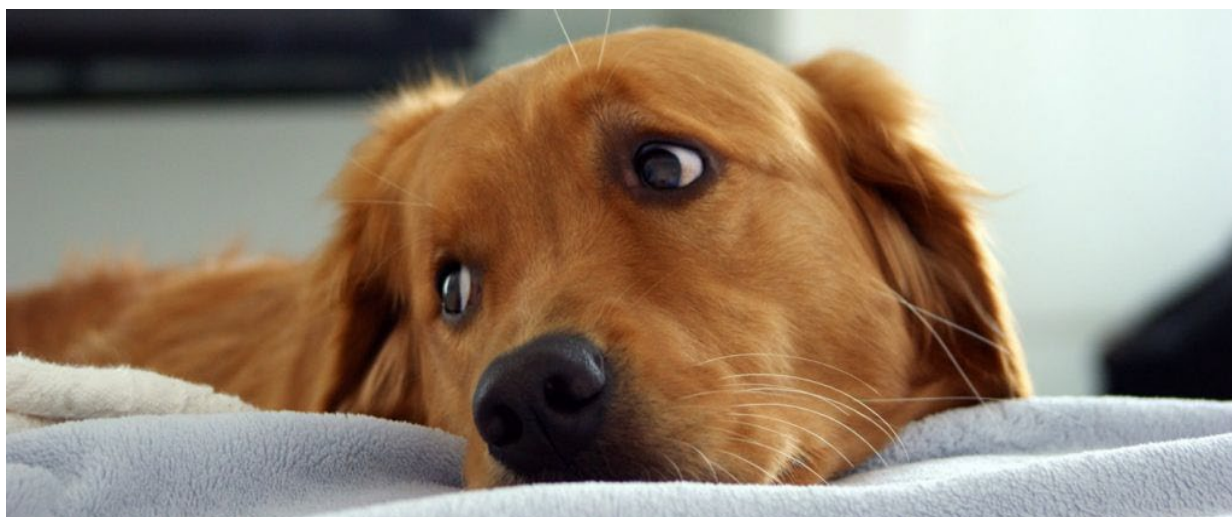


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# CANINE CONCERN CIO

Annual report and financial  
statements Year ended  
31 December 2024

Charity no 1177334 (England & Wales)



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## Legal and administrative information

Charity Name	Canine Concern CIO
Charity registration no	1177334
Date of Formation	27th February 2018
Date Established (Non-CIO)	June 1988 (328237)
Founder	Eve Waring
Registered office	21 Dallaway Drive Stone Cross Pevensey East Sussex BN24 5FB
Trustees	Chris Lovegrove Colin Scott Steve White Elizabeth Permaul
CEO	Valerie Fillery <i>BSc(Hon), IHM BSYA (MT) BSYA (CMA) MCMA FIRST AID for MENTAL HEALTH (RQF), Dip Canine Massage, Cert Dog Psychology Dip Pet Bereavement, Dip Animal Assisted Therapy</i>
Accountants	O'Connor & Co Accountants Limited 13 Meads Street Eastbourne
Principal Bankers	HSBC 94 Terminus Road Eastbourne East Sussex BN21 3ND

## History

Canine Concern was formed in 1988 by Eve Waring, in Wellington Somerset who had seen how important dog visits were to the elderly and lonely. Eve believed in reaching out to people through our dogs. She wanted to make the group friendly and supportive of each other as well as to the people, old and young, that we visited.



The group grew across England and Wales with local coordinators to support new members on their visits as well as friendship for the established members. We all need a friendly ear to tell our many success stories to as well as the few and far between challenging moments. There are many stories of the successes and experiences of our members. Some sad, some are happy, but all emotional and good in their own ways.

Canine Concern became a successful charity, with Eve at the helm, from 1988 to the summer of 2016 when she became poorly. As she never wanted the charity to fade away, in September 2016 one of the area coordinators, Barbara Gasson, (initial Chair) and Valerie Fillery (CEO), picked up the baton to continue the good work with Eve's blessing. The Charity offices were moved from Wellington in Somerset to its current home in Pevensey in East Sussex. Sadly, on 4th April 2017, Eve passed away but knowing that Canine Concern was continuing to flourish, and her legacy would continue. In February 2018 Canine Concern became a Charitable Incorporated Organization (CIO)

We are a Charity whose policy and belief was and always will be the organization, caring for the whole community with our care dogs. This we have continued to do now for nearly 37 years.

## Trustees Annual Report

Canine Concern CIO Registered number: 1177334

### Introduction

This report accompanies the Annual Report and Financial Statements of Canine Concern CIO for the financial year ending 31<sup>st</sup> December 2024. The trustees present their report together with the financial statements of the charity for the year. The statements have been prepared in accordance with the Charities Act, the applicable Statement of Recommended Practice (SORP), and relevant accounting standards.

The charity is proud of being very friendly and personally based and wishes to keep that status even though it continues to grow with new volunteers registering during the year as the demand for our service is growing.

The number of members not renewing their yearly membership remains at a rock-bottom percentage and usually relates to their dogs not being able to carry out duties, due to illness or death or the members themselves being unable to continue. Many of these volunteers return with a new dog to continue their work with the charity they love.

### Objectives

**Inclusivity & Accessibility:** Membership fees for volunteers are intentionally kept low (around £20–£25/year), allowing people from all income levels to get involved if their dogs pass temperament and obedience assessments. We wish to stay inclusive and even have dog who are blind, deaf, 3 pawed and even one using wheels for the back legs. **A hospital we visit said: ‘Wow, that is so inspiring! I am so pleased your organisation is prepared to accommodate disabled dogs and owners. They have an equally (and sometimes more) valuable contribution to make in therapy animal visits.’**

We are most grateful for the continued support of our volunteers who gave additional donations and supported our fundraising activities throughout the year with stalls at events, Christmas gift sales and many other events. We remain today on a sound financial foundation for the years ahead, but like most similar charities we are constantly having to find funding for our day-to-day running costs in supporting our membership in the form of donations and trading invoices from our group visits.

The Trustees have agreed that membership of volunteers should be limited to 1,000 members, this is to avoid over stretching the service we provide and to becoming ungovernable with a financial drain on its assets both current and fixed.

We operate across England and Wales covering most counties with our volunteers with their lovely temperament-assessed dogs visiting a wide spectrum of establishments to support people in need due to age, disability, health or isolation by providing therapy or care-dog visits to settings such as schools, hospitals, care homes, hospices, prisons and secure units with work also extending into universities, emergency service sites, and special-needs facilities. We help the service users with loneliness and mental wellbeing, even being the only visitor to get any response from some people. The staff also benefit from a dog cuddle and chat to help with their stress and giving them time out from their often-demanding duties.

We are even working alongside ambulance trusts where we are supporting their staff to use their own dogs, if suitable, to visit on their off-duty times when there has been a stressful call out or incident. Even staff training and de-briefing sessions have benefitted from having a calm, friendly dog in the room. This has led to enquiries from other NHS and government departments for projects to use our dogs.

We look forward to many years of serving the members and public but will be seeking to increase donations and invoiced payments to the charity to stabilize our reserves to preserve and protect our future and secure long-term financial stability.

### **Achievements and Performance**

#### **To conclude our primary activities during the year included:**

To support people who are in need by reason of their age, disability, health, or social circumstances, particularly, but not exclusively by the provision of therapy dogs.

To relieve sickness, suffering and distress and to promote good health and interactions amongst children, students, adults and elderly people, demonstrating good relationships between people and companion animals.

We highlight a few of the establishments we visit, and the benefits experienced and our achievements

#### **Universities**

We work with universities and colleges to help with fresher's weeks, before exams and any stressful deadlines, with some universities having regular weekly visits of up to nearly 100 students per session. They have to book a time slot in advance to ensure the team of dogs are not overwhelmed. One student said it was so popular that it was more difficult to book a place on a visit than to get tickets for Glastonbury. It is much more fun as well having time with dogs! Again, both the students and staff have benefited from these visits. We have been asked to just visit the staff by some colleges where they get stressed with getting the students through the deadlines and coping with the extra demands teachers and lecturers receive.

## **Schools**

Our school support work has really become popular. We help the pupils in several ways, from encouraging them to attend the school in the morning, to gaining confidence and respect from teaching tricks, taking turns and even learning about dog behavior and body language. This should help with dog-child interactions at home and outside school, to prevent some of the nasty dog bites and attack incidents. 75% of these dog bites are to children's heads, possibly leaving physical facial scars as well as mental trauma which affect the child through to adulthood.

We have found with many special needs children spending a few minutes regularly with the calm dog just stroking and talking can bring them into a calmer zone. They learn that being calm brings rewards and makes them feel better able to cope with life. We have even seen some non verbal children 'talk'! We are also involved with the Kennel Club 'bark and read scheme', where children spend time reading to the calm, friendly and attentive dog. The dogs will 'listen' but will not correct any incorrect words, so gives the child a more enjoyable, calm experience of reading a book, leading to more confidence and willingness to read. This will help with all their studies as well as in their future lives.

## **Emergency Services**

Canine Concern's Involvement with the Ambulance Service typically falls under its broader mission of providing emotional support through therapy dogs. While not a direct part of emergency medical care, Canine Concern works alongside services like the NHS ambulance service or other emergency response units to offer well-being support for staff.

### **1. Wellbeing Visits for Staff**

Therapy dogs visit ambulance depots, control centres, and hospitals where paramedics are based. The goal is to provide stress relief, mental health support, and a morale boost for ambulance staff who work in high-pressure environments.

These visits are especially important during or after periods of high demand (e.g., during a pandemic or national emergencies).

### **2. Staff Welfare Events**

Canine Concern often participates in "Wellbeing Weeks" or "Mental Health Awareness Days" organized by NHS Trusts.

Dogs and handlers are invited to engage with paramedics, control staff, and other healthcare workers.

### **3. Post-Traumatic Decompression**

In some cases, therapy dogs are part of debriefs or welfare check-ins after traumatic callouts to help reduce psychological stress.

According to the Health & Safety Executive In 2023-2024 there were 0.776 million people suffering from work related stress, depression or anxiety, 300 thousand of these were new cases and resulted in 16.4 million days off work. Stress, depression or anxiety accounted for 46% of all work-related ill health cases.

This is only tip of iceberg as only recorded cases so anything we can do to help with our Therapy dog teams can help businesses finances and staff retention.

## Care Homes

### Benefits of Therapy Dogs in Care Homes:

#### 1. Emotional Well-being

**Reduces loneliness and feelings of isolation**

Provides a sense of **companionship and love**

Can help residents cope with **grief, depression, or anxiety**

#### 2. Mental Stimulation

Encourages **reminiscence and conversation**

Stimulates **cognitive functions**, especially in residents with dementia or Alzheimer's

Can **boost mood** and **reduce agitation or confusion**

#### 3. Physical Health

Promotes **gentle physical activity** (e.g., walking or petting)

Can lower **blood pressure** and **heart rate**

Helps reduce **stress hormones** like cortisol

#### 4. Social Interaction

Facilitates **communication** between residents, staff, and visitors

Creates **shared experiences and community bonding**

Encourages **intergenerational interaction** when visitors join in with activities

## Trust Supporters

We are very grateful to receive support from the public, our members and our establishments

We would like to thank the following:

Mrs. M O Brown

Adur Lions

Barclaycard

BIMM Brighton

Penny Dent

Easy Fundraising

Purple Oaks Federation

Gerard and Christina Storek

University of Sussex

Woodside Hall Nursing Home

ALL OUR MEMBERS

## Publicity

We have received some very positive media coverage from our work as well as from our volunteers' own experiences. We have several dogs who also support their owners as well as the people they visit. It is lovely to hear how our own volunteers can also benefit from their dog's support as well as getting the 'volunteer high' from getting out and helping others. So not only do we and our dogs help the community, the community also helps our volunteers. The dogs also benefit as they have a 'job' to do and it helps with more socialization.



Without our volunteers there would be no charity, so we also show our appreciation which the volunteers share with their family and friends. The media have picked up on some of these stories, as it seems more important these days to lift people's spirits through some 'good news' stories and show gratitude and thanks for people's actions.

We encourage our volunteers to post on social media about their experiences which often get these press contacts. With so much bad press about what stressed, untrained dogs can do to people, it is important to show a balance of what the right properly trained dog can do especially when approached correctly.

### **Risk Management**

The Trustees have conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually.

### **Structure, Governance, and Management**

The charity was registered with the Charities Commissioners (No. 1177334) and charitable status was granted on 27 February 2018 as **Canine Concern CIO** which incorporated Canine Concern Charity (No. 328237) which was originally registered in 1988. The charity was constituted under its governing document; the Constitution dated 28 February 2018. All the assets and funds of the Canine Concern Charity (No. 328237) were transferred on 28 February 2018. Canine Concern (No. 328237) was then removed from the charities register on 29 March 2018.

Canine Concern CIO is governed by a board of trustees who are responsible for the overall strategic direction and compliance. If a vacancy on the Board arose, a new member would have been co-opted by the existing trustees. Day-to-day operations are managed by staff/volunteers

Trustees meet regularly and receive updates on finance, risks, and project delivery. Training and governance reviews are undertaken periodically. Each month the CEO provides a financial overview to the Trustees including budget comparisons, profit & loss statements and any extraordinary expense required.

The Trustees have taken steps to provide a secure future for the Charity by careful investment, thus providing a platform for income to keep membership fees low and assist in the administration costs of the Charity.

During the year, the trustees have:

- Reviewed and updated key policies, including safeguarding, and financial controls.
- Conducted a strategic planning session to refresh the charity's three-year strategy.
- Monitored risk through a formal risk register, with particular focus on financial sustainability and compliance obligations.
- Ensured compliance with statutory reporting and filing requirements.

The Charity works for the benefit of the public and uses its funding accordingly.

This report was approved and authorised for issue by the Board of Trustees and signed on its behalf.

Chris Lovegrove Chairman/Treasurer

Dated: 15th October 2025

## **Canine Concern Independent Examiner's Report**

### **Independent Examiner's report to the trustees of Canine Concern**

I report on the accounts of the Trust for the year ended 31 December 2023, which are set out in pages 8 to 12.

#### **Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the financial statements. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Act), and that an independent examination is needed.

It is my responsibility to:

- 1) examine the accounts under section 144 of the Charities Act.
- 2) to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- 3) to 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 130 of the 2011 Act and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met or
- (2) to which, in my opinion attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Mis Yvonne O'Connor o  
O'Connor & Co  
Chartered Certified Accountants  
13 Meads Street  
Eastbourne  
East Sussex  
BN20 7QY

15th October 2025

**Canine Concern**  
**Statement of financial activities**  
**for the year ended 31 December 2024**

	<b>Notes</b>	<b>2024</b> <b>£</b>	<b>2023</b> <b>£</b>
<b>Incoming resources</b>		83,776	62,138
Resources expended		(90,815)	(92,863)
<b>Net income/(expenditure) for the year</b>	2	<u>(7,039)</u>	<u>(30,725)</u>
<b>Net movement in funds for the year</b>		<u>(7,039)</u>	<u>(30,725)</u>

**Canine Concern**  
**Balance Sheet**  
**as at 31 December 2024**

	Notes	2024 £	2023 £
<b>Fixed assets</b>			
Tangible assets	3	427,469	426,952
<b>Current assets</b>			
Debtors	4	35,535	547
Cash at bank and in hand		<u>90,924</u>	<u>132,330</u>
		126,459	132,877
<b>Creditors: amounts falling due within one year</b>	5	(3,070)	(1,932)
<b>Net current assets</b>		<u>123,389</u>	<u>130,945</u>
<b>Net assets</b>		<u>550,858</u>	<u>557,897</u>
<b>Funds</b>			
Unrestricted fund	6	550,858	557,897
<b>Total funds</b>		<u>550,858</u>	<u>557,897</u>

The company was entitled to exemption from audit under s477 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 with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small company regime and in accordance with FRS102 SORP.

Chris Lovegrove

Chair of Trustees Board  
Date: 15th October 2025

**Canine Concern**  
**Notes to the Accounts**  
**for the year ended 31 December 2024**

**1 Accounting policies**

***Basis of accounting***

The financial statements have been prepared under the historical cost convention, and in accordance with applicable United Kingdom accounting standards and the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2005) and the Charities Act 2011.

***Incoming resources***

All incoming resources are recognised once the charity has entitlement to the resources, it is certain that the resources will be received and the monetary value of the incoming resource can be measured with sufficient reliability.

***Resources expended***

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the charity to the expenditure.

**VAT**

Value added Tax is not recoverable by the charity, and as such is included in the relevant costs in the accounts.

***Assets and depreciation***

Assets are capitalised at cost and stated in the balance sheet at cost less depreciation.

Depreciation is calculated so as to write off the cost of an asset, less its residual value, over the useful economic life of that asset as follows:

Office equipment: 20% Straight Line

**2 Net resources for the year**

<b>2024</b>	<b>2023</b>
<b>£</b>	<b>£</b>

This is stated after charging:

Depreciation of owned fixed assets	<u>917</u>	<u>802</u>
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**Canine Concern**  
**Notes to the Accounts**  
**for the year ended 31 December 2024**

**3 Tangible fixed assets**

	<b>Land and buildings £</b>	<b>Office equipment etc £</b>	<b>Total £</b>
<b>Cost</b>			
At 1 January 2024	425,000	6,585	431,585
Additions	-	1,434	1,434
At 31 December 2024	<u>425,000</u>	<u>8,019</u>	<u>433,019</u>
<b>Depreciation</b>			
At 1 January 2024	-	4,633	4,633
Charge for the year	-	917	917
At 31 December 2024	<u>-</u>	<u>5,550</u>	<u>5,550</u>
<b>Net book value</b>			
At 31 December 2024	<u>425,000</u>	<u>2,469</u>	<u>427,469</u>
At 31 December 2023	<u>425,000</u>	<u>1,952</u>	<u>426,952</u>

**4 Debtors**

	<b>2024 £</b>	<b>2023 £</b>
Legacy income due	35,000	-
Other debtors	<u>535</u>	<u>547</u>
	<u>35,535</u>	<u>547</u>

**5 Creditors: amounts falling due within one year**

	<b>2024 £</b>	<b>2023 £</b>
Other taxes and social security costs	1,902	1,084
Other creditors	<u>1,168</u>	<u>848</u>
	<u>3,070</u>	<u>1,932</u>

**6 Funds**

	<b>2024 £</b>
<b>Unrestricted fund</b>	
At 1 January 2024	557,897
Loss for the year	(7,039)
At 31 December 2024	<u>550,858</u>

**Canine Concern**  
**Schedule to Statement of financial activities**  
**for the year ended 31 December 2024**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>Incoming resources</b>		
Donations & trading activities	52,314	30,426
Membership subscriptions	10,033	7,483
Bank interest receivable	2,229	4,229
Investment property income	19,200	20,000
	<u>83,776</u>	<u>62,138</u>
<b>Resources expended</b>		
Costs in furtherance of charitable objects		
Insurance	704	757
Merchandise costs	2,024	3,865
Website and software costs	3,810	2,878
Employer's NI	1,241	1,533
Staff training and welfare	-	60
Travel and subsistence	551	343
	<u>8,330</u>	<u>9,436</u>
Investment property costs:		
Fixtures, fittings and repairs	1,478	994
Property insurance	530	480
Property management fees	2,725	3,255
	<u>4,733</u>	<u>4,729</u>
Governance costs		
Telephone	947	1,081
Postage	1,300	950
Stationery and printing	2,197	1,204
Advertising and PR	2,495	2,209
Bank charges	129	145
Bookkeeping and administration	4,303	2,905
Employee salary	61,936	63,541
Pensions	1,005	1,005
Accountancy	1,489	1,034
Depreciation	935	803
Sundry expenses	216	223
	<u>76,952</u>	<u>75,100</u>
Legal and professional costs:		
Consultancy fees	-	2,940
Other legal and professional	800	658
	<u>800</u>	<u>3,598</u>
	<u>90,815</u>	<u>92,863</u>