

COMPANY NUMBER: 09553131
CHARITY NUMBER: 1165409

SERVICE DOGS UK
REPORT AND ACCOUNTS
31ST MARCH 2025

Compass Accountants Limited
Chartered Accountants
Venture House
The Tanneries
East Street
Titchfield
Hampshire
PO14 4AR

SERVICE DOGS UK

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SERVICE DOGS UK

COMPANY INFORMATION

Company number	09553131
Charity number	1165409
Directors	G J Botterill S W Toddington G Ryder P Hill I Spencer D Webster (appointed 10 th April 2024) Andrew Coulter (appointed 1 st December 2024) J Mildenhall (appointed 20 th March 2025) V Henry (appointed 20 th March 2025)
Registered office	Fareham Marina The Old Mill Lower Quay Fareham PO16 0RA
Accountants	Compass Accountants Venture House The Tanneries East Street Titchfield Hampshire PO14 4AR
Independent Examiner	Kerry Lawrance FCA
Bankers	Santander Bootle Merseyside L30 4GB

SERVICE DOGS UK

DIRECTORS' REPORT AND TRUSTEES' ANNUAL REPORT

The directors present their report and accounts for the year ended 31st March 2025

Principal activity and status

The company is a non-profit seeking charitable organisation established in 2015/16, whose principal activity during the year 2024/25 was to continue to relieve the needs and help promote good health of people of the armed forces and emergency services who have been diagnosed with post-traumatic stress disorder (PTSD), in particular but not exclusively, by providing trained assistance dogs from rescue. In addition, the company seeks to raise public awareness of post-traumatic stress disorder in service people. The company is limited by guarantee with registration number 9553131 governed by its Memorandum and Articles of Association dated 21 April 2015. It is also a registered charity, number 1165409.

Service Dogs UK continues to deliver an excellent service to Veterans and is supporting over 60 partnerships while providing exceptional value for money. Our low overheads and thriving volunteer base together with our long-standing partnership with Dogs Trust ensures we can provide excellent dogs and training with an exceptional programme that is unique to the industry.

We are the ONLY accredited assistance dog charity serving both Veterans from the Armed Forces and Emergency Services in the UK.

We remain the only accredited assistance dog charity that uses mainly dogs from 'rescue' in the UK.

During 2024/25 Training continued at the South Coast, the South West and the now established Essex Hub. We also prepared for our newest hub in the Chilterns/Thames Valley area. All Hubs continue to benefit greatly from volunteers and fosters who help us transform our 'rescue' dogs to assistance dog candidates. The Hub Managers at each location have established positive working environments that draw the best out of our Veterans and volunteers and are highly conducive to the training that we do. Our Canines and Comrades Dog Walk and Talk groups at each location continue to thrive and fill an important 'gap' in the lives of our Veterans. It helps to make them feel 'connected' and we will continue to emulate this at other locations when we expand further. The original financing for this was in order to support our Veterans following the withdrawal of British forces from Afghanistan. As part of a successful Armed Forces Covenant grant under the title; Canines and Comrades after Conflict we were able to expand this and increase Trainer hours to provide a Canines and Comrades Dog walk and Talk group. These groups are proving to be hugely successful, we are utilising Whatsapp groups across Hubs and our Veterans are making friends and sharing information as well as providing peer support to each other. We link in with other Veteran groups and breakfast clubs so that we can collaborate with others to give further layers of support. We have now consolidated our procedures and policies and updated documents and forms to accurately reflect changes made including our 'successor dog' policy so that we can prioritise Veterans who's dog is retiring and give them an abbreviated route to accreditation but without excessive expense to the charity. We now have three Veterans who have 'successor dogs'. They are very positive about the experience! We have also amended our conditions to allow those with a suitable dog of their own to join the programme under separate and specific conditions.

Growth and sustainability

The growth of the charity and its ability to help Veterans has largely been the result of the efforts of our extraordinary volunteers but to achieve the possibility of helping a more Veterans over a wider geographical area additional help was needed. We know from our applications that there is a need across the country for what we do, however, we require sufficient funding so that any new Hubs can be properly supported over the long term. We were also ready to begin the new Hub in Chilterns/Thames

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Valley and this was an opportunity, as a new project, to garner more funding and support. We have benefitted greatly from having a fundraiser in our small team and we will expand our capability in this area to assist us to grow our funding revenues, to help obtain grants and increase sponsorship, legacies and other funding streams including sports challenges and events. Our Digital Marketing Assistant continues to significantly increase awareness and we are seeing the results of this additional support and expertise to the SDUK Team. As we are now in our 10th Anniversary Year we have a range of activities planned to celebrate this milestone!

The charity continues to grow organically, the strategic goal to locate, fund and install a training hub at a new location each year is on course. Each area is different, and each brings about unique challenges but I am pleased to report that the Essex Hub is now thriving and continues to attract a good number of Veterans, Fosters and Volunteers. We now have a manageable waiting list for all three of our established training hubs in the South Coast, South West and Essex. Our new hub in the Chilterns/Thames Valley area has, after some preliminary delays, now begun training and we are looking forward to seeing this hub develop. To ensure that we have continuity and consistency across all hubs in terms of training and that the right level of support is in place our Hub Development Manager has become our Operations Manager and will take on this role in addition to the development of new hubs.

Our Office Manager's role has also expanded greatly with the new hubs being established and her title has been changed to Charity Manager to better reflect her role and responsibilities. We produced our first Impact Report booklet for 2024 which showed the incredible achievements made between 2023/2024. It demonstrated the importance of our volunteer network who are responsible for 84% of what we achieve! The report thanks our amazing sponsors and demonstrates that our charity, albeit small, packs a mighty 'punch' as it successfully changes two lives at a time!

Training, events, associations and opportunities

We continue to have a dynamic team with the necessary expertise and structure in place to take us forward, increase awareness and funding and to help us deliver our service to more Veterans. We have added a skilled Volunteer Coordinator to the team so that we can fully engage and support our remarkable volunteers and provide them with the assistance they need such as training, events, and opportunities.

The charity remains in a group of organisations lobbying government about the availability and use of fireworks and the harm they can do to our partnerships. The Operations Director serves on the Board of Trustees for Assistance Dogs UK and promotes the value of using dogs from rescue within an Assistance Dogs International group. He also contributes to the ADI Access and Advocacy panel. The Chair of the Board of Trustees is part of the ADUK Chairs Group and is well placed to keep abreast of developments and opportunities throughout the sector.

We continue to collaborate with others in Armed Forces and Emergency Services networks to raise awareness and to provide support by visiting breakfast clubs, military bases, hospitals, fire stations and police events. We continue working to ensure that our Veteran partnerships and our charity are well represented and that together we can positively influence the government in regards to assistance dog matters. The mentoring scheme remains well established and has continued to provide support to veterans who are new to the SDUK programme. On-going contact and support has been maintained with all previously graduated client partnerships. Sufficient funds continued to be raised to enable further client - dog partnerships to commence. The charity also continued to raise awareness of PTSD in service people via the media, including social media. Our monitoring of our Veterans through surveys has produced some excellent statistics which prove the effectiveness of the programme. We are particularly grateful for the research carried out by Anglian Ruskin University. Our midway and

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programme completion survey provided qualitative data which showed the life changing benefits our Veterans obtained through being on our programme and being partnered with a dog.

Our Veterans are increasingly more open about talking about the benefits of the programme and dogs and this has led to several positive media stories in the national press and magazines. In the period 1st April 2024 to 31st March 2025 we have had 9 further Veteran and Assistance Dog Partnerships accredited. There are now many more partnerships across three Hubs working towards accreditation with further veterans waiting to start on the programme. We have increased the number of volunteer trainers to meet the demand and we have secured suitable dogs for ongoing assessment in foster homes. Service Dogs UK remains an important asset in providing 'know-how' and support to the National Police Wellbeing Service and the Wellbeing and Trauma Support Dogs which is going from strength to strength. The national lead for this highly successful initiative is the charity's volunteer Operational Director, Trustee and Founder. The charity is fully supportive of the scheme which provides much needed support to those that serve, we are proud to be associated with it and will continue to support our Emergency Services.

Plan for the future

We are aware that as an organisation we are only able to assist Veterans who are able to commute to our training areas regularly and commit to a 9 – 12 month training programme. It is our intention to expand our 'tried and tested' model to new areas so that we can support more Veterans and provide our service in other locations. We continue to explore the opportunities of further expansion in other areas subject to securing sufficient funding to do so.

The board has continued to recruit further Trustees with specialist experience to fulfil its strategic objectives. Trustees may be recruited from advertising in relevant publications and websites or nominated by existing Trustees while following Charity Commission guidance and adhering to our Memorandum and Articles of Association. New Trustees will undertake orientation with the charity where they will be provided with the Charity Commission Guidance 'The essential trustee', a PTSD training input and where their role, legal obligations and responsibilities under company law as a trustee are clearly stated. They will be informed of the Memorandum and Articles of Association for the charity, the committee structure, rules and business plan. During their induction they will meet with key employees and volunteers and be given the latest financial reports of the performance of the charity. We are keen to have representation on the board from our beneficiaries and our fosters, our beneficiaries are the reason we do what we do and without our fosters we could not take on dogs and prepare them for training. At present 50% of the board are Veterans from the Armed forces or Emergency Services and this demonstrates our commitment to focussing on the needs of Veterans and the issues that affect them. Service Dogs UK has been successful in obtaining grants from The Armed Forces Covenant, Veterans' Foundation and The Army Benevolent Fund. We are very grateful to these organisations that allow us to fund more Veterans on our programme year on year. Public donations through events and fund-raising have increased slightly and we continue to support events such as the Armed Forces Day, Police Families Day, HMS Collingwood Show, the Emergency Services Show etc. We were successful in obtaining a grant from Pets Foundation and have enjoyed being part of their Community Partnership programme meaning we had the opportunity to raise funds in store at Pets at Home and be beneficiaries of their fundraising. We continue to seek sponsorship from companies, organisations and individuals to help us with the costs of running the charity. We are members of Cobseo and fully accepted as a useful resource within the armed forces community. We continue to reach out and work with other Veteran organisations to enhance what we can provide and 'signpost' to those that can give specialist help, examples of this are; Voluntary Outreach Service, various Veteran breakfast clubs, the Sussex Armed Forces Network etc. We feel it is essential that we work with others to provide a more substantial service to our Veterans and to meet their individual needs. We have in

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conjunction with ADUK introduced a training platform from which we can supply suitable training to all our staff, whether they are paid or volunteers. This will make it possible for them to receive additional training and to equip them better in their respective roles. We are determined to invest in our volunteers and staff so that they can not only 'thrive' in their work but they can be better equipped to deliver an excellent service to our Veterans.

Directors' responsibilities for preparing the accounts

Company law requires the directors to prepare accounts for each financial year which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those accounts, the directors are required to

- ~ select suitable accounting policies and then apply them consistently;
- ~ make judgments and estimates that are reasonable and prudent;
- ~ prepare the accounts on the going concern basis unless it is inappropriate to presume that the company will continue in business.

Review of financial position

These details are set out in the Statement of Financial Activities on page 7 of the accounts. Total reserves of the company at 31st March 2025 were £259,642 (2024: £174,819).

In setting objectives and planning activities, the directors give very careful consideration to the Charity Commission's general guidance on public benefit.

Investment policy

Funds not immediately required are safeguarded in the company's bank account.

Reserves policy and risk management

The directors have formulated policies to ensure that the company maintains adequate reserves to finance its operations. Risk management procedures are in place to help safeguard the on-going viability of the company and to protect its assets. It is estimated that a reserve of £60,000 is required to provide sufficient support to our existing clients and dogs and to ensure that the charity can complete its obligations towards those currently benefitting from our programme.

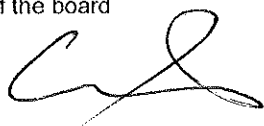
Guarantee

The company has no share capital and the liability of members is limited by guarantee. In the event of the company being wound up, the members can be called upon to contribute up to a maximum of £10 each.

Small companies

This report has been prepared in accordance with the provisions of the Companies Act 2006 relating to small companies.

On behalf of the board



Garry Botterill

Date: 21 . 08 . 25

SERVICE DOGS UK

Independent Examiner's Report to the Trustees of Service Dogs UK

I report to the charity trustees on my examination of the accounts of the company for the year ended 31st March 2025 which are set out on pages 7 to 11.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Kerry Lawrance FCA
Compass Accountants
Venture House
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Titchfield
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PO14 4AR

Date: 22ND AUGUST 2025

SERVICE DOGS UK

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

FOR THE PERIOD ENDED 31ST MARCH 2025

	Notes	Unrestricted Funds £	2025 Total £	Unrestricted Funds £	2024 Total £
Income					
Income from charitable activities	2	232,729	232,729	47,139	47,139
Other incoming resources	3	71,198	71,198	115,705	115,705
Total Income		<u>303,927</u>	<u>303,927</u>	<u>162,844</u>	<u>162,844</u>
Expenditure					
Charitable activities	4	219,104	219,104	104,879	104,879
Total expenditure		<u>219,104</u>	<u>219,104</u>	<u>104,879</u>	<u>104,879</u>
Net income/expenditure		84,823	84,823	57,965	57,965
Transfers between funds		-	-	-	-
Net movement in funds		<u>84,823</u>	<u>84,823</u>	<u>57,965</u>	<u>57,965</u>
Reconciliation of funds:					
Total funds brought forward		174,819	174,819	116,854	116,854
Total funds carried forward		<u>259,642</u>	<u>259,642</u>	<u>174,819</u>	<u>174,819</u>

All transactions are derived from continuing activities.

All recognised gains and losses are included in the Statement of Financial Activities

The notes on pages 9 to 11 form an integral part of these financial statements

SERVICE DOGS UK

BALANCE SHEET - COMPANY REGISTRATION NUMBER 09553131

AS AT 31ST MARCH 2025

	Notes	2025 £	2024 £
Current Assets			
Debtors	6	6,336	341
Cash at bank and in hand		257,096	177,612
		<u>263,432</u>	<u>177,953</u>
Creditors: amounts falling due within one year	7	<u>(3,790)</u>	<u>(3,134)</u>
Net Current Assets		259,642	174,819
Net Assets		<u>259,642</u>	<u>174,819</u>
Funds			
Unrestricted Funds	9	199,642	114,819
Designated Funds		60,000	60,000
		<u>259,642</u>	<u>174,819</u>

For the financial year ended 31st March 2025, the company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The trustees have not required the company to obtain an audit of its financial statements for the year ended 31st March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees (who are also directors of Service Dogs UK for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board on and signed on its behalf by:

G Botterill
Trustee

Date: 21.08.25



The notes on pages 9 to 11 form an integral part of these financial statements

SERVICE DOGS UK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE PERIOD ENDED 31ST MARCH 2025

1 Accounting Policies

1.1 Charity information

Service Dogs UK is a charity limited by guarantee and incorporated in England and Wales. The registered office is Fareham Marina, The Old Mill, Lower Quay, Fareham, Hampshire, PO16 0RA.

Service Dogs UK meets the definition of a public benefit entity under section 34 of FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value, unless otherwise stated in the relevant accounting policy.

The principal objectives of the charity are detailed in the Trustees Report.

1.2 Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective from October 2019) - Charities SORP (FRS102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

1.3 Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from investments is included in the year in which it is receivable.

1.4 Expenditure

Resources expended are recognised in the period in which they are incurred. Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1.5 Financial Instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities

1.6 Funding Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general activities of the charity and which have not been designated for other purposes. Restricted funds are those provided to the charity for certain specified purposes rather than general use.

Designated funds have been designated by the Trustees for a specified purpose.

1.7 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

SERVICE DOGS UK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE PERIOD ENDED 31ST MARCH 2025

2	Income from charitable activities	Unrestricted Funds	2025	Unrestricted Funds	2024
		£	£	£	£
	Donations and grants	232,729	232,729	47,139	47,139
		<u>232,729</u>	<u>232,729</u>	<u>47,139</u>	<u>47,139</u>
3	Other incoming resources	Unrestricted Funds	2025	Unrestricted Funds	2024
		£	£	£	£
	Grant income	71,198	71,198	115,705	115,705
		<u>71,198</u>	<u>71,198</u>	<u>115,705</u>	<u>115,705</u>
4	Charitable activities	Unrestricted Funds	2025	Unrestricted Funds	2024
		£	£	£	£
	Direct costs	217,856	217,856	103,798	103,798
	Independent examination fees	1,248	1,248	1,081	1,081
		<u>219,104</u>	<u>219,104</u>	<u>104,879</u>	<u>104,879</u>

5 Employees

Number of employees

The average number of employees during the year was 3 (2024 - 3)

	2025	2024
	£	£
Wages & salaries	115,950	60,122
	<u>115,950</u>	<u>60,122</u>

No employees received employee benefits in excess of £60,000 (2024: Nil)

During the year £Nil remuneration was paid to Trustees (2024: £Nil). During the year £Nil expenses were paid to Trustees (2024: £Nil)

6 Debtors

	2025	2024
	£	£
Trade Debtors	5,995	-
Other Debtors	341	341
	<u>6,336</u>	<u>341</u>

7 Creditors: amounts falling due within one year

	2025	2024
	£	£
Taxation and social security	2,327	2,294
Accruals	864	840
Other Creditors	599	-
	<u>3,790</u>	<u>3,134</u>

SERVICE DOGS UK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE PERIOD ENDED 31ST MARCH 2025

8 Analysis of Net Assets between Funds

	Unrestricted Funds	2025
	£	£
Fund balances at 31st March 2025 as represented by:		
Current assets	263,433	263,433
Current liabilities	(3,790)	(3,790)
	<u>259,642</u>	<u>259,642</u>
	Unrestricted Funds	2024
	£	£
Fund balances at 31st March 2024 as represented by:		
Current assets	177,953	177,953
Current liabilities	(3,134)	(3,134)
	<u>174,819</u>	<u>174,819</u>

9 Unrestricted Funds

	1st April 2024	Income	Expenditure	Transfers	31st March 2025
	£	£	£	£	£
General reserve	114,819	303,927	219,104	-	199,642
Designated reserve	60,000	-	-	-	60,000
	<u>174,819</u>	<u>303,927</u>	<u>219,104</u>	<u>-</u>	<u>259,642</u>
	1st April 2023	Income	Expenditure	Transfers	31st March 2024
	£	£	£	£	£
General reserve	56,854	162,844	104,879	-	114,819
Designated reserve	60,000	-	-	-	60,000
	<u>116,854</u>	<u>162,844</u>	<u>104,879</u>	<u>-</u>	<u>174,819</u>

The designated reserve represents a fund for looking after existing partners for the lifetime of their partnerships,

10 Related party transactions

There were no related party transactions