

***Greyhound Rescue Wales
Annual Report 2018-2019***

ABOUT US



ORIGINS OF GREYHOUND RESCUE WALES

Greyhound Rescue Wales began in 1993 with a small group of people trying to rescue Greyhounds and Lurchers in the Swansea area. Over the next few years the organisation grew quickly and attracted support from many parts of Wales. Greyhound Rescue Wales became a registered charity in 1996 when it covered the whole of Wales and is the longest established Greyhound charity in Wales and the only all Wales charity dedicated to rescuing and re-homing Greyhounds and Lurchers. GRW is a charitable company limited by guarantee, company number 08411721, charity number 1152650, and was established in this new form on 2nd June 2013.

WHAT WE DO

Greyhound Rescue Wales campaigns endlessly to spread the message that Greyhounds and Lurchers make wonderful pets and companion dogs. We continue to work with key partners to make sure that all Greyhounds in Wales receive protection in law in the future. Greyhound Rescue Wales is a mainly voluntary organisation so all the funds we raise are put to good use with the lowest possible overheads.

WHERE OUR DOGS COME FROM?

Our dogs are given to us directly by their owners. Our dogs receive all the loving care and veterinary treatment they need for as long as they are with us. All are also neutered, vaccinated, wormed and micro-chipped. We take dogs from trainers associated with the Valley Racetrack in Ystrad Mynach, a number of whom have benefitted from the Last Hope Scheme, as well as other sources

ORGANISATION AND STRUCTURE

Greyhound Rescue Wales is a membership organisation. It is a democratic organisation managed by a board of trustees, who are elected annually at the Annual General meeting of members. All members and supporters are kept in touch through the twice-yearly magazine "Greyhound Express" and other communication methods.

You can help the charity by volunteering for some of the important tasks such as raising funds, visiting prospective adopters, transporting dogs, fostering, supporting our shops etc. We have to raise all our money ourselves and we make sure it goes a long way. We pride ourselves on our cost-effectiveness and this is only possible because of the dedication of our volunteers and members.

Many animal lovers will be aware of the plight of the greyhound. Although many owners of racing hounds take their responsibility towards the breed seriously, some are not so thoughtful, and see dogs as commodities and will discard dogs once they are past racing age (typically about three to four). Their placid nature makes them ideal pets for a happy life in retirement.

OUR OBJECTS:

- For the benefit of the public, principally but not exclusively in Wales and its environs, to promote the welfare and relieve the suffering of greyhounds and greyhound cross breeds (lurchers) in need of care and attention, and in particular to provide and maintain rescue homes or other facilities for the reception, care and treatment of such animals.
- To promote more humane behaviour towards animals by providing appropriate care, protection, treatment and security for greyhounds and greyhound cross breeds that are retired, unwanted or in need of care and attention by reason of sickness, poor circumstances or ill usage, and to educate the public in matters pertaining to animal welfare in general and the prevention of cruelty and suffering among dogs

TRUSTEE'S MESSAGE

Greyhound Rescue Wales (GRW) began its work in 1993 and is the only all Wales charity that deals solely with retired greyhounds and lurchers.

Between March 2018 and February 2019, the work of Greyhound Rescue Wales involved the movement of 106 dogs in and 110 out which amounts to managing the movement of a dog every 1.5 days. In order to do this amount of work, we depend upon fundraising, volunteers and staff.

We are a small charity that in the last five years has grown significantly. Turnover this year was in the region of £500,000 amounting to over 5000 financial transactions dealt with during the year. The charity is a Company Limited by Guarantee, owns its own Rehoming Centre, rents 4 shop premises and employs 13 full and part-time staff.

OUR VISION

The sad but truthful fact is that many greyhounds and lurchers face a terrible future once their usefulness has come to an end. Whilst some owners and trainers keep their dogs as pets when they retire and some hand them in to charities for homing, others simply dispose of them heartlessly.

Our vision is to rescue dogs that face these terrible fates, to be able to rehabilitate and rehome them as family pets.

OUR VALUES

- ✓ Our dogs and their welfare are at the centre of everything we do.
- ✓ We never put a healthy dog to sleep.
- ✓ Our dogs receive all the care and veterinary treatment they need for as long as they need it. Every dog we rescue is neutered, vaccinated, wormed and micro-chipped.
- ✓ Not only will our dogs be given the physical care and treatment they need but we will endeavour to ensure they receive the exercise, socialisation and human attention they deserve.
- ✓ GRW campaigns ceaselessly to spread the message that greyhounds and lurchers make wonderful pets.
- ✓ GRW uses all the funds we raise for the benefit of the dogs, with the lowest possible overheads.
- ✓ Whilst GRW does not condemn outright greyhound racing or hunting with lurchers, the charity works tirelessly to promote responsible ownership of all dogs.
- ✓ GRW does however, condemn all cruelty to greyhounds and lurchers and we seek actively to engage with as many owners as possible, work with other rescues and those with influence, to secure better outcomes for dogs that have been used in both racing and hunting.
- ✓ GRW values and respects our volunteers, supporters and staff
- ✓ We are open and honest
- ✓ We comply with animal welfare standards

OUR STRATEGIC AIMS

To give them the life they deserve - rhoi gwell bywyd iddynt . We strive to make a difference to the lives of greyhounds and lurchers by ensuring they have a life after racing or hunting; a life they deserve.

In pursuit of its aims, GRW seeks to maximise the positive impact on:

- ✓ **The community** - by creating local employment, purchasing goods and services locally whenever appropriate; providing volunteering and learning opportunities particularly for disadvantaged or marginalised groups within the community;
- ✓ **The environment** - by seeking to conserve resources such as energy and water; by promoting bio diversity and a healthy natural environment on the land which it owns.

HELPING US GET THERE

The strategic priorities of the charity are:

- ✓ To exert a positive impact on greyhound and lurcher welfare in Wales
- ✓ To work with other organisations to relieve suffering of greyhounds and lurchers
- ✓ To be cost effectiveness in all our dealings
- ✓ To have a positive impact on the broader social and environmental spheres
- ✓ To be sustainable into the future

This year we have strived to:

- ✓ rehome at least 100 dogs into permanent homes
- ✓ ensure that no dogs are returned through poor assessment or lack of information to the adopter
- ✓ ensure that systems and processes are refined and consolidated
- ✓ be in a sound financial position
- ✓ develop the business ethos within the charity
- ✓ maintain Hillcrest Cottage to a high standard as our most tangible asset
- ✓ have small self-supporting groups of volunteers all over Wales empowered to carry out activities on behalf of GRW



CHAIR'S REPORT

An introduction from Lindsay Jackson, Chair



This report sets out the highlights of Greyhound Rescue Wales' last financial year. We are at last in a positive financial position and are getting nearer to the aim of being a charity that is sustainable for the future. The Trustees are structured on a Warp and Weft Model – with Rescue and Rehoming and Retail as the 2 main Warp threads and Infrastructure and Support System as the Weft. There is a new Strategic plan in place for 2019-2020 and the teams are very effective.

The restructured team in Rescue and Rehoming have done excellent work over the year, they have managed the movement of more dogs in and out of Hillcrest Rehoming Centre, have recruited more volunteers and have loved driving dogs around in their "Support Adoption for Pets" sponsored van. Because of the partnership work around the Valley Track, we have taken in more Last Hope dogs – those with significant injuries and have developed great expertise in rehabilitating and rehoming trippaws and others. The Hillcrest Rehoming Centre is managed superbly by Abbie Conway, with Sandra Wynne having overall responsibility for Rescue and Rehoming.

60% of our net income comes from the GRW charity shops in Blackwood, Cardiff, Swansea and Merthyr Tydfil. The staff and volunteers very ably led by our Retail Business Manager, Judy Badcock, have done another excellent job over the year. Judy has now got her own GRW 'wheels' in the form of a van to transport goods around the shops. The staff and volunteers have visited Hillcrest and the Hillcrest staff and dogs have visited the shops. A major innovation this year has been to automate the collection of Gift Aid through the improved till system. It allows the shops to record the donations and inform donators of the value of those goods to be able to claim the 25% Gift Aid from HMRC. This has generated extremely valuable additional funds this year – some £17,000.

Infrastructure and Support Systems are the glue that keeps GRW together, have continued to develop over the year. Animal Shelter Manager, the Management Information System is proving to be a great asset in keeping track of the dogs, their movements, history, membership, donations and Gift Aid as well as providing an up to date view of Hillcrest, detailed reports and all GRW's records. Finance systems using QuickBooks Online are much more refined and are giving Trustees the detail they need about our financial health on a monthly basis. The use of GoCardless for direct debit payments has made life much easier for donators and GRW. There is an updated Website, Communications have improved and GRW has had a greater media presence this year. A volunteer in Karen Townend has joined GRW to receive all incoming communications and she has proven to be invaluable.

Fundamental to all our work is that contribution made by volunteers and we have worked hard this year to develop and strengthen our volunteer strategy. We are still a way away from having lots of groups of volunteers all over Wales; however, the new group in Aberystwyth is doing well. Our Grants team have been successful in obtaining funds from Support Adoption for Pets to help us with purchasing the GRW van and in obtaining funds to help with Last Hope vets bills. We were also successful in a bid for Last Hope funding from Tesco, Ammanford and a grant from Battersea Dogs and Cats Home for the Valley Project.

Partnership working has strengthened over the year with relationships increased with other Rescues, especially Hope, Battersea, Dogs Trust and the RSPCA. We have maintained our membership of the Association of Dogs and Cats Homes and continued the excellent work with Study Aid at Swansea University Students Union. GRW has initiated a Greyhound Welfare Working Group, which we now Chair, under the auspices of the Animal Welfare Network for Wales. This aims to achieve welfare benefits for Greyhounds currently racing in Wales. Gains have been made in developing a Greyhound Welfare Code of Practice.

Our Patrons, Boyd Clack and Kirsten Jones continue to support our activities and GRW is overseen by a very able and hard-working group of Trustees. We continue with their support, to strengthen the leadership and governance of our charity. We move into next year with increasing confidence in a strong team of staff and volunteers.

Lindsay Jackson
Chair

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

RESCUE OPERATIONS

This is the core of our business.

We are pleased to be able to report that following a turbulent year, 2018-2019 has been calmer at Hillcrest under the leadership of Abbie Conway (Hillcrest Centre Manager) and Sandra Wynne (Rescue & Rehoming Manager) and with the endless support of our superb volunteers at Hillcrest, adoption numbers have increased.

Animal Shelter Manager is the main tool used for all rescue and rehoming procedures. All potential adopters' details are logged there, along with details of all our dogs, their movements, adoptions and follow up visits carried out by home checkers. This is a management system that the team at Hillcrest couldn't do without.

Objective: Rehome at least 100 dogs into permanent homes

Rescue figures are collated monthly and an up to date review of the statistics is instantly available for any defined period using Animal Shelter Manager.

For the full period March 2018 – February 2019, the total dogs rescued was 72, with 75 rehomed. For the first six months of the period, 51 dogs were homed and in the second six months 24. These figures do not include dogs that went into and out of foster homes, or dogs that were returned from adoption.

The homing figures are below our target. However, the same trend has been reported by other rescue organisations. Our aim is to sustain and build upon this in 2019-20.

During the year we have about 25 dogs on average in our care at any one time, with up to 12 housed at Hillcrest and others in foster homes, some of which are long term foster dogs.

Objective: Ensure that no dogs are returned through poor assessment or lack of information to the adopter

16 dogs were returned from adoption during the year of which 12 have been readopted, 1 is in foster, 1 is in permanent foster, 1 passed away due to natural causes in the care of Hillcrest and 1 is housed at Hillcrest for further training and assessment. The reasons for the return of dogs are many and various, but mostly for family reasons such as changes in circumstances meaning the dog cannot be cared for any longer. Adopters tell us that they receive excellent information about the dog they receive, alongside excellent after care.

Objective: Ensure that systems and processes are refined and consolidated

The new members of the Rescue Team have settled in well during 2018/9. The team members are now Steve Tom (Trustee for Rescue & Rehoming), Val Ball (deputy Trustee for Rescue & Rehoming), Sandra Wynne (Rescue & Rehoming Manager) and Abbie Conway (Hillcrest Centre Manager), Elaine Morris, Alison Stubbins (kennel

assistants). Becky Jones, Carys Evans and Alison Pugh have also provided valuable assistance alongside key volunteers Deb Fawkes-Williams, Magdalena Gryczmanska, Nerys Royal, Peter Harris, Siobhan Searle, Fiona Fair and Eryl Thomas.

It's worth noting that none of the above would be possible without our volunteer home checkers based all over Wales. This team give up their evenings and weekends to carry out home checks to ensure the potential homes for adoptions meet our criteria. They certainly are the 'eyes and ears' of Greyhound Rescue Wales. We would always welcome new home checkers.

The Rescue Team meets regularly to review and develop its work. It is now well organised, and its processes are more transparent and efficient.

Abbie says:

After a difficult year staffing wise, Hillcrest is now running smoothly, complemented by a full staff team and supported by a loyal core of regular volunteers.



I took over as resident Centre Manager of Hillcrest in June 2018 and work alongside Sandra Wynne as Rehoming Manager. This gives the Rescue & Rehoming function a strong, committed base management team, working well in partnership together. Our fantastic Kennel Assistants are Elaine Morris who works full-time, along with Alison Stubbins who works two days a week. Both are highly skilled and totally dependable ensuing the kennelling runs smoothly on a daily basis.

We are lucky to be supported by several experienced volunteers who very generously give up their time each week. We are very grateful to Siobhan Searle, Fiona Fair and Pete Harris who are important additions to the team. The front-line team are guided and very well supported by Trustee's Steve Tom and Val Ball, who are always available for advice.

Day to day life for the Hillcrest is busy and filled with a variety of activities designed to fulfil each dog's needs both physically and mentally. Kennels open at 7am, when dogs are fed, and all areas are disinfected. All dogs are given the opportunity for off-lead exercise in our fully enclosed field after breakfast.

During the middle part of the day staff will be kept busy with either Vet runs for dogs needing medical attention or running enrichment activities. These activities include:

✓ 1:1 work in our Sensory Hut where dogs are

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encouraged to utilise their sense of smell to seek out treats and build confidence and body awareness via numerous multi-textured surfaces.

✓ *Trips out to our local park or town where dogs begin to learn socialisation skills with other breeds of dogs, new people, traffic etc.*

✓ *Ball games and basic training on*

our manège

- ✓ *1:1 time in Hillcrest Cottage where dogs begin to learn house skills aimed at easing their transition into a new home*

Later in the afternoon, all dogs are once again offered off-lead time in the field before having their evening meals. Bedtime is at 7.30pm, when dogs are tucked in for night in warm kennels with a bedtime biscuit!

Assessment is an ongoing process at Hillcrest beginning the day a dog arrives and continuing throughout their stay. Staff will support dogs in a variety of new experiences and situations and all progress is recorded.

Prospective adopters are very carefully matched to a suitable dog, that would be the best fit for their personal circumstances.

Additional projects that have been implemented during the year are; an allotment and a fruit tree orchard, which are growing well, and we are hopeful for a good harvest to take to our local Garden Market for the purpose of raising awareness about GRW later this year. Canine Massage has been introduced to support the rehabilitation of dogs who are recovering from injury, this has been particularly helpful for our cohort of Last Hope dogs who benefit from additional physical support. The Sensory/Enrichment Hut, which is a fantastic tool for 1:1 work aids new dogs confidence and progress from working dog to family pet.

WORKING IN PARTNERSHIP WITH OTHER RESCUES

The Valley Track Project

The Valley Track in Caerffili County Borough is the only remaining greyhound track in Wales. As the leading Greyhound Rescue in Wales, GRW has a clear mission to help dogs retiring from Valley find homes as family pets. In 2018 Hope Rescue initiated a multi-agency partnership in parallel with the launch of the Greyhound Working Group. The aim of the partnership is to ensure that all greyhounds retiring from Valley have a fast access place in a reputable rescue with high welfare standards. Partner organisations include: Battersea Dogs and Cats Home, Blue Cross, Dogs Trust, Forever Hounds, Gables Farm, GRW, and Hope Rescue.

GRW and Hope Rescue successfully applied for funding from Battersea Dogs and Cats Home during 2018-19 to allow a paid co-ordinator to be employed. This allowed the project to be consolidated and it is now continuing on a voluntary basis.

The project involves volunteers attending every race meeting. This has allowed better relationships to be built with owners and trainers of racing greyhounds most of whom are now offering to sign their dogs over to Hope Rescue once they are ready for retirement. Hope Rescue then conducts an initial assessment of the hounds and transfers them to a suitable rescue for rehoming.

This initiative has rescued over 100 greyhounds in the past year, including injured dogs taken in by GRW under the Last Hope scheme.

LAST HOPE FUND

The Last Hope Fund was set up to pay for veterinary treatment for greyhounds and lurchers whose injuries meant their lives would be at risk. It is named after the greyhound Last Hope who was found shot through the head, on a mountainside near Caerphilly in 2004. GRW has since then used its funds to pay for veterinary treatment of injured dogs coming off the track. In 2018-2019 the average cost per dog for this treatment was £3,200.



Over the last year, 12 Last Hope dogs have been helped by GRW. 10 dogs have been adopted, 1 dog has been transferred to the Dog Trust and sadly, 1 dog (Billy) died on the operating table. The injuries sustained by 6 Last Hope dogs were very serious and an amputation was their only treatment option.

Fundraising

The high cost of treatment received by our Last Hope dogs means that the Last Hope Fund needs to be regularly replenished so that we are able to help newly injured dogs. This is done through various fundraising events, donations and grant applications. In the last 12 months, £4,000 from Tesco's 'Bags of Help' was paid into the Last Hope Fund after customers of the Ammanford store had voted for GRW's project.

The online "Pawsome Auction" in November 2018 and the Valentine's Day Photo Competition in February 2019 were run for the second year. A special thank you goes to organisers of an online auction "Books and Bags" (Darcie Boleyn and Kerry Parker), online auction "Sooper Snood Sunday" (Kerry Parker) and Mr Ash's Birthday Raffle. These fabulous events added £3,600 to the Last Hope Fund.

A new category has been added to the Sponsor a Dog scheme whereby regular payments can now be made specifically for a Last Hope Dog.

HILLCREST DEVELOPMENTS

Objective: maintain our Sanctuary – Hillcrest Cottage – to a high standard as our tangible asset



Hillcrest remains the 'jewel in the crown' of GRW. It is a tranquil environment for our dogs and there are plenty of opportunities for on and off lead enrichment activity. The house is warm and welcoming and has been refurbished to be 'dog friendly', with easy to clean flooring, baby gates to separate areas and sofas for 'roaching' on! There is an 'Assessment Room' for the dogs to learn about living in a house and there are crate spaces for dogs that are rehabilitating after injury.

The grounds are extensive and have been maintained in a way that suits the dogs. There is an ongoing battle with the drainage on site as in wet weather; the ground is very soggy, compounded by it being situated on the side of a mountain! The kennels are warm and cosy in winter with heat lamps and superb beds for the dogs, but as they are accommodated in old timber construction stables, they are coming to the end of their life. The refurbishment model has worked reasonably well so far but it is clear that a significant amount of work is necessary if we are to be able to increase our capacity and accommodate a full complement of dogs. This will be our next major project on the site.

Surveys have been commissioned to report on the condition of the building and the grounds. As a result the Trustees have made the decision to conduct significant refurbishment of the house and to rebuild the kennels over the coming years.

RETAIL OPERATIONS

Web shop

We now have a new and fantastic supplier for the web shop. There are numerous new items for sale and all products have been carefully selected with the needs of our members in mind. We have incurred no initial outlay costs, as all goods are made to order. The Blackwood shop, under the care of the very efficient Justin Nicholls, ensures that orders are quickly and efficiently dealt with. We aim to add further products in year.

Throughout 2018 the web shop has been as popular with GRW members as ever. In the run up to Christmas a large quantity of Christmas cards and gifts were sold and all but 15 of the ever-popular calendars went to good homes.

Retail

This past twelve months has seen our retail sector go from strength to strength. We are leaders amongst local retail outlets for displays, cleanliness, customer service and stock levels.

Each shop receives amazing donations on a daily basis, for which we are fortunate and hugely grateful. There is no need for us to carry out bag drops, as most other charities do and there is no need for us to carry out extensive house collections unless requested.

Our window displays are the flagship of our retail business. They continue to attract so much interest and they draw in the customers. But most importantly people visit just to see them and two elderly ladies in Blackwood come regularly to just see the window. The four shop teams are very competitive amongst themselves and give up their time to design and arrange the displays.

Cardiff

Cardiff continues to thrive under the guidance of manager Janine Graves and deputy manager Catrin Townend. They are a great team with fabulous leadership skills. The shop resembles a high-end boutique with instore displays second to none. The shop always smells gorgeous and there is a warm welcome extended to all who walk through the door.

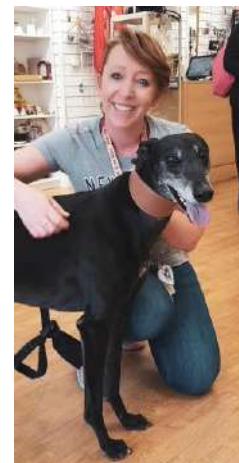
They have celebrated their third anniversary of opening recently, with lots of cakes and bubbly for all who visited. Cardiff recently reached £100,000 net income for a single year's trading. As you can well imagine, this is no easy feat! This takes extreme hard work and dedication to achieve.

They are very fortunate to have such lovely, loyal, hardworking and dedicated volunteers within the shop who work tirelessly for the cause. We would struggle immensely without these fabulous, selfless people.



Swansea

The Swansea shop continues to have a positive impact within the city. It is the largest of the four shops and managed by the extremely capable Claire Franklin and newly appointed deputy manager, Michael Warden. Claire's fantastic window displays are the talk of the town and she is extremely clever in her designs. Live models wearing her fabulous creations have been



photographed professionally. She works extremely hard to ensure that the shop stands out amongst the crowd. Customers always have a positive shopping experience at the Swansea shop and the team are always on hand with a smile and greeting. The shop is always bright and cheerful. Swansea have wonderful support from their many dedicated, hardworking volunteers. During unforeseen circumstances recently, these dedicated volunteers pulled together to enable the shop to continue trading under the most difficult conditions. We are eternally grateful to each one of them!

Blackwood

This little shop is the hub of our retail empire. It will celebrate its 5th Anniversary in October. Manager Justin Nicholls and the deputy Manager Michelle Lewis are extremely dedicated to the cause and the shop. We are all waiting patiently for them both to set a date for their wedding!



The shop always looks and smells amazing and they have a very loyal and dedicated customer base. They both work extremely hard, alongside their many volunteers to ensure that the shop is the best in town.

This small shop receives the highest number of donations and so has become our distribution centre alongside operating the web shop.

Blackwood has the longest serving volunteer on board. The very entertaining Jennifer Styles has been at the shop for over four years. She's on hand to pass on her invaluable skills to all new volunteers and is our little star.

Blackwood town has seen a decline in footfall, due to the closure of the public amenities and issuing lots of parking fines. We are however continuing to generate income for the cause and will continue to do so for as long as we can.

Merthyr Tydfil

The newest addition to our retail chain in Merthyr is managed by the dedicated Helen Davies alongside Danielle Evans. It celebrated one year's trading in April.

This shop has now proved to be the market leader in the area and has built a dedicated customer base with a reputation for quality products at affordable prices. Helen and Danielle, alongside their volunteers, ensure that the shop is at the top of the game having won awards for customer service in conjunction with their local authority and achieved national recognition for their Valentine and Easter window displays.

Income generation is improving, and the shop always looks and smells amazing. Here too there are many lovely volunteers, and you can always be sure to hear laughter while visiting.



Volunteers

Collectively the shops currently have 42 volunteers. This figure fluctuates due in any one year for several reasons.

Nevertheless, these dedicated people are the backbone of our retail sector. They bring with them many and varied skills that are priceless to the cause. We continue to work alongside the probation service, Duke of Edinburgh Awards and have several volunteers with learning difficulties. Our retail sector would cease to exist without their much valued and appreciated help. They are a massive part of team retail.

New Ventures

We have been looking to expand our chain and a shop has been identified in Neath whose location, size and rental value is everything that we have been seeking.

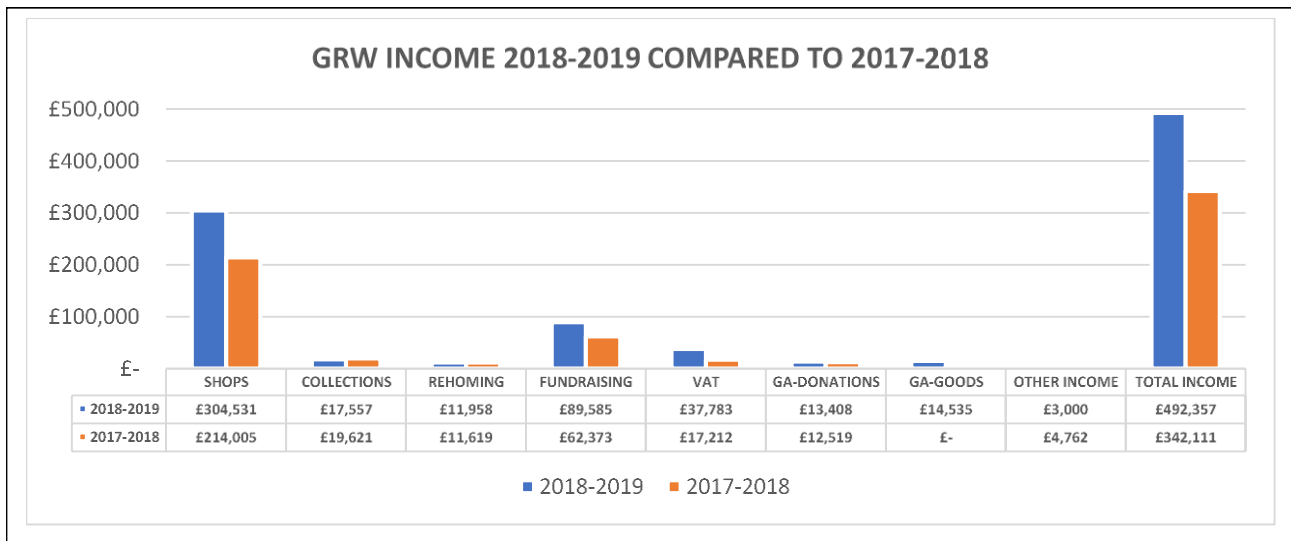


INFRASTRUCTURE AND SUPPORT SYSTEMS

GROWING INCOME AND MANAGING FUNDS

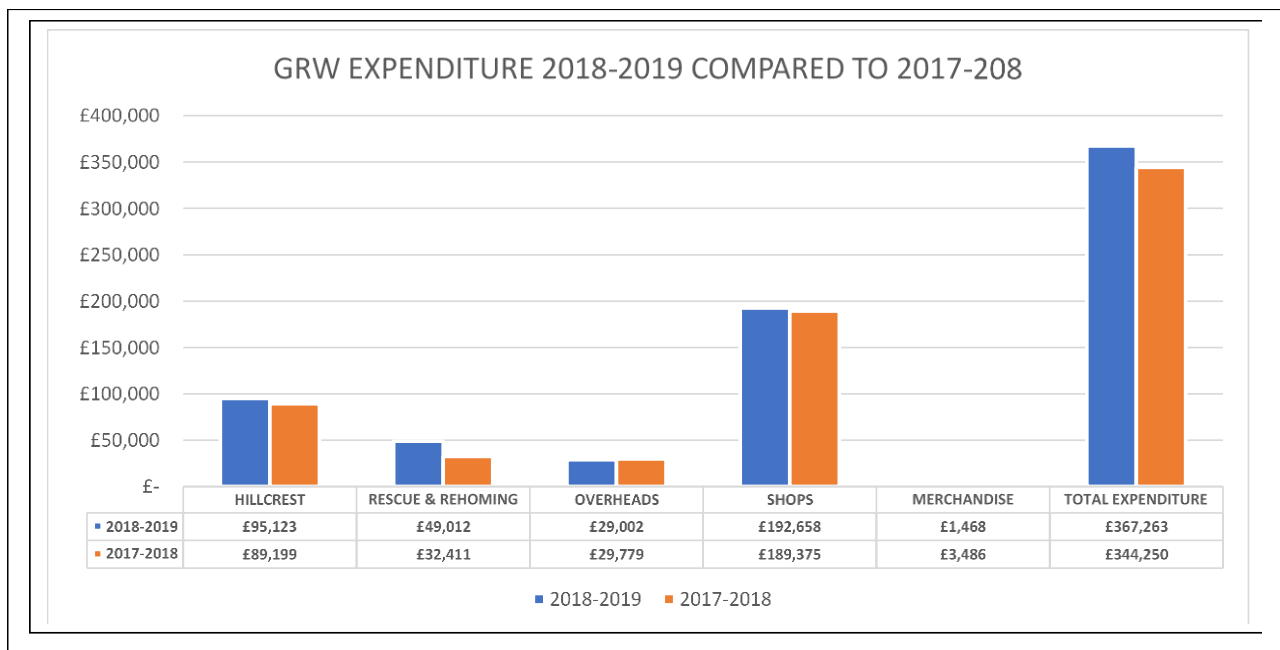
Objective: be in a sound financial position so that we do not have to rely on volunteers to perform crucial roles in the charity

INCOME GROWTH



2018-2019 saw income rise by £150,246 (44%) over 2017-2018. The main areas of growth were shop sales, fundraising, VAT reclaim and Gift Aid on the sale of donated goods in the shops.

EXPENDITURE CONTROL



Whilst all our costs increased over 2017-2018 from £344,250 to £367,263 this represented only a 6.7% rise in costs. Much of this was as a result of opening our 4th shop in Merthyr.

Overheads reduced slightly to 6.7% of our total expenditure.

Expenditure on Hillcrest Centre and Rehoming accounted for 39.2% of total expenditure.

The average annual cost of keeping a dog at Hillcrest was £688 and for all dogs in our care including those in foster, was £387.

The average daily cost of keeping a dog at Hillcrest was £14.

Please see the separate 'Validated Accounts' from Rimmer and May for the full financial statement for GRW for 2018-2019

GRANTS

Each year we plan and make applications to funding bodies to supplement our income, and address key projects and priorities. In May 2018, GRW successfully secured a grant for £17,500 from Support Adoption for Pets. This enabled us to purchase a van to secure appropriate, consistent and much needed transport for our dogs in line with rescue, rehoming, medical needs, projects, events etc. This has enabled us to increase response times and improve the mental and physical wellbeing, along with the rehabilitation of animals in our care. It has also assisted us in raising the profile of GRW throughout Wales.



In addition to the above, during 2018/19 the following grant applications were successful:

- ✓ Battersea Animal Partners Grant - A funding application was made on 2nd November 2018, in order to secure a Last Hope Support Worker post. Confirmation of funding was received in November 2018. The purpose of the post is to provide dedicated support in line with the increasing demand for the rescue and rehabilitation of injured dogs directly from the track post-race. The Last Hope Support Worker was appointed on a fixed-term basis in line with the award of funding.
- ✓ Pet Plan Trust – A funding application was submitted on December 5th 2018, for the Major Welfare Grant, in order to address the medical needs of Last Hope dogs. Pet Plan Charitable Trust considered the application and made an award of £10,000 to GRW in March 2019. This proposal will go some way to reducing the current and projected costs associated with veterinary care for

serious injuries sustained at the track and increase GRW's financial capability in managing the demand for life saving treatment and care.

The Trustees and staff continue to review, identify and develop applications in line with our capital and revenue funding priorities, all of which aim to improve animal welfare and develop our rescue and rehoming capabilities further.

Grant applications are not easy, funders require a great deal of information and we are very grateful for the time and effort that Volunteers, Trustees and Staff put into making the applications.

REGIONS

Objective: have small self-supporting groups of volunteers all over Wales empowered to carry out activities on behalf of GRW.

We have a new champion for Regional Activity in Sasha Ball ably aided by her adopters, Val and John Ball. They have taken on the role of promoting and supporting events across the regions, especially in South West Wales. They have been seen on the streets collecting throughout the year and are busy trying to encourage new groups to form, with their support and advice.

SOUTH EAST WALES

The year since 2018-2019 has been a one of great success. Continued street collections in Abergavenny, Cardiff, Newport, Bridgend, Cowbridge and Porthcawl with new collections taking place in Cwmbran and Chepstow. The numerous events, store and supermarket collections has resulted in fundraising from these events of £10,965 due to the amazing team of committed volunteers who, once again, did us proud and turned up week after week in all weathers. GRW was invited to attend the Cardiff Christmas Craft Market. Andrew Burn, Kerry Baker, Val Ball and Izzy Clyde Lewis continue to run the various street collections in SE Wales with Stephen Tom overseeing the region – a huge thank you to all of them for taking on this role and everyone who attends the collections to give them their support.

MID & NORTH WALES

The Mid & North Wales team continues to operate with a band of faithful followers in the Welshpool and Newtown area. We have sadly lost our collection point in a major retail outlet and this has hampered our collection work considerably. However, we have welcomed a new collection and activity base in Aberystwyth lead by Martine and Sylvester Beecroft.

Unfortunately we are still under represented on the North coast and this continues to be an area ripe for development.

SOUTH WEST WALES

The past 12 months have been busier in variety in Pembrokeshire for GRW activity than previously. Street collections were less well supported, both in numbers of people, and dogs. Less money was collected, and 2 collections had to be cancelled due to poor weather. We

were supported as always, by Chrissie McCracken, Angela Smithers, Caroline & Paul Adams, Penny Reed, Mair Evans, Magdalena Gryczmanska, Richard and Susie Clayton.

The early part of 2019 has seen the first Tesco Store Collections in Pembrokeshire for Greyhound Rescue Wales, organised by Susie Clayton. Joined by Richard Clayton, collections in Pembroke Dock, Milford Haven, and Haverfordwest saw a total of £300 raised, a fabulous achievement with just 2 collecting, and no dogs! Tesco collections are guaranteed to take place, whatever the weather, as they are in-store. The only problem is the complicated booking process, which Susie has offered to help with should anyone want to book one.

Another first for Greyhound Rescue Wales in Pembrokeshire for 2019 was a Last Hope Walk, which took place at Scolton Manor in Haverfordwest. £73 was raised by the walkers.

The collections generate a lot of interest in Greyhounds on the day, and applications for adoption have arisen as a direct result.

We'd love to see some new faces joining in with events in Pembrokeshire.

EVENTS:

During the past 12 months there have been many events including Street Collections, attending the Dogs Trust Fun Show at Pencoed and attending the Guilsfield Show near Welshpool. Street Collections bring in a lot or a little money for Greyhound Rescue Wales, they can be found in the South West, South East and Mid/West Wales. They let people meet our hounds that have already been homed and the ones waiting for homes, including our Last Hope Heroes.

At the Dogs Trust Fun Show, we had a stall along with items from our Charity Shops. All our hounds, homed and waiting to be homed, went into the various classes to show how great they are and won many rosettes. We will have been there again in June to show them off once again.

The Guilsfield Show is a great little country show with tractors, pony club, dog shows, children's races and stalls including a GRW one. The fun dog shows start after the Pedigree ones and are great fun.

On 20th October 2018, Greyhound Rescue Wales celebrated their Silver Jubilee and many things went on and are planned to go on to celebrate. We had Wristbands, walks and some people did exhausting or funny thing to raise money for the big kennel rebuild, which the appeal was supporting.

In October Val Ball decided to get her head shaved at a Dog Salon called The Groomers in Beddau, with Sasha not wanting to miss out, she had a full bath and groom and it raised nearly £700

Abandoned Lurcher Saves Man - Evan Kinsey

Taking on a frightened and aggressive dog has turned out to be one of the best things that has happened to me. The first years were tough, but slowly Shadow-the-Lurcher became a little less of a handful and a bit easier to live with. And we began to run. Shadow was quite young and needed his exercise - but was way too reactive to be allowed in the park off lead. So we ran together in the woods and trails above our valley. Shadow and I both got fitter and Shadow got calmer. At this time I had some health problems and was wobbly emotionally. And now Shadow helped me. Amazingly enough this deeply troubled dog had something to give back: I would tell him about my troubles and he would let me stroke him and sometimes he would lick my hand.



Shadow and I went to the GRW AGM last year, where there was discussion of the GRW Silver jubilee. I felt that I should follow Shadow's example and give something back. So, I decided that, after all the training with Shadow, a sponsored run might be an idea. I was thinking of maybe 25 miles or so. But somehow this got turned into 250 miles - the GRW Treasurer thought that ten miles for each year since Greyhound Rescue Wales was founded would attract more sponsorship and be more of a challenge. He was right on both counts! Thanks to my very generous sponsors the run exceeded the target of £2,500.

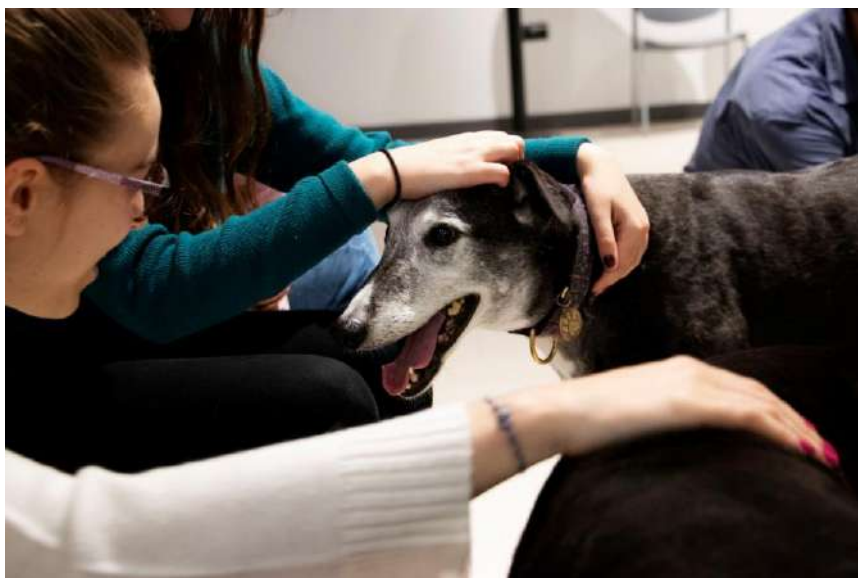
The other day Shadow was running free in the park and was sort of growling with pure pleasure as he sprinted past me and back again. It was lovely to see. If anyone was ever in any doubt about the work of GRW then they should see how far Shadow has come - and me as well, come to that. Thank you, Greyhound Rescue Wales, and here's to your next 25 years!

ADVOCACY FOR GREYHOUNDS AND LURCHERS

GRW also believes that its advocacy for greyhounds and lurchers also improves the lives of humans; we think this because children and adults gain emotional benefit from interaction with non-human animals, GRW supports this.

STUDY AID

During 2018-19 GRW continued its work with Swansea University Students Union. The "Study Aid" programme involves rescued hounds, who have been assessed as suitable for the work, together with their owners, visiting students at Swansea University. A total of eight Study Aid sessions ran in 2018-19. Human-animal interaction of this kind has proven health benefits and spending time with our hounds helped students de-stress at exam time. The students, many of whom miss the dogs they left behind at home, loved spending time with the hounds, and these visits, once again, proved to be among the most popular events of the Study Aid programme. Our volunteers have a great time too.



- **Objective: to see the unnecessary suffering of animals reduced**

PARTNERSHIP WORKING AND PUBLIC RELATIONS

GRW has continued with efforts to improve the welfare of greyhounds in Wales. The impact of this work is not always immediately visible, but it is crucial if we are to improve the welfare of greyhounds in Wales and beyond, in the longer term.

The Greyhound Welfare Working Group

In 2018 GRW initiated the Greyhound Welfare Working Group under the auspices of Animal Welfare Network Wales (AWNW). AWNW is the statutory link between animal welfare organisations in Wales and the Welsh Government. Wales is unique in the UK in that we have a recognised channel of access to Welsh Government for third sector organisations, with AWNW being the channel for animal welfare. The multi-agency greyhound working

group is composed of Battersea Dogs and Cats Home, the British Veterinary Association (BVA), Hope Rescue, and RSPCA Cymru. It is chaired by GRW.

The group has met regularly throughout the year and carried out a substantial amount of work to gather evidence of welfare concerns. Having reviewed the evidence it is now working to produce a code of practice for the welfare of greyhounds in Wales. The code will initially be voluntary but the group hopes that the Welsh Government will adopt it as a statutory code. A key element will be that a veterinary presence will be required at race events. The code is now in draft form and should be finalised by late summer 2019. The code, once published, will establish standards of good practice for the welfare of racing greyhounds in Wales for the first time.

Work in the UK and Ireland

GRW is a member of the **UK Greyhound Forum**. The UK Forum brings together representatives of the Greyhound Racing Industry and Welfare organisations. The UK Forum provides a unique opportunity to engage with decision makers within the industry and advocate for welfare improvements in face to face discussions. GRW has contributed actively to the work of the Forum during 2018-19.

We continue to support the work of **Greyhound Rescue Association Ireland (GRAI)**. Most of the retired greyhounds we encounter have been bred in Ireland and there is an enormous need for welfare reform there. GRAI has established itself as a strong advocate for the welfare of Greyhounds in Ireland and is seeking to develop stronger links with Irish Government, key welfare organisations in Ireland and the Irish media. GRAI has an essential role to play as an organisation

which is in touch with the reality of welfare issues on the ground in Ireland, and has an increasing capacity to evidence these concerns, and bring them to the attention of decision makers. A GRW Trustee participates in regular tele-conferences to support the development of GRAI.



GRW aspires to ensure that its volunteers benefit socially and emotionally from their work with us.

VOLUNTEERS

Greyhound Volunteers 2019

Greyhound Rescue Wales is our members. Many of you donate money or your time. We are so lucky to have such a variety of dedicated supporters: transporters, shop workers, foster carers, trustees, street collectors, fundraisers, people keeping our social media and website ticking over, homecheckers, those keeping press reports going out, gardeners, and many, many more. Basically, without these people we could not function. This publication has been put together by volunteers, our AGM is organised by volunteers, recruitment of staff and even strategic planning is carried out by volunteers.

Last year we had our very first award ceremony to highlight and thank those who have helped us. Volunteers were nominated by the membership and our volunteer of the year was Magdalena Gryczmanska.

Earlier this year our rehoming centre manager Abbie Conway and Judy Badcock our retail director, arranged for shop volunteers to visit the rehoming centre. This proved very successful. The shop volunteers were able to see how the money they had raised was used to help greyhounds.

Finally, a plea. We need more volunteers! Unfortunately, we rarely have vacancies for those wanting to work directly with our Hillcrest hounds but we really need people with all sorts of skills.

We aim to cover all of Wales but are particularly short of people in mid and north Wales.

Thank you to all our volunteers.

HILLCREST VOLUNTEERS

We currently have 6 highly skilled, engaged and reliable volunteers who come to Hillcrest at various times across the week to work with the dogs. They are vital to the smooth operation of the Hillcrest and contribute huge skills and expertise to the team.

HOMECHECKERS AND FOSTERERS

There are many unsung heroes within Greyhound Rescue Wales, but our volunteer homecheckers are well deserving of a special mention.

This small perfectly formed strategically placed group, home check our potential adopters prior to them being matched with a suitable Greyhound.

As well as checking the home for suitability they are an invaluable source of advice and support prior and post adoption.

GRW are always looking for new home checkers in all areas of Wales.

On being a home checker – highs and lows.

We adopted our greyhound nearly two years ago and were home checked (despite being dog owners for more than 20 years). We then visited Hillcrest where our dog chose us with the help of the team. Our experience then, and since, with our wonderful boy is invaluable to reflect on when talking to prospective greyhound owners.

When the adoption request details come through the information is sometimes quite basic and can raise more questions than answers – it's very important not to read too much into the fact that someone has rabbits, for example, or young children, or is a single person working full time etc., and that the home checker is really the first 'face' of GRW that people see – there are usually lots of questions which extend well beyond whether the garden is well fenced and how long the dog may be left.

The highlights of this role include meeting and talking to people with a genuine interest in adopting a dog and helping them think clearly about the pros and cons, the whys and wherefores, and letting them come to their own conclusions about dog ownership, sharing our experience and knowledge, seeing a prospective adopter become a dog owner (follow up visits are the icing on the cake) – happy dog, happy owner. Even finding out that some people realise that it isn't for them

We've met wonderful people, some new to dog ownership and some experienced, and all prepared to give some love to these fantastic dogs.

There is really only one downside and that is when people make appointments and then don't show – without letting us know – but it doesn't happen often fortunately.



Sue & Hefin Rowlands

FOSTER CARERS.

Short and Long Term Foster Carers are a vital resource for any Rescue. They increase our capacity and step in to help with dogs for whom kennel life is unsuitable or intolerable.

We have a dedicated team of Long-Term Foster Carers who have taken on a dog that would be extremely difficult to home. Dogs such as Carys, Pete Bushell, Ezra, Pearl, Rita, Star, Betty Hever, Fifi and Oscar all benefit from a loving, caring home with long term Carers. They all undertake this role with quiet, caring compassionate commitment as though the dog was their very own.

Short term foster Carers take on a dog to prepare it mentally and physically for its forever home. These homes

teach a kennel dog how it will feel when they get their very own forever home. Short term foster could be 6 days, 6 weeks, 6 months, but there is an end date. Some fosterers fail and end by adopting their foster dog, which is fine. We are always looking for short term foster Carers. Natasha fostered Minnie post op and she is now reserved to go to her forever home in the summer. Lisa and Mike have fostered 10 year old Prince so that he can experience home life for the very first time. He also needs to gain stamina and strength before moving on to his forever home. Sharon and Paul fostered Joyce to see if Tom would like a friend. Needless to say, they adopted her after 2 months. Fostering is extremely rewarding. Parting with your foster dog is bittersweet and often results in tears of loss and joy. Fostering is the essence of **'From Kennels to Cuddles'**

Fleet, aka Fleetie Sweetie, aka Fleetus Maximus

Imagine this– a cold wet October evening and a beautiful black boy is injured in his last ever race. He was surrendered by his owner to a track volunteer, who delivered him to Summerhill Vets in Newport, was given sedation and pain relief and GRW decided that he would be classed as a Last Hope dog. 3 days later, after he was taken to St James Vets in Swansea, he was X Rayed and operated on. His right hind leg was so severely broken that amputation was the only option. A week later, he was transferred to Hillcrest for rest and recuperation.



His injury was just a few days before the Silver Jubilee of Greyhound Rescue Wales and he was named Fleet in memory of the first dog that GRW rescued, who was also called Fleet.

He was given the best of care at Hillcrest, where he began to learn the art of being a three legged dog. He learned very quickly and by November he was ready for a foster home. We have had 36 foster dogs in our time with GRW and had

decided that we would not have another one, especially as we had just bought a Motor Home with room for us and just 2 greyhounds. We thought we should foster the Silver Jubilee dog, so he came home on 18th November 2018. 'Well, he's such a good dog he won't be with you for long!' they said! He came with a legacy – a small dog bed that he loves, complete with Welsh fleece blanket; a coat because he hates the rain and 'he's a bit stubborn!'

He had a bit of a baptism of fire in that in his first week with us, he was taken to a primary school to meet all the Year 3 and 4 pupils and to a Care Home to meet the elderly residents. He quickly found where the treats were kept; he learned our routine and knew his name. He attended street collections and lay down for most of the time, though he did



draw in the sympathy vote. He was taken in the back of the car to Woking and there we discovered his inability with stairs – he had to be carried up and down! He survived Christmas at the Jackson's with a JRT and a Labrador in the house as well as the two other greys. He loves his walks and gradually his stamina improved, and we discovered that he has not

lost his chase instinct – pesky squirrels and rabbits are absolute fair game!

So, he was ready to go to his forever home. His profile was updated, and we waited for that all-important call. Spring was in the air and we were looking forwards to getting away with the (2) dogs, but there were no calls or requests for Fleet. Never mind, it's not a good time of year for adoptions, let's wait and see, we said.

Time passed and still nothing. Then in March, I was looking on the Website for some information about the dogs and I noticed that Fleet was not on the list of dogs available for adoption. So, I asked, "what had happened to Fleet's profile?" and was told "I've adopted him!". So 'Fleetus Maximus' has become part of the family. It's a good job he likes his little bed, because that's how

he travels and sleeps in the Motor Home - when he can get in it before the other two!

People often ask how he gets on as a tripaw and we can rarely see a difference from the other two – except because his hind leg is situated in the middle of his rear end to help him balance, I sometimes find myself standing on his foot! But he doesn't mind – he is too much of a Fleetie Sweetie!

INFORMATION TECHNOLOGY

SHELTER MANAGER

Our use of Shelter Manager continues to grow and the system is in daily use managing all of our processes including all data relating to the dogs, members, volunteers, finance, staff rotas, gift aid management, incoming adoption or surrender requests, all web-based contacts and the adoption page of the web site. The use of Shelter Manager allows us to more effectively manage the diverse elements of the critical data so that we can respond to enquiries in a timely fashion. There is no doubt that Shelter Manager has made a huge impact upon the efficiency of GRW.

QUICKBOOKS

We are into our third financial year of using QuickBooks Online as our accounting system and again, the use of modern technology has made us more efficient.

Monthly financial summary statements are made available to the Trustees and a full financial review is made at each meeting.

GRW is now much more able to monitor its income and expenditure in 'real time' using QBO, ensuring that there are no critical problems occurring in the cash flow, so we can pay the bills; or that we are surprised by unforeseen expenditure.

All our key income and expenditure areas are monitored daily with a full reconciliation of all transactions monthly.

Using QBO and Shelter Manager we can make regular Gift Aid claims and submit quarterly VAT returns in a more labour-saving manner.

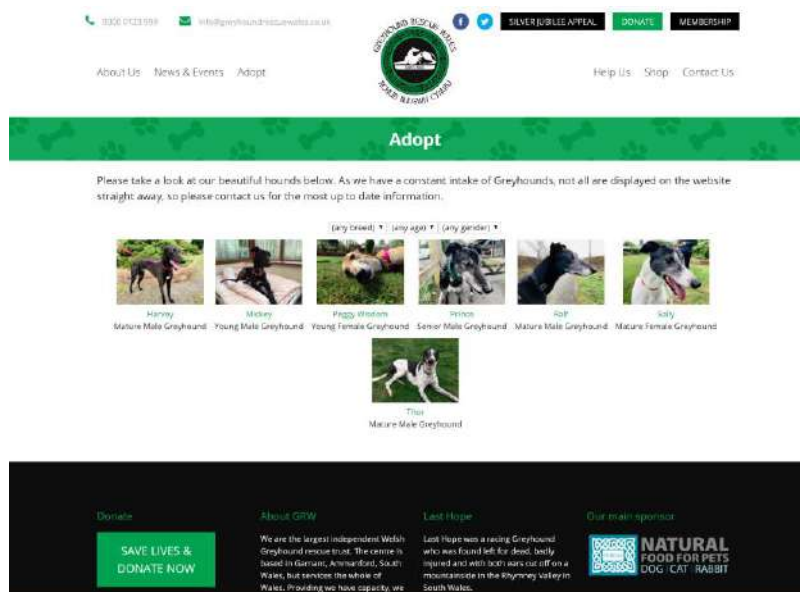
KUDOS

This is the shop till management system that was introduced in 2018-2019. Apart from allowing GRW to be able to monitor all financial activity in the shops, it also allows us to take card payments and more importantly effectively manage the process of 'Gift Aid on the Sale of Donated Goods'. This form of Gift Aid has been available to GRW since we opened our first shop. However, the management of the process has always been beyond any manual system. We invested in Kudos and now are seeing a fabulous return on this. £14,500 was received back from

HMRC up to the end of December 2018 and we have received a further £5,000 for the period to the end of March 2019.

WEBSITE

Our web site presence is the GRW 'Shop Window' whilst Shelter Manager and QBO provide the 'Warehouse'. All three products interact with one another to provide a complete technical solution. The web site remains our main official portal.



MEMBERSHIP AND DATA MANAGEMENT

Our paid membership figures remain fairly constant at around the 400+ mark. The introduction of the single renewal date of 1st March each year and our ability to now take direct debit payments has seen

membership income increase dramatically.

A further efficiency has been achieved through most members receiving our twice-yearly magazine 'Greyhound Express' via email. This has considerably reduced the administrative and financial burden of providing this service.

COMMUNICATIONS

FACE BOOK/INSTAGRAM/TWITTER

Our two Facebook presences continue to be a major source of almost instant communication and with well over 3,000 members/followers on each, we are able to rapidly pass on information, make appeals, provide support and keep one another entertained. Thanks must go to the communications team and the Hillcrest staff for the sterling work done in keeping everyone informed of the activities at Hillcrest and especially promoting the hounds.

Instagram and Twitter are two other areas where GRW's social media presence can be found. Both areas are ably managed and updated by Claire Price on a regular basis.

GREYHOUND EXPRESS

GRW's twice yearly magazine Greyhound Express, edited by Amanda Rees, is circulated to our members and organisations. This full-colour publication contains heart-warming stories about rescues and adoptions, as well as news and features on the broader impact of our work. GE consistently receives positive feedback and presents our work in a positive and professional manner. The magazine is distributed to paid up members either via post or electronically. Distribution by email has seen a significant reduction in both administrative and financial burdens.

PLANS FOR THE FUTURE

2018 was our Silver Jubilee year and we wanted to mark the year as a significant milestone and to start the planning for the next 25 years. With the support of everyone we raised over £10,000 from the Silver Jubilee appeal and have had some significant survey work carried out at our Hillcrest Rehoming Centre. A number of visits have been made to other rescue facilities and we now realise that the best way forwards is to completely rebuild the kennels at Hillcrest so that we provide our canine residents with the best possible facilities. So, the fundraising goes on. We anticipate that we will need £200,000+ to do the work required and plan to appoint a part time Project Officer to oversee this important development. We will apply for grants to help us, as well as opening a new shop in Neath to boost income.

We will continue to work tirelessly towards ensuring that the welfare of our greyhounds and lurchers is paramount. We will also continue the work with our partners to ensure that greyhound welfare in Wales is still on the agenda.

We also plan to undertake these activities in order to achieve our strategic aims:

In the next year:

- Increase suitability and capacity at the Hillcrest Rehoming Centre, through investment in the property
- Develop the strategy for Last Hope dogs injured at the track and accommodating 2 such dogs at a time in a Hospital Wing
- Increase the Retail Outlets to 5
- Prepare to appoint an Executive CEO
- Increase the reach and profile of GRW across Wales
- Recruit more volunteers as and when needed
- Income generation streams established and secure to ensure sustainability into the future
- Support partner organizations to secure a voluntary Code of Practice for the welfare of racing greyhounds in Wales

In the Next 2-5 Years

- Maintain and develop our Rehoming Centre – Hillcrest Cottage – to a high standard as our tangible asset
- Maintain financial stability
- Appoint a paid Senior Executive Officer
- Increase the Retail Outlets to 6
- To have small self supporting groups of volunteers all over Wales empowered to carry out activities on behalf of GRW.
- To be secure enough financially that our employees are not at risk.
- To secure the regulation of greyhound racing in Wales

OUR IMPACT

Greyhound Rescue Wales is the the only charity in Wales focussing specifically on greyhounds and lurchers. The impact of our work addresses greyhound welfare as evidenced by the Last Hope dogs. Our rehoming addresses the immediate issue of helping dogs in need. In the last twenty-five years, we have rehomed more than 2,500 dogs. In the medium term, our work with welfare organisations in Ireland and the UK will help to improve standards for working dogs and our education and information work has the long-term impact of changing attitudes within society so that people take a more responsible view of dog ownership and welfare.

Community Benefits

While the focus of Greyhound Rescue Wales is upon dog welfare, the charity also has wider benefits for human communities through:

- Provision of dogs as companions
- Encouraging caring communities
- Providing social networks for volunteers and supporters
- Through supporting inclusive volunteer and staff programmes
- Specific projects incorporating human-dog interaction

Dogs as companions. Studies have shown that caring for a pet can decrease depression, stress and anxiety, lower blood pressure, improve immunity and even decrease risks of heart attack and stroke. With dogs as companions there is the additional benefit that dog walking is a pleasurable form of exercise and often increases human to human interaction. GRW rehomes around 75 dogs per year and supporters foster carers.

What a difference a dog makes

I have never been a betting man; so, throughout my life I doubt if I had need of the word 'Greyhound', more than a handful of times.

As a child, asthma prevented me from having furry pets, so it wasn't until I was married with a family of my own that dogs became a part of my life. Over the years we had several Westies. They hiked, camped and climbed mountains with us and gave us many hours of entertainment, but circumstances changed and in later years my home became dog-less once more.

Then one day in August 2015, my partner and I were leaving Charlie's Store on the outskirts of Welshpool when we were confronted by half a dozen 'raggle taggle gypsies' and with them were probably 8 or more of the most immaculate, elegant and gentle giants we had ever been fortunate enough to meet. I was smitten, we got talking to these lovely people and joined GRW soon afterwards, but it took us around 9 months before we approached GRW with a request to adopt our very own Greyhound.

We had commitments to fulfil and a trip to Spain was already planned, so It was almost a year before 'Ontie Sandra' chose Liberty as the most suitable dog for our home. Although we kept the name that Sandra had given her, it was soon shortened to Libby and what a gorgeous girl she turned out to be. With a long and hard racing career behind her (131 races in total) it was time for this tall, elegant super-model to retire.

Sadly, my partner died less than 3 months after Libby joined us. For much of that time Libby shared her bed, which I know was a great comfort to her, but she never had the opportunity to enjoy Greyhound ownership to the full.

During the following two and half years, Libby and I were virtually inseparable. We walked in Snowdonia, she ran until her heart was fit to bust, both on the beach and in closed fields adjacent to my house and as for me, well - when we walked together, she made me walk tall I was proud to be her friend.

My time with Liberty Lew was also cut short. After a short illness in January 2019, Libby died. She was just 8 years old. The love and support I received from my raggle taggle friends at GRW was overwhelming, I have never felt so loved and from the bottom of my heart I thank you all. As for Liberty - my Libby, she will be in my heart forever.

*Postscript: I lasted 9 weeks without a Greyhound in my life. Lucy Lew (was Mary) joined me just over 2 months ago and a whole new chapter is beginning to be written
David Lewis*

Encouraging caring communities: GRW encourages compassion between humans and animals by promoting the fact that greyhounds are generally gentle and loving creatures who respond positively to human nurture. We do this through: circulation of our Greyhound Express magazine which promotes positive stories; through our street collections where people of all ages and social groups interact with our dogs; through using greyhounds at Swansea University study days; through our rehoming centre Open Days; etc. Greyhounds from our rehoming centre are regularly walked in Ammanford and staff and volunteers give talks to community groups.

Inclusive volunteer programmes: GRW welcomes volunteers in its shops from all corners of the community and enjoys working alongside people with a wide range of abilities and disabilities. Our valued volunteers have the opportunity to learn new skills, meet new people, and further their career. They prosper from the proven benefits of volunteering, including stress reduction and improved mental and physical health and wellbeing. They have fun, and enjoy feelings of accomplishment and pride in knowing that they contribute to the welfare of greyhounds and lurchers in Wales. GRW is fortunate to partner organisations including Bridges Into Work, The Blind Society and others, to help find our volunteers, and have assisted several young people in completing the volunteering section of their Duke of Edinburgh award.

RISKS AND CHALLENGES

Every organisation faces risks to their future and we are no different. Our major risks are identified below and the contingency plans to mitigate each of them.

- Insufficient income to run the activities of the charity (Reserves Policy)
- Fraudulent activity by members/volunteers/staff (Follow Charities Commission Finance Procedures)
- Loss of Reputation (Fulfill legal requirements)
- Loss of data (Cloud based data systems)
- Insufficient insurance cover (Regular reviews)
- Catastrophic incident at rescue centre or shops (H&S procedures adhered to)
- Sudden loss of key staff (Disaster recovery plan developed)
- Competition from similar organisations (Maintenance of reputation)

The challenges we face every day are:

- Lack of volunteers
- The need for space to take all the dogs we are offered
- The assessment and training of dogs
- The recruitment, development, training and support of volunteers
- Getting our message across that 'Greyhound Make Greyt Pets' in order to home more dogs.
- Communicating with members

PUBLIC BENEFIT

The Trustees have given careful consideration to, and complied with, the Charity Commission's guidance such that we provide public benefit by:

- helping to control the incidence and spread of disease through vaccination and neutering
- providing volunteering opportunities for those who wish to support our work
- providing advice to government on animal welfare legislation, in partnership with other animal welfare organisations where appropriate
- enhancing the quality of life for people in care homes by homing dogs into care homes and by visiting with our dogs
- providing educational opportunities to the public through engagement at events
- spreading joy and wellbeing from ownership of greyhounds and lurchers



PERFORMANCE MONITORING – KPIs

- Impact on greyhound and lurcher welfare:
 - KPI 1: Number of greyhounds/lurchers rescued – *Total animals in 106, Total animals out 110*
- Cost effectiveness:
 - KPI 2: Total cost per greyhound/lurcher rescued - *£688 (Hillcrest and Rehoming costs)*
 - KPI 3: Proportion of income spent on Rescue as opposed to Administration – *39.2% spent on Rescue and Rehoming and 6.7% spent on Overheads*
- Broader social and environmental impact:
 - KPI 4: GRW seeks to maximise the positive impact deriving from its work to the community and the environment. *See Case Studies in this report*
- Sustainability
 - KPI 5: Financial: Income v Expenditure. Achieving a balance of income against expenditure through managed activities (not reserves or legacies) *£83,870 over recovered in 2018-2019*
 - KPI 6: Human: All key posts identified, all functions filled by different individuals, all roles functioning effectively. *Structure in place and fully staffed*
 - **KPI 7: Satisfaction levels of adopters and volunteers (see survey result)**

Many thanks for those who responded to our annual survey. We had 143 replies. They will be useful in developing the charity. There were lots of very positive comments and some that have made us think hard about what we should do more or less of.

In summary, most people were very happy. A number of the comments were the result of a lack of volunteers or funding, or areas outside our control. A few (18) felt communication could be better. (CG-B)
 - KPI 8: Quality of care (dogs' mental and physical well-being while in our care, efficacy of assessment procedures and behavior work) *See Case Studies in this report*

2018 – 2019 members' survey results

IN CONCLUSION

During 2019/2020 GRW plans to 'improve on previous best' and to further consolidate the progress made this year.

Each function plans to:

RESCUE AND REHOMING

- ✓ To rehome 85+ dogs per year
- ✓ To ensure that no dog is returned due to poor assessment or lack of information to the adopter
- ✓ To build relationships with other canine professionals locally
- ✓ To create an allotment at Hillcrest and sell produce at a local Farmer's Market
- ✓ Establish Remedial Massage sessions at Hillcrest
- ✓ Rebuild kennels
- ✓ Design, develop and build Hospital wing
- ✓ To address CPD needs & upskill all staff in key areas

RETAIL BUSINESS

- ✓ Two further retail outlets
- ✓ Establish a collection service for donations
- ✓ More local awareness of GRW through local events
- ✓ Link with a tailor to offer a clothes alteration service
- ✓ Maintain GRW as a key player in the high street charity shops business

INFRASTRUCTURE AND SUPPORT SYSTEMS

- ✓ Continue to develop a secure, single point data system
- ✓ Continue to develop financial management systems
- ✓ Widen and enhance the volunteer participation base all across Wales
- ✓ Further our partnership working at all levels
- ✓ Further improve our methods of communication and presence in the media

GRW is grant supported by:



GRW are members of:



Greyhound Rescue Wales is delighted to be working with Burns Pet Nutrition, who are kindly feeding the dogs at our Sanctuary. This is a long-term relationship and helps the Greyhounds consume the correct nutrients providing shiny healthy coats and improving joint and bone health.

Moving to West Wales with our hounds

We moved from Hertfordshire to near Aberystwyth in November 2017, swapping a hectic and increasingly urban life for the slower pace and wide-open spaces of rural Wales. Martine and I brought with us our two greyhound girls, Sandy and Kim, as well as our highly reactive terrier Harvey. Harvey with his little ways is the reason we got into greyhounds in the first place. When his best mate Oscar died our vet asked if we had ever thought of a greyhound as company - and the rest is history...



So we found Kim, a beautiful big black Irish girl. Like most rescue hounds, she had a long tale to tell and came to us with only four teeth left in her mouth. But she was gentle, placid, loving, funny and frankly a bit daft - basically, a greyhound! We were hooked, and soon and almost inevitably she was joined by Sandy a gorgeous blonde girl, feistier than Kim, a real princess - and doesn't she know it! Both very quickly became good friends with Harvey, as we had hoped.

We soon got involved as volunteers with our local rescue, doing meet-and-greets, collections, fun dog shows rehoming. Martine also took the kennel dogs for walks on pretty much a weekly basis, and I would join them when work allowed. We knew of Greyhound Rescue Wales and assumed that we were going to be able to be just as active with them.

So, the move to Wales. From a house in town to a house in the country with space for the dogs to run sounds idyllic, and it is, but it didn't start well. Just a few days before our move, Kim broke a bone in her foreleg while running in a paddock; very soon after the move it was diagnosed as bone cancer and within a few days we had lost our beautiful Kim.

Sandy was now an only greyhound, not something we had anticipated when we got her, so she needed another greyhound friend as much

as we wanted one. It had to be a girl for both Sandy and Harvey's sakes, and of course had to get on with Harvey. We ended up with Robyn, a lemon brindle girl with a very special face and the world's most bendy nose because of her very undershot jaw. Very shy at first, she is now very much part of our doggy family.

We soon got in touch with GRW to see how we could join in with their activities. We were surprised to find that although there were some supporters here there wasn't a branch in Aber, so decided to set up an outpost here. We found that any greyhounds we met were pretty much exclusively in the area on holiday usually from Birmingham or the West Midlands. That's not to say that there are no sighthounds who live here - whippets and lurchers of all types are often seen, which is not altogether surprising given the rural setting.

Through Joy Harris we were put in touch with Andy and Lindsay Jackson and they encouraged and supported us in setting up, coming over to meet us and the hounds and leaving us all the bits and pieces needed for a collection and to raise awareness and maybe lead to more adoptions in our local area. Going through the process of establishing the collection was a real learning curve in having to agree dates and secure a permit from Ceredigion County Council.

For that first collection we had a good presence of hounds (the most attractive feature of any collection stall, and what really draws people in), with among others Magda coming from Carmarthen with her Maude. It was a beautiful sunny day, lots of people stopped to chat and find out about the hounds and the charity, and we raised a tidy sum into the bargain!

Since then we have been at several collections organised by Magda in Carmarthen and Llandeilo and have taken part in various mass walks organised under the auspices of GRW. It is always great to meet other sighthound nuts, and our girls like nothing better than spending the day with a crowd of their kind, Sandy especially relishing the opportunity to work her charms on any large male in the vicinity...

This Spring we have had another street collection with an even greater range of GRW members and their dogs, raising money and getting more members of the public on board and closer to becoming adopters themselves.

We also did our own local version of the Last Hope Walk, along the Aber promenades in May. Again it attracted a small core of volunteers with their hounds and generated a lot of interest from passers-by and generating a modest amount.

A few weeks ago after the walk with the kennel dogs near Ammanford we were treated to a visit of the Hillcrest Kennels by Siobhan and Fiona. The set up there is amazing and I know that our friends in other greyhound

charities would love to have somewhere as good as that. We are especially impressed with the living arrangements for the Last Hope hounds - those tripods basically have their own house with all home comforts. Martine liked it so much, and misses her weekly kennel walks so much, that she is planning to make the journey over there for the regular walks when they come up and is also hoping to be able to do a regular whole day shift at the kennels when a volunteer slot comes up.

We look forward to building GRW's presence in Aberystwyth, a slow process but we are confident it will come as we continue to raise awareness and more people gradually come to adopt hounds in the area and join us in volunteering for the charity; and Sandy, Robyn and Harvey look forward to making even more friends.

Sylvester and Martine Beecroft



Adoption Roll of Honour June 2018-June 2019

Some of the adoptions this last year

Hannah, Debra & Mark Allen
Rosie, Rebecca Stephens
Leroy, Joanne James
Honey, Lorna Murphy
Owen, Dave Brewer
Sky, Emma Sutton
Bryn, Judy Chinnock
Beau, Alan & Audrey Whittle
Esther, Martyn & Pauline Dunn
Lisa, Robert Johnston
Norman, Stephen Nicholls
Molly, Anne & Andrew Taylor
Sally, Nicola Browne
Rosie, Lorraine Tinsley
Murphy, Graham Williams
Wilma, Ann Phillips-Jones
Bernie, Lucy Bishop
Bounty, Sam & Bary Hopkins
George, Lowri Ashworth
Rosie, Alan & Audrey Whittle
Mervyn, Stefan Fellows
Blaze, Rob Laing
Jack, Mark Norman
Lily, Lindsey Rolls
Clementine, Diane Griffiths
Duke, Stephen Nicholls
Eli, Toni Borella
Flora, Gwenno Jones
Angel, James Kolasinski
Betty, Amanda Richards
Luca, Helen Hibbert
Sapphire, Lisa Goodwin
Ruby, Lisa Birkbeck
Herbie, Sally Knight

Ant and Dec, Mandy Harris-Abberley
Bob, Robert Hickey
Carol, Elinor Evans
Cassie, Lowri Ashworth
Amy, James Kolasinski
Aston, Les Caswell
Jilly, Essex & Caroline Havard
Julie, Grainne Forde
Freddy, Grainne Forde
Kay, Julie Slack
Tiny, Lorraine Smith
Wendy, Dawn Perry
Neil, Nerys Royal
Milo, Abbie Conway
Fleet, Andy & Lindsay Jackson
Polly, Judith Farrier
Skye, Hannah Ellwood
Jack, Rachel & Les Kenny-Green
Mary, David Lewis
Flossy, Mark Rowlands
Tilly, Mark Rowlands
Vera, Gillian Newman
Jimmy, Sophie Hiscocks
Vicky, Zosia Kobylinska
Max, David Lea
May, Edwina Mullens
Jonny Vegas, Christie Edwards
Joyce, Sharon Mullins
Peter Roberts, Nia Morgan
Kevin, Bethan Hancock
Bethan, Bobbie Rogowski
Dottie, Peter Thomas
Annie, Heather West



Ant and Dec



Polly



Vicky



Carol



Aston



Jack

CONTACT DETAILS

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SA18 1YS

Company number: 8411721
Charity number: 1152650



Sandra Wynne Rescue and Rehoming Manager

The 'A' Team



Abbie Conway - Hillcrest Rehoming Centre Manager



Judy Badcock Retail Development Manager



Santa and his helpers -Christmas 2018



Jilly