



# THE 124<sup>TH</sup> ANNUAL REVIEW

2020-2021

WE SPEAK FOR THEM





# ADVISORY NOTICE



NOTICE IS HEREBY GIVEN THAT THE 124<sup>TH</sup> ANNUAL GENERAL MEETING OF THE SOCIETY WILL TAKE PLACE AT THE DURBAN & COAST SPCA, 2 WILLOWFIELD CRESCENT, SPRINGFIELD PARK, ON SATURDAY, 10 JULY 2021 AT 14H00.

1. Notice convening the Meeting.
2. Confirmation of Minutes of the 123<sup>rd</sup> Annual General Meeting held on 11 July 2020.
3. Chairman to move the adoption of the Report and Balance Sheet.
4. Appointment of the Auditors for the year ending 2021.
5. Election of President.
6. Election of Officers.
7. Changes to the Constitution.
8. General.

By order of the Management Committee, Mr Oveshan Chetty, Chairman.

Minutes of the 123<sup>rd</sup> Annual General Meeting,

Balance Sheet and Accounts will be available at the meeting.

To safeguard the health of members and staff, strict Covid-19 protocols will apply.



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## MANAGEMENT COMMITTEE

FOR THE YEAR ENDING 31 MARCH 2021

**President:** Mr P E Chrystal

**Management Committee:**

**Chairman:** Mr O Chetty

**Vice Chairman:** Mr N Aubert

**Honorary Treasurer:** Mrs S Jukes

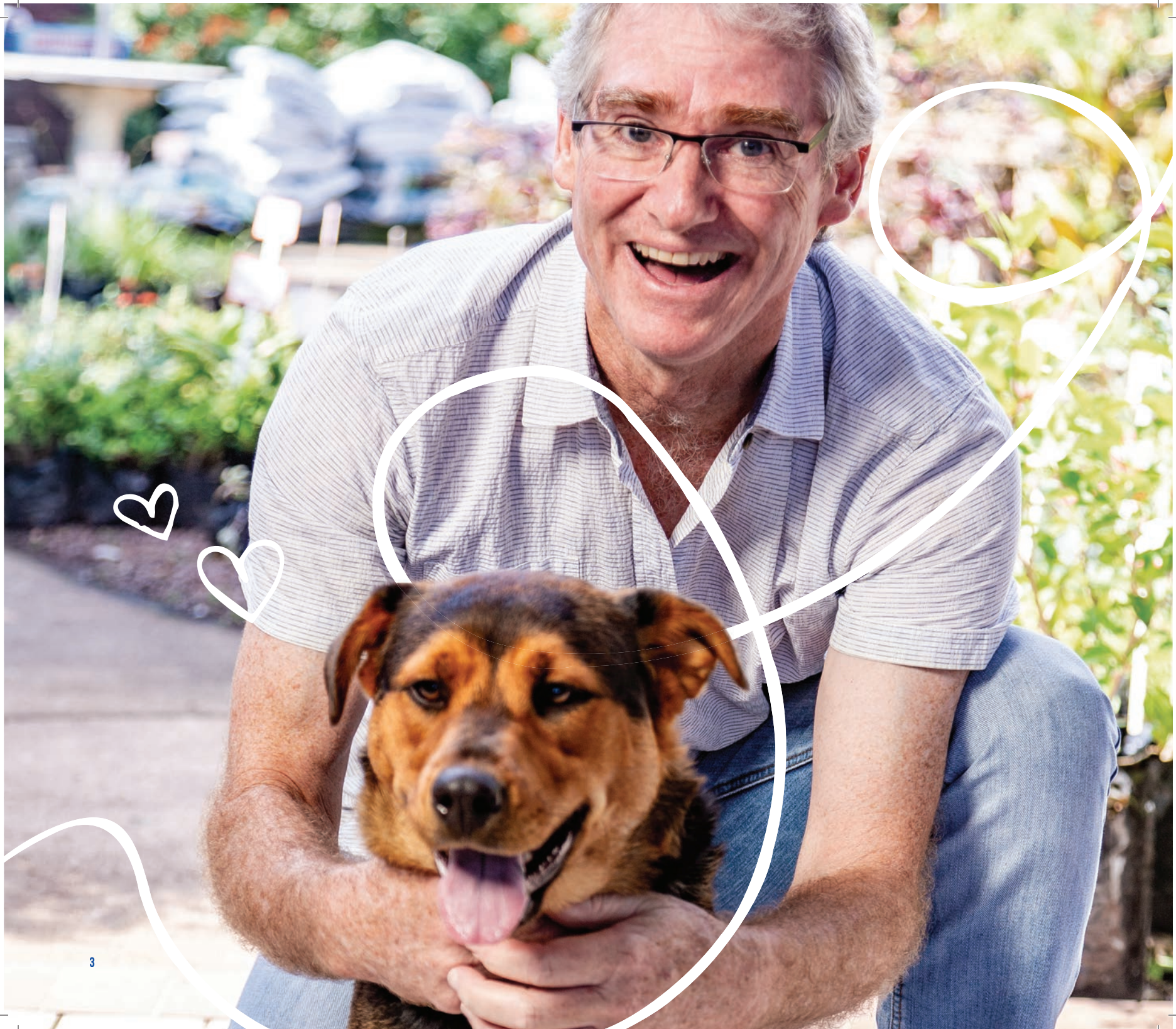
Ms Y Boden

Ms V McDonald

Mr A L Ardé

**Auditors:** PKF Durban









# CHAIRMAN'S REPORT

## DOCTOR JOHN MORTON

I extend a warm welcome to all our members, donors and supporters. Our organisation has been put under immense pressure with the COVID-19 pandemic. I can confidently say that our SPCA's response to the challenge has determined a positive outcome for the organisation. I thank all of our staff for their hard work, perseverance and commitment during what has been an extremely difficult year. As I said in last year's report – there is no absolute roadmap and book of wisdom on how to handle this kind of pandemic – but our SPCA team has done us proud! Thank you to Caroline and every one of her team members, for their incredible, unwavering passion which has made this possible during the most unpredictable year. I also have the privilege of thanking our members, supporters, donors, volunteers, Management Committee and Trustees for the generous contributions to our Society.

### WITHOUT YOU ALL WE WOULD NOT REACH THE NUMBER OF NEGLECTED AND ABUSED ANIMALS, THAT WE DO.

Nor would we be able to pursue cruelty and prosecute those guilty, through the courts. Well done to the inspectors, vets, AWAs, kennel management and adoptions teams; to the admin and accounting team; to the marketing and fundraising team and to the managers who have steered this organisation calmly and skillfully through very stormy waters.

I sincerely thank our Management Committee who volunteer their time and give so freely of their legal, financial and other expertise.

After almost 20 years on the Management Committee of the Durban &



Coast SPCA I bid a bitter-sweet “goodbye” as I embark on a brand new adventure. My wife Mariel and I are emigrating to Australia in April to be closer to our new grandson. I am very pleased to advise that Oveshan Chetty (CA) has been elected as the new Chairman and I can assure you that with your ongoing support, he will, together with the Committee, ably lead our Society into the future. I wish everyone all of the very best and can tell you from the bottom of my heart that it has been a privilege to serve the Durban & Coast SPCA for all these years. It is an organisation that you can be proud to support!

Please take care of yourselves and your families by wearing masks, sanitising, social distancing etc.

And please continue to support our efforts. With your help we can continue to protect and speak for the number of animals we do!



# GENERAL MANAGER'S REPORT

## CAROLINE SMITH

I have never been prouder of our team. This year they have proven a resilience which they never knew they had!

We have stretched and grown as an organisation and as human beings. And we have learnt more than we ever thought possible. Lessons like...every problem has a limited lifespan; people who overcome obstacles never stop believing in themselves or their calling; every problem will change you in some way; no ideas for solutions (even if flawed) should be discarded in times of crisis.

### BUT THE MOST IMPORTANT LESSON WE LEARNED, WAS THAT WE CAN NEVER DO IT ALONE.

We could not have done it without YOU - each one of you - our loyal donors, supporters and bequestors. Our appeals for financial help during the pandemic have been unfailingly met with your incredible generosity, heartfelt messages of support, and genuine concern for animals.

In March 2020 we adapted immediately to an environment which had been turned on its head. And thanks to you, never once has the dire external environment compromised our high standards of animal care - even during hard Lockdown Level 5. From the start our passionate team members worked overtime and weekends without compensation - enabling us to meet the crisis head-on and rescuing, housing, treating, rehabilitating and re-homing a truly incredible number of animals. Our inspectors, kennel management, vets and support staff seamlessly adjusted to ensure that every animal was treated; every report of cruelty investigated; every stray collected and every animal at our facility healthy, comfortable and happy. The "behind-the-scenes" teams of administration and finance also had to shift their modus operandi to ensure that our Society's foundation was always solid for the frontline workers.



Finances were of grave concern. Alarming, all events were cancelled; and charity shops closed. Our Marketing Department whipped into action with a strong focus on Social Media, online revenue streams, mail appeals and virtual events. This approach showed phenomenal results; it has proven that the many prior years spent investing in, building and honing these specific fundraising strategies into robust programmes, has definitely paid off and created a sustainability for us - which ad hoc events never could.

All of these are relationship-driven programmes, and we are so grateful to have friends like you who care so much, and who give so generously.

I hope that you enjoy reading through each of the managers' departmental reports contained herein. Every one of these managers has excelled during the past year and brought out the very best in their teams. Their multifaceted approach to adaptation during crisis truly is the mark of an extraordinary organisation. I would like to personally acknowledge my PA Trish van Gogh



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whose strength underpins the entire organisation, but especially for the fortitude which she has provided me with personally during the challenging time that was 2020.

We know things are not going to miraculously return to normal this year. But we are ready for the challenge. Luckily, our animals are none the wiser and still wag their tails or happily purr when they see us. As long as we can continue to provide for them, with your help, we can ask for nothing more.

Thank you from the bottom of my heart.

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“THE SECRET OF CHANGE IS TO FOCUS ALL OF YOUR ENERGY, NOT ON FIGHTING THE OLD, **BUT ON BUILDING THE NEW..”**  
- SOCRATES

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# INSPECTORATE STATISTICS

	2019/2020	2020/2021
INVESTIGATIONS	13 155	<b>10 833</b>
FOLLOW UP INVESTIGATIONS	4 935	<b>4 195</b>
PROSECUTIONS	9	<b>5</b>
SUCCESSFUL CONVICTIONS	8	<b>1</b>
WARNINGS ISSUED	1 295	<b>1 136</b>
PROACTIVE INSPECTIONS	1 160	<b>1 061</b>
COLLECTIONS	5 633	<b>5 255</b>
RESCUES	319	<b>303</b>
PRE-HOME CHECKS	754	<b>570</b>
POST-HOME CHECKS	277	<b>164</b>
ABANDONED ANIMAL INVESTIGATIONS	357	<b>229</b>







# INSPECTORATE REPORT

SENIOR INSPECTOR CANDICE SADAYAN, INSPECTORATE MANAGER



“THERE IS NOTHING PERMANENT  
EXCEPT CHANGE.”

## ADAPTATION WAS OUR KEY WORD THIS YEAR!

We faced many challenges but were impressed with our teams flexibility and eagerness to embrace change. Though we said farewell to two of our Inspectors over the course of the year, we were thrilled to welcome energetic new Inspector Thabang Mabasa in February 2021.

The last year has pushed us to be innovative and to explore new and better ways of reaching and assisting animals. Thanks to the drive and commitment of our team, **OVER 5000 ANIMALS WERE BROUGHT IN** by our Inspectors this year.

Faced with a smaller staff, personal losses and the dangers of COVID- 19, our Inspectors' dedication to animals in need has never wavered. Almost **10 833 INVESTIGATIONS** and more than **300 RESCUE OPERATIONS** were conducted, 1 136 warnings were issued and 5 new dockets have been registered. We continue to tenaciously pursue these cases through the Courts undeterred by the many frustrations and obstacles we face.

Our Inspectors selflessly volunteered to work after-hours and on weekends to help us minimise costs while we tried to navigate the financial implications of the pandemic. We must also say a huge thank you to our collections officers Professor and Thabiso, Field Officer Nathi Ngisu and Controllers Tracy Dlamini and Krystal Pretorius.

Our Operations Manager Jay Ally is always working behind the scenes to secure everything we require to help animals in distress. Thank you, Jay for ensuring that we always have the resources, equipment, technology and tools to perform effectively and efficiently at all times.

Our General Manager, Caroline Smith, and the entire management team have provided us with constant support, encouragement and assistance. Thanks to the corroboration of the entire SPCA team, we were just as well able and equipped this year, as any other, to fulfil our mission of preventing cruelty and alleviating suffering wherever we may find it.

Last, but not certainly not least we must thank our donors and sponsors. As we strive daily to make a positive difference for all animals, know that without you we would not be able to carry out this essential and life-saving work.













# KENNEL REPORT

## JULIET NADARAJAN, KENNEL MANAGER



The uncertainties surrounding the COVID-19 Pandemic created a year of adaptation and learning for the Kennels Department.

With our country entering level 5 lock-down, we knew without a doubt that we had a critical role to play. All fear and uncertainties had to be put aside.

Our Management acted proactively and made quick decisions whilst ensuring

that all lock-down protocols were adhered to. Our priority remained the well-being of all animals.

The following “live-in” team was installed to live onsite at our SPCA during level 5 lockdown:

- 7 staff members to clean, feed and water animals twice a day whilst maintaining the highest standard of hygiene protocols throughout the SPCA.
- 1 Animal Welfare Assistant (AWA) to make sure that animals on our premises were all healthy, comfortable and happy.
- 1 Inspector on call if any sick or injured animals had to be rescued, collected or humanely euthanased.
- Vets and kennel staff rotated on a weekly basis to ensure seamless provision of services including lost pets.
- Adoptions were put on hold until lockdown level 3 which resumed on the 20th May under strict Covid screening and a new appointment system.
- Our boarding facilities were closed during the entire lockdown period.

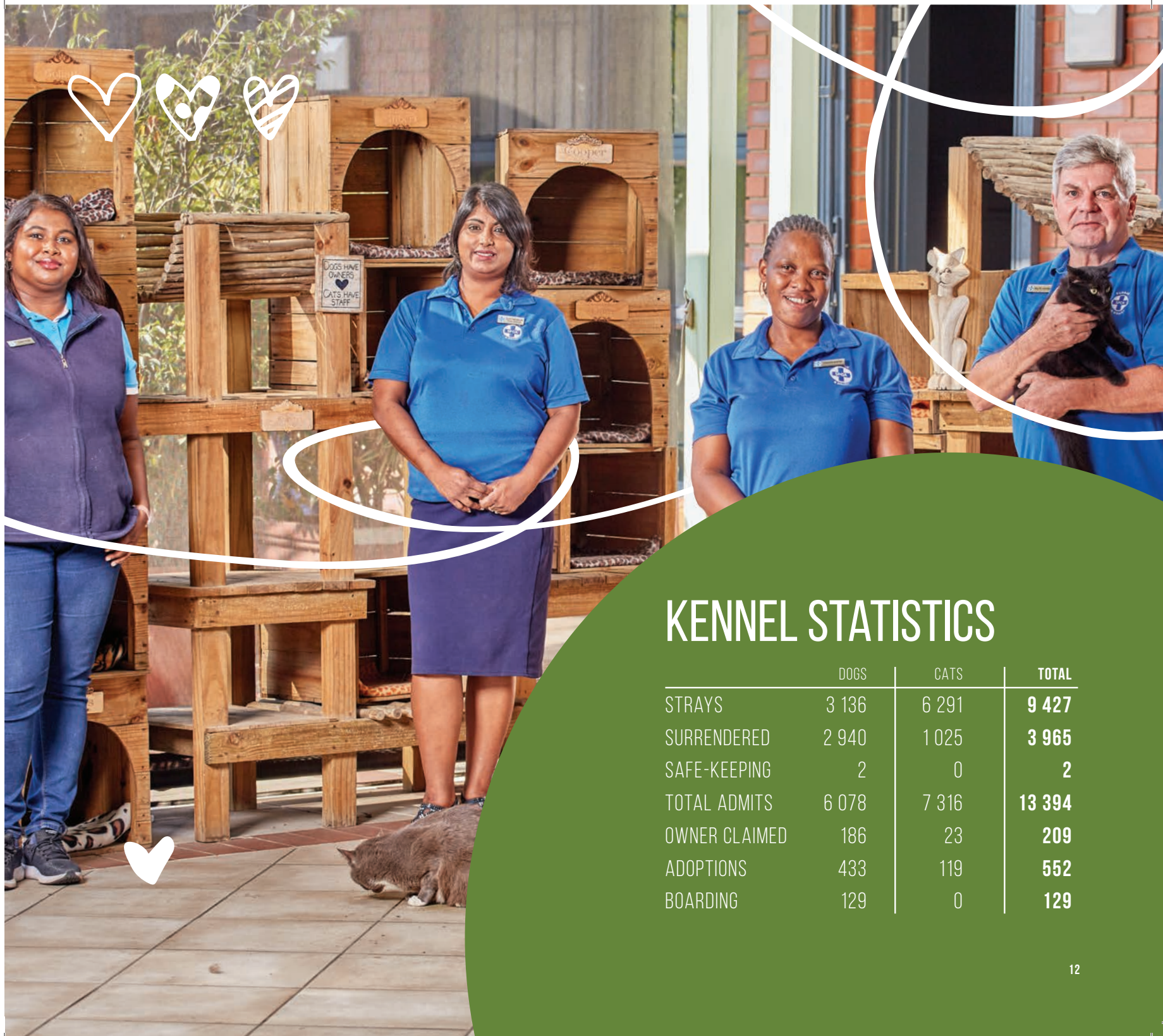
## WE COULDN'T HAVE COME THIS FAR WITHOUT GREAT TEAM SPIRIT.

All staff have excelled despite the tumultuous months, and have gone above and beyond their normal scope of duties.

Our supporters have been steadfast with their donations even during the height of the pandemic which has assisted us greatly with the untampered intake of animals. We were overwhelmed by the public's response to our appeal for pet food during Level 5, and for this support we are eternally grateful.

We couldn't have maintained a positive attitude without the support of our Management Committee members and General Manager, Caroline Smith.





## KENNEL STATISTICS

	DOGS	CATS	TOTAL
STRAYS	3 136	6 291	<b>9 427</b>
SURRENDERED	2 940	1 025	<b>3 965</b>
SAFE-KEEPING	2	0	<b>2</b>
TOTAL ADMITS	6 078	7 316	<b>13 394</b>
OWNER CLAIMED	186	23	<b>209</b>
ADOPTIONS	433	119	<b>552</b>
BOARDING	129	0	<b>129</b>





WE ACHIEVED AN  
OVERALL NET INCOME OF  
**R5 MILLION**





# MARKETING REPORT

## TANYA FLEISCHER, MARKETING MANAGER

It was a very different year in the Marketing department. Instead of events and live interaction with our supporters we had to learn to adapt to a world of working from home and reaching our targets via digital platforms. The COVID-19 pandemic has taught us to improvise, remain energised and focussed on those aspects which we can control. Our SPCA is at the forefront of fundraising and our multiple skills in multiple baskets allowed us to successfully navigate these new waters.

Lockdown level 5 meant continuing to be there for the animals but this also meant the closure of our charity shops, the cancellation or postponement of events and our adoptions being halted. What did this mean for our SPCA? This meant a potential loss of more than R2 million and dogs and cats waiting even longer before being given the chance to find a new home. What scared me the most is that these essential aspects of our daily running were only allowed again from 1 June when we finally moved to level 3. The number of animals coming in during level 4 & 5 kept rising, which meant caring and feeding more animals for a much longer period, at higher costs with severely restricted income.

It's Marketing's responsibility to bring in the donations to ensure the animals are cared for and that Inspectors have petrol in their vehicles, to keep them on the roads to rescue and collect animals in need. We sprung into action and focussed on our online and direct mail income and achieved a gross income of just under **R3 MILLION** from these two sources. Our Facebook and Instagram followers have grown by 20% over the past year and our Google platform is holding steady with a continued 4.4/5 star rating. We were extremely humbled by the generosity of the community in supporting us with food donations when our stocks were running at an all-time low.

Networking moved to online Zoom meetings and as the KZN Women in



Business Charity for 2020 we received a donation of **R35 000**. Our annual trail run and annual involvement in the FNB City Surf run became a virtual runs, raising **R26 000**.

## OUR BIGGEST ACHIEVEMENT WAS OPENING AN ADDITIONAL CHARITY SHOP.

What began as a pop-up shop, has now become a permanent fixture at the Sunningdale Centre. This shop was opened to compensate for the fact that we could no longer hold our popular monthly Market Days. We are very happy that this additional shop has raised **R728 000** for the year. Despite a loss of 2 months income our Springfield Shop raised **R1.5 MILLION** and our Ballito Charity Shop, The Dog Box, raised **R1.2 MILLION**, from the sale of donated goods. Our book sales were on hold until August but we still gained **R264 000** income for the year.

In the end we are so grateful to have such amazing supporters, volunteers, Management Committee, managers, staff and champions of our SPCA who stood by us and helped our Marketing team to achieve an overall net income of R5 million for this unprecedented year. For this we, and our animals, say a very big THANK YOU!



# HOSPITAL AND CLINIC REPORT

DR GILSON MUCHOPA, CONTROLLING VETERINARIAN



Jerry arrived at our clinic emaciated to a point of collapse, with his spine and pelvic bones sticking out. He was chewing his tail, which was bleeding and painful with the tip missing. Yet his exhausted eyes were still bright with hope. After weeks of veterinary attention, lots of food, and even more love he blossomed into the beautiful dog he was always meant to be. Jerry was quickly adopted to a loving family where that same tail wags frantically, and he now rules the roost!

This illustrates just one case.

Apart from Jerry, last year we treated and cared for 42 377 animals in our clinic. Our veterinary team consisting of 2 veterinarians and 7 animal welfare assistants plays an essential role in ensuring the well-being of animals. The team's main objective is to provide primary veterinary health care. Whether it is a consultation, annual vaccination, deworming, sterilisation or lifesaving small animal surgery, our clinic team shows compassion and kindness to every animal.

Sterilisation is a very important part of what we do as this reduces the burden on the animal welfare sector by humanely controlling pet populations. It also

eliminates a number of animal health problems that would require expensive treatments, as well as fights which result in so many animals dying or requiring costly veterinary care. With this in mind, we remain strong advocates for sterilisation and **STERILISED 1 795 ANIMALS** and terminated 342 pregnancies during the past financial year. Our satellite branch in Phoenix attended to **7 405 ANIMALS** in the 2020/21 financial year.

**MANY OF OUR CLIENTS MAY BE POOR BUT  
THEY ARE MADE RICH BY THE RECIPROCATED,  
UNCONDITIONAL LOVE OF THEIR PETS.**

Making sure their pets are healthy means the world to them and the primary veterinary care we provide - including parasite controls and vaccinations - helps to keep their families healthy too.

Without any doubt the COVID-19 crisis is the biggest global disaster that we have all faced in this lifetime. It is during stressful times like these that the quality, strength, dedication and belief of people is clearly defined. It is by this measure that we need to look back at the past extremely difficult months and there is no question that the Durban & Coast SPCA family, consisting of staff, volunteers, management, donors, sponsors and the general public have excelled in rising to the challenge of coping with so many abandoned pets and animals.

And now having survived a period that has sadly seen many struggling organisations and companies having to close their doors, our team looks to the future with the hope that the sterling work of the team and their drive and passion will remain as robust as ever.

I wish you all strength and courage in the months ahead. I salute you all.



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# WE TREATED AND CARED FOR 49 782 ANIMALS IN OUR CLINICS.

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SPCA ANNUAL STATISTICS REPORT  
FROM 1<sup>ST</sup> APRIL 2020 – 31<sup>ST</sup> MARCH 2021

## ANIMALS ATTENDED TO

	DOGS	CATS
DURBAN	25 925	16 452
PHOENIX SATELLITE	5 930	1 475



## VACCINATIONS

	DOGS	CATS	RABIES
DURBAN	7 112	1 243	6 688
PHOENIX SATELLITE	4 905	295	3 910





# FINANCE REPORT

SARAH CHAPMAN, FINANCE AND ADMINISTRATION MANAGER

31 March 2021 saw the closing of an unprecedented financial year; the COVID-19 pandemic and resultant socio-economic environment demanded a financial strategy unlike any other in our organisation's history – to keep our doors open and maintain our staff compliment in order to unfailingly assist animals when fundraising and other revenue generating activities were prohibited or restricted.

SPCA inspectorate activities and pound services were deemed as essential by the South African Government and thus, permits were provided for support staff to operate during lockdown. The finance and administration staff faced the hurdle of relocating activities to home-based offices without reducing the efficiency and effectiveness of the department. Travelling to the organisation's premises was limited

as far as possible for the majority of the 2020 annual year. This was a challenging endeavour, one that forced the team to think 'outside the box', communicate and collaborate in new ways in order to support our colleagues on the frontline. We are proud to state that these conditions have strengthened team morale and unity.

When reviewing the financial results for F2021, this **UNITY AND STRENGTH WAS EVIDENT THROUGHOUT THE ORGANISATION**. All teams pulled together and persevered to ensure financial viability so that our core focus of improving animal welfare and preventing cruelty to all animals would be financed. Cost saving strategies, without compromising the core purpose of the organisation, were brainstormed and successfully implemented.





One such department that took this strategy to heart and produced outstanding financial results was that of the Clinic & Hospital Department. Despite only operating for eleven (11) months of the financial year, the department, including the Phoenix Satellite Clinic, **INCREASED INCOME BY 9.0%**, compared to the previous financial year. It was accomplished by reviewing and streamlining our protocols to facilitate more vaccination and sterilisation appointments on a daily basis. In this manner, the ever-increasing number of community members whose household income was impacted by the COVID-19 pandemic had better access to healthcare for their beloved pets.

Looking forward, the South African economy is expected to take around four (4) years to fully recover from the negative impact of the COVID-19 pandemic. There are more “waves” still predicted, which are to again affect operations. An unpredictable economic climate is expected for the foreseeable future and the organisation is required to fully adapt to the environment in order to survive. The central mindset that management has implemented with our team members is the need to continually be ‘fluid’. That is, the organisation is to accept that the manner we operate is subject to change at a moment’s notice.

So, as we close on another financial year, we reflect on the growth and experience that this one imparted to us. As with every year at the Durban & Coast SPCA, it has provided lessons on life and leadership, but no other has taught us quite like 2020/2021. Thank you to my fellow managers for the support during this COVID-19 pandemic and our ever-committed General Manager and mentor, Caroline Smith, and those at the core of the administration of the organisation, Veno Thekalal and Kuvanya Naidoo.

“BE LIKE A FLOWER,  
**SURVIVE THE RAIN,**  
BUT USE IT TO GROW.”

# TRUSTS AND BEQUESTS

## BEQUESTS RECEIVED

WE ACKNOWLEDGE THE FOLLOWING BEQUESTS  
RECEIVED DURING THE YEAR UNDER REVIEW.

J Law	EW Higgs
EM Carlisle	NW Hough
MF Levi	WK James
J Mattinson	PJ Davidtz
GZ Stepar	FG Ferns
GF Stott	

## TRUST ALLOCATIONS

WE THANK EACH OF THE FOLLOWING  
TRUSTS FOR THEIR GENEROUS CONTRIBUTIONS.

Lantrust Charitable Trust
D J Davies Trust
Clem & Nancy Ramsden Educational and Charitable Trust
Harry Brunskill Educational and Charitable Trust
The VP Hayward Trust
The Andrew & Pamela Somerville Trust
EA Minchen Trust
The Victor Daitz Foundation
The P C Lilburn Trust
E A Minchen Trust
Timothy Hancock Charitable Trust
The Cecil Renaud Charity Trust
B Smith Trust





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Design: Attic Rush [www.atticrush.com](http://www.atticrush.com)

**[WWW.SPCADB.N.ORG.ZA](http://WWW.SPCADB.N.ORG.ZA)**