



RSPCA Guildford
and Epsom Branch
Registered Charity No. 203608

RSPCA GUILDFORD and EPSOM BRANCH ANNUAL REPORT 2022

There is one crucial thing we rely on - the dedication of our volunteers. Here are just a few of the ways our amazing volunteers made a difference

Half marathon runs



Plant sales



Huge thanks go to Trasna and Lorna who have brought in around £1,000 this year from making and selling catnip mice and dog beds, plus sales of donated items through local neighbourhood selling pages.



It's a labour of love, with each mouse taking about an hour to create, and Lorna has made well over a thousand since she started.

Right: Trasna with her dogs and dog bed



To the left we see mice expert Dave quality assurance checking the mice for us!

On the right are Betty's knitted blankets and cushions for our stray cats, so they had something that smelled familiar to them, to take to their adopters home.



The RSPCA is the world's oldest and largest animal welfare charity, with much of its direct animal welfare work being carried out through its branches.

The Epsom and Guildford Branch was formed in 2019 after the Guildford and District Branch merged with the Surrey Epsom and District branch. Both branches were in existence for many years before that. Like all RSPCA branches, we work closely with the national Society to deliver its animal welfare aims and strategy, and we operate at a local level offering advice, microchipping, and help towards neutering and veterinary treatments, as well as rehabilitating and rehoming animals in our care through fosterers and private boarding establishments.

OUR VISION

We support the vision of the national Society which is to live in a world where all animals are respected and treated with kindness and compassion. We believe that

- all animals deserve a good life
- animals' lives are important in themselves
- animals have emotions, feelings and needs
- animals enrich and improve our lives
- all of us can and should help to make animals' lives better

USEFUL CONTACT DETAILS

COMPLAINTS AND ADVICE

Anyone suspecting cruelty or mistreatment to animals should report the incident to the RSPCA by contacting the Cruelty Line via www.rspca.org.uk/reportcruelty or telephoning 0300 1234 999. All calls are dealt with in the strictest confidence.

BRANCH CONTACT DETAILS

Telephone 07906 924002
Email info@rspcaguildfordepsom.org.uk

However, if your enquiry is related to volunteering please contact:

volunteer@rspcaguildfordepsom.org.uk

If you are looking to adopt from us please contact:

rehoming@rspcaguildfordepsom.org.uk

Facebook www.facebook.com/rspcaguildfordepsom
Website www.rspcaguildfordepsom.org.uk

LOCAL ANIMAL CENTRE

RSPCA Millbrook Animal Centre
Guildford Road
Chobham, Surrey
GU24 8EH
Tel: 0300 123 0740
Email millbrook@rspca.org.uk

Animal viewings and introductions by
appointment only.

CHIEF INSPECTOR

Chief Inspector Rob Jackson
RSPCA Millbrook Animal Centre
Guildford Road, Chobham, Surrey
GU24 8EH

SENIOR BRANCH PARTNERSHIP MANAGER

Sarah Piggott
Email supportercare@rspca.org.uk

POSTCODES COVERED BY THE BRANCH

GU1 1, GU1 2, GU1 3, GU1 4, GU2 4, GU2 5, GU2 6, GU2 7, GU2 8, GU2 9, GU3 1, GU4 7, GU4 8, GU5 0,
GU5 9, GU6 7, GU6 8, GU7 1, GU7 2, GU7 3, GU8 4, GU8

KT4 9, KT9 1, KT9 2, KT9 9, KT17 1, KT17 2, KT17 3, KT17 4, KT17 6, KT17 9, KT18 5, KT18 6, KT18 7,
KT19 0, KT19 7, KT19 8, KT19 9, KT20 5, KT20 6, KT20 7, KT20 9, KT21 1, KT21 2, KT22 0, KT22 2,
KT22 7, KT22 8, KT22 9, KT23 3, KT23 4, KT24 5, KT24 6, KT24 7

SM7 1, SM7 2, SM7 3

CONTENTS

Trustees' report

1 Reference and administration details

2 Introduction by the Chair

3 Structure, governance and management

4 Objectives and activities

5 Achievements and performance

6 Financial review

7 Plans for the future

Financial statements

Inspectorate report

SPOTLIGHT ON OUR WORK - here we showcase **our work with abandoned animals**

Bea is a large white albino female rabbit, originally purchased from Pets at Home. She was with the Branch for over a year due to her significant dental issues.

When she first arrived she had a large abscess on the side of her mouth, which we treated with surgery and antibiotics. Her incisors were fine but her molars, at the bottom on one side and at the top on the other side grew spurs which cut into her mouth and tongue leading to the potential for abscesses. To prevent this happening she needed to have her teeth burred down every 10 to 12 weeks necessitating a general anaesthetic and a day's stay at the vet. There is obviously a significant cost with this. Bea herself became very used to this process and remarkably calm about it. The vet advised that her dental condition is likely to be lifelong.

Apart from the dental issues Bea was very healthy and really enjoys her food. She is a really lovely, friendly girl who loves a head rub and lots of attention, so we wanted to do our best for her and find the right forever home. And we did! She now lives happily with her partner bun Norman!



We had a lovely note from Bea's adopter: *"Just a little update on Bea - she's doing fantastically well, and is inseparable from Norman. Norman has lost a bit of weight, since she likes running a lot and he doesn't want to miss out on anything!"*

What's even better is that he has taught Bea to like hay! He spends hours munching hay, and in the beginning she just joined him for the company, but now she's happily munching on hay as well. This means that we haven't needed to take her to the vet for her molars yet. She's such a friendly and funny rabbit."

Hearing happy endings like that really helps motivate all the volunteers involved.

1. Reference and administration details

Charity Name	The Royal Society for the Prevention of Cruelty to Animals, Guildford and Epsom Branch
Other names charity is known by	RSPCA Guildford and Epsom Branch
Registered charity number	203608
Charity's principal addresses	The Branch does not have an address for members of the public to visit but can be contacted via email or telephone.
Charity's principal bankers	Lloyds Bank plc
Independent examiner	Jim Halliday FCA – Chartered Accountant

Names of the trustees who manage the charity

Trustee name	Office (if any)	Dates acted if not for whole year
Judith Crowhurst*		Retired 28 February 2022
Rebecca Greaves		Resigned 2 March 2022
Steven Hooke	Hon. Treasurer	
Abbi Moore*		
Cat Pilbeam		
Lucy Pollard	Hon. Chair	
Katrina Tully	Hon. Secretary	
Sarah White		
Ann Winter		

*Judith and Abbi are employed by the RSPCA national Society. We obtained its approval before co-opting them as trustees, as required by branch rule 7.4.

Other support provided by

Sarah Piggott	Senior Branch Partnership Manager	
Trasna Palmer	President	

2. Introduction by the Chair

2022 was one of the busiest years I can remember in my 20 odd years as a trustee. The number of welfare assistance calls and the complexity of juggling need against limited boarding and veterinary resources gave rise to an increased demand on the committee's time, and our finances.

Sadly we had both a Trustee resignation and a retirement early in the year, so the level of committee resource was reduced as we have not yet managed to recruit any new volunteer trustees. But Judith well deserves to reduce her responsibilities - she has been a dedicated part of the committee, serving in several roles over the last 25 years. She should look back on all that she achieved for local animal welfare with pride, and on behalf of all the committee I'd like to express our thanks for her thoroughness, diligence and constructive challenge. I'm delighted to say that she continues to support us with membership administration and some of our data governance in a non trustee capacity.

The level of welfare assistance we gave continued the upward trend we have seen in the last five years. As I wrote in the 2021 report, we are seeing the fall out of a huge rise in pet ownership during the recent pandemic, coupled with a loss of vet staff. This puts an enormous strain on both the cost of, and the availability of treatment. It can take many weeks to get an animal coming into our care neutered and vaccinated, which limits the places that can take it into their facilities.

We are seeing an increasing number of requests for assistance towards very costly veterinary treatments, where the owner simply cannot afford the bill. In many instances the owners could have made better provision towards this when they took the decision to own an animal. For example, ensuring they had some money aside to cover potential additional costs or taking out insurance. We will continue to educate owners about actions they can take to prevent tragic and avoidable illnesses. Where we can, we are trying to support owners with vet costs so that they can keep their animal through temporary financial difficulties, rather than give them up.

Some owners are struggling to afford food for their beloved pets. Inspired by the vital support provided by food banks, we have been working with the Hive in Guildford to provide them with pet food donated by kind-hearted members of the public, and our colleagues in the RSPCA Wimbledon Branch are kindly passing on any surplus dog food donations to the Ewell food bank. We would love to get local supermarkets to include pet food donation points in-store to increase the number of pets that can be helped in this way. At the same time, we are signposting people in crisis to get the support they need.

All of these activities need volunteers and donors to undertake them or to raise the funds for them. We have been working with the national Society on a number of different projects and initiatives to make sure the branch network is sustainable for the future, with modernised governance and better technology and tools. Our hope is that these changes will enable us to grow our supporter and volunteer base, and in doing so deliver even more animal welfare in the local area.

I hope the volunteer stories you see in this year's annual report inspire and cheer you - they truly have made a huge difference to animals in need. I would like to express my thanks to them for their support and generosity, in whatever form they helped us care.

Lucy Pollard, Chair



3. Structure, governance, and management

How the charity is constituted	We are a separately registered charity, constituted as an unincorporated association, working within the Rules, Policies and Guidelines of the national RSPCA. Our governing document is the RSPCA Society's Branch Rules. The charity operates as an autonomous branch, responsible for our own fundraising and for managing local animal welfare work.
Trustee selection methods	The committee consists of a maximum of 17 individuals, being: (1) at least 5 and not more than 14 elected committee members, all of whom must be eligible branch members, elected at the AGM and (2) up to 3 co-opted committee members, who may also be branch members.
How trustees are recruited and appointed	Elected from branch members at every AGM to carry on the Branch work for the forthcoming year. Potential trustees are recruited via various methods including volunteer agencies, RSPCA websites and Head Office enquiries, advertising and appeals to members. Potential new trustees are vetted in accordance with Charity Commission guidelines and sign the recommended declarations upon appointment.
Policies and procedures adopted for the induction and training of trustees	All trustees are briefed on their responsibilities prior to their acceptance of the role. New trustees receive appropriate training in RSPCA and Branch Policies and Procedures, in line with Information Commissioner's Office and Charity Commission guidance. They also receive support from other trustees, guidance from Head Office and Branch Partnership Managers and handover from retiring officers if applicable.
The charity's organisational structure and any wider network with which the charity works	Some services such as those of the inspectorate are carried out by the national Society whereas others are carried out by a network of branches which are independently registered charities operating in defined local areas. Our branch is the Guildford and Epsom branch, which is a member of the South East Regional Board area. All the work of the Branch is carried out by volunteers, so we have no paid staff. Decisions are made by the trustees at committee meetings, usually held every 4 to 6 weeks. The Branch works with Head Office staff, the Inspectorate, Millbrook and other branches and animal centres in its day-to-day work.
Trustees' consideration of major risks and the system and procedures to manage them	The main risks facing the Branch are: People. We continue to have difficulties in finding volunteers willing to act as trustees and carry out welfare and fundraising work. We use volunteer recruitment bureaux and other methods as described above to publicise our requirements. Financial. Income generation is vital for us to continue our work. Despite pressing need, we must evaluate what we can afford to fund. Insufficient income levels mean that we will have to reduce or cease welfare activity to remain a viable branch. New demands and requests for funding are a key discussion item at every committee meeting. Spending is controlled through delegated limits and required approvals. Levels of pet ownership grew during the pandemic, and whilst owning a pet is a great boost to both mental and physical health it also comes with a substantial financial responsibility, which places additional pressure on charities whose income has been significantly impacted during the same period. Yet again we are seeing that the vets we work with are struggling with significant shortages in staff set against a huge and growing demand for

appointments. This impacts our ability to negotiate on price and may mean that non urgent procedures such as neuters are delayed. Longer term, we expect this to lead to more unwanted litters and conditions that require emergency treatment such as tumours that are hormone related.

Public opinion. The RSPCA is a well-known and respected “brand”, and we must ensure that we do not tarnish it. Mitigating activities include screening/induction of volunteers, together with appropriate training (e.g. adoption support volunteers must attend a course followed by one to one support). For trustees there is ongoing learning and instruction (specifically on their responsibilities as branch officials), and potential conflicts of interest are discussed at every meeting.

Health and Safety. We have a duty to take reasonable care of our volunteers’ health and safety and that of others who may be affected by our actions. Safeguarding matters are reviewed at every meeting. All volunteers are covered by the RSPCA’s liability and personal accident insurance and are provided with appropriate information on our health and safety policies and guidelines.

The committee has identified and evaluated risks affecting the Branch and has set in place policies and procedures based on guidelines issued by RSPCA Head Office and the Charity Commission to mitigate the risks where possible. The operation and relevance of these policies and procedures is reviewed regularly.

The Branch complies with the Branch Rules as issued by the national Society and has a number of related financial transactions with this organisation. Judith Crowhurst and Abbi Moore are also paid employees of the RSPCA (national Society).

SPOTLIGHT ON OUR WORK - here we showcase **our rehabilitation work**



A vet contacted us with concerns over the welfare of this beautiful cat, who was being shut out of the family home because of unwanted behaviour and child allergy.

Prince was showing unpredictable behaviour and had attacked his carers, unprovoked. He spent many months with our trustee Cat Pilbeam who is an experienced cat fosterer to see if he could be helped. Cat told us *“I discovered he had major trust issues and would prefer to attack then retreat if he felt unsure about things. He was a very confident cat and seeking human interaction, but wasn’t keen on hands or being touched.”*

Play was really important to him, so using feather teasers on a wand, I started interacting via play, which helped him release aggression and burn some energy. He could play for a good 20 minutes and after every play session I followed up with some positive association in the way of treats. I then slowly worked on touch. Prince was allowed to touch me but I never actively tried to touch him.

I spent hours with him, sitting quietly, talking softly to him. He always sat close by or occasionally got on my knee. Then I introduced a long handled brush, I would groom him with this. Also, when he was eating he would allow me to stroke him. Which again is positive association with touch. Slowly he was learning to trust, we had to move slowly but I was confident he was able to be rehomed”.

Prince found a wonderful home, with experienced cat people, who were willing to continue his training. He has been a very good boy ever since.

4. Objectives and activities

Summary of the objectives of the charity set out in its governing document	<p>To promote the work and objectives of the national Society Royal Society for The Prevention of Cruelty to Animals (registered charity number 219099), with particular reference to the area of the Branch, in accordance with the policies of the society.</p> <p>The objectives of the Branch remain unchanged from previous years.</p>
Charity's aim	The RSPCA as a charity will, by all lawful means, prevent cruelty, promote kindness to and alleviate suffering of all animals.
Summary of the main activities in relation to these objects	<p>The Branch promotes animal welfare in the local area primarily through veterinary assistance, neutering and rehoming.</p> <ul style="list-style-type: none"> • We offer discretionary support to people in need to help pay veterinary bills. • We respond to enquiries from the public about animals and offer free animal care advice by phone, social media, via leaflets and at our events, which promotes responsible pet ownership. • Where funds permit, the Branch takes in abandoned animals, including pets whose owners suffer ill health or financial difficulties, or pass away. We also support the national RSPCA by caring for animals taken in by the Inspectorate if there is no space at the national animal centres. • We continue to support the Inspectorate as a priority. • We undertake educational presentations and workshops with local groups and schools. <p>More detail on our activities can be found in section 5 below.</p>

5. Achievements and performance

A. Animal Welfare

Rehoming, adoption support and fostering

The RSPCA rehomes animals to people who can meet the needs of a companion animal in an appropriate environment.

Most rehoming in the local area is done by Millbrook Animal Centre, which is the nearest RSPCA animal centre to the Branch. The Branch also has space in foster homes and private boarding establishments for cats and rabbits who have been found abandoned or stray or have been taken in via the RSPCA Inspectorate when there is no room for them in an Animal Centre. They are cared for and rehabilitated, while we search for loving new homes. There are few dogs mentioned in our reports because we do not have the facilities or expertise to take them into our direct care and use other RSPCA branches and animal centres or other rescue organisations wherever possible. Animals in our care receive veterinary treatment, vaccinations, neutering and microchipping. Flea and other parasite treatments are kept up to date. This helps to control the incidence and spread of disease and suffering.

43 animals rehomed

- Dog
- Cat
- Rabbit
- Misc



During the year we rehomed 43 animals that came into our care. In addition to this, we took on responsibility for a number of other animals before finding them places in RSPCA animal centres. We advertise animals for rehoming on our branch website and Facebook page, as well as the national Society's main website; allowing us to reach a larger audience of prospective adopters. We are finding more and more often that all our facilities are completely full, yet it is so important that we can take in animals in need and give them a chance of a loving home.

Our animals can be loud, quiet, big, small, or three-legged - they all come with a personality and a past that's unique to them and it's our mission to find the perfect adopter to match them with. We support rehoming activity by recruiting and providing volunteers who undertake home suitability assessments as part of adoption support. Their role is to understand each animal's need (for space, stimulation, safety etc) and ensure that what potential adopters can provide matches these needs. They then follow up with the adopter later to ensure that the adoption has been a success. We now mostly undertake this support via video/phone calls rather than in person visits.

We carried out 43 adoption visits in 2022 (compared with 22 in 2021).

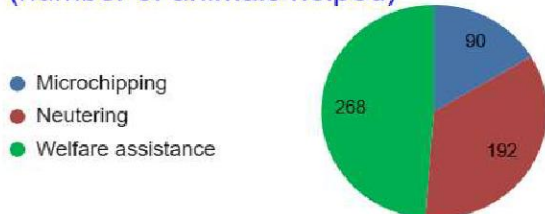
We have cat fosterers who give the special care and attention that is often much easier to provide in a foster home than in a cattery. If we have spaces in this preferred home environment, we can socialise and nurture cats meaning that they are more quickly restored to good health and able to be rehomed earlier. We are extremely keen to find other potential fosterers including cat and kitten fosterers, who will have support from our co-ordinator. This reduces the costs of boarding overall.

Our main rabbit fosterer has outdoor accommodation and has provided a great resource for the branch, the Inspectorate, and wider RSPCA needs by taking in rabbits to full capacity. Our indoor rabbit fosterers obviously have more limited capacity but provide an essential environment to those rabbits that cannot be housed outdoors - especially in the colder months. All of our fosterers have been invaluable in their work to rehabilitate rabbits in their care and progress them to rehoming with wonderful new forever homes.

Welfare assistance

We provide support to people in need to help pay their vet bills. The service is offered in certain circumstances to assist with difficulties experienced by pet owners faced with veterinary costs which they will struggle to meet. This helps to promote responsible pet ownership, prevent suffering, and reduce the numbers of unwanted cats, dogs, and rabbits.

Help given to owners (number of animals helped)



We assisted 268 animals in this way in 2022 (276 in 2021). We also helped with the neutering of 192 animals (147 in the prior year). 139 of these were cats where we offered subsidised neutering to owners under our World Spay Day initiative.

We had 77 animals in our care during the year and we have paid for all their necessary treatments. Our thanks go to the veterinary community for their invaluable help throughout the year.

We also paid Wildlife Aid in Leatherhead for the care of 92 animals including hedgehogs, badgers, foxes, bats, pigeons, owls, and ducklings (which was the same number as in the previous year). These cases originated in our branch area and were taken there by the Inspectorate.

Supporting the Inspectorate

The Branch continued to support the Inspectorate in their vital and sometimes distressing work. We do this through fostering or boarding and paying for veterinary treatment for animals signed over to the RSPCA. We also provide welfare assistance for veterinary treatment and neutering where the Inspectors find owners in need. We provided a dog bed and toys for staff to give out to cases in need and paid for flea and worm

treatment supplies to be held in their vans (helping owners improve care and keep their pets). The Inspectorate report is in a later section of the Annual Report.

Other welfare activities

We take in, free of charge, lost animals and take steps to reunite them with owners. This work benefits our local community (including local authorities) by preventing animals from straying and posing a risk to themselves and to people through road accidents. We respond to enquiries from the public about animals in the Branch area. The public benefits by knowing that we can and will intervene to assist animals in need.

Microchipping continues to help return missing animals to their relieved and delighted owners. We advertised a number of lost and found pets through the year but the care of unidentifiable, stray animals adds significantly to our work. Microchipped pets where contact details are kept up to date are easily reunited with their families, avoiding heartache for the owners and costs for the RSPCA.

For many years it has been the law that you must have your dog microchipped and your details kept up to date. We welcome the recent new legal requirement (in force from 2024) for cat owners to microchip their cats before 20 weeks old and to ensure their contact details are kept up to date in a pet microchipping database. This new law means that more lost cats can be easily identified and reunited with their owners, rather than being handed to rehoming charities like ourselves that are struggling with overflowing waiting lists. We believe all cats, dogs and rabbits should be chipped to ensure that a pet can be reunited with their owner, and to aid this we will pay for chipping where required. We microchipped 105 animals in 2022, compared to 82 in 2021.

B. Education

Education events

We engage children in educational activities at our fundraising events; for example they played spin the wheel for an animal welfare quiz at Ewhurst Parish Fair.

Unfortunately we had no success in engaging with local primary schools to deliver our educational events this year. This is disappointing as we have several trained volunteers and we want everyone to understand that – whatever their age or circumstances – they have the power to change animal welfare for the better. By understanding the causes of neglect or cruelty, we can prevent them from happening in the first place. Our events look at the work of the RSPCA, the welfare needs of animals and the action young people can take to help them at home, at school and in the local community. They are tailored to the audience following consultation with their teachers/youth leaders. We hope to seek new ways to engage with the primary schools to secure invitations in the future.

RSPCA Head Office have online educational facilities which we have promoted on our social media sites. Our welfare line operated throughout the year and provided advice to the general public to help with pets, wildlife, and farm animals.

Social media

Our social media content can be found at www.facebook.com/rspcaguildfordepsom and www.rspcaguildfordepsom.org.uk. You can see more about the Branch trustees and our work, find out about our welfare services, and learn about forthcoming campaigns and events. You can also obtain useful help and advice and contact us via these links.

Other educational activities

We continued to heavily publicise and support World Spay Day and Early Neutering Awareness by running a social media campaign to offer low-cost cat neutering and free microchipping for both male and female cats in the Branch area.

We continue to support Rabbit Awareness Week (RAW) promotions. In 2022 we carried on the previous initiative focussed on getting rabbits vaccinated against the deadly RHD2 disease. The virus causes internal

bleeding and is highly contagious. There is no specific treatment, which makes vaccination essential. Alongside the education campaign we offered subsidised vaccines in the branch area.

C. Fundraising

Fundraising events and activities

Our traditional fundraising events were impacted by Covid and its aftermath to a lesser extent than the previous year, as demonstrated by the table below. I am glad to report that as at the time of writing we have a full calendar of events planned for 2023, and are looking forward to chatting to the public about our work, and the animals we have available for rehoming.

Event type	2022	2021
Town centre collections	Nil	Nil
Store collections	Nil	Nil
Fetes and local fairs	601	Nil
Car Boot sales	162	124.50

We are so grateful that in addition to the events run by the branch, individual supporters continued to pursue their own fundraising activities and raised close to £1,000 in the year. As shown on our front cover the catnip mice knitted by one of our kind adopters were very popular! Several members of the committee had success selling second-hand items through social media or at vintage fairs/car boot/table top sales. Propagated indoor plants were sold via Facebook Marketplace, bringing in some extra pounds, and in the previous year someone sold their car through GiveaCar which donates all the sale value to charity.

The money raised by these activities is disclosed in the accounts against the following categories: Sales of New and Donated Goods, Branch Fundraising Events and Other Donations. However, Other Donations includes monies raised online as well as at events. Examples of our online receipts are being part of the Guildford Community Lottery and fundraising platforms such as Easyfundraising and Paypal, as well as donations made via our website.

Further details of how we use our income to help local animals can be found in section 5A.

Collection boxes

We would like to have more boxes out in the local area and continue to look for people to manage these boxes; recruits do not need to be branch members although we would encourage them to join our membership. In particular we would like to increase the number of collection boxes in Epsom and the surrounding areas. We would welcome suggestions for new locations and for people to manage collection boxes in the enlarged branch area.

D. Public benefit

Our objectives and activities are outlined in section 4 of this report. Performance against those objectives is detailed above. Our current short term and long-term aims can be found in section 7 of this report.

The trustees have reviewed the outcomes and achievements of our objectives and activities for the year to ensure they remain focussed on our charitable aims and continue to deliver benefits to the public. We have complied with the duty under the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission.

6. Financial Review

Overview

Overall expenditure in 2022 was down £13,107 to £71,407 compared to £84,514 in 2021. The reduction in expenditure reflects lower levels of donations made by the Branch in the current year that have been partially offset by increased animal welfare activities and the impact of inflation on the Branch's costs, especially the increased cost of veterinary treatments.

The percentage of total expenditure spent in the branch area on animal welfare has increased from 71% in 2021 to 88% in 2022. This reflects the lower levels of donations outside of the branch area in the current year (2021 included a £20,000 donation to RSPCA Canterbury and District Branch for increased cat pen capacity).

Income was £60,787 in 2022, down £3,879 compared to the £64,666 in the prior year. The fall in income is mainly due to the inclusion of a refund of donations from the Branch Emergency Fund of £5,561 in 2021. Adoption fee income increased in 2022 to £3,215 from £1,435 in 2021 as rehoming activities increased following the lifting of all Covid-19 restrictions that had impacted part of the prior year. The branch share of direct debit donations raised by the RSPCA HQ door to door fundraising campaign, which amounted to £46,436 in 2022 makes up 76% of the income in the current year (2021: £48,268 and 75%).

Overall, there was a net deficit for the year of £10,620 compared to a deficit of £19,848 in 2021. The Branch continues to hold significant reserves but aims to reduce these in line with the policy as described below.

The full accounts are provided later within the Annual Report.

Brief statement of the charity's policy on reserves

Reserves are those funds which are freely available for general purposes and have not been designated for specific projects or activities.

The Trustees have recently reviewed the reserves policy. Having considered the experience of the Covid pandemic and the current inflationary pressures facing the Branch (e.g. the increasing costs of veterinary treatments), the Trustees have decided to continue to hold general reserves to a level that, should all income cease, there would be sufficient funds in hand to run the Branch for approximately 24 months (previously 12 months). Based on this measure the Branch currently has excess reserves. The Trustees aim to reduce reserves over time by targeting increased levels of annual expenditure on activities or donations that further the animal welfare aims of the Branch.

The Branch invests surplus funds in capital-safe bank and deposit-based savings accounts where the deposits are covered by the Financial Services Compensation Scheme (FSCS).

7. Plans for the future

<p>Aims and objectives for the future</p>	<p>Our overriding aim is to continue to provide and promote animal welfare for the local area by providing financial assistance for those on low incomes, continuing with our fostering and rehoming work to ensure a healthy and happy lifestyle for adopted animals, and to support the national Society.</p> <p>In January 2021 the committee agreed our short and medium-term priorities and we aligned our goals with the new RSPCA strategy.</p> <p>Our main area of focus is to increase animal welfare across the Region by continuing and extending collaboration with other branches and organisations and supporting more people with animals in need. This is dependent upon and supported by 4 additional pillars:</p> <ul style="list-style-type: none"> • People • Revenue Generation • Strong Governance • Public Engagement <p>The 2019 merger still presents significant challenges to deliver this welfare work across the wider geographical area, as most of the volunteer resources came from the Guildford branch area. Consequently, volunteer recruitment is a key objective. Meanwhile we have plans to incrementally expand and consolidate existing activities across the wider area.</p> <p>Financial sustainability is primarily about revenue generation and spending control to fund the welfare work that we do. Our goal is to ensure the Branch remains in existence for (many) years to come. We review the best sources of income in order to best target our limited volunteer resources.</p> <p>The Plan is reviewed regularly and adapted to reflect changing circumstances and priorities.</p>
<p>Activities planned to achieve the objectives</p> <p>1. People</p> <p>2. Revenue Generation</p>	<ul style="list-style-type: none"> • Expand and effectively manage, utilise, and retain our volunteer network and membership • Define clear roles and responsibility for trustee and volunteer roles with a focus on succession planning <ul style="list-style-type: none"> • Set up a fundraising working group to provide a dedicated focus on revenue generation ideas • Develop a compelling fundraising plan (including an emphasis on digital) to rely less on door-to-door income • Empower and engage members and volunteers to spread our messages and support fundraising efforts • Diversify income generation by exploring alternative revenue streams

3. Strong Governance	<ul style="list-style-type: none"> • Continue our robust approach to managing and refreshing policies, procedures, and processes • Foster stronger connectivity, sharing, and leverage of best practices across the Branch Network
4. Public Engagement	<ul style="list-style-type: none"> • Build & enhance positive relationships with the public & our communities, including amplifying national RSPCA advocacy areas • Build our existing and/or adopt new digital channels to communicate branch activities and successes • Analyse 'Audience Profile' for each message/campaign/activity to ensure we're targeting the right demographic

SPOTLIGHT ON OUR WORK - here we showcase **our rehoming work**



Poppy found her new furever home in 2022 but it takes great teamwork to bring an animal into our care, assess them and care for them before finding an adopter.

In this particular case, our welfare assistance contact, Ann, had all the initial conversations with the struggling owner and arranged (over several difficult weeks) what had to be done to sign Poppy over to us. Our driver Steven handled the sign-over and collected Poppy, then settled her in at the fosterers and shopped for her food.

Rene kindly fostered and cared for Poppy, sending us photos and updates on her personality and likes and dislikes so we could work out what sort of adopter would be a perfect match for her. Our media volunteer Abbi promoted Poppy on Facebook using those photos.

Chair, Lucy, supported Rene and carried out the final adoption meeting after trustee Cat reviewed adoption applications and considered the best fit for Poppy. Cat also fed back to all the applicants, did a home visit check, arranged the meet and greet, and had a post adoption follow-up with the adopter. Finally, trustee Katrina helped with the admin; preparing adoption paperwork and medical history, advertising Poppy on Find A Pet, as well as the microchip transfers.

We were thrilled to get a picture from Poppy's new owner, showing her curled up on her lap the very same evening she was adopted!

Declaration

**The trustees declare that they have approved the trustee's report above.
Signed on behalf of the charity's trustees**

Lucy Pollard

Lucy Pollard. Hon. Chair

Date 30 May 2023

FINANCIAL STATEMENTS

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF R.S.P.C.A. GUILDFORD AND EPSOM BRANCH

I report on the accounts of the Charity (Registered Charity number 203608) for the year ended 31 December 2022, which are set out on the following pages.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act), and that an independent examination is needed.

It is my responsibility to

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

Basis of independent examiner's statement

My examination was carried out in accordance with 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 material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the 2011 Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

I 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.

JIM HALLIDAY, FCA
Chartered Accountant
74 Holly Hill, Southampton, SO16 7EY

30 May 2023

FINANCIAL STATEMENTS

RSPCA GUILDFORD AND EPSOM BRANCH STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2022

	NOTE	Total funds 2022 £	Total funds 2021 £
INCOMING RESOURCES			
Collecting Boxes		-	49
Sales of New and Donated Goods		-	25
Branch Fundraising Events		762	604
Branch Adoption Fees		3,215	1,435
Donations via HQ Door to Door Fundraising		46,436	48,268
Donations refunded from Branch Emergency Fund		-	5,561
Other Donations		3,038	2,847
Legacies		3,137	2,300
Membership Subscriptions		378	362
Investment Income	3	3,821	3,215
		<u>60,787</u>	<u>64,666</u>
RESOURCES EXPENDED			
Charitable Activities			
Veterinary Treatment on Branch Voucher Scheme		33,133	29,602
Neutering on Branch Voucher Scheme		9,969	10,806
Voucher Scheme and Charitable Expenses		260	594
Veterinary Treatment and Neutering of Unowned Animals		7,731	9,935
Boarding and Food		4,606	3,759
Wildlife		7,461	4,934
Donations		3,501	22,869
Branch Contribution to RSPCA Headquarters and Region		3,308	551
		<u>69,969</u>	<u>83,050</u>
Cost of Generating Funds	4	<u>20</u>	<u>17</u>
Governance Costs and Depreciation			
AGM/Annual Reports		214	297
Administrative Expenses		510	508
Depreciation		117	117
Insurance		577	525
		<u>1,418</u>	<u>1,447</u>
TOTAL EXPENDITURE		<u>71,407</u>	<u>84,514</u>
NET MOVEMENT IN FUNDS FOR THE YEAR		<u>(10,620)</u>	<u>(19,848)</u>
TOTAL FUNDS Balance Brought Forward		277,394	297,242
TOTAL FUNDS Balance Carried Forward		<u>266,774</u>	<u>277,394</u>

FINANCIAL STATEMENTS

RSPCA GUILDFORD AND EPSOM BRANCH

BALANCE SHEET

AT 31 DECEMBER 2022

	NOTE	2022 £	2021 £
FIXED ASSETS			
Tangible fixed assets	6	60	177
CURRENT ASSETS			
Debtors	7	3,476	2,262
Investment Bank Accounts		255,000	286,047
Cash at bank - Current Account		15,732	20,364
		<u>274,208</u>	<u>308,673</u>
CREDITORS (falling due within 1 year)			
Creditors		(7,494)	(31,456)
NET CURRENT ASSETS		<u>266,714</u>	<u>277,217</u>
NET ASSETS		<u>266,774</u>	<u>277,394</u>
UNRESTRICTED FUNDS		<u>266,774</u>	<u>277,394</u>

Approved by the Trustees on 30 May 2023 and signed on their behalf by:



Hon. Chairman



Hon. Treasurer

FINANCIAL STATEMENTS

RSPCA GUILDFORD AND EPSOM BRANCH NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2022

1. ACCOUNTING POLICIES

A General

The accounts have been prepared under the historical cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice: Accounting by Charities.

The accounts have been prepared on an accruals basis.

B Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received, and the amount can be measured reliably.

Donations are recognised when the Charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Legacies are recognised on the earlier of either (a) the date that probate is granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made, or (b) when a distribution is received from the estate. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition has not been met, then the legacy is disclosed in the notes to the accounts. Legacies received via the Branch legacy scheme are grossed up for the administration charges deducted, with the associated charges shown as expenditure in the year the legacy is credited.

Investment income is recognised on an accruals basis.

C Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

D Tangible fixed assets

Depreciation is provided on equipment at a rate of 25% per annum to write off the assets over an estimated useful life of 4 years.

FINANCIAL STATEMENTS

RSPCA GUILDFORD AND EPSOM BRANCH NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2022

E Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds represent those unrestricted funds which have been ring fenced by the trustees for a specific purpose.

Restricted funds can only be used for particular restricted purposes, within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

2. STATEMENT OF BRANCH COMMITTEE'S RESPONSIBILITIES

Charity law requires the branch committee, as trustees, to prepare financial statements for each year which give a true and fair view of the charity's financial activities during the year, and the financial position at the end of the year. In preparing these financial statements, the trustees are required to:

- select suitable Accounting Policies and apply them consistently
- make judgements and estimates that are reasonable and prudent
- prepare financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business

3. INVESTMENT INCOME

	2022 £	2021 £
Interest on Investment Bank Accounts	<u>3,821</u>	<u>3,215</u>

4. COST OF GENERATING FUNDS

	2022 £	2021 £
Pitch fees and licences	<u>20</u>	<u>17</u>

5. COMMITTEE MEMBERS' EXPENSES AND REMUNERATION

No committee member received any remuneration, and the branch has no paid staff. Five committee members were reimbursed a total of £3,023.48 for costs incurred.

FINANCIAL STATEMENTS

RSPCA GUILDFORD AND EPSOM BRANCH NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2022

6. TANGIBLE FIXED ASSETS

EQUIPMENT	2022	2021
	£	£
COST		
At 1 January	469	469
At 31 December	<u>469</u>	<u>469</u>
DEPRECIATION		
At 1 January	292	175
Charge for year	<u>117</u>	<u>117</u>
At 31 December	<u>409</u>	<u>292</u>
NET BOOK VALUE		
At 31 December	<u>60</u>	<u>177</u>

7. DEBTORS

	2022	2021
	£	£
Prepayments and accrued income	2,563	1,263
Other debtors	<u>913</u>	<u>999</u>
	<u>3,476</u>	<u>2,262</u>

8. POST BALANCE SHEET EVENTS

On 9 February 2023 the Branch received notification from a firm of solicitors in connection with the distribution of an estate, which included a legacy of £64,946 to the Branch. Prior to this notification, the Branch had no knowledge of this legacy. In accordance with our accounting policy on legacies, this will be accounted for as income in 2023. The funds, which are unrestricted, were received by the Branch on 21 February 2023.

RSPCA Surrey Inspectorate Team - Annual Report 2022

Two happy events to begin with!



I am delighted to be able to give the news that Inspector Lauren Evans and her husband Clayton welcomed their beautiful twins Emelia and Kobe into the world in June. The whole team wishes all of them the very best for the future. We hope to have Lauren back with us later in 2023.



On the same happy theme, Inspector Nat Kitchen went off on Maternity Leave at the end of the year and she and her husband Fab welcomed the birth of gorgeous Sofia a few weeks later. Again we wish them all the very best. We hope to have Nat back with us early in 2024.

In March, we sadly said 'farewell' to Inspector Andrew Kirby who rejoined the Sussex team. Myself and the team would like to thank Andrew for all of his hard work while he was a part of the Surrey group. However, on a happier note, March also saw the official arrival of our two new Animal Rescue Officers following completion of their initial 6-months training. Ben Fitzcosta and Sam Matthews have fitted into the team extremely well and have both proven to be hugely committed and dedicated officers. They both bring invaluable experience from their previous roles, and we are delighted to have them with us.



2022 saw a real effort to increase the numbers of our Wildlife Casualty Volunteers (now called Animal Rescue Volunteers). In Surrey we now have 6 ARVs, and we are hoping to recruit even more early in 2023. They are an invaluable resource who can free up Inspectors and AROs to focus on the more complex rescues and complaint work. I would like to thank all of our ARVs (Lucy, Ros, Alex, Katie, Tess and Charlie) and we are delighted to have them in the Surrey team.

Surrey officers instigated 8 prosecution cases files, three of which are either still in the investigation stage or waiting for court hearings. Here are some of the cases we have dealt with:

Inspector Liz Wheeler secured a Caution against a dog owner in Redhill. The dog was handed in to a local vets as a stray and was suffering from very weak back legs due to muscle wastage and weight



loss. The dog owner had several other dogs at her address which were all in good body condition, and the owner agreed to accept a Caution.

DCI Sandy Barlow also secured a Caution against a couple in the Feltham area who had 4 underweight GSD Husky cross dogs. One dog, in particular, was very weak and barely able to stand. I am pleased to report that all 4 dogs were signed over at the earliest opportunity by the owners and were taken to RSPCA Leybourne for rehoming. The owners had no other animals and were reminded of their responsibilities with owning animals.

Inspector Nat Kitchin investigated an allegation involving an elderly Patterdale-x terrier dog in Harrow. Nat found that the dog was underweight and had some severe skin issues. Due to the dog's advanced age and health problems, the decision was taken by a vet that this dog sadly needed to be euthanased. Following a thorough investigation into the background to this incident, a Caution was issued to the owner for their failure to seek veterinary attention.



Inspector Wheeler secured another Caution against an owner in the Morden area who had 20 cats living in a squalid environment at her home address. The owner, who was in hospital at the time, agreed to sign over all of the cats at the first opportunity. A fantastic joint effort between RSPCA Millbrook, RSPCA Mount Noddy, RSPCA Patcham and the Sussex North branch meant we were able to take them all out of their awful living conditions. I would also like to thank Insp Jo Bowling and ARO Sam Matthews, both of whom assisted with this incident, including catching and transporting this large number of cats - it really was a team effort.

Inspector Liz Wheeler secured a 'guilty' plea from the owner of a 7-year old Doberman dog in the Redhill area. The dog had significant untreated wounds. The owner was summonsed to attend court and pleaded guilty to an offence of failing to provide veterinary treatment for her dog. She was ordered to pay £800 costs and to carry out 70 hours of unpaid work under a Community Order. The owner also finally agreed to sign the dog over to the RSPCA and he will hopefully find a new home in the very near future.

We have several cases still waiting for either court dates or for a decision from our Prosecution team. This includes a complex case being led by Inspector Leanna Hone involving several possibly deliberate injuries inflicted on a small dog by one of the owners. Whilst we wait for this matter to proceed, I am pleased to report that the dog has been signed over and is due to go to a new and loving home very shortly. Non-accidental injury' cases are always difficult to prove, and I would like to thank Leanna for her efforts with what has proven to be a complicated case, involving multiple veterinary experts.



Here are some examples of the wide variety of rescues and collections undertaken by Surrey officers. Many of them demonstrate the valuable 'partnership working' which we undertake with RSPCA colleagues and external agencies.

ARO Chloe Wilson was called to Aldershot to collect a small fox cub found alone in someone's garden. The cub had been monitored for several days but the caller became concerned that it couldn't be left unattended any longer due to its young age. Chloe transferred the cub to Hydestile Wildlife Rescue,

where he joined a group of other orphaned fox cubs. A good example of 'partnership' working with a local and supportive organisation.

Animal Rescue Officers Sam Matthews and Louis Horton did an amazing job of releasing a deer caught in netting in a garden. With temperatures soaring the deer was struggling with the heat. Sam and Louis were able to cut the deer free and release it uninjured. Loose netting in gardens is a common problem and often results in animals becoming trapped or entangled.

An unfortunate cat in Warlingham had been stuck up a tree for 7 days. ARO Ben Fitzcosta attended several times during the week and, despite 2 attempts by Fire & Rescue, the cat was still no closer to being brought down. Ben managed to secure the services of a tree surgeon to help, and very quickly the cat was rescued. The cat was microchipped and was soon returned to a very grateful owner who had no idea where the cat had gone. Another really good example of partnership working between different agencies.

Inspector Jo Bowling was called to a house in Addlestone concerning a family who were struggling to deal with too many dogs. Jo managed to get one of the puppies signed over. The puppy was taken in by a fosterer from the Woking branch, who later rehomed her to a fantastic family. The Branch also arranged for financial help to get the mother dog neutered. Jo went back to the same address at a later date and managed to get the mother dog signed over too. Once again Woking branch helped to place her into a foster home. This is an excellent example of how the Inspectorate and all of our fantastic local Branches work together in partnership.



Inspector Pete Yarde responded to a call from the Guildford & Epsom Branch to assist with catching a female cat and her 3 kittens who were living as strays in a shed. The shed was full of clutter, making the rescue a lot harder. With the assistance of ARO Chloe Wilson, the 3 kittens were successfully caught and then the adult female (via a trap). All of the cats were taken to Millbrook Animal Centre where the cat and kittens were later rehomed. I know the Surrey team would like to join me in thanking all of the Millbrook staff for their assistance with this incident and for the numerous other incidents they have helped us with throughout the year.

As always, I would like to thank all of our 'partner' organisations who have continued to assist us in working for animals. This includes local Police, Fire & Rescue, vets, local authorities and other animal charities / wildlife rescues. It is amazing and encouraging that so many different agencies work together for the same cause. Special thanks to our approved hedgehog and bird rehabilitator, vet Hannah Tombs. She has provided an invaluable level of support throughout the year and has taken on and rehabilitated a large number of wild animals. Many thanks to the Woking & District Branch, the Guildford & Epsom Branch and the Hants & Surrey Branch, all of whom kindly contributed towards some new incubators for Hannah to use. On the subject of our local Branches, I would also like to express my gratitude, on behalf of the whole Surrey team, to all of our local Branches for their help and support during 2022. It really is a team effort and, whether it be assisting with veterinary invoices / funding wildlife treatment, arranging boarding or taking on and rehoming animals, we could not have done all of the things we did to alleviate animal suffering and improve welfare without the assistance of all of the Branches we work alongside. Thank you to all

Rob Jackson

Chief Inspector, Surrey

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VICTIMS OF THE PUPPY TRADE

Getting a puppy (or a dog) should be a joyous event following research into the type of dog that will suit your family / lifestyle and ensuring the 'breeder' is genuine.

Sadly since the pandemic, the desire to have a pet has risen massively and the demand for dogs (especially puppies) increased. As a consequence it created a perfect opportunity for those only interested in making money to breed dogs indiscriminately, often mixing unsuitable breeds to fuel the current 'fashions', with no consideration for any genetic imperfections, the welfare of the mother (who often spends years confined in a barren cages in a barn) or resulting puppies.

Once these 'breeding machines' have fulfilled their use older breeding bitches are frequently dumped, the lucky ones may be "found" usually in appalling conditions i.e filthy, matted, with overgrown claws and medical conditions resulting from over breeding and not receiving appropriate veterinary care.

In the run up to Christmas 2021 the incidence of such wicked acts started to increase but thanks to the kindness of the general public several such victims were brought to the attention of our branch (or other local branches); veterinary treatment was immediately authorised and safe spaces found for them to recover prior to starting a new life in a loving environment.

This is the story of one of those dogs – Molly.



She was taken to one of the vets in our branch area and they immediately made contact with us. Her condition was typical and she was suffering from the early stages of a pyometra (a very serious womb infection that can cause death). After providing her with all the necessary medical treatment along with a good bath but not perhaps the best haircut it was time to find a place for her to convalesce.

Having dealt with the recent influx there was no more room but after all she had been through the thought of her spending her recovery in a kennels was out of the question. After a few phone calls a plan was agreed. Molly

was taken to one of the branch trustees, a dog owner who also had experience of the breed. Molly was gradually introduced to her dogs (very important as you cannot assume pets will welcome another member) and so Molly's introduction to everything she had been missing commenced. such as walking on a lead, meeting other dogs/people and enjoying all the sights and sounds

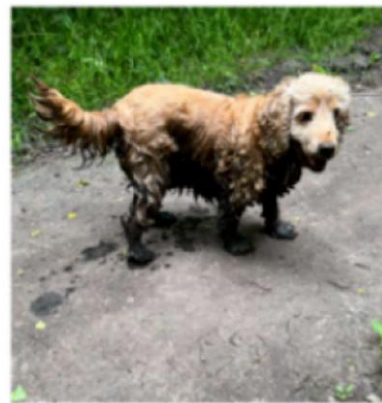
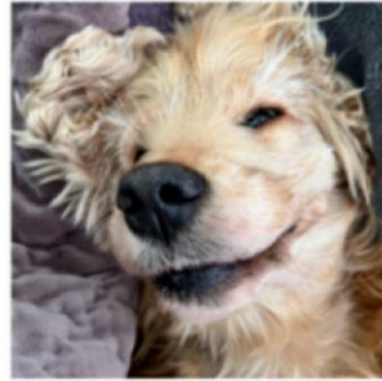
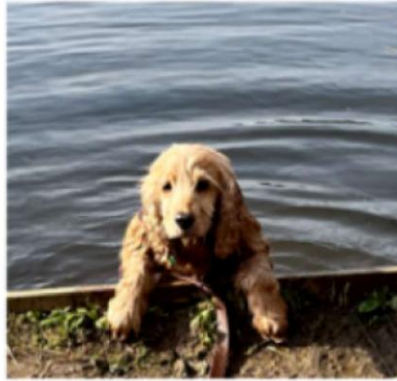
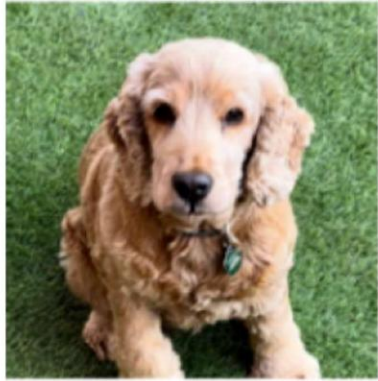
As the weeks passed thoughts of rehoming her became possible. Whilst she could be a little diva her winning smile and dinnerplate feet would be sure to attract someone. Of course not knowing her background meant any potential owner would be made fully aware and their expectations may need consideration.

After a couple of unsuccessful 'dates' there was the offer of a home with a 'sister' dog, the potential adopters were actually keen to have a slightly older dog so a meet and greet was arranged. Early signs were positive and after further meetings it was agreed to proceed (with of course the assurance that in the event that any problems arose 'we' were there to offer support and if necessary take her back)

Any concerns however were unfounded and Molly soon got her paws under the table, selected her favourite chair and has both her new Mum & Dad wrapped round her paws!

SPOTLIGHT ON OUR WORK - here we showcase an all too frequent case of prevention being better than cure

Molly, pictured below, was handed into a vet in a terrible state. Her full story is on the inside back cover but she had been used for breeding and left abandoned when she was no longer financially viable. Her road to recovery was expensive and long, and completely avoidable had she been neutered and groomed regularly.



Volunteer Ann kindly took Molly into her home to enable her to recuperate after we had her spayed. Whilst fostering a dog or puppy can be extremely rewarding it is not without challenges. Dogs come in all shapes and sizes and their backgrounds and experiences of people vary enormously. As a branch we would usually network dogs into our centres where they can be fully health checked and assessed for appropriate rehabilitation (most centres have trained behaviourists). The journey towards a new "fur ever" home is likely to include basics such as housetraining, regular visits to the vet, lots of 1 to 1 time, exercise and socialisation.