our year, we were only able to retrieve her and get her to our vets for euthanasia as she was beyond the point of saving. What probably started as an ear infection, with great neglect from the people who fed her, ultimately led to her loss of life. It was very difficult to see any cat suffer so extremely in her last weeks.

'White Cat' was a feral who had a very loving family feeding him. He returned home one day with a quite horrific looking eye injury and we lent a trap to admit him for treatment, assuming the eye would need removing.





We were relieved to find out the injury was mostly to his eye lid so his cornea, therefore vision, was savable. Vets removed a huge grass seed from under his eye lid and he spent 5 weeks in recovery with us before being able to go home.

Supporting owners with mental health issues has been a larger part of our work this year and it's been rewarding for us, the cats and their owners. In some cases we have been able to support cats in staying at home, but several have been admitted for everyone's benefit.



We were asked to assist an owner by taking their elderly cat for euthanasia. On collection we found the forlorn cat on the floor, covered in vaseline with a pile of grass to eat and a panicking owner.

We were able to discuss the cat coming into our care so we could make the euthanasia decision only if it was appropriate. His owner was very relieved to have the anxiety of caring for his cat removed and after a thorough vet check and several baths, the handsome ginger chap made a full recovery ready for a new home.



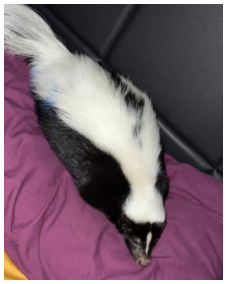
Superstar Ed Sheeran popped in for neutering in August but was lucky enough to find a new home rather than being returned where he was no longer wanted.

He now works in stables as a pest controller but is very bad at it apparently because he loves people too much!



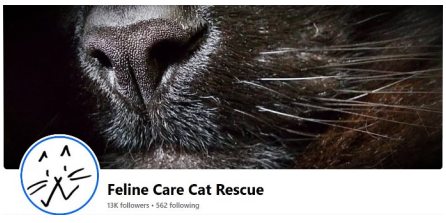
Don MacLean also came for neutering but as he was about to be taken home we found out he was going to be dumped in countryside miles from home.

We kept him and he found a perfect new rural home where he could be given a settling in period to get to know his area.



Sometimes we find ourselves involved with other species unexpectedly. We admitted a disabled hedgehog as our sanctuary is perfect for him to stay safe. We also went to welfare check some cats and came home with an elderly balding hamster who swiftly found a new home with our heating engineer! And our strangest call of the year was from the UK's only genuinely humane pest controller (in Scotland!) to loan a cat trap to catch a stray skunk in Ipswich, mission accomplished!

Our social media presence continues to grow and we have over 12,000 supporters on our main Facebook page. We post at least daily and it is used for our core online fundraising. We have found Facebook to be extremely helpful as an educational and communication tool and will continue to grow our social media presence.



We also have Facebook groups for volunteers, fundraising and our shop plus we regularly use Instagram and are growing our TikTok audience.



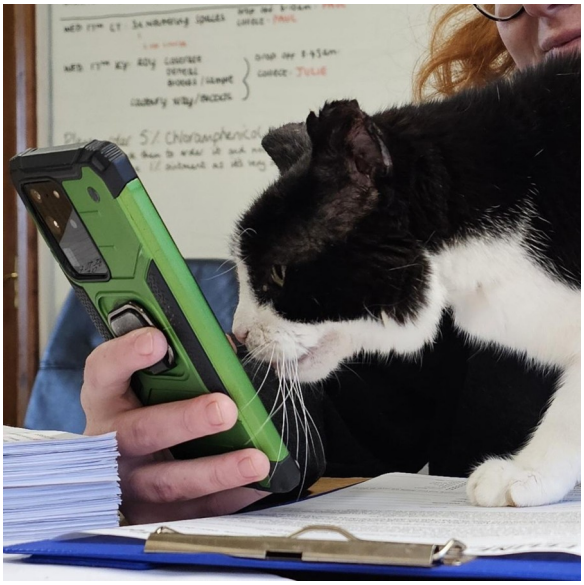
Having lost our regular donation from Whiskas a few years ago and still having no luck in sourcing a bulk tinned food supplier, we continue to rely heavily on donated cat food.

To set our kittens up well for the future we feed Smilla, a sugar free food, and over the last year we have moved our free roaming cats onto a sugar free diet to better prevent dental disease.

Our core biscuit used is Royal Canin, purchased directly with good discounts. After phasing out feeding treats to cats up for homing during COVID changes, we have not reintroduced treat giving to our daily routine as the behavioural benefits have been so huge.

Our web-based application for potential adopters (implemented as a result of COVID) proved so successful, we continued to use this as the primary source for initial adoption enquires. The use of this multi question form provides us with an initial view on the home situation and animal requirements and allows us to assess if potential adopters might suit any of our residents.

This process reduces call time for potential adopters that we have no cat matches for and allows us to process applications at unsociable times which can take pressure off the cattery. Any possible matches are discussed by phone prior to visiting which means less visitors disturbing our feral population on site.



Home visits are still carried out virtually, usually by WhatsApp and arrangements to collect the cat will be made as soon as possible after. We provide ongoing support, advice and assistance to adopters if they require it. After increasing our adoption donation during COVID our minimum adoption donation is now £75 per cat or kitten.



Following the success of our web-based adoption application form, we trialled a web-based form for people needing to give up their cats/asking us for help. This has proved very successful and been made a permanent process. Saving time and helping us direct our efforts where they are most needed.

With the economic climate significantly impacting people, we saw a huge increase in people asking for our help. We don't have space to take in every cat that we are asked to help, but we can relieve some of the immediate pressure by assisting with neutering or providing food or parasite control.

Having noticed a huge increase in people giving up pets due to vet fees, this may be an area we look at prioritising in the future.

In remembrance

The heartache of losing loved residents continues to be outweighed by the love and appreciation the cats give us. We feel blessed to have been able to have loved them.



James joined our feline family in 2013 after being hit by a car. He was rushed to a vet, where they gave him pain relief and instructions to return him to the site of the accident. Fortunately, his rescuer brought James to us.

After a long recovery, James was released on site and quickly made friends with everyone. Although he was feral, he learned to trust our staff and volunteers. He had irregularly recurrent abscesses caused by his head impact, but his willingness to trust us meant we could easily treat him for these.

James was popular with all the cats but eventually feral Alien grew to become his very special friend. Wherever James was, Alien would be close by and it was rare to see them apart.

Alien joined us in 2009 with two friends from a very large relocated feral colony in Ireland. She retained her feral soul, a choice we must always respect. Alien went to sleep one day in early July when she was around 17 years old, leaving James bereft. James followed her to the afterfields just 11 days later, he had heart failure.

Adalida stole our hearts as soon as she arrived. She was a feral queen whose kitten was caught and killed by hand ‘as he might have had cat ‘flu,’. Adalida would have been killed too but thankfully we were able to step in.



She became one of the most loved and smiley members of our family and her loss to a kidney tumour was very hard on everyone who had loved her so much.



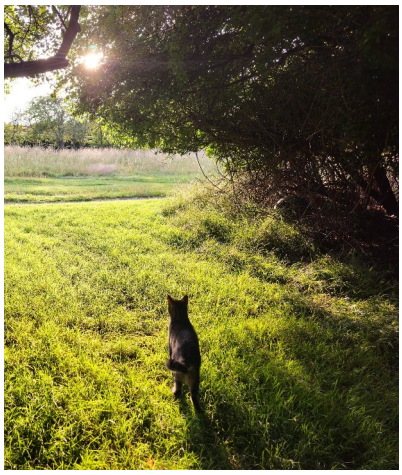
Evelyn spent her last nine months calling Feline Care home. She was the last old lady of a group of cats we neutered back in 2007 and at around 19/20 years old, it was definitely her time to be pampered.

Despite being pretty much completely deaf and blind, she quickly accepted our love and good food with a cosy bed. It was a joy to give her those months and then a gentle goodbye. We got to love Evelyn for 300 days and her purrs were among the best ever, certainly the most satisfying.



Our last difficult loss of the year was Phoebe Domino. One of 48 cats from a hoarder’s home that we admitted in 2017. Phoebe had only been taught bad things about people so we never pushed her to be our friend, we just made sure she was looked after from afar. We are very glad to be here for cats like Phoebe, we are more than happy to love cats who don’t like us!

Our euthanasia policy



Euthanasia is often a controversial topic but we acknowledge and appreciate its relevance to supporters of animal welfare charities.

We only make decisions based on **absolutely justified** euthanasia, when quality of life is unlikely to be restored.

As a sanctuary, where cats may live out their days, we believe it is our duty to care for the cats in our home as if they were our family. We take pleasure in giving them their best quality of life but we do feel it is important to give cats a pain free, calm and dignified passing as suffering is not fair on them or those of us who care about them.

Euthanasia is absolutely justified when there is no better option for an animal than

Euthanasia could be described as being **contextually justified** when there is at least one better option available but the circumstances are such that it could not be taken, therefore euthanasia is the best available option.

There may be times when a vet could suggest many alternatives to euthanasia that would give the animal a good quality of life. If these were not undertaken the reason for euthanasia could be described as **non-justified**.

~ BVA Guide to Euthanasia, 2016

For some cats, their health immediately indicates their treatment and any decisions, but where cats have a long term illness and more gradual decline the burden falls on us to time and plan ahead to make their last moments as calm and gentle as possible. Unless the situation dictates otherwise, we always use home euthanasia as we believe cats should be in the place they know, with the sounds, smells and feels of home. Last moments should be as comfortable as we can make them. They deserve that dignity even more so because most of the cats who live out their days here have been grossly let down by humankind in their past.

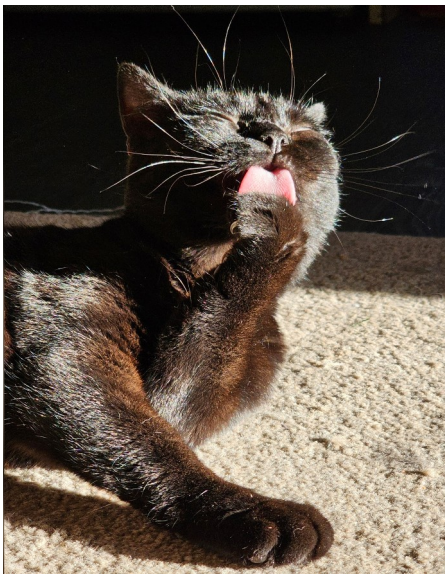
Whenever possible, if we are able to plan the moment, cats are given a 'Princess Day' to ensure their last moments are full of as much happiness as possible. Princess Day is very much planned around the individual. Volunteers and staff may come in specially to spend time with them or they might like to watch wildlife television, they might like to eat special things or just hang out with their cat friends.

None of the cats we take in are put to sleep unless professional medical advice suggests it is in their best interest. We are grateful to be able to see residents live well into old age in the comfort of this safe haven, even when they have extra care needs. If the cat's medical or behaviour needs mean they cannot be re-homed, they are able to live out life as our permanent family.

We feel very privileged to work with some wonderful veterinary surgeries who support our cats and our team very well at these difficult times.

Our mission

- To relieve the suffering of domestic, feral and stray cats that are unwanted, abused or abandoned, regardless of their colour, breed, temperament, age or medical conditions, by providing shelter, medical aid and care.
- To find permanent, loving homes for the cats that come into our care and to offer lifelong care and shelter for those that cannot be re-homed
- To promote high standards of companion animal ownership and responsible management of domestic, stray and feral cats, through neutering.
- To advance education in need for responsible ownership.



Structure Governance and Management

Feline Care began operating as an independent charity on 1 April 2012. The Trustees, as charity trustees, have control of FC, its property and funds. They are governed by the Trust Deed signed on 7 September 2011. Trustees were appointed for varying terms of office to ensure continuity. At the end of each term of office, the remaining Trustees agree either to reappoint or to appoint a new Trustee. Should a Trustee resign mid-term, a new Trustee may be appointed. New or reappointed Trustees have a three-year term of office.

Our Trustees 2023/2024

Kenneth Hill (Chair)	Molly Farrar	Stephanie Kayne
Carrianne Freeman-Hall	Lisa Bailey	James Thurston

All Trustees undertake their duties in a voluntary capacity and receive no remuneration or other benefits for their work as Trustees. In addition to volunteering as a Trustee, Molly Farrar is employed by FC as the charity's full time manager.

The Trustees hold quarterly meetings, presided over by the Chairman or a nominated deputy. At least three of the five appointed Trustees are present at each meeting. The agendas for meetings have as routine business: matters arising, updated financial report, fundraising and staffing issues. Other matters are included for discussion and agreement as necessary.

Day to day operational decisions are delegated by the Trustees to the full time manager and responsibility for significant strategic decisions remains with the trustees.

The independent review of the FC accounts was undertaken by SCS Accountancy Solutions Ltd of Dereham. Payroll is managed by Becky Potiphar who manages it voluntarily in house.

We are still proud to have Rick Wakeman's support as our Patron.

Staff and Volunteers

We have a small team of part-time and full-time staff:

1 x FT founder

1 x FT shop manager

1 x FT senior cattery assistant

1 x PT shop assistant

3 x PT cattery assistants



Our staffing situation fluctuated this year, with existing cattery staff moving on to new opportunities and new staff joining us.

Our cattery assistants and operations manager work from our Sanctuary site and between them provide full time 7 day a week coverage. We always have someone on site overnight. Our team collectively have a great deal of specialised cat care knowledge, including the ability to hand rear kittens and give minor medical treatments under the supervision of veterinary professionals.

As the Charity has grown the demand on our Founder has increased substantially, both from an animal care and administration perspective. To relieve some of this pressure and help move the charity forward, in September we recruited a specialist consultant to help us step back and look at how to move forward. The decision was taken to recruit for a full-time manager which is now in the recruitment process.



As with all charities, FC relies heavily on a large number of volunteers who dedicate anything from a few hours to a few days a week. Ranging from 16 years to over 70 years and including people of all abilities, our volunteers are valued members of the FC team and undertake everything from the daily cleaning out of cats, manning stalls at fundraising events, serving in the charity shops, standing for hours shaking collection tins at supermarkets and other stores, driving cats to vet appointments, carrying out home checks, to helping with site maintenance.

We lost a significant number of our volunteers because of regulation changes and shops closing during COVID, although our dedicated core of volunteers continue to be an essential part of the Feline Care team.



A more organised daily cattery routine has led to the need for much better use of our volunteers and we are committed to creating more volunteer roles to take pressure off our staff and increase the quality of care the cats receive. We still have a waiting list of people that want to volunteer with FC, which is amazing.

Our Shops and Fundraising



We receive no government funding and adoption fees cover only a fraction of our costs. Most of our funding comes from our Attleborough shop and other fundraising activities.

We have relied heavily this year on volunteers to run stalls and attend events, plus keen supporters who fundraise for us like Rachel who busks with her violin to raise cash for our kitties.

Our Attleborough shop continued to trade normally this year with our shop manager and part time shop assistant being supported by a dedicated core of shop volunteers. Our shop manager and fundraiser, Louise Revell, continued to sell more specialist donations via the eBay platform, where we generally have around 250 'lots' on eBay at any one time, and to date have sold over 3000 items. Currently over 500 people have us on their saved seller list and we have a 100% positive feedback score. Additional shop volunteers support by researching donated items, so we get the best return possible from our ebay lots.



Monthly pop-up shop events run from the shipping container in our front carpark continue to be popular, with people coming to purchase, donate and try their luck on our tombola. We have a very popular cake stand at these events as well, which always sells out.

We were able to do 11 other fundraising events this year at fetes and fairs and have over 28 events booked in for the year ahead. Finding volunteers to help with stalls remains one of our biggest hurdles to attending events.

We didn't hold any of our large fundraising open days this year and now accept that they might not return in the future. These events require a great deal of advanced planning and commitment and are a huge disturbance to the cats that Feline Care is home to. Having witnessed the positive results of less visitors to the sanctuary, open days will not return unless we can make them less stressful to the cats. This decision has been very difficult as they are well supported and enjoyed by the whole team, supporters and the wider community.



Once again volunteer Julie ran a huge Easter hamper raffle, with 30 hampers full of donated Easter chocolates and raised over £3400 from this event.

Heather and Julie teamed up to prepare and run a Christmas raffle with 29 hampers donated, that raised over £3700.

We rely heavily on Facebook for advertising their raffles.

This year we produced our first ever Feline Care branded clothing, available by pre-order in the run up to Christmas and it was very successful.

We were extremely fortunate that several people left us legacy donations this year as well.

Work Under Taken

With the current economic climate and ongoing concerns on how this could impact the charity in the longer term, we were reserved in our operational spending, once again focusing on prioritising site maintenance and enrichment for the cats, which with 4 acres of land can be time consuming.

We were given a large wooden train playset when it was decommissioned from use in our local play park, which as soon as it was placed temporarily in our old car park area, instantly became a favourite of the cats.



With a wider environmental view in mind, and to encourage insects to thrive, we once again decided this year to not mow our front paddock and allow it to wildflower, our old car park has also been allowed to return to grass. The cats enjoy the longer grass, as demonstrated by us finding several patches where cats have obviously made outdoor nesting areas. We were also extremely pleased that the rare wasp spider flourished in our paddock once again this year.







The massive job of relocating some operations on site continued with:

- Maintenance work on one of our shipping containers (affectionately known as 'nearland'), which enabled us to relocate the site maintenance tools into the rejuvenated container.
- Refurbishment of the old timber donation house on site was a large job which involved replacing rotten wood, fixing damp issues, insulating, replacing doors and windows, reflooring, painting and shelving. This was completed in Autumn 2023 and the house is now being used to store and organise fundraising and ebay stock.
- Taking down and rebuilding the old rag room and lean-to storage area around the donation house to create more dry storage as we rely heavier on online sales which require more storage.
- Starting to remodel the Jellicle area that used to house the maintenance tools, with plans to turn part of this into an office and part into additional storage as we have outgrown some areas.
- Laying new paths through our woodland areas and trimming back over an acre of hawthorn, making it easier for us to move about site.



Most of this work was facilitated and undertaken with help from a few willing and strong volunteers and Olly, between poop-collecting, mowing the lawns and site maintenance.

We engaged the services of a professional tree surgeon to carry out a crown reduction on our row of beech trees that protect our back fence.

We had a lovely donation of the long-term loan of an old airstream diner this year. It will require some specialist remodelling of the inside, but once complete, we are hoping to use this airstream to host 'cake with cats' events on site.

Our health and safety plans were continually updated, and we employed external help to ensure we were compliant with legislation.

Sadly our old workhorse, an ex-rental Transit Connect, finally ferried her last cats this year as there was no way to nurse her through another MOT and she went for scrap.

A new ambulance will be added to the list of things we need, although we are very lucky to have a brilliant team of cat taxi volunteers who collect and drop off cats to vets for us.



The Future

Every care continues to be taken to ensure that expenditure is kept under control, whilst ensuring that the wellbeing of the animals does not suffer. However, substantial investment will still need to be made in continuing the programme of upgrading and maintaining accommodation for the cats and for the building of permanent staff accommodation at the sanctuary; the charity continues to save for this purpose.

Ring-fenced reserves ensure investment for the long term survival of the charity and our Perfect Home Project remains a continuing priority in the longer term.

Applications for grants and donations aimed specifically at the Perfect Home Project have taken a back seat this year while we have been undergoing consultancy. The Project will be revisited in the year ahead as the need for vet provision on site and for the cats we support in the community has greatly increased.

Remaining long term elements of the Project include:

- New reception area directly adjacent to our new car park: reducing the need for visitors to enter the cattery area and to make popping in with donations, admitting cats and visitors much easier.
- Covered pedestrian access from our reception area to the main cattery: giving us disabled access and making the experience of visiting, especially in a wet and cold Norfolk winter, much easier for our older or less mobile visitors.
- Recycling and waste point for sanctuary and shop waste: to eliminate the need for skips within the grounds, tidy us up and make disposal easier for staff and volunteers.

Continued delivery of the Perfect Home Project will go a long way to future-proofing our work.



Financial Review

In 2023/24 both our income and expenditure increased as compared to the previous year, with an income of £268k (£170k 22/23) and expenditure of £194k (£174k 22/23).

The end of year difference between income and expenditure was an expected gain due to several legacies allowing us to increase our reserves with a view of progressing the Perfect Home Project in the year ahead. The total held in cash and bank balances was up to £265k.

Full financial details can be found in a separate report.

Reserves Policy

- The amount of reserves will be kept under constant review by Trustees, taking into account future fundraising activities and expenditure.
- No precise amount of reserves can be indicated but if reserves are anticipated to fall, then fundraising activities must be prioritised.
- Amongst other factors to be considered is the need to retain at least the equivalent of one year's annual expenditure in cash, in keeping with general guidelines from the Charity Commission.
- As agreed by the Trustees, there is now a special ring-fenced reserve dedicated to the Perfect Home project, held in our Skipton and Santander Bank Account.
- As it becomes available, from reserves and grants, funds will continue to be allocated to subsequent phases of the Perfect Home Project to improve facilities and infrastructure at FC.
- As reported above, we aim to hold reserves of a minimum of one years annual running costs, taking into account the year on year fluctuations in income and expenditure.



Declaration

The Trustees declare that they approved the Annual Report above.

Signed on behalf of the charity's Trustees:



Signed : ……

Kenneth Hill, Chair

Dated : 30/01/2025

Feline Care

Receipts and Payments Account for the Year Ended 31st March 2024

Income		
Donations/Legacies	£	141,367.04
Recycling	£	717.35
Shop/Ebay/Other	£	94,316.20
Fundraising Activities	£	19,122.06
Gift Aid Reclaim	£	6,783.84
Grants Received	£	3,125.80
Interest Received	£	2,933.81
	£	268,366.10
Expenses		
Wages	£	112,277.72
Vet fees/ neutuering	£	28,609.30
Animal food	£	7,880.20
Cat litter	£	2,862.00
Vehicle expenses	£	1,602.18
Waste disposal	£	1,772.68
Heat, Light & Water	£	7,590.06
HSE & Staff Support	£	5,762.00
Maintenance / renovations	£	3,745.26
Admin & Postage	£	2,096.70
Shop/Stock/Fundraising	£	10,697.36
General Expenses	£	677.33
Insurance	£	3,878.12
Running Costs	£	5,028.96
Net Expenses	£	194,479.87
Balance of Receipts for the year	£	73,886.23
Cash and Balances B/Fwd		
Cater Allen Account	£	71,665.05
Co-operative Account	£	44,160.50
Santander Account	£	52,567.41
Skipton Building Society	£	97,212.21
Cash and Bank Balances C/Fwd	£	265,605.17
Represented by:		
Cash and Bank Balances at 31.3.2024		
Cater Allen Account	£	73,601.26
Co-operative Account	£	106,392.87
Santander Account	£	59,351.25
Skipton Building Society	£	100,146.02
P&L Balance (above)	-£	73,886.23
	£	265,605.17

Feline Care Cat Rescue & Homing Centre
Statement of Assets and Liabilities
31st March 2023

The feline Care Assets comprise of:-

Cash and bank balances - totalling	£265,605.17
Debtors	£0.00
Purchases paid for after Year End	

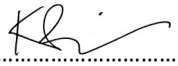
Equipment and Fixtures and Fittings - including the sanctuary and grounds.

The Feline Care Liabilities comprise of:

Creditors	£0.00
Various supplies paid after year end.	

The Receipts and Payments Account and Statement of Assets and Liabilities were approved by the Board of Trustees on

And signed on its behalf by:



…… Trustee

Feline Care Cat Rescue & Homing Centre **Registered Charity Number 1144830**
Receipts and Payments Account **For the Year Ended 31st March 2024**
Independent Examiners Report

I report on the accounts of the Feline Care Cat Rescue & Homing Centre for the year ended 31st March 2024 which are set out on the following pages.

Respective Responsibilities of Trustees and Examiner

As the Charity's trustees you are responsible for the preparation of the accounts; you consider that an audit is not required for the year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts (under section 43 of the Act);
- To follow the procedures laid down in the General Directions given by the Charity Commission (under section 43 (7)(b) of the Act); and
- To state whether particular matters have come to my attention.

Basis of Independent examiner's statement

My examination was carried out in accordance with General Directors given by the Charity Commissioners. An examination includes a review of the accounting records kept by the 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 the 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 accounts.

Independent Examiners Statement

In the course of my examination, no matter has come to my attention:

1 which gives me reasonable cause to believe that, in any material aspect, the trustees have not met the requirements to ensure that:
- property accounting records are kept (in accordance with section 41 of the Act); and accounts are prepared which agree with the accounting records and comply
- with the accounting requirements of the Act; or

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

Sue Sheldrake
SCS Accounting Solutions Limited
Unit 5, Broadway Barns
The Broadway, Scarning
Dereham, Norfolk
NR19 2LQ

Date 23rd January 2025 Signed .....

FELINE CARE

England & Wales - Charity number 1144830

Accounts



FELINE CARE

rescue sanctuary advice rehoming

Annual Report 2022 - 2023

Year ending 31st March 2023

Registered Charity No 144830

Trustees Report

Welcome from our Chair

On behalf of the trustees I am pleased to present our Annual Report.



It’s been another successful year at Feline Care, with many cats finding their new forever homes and many more enjoying the permanent love and care we provide here at the sanctuary.

The year has not been without it's challenges, with the costs of many goods and services rising significantly, and much instability in the world around us all.

The media has been full of bad news about the state of our economy, environment, or communities, putting pressure on the number of people offering a good home and increases the number of cats who find themselves needing a new home. Feline Care, however, is the perfect antidote to such worries.

I do not visit Feline Care as often as I would like, but whenever I do make it over to the sanctuary, I always feel my spirits rise and leave with a happy smile on my face. Visiting Feline care reminds me of the best of humanity; with staff, volunteers and trustees working together to improve the welfare of all the cats in our care, cats who have arrived at the sanctuary through no fault of their own and are so deserving of another chance we provide. It takes many committed people to keep Feline Care running, from the people who help feed or clean out so many cats every single day, those who keep the doors of the charity shop open, sorting through the many donations and keeping the money coming in, those who leave gifts in their wills or join in with our raffles, those who run stalls or shake buckets for donations and so many more. The trustees who all have full time jobs but manage to find the time to meet and take on some of the behind the scenes administration such as recruitment, accounts and compliance with the mountain of paperwork that running the sanctuary generates.

And of course there are our Site manager Molly and volunteer Olly, who are both on site 365 days of the year, ensuring every single cat in our care is safe and warm, healthy, and happy. So, I’d like to end with a big thank you to everyone who makes feline care possible. Thank you for your time, patience, commitment, and good humour. I am very much looking forward to another year working alongside you all and helping our feline friends who we all adore.



Ken Hill
Chair

Who we are

Feline Care (FC) began life as Feralands, part of another cat rescue charity based in West Sussex, set up to provide lifelong sanctuary to cats from that area, who for various reasons were not able to find homes. Over time we began taking in cats from the local area and facilitating our own adoptions.

In 2012 our parent Charity decided to end the practice of sending cats to us and made plans to sell our site. This left us with the choice of returning all our residents to their main site or purchasing the land and becoming a charity in our own right. With huge support from volunteers, donors, and the local community, we were able to raise the funds in the extremely tight timescales given to us and Feline Care became a charity in its own right.

Feline Care is based in a purpose-built sanctuary at Roudham, Norfolk, and can accommodate upwards of 150 cats. We are governed by a board of trustees with the Charity founder, Molly Farrar, responsible for day-to-day management of the site. We employ a small team of staff to assist with the daily care of the cats and to manage our Charity shops.

FC is proud to be one of a few cat charities in the UK which aims to support feral and stray cats, as well as domestic cats, through rescue, re-homing, neutering and educating the public on the responsibilities of owning cats as pets. The staff work tirelessly to relieve the suffering of cats by providing temporary and permanent accommodation for their care and treatment and in the hope of finding them permanent homes.

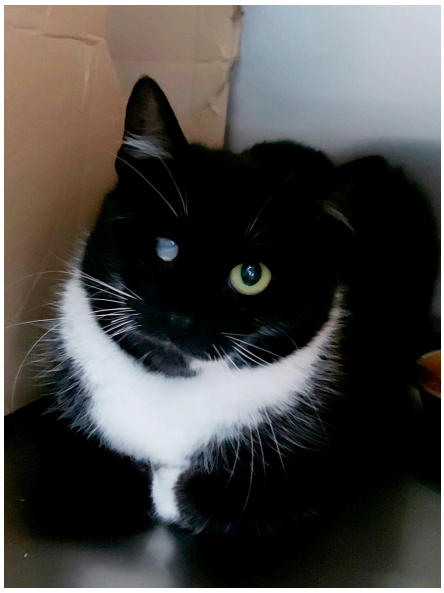


FC sanctuary set-up includes animal bedrooms and communal pens in a purpose-built single storey building. These communal rooms allow us to keep multi cat families together, while we assess which cats are bonded to each other. We also have isolation units, a mum and kitten quarantine and an intensive care room for those admitted with medical needs. We have purpose built ‘Jellicle’ pens that are unheated and enable us to shelter colonies at familiar temperatures, crucial for TNR (Trap Neuter Return) cats to retain their outdoor coats.



For the outdoor residents, including our feral cats, there is ample outside space with over 3.5 acres of woodland and meadowland which provides a green, pleasant and stimulating environment for those preferring to reside outdoors. For the outdoor cats we also offer numerous shelter options, including a large timber frame building with a loft area. All our outdoor residents have access to a heated bedroom as well should they wish to use it. Our entire site is fully enclosed with cat proof fencing, ensuring those that live on site are safe from roads and external factors.

All traffic on site is controlled and kept in a lower car park which the cats do not have access to, meaning our residents never have to worry about the dangers from vehicles.

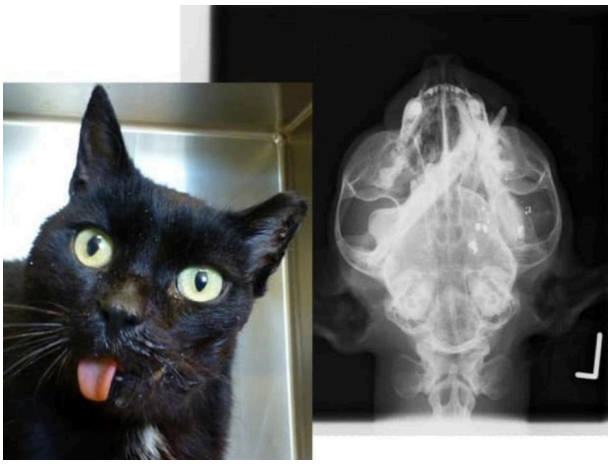


We take in cats on a temporary or permanent basis, regardless of age, health, and behaviour. None of the cats we take in are put to sleep unless professional medical advice suggests it is in their best interest, and many residents live well into old age in the comfort of this safe haven. If the cat's medical or behaviour needs mean they cannot be re-homed, they too will live out life as a permanent member of the FC family.

The numbers of permanent residents with us fluctuates, but we generally have around 60 cats living free on site. We always have a group of residents needing more specialist attention who reside in our reception area, but who still have free access to our grounds. Some of our reception cats have been with us many years and are well known by staff, volunteers and visitors alike.

Unfortunately, we lost several of our reception cats this year including Adalida, Tufty, Taz, Big Ginge, and Plug.

Plug, was one of our most well-known and beloved FC family members. Residing in reception as unofficial reception manager since he came to us over 9 years ago, with some of the most horrific facial injuries we had ever seen. He had been hit in the face by ricochet from a high velocity rifle, whoever tried to shoot him had missed.



Feral and emaciated but with such an overwhelming determination to survive, we had to give him every chance. Expensive, specialist treatment via Fitzpatrick Referrals was his only option and our amazing supporters quickly helped us find the funds needed for his treatment.

Following his surgery and recovery, Plug settled into our reception. He loved other cats as well as greeting volunteers and visitors and trying to steal human food. He spent a lot of time with his favourite person Molly, ‘helping’ with office work.

Plug’s passing was sudden, unexpected and devastated everyone. A true Feline Care cat, Plug will be remembered always, for his slobbery danger kisses and his love of food. His ashes now live on our kitchen sill that was one of his favourite spots. He will remain an example of why we must treat every cat as an individual.

While the charity always aims to help as many cats as possible, it's work can never be quantified by numbers alone as the priority is and will always be, to help those most in need. FC promotes high standards of companion animal ownership and responsible management of domestic, stray and feral cats through neutering and are active in promoting responsible ownership both in the home and in a business environment.

Work undertaken with groups of feral cats often includes the control of growing colonies on business premises where cats are captured, neutered and returned to the working environment. The FC team covers primarily the local Breckland area but works closely with other cat and animal charities whenever possible to deal with feral colonies and difficult to re-home animals.

None of this work could be done without the generous support of cat lovers not only across the UK but from across the globe.



Our mission



To relieve the suffering of domestic, feral and stray cats that are unwanted, abused or abandoned, regardless of their colour, breed, temperament, age or medical conditions, by providing shelter, medical aid and care.



To find permanent, loving homes for the cats that come into our care and to offer lifelong care and shelter for those that cannot be re-homed



To promote high standards of companion animal ownership and responsible management of domestic, stray and feral cats, through neutering.



To advance education in need for responsible ownership.

Structure Governance and Management

Feline Care began operating as an independent charity on 1 April 2012. The Trustees, as charity trustees, have control of FC, its property and funds. They are governed by the Trust Deed signed on 7 September 2011; Trustees were appointed for varying terms of office to ensure continuity. At the end of each term of office, the remaining Trustees agree either to reappoint or to appoint a new Trustee. Should a Trustee resign mid-term, a new Trustee may be appointed. New or reappointed Trustees have a three-year term of office.

Our Trustees 2022/2023

Kenneth Hill (Chair)	Molly Farrar	Stephanie Kayne
Carrianne Freeman-Hall	Lisa Bailey	James Thurston

All Trustees undertake their duties in a voluntary capacity and receive no remuneration or other benefits for their work as Trustees. In addition to volunteering as a Trustee, Miss Farrar is employed by FC as the charity's full time manager.

The Trustees hold quarterly meetings, presided over by the Chairman or a nominated deputy. At least three of the five appointed Trustees are present at each meeting. The agendas for meetings have as routine business: matters arising, updated financial report, fundraising and staffing issues. Other matters are included for discussion and agreement as necessary.

Day to day operational decisions are delegated by the Trustees to the full time manager. Responsibility for significant strategic decisions remains with the trustees.

Rick Wakeman and Ian Lavender continue to be Patrons of the charity.

The independent review of the FC accounts was undertaken by SCS Accountancy Solutions Ltd of Dereham. Payroll is managed Becky Potiphar who manages it voluntarily in house.

What we do

Animals arrive at the sanctuary in a number of ways and for a number of reasons. They may be found as strays, litters from unneutered mothers, brought to the centre, (sometimes dumped at the gates) or relinquished by owners no longer able to care for them or unwilling to treat medical conditions (and we've even had a few who self-admitted by climbing over our fences and onto site). We are also asked to trap strays and sometimes colonies of feral cats. We engage with other organisations to take in large numbers of cats from 'hoarder' situations.



Feline Care remains technically full all year round. Admissions are managed purely on a priority basis and are entirely dependent on availability of spaces. We operate an active waiting list of cats whose owners wish to re-home their pets. We tend to focus our admittance on the cats that other rescues may not prioritise, specifically feral or elderly cats and those with medical or behavioural issues.

On arrival, all animals undergo a full health check and any entire males or females are neutered.

We scan every cat admitted for a microchip, in case it has become separated from it's owners. Any un-microchipped cats are microchipped, these are then dual registered to us and the eventual new owner. Microchipping is essential in reuniting lost cats with their owners, and it gives us peace of mind that for any animal we have chipped, should the owner not be found, the cat will return to us.

All cats admitted are also vaccinated and given parasite treatments for fleas and worms. If other veterinary treatments are required, we will engage appropriate veterinary professionals, including referrals to specialist centres. It is not uncommon for the veterinary costs for some of the cats we admit to run into thousands of pounds. Our willingness to treat cats with medical needs means we can save the lives of cats that might otherwise be euthanised.



Each animal admitted spends time in quarantine, either in one of our quarantine units, or in a separate bedroom area, before being allowed into any communal cat area. During this time we monitor the cat's behaviour, if we discover they dislike other cats, they won't join a communal area but will remain in an individual bedroom.
Many of the cats we take in will have suffered former trauma

and abuse and have resulting behavioural issues. For these cats we work with an animal behaviourist to develop a behaviour plan. These written plans are followed by all staff and volunteers and are monitored and adapted as required. We have had great success in transforming angry, scared cats into loving lap cats. We have also successfully toilet trained many cats. For behavioural and socialisation reasons we only re-home kittens in pairs, and under a neutering deposit scheme to ensure that they will be neutered at the appropriate stage.



Our adoption fee remains a standard amount regardless of the length of time an animal has been with us or the amount of money we have spent on their care. In some circumstances we may reduce or waive the adoption fees, for example for very elderly cats being adopted out for end-of-life care, it is more important for us to get them into the right home environment, than to receive the standard adoption fee. For cats with complex medical issues, we may offer ongoing support for a proportion of their care, if the new owners use our veterinary teams.

Where possible, colonies of feral cats are trapped by us or 3rd parties, then brought into the centre, neutered, left ear clipped, microchipped and then returned to the location they came from. Where returning or re-homing is not possible, feral cats are allowed join our outdoor colony and to roam free on site. All our outdoor cats are fed twice a day and have free access to indoor areas. Veterinary care for all our cats is managed sympathetically with the help of Cherry Tree vets in Diss our primary provider, who undertake regular visits to the sanctuary. We continue to use Knotts Yard Veterinary Practice in Watton and as a result of diminishing veterinary appointment availability, have also used a number of other veterinary practices this year including Breckland vets, Wymondham vets.

Our free roaming colony of around 60 cats comprises mostly of those who are not people friendly. As their trust grows over time, we never rule out re-homing these cats provided to homes suitable homes. However, over the years we have several of these non-people friendly cats decide they actually quite like people and go on to be adopted and live out their life as pampered domestic cats.



We operate on a basis of a lifelong rescue back up for any cats that are admitted and adopted out through us. We hope that every animal adopted out has successfully found their forever family, but understand that life can provide unexpected challenges, so if an owner's circumstances change and they can no longer look after the cat, we take the animal back into our care, regardless of how much time has passed since the adoption.

People often contact us for our expert advice, even for cats that were not adopted from us. We are happy to give offer this advice; in some situations, it can result in a simple change the owner needs to make or follow and can result in a happier cat and family. Giving our expert advice helps to reduce the numbers of cats being given up by owners, reducing the burden on rescues and freeing up spaces for those cats that really need them.

Where we are engaged in removing cats from multi-cat households, we will work with them to return a limited number of cats to the home, following neutering and medical care. This prevents the owner filling up the home again with more unwanted and unneutered cats. Regardless of our feelings on these situations, the cat's welfare is the most important thing. The largest volume of cats we individually ever had to take out of one household was 44. This quickly turned into 48 as one cat was heavily pregnant and gave birth the following day. The 'Domino' group as they became known were unneutered, underweight, suffering from varying medical conditions and very nervous. We successfully rehomed the majority of these cats, with only 4 remaining on site with us.



During 2022 we saw a significant uptick in the number of breed cats we were asked to take in, including large groups of ex breeding colonies. We suspect this increase has been fuelled by the covid pandemic and people now wanting to give up animals they purchased or breed during lockdown. Unfortunately, our waiting list of people wanting to give up cats significantly increased in 2022 and we suspect this will continue to rise.

Some of the notable cats we helped during the course of 2022/2023 included



Peter, a cat signed over to us from a vets, who had significant mobility problems. With a careful diet and exercise regime, we were able to reduce Peter's weight, increase his mobility significantly and is now hopeful of finding a new home.



Super G, a tiny stray kitten who came to us in a critical condition with cat flu and anaemia. Miraculously, against the odds, she survived, although has been left almost blind. Despite limited vision she is very confident around site and quite a hunter of flies, leaves and stray litter.



Chad went to his new home. A former stray entire male, who had a tendency to pee on soft furnishings and give unexpected nibbles. We worked tirelessly for over a year to retrain him out of these bad habits, so he could bag his new home.



Danni, a young ginger female who came to us with significant medical problems and required over £5000 treatment to remove a rare huge growth from in her ear that was affecting her sinuses and breathing. After a successful surgery and recovery, she went to her new home.



Saffy, a stray pedigree cat who we suspect was a former breeding queen, came to us with a serious leg injury. Despite all attempts to save her leg, unfortunately we had to have it amputated. She has coped well and has decided to become part of our reception family.

As of May 2022, we are no longer part of the Association of Dog and Cats Homes (ADCH) due to our work with feral cats, which the ADCH do not support.

We feel that promoting good cat welfare is essential, especially the importance of neutering, microchipping and adopting rather than buying cats bred for sale. Our Founder is often called on to discuss cat welfare issues through radio and TV broadcasts. We also use our social media platforms of Facebook, Twitter and Instagram to deliver these messages.

Our social media presence continues to grow and we have over 12,000 supporters on Facebook. We have found Facebook to be extremely helpful as an educational and communication tool and will continue to grow our social media presence. During the COVID pandemic we set up a FC shop page on Facebook. Initially used to facilitate 'click and collect' orders we now use this page to promote items for sale and advertise our shop events. Currently we have over 500 people following this page.

To keep supporters engaged we also send out three e-news updates a year to our mailing list of around 1700 people, with around 500 people opening each of these updates. We have a FC team page on Facebook used purely for our volunteers. This continues to be an extremely useful site to share cattery operational information with volunteers that we don't share with the wider public on Facebook. Volunteers have high levels of engagement with this team page.



Having lost our regular donation of food from Whiskas a few years ago and still having no luck in sourcing a bulk tinned food supplier, we continue to rely heavily on donated cat food. To set our kittens up with good oral health, we feed Smilla from Zooplus, a sugar free food and over the last year we have moved our colony cats onto a sugar free diet to better prevent dental disease. Our core biscuit used is Royal Canin, purchased directly. After phasing out treats for cats for homing during covid changes we have not reintroduced treat giving as the behavioural benefits have been so huge.

We are fortunate to be supported by very generous public donations of various cat foods and treats, these are essential when we have picky cats arrive and we need to transition them onto our standard diets. In the past we have had cats arrive who will only eat one brand or flavour of food. We've even had Cecil who had been a much-loved neighbourhood stray brought to us who would only eat freshly cooked meat. After much effort we did manage to transition him across to a selection of cat appropriate foods!

Our web-based application for potential adopters (implemented as a result of COVID) proved so successful, we continued to use this as the primary source for initial adoption enquires. The use of this multi question form provides us with an initial view on the home situation and animal requirements and allows us to assess if potential adopters might suit any of our residents.



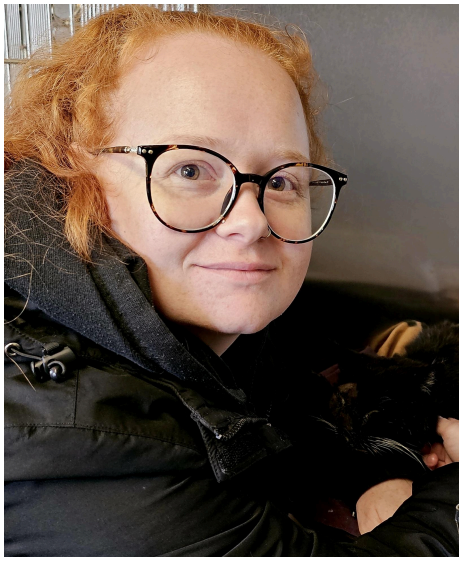
This process reduces call time for potential adopters that we have no cat matches for and allows us to process applications at unsociable times which can take pressure off the cattery. Any possible matches are discussed by phone prior to visiting which means less visitors disturbing our feral population on site.

Home visits are still carried out virtually, usually by WhatsApp and arrangements to collect the cat will be made as soon after as possible. We provide ongoing support, advice and assistance to adopters if they require it. After increasing our adoption donation during covid our minimum adoption donation is now £75 per cat or kitten.

Staff and Volunteers

We have a small team of part-time and full-time staff.

1 x full-time founder
1 x full-time operations manager (July - Nov)
1 x full-time senior cattery assistant
1 x full-time shop manager
1 x part-time shop assistant
3 x part-time cattery assistants



Our staffing situation fluctuated this year, with existing cattery staff moving on to new opportunities and new staff joining us. To make way for a new Operations Manager position, Molly Farrar stepped back into a founder role, still on hand for whatever the cats or charity need.

Our cattery assistants and operations manager work from our Sanctuary site and between them provide full time 7 day a week coverage. We always have someone on site overnight. Our team collectively have a great deal of specialised cat care knowledge, including the ability to hand rear kittens and give minor medical treatments under the supervision of veterinary professionals.

As the Charity has grown the demand on our full-time manager has increased substantially, both from an animal care and administration perspective. To relieve some of this pressure and help move the charity forward, we recruited a full-time operations manager. Unfortunately, the new manager had to leave the role due to personal reasons. We are now evaluating how we move forward with this role in future.

As with all charities, FC relies heavily on a large number of volunteers who dedicate anything from a few hours to a few days a week. Ranging from 16 years to over 70 years and including people of all abilities, our volunteers are valued members of the FC team and undertake everything from the daily cleaning out of cats, manning stalls at fundraising events, serving in the charity shops, standing for hours shaking collection tins at supermarkets and other stores, driving cats to vet appointments, carrying out home checks, to helping with site maintenance.



We lost a significant number of our volunteers because of regulation changes and shops closing during COVID, although our dedicated core of volunteers continue to be an essential part of the Feline care team. A more organised daily cattery routine has led to the need for less volunteers and we are making better use of the time people give. This has resulted in a waiting list to volunteer for the first time in Feline Care's history!

Our Shops and Fundraising

We receive no government funding and adoption fees cover only a fraction of our costs. Most of our funding comes from our Attleborough shop and other fundraising activities.



Our Attleborough shop was able to trade normally this year with our shop manager and part time shop assistant being supported by a dedicated core of shop volunteers. We continued running pop up shops once a month from the Sanctuary. Our shop manager also continued to sell more specialist donations via the eBay platform, where we generally have around 250 'lots' on eBay at any one time, and to date have sold over 2000 items. Currently 380 people have us on their saved seller list. We were able to do 11 other fundraising events this year at fetes and fairs and hope to continue growing these volumes next year.

As we no longer have the Diss shop our storage facilities for donations remains limited. As a result, arranged for a new shipping container to be brought to site and to be located in our front carpark area. This new container arrived in April 2022 and enabled us to run pop up shops and fundraising events more easily, as well as providing us with additional storage and sorting space.

We didn't hold any of our large fundraising open days this year and now accept that they might not return in the future. These events require a great deal of advanced planning and commitment, and are a huge disturbance to the cats that Feline Care is home to. Having witnessed the positive results of less visitors to the sanctuary, open days will not return unless we can make them less stressful to the cats. This decision has been very difficult as they are well supported and enjoyed by volunteers, supporters and the wider community.

Once again volunteer Julie ran a huge Easter hamper raffle, with 30 hampers full of donated Easter chocolates and raised over £3000 from this event.



Heather and Julie teamed up to prepare and run a Christmas raffle with 29 hampers donated, that raised over £3700.

Work Under Taken

With the current economic climate and ongoing concerns on how this could impact the charity in the longer term, we were reserved in our operational spending, once again focusing on prioritising normal site maintenance and enriching things for the cats, which with 4 acres of land can be time consuming.

With a wider environmental view in mind, and to encourage insects to thrive, we again decided this year to not mow our front paddock and allow it to wild flower, our old car park has also been allowed to return to grass. The cats enjoy the longer grass, as demonstrated by us finding several patches where cats have obviously made outdoor nesting areas. We were also extremely pleased that the rare wasp spider flourished in our paddock again this year.

We started the massive job of relocating some operations on site in summer 2022 after the arrival of the shipping container. With plans to;

- move the tool storage area out of Jellicle and into to one of our permanent shipping containers (affectionately known as 'nearland'), which will enable us to convert the old Jellicle tool storage unit into more convenient cattery storage and free up space at the other end of Jellicle for more cat housing.
- move our fundraising/ebay storage area from the current cabins as the cabins are in poor repair and are not a suitable space for the storage needed.
- return the cabins back into site accommodation including potential palliative care space.

To facilitate all of this, work began with emptying the old donation house ready to upgrade the doors, floors and windows and fix long term damp issues. With such a lot of work needed, we anticipate the donation house will be up and running later in 2023.

Work was also undertaken to demolish the old lean-to storage area around the donation house and re-roof the cat litter tray sink area.

The final electrical work on site was completed in the summer of 2022.

We had to deal with a blocked sewer in July, which was a lovely job to sort in the summer heat - a reminder to all visitors that blue roll should never be put down the toilet and sink covers must always be used!

Getting the ongoing BT phone and internet issue finally resolved in July 2022 was a huge relief.

Our health and safety plans were continually updated.

The Future

Every care continues to be taken to ensure that expenditure is kept under control, whilst ensuring that the wellbeing of the animals does not suffer. However, substantial investment will still need to be made in continuing the programme of upgrading and increasing accommodation for the cats and for the building of permanent staff accommodation at the sanctuary; the charity continues to save for this purpose. The ring-fenced reserves mentioned above ensure the need for permanent staff accommodation is kept as an agenda item for the Trustees and remains a continuing priority in the longer term.

Applications for grants and donations aimed specifically at the Perfect Home Project continue. Remaining long term elements of the project include:

- New reception area directly adjacent to our new car park: reducing the need for visitors to enter the cattery area and to made popping in with donations, admitting cats and visitors much easier.

- Covered pedestrian access from our reception area to the main cattery: giving us disabled access and making the experience of visiting, especially in a wet and cold Norfolk winter, much easier for our older or less mobile visitors.

- Recycling and waste point for sanctuary and shop waste: to eliminate the need for skip lorries within the grounds, tidy us up and make disposal easier for staff and volunteers.

Continued delivery of the Perfect Home Project will go a long way to future-proofing our work.



Financial Review

In 2022/23 both our income and expenditure increased as compared to the previous year, with an income of £170,291 and expenditure of £174,500.



The end of year difference between income and expenditure was a small expected loss in the knowledge several legacies would be settled in the following year. The total held in cash and bank balances was up to £265k.

Full financial details can be found in a separate report.

Reserves

FC's official reserves policy was updated and confirmed by Trustees on 11th June 2023.

Noting that;

- The amount of reserves will be kept under constant review by Trustees, taking into account future fundraising activities and expenditure.
- No precise amount of reserves can be indicated but if reserves are anticipated to fall, then fundraising activities must be prioritised.
- Amongst other factors to be considered is the need to retain at least the equivalent of one year's annual expenditure in cash, in keeping with general guidelines from the Charity Commission;
- As agreed by the Trustees, there is now a special ring-fenced reserve dedicated to the Perfect Home project, held on our Skipton Bank Account
- As it becomes available, from reserves and grants, funds will continue to be allocated to subsequent phases of the Perfect Home Project to improve facilities and infrastructure at FC.
- As reported above, we aim to hold reserves of a minimum of one years annual running costs, taking into account the year on year fluctuations in income and expenditure.



Declaration

The Trustees declare that they approved the Annual Report above

Signed on behalf of the charity's Trustees

Signed : .....
Kenneth Hill, Chair

Dated : 2023

Feline Care

Receipts and Payments Account for the Year Ended 31st March 2023

Income	
Donations	42,101.98
Recycling	3,705.20
Shop	26,645.10
Fundraising Activities	85,986.27
Grants Received	11,053.60
Interest Received	799.04
	170,291.19
Expenses	
Wages	105,254.98
Vet fees/ neutuering	25,911.22
Animal food	657.35
Cat litter	3,518.00
Vehicle expenses	746.23
Waste disposal	1,788.00
Heat, Light & Water	5,493.22
Paypal Fees	3,052.85
Maintenance / renovations	8,748.72
Admin & Postage	1,207.85
Rent and rates	8,500.73
General Expenses	3,281.71
Insurance	4,329.21
Telephone and internet	2,009.94
Net Expenses	174,500.01
Balance of Receipts for the year	-4,208.82
Cash and Balances B/Fwd	
Cater Allen Account	82,220.48
Co-operative Account	54,833.53
Santander Account	36,346.81
Skipton Building Society	96,413.17
Cash and Bank Balances C/Fwd	269,813.99
Represented by:	
Cash and Bank Balances at 31.3.2023	
Cater Allen Account	71,665.05
Co-operative Account	44,160.50
Santander Account	52,567.41
Skipton Building Society	97,212.21
P&L Balance (above)	4,208.82
	269,813.99

Feline Care Cat Rescue & Homing Centre
Statement of Assets and Liabilities
31st March 2023

The feline Care Assets comprise of:-

Cash and bank balances - totalling	£269,813.99
Debtors	£0.00
Purchases paid for after Year End	

Equipment and Fixtures and Fittings - including the sanctuary and grounds.

The Feline Care Liabilities comprise of:

Creditors	£0.00
Various supplies paid after year end.	

The Receipts and Payments Account and Statement of Assets and Liabilities were approved by the Board of Trustees on

And signed on its behalf by:

…….. Trustee

Feline Care Cat Rescue & Homing Centre **Registered Charity Number 1144830**
Receipts and Payments Account **For the Year Ended 31st March 2023**
Independent Examiners Report

I report on the accounts of the Feline Care Cat Rescue & Homing Centre for the year ended 31st March 2023 which are set out on the following pages.

Respective Responsibilities of Trustees and Examiner

As the Charity's trustees you are responsible for the preparation of the accounts; you consider that an audit is not required for the year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts (under section 43 of the Act);
- To follow the procedures laid down in the General Directions given by the Charity Commission (under section 43 (7)(b) of the Act); and
- To state whether particular matters have come to my attention.

Basis of Independent examiner's statement

My examination was carried out in accordance with General Directors given by the Charity Commissioners. An examination includes a review of the accounting records kept by the 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 the 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 accounts.

<u>Independent Examiners Statement</u>

In the course of my examination, no matter has come to my attention:

1 which gives me reasonable cause to believe that, in any material aspect, the trustees have not met the requirements to ensure that:
- property accounting records are kept (in accordance with section 41 of the Act); and accounts are prepared which agree with the accounting records and comply
- with the accounting requirements of the Act; or

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

Sue Sheldrake
SCS Accounting Solutions Limited
Unit 5, Broadway Barns
The Broadway, Scarning
Dereham, Norfolk
NR19 2LQ

Date 20th January 2024 Signed ……

Feline Care

Receipts and Payments Account for the Year Ended 31st March 2023

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Feline Care Cat Rescue & Homing Centre
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31st March 2023

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Creditors	£0.00
Various supplies paid after year end.	

The Receipts and Payments Account and Statement of Assets and Liabilities were approved by the Board of Trustees on

And signed on its behalf by:

…….. Trustee

Feline Care Cat Rescue & Homing Centre **Registered Charity Number 1144830**
Receipts and Payments Account **For the Year Ended 31st March 2023**
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Date 20th January 2024 Signed ……

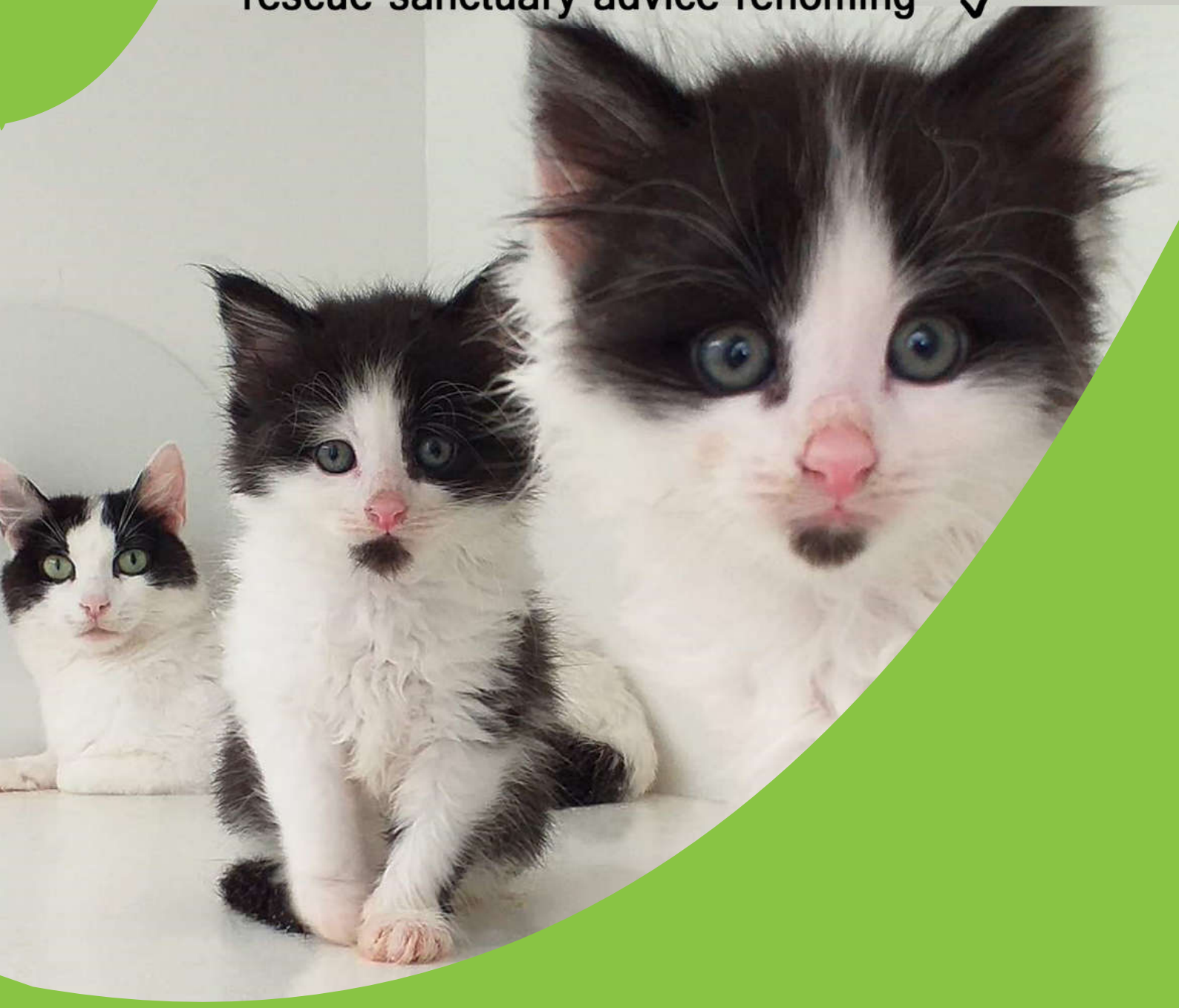
FELINE CARE

England & Wales - Charity number 1144830

Accounts

FELINE CARE

rescue sanctuary advice rehoming



Annual Report 2021 - 2022

Registered Charity No 144830

Year ending 31st March 2022

Trustees Report

Welcome from our Chair

On behalf of the trustees I am pleased to present our Annual Report.

As is common in animal rescue, we have experienced heart-warming highs and endured painful lows, but the cats, the cause and the fantastic staff and volunteers keep us going.

It has been another challenging year, we have moved towards normal following the pandemic but there has been ongoing uncertainty and the new challenge of the cost of living crisis. We have been able to welcome volunteers back on site and have kept on helping hundreds of cats in need, but we have not been able to fully resume all our pre-COVID activities.

Our charity shop has continued trading but we have not been able to run any of our big fundraising events, such as the on-site open days. These events have been missed both in terms of their financial contribution, and their social engagement functions for staff, volunteers and the local community.

The longer term impacts of COVID on the charity include supply shortages, a lack of availability of veterinary care due to staff shortages and rising costs (the latter exacerbated by the cost of living crisis.)

Our waiting list for people wishing to surrender a cats has grown, after a lull during COVID. This rise in relinquishment relates both to changes in peoples routines following COVID and struggles to afford pet care costs alongside other rising outgoings. We have also seen an increase in people asking for help with their cat's behaviour. We are worried that next year we will see an influx of kittens coming into the shelter following reduction in neutering procedures related to both the limitations of the pandemic and cost concerns.

However despite these ongoing issues, and whatever 2023 may bring, I firmly believe that with our amazing staff, volunteers and supporters we will be able to rise to meet the challenge and continue to help the cats that need us.



Ken Hill
Chair

Who we are

Feline Care Cat Rescue (FC) began life as Feralands. We were part of another cat rescue charity based in East Sussex, set up to provide lifelong sanctuary to cats from that area, who for various reasons were not able to find homes. Over time we began taking in cats from the local area and facilitating our own adoptions. In 2012 our parent Charity decided to end the practice of sending cats to us and made plans to sell our site. This left us with the choice of returning all our residents to their main site or purchasing the land and becoming a charity in our own right. With huge support from volunteers, donors, and the local community, we were able to raise the funds in the extremely tight timescales given to us and Feline Care Cat rescue became a charity in its own right.

Feline Care is based in a purpose-built sanctuary at Roudham, Norfolk, and can accommodate upwards of 150 cats. We are governed by a board of trustees, with the Charity founder Molly Farrar, responsible for day-to day management of the site. We employ a small team of staff to assist with the daily care of the cats and to manage our Charity shops.

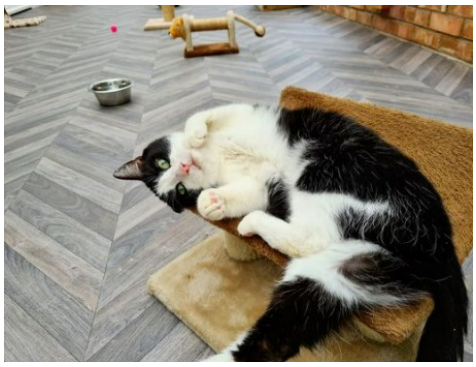


FC is proud to be one of a few cat charities in the UK which aims to support feral and stray cats, as well as domestic cats, through rescue, re-homing, neutering and educating the public on the responsibilities of owning cats as pets. The staff work tirelessly to relieve the suffering of cats by providing temporary and permanent accommodation for their care and treatment and in the hope of finding them permanent homes.



FC sanctuary set-up includes animal bedrooms and communal pens in a purpose-built single storey building. These communal rooms allow us to keep multi cat families together, while we asses which cats are bonded to each other. We also have isolation units, a mum and kitten quarantine and an intensive care room for those admitted with medical needs. We have purpose built 'Jellicle' pens that are unheated and enable us to shelter colonies at familiar temperatures, crucial for TNR (Trap Neuter Return) cats to retain their outdoor coats. For the outdoor residents, including our feral cats, there is ample outside space with over 3.5 acres of woodland and meadowland which provides a green, pleasant and stimulating environment for those preferring to reside outdoors. For the outdoor cats we also offer numerous shelter options, including a large timber frame building with loft area. All our outdoor residents have access to a heated bedroom

as well should they wish to use it. Our entire site is fully enclosed with ProtectaPet fencing, ensuring those that live on site are safe from roads and external factors. All traffic on site is controlled and kept in a lower car park which the cats do not have access to, meaning our residents never have to worry about the dangers from vehicles.



We take in cats on a temporary or permanent basis, regardless of age, health, and behaviour. None of the cats we take in are put to sleep unless professional medical advice suggests it is in their best interest, and many residents live well into old age in the comfort of this safe haven. If the cat's medical or behaviour needs mean they cannot be re-homed, they too will live out life as a permanent member of the FC family.

The numbers of permanent residents with us fluctuates, but we generally have around 60 cats living free on site. We always have 5 - 10 residents needing more specialist attention who reside in our reception area and who still have free access to our grounds. Some of our reception cats have been with us many years and are well known by staff, volunteers and visitors alike.

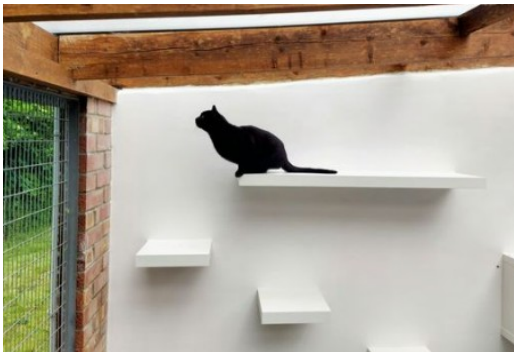


Big Ginge is one of our reception cats who although extremely friendly and lap loving, suffers from a few medical conditions and despite all our efforts still feels the need to toilet in unusual places indoors. The office computer has suffered Big Ginge's attentions far too many times. Reception is also home to Plug, who came to us over eight years ago, emaciated, feral, and with a broken jaw from having been shot in the face. He had been seen visiting a garden for over six weeks in that state, before his rescuer caught him and brought him to us. His tenacity to survive meant we couldn't deny him treatment. Possibly the cat that has cost us the most money to save, he underwent various treatments to and along the way he transformed into a dribbly lap cat. While he was suitable for re-homing into an understanding home, by the time all his treatments had finished, he had become so popular with supporters and volunteers it didn't feel right to put him up for adoption. He remains with us and is known as the office manager. We also have a group of girls, Sharni, Lulu, Adalida, Tufty and Muffin, currently living in reception, that despite coming in separately at different times, have bonded together and are almost always found snuggled up near each other.



While the charity always aims to help as many cats as possible, it's work can never be quantified by numbers alone as the priority is and will always be, to help those most in need. FC promotes high standards of companion animal ownership and responsible management of domestic, stray and feral cats through neutering. FC is active in promoting responsible ownership both in the

home and in a business environment.



Work undertaken with groups of feral cats often includes the control of growing colonies on business premises where cats are captured, neutered and returned to the working environment. The FC team covers primarily the local Breckland area but works closely with other cat and animal charities whenever possible to deal with feral colonies and difficult to re-home animals.

None of this work could be done without the generous support of cat lovers not only across the UK but from across the globe.

Our mission

- To relieve the suffering of domestic, feral and stray cats that are unwanted, abused or abandoned, regardless of their colour, breed, temperament, age or medical conditions, by providing shelter, medical aid and care.

- To find permanent, loving homes for the cats that come into our care and to offer lifelong care and shelter for those that cannot be re-homed

- To promote high standards of companion animal ownership and responsible management of domestic, stray and feral cats, through neutering.
  To advance education in need for responsible ownership.

Structure Governance and Management

Feline Care began operating as an independent charity on 1 April 2012. The Trustees, as charity trustees, have control of FC, its property and funds. They are governed by the Trust Deed signed on 7 September 2011; Trustees were appointed for varying terms of office to ensure continuity. At the end of each term of office, the remaining Trustees agree either to reappoint or to appoint a new Trustee. Should a Trustee resign mid-term, a new Trustee may be appointed. New or reappointed Trustees have a three-year term of office.

Our Trustees 2021/2022
Kenneth Hill (Chair)
Molly Farrar
Stephanie Kayne
Carrianne Freeman-Hall
Lisa Bailey
James Thurston
Both Molly and Kenneth were re-elected to the trustee roles in December 2021

All Trustees undertake their duties in a voluntary capacity and receive no remuneration or other

benefits for their work as Trustees. In addition to volunteering as a Trustee, Miss Farrar is employed by FC as the charity's full time manager.

The Trustees hold quarterly meetings, presided over by the Chairman or a nominated deputy. At least three of the five appointed Trustees are present at each meeting. The agendas for meetings have as routine business: matters arising, updated financial report, fundraising and staffing issues. Other matters are included for discussion and agreement as necessary.

Day to day operational decisions are delegated by the Trustees to the full time manager. Responsibility for significant strategic decisions remains with the trustees.

Rick Wakeman and Ian Lavender continue to be Patrons of the charity.

The independent review of the FC accounts was undertaken by SCS Accountancy Solutions Ltd of Dereham. Payroll is managed Becky Potiphar who manages it voluntarily in house.

What we do



Animals arrive at the sanctuary in a number of ways and for a number of reasons. They maybe found as strays, litters from unneutered mothers, brought to the centre, (sometimes dumped at the gates) or relinquished by owners no longer able to care for them or unwilling to treat medical conditions (and we've even had a few who self-admitted by climbing over our fences and onto site.) We are also asked to trap strays and sometimes colonies of feral cats. We engage with other organisations to take in large numbers of cats from 'hoarder' situations.



Feline Care remains technically full all year round. Admissions are purely on a priority basis and are entirely dependent on availability of spaces. We operate an active waiting list of cats whose owners wish to re-home their pets. We tend to focus our admittance on the cats that other rescues may not prioritise, specifically feral or elderly cats and those with medical or behavioural issues.

On arrival, all animals undergo a full health check and any entire males or females are neutered.

We scan every cat admitted for a microchip, in case it has become separated from it's owners. Any un-microchipped cats are microchipped, these are then dual registered to us and the eventual new owner. Microchipping is essential in reuniting lost cats with their owners, and it gives us peace of mind that for any animal we have chipped, should the owner not be found, the cat will return to us.

All cats admitted are also vaccinated and given parasite treatments for fleas and worms. If other veterinary treatments are required, we will engage appropriate veterinary professionals, including referrals to specialist centres. It is not uncommon for the veterinary costs for some of the cats we admit to run into thousands of pounds. Our willingness to treat cats with medical needs means we can save the lives of cats that might otherwise be euthanised.

Each animal admitted spends three to four weeks in quarantine, either in one of our quarantine units, or in a separate bedroom area, before being allowed into any communal cat area. During this time we monitor the cat's behaviour, if we discover they dislike other cats, they won't join a communal area but will remain in an individual bedroom. Many of the cats we take in will have suffered former trauma and abuse and have resulting behavioural issues. For these cats we work with an animal behaviourist to develop a behaviour plan. These written plans are followed by all staff and volunteers and are monitored and adapted as required. We have had great success in transforming angry, scared cats into loving lap cats. We have also successfully toilet trained many cats. For behavioural and socialisation reasons, we only re-home kittens in pairs, and under a neutering deposit scheme to ensure that they will be neutered at the appropriate stage.



Our adoption fee remains a standard amount regardless of the length of time an animal has been with us or the amount of money we have spent on their care. In some circumstances we may reduce or waive the adoption fees, for example for very elderly cats being adopted out for end-of-life care, it is more important for us to get them into the right home environment, than to receive the standard adoption fee. For cats with complex medical issues, we may offer ongoing support for a proportion of their care, if the new owners use our veterinary teams.

Where possible, colonies of feral cats are trapped by us or 3rd parties, then brought into the centre, neutered, left ear clipped, microchipped and then returned to the location they came from. Where returning or re-homing is not possible, feral cats are allowed join our outdoor colony and to roam free on site. All our outdoor cats are fed twice a day and have free access to indoor areas. Veterinary care for all our cats is managed sympathetically with the help of Cherry Tree vets in Diss our primary provider, who undertake regular visits to the sanctuary. We continue to use Knotts Yard Veterinary Practice in Watton and as a result of diminishing veterinary appointment availability, have also used a number of other veterinary practices this year including Breckland vets, Wymondham vets.



Our free roaming colony of around 60 cats comprises mostly

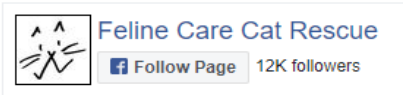
of those who are not people friendly. As their trust grows over time, we never rule out re-homing these cats provided to homes suitable homes. However, over the years we have several of these non-people friendly cats decide they actually quite like people and go on to be adopted and live out their life as pampered domestic cats.
We operate on a basis of a lifelong rescue back up for any cats that are admitted and adopted out through us. We hope that every animal adopted out has successfully found their forever family, but understand that life can provide unexpected challenges, so if an owner's circumstances change and they can no longer look after the cat, we take the animal back into our care, regardless of how much time has passed since the adoption.

People often contact us for our expert advice, even for cats that were not adopted from us. We are happy to give offer this advice; in some situations, it can result in a simple change the owner needs to make or follow and can result in a happier cat and family. Giving our expert advice helps to reduce the numbers of cats being given up by owners, reducing the burden on rescues and freeing up spaces for those cats that really need them.

Where we are engaged in removing cats from multi-cat households, if the situation allows and the owners want, we will work with them to return a limited number of cats to the home, following neutering and medical care. This prevents the owner filling up the home again with more unwanted and un-neutered cats. Unfortunately, we have been involved in some situations where we have had to remove all the cats and been unable to return any, and then have had to repeat the process again down the line. Regardless of our feelings on these situations, the cat's welfare is the most important thing. The largest volume of cats we individually ever had to take out of one household was 44. This quickly turned into 48 as one cat was heavily pregnant and gave birth the following day. We had been contacted by the owners as they were overwhelmed with the 14 cats they had. All the cats were black, or black and white and the owners hadn't realised they actually had 44 cats, not 14. The 'Domino' group as they became known were unneutered, underweight, suffering from varying medical conditions and very nervous. We successfully re-homed the majority of these cats, with only 4 remaining on site with us.

FC meets regularly with the RSPCA and a group of other rescue centres to discuss local challenges and ways to support each other in helping more animals. FC is also a member of the Association of Dog and Cats Homes (ADCH) which promotes best practice in animal welfare for dogs and cats and is dedicated to dog and cat rescue. We believe our presence in the ADCH is important as a voice for independent rescue organisations.

We feel that promoting good cat welfare is essential, especially the importance of neutering, microchipping and adopting rather than buying cats bred for sale. Our Founder/Manager is often called on to discuss cat welfare issues through radio and TV broadcasts. We also use our social media platforms of Facebook, Twitter and Instagram to deliver these messages.



Our social media presence continues to grow, and we have over 1,200 supporters on Facebook. We have found Facebook to be extremely helpful as an educational and communication tool. In 21/22 our Facebook posts reached over 274,200 people up 378% on the previous year. Our Twitter community is also growing, and we have around 1,000 followers. Our Instagram account reached 3,714 which was up 468% on the previous year. During the COVID pandemic we set up a FC shop page on Facebook. Initially used to facilitate 'click and collect' orders we now use this page to promote items for sale and advertise our shop events. Currently we have over 700 people following this page.

To keep supporters engaged we also send out three e-news updates a year to our mailing list of around 1700 people, with around 500 people opening each of these updates. We have a FC team page on Facebook used purely for our volunteers. This continues to be an extremely useful site to share cattery operational information with volunteers that we don't share with the wider public on Facebook. Volunteers have high levels of engagement with this team page.

Having lost our regular donation of food from Whiskas a few years ago and still having no luck in sourcing a bulk tinned food supplier, we continue to bulk purchase pouch food from Purina via their charity scheme. To set our kittens up with good oral health, we feed Smilla, a sugar free food. Our core biscuit used is Royal Canin. Both Smilla and Royal Canin are purchased from various suppliers. We give treats to our residents in moderation, (we find Dreamies are always popular).

We are fortunate to be supported by very generous public donations of various cat foods and treats, these are essential when we have picky cats arrive and we need to transition them onto our standard diets. In the past we have had cats arrive who will only eat one brand or flavour of food. We've even had a cat who had been a much-loved neighbourhood stray brought to us who would only eat human food. After much effort we did manage to transition him across to a selection of cat appropriate foods.

Our web-based application for potential adopters (implemented as a result of COVID) proved so successful, we continued to use this as the primary source for initial adoption enquires. The use of this multi question form provides us with an initial view on the home situation and animal requirements and allows us to assess if potential adopters might suit any of our residents. This process reduces the volume of people attending site and reduces stress on the feral cats that call Feline Care home. Potential adopters are then contacted via phone to discuss cats and, if all goes well, a virtual home check is then completed via video call. If this is successful, they are then invited to the site to meet their potential new family member. Arrangements to collect the cat will be made after the site visit, with most people collecting their new cat one week later. We provide ongoing support, advice and assistance to adopters if they require it.

Staff and Volunteers

We have a small team of part-time and Full-time staff.

Paid staff
1 x full-time manager
1 x full time operations manager (10 weeks)
1 x full-time shop manager
1 x part-time shop assistant
1 x full-time cattery assistants
2 x part-time cattery assistants

Our staffing situation fluctuated this year, with existing experienced cattery staff moving on to new opportunities and new staff joining us.

Our cattery assistants and manager work from our Sanctuary site and between them provide full time 7 day a week coverage. We always have someone on site overnight. Our team collectively have a great deal of specialised cat care knowledge, including the ability to hand rear kittens and give minor medical treatments under the supervision of veterinary professionals.

As the Charity has grown the demand on our full-time manager has increased substantially, both from an animal care and administration perspective. To relieve some of this pressure and help move the charity forward, we recruited a full-time operations manager. Unfortunately, the new manager decided ultimately that the role was not a good fit and left our employment after just over 2 months in the role. We still feel the full time operations manager role is a necessity so we re-advertised the operations manager role in March 2022. We are hopeful we can find the right candidate this time.

As with all charities, FC relies heavily on a large number of volunteers who dedicate anything from a few hours to a few days a week. Ranging from 16 years to over 80 years and including people of all abilities, our volunteers are valued members of the FC team and undertake everything from the daily cleaning out of cats, manning stalls at fundraising events, serving in the charity shops, standing for hours shaking collection tins at supermarkets and other stores, driving cats to vet appointments, carrying out home checks, to helping with site maintenance. We lost a significant number of our volunteers because of the site and shops closing during COVID, although our dedicated core of volunteers remained and continue to be an essential part of the Feline care team. As the world starts to get used to the new normal, our overall volunteer numbers have been slowly increasing.

Our Shops and Fundraising

We receive no government funding and adoption fees cover only a fraction of our costs. Most of our funding comes from our Attleborough shop and other fundraising activities.



Our Attleborough shop was able to trade normally this year with our shop manager and part time shop assistant being supported by a dedicated core of shop volunteers. We continued running pop up shops once a month from the Sanctuary, these generally raise funds of over £300 each time. Our shop manager also continued to sell more specialist donations via the eBay platform, where we generally have around 250 'lots' on eBay at any one time. Currently 234 people have us on their saved seller list. We were only able to do a few fundraising events this year at fetes and fairs, but we hoping to do more in for 2022.

As we no longer have the Diss shop our storage facilities for donations has been limited. As a result, we have arranged for a new shipping container to be brought to site and to be located in our front carpark area. This new container is due to arrive in April 2022 and will enable us to run pop up shops and fundraising events more easily, as well as providing us with additional storage and sorting space.



Even though COVID restrictions were lifted this year, we continued to be mindful of the concerns around COVID and the health of our staff, visitors, adopters and supporters. As a result we didn't hold any of our large fundraising open days. These events require a great deal of advanced planning and commitment, and we didn't feel comfortable go ahead with these this year. We still very much hope that one day these can resume as well as being a great source of income, they are well supported and enjoyed by volunteers, supporters and the wider community. The open days also allow us to raise awareness of cat rescue and adoption.

We once again ran a huge Easter hamper raffle, with hundreds of Easter eggs donated we had 23 hampers and raised over £3000 from this event.

Financial Review

In 2021/22, our tenth year of operation, both our income and expenditure increased as compared to the previous year, with an income of £193,562 and expenditure of £157,626.
The end of year difference between income and expenditure was down from £56,170 to £35,936.
The total held in cash and bank balances was up to £269k.

Full financial details can be found in a separate report.

Reserves
FC's official reserves policy was confirmed at the Trustees meeting on 24 July 2016.

Noting that;

- the amount of reserves will be kept under constant review by Trustees, taking into account future fundraising activities and expenditure.
- no precise amount of reserves can be indicated but if reserves are anticipated to fall, then fundraising activities must be prioritised.
- amongst other factors to be considered is the need to retain at least 50% of our annual expenditure in cash, in keeping with general guidelines from the Charity Commission;
  the amount of reserves is complicated by the fact that a substantial part of expenses relate to our charity shops which have an income stream which more than covers their expenses.
- initiated by the Trustees last year, there is now a special ring-fenced reserve dedicated to maintaining and enhancing the buildings, including the provision of accommodation for staff who live on site.
- as it becomes available, from reserves and grants, funds will be continue to be allocated to subsequent phases of the Perfect Home Project to improve facilities and infrastructure at FC.

As reported above, we aim to hold reserves of a minimum of half our annual running costs, taking into account the year on year fluctuations in income and expenditure.

Work Under Taken

In light of the lingering impacts of the COVID pandemic, economic climate and ongoing concerns on how this could impact the charity in the longer term, we were very reserved in our operational spending, pausing the majority of large projects again this year. With us continuing to have less volunteers on site, any time we had away from cat care, we focused on prioritising normal site maintenance and enriching things for the cats, which with 4 acres of land can be time consuming. With a wider environmental view in mind, and to encourage insects to thrive, we decided this year to not mow our front paddock and allow it to wild flower. The cats enjoyed the longer grass, as demonstrated by us finding several patches where cats have obviously made outdoor nesting areas. We were also extremely pleased that the rare wasp spider flourished in this paddock, with us spotting over 20 breeding females over the course of the summer.

Unfortunately, we were impacted by the large storms this year and in October one of our beautiful trees in the carpark area came down. Luckily they caused no damage.

We removed the old chicken pens area from site, as we no longer have hens and so have no need for the enclosure.

The main spends this year were as follows;

With our Jellice pen doors and windows having seen better days and these old units making the pens rather draughty, we replaced all the Jellicle doors and windows this year. The new units make the pens much more comfortable for the cats using them, keeping them warmer in winter and cooler in summer.

We have had a rolling program of improving our main communal pens, and this year saw us plastering the walls and laying new easy clean flooring in communal pen one.

Our current Van is nearing the end if it's life, so we decided to purchase an estate car this year. This vehicle will enable us to transport cats in air-conditioned comfort, essential if we have longer journey's in warm weather with stressed cats.

With our new safety procedures on site, we restricted the number of volunteers who have the codes to our access gates. This means staff now have to walk 100 metres to the gate to let people in. To improve this situation, we began the process of getting an automatic electric gate entry system installed. This will allow staff to grant entry without the need to walk to the gate and manually allow access. We are hopeful this will be fully up and running soon.

As part of ongoing maintenance, we employed an electrician to re-wire and improve various sections on site. We still have more work to get completed but, due to the lack of suitable tradesmen, are finding it difficult to arrange for someone to complete the work at this time.

We had to nurse our ageing boiler again this summer and will start to make plans to get this replaced soon if we continue to see issues from it.

Our health and safety plans were continually updated. We unfortunately suffered from a few repeat infestations of ringworm, we believe that originated from an abandoned kitten that came into us in a very poorly state. With a rigorous new bleach cleaning routine and strict quarantine procedures, we now have this firmly under control.

The Future

Every care continues to be taken to ensure that expenditure is kept under control, whilst ensuring that the well being of the animals does not suffer. However, substantial investment will still need to be made in continuing the programme of upgrading and increasing accommodation for the cats and for the building of permanent staff accommodation at the sanctuary; the charity continues to save for this purpose. The ring-fenced reserves mentioned above ensure the need for permanent staff accommodation is kept as an agenda item for the Trustees and remains a continuing priority in the longer term.

Applications for grants and donations aimed specifically at the Perfect Home Project continue. Remaining long term elements of the project include:

- New reception area directly adjacent to our new car park: reducing the need for visitors to enter the cattery area and to made popping in with donations, admitting cats and visitors much easier.
- Covered pedestrian access from our reception area to the main cattery: giving us disabled access and making the experience of visiting, especially in a wet and cold Norfolk winter, much easier for our older or less mobile visitors.
- Storage area for donations at the front of our site: our current storage solutions are not ideal and invite extra vehicular traffic onto site which is something we hope to minimise (if not extinguish) except for emergencies.
- Recycling and waste point for sanctuary and shop waste: to eliminate the need for skip lorries within the grounds, tidy us up and make disposal easier for staff and volunteers.

Continued delivery of the Perfect Home Project will go a long way to future-proofing our work.

Declaration

The Trustees declare that they approved the Annual Report above

Signed on behalf of the charity's Trustees



Signed : ……

Kenneth Hill, Chair

Dated : 30th January 2023

Feline Care

Receipts and Payments Account for the Year Ended 31st March 2022

Income	
Donations	70,873.79
Fundraising Activities	98,187.37
Grants Received	24,314.40
Interest Received	187.20
	193,562.76
Expenses	
Wages	90,370.43
Vet fees/ neutuering	14,425.92
Animal food	3,129.28
Cat litter	1,944.00
Vehicle expenses	2,902.95
Waste disposal	1,680.00
Utilities / insurance	9,090.24
Heating Oil	2,409.28
Maintenance / renovations	10,724.62
Admin & Postage	1,653.80
Rent and rates	8,145.33
General Expenses	2,042.71
Storage	6,240.00
Subscriptions	1,160.17
Telephone and internet	1,710.03
Net Expenses	157,628.76
Balance of Receipts for the year	35,934.00
Cash and Balances B/Fwd	233,879.99
Cash and Bank Balances C/Fwd	269,813.99
Represented by:	
Cater Allen Account	82,220.48
Co-operative Account	54,833.53
Santander Account	36,346.81
Skipton Building Society	96,413.17
Creditors	
Debtors	
	269,813.99

Feline Care Cat Rescue & Homing Centre
Statement of Assets and Liabilities
31st March 2022

The feline Care Assets comprise of:-

Cash and bank balances - totalling	£269,813.99
Debtors	£0.00
Purchases paid for after Year End	

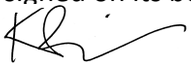
Equipment and Fixtures and Fittings - including the sanctuary and grounds.

The Feline Care Liabilities comprise of:

Creditors	£0.00
Various supplies paid after year end.	

The Receipts and Payments Account and Statement of Assets and Liabilities were approved by the Board of Trustees on

And signed on its behalf by:



…….. Trustee

Feline Care Cat Rescue & Homing Centre **Registered Charity Number 1144830**
Receipts and Payments Account **For the Year Ended 31st March 2022**
Independent Examiners Report

I report on the accounts of the Feline Care Cat Rescue & Homing Centre for the year ended 31st March 2022 which are set out on the following pages.

Respective Responsibilities of Trustees and Examiner

As the Charity's trustees you are responsible for the preparation of the accounts; you consider that an audit is not required for the year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts (under section 43 of the Act);
- To follow the procedures laid down in the General Directions given by the Charity Commission (under section 43 (7)(b) of the Act); and
- To state whether particular matters have come to my attention.

Basis of Independent examiner's statement

My examination was carried out in accordance with General Directors given by the Charity Commissioners. An examination includes a review of the accounting records kept by the 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 the 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 accounts.

<u>Independent Examiners Statement</u>

In the course of my examination, no matter has come to my attention:

1 which gives me reasonable cause to believe that, in any material aspect, the trustees have not met the requirements to ensure that:
- property accounting records are kept (in accordance with section 41 of the Act); and accounts are prepared which agree with the accounting records and comply
- with the accounting requirements of the Act; or

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

Sue Sheldrake
SCS Accounting Solutions Limited
Unit 5, Broadway Barns
The Broadway, Scarning
Dereham, Norfolk
NR19 2LQ

Date 28th January 2022 Signed ……

Dereham: Unit 5 Broadway Barns, The Broadway,
Scarning, Dereham NR19 2LQ T: 01362 691275
Fakenham: 2A Norwich Street, Fakenham,
Norfolk NR21 9AE T: 01328 851440
E: accounts@scsaccountingsolutions.co.uk
www.scsaccountingsolutions.co.uk

Feline Care Cat Rescue & Homing
Roundham Road
East Harling
Norwich
Norfolk
NR16 6QN

Invoice

Invoice No: 10042
Invoice Date: 28/01/2023
Account Ref: FELINECA
VAT Reg No: 250 8131 33

Details	Net	Qty	VAT%	VAT	Gross
To carry out internal audit and provide Financial Statements for the year ended 31st March 2022 from client records.	£300.00	1	20	£60.00	£360.00

Payment Terms: 14 Days from Invoice Date
Transmission of Accounts, Tax Returns and other Data to Companies House or HMRC will only be made upon receipt of a signed authorisation form and payment of this invoice.
We reserve the right to charge interest on overdue invoices as per "The Late Payment of Commercial Debts (Interest) Act 1998"

BACS payments:
SCS Accounting Solutions Limited
Sort Code: 20-28-20 Account: 83112896

Total Net Amount	£300.00
Total VAT Amount	£60.00
Invoice Total	£360.00

FELINE CARE

England & Wales - Charity number 1144830

Accounts

ANNUAL REPORT
2020 / 2021

FELINE CARE

Feralands
Roudham Road, East Harling
Norfolk NR16 2QN

Registered Charity No: 1144830

1. BACKGROUND

Feline Care (FC) is one of a few cat charities in the UK which aims to support feral, stray and domestic cats through rescue, rehoming, neutering and educating the public on the responsibilities of owning cats as pets. The staff work tirelessly to relieve the suffering of cats by providing temporary and permanent accommodation for their care and treatment and in the hope of finding them permanent homes.

All cats taken in on a temporary or permanent basis, regardless of age and health, are cared for in a purpose-built sanctuary at Roudham, Norfolk, which can accommodate upwards of 150 cats. None of the cats taken are put to sleep unless professional medical advice suggests it is in their best interest, and many residents live well into old age in the comfort of this safe haven.

While the charity always aims to help as many cats as possible, it's work can never be quantified by numbers alone as the priority is and will always be, to help those most in need. FC promotes high standards of companion animal ownership and responsible management of domestic, stray and feral cats through neutering. It is active in promoting responsible ownership in the home as well as in a business environment.

The Roudham FC sanctuary set-up includes communal pens in a purpose built single storey building as well as isolation units and an intensive care room for those admitted with medical needs. For the outdoor residents, including feral cats, there is ample outside space of over 3.5 acres, with shelters, which provides a green and pleasant environment for those preferring to reside outdoors.

Work undertaken with groups of feral cats often includes the control of growing colonies on business premises where cats are captured, neutered and returned to the working environment. The FC team covers primarily the local Breckland area but works closely with other cat and animal charities whenever possible to deal with feral colonies and difficult to re-home animals.

None of this work could be done without the generous support of cat lovers not only across the UK but from across the globe.

2. STRUCTURE, GOVERNANCE AND MANAGEMENT

Feline Care began operating as an independent charity on 1 April 2012. The Trustees, as charity trustees, have control of FC, its property and funds. They are governed by the Trust Deed signed on 7 September 2011; Trustees were appointed for varying terms of office to ensure continuity. At the end of each term of office, the remaining Trustees agree either to reappoint or to appoint a new Trustee. Should a Trustee resign mid-term, a new Trustee may be appointed. New or reappointed Trustees have a three-year term of office.

The following were Trustees of FC during 2020/2021 :

Kenneth Hill : Chairman and policy review
Molly Farrar : FC representative
Stephanie Kayne : Human resources
Roger Noddings : Financial overview (resigned 16th March 2021)
Carrianne Freeman-Hall: Appointed 15th November 2020
Lisa Bailey: Appointed 20th March 2021
James Thurston: Appointed 20th March 2021

All Trustees undertake their duties in a voluntary capacity and receive no remuneration or other benefits for their work as Trustees. In addition to volunteering as a Trustee, Miss Farrar is employed by FC as the charity's full time manager.

The Trustees hold quarterly meetings, presided over by the Chairman or a nominated deputy. At least three of the five appointed Trustees are present at each meeting. The agendas for meetings have as routine business : matters arising, updated financial report, fundraising and staffing issues. Other matters are included for discussion and agreement as necessary.

Rick Wakeman and Ian Lavender continue to be Patrons of the charity.

The independent review of the FC accounts was undertaken by SCS Accountancy Solutions Ltd of Dereham. Payroll is managed by Becky Potiphar, voluntarily in house.

3. OPERATIONAL SUMMARY

Animals arrive at the sanctuary in a number of ways, they maybe found as strays, brought to the centre, dumped at the gates or relinquished by owners no longer able to care for them. We are also asked to trap strays and colonies of feral cats. Feline Care remains technically full all year round. Admissions are purely on a priority basis and are entirely dependent on availability of spaces. We operate an active waiting list of cats whose owners wish to rehome their pets.

On arrival, all animals undergo a full health check and, where necessary, are neutered, vaccinated, microchipped and given veterinary treatment. Each animal spends three to four weeks in quarantine before being allowed into any communal cat area when appropriate. Kittens are rehomed in pairs under a neutering deposit scheme to ensure that they will be neutered at the appropriate stage.

Where possible, colonies of feral cats are brought into the centre, neutered, left ear clipped, microchipped and then returned to their original location. Where returning or rehoming is not possible, feral cats are allowed to roam free on site, are fed twice a day and have free access to indoor areas. Their veterinary care is managed sympathetically with the help of Cherry Tree vets in Diss, who undertake regular visits to the sanctuary. We continue to use Knotts Yard Veterinary Practice in Watton, but having been our primary vets for many years, in 2020 they were unable to continue providing the required level of support, so our primary veterinary services are now received from Cherry Tree vets.

Our free roaming colony of around 60 cats comprises mostly those who are not people friendly. However as their trust grows over time, we never rule out rehoming these cats provided it is to homes that are suitable for their individual needs.

FC meets regularly with the RSPCA and a group of other rescue centres to discuss local challenges and ways to support each other in helping more animals. FC is also a member of the Association of Dog and Cats Homes (ADCH) which promotes best practice in animal welfare and is dedicated to dog and cat rescue. We believe our presence in the ADCH is important as a voice for independent rescue organisations.

We have over 1,200 supporters on Facebook, which continues to be extremely helpful as an educational and communication tool. In 2020/2021 our Facebook posts reached over 274,200 people which was up 378% on the previous year. The Twitter community is also growing, with around 1,000 followers. Our Instagram account reached 3,714 which was up 468% on the prior year. We sent out three e-news updates to our mailing list of around 1700 people with 500 people opening these updates. The FC team page on Facebook used purely by volunteers, continues to be an extremely useful place to share cattery operational information. Volunteers have high levels of engagement with this team page.

Having lost our regular donation of food from Whiskas a few years ago and still having no luck in sourcing a bulk tinned food supplier, we continue to bulk purchase pouch food from Purina via their charity scheme. To promote good oral health in our kittens, we have moved to feeding Smilla, a sugar free food, and for all our residents health we have switched our core biscuit to Royal Canin. Both Smilla and Royal Canin are purchased from various suppliers.

We are supported by very generous public donations of various cat foods and treats, these are essential when we have picky cats arrive and require a gradual transition onto our standard diets.

With Covid very much a part of everyday life, it necessitated a change in our adoption procedures to reduce the volume of people attending the site. Potential adopters now complete a web based questionnaire detailing their home situation and animal requirements. This form allows us to assess if the potential adopters might suit any of our residents. We then follow up with a phone call to discuss cats and, if all goes well, a virtual homecheck is completed via video call to ensure the suitability of the environment. Adopters meet the animals face to face on the day they collect them.

None of our large fundraising open days were unable to take place in 2020-2021 due to Covid restrictions and uncertainties. We very much hope that these can resume in due course.

4 STAFF and VOLUNTEERS

During 2020/2021, we employed the following paid staff :

- 1 x full-time manager
- 2 x full-time cattery assistants
- 1 x full-time shop manager
- 2 x part-time shop assistants

As we worked through the changes that Covid brought to our standard operational processes and routines, we did not replace our part time administration assistant**,** continuing to share the administration work out amongst the other staff.

Our Diss charity shop closed for good in May 2020, having shut for the National Covid lockdown. Despite our Estate agents being very supportive, the landlord felt unable to offer us any Covid relief. Uncertainties of when non-essential shops could continue trading and the landlords inability to offer any rent reduction whilst we couldn't trade, necessitated the closure. In light of this we didn't replace one of our part time shop assistants when they retired in September 2020. Our other part time shop assistant was fully furloughed until the end of April 2021.

The Diss shop had provided us with a significant storage space for donated goods. As a result of the closure we paid for storage of donations off site until February 2021.

Our Attleborough shop closed 23rd March 2020 as required by the National Covid lockdown. The nature of this shop meant we felt unable to open it again until 18th November 2020, when we opened on a limited basis for click and collect from our online shop. Normal trading from the Attleborough shop fully resumed 12th April 2021.

As with all charities, FC relies heavily on a large number of volunteers who dedicate anything from a few hours to a few days a week, undertaking everything from the daily cleaning out of cats, manning stalls at fundraising events, serving in the charity shops, standing for hours shaking collection tins at supermarkets and other stores, to helping with site maintenance. When we had to close the site and shops in March 2020 due to Covid, we lost a significant number of our volunteers. Some left permanently as a result of the lockdown regulations, whilst others felt offended by the restrictions we imposed for site safety. A core of dedicated volunteers remain and they continue to be an essential part of the Feline Care team. These volunteers returned to site gradually from mid June 2020.

With the reduction in volunteers on site during the Covid situation, our cattery assistants coped very well with the challenging and stressful environment.

5 FINANCIAL REVIEW

In 2020/2021, our ninth year of operation, both our income and expenditure decreased compared to the previous year both due to the effects of COVID, with a total income of £191,071 and expenditure of £134,904.

The end of year difference between income and expenditure was £56,167. The total held in cash and bank balances was £233,880, reserves held to continue weathering an uncertain future due to the COVID storm.

We applied for and received various Covid support grants, including one from Support adoption for Pets and another from Covid job support.

Reserves
FC's official reserves policy was confirmed at the Trustees meeting on 24 July 2016, where it was noted that

- the amount of reserves will be kept under constant review by Trustees, taking into account future fundraising activities and expenditure;
- no precise amount of reserves can be indicated but if reserves are anticipated to fall, then fundraising activities must be prioritised;
- amongst other factors to be considered is the need to retain at least 50% of our annual expenditure in cash, in keeping with general guidelines from the Charity Commission;
- the amount of reserves is complicated by the fact that a substantial part of expenses relate to our charity shops which have an income stream which more than covers their expenses;
- initiated by the Trustees last year, there is now a special ring-fenced reserve dedicated to maintaining and enhancing the buildings, including the provision of accommodation for staff who live on site;
- as it becomes available, from reserves and grants, funds will be continue to be allocated to subsequent phases of the Perfect Home Project to improve facilities and infrastructure at FC

As reported above, we aim to hold reserves of a minimum of half our annual running costs, taking into account the year on year fluctuations in income and expenditure.

6 SPECIAL CASES

Our year started with lockdown and we fast learned we were one of very few rescue organisations still willing to admit and help cats. This led to a huge pressure on us to prioritise those who were most in need and to keep space available for more urgent cases.

Thankfully an increase in people taking on cats meant we received very few calls from the public and we were able to keep up with all the emergency cases about which we were contacted.

At the start of the first lockdown we were called out to a stray cat who'd given birth on concrete under a car on a housing estate. While gathering her tiny, freezing cold babies was easy, catching mum proved difficult and time consuming. Eventually we caught her but sadly three of her babies could not be saved. The remaining two went on to be adopted and mum, Dominique now lives here on site with her new feline friends.

Another surprise admission was an Asil cockerel, a breed commonly used for illegal cock fighting, who had been hit by a car while roaming free along a main road in a local town. We were informed no other rescue organisations would attend and felt compelled to help. 'Rodney' has since fallen in love with our existing cockerel, Oakey, and the two now free roam here with our cats.

We had our fair share of palliative cases from which we never want to shy away if we can offer quality of life for their final days, weeks or months. Snowy was one such special case, he will stay etched in our hearts forever. Snowy was a deaf white stray who was brought to the UK from Greece to get help for a squamous cell carcinoma (skin cancer) on his nose. Sadly his prognosis was bleak as the cancer had progressed too far, so we gave him a place to call home and roam free for whatever time he had. His rescuers drove from London weekly to visit him when lockdowns allowed and Snowy had 75 days of love with us before we felt the time was right to let him go.

In August we helped another rescue with a large colony of pedigree and crossbred cats from a hoarding home, taking in 12 cats that had had limited exposure to people. While pet theft was at an all time high we felt it would be inappropriate to advertise the cats were in our care, as we risked putting our site and residents in a vulnerable position. Thankfully holding out for the right home and not advertising them meant we eventually found a very special home willing to adopt the remaining close knit group of 5, including one sphynx cross, 3 devon rex and a DLH with cerebellar hypoplasia who was very attached to his odd looking friends!

This year we had a treat seeing two old friends from a colony we trapped neutered and returned (TNR) in 2014. One of which came in for a de-mat as seven years on he is starting to find his longer coat difficult to maintain. He has been returned to his home but we expect he may be back annually for some coat maintenance. The second has stayed with us due to increased health needs and she's become a grateful member of the FC permanent family.

Keeping links and positive relationships with the colonies we TNR has long term benefits for the cats, as well as proving to us the value of our work. It's been positive to witness that the original colony of 13 has naturally reduced in numbers over time and as neutering creates a 'closed' colony, no newcomers have arrived in those years.

The last cat we admitted in this year was Jimmy and his story shall not be forgotten. Neighbours noticed they hadn't seen his owner let him out for some time. They called police, who found she had passed away at home a couple of weeks previously. Terrified Jimmy had been shut in with his beloved owner for all that time, and without food had eventually been forced to eat some of his owner. We cannot imagine the confusion and worry he went through but we're glad to have been there for him when he needed help.

7 WORK UNDERTAKEN IN 2020/2021

In light of the Covid pandemic and concerns on how this could impact the charity in the longer term, we were very reserved in our operational spending, pausing all large projects. With less volunteers on site, any time we had away from cat care, we focused on prioritising normal site maintenance, which with 4 acres of land can be time consuming.

We continued to improve enrichment things for the cats on site, adding a number of cosy outdoor sleeping huts.

Two of our outdoor communal areas received attention, with freshly plastered walls and new, easy clean flooring laid.

Our main gate sign, a large white cat, was refurbished this year.

Our Attleborough shop refit was completed. Re-opening the shop following the Covid lockdowns then required a layout change and implementation of new Covid safety screens.

8 FUTURE PLANS

Every care continues to be taken to ensure that expenditure is kept under control, whilst ensuring that the wellbeing of the animals does not suffer. However, substantial investment will still need to be made to continue the programme of upgrading and increasing accommodation for the cats and for the building of permanent staff accommodation at the sanctuary. The charity continues to save for this purpose. The ring-fenced reserves mentioned above ensure the need for permanent staff accommodation is kept as an agenda item for the Trustees and remains a continuing priority in the longer term.

Applications for grants and donations aimed specifically at the Perfect Home Project continue. Remaining long term elements of the project include :

- A new reception area directly adjacent to our new car park: reducing the need for visitors to enter the cattery area and to make 'drop offs' and cat and visitor admissions easier.
- A covered pedestrian access from our reception area to the main cattery: giving us disabled access and making the experience of visiting, (especially in a wet and cold Norfolk winter), much easier for our older or less mobile visitors
- A storage area for donations at the front of our site: our current storage solutions are not ideal and invite extra vehicular traffic onto site which is something we hope to minimise (if not extinguish) except for emergencies
- A recycling and waste point for sanctuary and shop waste. This will eliminate the need for skip lorries within the grounds, improve the appearance of FC and make waste disposal easier for staff and volunteers

Continued delivery of the Perfect Home Project will go a long way to future-proofing our work.

The Trustees declare that they approved the Annual Report above

Signed on behalf of the charity's Trustees

K Hill

Signed : ……

Kenneth Hill, Chairman

30th January 2022

Dated : ……

Feline Care

Receipts and Payments Account for the Year Ended 31st March 2021

Income	
Donations	45,926.39
Fundraising Activities	68,846.13
Interest Received	53,316.34
Other Income	22,986.12
	191,074.98
Expenses	
Wages	90,010.07
Vet fees/ neutuering	14,561.78
Animal food	1,403.57
Cat litter	812.75
Micro chipping	609.60
Vehicle expenses	5,016.00
Waste disposal	1,638.93
Utilities / insurance	5,540.48
Heating Oil	5,610.60
Maintenance / renovations	1,200.00
Admin & Postage	657.29
Rent and rates	5,836.21
General Expenses	40.00
Storage	912.00
Subscriptions	54.00
Telephone and internet	1,000.99
Net Expenses	134,904.27
Balance of Receipts for the year	56,170.71
Cash and Balances B/Fwd	177,713.28
Cash and Bank Balances C/Fwd	233,883.99
Represented by:	
Cater Allen Account	85,633.26
Co-operative Account	77,869.03
Santander Account	24,155.73
Skipton Building Society	46,225.97
Creditors	
Debtors	
	233,883.99

Feline Care Cat Rescue & Homing Centre
Statement of Assets and Liabilities
31st March 2021

The feline Care Assets comprise of:-

Cash and bank balances - totalling	£233,883.99
Debtors	£0.00
Purchases paid for after Year End	

Equipment and Fixtures and Fittings - including the sanctuary and grounds.

The Feline Care Liabilities comprise of:

Creditors	£0.00
Various supplies paid after year end.	

The Receipts and Payments Account and Statement of Assets and Liabilities were approved by the Board of Trustees on

And signed on its behalf by:

…….. Trustee

Feline Care Cat Rescue & Homing Centre **Registered Charity Number 1144830**
Receipts and Payments Account **For the Year Ended 31st March 2021**
Independent Examiners Report

I report on the accounts of the Feline Care Cat Rescue & Homing Centre for the year ended 31st March 2021 which are set out on the following pages.

Respective Responsibilities of Trustees and Examiner

As the Charity's trustees you are responsible for the preparation of the accounts; you consider that an audit is not required for the year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts (under section 43 of the Act);
- To follow the procedures laid down in the General Directions given by the Charity Commission (under section 43 (7)(b) of the Act); and
- To state whether particular matters have come to my attention.

Basis of Independent examiner's statement

My examination was carried out in accordance with General Directors given by the Charity Commissioners. An examination includes a review of the accounting records kept by the 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 the 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 accounts.

<u>Independent Examiners Statement</u>

In the course of my examination, no matter has come to my attention:

1 which gives me reasonable cause to believe that, in any material aspect, the trustees have not met the requirements to ensure that:
- property accounting records are kept (in accordance with section 41 of the Act); and accounts are prepared which agree with the accounting records and comply
- with the accounting requirements of the Act; or

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

Sue Sheldrake
SCS Accounting Solutions Limited
Unit 5, Broadway Barns
The Broadway, Scarning
Dereham, Norfolk
NR19 2LQ

Date 31st January 2022 Signed ……

Dereham: Unit 5 Broadway Barns, The Broadway,
Scarning, Dereham NR19 2LQ T: 01362 691275
Fakenham: 2A Norwich Street, Fakenham,
Norfolk NR21 9AE T: 01328 851440
E: accounts@scsaccountingsolutions.co.uk
www.scsaccountingsolutions.co.uk

Feline Care Cat Rescue & Homing
Roundham Road
East Harling
Norwich
Norfolk
NR16 6QN

Invoice

Invoice No: 8868
Invoice Date: 31/01/2022
Account Ref: FELINECA
VAT Reg No: 250 8131 33

PLEASE NOTE OUR NEW BANK DETAILS

Details	Net	Qty	VAT%	VAT	Gross
To carry out internal audit and provide Financial Statements for the year ended 31st March 2021 from client records.	£300.00	1	20	£60.00	£360.00

Payment Terms: 30 Days upon Invoice Date
Transmission of Accounts, Tax Returns and other Data to Companies House or HMRC will only be made upon payment of this invoice.
We reserve the right to charge interest on overdue invoices as per "The Late Payment of Commercial Debts (Interest) Act 1998"

BACS payments:
SCS Accounting Solutions Limited
Sort Code: 30-92-88
Account: 37845868

Total Net Amount	£300.00
Total VAT Amount	£60.00
Invoice Total	£360.00