



***Greyhound Rescue Wales
Annual Report 2019-2020***

Front cover: Eric

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 DO 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 direct from homes and other partner rescues.

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.

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", through Social Media and by email through "News from the Trustees".

We employ 15 full and part time staff and have some 150 volunteers 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. A large proportion of our income comes from our 5 shops in south Wales. We pride ourselves on our cost-effectiveness and this is only possible because of the dedication of our volunteers and members.

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*



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
- ✓ begin the process of refurbishing/rebuilding the kennels at Hillcrest to provide the best quality environment for dogs whilst they are in our care.

CHAIR'S REPORT

An introduction from Lindsay Jackson, Chair



This report sets out the highlights of Greyhound Rescue Wales' financial year from March 2019 to February 2020. It has been a particularly successful year in consolidating and building on our

previous best. Stable staffing arrangements and considerable hard work on everyone's part has led to increasing numbers of dogs rehomed, an increase in the number of shops, improved financial stability with income being greater than expenditure, made significant steps towards the rebuilding of the Hillcrest kennels and much progress on the proposals for regulating Greyhound Racing in Wales.

The Rescue and Rehoming team have done outstanding work over the year, helping 104 dogs in and 106 out of Hillcrest Rehoming Centre, have managed 7 Last Hope dogs and worked with 26 different foster carers. The use of the sponsored "Support Adoption for Pets' van has been invaluable in enabling staff to move dogs around safely from place to place. The Hillcrest Rehoming Centre is managed superbly by Abbie Conway, alongside Elaine Morris and Alison Stubbings. Sandra Wynne continues to have overall responsibility for Rescue and Rehoming.

During the year, we recruited a Project manager to assist us with the development of the kennel accommodation at Hillcrest. Merissa has been invaluable in helping us to go along in the right direction and to consider all the necessary steps. She has also led on some needed repair work on the house itself with support from Katherine Jones, who is a GRW adopter and an architect, so is proving to be a real asset. Work has progressed at pace and the Trustees have agreed that the best solution is to try to rebuild the kennels to modern standards, that are environmentally friendly and more efficient.

This year, we have opened a fifth shop in Neath, which, alongside the shops in Blackwood, Cardiff, Merthyr Tydfil and Swansea generate 66% of our net income. The staff and volunteers, very ably led by our Retail Business Manager, Judy Badcock, have done another excellent job over the year. Judy uses her GRW van to visit the shops and there is a member of staff who transports goods around the shops one day a week. Each shop has a Manager and Assistant Manager supported by 24 very willing and able volunteers. The further development of the automated collection of Gift Aid, through the improved till system, has generated valuable additional funds this year of nearly £20,000.

Infrastructure and Support Systems, 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 who receives and responds to all incoming communications, 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, Sasha Ball and her adopters have developed the partnership with Pets at Home in Llanelli and she has visited every few weeks to remind shoppers what great pets greyhounds and lurchers make, as well as raising funds for GRW.

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. Other groups are visiting colleges and schools as Reading Dogs to help reluctant readers to improve. GRW continues to Chair the Greyhound Welfare Working Group, under the auspices of the Animal Welfare Network for Wales. The Voluntary Greyhound Welfare Code of Practice has been published and the local council is working towards trailing the Code at the Valley Track.

Our Patrons, Boyd Clack and Kirsten Jones continue to support our activities and GRW welcomed a new Patron specifically for Last Hope dogs in the person of Para athlete Morgan Jones. GRW is overseen by a very able and hard-working group of Trustees and we endeavour 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

RESCUE AND REHOMING

HILLCREST

2019/2020 has been an excellent year for Team Hillcrest. As well as smashing our rehoming targets, we have provided an outstanding level of care to all of the dogs who have passed through our doors. The focus, as always, has not only been on meeting basic needs but providing an enriching experience all the hounds' physical and emotional needs, enabling them to grow in health, happiness and confidence ready for their forever homes. We believe this is what sets us apart from other rescues.

The Hillcrest team are solid now and are all passionate, committed and highly skilled, meaning the centre runs smoothly and efficiently and rehoming systems are highly effective. As Centre Manager, I would like to take this opportunity to say a huge thank you to our staff and volunteers for their outstanding work. They never fail to go above and beyond for the dogs in our care and we couldn't function without them.

On a day to day level, life is busy at Hillcrest with staff juggling their time between functional tasks of cleaning/feeding/shopping etc, exercising dogs and offering a variety of enriching activities to keep them stimulated and happy. Assessments are done daily, vet trips are frequent and staff meetings are held regularly to discuss progress, issues and homings.

We have had many memorable moments throughout the year, some highlights were:

- Hillcrest Monthly Walks - These have taken place in our local community park, where we are well known. The walks have grown in popularity, with some attendees travelling significant distances to join the Hillcrest Team. The walks are a great opportunity for all the dogs to socialise whilst the humans enjoy a catch up. We are always wearing our 'red coats' to raise awareness of GRW.
- Hillcrest Summer Show - Our family fun show was a huge success and very well attended. There were lots of different show classes to enter and it was fantastic to see all the dogs proudly displaying their rosettes! It was a real joy for the team to see so many of our previously homed dogs and their lovely families.
- Battersea Academy - Myself and Sandra were lucky enough to be granted places on a week long course at Battersea Academy London. This was an inspirational week, where we learnt lots and were able to network with other fabulous rescues from around the UK. We implemented some changes as a result of the course and now have a new and more efficient recording process in the kennels and a more thorough assessment process. We were also able to forge a Partnership Working Practise with Battersea and as a result took into our care a lovely greyhound who had been resident with Battersea for quite some time but was not thriving well in their busy centre. After a brief

spell at Hillcrest, he was placed in a wonderful foster home, where he was later adopted.

- Santa Paws - Possibly the highlight of the year for me personally was our Santa Paws event held at Hillcrest. Our stables were transformed into a magical grotto, where all the dogs could meet Santa, have a family photo and receive a doggy goody bag. Our enrichment hut was decorated and here we served refreshments and a variety of stalls. All the dogs were invited for a run in our enclosed field (given the amount of mud though only the really brave took up this offer!)

Abbie Conway, Hillcrest Centre Manger

CASE STUDY Welfare case Dee (Nola).

Dee arrived at Hillcrest on a damp, dark cold night in January. She was 7 years old and had raced 83 times between 2014 and 2016. Who knows where she was until January 2020?? Dee was thin and ravenously hungry. She was also so full of energy and optimism. Dee's nails were in a poor state, all worn down to the nail bed, some really friable and fragile and bleeding. Dee was an absolute joy from day one. She loved to run on the field, she adored the enrichment hut, with all its hidden treasures, she relished the 3 meals a day she received daily to soothe her constant hunger pangs. She enjoyed having her feet bathed and soothed regularly in warm water.

Melanie Hurley and her lovely family fell in love with Dee and kindly offered to Foster her for some extra TLC. Dee was



showered with an abundance of warmth, compassion, kindness and good food. Dee's coat became black and sleek and shiny and her nails started to grow back strong and healthy.

Melanie and her family fell in love Dee and decided to adopt her. Dee became Nola and she now swims regularly in her very own swimming pool with her human brother Saul.

REHOMING

This is the core of our business.

We are pleased to be able to report that following a calm year at Hillcrest, 2019-2020 has been a record breaking year 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 could not 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 2019 – February 2020, the total dogs rescued was 104, with 106 rehomed. For the first six months of the period, 45 dogs were homed and 61 in the second six months. These figures do not include dogs that went into and out of foster homes, or dogs that were returned from adoption.

The homing figures have exceeded our target and we hope to improve on this figure during the next year.

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

15 dogs were returned from adoption during the year of which 13 have been readopted and 2 unfortunately passed away due to natural causes. 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 2019/20. 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). There is also a dedicated team of six regular volunteers at Hillcrest – Alice Conway, Amy Harding, Katy Craddock, Michelle Kemp, Nicola Sandham and Scott Howells. They undertake valuable training and socialising of the dogs and are regular visitors to Ammanford and the local park with groups of hounds in tow.

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.

LAST HOPE HERO

HECTOR



Hector and Bob

Over a year ago, during what turned out to be his last race, 17 months old greyhound Hector broke his front leg. He was admitted to St James Vets in

Swansea where he underwent a 4-hour long surgery to repair the fracture and fit a metal plate for support. Once he was well enough to be discharged, he was moved to our Rehoming Centre at Hillcrest.

Hector won many hearts the moment his story was published on Facebook. In response to an appeal for help with the cost of Hector's treatment, donations flooded in from our generous supporters and they totalled an amazing £1,000 - nearly a quarter of the cost of his initial treatment! (the remaining amount was covered by GRW's Last Hope Fund).

At Hillcrest, 8 weeks of strict crate rested recuperation commenced. But complications are not uncommon after this type of surgery and injury, and Hector developed a post-operative infection. Antibiotic treatment and daily trips to the vets for dressing changes followed. Hector's daily care was a strict rota of crate rest, health checks, toilet breaks and lots of naps, as this was what his body needed to heal. He was being brave, had a good appetite and loved the time when a staff member or a volunteer sat with him to keep him company.

In August 2019, Hector was ready for the next phase of his recovery - the rehabilitation in a foster home. He moved in with GRW'S famous greyhound Twiggy. Twiggy, a Last Hope Hero herself, had helped her mum to foster other Last Hope patients before, always with great success. Hector was in good hands. He stayed with Twiggy for 6 weeks, learning how to live with humans in a house, while his leg continued to heal.

Since October 2019, Hector has been living in his forever home with Malcolm Eames and Louise White. He is doing well. Here is what Malcolm told us about him: "Hector came to live with us in October 2019. As a family we had been devastated to lose our two previous GRW greyhounds, Sarah Jane and Dulcie, a few weeks previously to unrelated illnesses. Bob, our lurcher, was clearly finding it hard being an only dog, and for us having dogs in our family has always been about doing whatever we can to help those that need rescuing. Looking through the GWR website there are always so many dogs in need of their forever home. But

Hector caught my eye, and at the time GRW were looking for a new foster home for him.

As a young man I'd had also suffered a badly broken right leg, in my case when I was knocked off a motorcycle. So I felt I could empathise with Hector, as we had both need needed extensive surgery, and metal plates to save our damaged legs. I guess I was also drawn to Hector as he has very similar white and brindle markings to my first ex-racing greyhound, who I'd rescued over 30 years ago. So I contacted GRW and arranged to visit to the Rehoming Centre at Hillcrest to introduce Bob and Hector and see if they would get on. After a walk up the lane with the two dogs, and GRW Rehoming Manager Sandra Wynne, it was soon decided that Hector would be going home with us to start his new life.

Hector has one leg about 2 cm shorter than the others as a result of his injuries. When he first came to us he walked with a very pronounced limp. We had to slowly build up how far he could walk each week to help him regain his strength. Every few months we had to go back to the vets to have his leg x-rayed to monitor his progress. He's made an amazing recovery. Nine months after his accident the vet said Hector's broken bones had mended well enough for him to be allowed short periods off lead. I was terrified he would injure himself again the first time I watched Hector run. But he is a young, energetic dog, with an enormous enthusiasm for life. He now loves doing zoomies in the park!

For the first few months Hector could be a real handful to walk as he would get massively over excited every time we meet another dog, sometimes literally spinning in the air on the end of his lead. But with patience and positive reinforcement Hector's behaviour has come on leaps and bounds. He's now far more socialised and interacts positively with other dogs.

A bit of a gentle giant, Hector's a wonderful affectionate dog. He loves his cwtches with his human family, begging for toast and curling up on the sofa with his best mate Bob. We have a joke that he's my demon, as like magical creatures in the Philip Pullman novels, Hector likes to go everywhere with me! He will always have a bit of a limp and probably always have the metal plate in his leg, but Hector's our Last Hope Hero and we love him to bits!

WORKING IN PARTNERSHIP WITH OTHER RESCUES

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 Trust, 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 147 greyhounds in the past year, including 29 injured dogs, of which 8 were taken in by GRW under the Last Hope scheme.

Case Study: Craig

Ballinully Hero came to GRW from another rescue in 2017. Renamed Craig, he originally spent time in a foster home with several dogs, where he had some issues with being very defensive with items he had taken from surfaces in the kitchen. It was decided that Craig should return to Hillcrest until his forever home was found, here the team could spend quality time with Craig performing some trust training and brain work. Craig was extremely food motivated and took to clicker training and eye contact exercises with ease.

Craig stood out immediately to his adoptive family. He came straight over to his new family and chose them to be his!



Craig

Craig settled into family life immediately, making his mark in his new bed without any fuss. A walk to the local park has shown he loves spending time with children. He loves running around the park and wearing himself out!

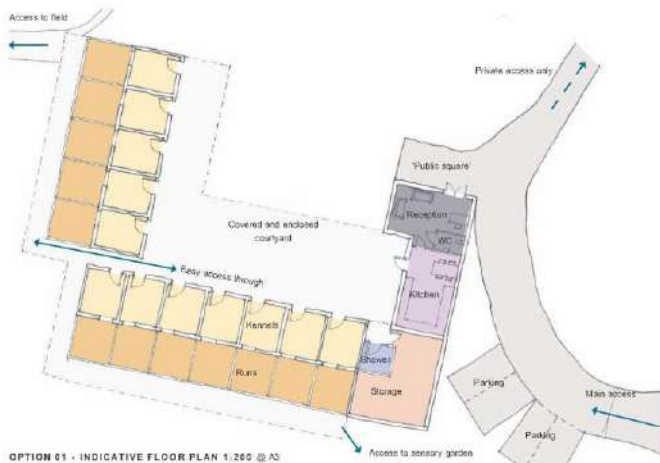
After some initial reservations from Craig, his family spent some time reassuring him and now he is the star attraction when he goes to the pub, he knows which people are a soft touch and will make a fuss of him, after which he'll have a good lie down on his blanket without a peep. Craig enjoys a trip in the car, he also loves a holiday and makes a cottage his own.

HILLCREST DEVELOPMENTS

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

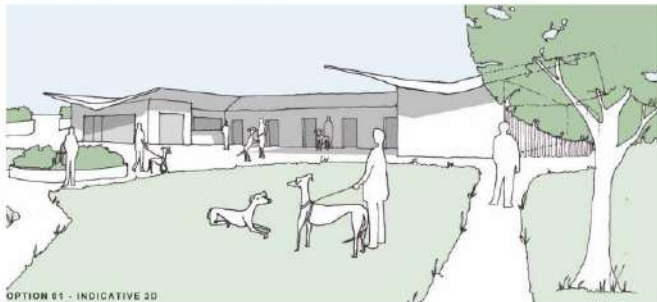
During 2019-20, the Trustees have commissioned and conducted significant work on preparations for the refurbishment of Hillcrest Cottage and the replacement of the Kennels in order to accommodate more dogs on site. The first realisation was that we needed someone with the right professional experience and expertise to guide us with this huge project, so we appointed Merrissa Fallas as our Project manager. Her work has been exceptional and, with her guidance, we have had structural surveys, tree surveys, ecological surveys, bat surveys, ground investigations and many more undertaken. The surveys on the house identified works needing to be done quite quickly and the process of procurement of local tradesmen was begun during the year.

We also realised that we needed an architect to help us with the design of the new building and we were fortunate that one of our members tendered for the work. Katherine has been a true asset and produced six options as a Feasibility Study which were narrowed down to one preferred option. This has been worked up into a final design that is being prepared for a full Planning Application to Carmarthenshire County Council. The work will transform the efficiency, effectiveness and appearance of the site and will provide state of the art accommodation for the dogs in our care .



OPTION 01

- Reception area with desk and sofas. Reception area can only be accessed from the 'public square'.
- Large kitchen with seating space.
- Shared toilet between kitchen and reception area to increase efficiency. Door to kitchen ensures privacy.
- Storage area with shower room.
- 12x6 double kennels with runs, therefore housing 24 dogs in this location.
- Covered walkway to rear of runs.
- Covered courtyard.
- Trees are not shown in the plan for clarity.



KEY

- New reception area
- Kitchen
- Storage
- Shower room
- Kennels
- Runs



Artist Impression of Reception Area



Artist Impression of Kennel View

RETAIL OPERATIONS

WEB SHOP

Our fabulous supplier for the web shop continues to provide us with the best quality and value merchandise. There are numerous new items for sale and all products have been carefully selected with the needs of our members taken into consideration. We do not incur any initial outlay costs, as all items are made to order. The Merthyr Tydfil shop, under the care of the very lovely and efficient Helen Davies, ensures that orders are quickly and efficiently dealt with. Throughout 2019 the web shop has been as popular with GRW members as ever. In the run up to Christmas a large quantity of Christmas cards, calendars and diaries were sold via our web shop, in fact 50% more than that of 2018.

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. The shop teams are very competitive amongst themselves and give up their time to design and arrange the displays. Both the Blackwood and Merthyr shops gained recognition within the top ten Charity shop window displays nationally, for their very creative Christmas and Valentine windows.

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 very eye catching in store displays. The shop always smells gorgeous and there is a warm welcome extended to all who walk through the door.

Catrin's IT skills and Janine's creative eye make for a winning combination.

Team Cardiff are extremely loyal to their customers. They regularly receive very positive feedback regarding their customer service skills. One lady, very high up the retail chain describes the shop as "the best shopping experience that she has ever received". High praise and well deserved for a fabulous team!

They have celebrated their fourth trading year recently with lots of cakes and bubbly for all who visited. Cardiff

never ceases to amaze with their income. Each year they come in at a generous plus to that over the previous year. 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, long term 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 and talented 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 has wonderful support from their many dedicated, hardworking volunteers. We are extremely grateful to each and every one of them!

Claire has been working extremely hard to produce a "Trashion show" for GRW. She has enlisted the help of many people, including makeup artists, hairdressers, and promoters. A date will be set for this very exciting show in the near future.

Blackwood

This little shop is the hub of our retail empire. It will celebrate its 6th Anniversary in October 2020. Manager

Justin Nicholls and the deputy Manager Michelle Lewis are extremely dedicated to the cause and the shop.

They are engaged to be married and the date is now set for June 2021. 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. Once every week Justin carries out a stock transfer to each shop, this ensures that any unsold items are transferred to the next shop. Blackwood has the longest serving volunteer on board. The very entertaining Jennifer Styles

has been at the shop for over 5 years. She's on hand to pass on her invaluable skills to all new volunteers and is our little star. Tracey is a key holder at the Blackwood shop and is on hand for emergency cover. She is very efficient and loyal to the cause. She has many years experience within the charity sector.

Merthyr Tydfil

The Merthyr shop has seen a rise in income due to its popularity within the town centre. It is managed by the dedicated Helen Davies alongside Danielle Evans. 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 Christmas and Valentine window displays.

The shop is light and airy, displays are amazing and you can be assured of a warm welcome. Here too there are many lovely volunteers, and you can always be sure to hear

laughter while visiting. Elaine is a long term volunteer at the shop, who likes so many of our other wonderful volunteers, goes above and beyond for the cause. Her talented knitting skills are often seen



amongst the window displays.

Merthyr are always in need of volunteers, which gives you the opportunity to build on your skills, self confidence and a feeling of belonging.

Neath

Neath opened its doors for trading in November 2019. Karen, the manager was a former volunteer at the Merthyr shop, ex army and ex police. She is totally dedicated to the cause and an avid dog lover. Rod, the deputy manager came to us from Waterstones. He felt that he wanted to make a difference and by working for GRW has achieved that goal. He too is a dog lover. They both go above and beyond for the cause.

They have built up a good volunteer base, all of whom have had either retail experience or are dedicated to GRW. Carolyn, who spotted the premises on the rental market, joined us on day one of setting up the shop. She taught us how to wallpaper and loves volunteering.



Their Christmas window display saw GRW winning 1st prize in the town competition, this gained £50.00 for GRW.

RETAIL VOLUNTEERS

Collectively the shops currently have 45 volunteers. This figure fluctuates 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.

Carol, along with her husband Johnny, at the Cardiff shop are just one example of such dedication. Johnny cleans the steamer out every 4 weeks and takes old cameras home, cleans them up and sells them for us amongst many other things. Carol has been with us since day one of opening; she often knits beautiful items to sell, covers holidays and ensures that the recycling is carried out.

INFRASTRUCTURE AND SUPPORT SYSTEMS

GROWING INCOME AND MANAGING FUNDS

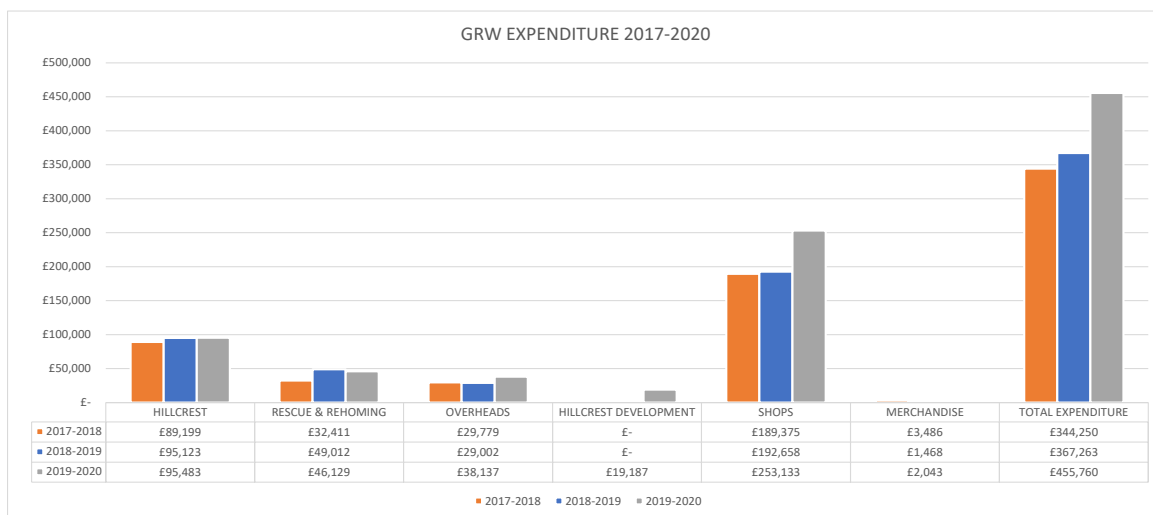
Objective: be in a sound financial position so that we do not have to rely on volunteers to perform crucial roles in the charity

INCOME GROWTH



Total income is in line with expectation. There have been fewer grants this year and less VAT available for reclaim. The addition of the Neath shop and general increase in shop sales continues to provide the major gross income stream.

EXPENDITURE CONTROL



Our costs increased in year by £88k. Much of this was because of the opening of our 5th shop in Neath, Hillcrest Development funding, VAT audit and repayment to HMRC and a general increase in overhead costs. Nevertheless, our costs were controlled and less than our income.

Please see the separate 'Validated Accounts' from Rimmer and May for the full financial statement for GRW for 2019-2020

REGIONS

Objective: To have small self-supporting groups of volunteers all over Wales to carry out activities on behalf of Greyhound Rescue Wales

SOUTH WEST WALES



The past twelve months have been busy with collections run by Susie Clayton either at Tesco or on the streets of Narbeth, Pembroke Dock and Haverford West. Magda Gryczmanska ran collections in Swansea, Ammanford and Llandeilo. We get support from other volunteers, but the

more of our rehomed hounds that are at these collections, showing how they are great with people and how they can become such good family pets, are needed for these collections to make an impact. Altogether, £2898 was raised in south west Wales.

SOUTH EAST WALES



The year 2019-2020 has been a one of great success. There have been continued street collections in Abergavenny, Cardiff, Newport, Bridgend, Cowbridge, Cwmbran Porthcawl with new collections taking place in Tesco Stores. We have also had a

successful collection campaign at Pets At Home, Llanelli thanks to the efforts of Val & John Ball. The numerous events, store and supermarket collections has resulted in fundraising from these events of £12,742 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 again 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 AND NORTH WALES:

A small but extremely dedicated group of volunteers in mid and north Wales have conducted street collections in Aberystwyth, Newtown and Welshpool during the course of the year. The team turns up whatever the weather the generous people of the region contribute their hard earned cash. Members also create and sell hand made products, give away free range eggs in return for donations and there is a very special lady and her family in Welshpool who annually donates a significant amount in lieu of sending Christmas cards. Our grateful thanks go out to all these caring people. Overall £2213 was raised for GRW funds in the region.

An annual gathering is at the local Guilsfield Show where



the greyhounds and lurchers – up to 12 of them at a time bring their loyal adopters to enjoy the sights and sounds of a small country show and to win prizes in the dog show. This year was a little disappointing in that there were few 'companion dog' classes so GRW were unable to sweep the board with a placing in every class but we hope to be back next year.



EVENTS:

Case Study

Greyhound Rescue Wales was asked by Pets at Home in Llanelli if we would like to be their Charity for the year. Of



course, we accepted and Sasha the Lurcher got her humans to take her down to meet with the manager Jason and his two very enthusiastic assistant managers Kate and Georgie. After the initial meeting at the shop, Katie and Georgie went up to Hillcrest to meet Abbie and Sandra and of course the resident hounds as well as the three Last Hope Dogs we had at the time. The agreement was signed agreeing that we would collect at the shop 12 times including every week for four weeks in the run up to Christmas. In return we received over £1500 in Lifeline vouchers to spend on toys, food, bedding and treats for the hounds at Hillcrest.

Sasha, John, and Val were there all day at the collections with Abbie bringing Milo down in the morning and Sandra bringing a Hillcrest hound in the afternoon. We had great support from volunteers covering the whole day including Carolyn and Paul with Star, Magda with Maude, Hayley and Trevor with Gem and Zed, Fiona with Ralf, Sharon and Paul

had Father Christmas and his helpers arrive to help us with the collection and customers had their pets' photo taken with him.

Thanks to Pets at Home, Llanelli, and Adoption for Pets we received a cheque in February for £1,141.42 for Greyhound Rescue Wales and we will be their Charity again this year 2020



from Penarth with Tom and Joyce and many others with their rescued hounds. On one collection near Christmas we

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.

GRW THERAPY HOUNDS

A major success story of 2019-20 has been the growth of Greyhound Rescue Wales' therapy work. Inspired by what they had heard of the work with Swansea University Students Union Study Aid programme during 2018-19 similar activities in south east Wales have begun. Social media publicity inviting volunteers to step forward for these activities generated a very good response and added new centres of activity in mid Wales and with new partners



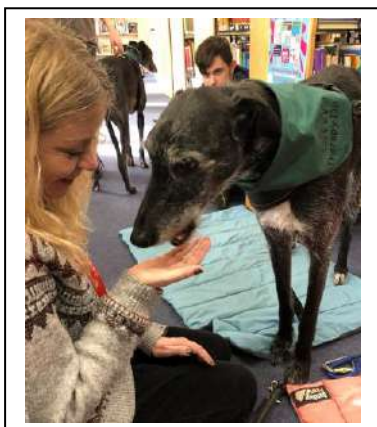
in south west Wales.

Our Therapy hounds have all been assessed to ensure they are suitable for such work. They visit students at exam time to help them relax and also at other times during the term. *GRW Therapy hounds Gem and Zed*

They provide company to residents of care homes and attend a school where they encourage children to read. At the same time they act as marvellous ambassadors for the breed simply by being their gentle, loving selves.

Greyhound Rescue Wales therapy hounds and their owners have been visiting the following institutions during 2019-20:

Ael Y Bryn and Castle Graig care homes, Morriston.
Gower College Swansea.
Newtown Further Education College
Swansea University Students Union
Swansea University Centre of Arts and Humanities



Swansea University Pet Therapy Society
University of South Wales
Welshpool Church in Wales School



The icing on the cake was Greyhound Rescue Wales' very own Zed having a chapter devoted to him in a new book about therapy dogs. The book, called "Dogs for Life. A collection of true tales of pets with a purpose", by Alison Stokes, is supported by the Book Council for Wales and is part of their Quick Reads campaign. The campaign aims to break down barriers and get Wales reading by producing short, gripping books available from libraries, bookshops and online for just £1. Zed who owns Hayley and Trevor Donovan lives near Swansea with his greyhound sister Gem who are both regular participants in Study Aid visits where their gentle natures have made them favourites with the students.



Greyhound Rescue Wales is very grateful to Ben at Dog Behaviour Wales for his help in assessing our south Wales hounds and to Emma Stoker for assessing our mid Wales team, to make sure they are suitable for therapy duties.

PARTNERSHIP WORKING

Objective: to see the unnecessary suffering of animals reduced

GRW has continued to work with partner organisations to improve the welfare of greyhounds in Wales. This work is crucial to help 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 achieved three important outcomes during 2019-20.

Firstly, the Welfare of Racing Greyhounds (Wales) voluntary code of practice was published and widely disseminated within Wales, notably among owners of racing greyhounds. This comprehensive code which draws on good practice from around the world aims to explain what those responsible for the welfare of greyhounds in Wales need to do to meet the minimum standards the law requires as well as encouraging the adoption of higher standards.

Secondly, the group facilitated the allocation of funding from Welsh Government to enable Caerffili Borough Council to carry out inspections against the code at race meetings. Unfortunately, these inspections were halted almost as soon as they began due to racing being suspended due to flooding. However, Welsh Government has confirmed that the unused funds may be carried over to the current financial year which means that inspections may resume as soon as racing starts again.

This will be the first time ever in Wales that Greyhound Racing will be inspected against welfare standards and represents a significant step forward.

The third important achievement was the inclusion of greyhound racing within Welsh Government consultations on the licensing of Animal Exhibits.

The initial proposal was that Greyhound Racing should be part of a general exemption applying to sporting activities. The Greyhound Working Group supported by individual submissions from its component member organisations presented evidence which made the case that Greyhound Racing should not be automatically exempt. Key points

included that greyhound racing in Wales includes a strong entertainment element which would bring the activity within the scope of the proposed legislation, together with clear evidence of long-standing welfare concerns. As a result, Welsh Government will hold a second “short consultation” inviting further submissions relating to Greyhound Racing. GRW hopes that this will eventually lead to Greyhound Racing in Wales being subject to appropriate, mandatory, regulation.

However, we cannot be complacent about this process. Collating evidence for the Animal Exhibits consultation brought home that the racing industry in Wales has shown itself unwilling, over decades, to introduce any form of self-regulation aimed at improving welfare. This is in stark contrast to all other sporting activities where there is a risk to the animals involved such as trotting or point to point racing who have all implemented voluntary measures and standards. Greyhound racing not following suit has resulted in serious welfare problems including:

Dogs who are injured while racing cannot receive pain relief or treatment trackside because there is no vet present.

There is no traceability for dogs leaving the industry meaning in practice that their owners can dispose of them as they choose.

There are no rules in place governing welfare so no assurance of good practice and no sanctions for those who do not follow accepted good practice.

A further consequence is that the burden of care falls on voluntary welfare organisations to attend the track and physically take injured dogs to a vet, to find homes for dogs leaving the industry who are fortunate enough to be handed over to us, and to meet the often very high cost of treatment for injured dogs.

Until now Greyhound Rescue Wales has not taken a position on greyhound racing. Instead, our stated policy has been that we are opposed to the ill treatment of greyhounds and will expose and condemn it wherever we find it. However, it is clear that effective regulation of greyhound racing in Wales is long overdue and that there are intrinsic welfare problems associated with the industry here. Greyhound Rescue Wales will continue to press for the statutory regulation of greyhound racing in Wales because we are hopeful this will come about soon. Should it not be clear that effective regulation will happen we will review our position on Greyhound Racing in Wales before the end of 2020.

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 2019-20.



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. 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 and the public. GRAI's pre-Christmas social media campaign to encourage businesses and individuals not to hold Christmas parties at greyhound tracks was one of the notable successes of 2019. Footage filmed by GRAI also highlighted a serious problem with injuries at one track and led to follow-on articles and posts on social media by other organisations. A GRW Trustee participates in regular tele/video-conferences to support the development of GRAI.

VOLUNTEERS

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

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.

We have also been considering enlisting the help of more online volunteer workers and volunteer roles are being prepared. Perhaps volunteers could design marketing material for us, such as videos, leaflets, or greetings cards, maybe we could expand our online fundraising. If anyone has any ideas please get in touch.

So again, a plea. We need more volunteers! We certainly need volunteers for Merthyr shop, we need someone with human resources background who can advise on that area, and we are always looking for people who can write stories for Greyhound Express. 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 regular 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. The best Hillcrest volunteers are those that can commit to a regular time each week so that they can fit in with the work flow patterns and keep the consistency of routine for the dogs. If you would like to help in this capacity, please fill in the form on the Website.

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 and 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.

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, 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 help to prepare it for its forever home. They teach a kennel dog how it will feel when they get their very own forever home. Short term foster could be 6 days to 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.

You may have recently heard the good news that long-term Hillcrest resident, Thor, is now in a foster home. We are extremely grateful for this, and this was no ordinary fostering, he is also getting personal training.

If you are thinking of fostering it 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'**



Case Study: Thor

"Autumn Thor" was relinquished by a trainer to GRW in May 2018. Before leaving in July 2020, Thor was the longest attending dog at Hillcrest at that time.

Thor is extremely comfortable with people. The team at Hillcrest worked one to one with Thor, and he picked up skills like "sit" very quickly with food as a reward. He is an excitable and boisterous boy but calms down when spoken to softly.

In July, Thor found a foster home in sunny Portsmouth on the South Coast, with a family who can spend the time needed to help him adjust to a new life in a home environment. It took a little time to adapt to the different surroundings, but he has settled well into his new routine and sleeps well throughout the night. Like typical greys, he loves his zoomies, cuddles with his new foster family and roaching in the sun!



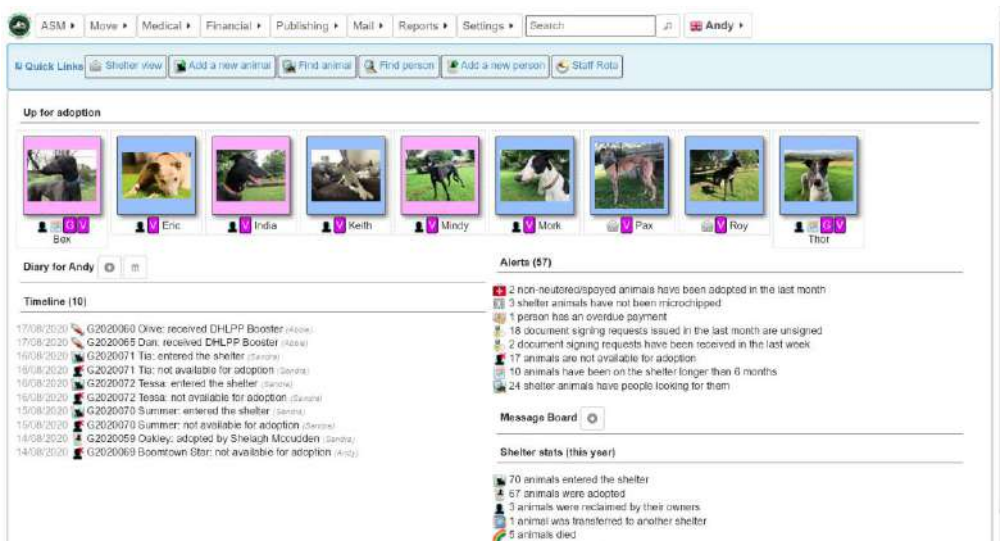
Thor loves his food and is kept busy and challenged daily with a kong filled with treats. He is still overly interested in foxes and cats, but his family are working on this and a training plan is being used to help adjust this interest!

Thor is a loveable and entertaining character, and makes his foster family laugh daily. No doubt in the future Thor will be the perfect companion for someone looking to adopt!

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.

QUICKBOOKS

We are into our fourth 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. £19,463 was received back from

HMRC up to the end of December 2019. We have yet to make a claim for the period to the end of March 2020.

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. It has become clear that the web site needed to be 'refreshed' to make the best of Shelter Manager data for adoptions and to provide a more readily manageable site. GWE Cambrian Web in Aberystwyth have been contracted for this programme of redevelopment which is anticipated for launch during late 2020.

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 continue to increase.

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

SOCIAL MEDIA

FACE BOOK/INSTAGRAM/TWITTER

Our two Facebook presences continue to be a major source of almost instant communication and with well over 6,600 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 of Fiona Fair, Jess Efford, Lisa Vye 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 Magdalena Gryzmska on a regular basis.

GREYHOUND EXPRESS

GRW's twice yearly magazine Greyhound Express, edited by Amanda Rees, is circulated to our members. 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.

PLANS FOR THE FUTURE

As we move into the Year 2020, it is in the clear anticipation that we can move forwards with the plans for the rebuild of the kennels at Hillcrest. We need a dedicated space to help with the rehabilitation and recovery of injured dogs, we need a reception area for visitors and we need dedicated space for the dogs to socialise in a Sensory Garden. These features and more are all included in the plans for the Hillcrest Developments.

Our work with Hope Rescue on the Valley Track Project where we provided volunteers to attend the track and help with recording data and managing dogs that are relinquished by their owners, has shown us of the need for regulation of the last track in Wales so that welfare concerns are addressed. 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 and Welsh Government 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 dedicated semi-sterile Hospital Wing
- Increase the Retail Outlets to 6
- Appoint a qualified Fundraiser to help finance the Hillcrest Developments
- Increase the reach and profile of GRW across Wales
- Recruit more volunteers as and when needed
- Consolidate Income generation streams to secure sustainability into the future
- Support partner organisations to secure implement the voluntary Code of Practice for the welfare of racing greyhounds in Wales

In the Next 2-5 Years

- Maintain and develop our Rehoming Centre to a high standard as our most tangible asset
- Maintain financial stability
- Prepare to appoint a paid Senior Executive Officer
- Improve our offer at the Retail Outlets to increase income
- Create small self supporting groups of volunteers across Wales empowered to carry out activities on behalf of GRW.
- Provide financial security so that our employees are not at risk.
- Secure the regulation of greyhound racing in Wales

OUR IMPACT

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 show 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. The impact of our work addresses greyhound welfare as evidenced by our 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.

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 and in schools helping reluctant readers; through our rehoming centre Open Days and many other activities. 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, 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 Grey 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 and educational establishments 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 AND MEASURABLE IMPACT OF GRW

KEY PERFORMANCE INDICATORS

IMPACT ON GREYHOUND AND LURCHER WELFARE:

KPI 1: Number of greyhounds/lurchers helped. The 3-year average figures of 120 dogs helped per year is the measure of success with a differentiation between those adopted/fostered and those transferred to another rescue. A steady upward trend in the numbers of dogs helped is the true measure of success.
104 dogs came in to GRW, 106 went out from GRW in year

KPI 2: To work with other organisations to relieve suffering of greyhounds and lurchers

Structures: The number and type of organisations GRW works with through formal or informal partnerships. GRW Chairs the Greyhound Working Group (GWG) of Animal Welfare Network Wales (AWNW) whose members are: Battersea Cats and Dogs home, British Veterinary Association Wales, Hope Rescue, RSPCA Cymru with Welsh Government Officials also in attendance. GRW is a member of the UK Greyhound Forum and supports the work of Greyhound Rescue Association Ireland (GRAI).

Activity: The number of programmes implemented, activities helped, and meetings/events attended with partner organisations, The GWG meets about every six weeks, a GRW representative attends GRAI telephone/online meetings about bi-monthly, the UK Forum meets twice a year.

Outcomes: Influence on policy, strategy the type of activity of other organisations. The GWG has produced

the Voluntary Code of Practice for the Welfare of Greyhounds (Wales) at the request of Welsh Government, this has been disseminated to owners and trainers within the racing industry in Wales and to partner organisations. GWG has facilitated funding from Welsh Government to Caerffili County Borough Council to enable inspections against the code to take place. The GWG co-ordinated submissions from its members to the Welsh Government consultation on the regulation of animal exhibits in Wales. These representations succeeded in securing a further short consultation specifically about the possible regulation of Greyhound Racing in Wales under this legislation.

Number of greyhounds/lurchers benefiting (including receiving better care, being offered rescue places or finding homes) as a result of partnership activities: GRW assisted with 6 dogs from RSPCA Llys Nini, 1 to Borzoi Rescue, 5 from Hope Rescue, 1 from Battersea, 2 from Greyhound Gap, 2 from Woofles and 3 Homed Direct.

COST EFFECTIVENESS

KPI 3: Total cost per greyhound/lurcher rescued:
Measurement = Total Rescue expenditure divided by number of dogs rescued.

£900 per dog

KPI 4: Proportion of income spent on "Rescue" as opposed to "Administration"

45% of total income spent on Rescue, 8% spent on Overheads

BROADER SOCIAL AND ENVIRONMENTAL IMPACT

GRW seeks to maximise the positive impact deriving from its work to the community and the environment.

KPI 5: Number of events for volunteers and supporters, numbers of volunteers, number of areas of interaction

There have been 25 street and store collections; GRW has 14 Trustees, 45 regular shop volunteers, 30 welfare volunteers and 18 Therapy Hounds

Environmental benefit: *The proposed new build of the Hillcrest Kennels is more efficient and reduces use of resources whilst accommodating more dogs.*

SUSTAINABILITY

Achieving financial sustainability along with that of volunteer provision.

KPI 6: Financial: Income v Expenditure. Achieving a balance of income against expenditure through managed activities (not reserves or legacies).

Total Income in year: £499,628.52

Total Expenditure in year: £455,759.90

KPI 7: Human: All key posts identified, all functions filled by different individuals, all roles functioning effectively
15 full and part time employees
4 part time contact workers
Trustees with Responsibility in place for all key functions
150 regular volunteers fulfil a wide range of functions

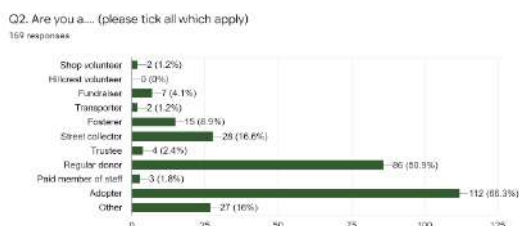
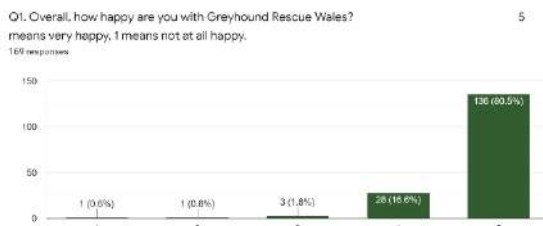
KPI 8: Physical: To maintain and develop our Rehoming Centre to the highest possible standards

£19,187.47 spent on Hillcrest Developments in year

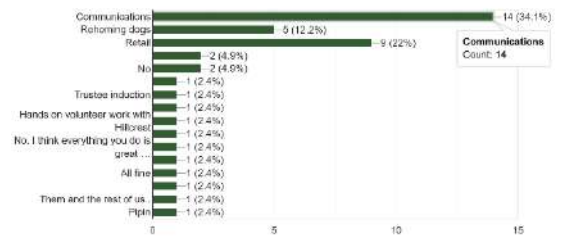
QUALITY OF CARE

This includes that of the greyhounds and lurchers that come into our care and the employees and volunteers who work on our behalf

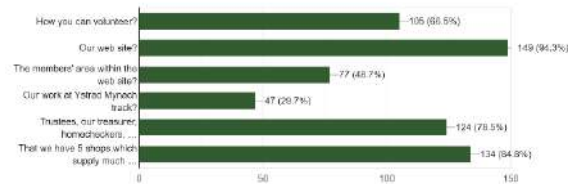
KPI 9: Satisfaction levels of adopters and volunteers



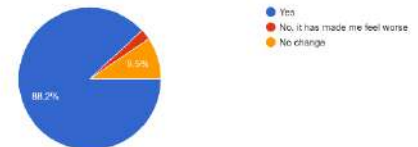
Q3. Are there any areas of GRW which you feel need improving? Please tick all relevant boxes. If you tick any please could you also answer question 4.
 41 responses



Q.7 Do you know about? (please tick all those areas you know about)
 158 responses



Q. 8 Do you think Greyhound Rescue Wales has made you feel happier?
 169 responses



We had 169 replies, a high number for a survey of this sort, and it shows how engaged our members and supporters are with the organisation. Last year we had 134 replies. All replies will help us gauge what we should do more/less of. Summary: There was an overwhelmingly positive response. 80.5% were very happy with GRW, up from 76.7% last year. The reasons for these very high levels of satisfaction were quite diverse but Hillcrest, the shops, rehoming and social media came out strongly.

We had also asked for areas for improvement. Around 14 people identified communication issues as an area for improvement (slightly fewer than last year). Others highlighted communication as a particularly good area, one even citing the friendly welcoming attitude of GRW and another the speed with which enquiries are answered.

KPI 10: Quality of care - dogs' mental and physical well-being while in our care, efficacy of assessment procedures and behavioural work

Indicator 1: Dogs returned compared to industry standard: *15 dogs returned representing a 14% return rate*

Indicator 2: Distance travelled in terms of behaviour while in our care.
 Measurement: *Each dog is assessed on intake (RAG rated against 6 criteria) and on homing. Only when all criteria are Green, are dogs available for adoption.*

Indicator 3: Staff/volunteer hours spent with each dog on a 1 to 1 basis doing enrichment or physical rehabilitation work.
 Measurement – introduce a new “dog log”: *At least 1 hour per day for each dog on enrichment activity.*

IN CONCLUSION

During 2020/2021 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 more than 100 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
- ✓ Rebuild kennels
- ✓ Design, develop and build Hospital wing
- ✓ To address CPD needs & upskill all staff in key areas
- ✓ To redevelop the Enrichment Hut on site
- ✓ To improve facilities for staff and volunteers on site
- ✓ To improve enrichment facilities by provision of a Sensory Garden

RETAIL BUSINESS

- ✓ One further retail outlet to make 6
- ✓ 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
- ✓ Offer window displays for hire

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
- ✓ Appoint a fundraiser to lead on fundraising for the new build

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.

CONTACT DETAILS

National Call Line: 0300 0123 999
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Face Book: <https://www.facebook.com/GreyhoundRescueWales/>
Face Book Supporters: <https://www.facebook.com/groups/greyhoundrescuewales/>
Twitter: <https://twitter.com/welshgreyhounds>
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