

# Our impact during the year



## Trustees Annual Report & Accounts

April 2024 - March 2025

Registered Charity No. 1174331

A photograph of a woman with long blonde hair, wearing a black puffer jacket, sitting on a dark, textured rock. Next to her is a golden retriever dog, also sitting on the rock. They are both looking out over a body of water towards a forested hillside. The scene is captured in warm, golden-hour light.

**“Without Refuge4Pets help  
I would never have been  
able to leave”**

Victim-survivor





**“We are helping animals and people when they are at their lowest point”**  
Volunteer Animal Foster Carer

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**Please note:** We take the confidentiality of our victim-survivors (people and animals) very seriously. All the images of people and animals you see in this document (and in all our print, digital and social marketing materials) are from stock image libraries. We will never publish images of our service users or animals in our care.





Legendary broadcaster, Dame Jenni Murray is best known as the presenter of Woman's Hour on BBC Radio 4. She was also a presenter and reporter on Newsnight and a presenter on the Today programme in the 1980s. After meeting our CEO, Mary Wakeham at the People's Pet Awards in 2022, where the charity won a Special Recognition Award, we were delighted that Dame Jenni Murray agreed to become our Patron...

## Message from the charity's Patron Dame Jenni Murray

"After some thirty years as the Woman's Hour presenter, I thought I was fairly well informed about domestic abuse and had worked hard throughout my career to give women information about the law and the best means of escape for them and their children.

I was wrong. Until I met our amazing chief executive, Mary Wakeham, it had never occurred to me that animals, beloved family pets, were also in terrible danger.

I have two dogs and a cat, Minnie, Maggie and Suu, and I know how impossible I would find it to leave home without them if they were at risk of abuse. It's thanks to Mary and the wonderful charity she founded that pets can be offered Refuge in the care of loving foster carers until such time as they can be returned safely to the family who long to have them back.

Over the years hundreds of families have been supported by this wonderful charity. The need is great, and Refuge4Pets works day in day out to fill that need with care and compassion.

I've often been asked to become an ambassador for various charities and have willingly supported Breast Cancer Now, the Family Planning Association and Parkinson's UK but none has felt as important to me as Refuge4Pets. Our pets are not 'just animals' as some people have argued. They are loyal, devoted, loving members of our families who need our love and our protection."

**Dame Jenni Murray**  
Refuge4Pets Patron

# Refuge4Pets objectives & activities

## Our vision

We are working to achieve freedom from domestic abuse for people and animals.

## Our mission

We offer victim-survivors of domestic abuse a specialist animal fostering service to remove a significant barrier that prevents many victim-survivors from leaving. We empower victim-survivors to access the vital safety and support they need before being reunited with their much-loved animals.

We believe that animals are an essential part of victim-survivors' coping strategies and that the reciprocal bond between victim-survivors and animals aids recovery from trauma.

We contribute to research, policy development and education around the link between domestic abuse and animal abuse to increase the safety and wellbeing of all victim-survivors, both people and animals.

## Achievements & performance

Throughout this report you will read about our key achievements and performance during the 2024/25 financial year, as well as our priorities for 2025/26.

Refuge4Pets was founded in August 2017. We are a registered charity in England and Wales and our Registered Charity Number is 1174331. Our vision and mission are taken from our official objects, which can be found on the Charity Commission website.



## Introduction from our Chair

Domestic abuse is one of the biggest health concerns that we experience across our communities. Sadly, the abuse of victim-survivors' animals by perpetrators of domestic abuse is inextricably linked to the abuse that they also experience. At the heart of this abusive behaviour is the coercive control exercised by the abuser. To understand this further please attend one of our highly regarded training events.

What you will learn may shock you but be assured that the work of Refuge4Pets as detailed in this report is shown to reduce the harm to human victim-survivors and animals, enabling both to be safe, recover from trauma and to start to rebuild their lives.

We are indebted not only to our skilled and committed staff team, our trustees and the generosity of our funders, but also to our community-based volunteer foster carers. Without our volunteers, our life-changing work would not be possible. They enable victim-survivors and their families to leave the abuser and start the process of becoming independent and, once secure, the joy of being reunited with their animals. This process is a virtuous circle with victim-survivors (people and animals) finally being empowered and in control of their lives.

As Michelle Obama said  
**“Volunteering is the lifeblood of our communities. It’s not just about giving back; it’s about giving forward and creating a better world for all of us.”**

Although based in Devon and Cornwall, our reach is far broader. We contribute to research, policy development and education to increase the safety and wellbeing of all victim-survivors. I am delighted to announce that once again we are at the forefront of pioneering new research in collaboration with the University of Bristol. This new research explores the use and abuse of animals by perpetrators in domestic abuse-related deaths. The overall aim of this research is to reduce harm to people and animals, and domestic abuse-related deaths where there are animals involved. This study has been funded by DEFRA as part of the UK Government’s commitment to reducing violence against women and children. We will keep you updated with emerging findings.

Keep Being the Change ❤️

**Best Wishes**  
Dina



**Dina Holder**  
Refuge4Pets Chair of the Board of Trustees

Dina has recently retired from The Women’s Centre Cornwall, where she led innovative work on inclusion, diversity and equality by developing their Community Engagement projects. Dina is a qualified social worker and, before joining The Women’s Centre, worked in the probation and youth offending teams, as well as developing and establishing services in Cornwall that provide vital support to survivors of domestic abuse. Dina is now offering a consultancy service to local organisations working to end Violence Against Women and Children. Dina has always had horses, dogs and other pets, and Refuge4Pets brings together these two areas of her life that she is passionate about – tackling domestic and sexual abuse and promoting animal welfare.

## Message from our CEO

**It’s been another busy year for our small team. Over the last 12 months, we have supported 93 individuals and families to escape domestic abuse by fostering 141 animals. The best part of our job is reuniting animals with their families and this year we have had the pleasure of reuniting 59 animals with their loved ones.**

We foster all animals (from hamsters to horses) and people are often surprised by how much work happens behind the scenes. Many of the animals in our care have also been abused by the perpetrator and are traumatised by their experience of domestic abuse. It’s our role to rehabilitate these animals and care for them until they can be reunited with their families.

Our small team is trained and experienced in animal welfare, but we are also highly trained in domestic abuse and safeguarding. We are an animal welfare service and a domestic abuse service. There are several factors to consider when placing animals in foster care, including ensuring they will be safe and determining what kind of home they need. I want to take this opportunity to thank all our volunteer foster carers who give their hearts and homes to provide the best possible care to animals while they are away from their families.

This year we have participated in some excellent collaborations focused on raising awareness about how perpetrators use animals to coerce and control victim-survivors and how to safeguard people and animals. We are proud to have worked alongside our Links Group colleagues, Barnardos, Age UK, Samantha Beckinsale, Hourglass, the University of Bristol, and Naturewatch

to train 902 professionals this year. We have spoken at numerous conferences both nationally and internationally, including the International Association of Veterinary Social Work Conference in Ohio, the 3rd International Anthrozoology Conference in Hungary, and the All-Party Parliamentary Dog Advisory Welfare Group in Parliament.

We held our first-ever Refuge4Pets conference this year and we were delighted to be joined by colleagues from various services across Devon and Cornwall, as well as from further afield, to learn more about our work.

Like many charities, this has been our most challenging year financially. That being said, we have a strong financial diversification strategy and plan in place and we are optimistic about the future. We are committed to enabling freedom from domestic abuse and will make sure we are here for victim-survivors, both people and animals, when they need us.

We have a strong leadership team and have expanded our Trustee team this year, welcoming Dr Harriet Lawrence, CEO of Langford Vets, and Sarah Moffat, Finance Systems Implementation Manager at Age UK. Thank you to the Trustees for leading Refuge4Pets with such integrity.

Thank you to the Refuge4Pets team for all their hard work, and of course, thank you to everyone for your ongoing support – it is truly appreciated.

**Best Wishes**  
Mary



**Dr Mary Wakeham** BA (Hons), MA, MRes, PhD  
Refuge4Pets Founder and Chief Executive Officer

Mary has over 15 years of experience working in the domestic abuse sector. She founded Refuge4Pets in 2017, driven by her lived experience and passion to enable freedom from domestic abuse for all victim-survivors, both people and animals. Mary is also a Senior Research Associate at the University of Bristol with a specialism in the dynamics and implications of the use and abuse of animals in the context of domestic abuse, particularly animal abuse as a strategy of coercive control. Mary is currently researching ‘the use and abuse of animals and domestic abuse-related homicide and suicide’, a study hosted at the University of Bristol and funded by Defra.



## Meet the team

Alongside our CEO, Mary Wakeham, we have our wonderful staff team: Vicki, Kelly and Rhiannon. They may be a small team but together they achieve a great deal. The team has considerable expertise in the areas of domestic abuse, animal care and welfare and safeguarding.

**“You provide the most incredible, much needed service”**

Colleague in Domestic Abuse Professional Services



## Our board of trustees

Alongside our Chair, Dina Holder, we have six further trustees. Each trustee gives up their time throughout the year to oversee the governance of the charity, provide support and guidance to the CEO and ensure Refuge4Pets is focused on achieving our objectives.



**Caroline Harding**  
Trustee (Secretary)

Caroline comes from a business and marketing background and for the last 17 years has run a branding and graphic design agency with her husband. Back in 2019, she was looking for a new challenge outside of work that was related to helping animals and people and saw an article about Refuge4Pets in Cornwall Life magazine. She approached us to become a fundraising volunteer and has been helping at our events ever since, even completing a 15,000ft skydive in 2022 to raise money for the charity! Joining as a trustee in January 2024, Caroline brings her business skills to our board and continues to help at our events.

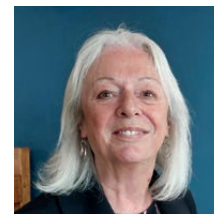


**Dr Harriet Lawrence**  
Trustee

Hattie is an equine vet by background and spent nearly 30 years in clinical practice and running a variety of veterinary businesses. She is now the CEO of Langford Vets, the clinical teaching platform of the University of Bristol Veterinary School. Hattie has seen first-hand in veterinary practice the link between animal abuse and domestic abuse and is committed to help widen understanding of this widespread issue, especially within veterinary teams. She brings to the team veterinary expertise and extensive leadership experience and business acumen. When not working Hattie loves to be out in the beautiful countryside of the southwest, running or walking with her little lurcher Piper.

**“You always go over and above to support victim-survivors we work with”**

Colleague in Domestic Abuse Professional Services



**Lesley Leahy**  
Trustee

Lesley spent her career in Housing, working as Area Housing Manager for the London Borough of Ealing, Housing Services Manager at Herefordshire and as a housing consultant. Lesley is well versed in working in fast paced organisations working with people at crisis point. She is experienced in business planning and management, governance, strategic planning and public relations. Now happily retired Lesley has volunteered for Refuge4Pets since 2019, fostering dogs, fundraising, working as a peer mentor and she joined the trustee team in 2022.



**Mark Randell**  
Trustee

Mark is a retired senior detective who now trains police officers, prosecutors and politicians globally on the importance of taking animal welfare seriously within relationships and communities. His policing background focused on understanding criminal and abuser motivation within serious crime and terrorism, then working collaboratively to protect communities. His passion has always been animals, and he uses his international policing skills to persuade others why keeping pets safe keeps people safer too.



**Sarah Moffat**  
Trustee (Treasurer)

Sarah is currently the Finance Systems Implementation Manager at Age UK and has previously been the Head of Finance for a local social enterprise, managing a large team in an organisation with circa. £40m turnover. Sarah has worked in finance roles for many years and qualified as a Chartered Management Accountant in 2022. All of her career has been in not-for-profit organisations, and she is passionate about working for organisations with strong values, like Refuge4Pets. Sarah joined as the Treasurer in April 2025 and is looking forward to using her experience and knowledge to assist with the management of the charity's finances.



**Laura Smit-Chesterfield**  
Trustee

Laura worked as an Independent Domestic Abuse Advocate in Cornwall and was the founding team leader of the one-stop-shop for anyone experiencing domestic abuse. After the arrival of her second child, Laura decided to go on to explore other passions. She now spends her days surrounded by animals and plants at the Lost Gardens of Heligan where she has worked as the Executive Director and Head of Garden Experience, and is now the Managing Director. Laura's love of animals and dedication to providing support to victim-survivors of domestic abuse is what inspires her to work as part of the Board of Trustees at Refuge4Pets.



## Our volunteer animal foster carers

We have 171 volunteer animal foster carers across Devon and Cornwall. We could not provide our service without this remarkable team of volunteers who open their homes (and their hearts) to the animals that come into our care. Thank you all for everything you do.

**“It makes me feel good that I can provide care to a dog who has come from difficult circumstances”**

Volunteer Animal Foster Carer

## Our supporters

During our 2024/25 financial year, in addition to donations from individuals, we were also supported with grants and donations from various organisations. Thank you to everyone who made a donation, and to the following organisations...

**Animal Friends**

**ATASS Foundation**

**Devon County Council**

**Devon and Cornwall Police (Proceeds of Crime)**

**Jean Sainsburys Animal Welfare Trust**

**National Lottery**

**Norman Family Trust**

**Petplan**

**Pets Foundation**

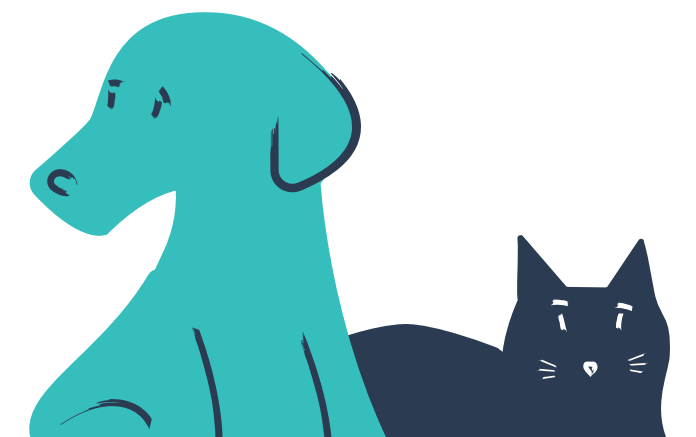
**ShareGift**

**The Arnold Clark Community Fund**

**The Beryl Evetts and Robert Luff Animal Welfare Trust**

**The IVO Trust**

**The Truemark Trust**



# Timeline of the year

**April 2024**  
Staff and volunteers enjoyed meeting so many generous supporters at Liskeard Pets at Home for the Easter fundraising appeal. We are very grateful to Liskeard Pets at Home for having us as their charity partner.

**June 2024**  
We were part of the team of experts delivering training to social workers to raise awareness about the importance of safeguarding the whole family.

**May 2024**  
We were awarded the Living Wage Employer Accreditation.



**November 2024**  
November saw the start of 16 days of activism against gender-based violence and a training collaboration between Barnardo's, Age UK, Samantha Beckinsale, University of Bristol, Cats Protection Lifeline and Refuge4Pets to raise awareness about the dynamics and impact of coercive control. We had a record-breaking 191 delegates from across the UK attending this event and we were proud to be a part of it.

**October 2024**  
We held our first ever Refuge4Pets conference this month bringing together professionals and supporters to celebrate our achievements and raise awareness about how to safeguard all victim-survivors of domestic abuse (people and animals).



**December 2024**  
Another very successful 'Extra Bowl' at Christmas campaign thanks to our wonderful supporters. This was also our busiest period, 38 animals came into our care between October - December (16 dogs, 20 cats, one exotic and one rabbit).



**August 2024**  
We shared our long-term goal of opening our own Refuge4Pets Sanctuary and started a fundraising appeal.

**July 2024**  
We attended the Liskeard Show with our Refuge4Pets stand. Mary (CEO) and Trustees Caroline and Lesley had a great day meeting visitors to this brilliant country show. We had a teddy tombola, received donations and spoke to lots of people about the services we offer.



**September 2024**  
The team had the pleasure of visiting The Cinnamon Trust's Sanctuary in Devon to make connections and share best practice.

**January 2025**  
We were delighted to receive a further three-year grant from the National Lottery Community Fund which funds a member of our team and transport costs.



**February 2025**  
We launched our 'Sponsor an Animal' scheme, which is helping us to cover the cost of veterinary treatment, food and items animals need while in our care.



Thank you for sponsoring me!

**March 2025**  
Our CEO, Dr Mary Wakeham, published a peer reviewed journal article in the Journal of Gender-Based Violence titled 'Animal abuse as a strategy of coercive control'. This month, we also attended the All-Party Parliamentary Group for Animal Welfare at the Houses of Parliament to speak about animal abuse, domestic abuse and the importance of our service.

Our impact in numbers

People and animals  
we helped in 2024/2025

Families directly  
supported



Animals  
fostered



Professionals  
trained



Families indirectly  
supported



Animals  
reunited



**Please note:** Direct support is where families accessed our fostering service and indirect support is where we have provided information about animal fostering services in other areas of the UK or advice.

People and animals  
we've helped to date

Families indirectly  
supported



Animals  
reunited



Animals  
fostered



Families directly  
supported



Professionals  
trained



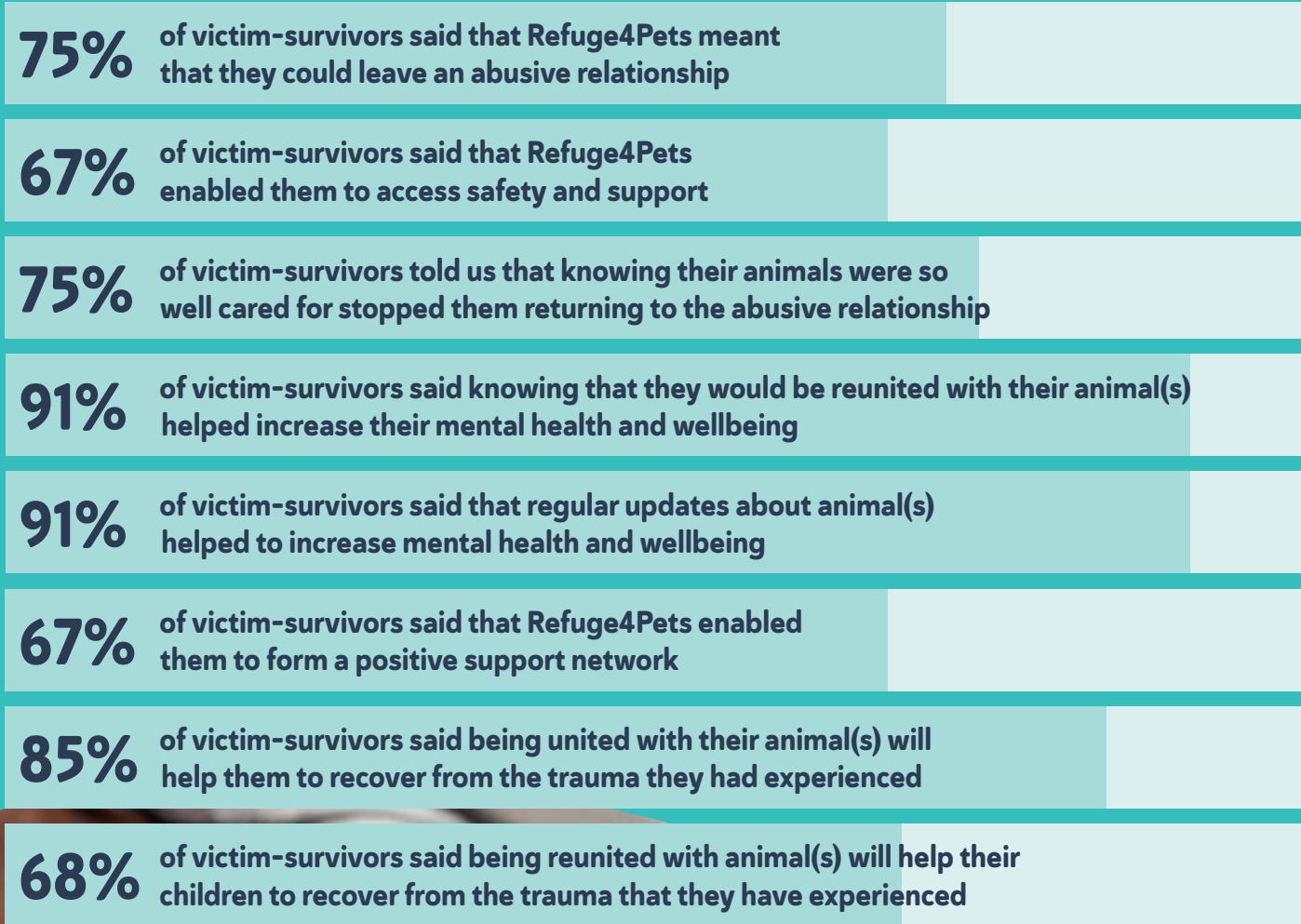


# What people say about us

## Our service users (victim-survivors)



“Had I known this service was available I think I would have left the relationship earlier. I have left on a couple of occasions before but returned because I had nowhere to go that would accept a dog. Knowing that my pet was being cared for has enabled me and given me the determination to leave, and not go back.”



“Knowing our dog was safe and cared for so I could remove us from the abusive environment was key for us.”

Victim-survivor

## Our volunteers (animal foster carers)



“I am not in a position to have my own dog, fostering brings me so much joy and just being able to get out and walk a dog each day has also helped me to make friends.”

“It’s hard to say goodbye to any pet you have fostered, but it is wonderful knowing they are going back to their family who are now safe and happy.”



“Fostering is helping with grieving for my previous cat”

Volunteer Animal Foster Carer



## Our colleagues (domestic abuse-related professional services)

**100%**  
of our colleagues  
rated our service  
as excellent

We work closely with our colleagues in human and animal health and welfare services including domestic abuse services, police, housing, social care, mental health, veterinary teams and so on. We are proud of the work we have done to raise awareness of the link between animal abuse and domestic abuse and the support we offer our colleagues when helping people and animals to escape domestic abuse.

Through our anonymous feedback survey, we found that 100% of our colleagues rated our service as excellent.

**Here is a small selection of the comments we received from our colleagues as part of this survey...**

**“Your service is invaluable as when I came in to post we discovered 7 out of 10 women cited the fact that they had pets as a reason to stay.”**

**“The service can make all the difference in whether a victim leaves an abusive relationship knowing that their pets are being well cared for until they are ready to have them back. Invaluable service.”**

**“Refuge4Pets has made a huge difference in my role. For all our clients, Refuge4Pets is an essential lifeline and gives the client the opportunity to flee a potentially dangerous situation but still be assured their animals are safe and cared for.”**

**“Many victims will not flee due to having to leave their animals. They are often the only support and comfort they have and become their lifeline. As an animal lover and pet owner I personally would not leave my animal regardless of risk to myself. knowing that a victim can remove that barrier and concentrate on their own safety is absolutely saving lives!”**

**“Refuge4Pets means that people can be assured that they have a kind, therapeutic organisation to support their pet. The staff are knowledgeable and super quick acting which helps stabilise risk more thoroughly and quickly.”**

**“Refuge4Pets support has been crucial in helping one of my clients to care for and keep their pet dog. This has supported their mental health and well-being.”**

**“When dealing with high-risk situations, Refuge4Pets have been quick to respond and have enabled us to make sure that our victim-survivors know that their pets are safe whilst they seek support. We are very fortunate to have Refuge4Pets involved in our MARAC process. Thank you.”**



## Training professionals

**During 2024/25** we provided training sessions to 902 people. The training and resources we provide are based on our domestic abuse practice and academic research expertise. We offer training to a wide range of professionals who are in touch with victim-survivors of domestic abuse including: domestic abuse advocates, police, social workers, housing, health, veterinary, animal welfare, prison and probation teams, and more.

**All the training that we provide is designed to raise awareness about:**

- The use and abuse of animals by perpetrators as a strategy of coercive control.
- The implications for all victim-survivors - adults, children and animals.
- The importance of asking about animals, identifying animal-related risks and effectively taking steps to reduce these risks in safety plans.

Much of the training we provide is co-facilitated with our Links Group colleagues and in collaboration with a broad range of experts in the field as well as those with lived experience.

**“Hearing the survivors’ stories about the types of cruelty carried out by perpetrators has really made me think about considerations I will be making in the future when I’m responding to animal welfare complaints. Part of my investigations will now look at whether domestic abuse is a factor in the household.”**

Training Session Attendee





# Case studies

The names of our service users and the animals we fostered for them have been changed, but their stories are true.

## Kate, Maggie and Star

Kate had endured severe abuse at the hands of her partner when services reached out to us for our help. Kate has two children, a cat named Maggie, and a dog named Star. Star had also suffered abuse from the perpetrator. When we met them, both Kate and Star were visibly scared. It was clear how much our help was needed. We quickly arranged loving foster homes for both Maggie and Star, which meant that the family could escape the abuse and begin rebuilding their lives in safety.

It took time for Maggie and Star to feel secure and begin to trust again, but they gradually settled into their foster homes. Kate and the children took great comfort in receiving regular photo updates, knowing their beloved pets were safe and well cared for. A few months later, we were able to reunite Maggie and Star with their family.

## Mary and Pixie

We met Mary at the local domestic abuse office, where we collected Pixie. Mary was so upset about handing over her dog, mentioning that they had never been separated before and that Pixie was her world. Pixie was visibly shaking during the collection and was nervous around anyone who wasn't her Mum. Pixie showed noticeable signs of trauma from the abuse she had witnessed.

To help Pixie feel more comfortable and to support her in building a connection and trusting someone new, she was placed in a quiet, single-person foster home. The team maintained regular contact with Pixie and her foster carer, checking in often through phone calls and in-person visits, and offering support and advice whenever needed. We also worked to advocate for Mary to be placed into temporary accommodation that allows dogs, so that a reunion could happen as quickly as possible.

## Caroline, Cindy and Barbs

We received a referral from a local domestic abuse service following Caroline's hospital admission. We took further details from Caroline whilst in hospital and she was so grateful to hear her cats, Cindy and Barbs, would be safe and taken care of. The perpetrator had previously thrown the cats down the stairs and stepped on their paws, which required veterinary visits to treat the swelling. We were able to collect the cats from the property and make sure they received the necessary veterinary treatment.

Both cats were quite nervous, especially around sudden movements or when someone passed by. They were placed with an experienced foster carer who provided them with time to settle and gradually build trust. We maintained regular communication with Caroline, providing updates on the cats' progress, and eventually shared videos of both cats relaxed and purring.

## Sally, Simba, Jester and Frank

Sally was referred to us by her GP. The abuse escalated throughout her pregnancy and following the birth of her baby. She went to stay at a family member's house with her baby, but unfortunately, she couldn't bring her three cats along (Simba, Jester and Frank).

We arranged to collect the cats and placed them in loving foster homes, keeping Sally updated with monthly reports on their wellbeing. After ten months, we were delighted to reunite the cats with Sally once she had found a safe and secure place to live.



**“Thank you so much, you have changed my life”**

Victim-survivor



# Main priorities 2025/26

As we move into the next financial year, our main priorities and expected outcomes for 2025/26 are:

**Priority 1**  
Increasing the safety and wellbeing of people and animals

**Outcome:**  
We are reaching victim-survivors of domestic abuse across Devon and Cornwall who need our support.

**Priority 2**  
Influencing change

**Outcome:**  
More people and animals are safeguarded because of our contribution to research, education, policy and practice change in relation to the link between domestic abuse and animal abuse.

**Priority 3**  
Increasing community involvement

**Outcome:**  
Greater community ownership and awareness about the link between domestic abuse and animal abuse to build a bystander community.

**Priority 4**  
Long term impact for sustained change

**Outcome:**  
We are developing and delivering innovative solutions that enhance our reach and impact in terms of maximising the safety of victim-survivors of domestic abuse, both people and animals.

# Our values

Refuge4Pets determination in achieving our main priorities are derived from our five core values:

**Empathy**  
We understand what people and animals have been through and work in an empathetic and non-judgemental way.

**Equity**  
We believe that everyone is equal and has the right to live free of violence and abuse.

**Empowerment**  
We empower victim-survivors to regain control of their lives.

**Effectiveness**  
We work efficiently and effectively to achieve our vision.

**Integrity**  
We are honest and have strong moral principles.





# Refuge4Pets Trustees Annual Report



## Reference and Administrative Details

Charity Name	Refuge4Pets
Charity Registration Number	1174331
Company Registration Number	CE010822
Registered office	PO Box 160 Liskeard Cornwall PL14 9DR

## Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law. The following Directors and Trustees served during the year and up to the date of signing this report.

- Caroline Harding
- Dina Holder (Chair)
- Helen Hoskin (Resigned 24th April 2024)
- Dr Harriet Lawrence (Appointed 24th April 2025)
- Lesley Leahy
- Sarah Moffat (Appointed 24th April 2025)
- Mark Randell (Appointed 2nd August 2024)
- Laura Smit-Chesterfield
- Kerry Whincup (Resigned 18th July 2025)

**Key Management Personnel** Mary Wakeham (CEO)

**Bankers** Lloyds Bank  
The Parade  
Liskeard  
Cornwall  
PL14 6AW

**Independent Examiner** Andrew Harry (CGMA)  
Cornwall Community Accountancy Service  
The Elms  
61 Green Lane  
Redruth  
TR15 1LS

## Financial review

Incoming resources for the period are £255,178 (2024: £291,405) and resources expended are £282,224 (2024: £273,918) leaving an overall deficit for the year of £27,046 (2024: £17,487 Surplus). Total unrestricted funds carried forward at the end of the year of £102,991 (2024: £75,440) with £11,953 (2024: £15,174) within the total of unrestricted funds, assigned to designated funds. In addition there remains £55,528 (2024: £110,125) of restricted funds carried forward.

## Reserves policy

Refuge4Pets’ reserves policy is to maintain its level of unrestricted funds and maintain funds at a position where the minimum level of free reserves (i.e. unrestricted funds less designated funds) will cover 3 months of core running costs plus any potential liabilities in the event of Refuge4Pets having to cease its activities. Though meeting this policy requirement, our aspiration is to increase our level of free reserves to from 3 months to 6 months core running costs, plus any potential closure liabilities.

## Structure, governance & management

The charity was registered with the Charity Commission on 22nd August 2017 as a Charitable Incorporation Organisation (CIO).

## Trustees Responsibilities

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Companies Act 2006 and the applicable Statement of Recommended Practice. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the small companies regime under the Companies Act 2006 and in accordance with the Charity SORP (FRS 102).

Approved by the Board on 23rd December 2025 and signed on its behalf by:

Dina +l Holder

**Dina Holder**  
Chair of the Board of Trustees

## Governing document

The governing document is based on the Charity Commission model constitution for association CIO’s i.e. those with voting members other than its trustees. The governing document came into force on the date of registration and was amended on 4 December 2024

## Recruitment & induction of trustees

Trustees are appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. In selecting individuals for appointment the trustees consider the skills, knowledge and experience needed for the effective administration of Refuge4Pets. Induction includes familiarisation of all trustees with our objectives, policies and procedures, operating methods and financial reporting.

## Risk management

The trustees regularly review the risks to the Charity from both external factors and its operations. The trustees consider that they have taken appropriate steps to reduce such risks.

Good practice is to keep a risk register, that identifies all risks and steps to reduce risks, which the charity has in place.

Independent Examiner's Report

I report on the accounts of the company for the year ended 31 March 2025 which are set out on pages 27 to 37.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (“the 2011 Act”). The trustees consider that an audit is not required for this year under section 144(2) of the 2011 Act and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 145 (5) (b) of the 2011 Act;
- and state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. 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) which gives me reasonable cause to believe that in any material respect the requirements: to keep accounting records in accordance with section 386 of the Companies Act 2006 and section 130 of the 2011 Act; and to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met;
- 2) or to which, in my opinion, attention should be drawn in order to enable a proper understanding



Andrew Harry, Chartered Global Management Accountant  
Cornwall Community Accountancy Service  
The Elms, 61 Green Lane,  
Redruth, Cornwall TR15 1LS

Date: 23rd December 2025

for the year ended 31 March 2025

	Note	Restricted			
		Unrestricted funds	income funds	Total funds	Prior year funds
		2025	2025	2025	2024
		£	£	£	£
<b>Income and endowments from:</b>					
Donations and legacies	4	26,473	-	26,473	54,563
Charitable activities	5	106,373	112,712	219,085	236,842
Other Income	6	9,620	-	9,620	-
<b>Total</b>		<b>142,466</b>	<b>112,712</b>	<b>255,178</b>	<b>291,405</b>
<b>Expenditure on:</b>					
Charitable activities	7	139,566	142,658	282,224	273,918
<b>Total</b>		<b>139,566</b>	<b>142,658</b>	<b>282,224</b>	<b>273,918</b>
<b>Net income/(expenditure)</b>		<b>2,900</b>	<b>(29,946)</b>	<b>(27,046)</b>	<b>17,487</b>
Transfers between funds		24,651	(24,651)	-	-
Other gains/(losses)		-	-	-	-
<b>Net movement in funds</b>		<b>27,551</b>	<b>(54,597)</b>	<b>(27,046)</b>	<b>17,487</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		75,440	110,125	185,565	168,078
<b>Total funds carried forward</b>		<b>102,991</b>	<b>55,528</b>	<b>158,519</b>	<b>185,565</b>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities



## Balance Sheet

As at 31 March 2025

	Note	2025		2024	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible Assets	11		11,953		14,567
			11,953		14,567
<b>Current Assets</b>					
Debtors	12	3,795		4,158	
Cash at bank and in hand		145,217		170,530	
		149,012		174,688	
<b>Creditors: Amounts falling due within one year</b>	13	(2,446)		(3,690)	
<b>Net current assets</b>			146,566		170,998
<b>Total assets less current liabilities</b>			158,519		185,565
<b>Creditors: Amounts falling due after more than one year</b>	14	-		-	
<b>Net assets</b>			158,519		185,565
<b>The funds of the charity:</b>					
<b>Restricted funds</b>	14		55,528		110,125
<b>Unrestricted funds</b>	14				
Designated funds		11,953		15,174	
Unrestricted income funds		91,038		60,266	
<b>Total unrestricted funds</b>			102,991		75,440
<b>Total charity funds</b>			158,519		185,565

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 March 2025 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the Board on 23rd December 2025 and signed on its behalf by:

Dina + I Holder

Dina Holder

Chair of the Board of Trustees

## Notes to the Accounts

### 1 Accounting policies

#### 1.1 Basis of accounting

The accounts have been prepared under the historical cost convention and 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 (FRS102) second edition - October 2019 (effective 1 January 2019);
- the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102);
- the Companies Act 2006 and
- the Charities Act 2011.

The financial statements are prepared in sterling which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The charity constitutes a public benefit entity as defined by FRS102

#### 1.2 Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

#### 1.3 Fund accounting policy

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are amounts that are allocated for specific purposes by the charity itself.

Restricted funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Revaluation funds are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market value.

#### 1.4 Income

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS102 SORP or FRS102.

Items of income are recognised and included in the accounts when all of the following criteria are met:

- the charity has entitlement to the funds;
- any performance conditions attached to the item(s) of income have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Donations and legacies are voluntary income received by way of donations and gifts. It is included within the accounts when receivable and only when the charity has unconditional entitlement to the income.

Tax reclaims on donations and gifts are included in the accounts at the same time as the gift/donation to which it relates

Donated goods and services are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.

The value of services provided by volunteers is not included within the accounts.

### 1.5 Resources expended

Liabilities are recognised where there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and includes the attributable value added tax which cannot be recovered.

Grants payable are charged in the year when the offer is conveyed to the recipient except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year-end are noted as a commitment, but not accrued as expenditure.

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.

Support costs are the those costs required to support the charity in carrying out its activities and meeting its objects.

Governance costs include costs associated with meeting the constitutional and statutory requirements of the Charity, including the preparation and examination of the statutory accounts, the costs of trustee meetings and other costs linked to the strategic management of the Charity including the cost of any legal advice to trustees on governance or constitutional matters.

### 1.6 Tangible fixed assets and depreciation

All assets costing more than £100 are capitalised.

Tangible fixed assets are stated at cost less depreciation.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, which is reviewed annually. The rates used are as follows:-

Motor Vehicles - 25% reducing balance  
Office equipment - 25% reducing balance

### 1.7 Taxation

The charity is exempt from corporation tax on its charitable activities.

### 1.8 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

### 1.9 Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

### 1.10 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

### 1.11 Pension costs

The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

### 1.12 Leases

The charity recognises right-of-use assets and lease liabilities for all leases with terms longer than 12 months, measured at the present value of future lease payments, in accordance with the updated SORP lease guidance.

### 1.13 Statement of cash flows

The charity is exempt from preparing a statement of cash flows on the grounds that it is a small charity

## 2 Company Status

The charity is a charitable incorporated organisation and has no share capital.

The charity is incorporated in England.

In the event of the charity being wound up, the liability in respect of the guarantee is limited to £nil per member of the charity.

The members of the charity are the trustees named on page 24.



Notes to the Accounts

3 Statement of Financial Activities - prior year

	Unrestricted funds	Restricted income funds	Total funds
	2024	2024	2024
	£	£	£
<b>Income</b>			
<b>Income and endowments from:</b>			
Donations and legacies	47,495	-	47,495
Charitable activities	42,665	201,245	243,910
<b>Total</b>	90,160	201,245	291,405
<b>Expenditure</b>			
<b>Expenditure on:</b>			
Charitable activities	96,965	176,953	273,918
<b>Total</b>	96,965	176,953	273,918
<b>Net income/(expenditure) before investment gains/(losses)</b>	(6,805)	24,292	17,487
<b>Net income/(expenditure)</b>	(6,805)	24,292	17,487
<b>Net movement in funds</b>	(6,805)	24,292	17,487
<b>Reconciliation of funds:</b>			
Total funds brought forward	82,245	85,833	168,078
<b>Total funds carried forward</b>	75,440	110,125	185,565

4 Donations and Legacies

	Unrestricted funds	Restricted income funds	Total funds	Prior year funds
			2025	2024
	£	£	£	£
Legacies and bequests	930	-	930	10,030
Donations Received	24,017	-	24,017	41,934
Gift Aid tax reclaimed	1,526	-	1,526	2,599
	26,473	-	26,473	54,563

Notes to the Accounts

5 Incoming resources from charitable activities

	Unrestricted funds	Restricted income funds	Total funds	Prior year funds
	2025	2025	2025	2024
	£	£	£	£
<b>Grant Income:</b>				
Animal Friends	10,000	-	10,000	-
Arnold Clark	1,000	-	1,000	-
ATAS Foundation	2,275	-	2,275	-
David Gibbons Trust	-	-	-	1,200
Devon County Council	-	13,468	13,468	13,468
IVO Trust	25,000	-	25,000	-
Jean Sainsbury's	-	3,000	3,000	-
Kennel Club	-	-	-	25,000
Beryl Evett & Robert Luff	3,500	-	3,500	-
Manola Blahnik	46,000	-	46,000	36,000
National Lottery Community	-	57,257	57,257	75,176
Norman Family Trust	-	1,500	1,500	2,500
Oak Foundation	-	-	-	30,000
Pets at Home Foundation	-	28,487	28,487	27,901
Pet Plan	-	7,000	7,000	-
Betty Phillips	-	-	-	10,000
POCA	-	2,000	2,000	-
Richer Sounds	-	-	-	10,000
Sharegift	5,000	-	5,000	-
South West Water	-	-	-	2,000
Souter	-	-	-	2,000
Truemark	10,000	-	10,000	-
<b>Primary Purpose Trading:</b>				
Training Income	-	-	-	450
Income from Events	283	-	283	1,147
Corporate Partnerships	3,315	-	3,315	-
	106,373	112,712	219,085	236,842

6 Other Income

	Unrestricted funds	Restricted income funds	Total funds	Prior year funds
			2025	2024
	£	£	£	£
Other income	-	-	-	-
Sale of Leased Motor Vehicle	9,620	-	9,620	-
	9,620	-	9,620	-

## Notes to the Accounts

### 7 Expenditure on charitable activities

	Unrestricted	Restricted	Total	Prior year
	2025	2025	2025	2024
	£	£	£	£
<b>Direct costs</b>				
Pet Food	2,324	-	2,324	2,409
Fostering Expenses	1,771	-	1,771	2,789
Kennel Fees	11,196	203	11,399	10,488
Vet Fees	6,840	14,248	21,088	31,283
Event Costs	2,214	1,492	3,706	2,076
Volunteer Expenses	122	-	122	130
Purchase of Motor Vehicle	9,619	-	9,619	-
	<u>34,086</u>	<u>15,943</u>	<u>50,029</u>	<u>49,175</u>
<b>Support costs</b>				
Wages and salaries	68,709	91,287	159,996	154,312
Staff NIC (Employers)	3,827	4,600	8,427	8,445
Pensions	794	2,672	3,466	3,106
Staff training	30	2,985	3,015	4,134
Staff Welfare	-	-	-	1,018
Rent and rates	2,016	-	2,016	2,016
Insurance	1,805	4,575	6,380	3,497
Telephone and fax	3,672	12	3,684	4,023
IT Services	1,968	79	2,047	3,184
Printing, postage and stationery	2,181	342	2,523	1,443
Subscriptions	583	537	1,120	833
Sundry expenses	3,182	28	3,210	2,251
Owned vehicle expenses	6,205	8,315	14,520	20,156
Travel and subsistence	939	3,133	4,072	-
Advertising & Marketing	314	-	314	1,212
Consultancy fees	4,969	5,979	10,948	6,627
Bank charges	310	-	310	299
Depreciation	3,633	-	3,633	4,842
	<u>105,137</u>	<u>124,544</u>	<u>229,681</u>	<u>221,398</u>
<b>Governance Costs</b>				
Accountancy fees	343	1,021	1,364	2,195
The audit or independent examination of the charity's accounts	-	1,150	1,150	1,150
	<u>343</u>	<u>2,171</u>	<u>2,514</u>	<u>3,345</u>
<b>Total Governance Costs</b>	<u>343</u>	<u>2,171</u>	<u>2,514</u>	<u>3,345</u>
<b>Total Charitable Expenditure</b>	<u>139,566</u>	<u>142,658</u>	<u>282,224</u>	<u>273,918</u>

## Notes to the Accounts

### 8 Net income/ expenditure

This is stated after charging:

	2025	2024
	£	£
Auditors' / Independent Examiners' remuneration	1,150	1,150
Depreciation of tangible fixed assets	3,633	4,842

### 9 Staff costs

The average monthly number of employees during the year was as follows:

	2025	2024
	Number	Number
Staff in charitable activities	7	7
Volunteers (nos of people involved excluding Trustees)	161	145

The aggregate payroll costs of these persons were as follows:

	2025	2024
	£	£
Wages and salaries	159,996	154,312
Social security	8,427	8,445
Pensions	3,466	3,106
	<u>171,889</u>	<u>165,863</u>

Total employee benefits received by key management personnel 50,201 46,620

No employee received emoluments in excess of £60,000 in either the current or the prior year.

The charity operates a defined contributions scheme with NEST. The pension cost shown represents the contributions payable by the charity to the scheme for the period.

### 10 Trustees' remuneration and expenses

Trustees received no remuneration, benefits in kind or expenses during the current or prior year.



Notes to the Accounts

11 Tangible fixed assets

	Motor Vehicles	Equipment	Total
	£	£	£
<b>Cost</b>			
As at 1 April 2024	19,833	9,667	29,500
Additions	9,619	1,019	10,638
Disposals	(9,619)	-	(9,619)
As at 31 March 2025	19,833	10,686	30,519
<b>Depreciation</b>			
As at 1 April 2024	9,374	5,559	14,933
Charge for the year	2,614	1,019	3,633
As at 31 March 2025	11,988	6,578	18,566
<b>Net Book Value</b>			
As at 31 March 2025	7,845	4,108	11,953
As at 31 March 2024	10,459	4,108	14,567

12 Debtors

	2025	2024
	£	£
Prepayments	3,795	4,158
	3,795	4,158

13 Creditors: Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	1,296	2,540
Accruals and deferred income	1,150	1,150
	2,446	3,690

Notes to the Accounts

14 Movement of funds

	As at 1 April 2024	Incoming Resources	Resources Expended	Transfers	As at 31 March 2025
	£	£	£	£	£
<b>Restricted Funds</b>					
Jean Sainsbury	10,595	3,000	-	-	13,595
Norman Family Trust	-	1,500	-	-	1,500
Pets at Home Foundation	20,341	28,487	(27,086)	-	21,742
National Lottery Community Fu	29,649	57,257	(76,116)	-	10,790
Pet Plan	434	7,000	(7,434)	-	-
The Fore	1,008	-	-	-	1,008
Devon County Council	5,387	13,468	(15,207)	-	3,648
Manola Blahnik	24,651	-	-	(24,651)	-
Betty Phillips	8,060	-	(6,815)	-	1,245
Richer Sounds	10,000	-	(10,000)	-	-
POCA	-	2,000	-	-	2,000
Steven Frewer	-	-	-	-	-
	110,125	112,712	(142,658)	(24,651)	55,528
<b>General Funds</b>					
Unrestricted funds	60,266	142,466	(135,326)	23,632	91,038
<b>Designated funds</b>					
Capital Expenditure - Designated Fund 1	14,567	-	(3,633)	1,019	11,953
Oak Foundation - Designated Fund 2	607	-	(607)	-	-
	75,440	142,466	(139,566)	24,651	102,991
Total Unrestricted funds	75,440	142,466	(139,566)	24,651	102,991
Total funds	185,565	255,178	(282,224)	-	158,519

15 Net assets by fund

	Unrestricted funds	Restricted income funds	Total funds	Prior year funds
Tangible assets	11,953	-	11,953	14,567
Current assets	93,484	55,528	149,012	174,688
Creditors: Amounts falling due within one year	(2,446)	-	(2,446)	(3,690)
Net Assets	102,991	55,528	158,519	185,565

16 Related Party Disclosures

Controlling Party

The Charity is managed by the Trustees; thus no single party controls the Organisation.





**Correspondence Address**

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**Refuge4Pets** is a registered charity in England and Wales. Charity No. 1174331

