



# Greyhound Rescue Wales Annual Report 2020-2021

# BACKGROUND AND INFORMATION ABOUT GRW

Greyhound Rescue Wales began in 1993 with a small group of people rescuing 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 (GRW) became a registered charity in 1996 when it covered the whole of Wales, 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. 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 managed by a board of trustees, who

Greyhound Rescue Wales began in 1993 with a small group of people rescuing 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 (GRW) became a registered charity in 1996 when it covered the whole of Wales, 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. 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 managed by a board of trustees, who

## 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 rehome 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 tirelessly 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.



Kennels at Hillcrest

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.



Kennel Runs at Hillcrest

# CHAIR'S REPORT

## An introduction from Lindsay Jackson, Chair

This report sets out the highlights of Greyhound Rescue Wales' financial year from March 2020 to February 2021. It has been a remarkable year for everyone – who would have predicted that at the time of writing, the whole world would still be reeling from the effects of the Global Pandemic, that restrictions on movement and life in general would still be in place? Some charities have found this year particularly difficult because of the restrictions and GRW is no different, except we have been able to be very inventive in our processes, have benefitted from support from Welsh Government and have been extraordinarily well supported by our staff, volunteers, members and supporters, who have all been extremely generous. We are exceedingly grateful to every single one of them!

The Rescue and Rehoming team have again done outstanding work, despite having to close down to visitors and volunteers for much of the year. All rehoming processes had to be undertaken on line by Zoom calls and we are always entertained by the photos of potential adopters sent in with the online forms! We have helped 149 dogs into GRW's care and 162 out into homes, have managed 2 Homed from Home dogs and worked with 30 different foster carers, who cared for 30 dogs between them. 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, especially for COVID safe delivery of dogs to their new homes.

Our Project manager and architect have worked extremely hard to get the plans for the new kennels to a point where they were submitted to Carmarthenshire County Council for Planning Approval in July 2020. This unfortunately was another victim of COVID 19 and we still await conformation of the outcome. Merissa, in the meantime led on some much-needed repair and refurbishment work on the current kennels and the house itself, which now is a much improved resource.

The shops as always, have helped GRW to survive financially this year, due to the support from Welsh Government in the form of Business Support Grants for each shop on three separate occasions. This alongside the Furlough Scheme meant that GRW was able to retain all its staff and pay them at their full rate. We estimated at the start of March 2020 that we could afford to keep running for three months, but with the assistance we have been able to continue as before without interruption and maintain our commitment to becoming an official Living Wage employer, guaranteeing salary increases above the national wage.

The shop staff and volunteers, very ably led by our Retail Business Manager, Judy Badcock, have done another excellent job over the year - the shops are COVID safe,

have strict Health and Safety systems and processes to follow and continue to be extremely successful. We are very grateful for all the donations we have received in a wide variety of forms that have meant we could keep going.

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, assisting greatly with decision making during this difficult period. 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, receives and responds to all incoming communications and has proven to be invaluable.

Fundamental to all our work is that contribution made by volunteers and we have welcomed them back to all sites, whenever restrictions were lifted. We are still a way from having lots of groups of volunteers all over Wales, however, those volunteers we do have repeatedly report how much they enjoy volunteering for GRW and how much they have benefitted from their volunteering, especially after lockdowns

Partnership working has continued over the year despite restrictions, one dog was transferred in from Battersea Dogs and Cats Home and one was transferred out to Cardiff Dogs Home. We have maintained our membership of the Association of Dogs and Cats Homes, though Study Aid at Swansea University Students Union and other groups visiting colleges and schools have all had to be put on hold. GRW values this work very highly and will seek to reinstate and expand this work once restrictions allow.

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 were working towards trailing the Code at the Valley Track until the floods of 2020 and COVID 19 hit and racing was suspended. The group continue to press Welsh Government for the regulation of Greyhound Racing in Wales.

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 Paraathlete 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

# GRW DOING WHAT IT DOES BEST

## Case Study: Sidney

*Sidney's is a sad story with a happy ending.*

Sidney was retired to another rescue, at three years old after his racing career had ended in 2013. He was adopted by a family with a house-proud wife, so he never lived inside the house. Instead, he lived his life in the garden.

After living with the family for seven years, the family started to notice that Sidney was unhappy with the five-year-old child and had growled at her twice. The mother decided that for the safety of the child, they wanted Sidney to go and so his owner relinquished him to the care of Greyhound Rescue Wales.



Sydney after surgery

The vet confirmed that Sidney would have been in a lot of pain which would have contributed towards his behaviour, as he may have been fearful about being touched or bothered whilst in pain.

Sidney recovered really well post-op and was put on mobility supplements to help with his stiffness. He went in to a foster home to continue to recover from his dental treatment and to help him adapt to living inside a warm home for the first time in his life.

Once ready, Sidney was adopted by a lovely couple and went to live the life he deserved.



Sidney's poor teeth

Upon arrival, staff noticed that Sidney had really awful breath and immediately raised concerns. Sidney allowed them to investigate, but they were unable to really assess the extent of the problem due to the extreme amount of plaque covering his teeth. They also raised concerns about his mobility, stating that he was stiff when he walked.

Sidney was quickly taken to the vets where he had the majority of his teeth removed due to excessive rotting.



Living life and loving it!

# RESCUE AND REHOMING

## HILLCREST

2020/2021 has once again been an excellent year for Team Hillcrest. Despite the challenges of COVID-19 restrictions being thrown at us, we have again been able to provide 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, passionate, committed and highly skilled, meaning the centre runs smoothly and efficiently and rehoming systems are highly effective. We 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 and 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. Before lockdown there was a small team of volunteers, Molly and her dad Peter, Fiona Fair, Deborah Fawkes Williams and Magdalena Gryczmanska.

Part way through the year and following government guidelines, we had to make the difficult decision to close Hillcrest to the public and only have a skeleton staff working to minimise the risk of infection. Hillcrest was closed from March to June, though rehoming began in May.

After the first lockdown was lifted, our trusty team of volunteers recommenced Janet Monks, Julie Payne, Magdalena Gryczmanska. Then second lockdown occurred and again we had to take the decision to close Hillcrest. Rehoming continued during second lockdown following strict Covid guidelines. We are now pleased to report that Hillcrest has reopened, and it is business as usual.

## REHOMING

This is the heart of what GRW does as an organisation and a Charity.

We are pleased to be able to report that following a calm year at Hillcrest, 2020/2021 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. Due to Covid-19 restrictions we have had to review our rehoming procedure and now use Zoom, Facetime, Skype as

well as photographs. This new way of working has been a huge success.

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 2020 – February 2021, the total dogs rescued was 94, with 119 rehomed. 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:** 18 dogs were returned from adoption during the year of which 10 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 2020/21. 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 regular volunteers at Hillcrest. 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.



New Reception at Hillcrest maybe?

# LAST HOPE CASE STUDY

We only had one Last Hope Hero in 2020/21, partly due to periods of suspended racing during the pandemic.

## EVERYONE LOVES COBY:

Coby was brought to Greyhound Rescue Wales in the beginning of August 2020. He had raced in Ireland but he broke his leg at the Perry Barr track – he was almost 3 at the time. His story is not a standard Last Hope scenario in that GRW did not pay for his surgery which had been carried out by PDSA before Coby came into GRW's care.

Coby's broken bone had been fixed with screws. He was also wearing a fibre glass cast due to some tendon damage. Soon, the cast had to be removed because the wound became infected, and Coby needed a course of antibiotics. An X-ray in November showed that bone was pretty much healed. The vet explained that Coby may limp on and off but hopefully the limb would strengthen further over time.

Before Coby was adopted on the 24th of January 2021, he had stayed at 3 different foster homes. His first foster home was with Greyhounds Twiggy (also Last Hope) and Grace; then he stayed with Paul and Caroline in Carmarthen, and then with Kerry and her greyhound Merry Legs in Abergavenny. For a couple of weeks, he also stayed with Collin and Trisha who provide boarding services at their home. Everyone who spent time with Coby soon fell in love with this big lad with a funny, quirky personality and little sense of his size.

On the 9th of August his foster carer said on Facebook: "His leg is getting better every day. He definitely has more energy as shown by all the disembowelled toy animals and fluff all over the house. He is wicked crafty and curious, but when he cuddles and turns his big hazel eyes on you, your heart melts."

Caroline and Paul were planning to adopt Coby, but his increasing energy levels were becoming a little too much for their older long-term foster, Pete Bushell. So, Coby joined Kerry and Merry Legs instead. Kerry described him as "the most adorable goofball" who "just wants to be loved and cuddled". Kerry was hoping to adopt Coby, but a change in her circumstances made it impossible.

Coby and Merry Legs were best friends and it was Coby's loving presence that finally encouraged reserved Merry to bond with Kerry. In the last week of January, Coby, now called Reggie was adopted in Carmarthen, and he is loved to bits.



## WORKING IN PARTNERSHIP WITH OTHER RESCUES:

In 2019 (two of our Hillcrest staff went on the academy training course at Battersea. During that course, we discussed sighthounds and in particular greyhounds at Battersea. Whilst most dogs thrive and are rehomed quickly, some greyhounds don't do as well in their busy kennel environment. GRW were delighted to become part of their Animal Partnerships scheme- involving dogs moving to approved rescues.

Fast forward to June 2020 and we were contacted about Amy. She had been in Battersea and in one of their experienced foster carers for three months. Whilst she made some progress in that time it is clear she needed more from a greyhound savvy team.

Since her arrival at Hillcrest, Amy has been progressing well. The quiet rural environment at Hillcrest has helped Amy to unwind a little and having access to the field for walks means she can sniff and enjoy human company without pressure. In the early days we changed her diet to a sensitive food, started her on two calming food supplements and a plug in for her kennel. We paired her with a steady dog and started daily handling sessions. In addition to her two daily walks with Rodney her kennel buddy she also spent time in the house getting used to the noises, exploring the centre on a long line, going off site and for rides in the van.

The staff have worked on cooperative handling skills such as her stepping onto a bed for lead to be put on. She can now tolerate short grooming sessions and has been slowly introduced to more dogs and people as a way of extending her world and her ability to cope with change and stress. Amy is just about ready to start looking for a very understanding and patient home, who can give time she needs to become the amazing dog we know she can be.

# HILLCREST DEVELOPMENTS

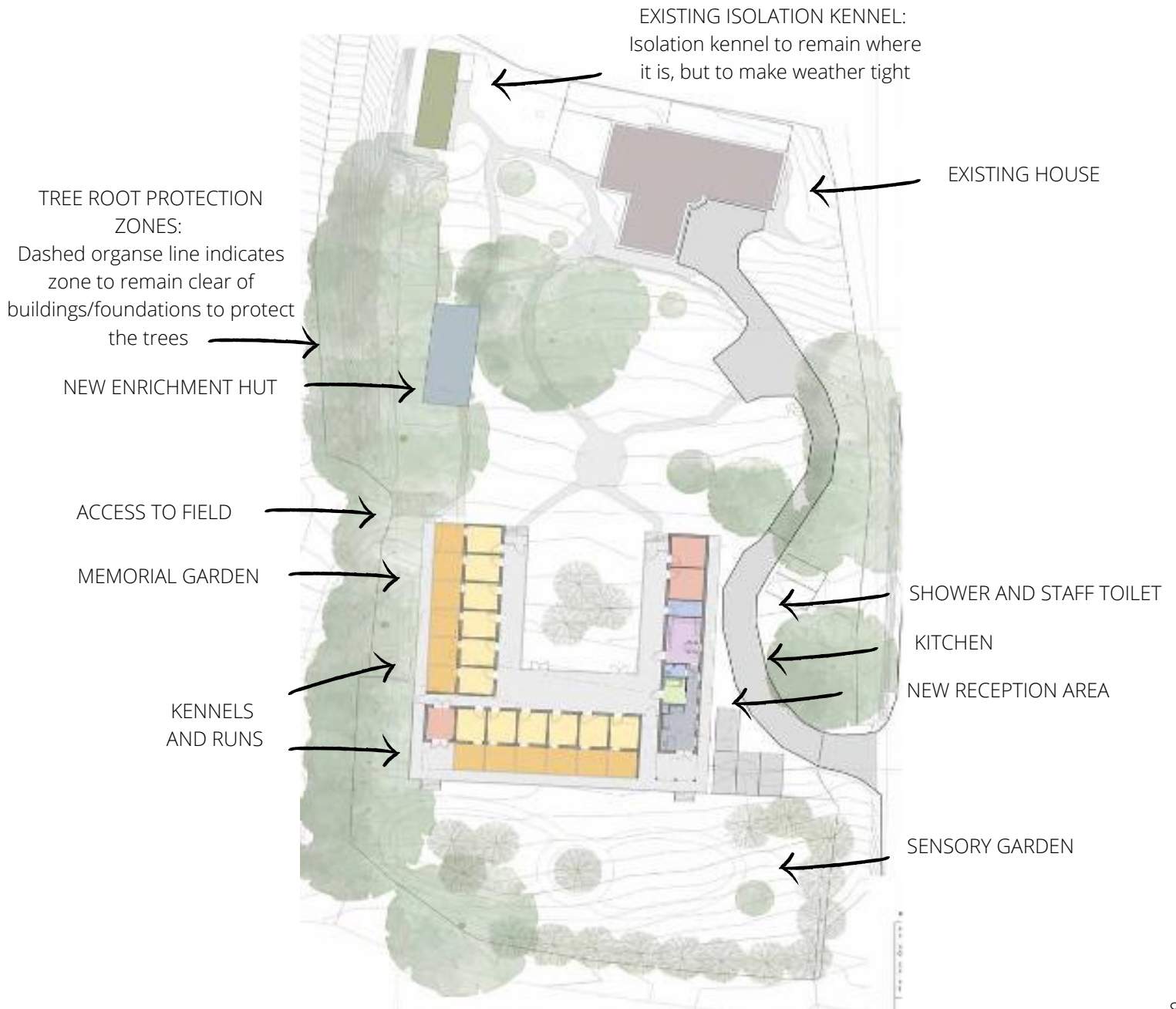
## Objective: maintain our Sanctuary – Hillcrest Cottage – to a high standard as our tangible asset

It was all systems go at the beginning of 2020 to get together everything that was needed in order to submit the Planning Application for the new kennels to Carmarthenshire County Council. The completed application was submitted in July 2020 but was another victim of COVID – all council resources were targetted at the Pandemic and so the wheels turned very slowly. Despite promises, we still have had no firm indication of the outcome of the application. Everything is on hold currently. We wait with bated breath.

In the meantime, it gave us an opportunity to do some much needed work on the house – the structural survey we commissioned revealed the need for beams to support the upper floor, joist repairs and some significant work on the fireplace and chimney breast in the living room. It appears that the rather attractive brickwork on the front of the chimney breast was actually attached to nothing! There was damp in the en-suite bathroom downstairs due to lack of ventilation and the visitor toilet needed some reconstruction and replacement.

This work was undertaken as soon as restrictions allowed and Abbie, the Hillcrest Manager, took some very well-deserved leave – she had been working at Hillcrest mainly on her own since the beginning of March. As always with building works, further work was found to be necessary and so the windows and kitchen are scheduled to be replaced, as well as work on the exterior of the house and redecoration. Sadly, these works too were victims of COVID due to lack of supplies and trades to complete them. They will be carried forwards to next year.

All these works will make the house a safer and more pleasant place to live and work in for the future. Just a reminder of what the new building might look like:



# RETAIL OPERATIONS

Due to the pandemic the retail operations experienced difficulties during the last year. Never, in our wildest dreams did we imagine that we might be told not to attend work. Fortunately, we had prepared a lockdown plan in readiness for this.

The concerns soon began to surface. How long would we be in lockdown? Were the shops safe and secure? How were our volunteers, many of them are elderly and live alone? Would Hillcrest survive without the shops' income? Would our shops survive this dreadful time? Would staff receive salaries?

It pleases me to report that all of the above concerns were unfounded. A Facebook group was set up to enable direct contact with the volunteers. The wonderful staff took charge of the situation and ensured regular contact with their volunteers, be it by phone, in person or via social media, they checked their shops regularly. The furlough scheme aided greatly with salaries and the local authority grants ensured that we would continue to trade.

Reopening after the first lockdown was a little daunting. Lots of in-depth research was carried out to ensure that we adhered to the strict Covid 19 reopening rules and regulations issued by the Welsh Government. We had to get this right!

Both the shop teams and customers had to be protected. The amazing teams rolled up their sleeves and got stuck in. All shops were deep cleaned, PPE was provided, safety screens were installed, risk assessments were carried out and shop areas were measured to determine the number of customers permitted. Donations were isolated for a 72hour period. This continues to be the case as we carry on trading. It's become "normality" for the retail sector at this present time.

Despite the setbacks the teams remained positive. They were extremely grateful and happy to return to their working roles. Customers were happy to see us reopening the doors. Donations flooded in. Record takings were recorded. Team retail are back and fighting fit!

## Web shop

The GRW Christmas cards were designed by a very talented supporter, Sion. He kindly designed them in under a week for us. These designs were extremely popular, so much so that they sold out in days. We quickly replenished the supply and this resulted in record sales of the Christmas cards

The beautiful calendars were based around the winning categories of our online dog show. These proved to be very popular.

The new GRW facemasks have sold very well. They are very comfortable to wear with a stretchy fabric that ensures a perfect fit.

The web shop was closed during the lockdown periods. The logistics would have put staff at risk and it was non-essential retail. We are now back trading and looking for more amazing products to add to the site.

## THE SHOPS

**Cardiff:** Cardiff shop is our flagship store. Based on Albany Road, in the Roath area of the city. The lovely manager Janine Graves and the multi-talented deputy manager Catrin Townend ensure that the shop is always tastefully merchandised and that all of our customers receive a pleasant shopping experience. Their combined skills and retail experience are predominant throughout.

The amazing volunteers at the Cardiff shop are all long term and aid immensely in easing the pressure of what is an extremely busy shop. Clothing is a top selling category at the Cardiff shop. Old cameras and camera equipment are transferred to the shop from all of the other shops. These are carefully cleaned by our lovely volunteer John who also ensures that we obtain a good price for them.

Cardiff had a great feature on the ITV Wales news. Our very brave trustee responsible for retail, Debra Allen gave a great interview on the reopening process post lockdown.



Cardiff Shop Window Display

**Swansea:** Swansea is our largest store and receives the most donations. The very creative and arty Manager, Claire Franklin and deputy manager, Michael Warden's customer service skills make for a winning team. Claire's window displays attract many customers and are well known throughout the city. Customers regularly praise her skills and she ensures great links within the community. The shop is large and bright. It is situated on the Kingsway area of the city. Unsold, designer items are transferred to the Swansea shop from all other branches, Claire then sells them online at sites which bring the highest income.



**Merthyr:** Based in the High Street of the town, the Merthyr Tydfil shop is managed by the lovely Helen Davies and the youngest of our staff, the deputy manager, Danielle Evans. They are a dynamic team and work extremely well together. Helen also oversees the smooth running of the Blackwood shop. The windows are award winning and the shop stands out amongst their competitors. They have a loyal customer base. Their volunteer numbers have increased since returning from lockdown and it's a fun environment for all. A recent TIKTOK review saw them receiving high praise and recommendations. Helen and Danielle also ensure the smooth running of the web shop from the Merthyr premises.



**Neath:** Neath is the newest shop in our retail empire. Trading began there in November 2019. The very organised and capable Karen White and Rod Morgan are Manager and deputy manager. The shop is the smallest of the chain but trades exceptionally well. Karen and Rod have established strong links within the Neath community, with volunteers and on social media platforms. Karen's lovely husband, Darren manages the EBAY site for us. All unsold, high priced items are sent to him for listing. This is a great source of income. The shop is by far the best in Charity shop in the town, its windows and in store displays are a cut above the rest. For two consecutive years they have won the top Charity shop window Christmas display in the town.



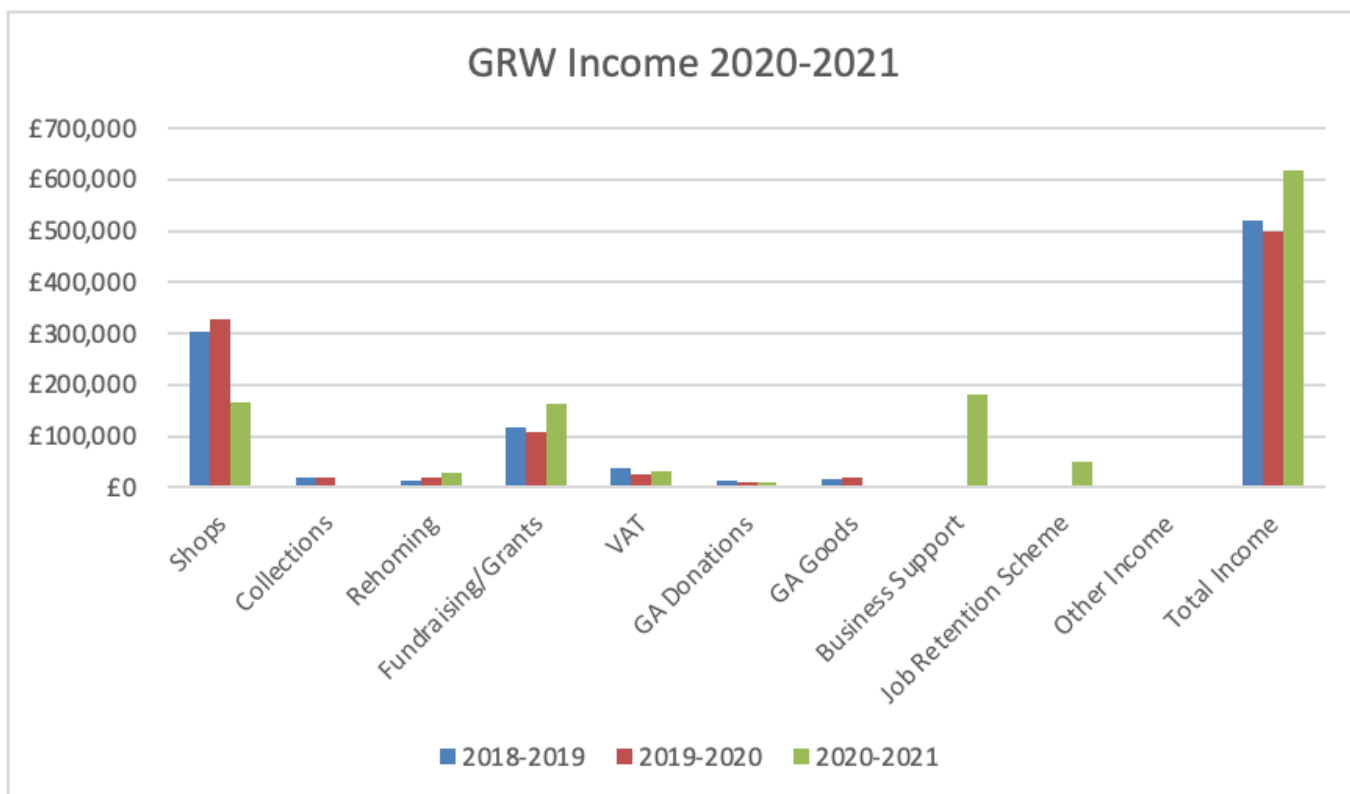
**Blackwood:** Blackwood is the longest running shop in our retail empire. It has been trading for over six years. The very capable staff and volunteers ensure that it's the best on the High Street. Craig, the manager, is our newest recruit and has fitted into the role perfectly. The lower floor of the property is utilised for storage. Seasonal donations are stored there and distributed to other shops. Every week unsold stock is transferred between the shops by Craig. Their windows are always dressed perfectly and are often commented upon. The town possesses a tight knit community atmosphere.



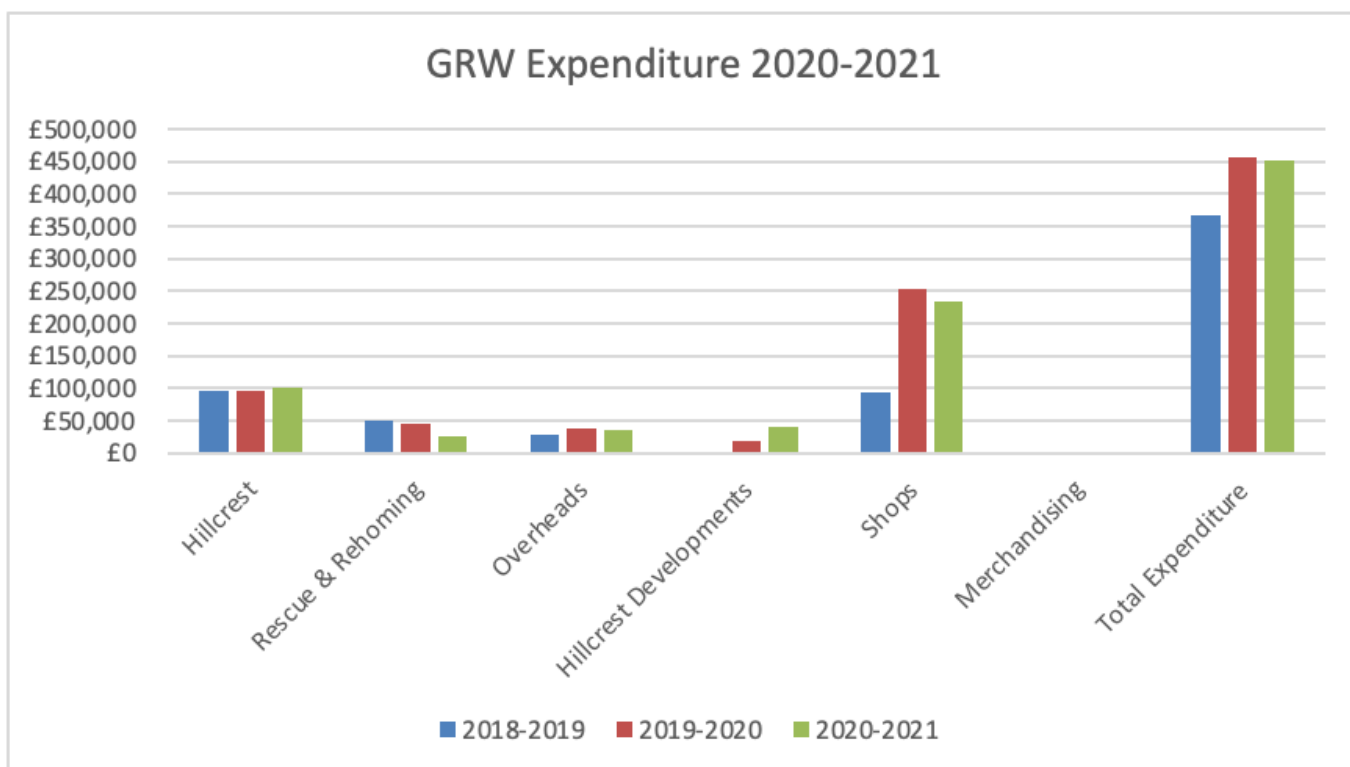
**The Environment:** Our shops receive a lot of unsaleable items. They could be torn, stained, chipped, broken, dented or scratched. We try our utmost to make these items sellable but sometimes have to admit defeat. In these circumstances we work in partnership with recyclers. This not only generates good income for the cause and reduces the cost of our waste, but it also has a positive impact on the environment.

# 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**



Total income has grown this year to just over £600,000. The income from the shops has reduced due to closures and less from collections. The increase in On-line fundraising, the Business Support Grants from Welsh Government and the national JRS scheme have all contributed to the increased income.



Our overall costs remained about the same as for '19/20. Much of the reason for this was due to GRW paying the staff at their full rate whilst furloughed, additional spend on Hillcrest Cottage, rent 'holidays' for the shops and reduced utilities costs whilst the shops were closed. 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 2020-2021**

# FUNDRAISING AND GRANTS

In August 2020, Katie Murrell, an experienced fundraising and income generation officer who formerly worked with charities such as the RSPCA, Hounds First Sighthound Rescue and Guide Dogs for the Blind; joined GRW on a temporary basis. Katie's role was to develop and manage fundraising on behalf of Greyhound Rescue Wales. The fundraising target established for her 6-month appointment was £16,000. Katie far exceeded this target, generating circa £27,500 via digital fundraising, securing external grant funding and by further developing both donation and sponsorship functions.

During her time in post, Katie has strengthened and built upon digital fundraising, brought additional supporters and volunteers to GRW with her, and extended the reach of the support network both within and outside of Wales. In February 2021, due to the positive impact which she has had upon the charity, Trustees decided to make her a permanent member of staff. As such, Katie was appointed to the role of Income Generation Manager for Greyhound Rescue Wales. Katie is an extremely valued member of the team and if you are yet to meet her, look out for her in 2021.

**GRANTS:** Over the last 12 months, Greyhound Rescue Wales has been successful in securing the following grant funding:

**SUPPORT ADOPTION FOR PETS:** £12,000 secured via grants. This funding was used to support ongoing vets' fees for our dogs on shelter, which during the COVID-19 pandemic was a particularly important area of focus for us as a charity. With income drastically reduced due to restrictions upon the operation of our charity shops, along with events and collections, continuity of care was a primary consideration.

## Case Study- Cormac

The grant was extremely beneficial and enabled us to maintain our high standards of rehabilitation and care for dogs like Cormac, who require extensive medical investigation and treatment. Cormac came into our care in September 2020 with two large lumps on his back that completely baffled the vets. The staff were informed that the lumps had appeared 12 months earlier and been steadily growing ever since, but no veterinary intervention had been sought. Cormac was oblivious to the concern his lumps were causing to staff. In fact, he adored the additional attention he was getting through his vet checks and tests and submitted to handling happily. Endless tests were undertaken, but no formal diagnosis was made.

This included biopsies followed by a CT scan at a specialist veterinary surgery, neither of which were conclusive. Post further testing one lump was declared safe, but with the other lump remaining a mystery, so it was agreed that it should be removed via surgery. Cormac was placed with a foster family to aid his recovery, but trouble struck again when his stitches burst and his entire wound opened up again. Cormac then happy and healthy, went on to find his forever family. Cormac's diagnostic tests and surgery were extremely costly, which along with his regular veterinary care such as neutering and vaccinations, meant that the bills added up quickly.



We are incredibly grateful to Support Adoption for Pets - now the Pets at Home Foundation, for the support they have given us not only through the £10,000 grant, but also through the additional £2,000 grant which we received in February 2021. This, along with the ongoing support we and other charities receive through their VIP rewards scheme, donation bins and in-store fundraising at both Llanelli and Brynmawr stores, is vital to our ability to rescue and rehome the dogs who need us most.

**PET PLAN CHARITABLE TRUST:** £10,000 was secured via Pet Plan Charitable Trust to support the GRW Forever Fostering project, which caters for dogs with both medical and behavioural conditions.

The grant supported us to raise the profile of and care for the seven dogs within the Forever Foster project at the time of application, and to be able to offer sanctuary to new arrivals needing permanent medical support. The Forever Foster dogs in our care cost the charity approximately £11,3000 in 2020. The grant has also supported us develop resources in increasing awareness, raising the profile of project and improving our sponsorship programme in sustaining this vital project. 12

**EVENTS:** Over the course of the last 12 months GRW has continued to hold fundraising events, which have predominantly been conducted via digital means in order to ensure compliance with COVID-19 regulations. In total, 9 events took place between August 2020 and March 2021, including: The Fun Dog Show, Last Hope Auction, GRW Balloon Race and Christmas Raffle. As a result of the dedicated supporter's generous donations and engagement, GRW raised a whopping £11,079.11. We plan to continue to expand our digital and face to face events programme throughout 2021.

GRW increased its digital fundraising repertoire to include Facebook Donate, which generated £4,132.24 over the course of the last year.

Our amazing supporters continued to challenge themselves in weird and wonderful ways, to raise money for our amazing hounds. By undertaking various sponsored events and selling their creative and crafty handmade goods, they raised a total of £3,306.92. We are forever grateful to and for you and could not successfully rescue and rehome so many amazing dogs to their lucky families without you. Thank you!

**DONATIONS:** Our wonderful supporters have donated £33,619.89 to GRW. This money has been used to rescue, care, provide sanctuary and hope for over 100 dogs. Dogs with serious medical and behavioural needs, along with those dogs who need a helping hand to find their forever families and transition successfully into their forever homes. Interesting fact, it costs over £2,500 per week to run our Hillcrest Sanctuary, which equates to £130,000 per year.

**REGULAR GIVING:** There are 7 schemes in total which our supporters regularly give through, including: Hillcrest Supper Club, Last Hope, Sponsor a Dog and the 100 Club. For more information on these and other schemes, please visit our webpage. The 7 schemes have generated £16,262.05 over the last year and make a huge difference to all aspects of our dog's lives. Thank you for your continued support, you are appreciated!

### **REGIONS and EVENTS:**

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

Due to the Covid-19 Pandemic and to protect the health of our loyal volunteers, Greyhound Rescue Wales to the decision to suspend all public fund raising. We hope to recommence fund raising across Wales once guidelines permit.

## **Case Study – Pete Bushell**

Pete Bushell came in to Hillcrest in February 2017 as a 5 year old ex-racer. He came from Woofles Kennels as part of a large welfare case, and had previously been racing on the unlicensed Ystrad Mynach Track



Pete Bushell was named as a Memorial dog after a volunteer of one of our charity shops sadly passed away. Greyhound Rescue Wales offers supporters the chance to name a rescued dog after a family member or loved one who has passed in honour of their contribution to the charity.

Pete struggled in kennels, and staff found him distant and difficult to bond with. They suspected he was shut down and lacked experience in positive handling as he showed anxiety when handled. Pete was much more confident with kennel mates.

It was decided that Pete should go in to foster as he was so unhappy in kennels. The foster carers and staff at Greyhound Rescue Wales agreed that he needed to see a vet as he was panting excessively and displayed some alarming symptoms that suggested an underlying problem. Pete had blood work done and was diagnosed with severe hypothyroidism (under-active thyroid) and was placed on thyrofon for life. It has taken a while to get Pete on the right dose, and he requires regular blood tests to ensure this remains correct. Pete is currently on the highest dose of medication.



Pete has settled well in the foster home and got on well with the resident greyhound who has given him confidence. It was decided that it was in Pete's best interests to keep him under Greyhound Rescue Wales' care as a lifelong foster dog. Greyhound Rescue Wales will continue to fund Pete's needs whether they be mental or physical, for life.

# 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**

Pet therapy has many recognised benefits for both physical and mental health. Just stroking a dog has been proven to release mood improving hormones like serotonin and oxytocin resulting in benefits for mental and physical health by reducing anxiety. This is particularly important for groups who experience high levels of stress such as students at exam time and indeed, for many people during and after the current Covid pandemic. Interacting with visiting hounds also helps former dog-owners who live in care homes feel less lonely. Younger children also benefit from interacting with dogs for example by reading to someone (the dog) who is non-judgemental and gives un-conditional approval.



GRW's therapeutic visits to universities, schools and care-homes were a major success story of 2019-20 which saw a rapid expansion of the number of institutions, volunteers and hounds involved. By March 2020, our hounds and volunteers were visiting: Ael Y Bryn and Castle Graig care homes in Morriston, Gower College Swansea, Newtown Further Education College, Swansea University Students Union, Swansea University Centre of Arts and Humanities, Swansea University Pet Therapy Society, the University of South Wales and Welshpool Church in Wales School.

GRW's therapy hounds, who have all been assessed to ensure they are suitable for such work, were very well suited to the role because of their calm and gentle nature. At the same time they were marvellous ambassadors for the breed simply by being their gentle, loving selves.

Sadly Covid 19 brought to a stop (hopefully temporarily) all the wonderful work of our therapy hounds and their owners during 2020-21.

However, there is widespread awareness of the potential impact of the pandemic on mental health and it is likely that our hounds will be in even more demand once therapy visits become possible again



## **READING DOGS AT CHURCH IN WALES SCHOOL, WELSHPOOL BEST BOOK BUDDIES**

We are so proud of Fleet, Gary and Rupert - three GRW greyhounds from Welshpool who have been helping children develop their reading skills. They have been visiting Welshpool Church in Wales school each week since October 2019 and the project has been a great success.

In the words of the school's pastoral support worker: "To see the confidence grow in the children has been unbelievable". "We have one pupil who doesn't really talk much and this is the first time in two years I have actually heard him read aloud".

The boys know their routine and get a treat at the end of each reading session. The idea behind the project is that dogs are perfect listeners. They don't judge or criticise and their presence is reassuring. This allows children to overcome anxieties and they don't need to worry about making mistakes. And it works.

The boys visit the school with their human parents Andy & Lindsay Jackson, who somehow manage to fit this worthwhile commitment in their super busy GRW schedules.



# POLICY AND PUBLIC AFFAIRS

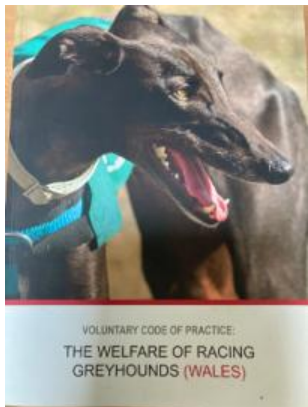
## **Objective: to see the unnecessary suffering of animals reduced**

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). The group exists to improve the welfare of greyhounds in Wales by: Gathering evidence of current welfare concerns and submitting proposals to improve welfare to relevant bodies including Welsh Government and Local Authorities. Original members are: Battersea Dogs and Cats Homes, British Veterinary Association (Wales), Hope Rescue, GRW and RSPCA Cymru. These were joined by Forever Hounds Trust as full members and Dogs Trust as Observer members during 2020. Welsh Government officials also attend group meetings as observers.

The work of the group aims to address the problem of greyhound welfare at source by ensuring that greyhounds are protected by law before, during and after, their racing career in Wales. It is an essential complement to the rescue work of GRW.



The group achieved some major outcomes during 2019-20: the Welfare of Racing Greyhounds (Wales) voluntary code of practice was published and widely disseminated within Wales, notably among owners of racing greyhounds; 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; and the group made submissions to Welsh Government which led it to consider regulating greyhound racing under forthcoming legislation covering Animal Exhibits.

However, the Covid pandemic meant that there was very little racing during 2020-21, and the work of Government and Local Authorities had to re-focus on dealing with the Pandemic.

There have therefore been no welfare inspections at the remaining Welsh greyhound track during this period and the consultation on whether to include greyhound racing under Animal Exhibits legislation was put on hold.

During 2020-21 the group focused its efforts on making sure that the welfare of greyhounds in Wales did not take a step backwards during the pandemic and that progress could start to be made once circumstances returned to something like normal.

The group has worked on an addition to the code of conduct covering good practice in track maintenance. It has long been recognised that the condition of a track surface is a factor affecting the rate of injuries suffered by racing greyhounds and this paper aims to establish generic standards which all tracks may be inspected against once such inspections resume.

A submission was also made to a joint Welsh Government/DEFRA consultation on the welfare of animals during transport. This focused on issues relating to the transport of greyhounds to and from unregulated racing in Wales.

A significant success has been to secure the roll-over of Welsh Government funding for vet-supported local authority inspections of greyhound racing in Wales, against existing welfare legislation and the voluntary code of conduct. Caerffili County Borough Council has confirmed these inspections will re-start once Covid related work allows.

Contact has also been maintained with Welsh Government and it is hoped that the delayed formal consultation about including Greyhound Racing under Animal Exhibits legislation will take place soon, paving the way for greyhound racing in Wales finally to be regulated.

However, concern remains that regulation may not be achieved, and that even if it is achieved, it may not be effective. The trustees of Greyhound Rescue Wales have therefore also agreed to launch a campaign to ban Greyhound Racing in Wales should this prove necessary.

**THE UK GREYHOUND FORUM:** 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 continued to contribute to the work of the Forum during 2020-21.

# 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.

Our wonderful shop volunteers have provided some Impact Statements showing the benefits they get from their volunteering activity. They can be found in the Impact Report – a sister document.

## HOMECHECKERS

There are many unsung heroes within Greyhound Rescue Wales, and our volunteer homecheckers are well deserving of a special mention. It is unfortunate that due to COVID restrictions the sometimes, long standing relationships developed during a Home Check visit have had to be curtailed. It would be unfair of us to ask people to visit other people in their home at this difficult time. We have resorted to Self-Assessment Home Checks and these have proven invaluable in helping to select the right dog for the right home. These may need to continue into the future.

## 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, Star, Betty Hever and Fifi 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 up by adopting their foster dog, which is fine. We are always looking for short term foster Carers.

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'

## SHOP VOLUNTEERS

Our amazing volunteers are priceless!

They work extremely hard to ensure that all of the shops are in tip top condition, high standards are maintained, the stock is sorted and cleaned and recycling is carried out. They provide till cover, door cover and support. They are volunteering with us for various reasons, some want structure, confidence building, social interaction and to learn new skills.

Whatever the reason, volunteers are dedicated to the cause. This is always beneficial as they go the extra mile. As well as working the shops our volunteers will knit items for sale and create beautiful items for our window displays at home. They are all held with the highest esteem, we would be totally lost without them!

GRW shops also work in partnership with the probation service. Service users are treated with the same respect as our volunteers. This scheme benefits us greatly. We are informed of the offence committed beforehand and can refuse any that we deem unsuitable.



Gareth, volunteer at Swansea shop 16

# 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 continues to have a huge impact upon the efficiency of GRW.

**QUICKBOOKS:** We are into our fifth 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. £10,358.05 was received from HMRC in year.

**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

**WEBSITE:** GWE Cambrian Web in Aberystwyth has redeveloped our website. It is now up and running and looking rather sleek. It is the GRW's 'Shop Window' whilst Shelter Manager and QBO provide the 'Warehouse'. All three software products interact with one another to provide a complete technical solution. The website is updated on a regular basis and new dogs are added as soon as they arrive at Hillcrest. It is a go to place for information about GRW - not just about dogs available for adoption and our adoption process, but also news, events, and volunteering opportunities, as well as some useful information on enrichment we can provide for our dogs, and training tips. We are also in the process of translating parts of the website into Welsh.

**SOCIAL MEDIA:** You can follow GRW on Facebook, Instagram, and Twitter. We post regularly about dogs at Hillcrest, from their arrival through to their adoption, and about anything that is currently happening at GRW. We greatly value your comments under posts. By sharing our posts, you help spread the word about our work and about Greyhounds. Our lively forum – Greyhound Rescue Wales Supporters – has always been very popular and is a wonderful meeting place to discuss all things Greyhound.

**SPEEDY NEWS:** Our new bi-monthly newsletter is another way to keep you up to date with our current comings and goings. It is sent out by an email and you can opt in or out of subscription. It is well worth a read!

**GREYHOUND EXPRESS:** GRW's twice yearly magazine Greyhound Express is circulated to our members. This full-colour publication contains heart-warming stories about rescues and adoptions, as well as news, information, and features on the broader impact of our work. It features articles sent to us by our members and supporters, so if you have a Greyhound or GRW related story you would like to share with other members, we are always delighted to include it. The magazine is distributed to paid up members either via post or electronically.

**YOUTUBE:** Find us on YouTube! There are videos of our Hillcrest dogs having fun, and we are planning to include more training videos.

**MEDIA:** Our media liaison Fiona Fair is always on a look out for stories she can send to the press. The latest story to feature in Wales Online was the account of the search for Greyhound Sam in January 2021, and how an anodised tag, one of many donated to GRW by Chris the Cobbler from Ammanford. If you have any local media contacts, please share them with us – we always want more people to know about GRW.

# PLANS FOR THE FUTURE

As we move through to the Year 2022, 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 the Greyhound Working Group of Animal Welfare Network Wales continues to show us 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 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, subject to COVID restrictions:

## 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
- 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 implementation of the voluntary Code of Practice for the welfare of racing greyhounds in Wales
- Recruit, train and deploy more Therapy dogs to help with mental health
- Undertake a full review of governance, strategy, vision, mission and objectives of the charity.

## In the Next 2-5 Years

- Maintain and develop our Hillcrest Rehoming Centre to a high standard as our most tangible asset
- Maintain financial stability
- 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, especially using Therapy dogs.
- Provide financial security so that our employees are not at risk.
- Secure the regulation of greyhound racing in Wales

## 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 or volunteers (Disaster recovery plan and Succession Plan developed)
- Competition from similar organisations (Maintenance of reputation)

The challenges we face every day are:

- Insufficient volunteers with the right skills
- 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 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

# 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 & up-skill 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

- Open 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



In 2020-2021  
Greyhound Rescue Wales  
helped 119 dogs

# GRW IS GRANT SUPPORTED BY AND ARE MEMBERS OF:



# BATTERSEA

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

## GETTING IN TOUCH WITH GRW:

Our super-efficient and friendly volunteer Karen Townend responds to your queries by phone, email, and Facebook Messenger. She works tirelessly to make sure that you are provided with information you **need as soon as possible**.

**Web:** <http://greyhoundrescuewales.co.uk>

**Email:** [info@greyhoundrescuewales.co.uk](mailto:info@greyhoundrescuewales.co.uk)

**Telephone:** 0300 0123999

**Registered Office:** Hillcrest, Bryncethin Rd., Garnant, Ammanford. SA18 1YS

**Company Number:** 8411721

**Charity Number:** 1152650



The dogs at Hillcrest receiving donations from Pets at Home