



The **120th** Annual Review 2016 / 2017

DURBAN & COAST SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS

Advisory Notice



Notice is hereby given that the 120th Annual General Meeting of the above Society will take place at the Durban & Coast SPCA, 2 Willowfield Crescent, Springfield Park, on Saturday, 8 July 2017 at 14h00.

- 1. Notice convening the Meeting.**
- 2. Confirmation of Minutes of the 119th Annual General Meeting held on 2 July 2016.**
- 3. Chairman to move the adoption of the Management Committee Report and Balance Sheet.**
- 4. Appointment of the Auditors for the year ending 2017.**
- 5. Election of President.**
- 6. Election of Officers.**
- 7. Long Service Awards.**
- 8. Changes to the Constitution.**
- 9. Presentation by General Manager.**
- 10. General.**

By order of the Management Committee Mr NC Aubert, Chairman.

Minutes of the 119th Annual General Meeting, Balance Sheet and Accounts will be available at the meeting.

120th Annual Report

For the year ending 31 March 2017

President Mr P E Chrystal

Management Committee

Mr N C Aubert Chairman

Mrs T L Wright Vice Chairman

Mrs B Lovell Honorary Treasurer

Ms T Baxter Honorary Secretary

Dr J H Morton

Mr M Jackson

Mr Y Saib

Mrs Y Boden

Mrs V Mc Donald

Auditors

PKF Durban

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Chairman's Report

My sincere appreciation goes to all our staff, supporters, volunteers, the Management Committee, the Trust and the general public who have contributed to the efficient running of our Society over the past year.

A special word of thanks to Caroline and her hard working and dedicated staff, particularly those who have to put up with verbal and sometimes physical abuse from members of the public.

Sincere thanks to all the members of our Inspectorate who often have to work under very stressful and trying conditions, and to our hospital, clinic and reception staff, who put up with a lot of criticism from the public who do not understand the magnitude of the work that they have to carry out, and the huge influx of animals that come to us each month.

Financially we depend on funds and goods from bequests, appeals, debit orders, generous sponsors and fundraising. The shop, book sales and other fundraising activities play a vital role in sustaining the Society.

To Lindsey and her hard working Marketing team, my sincere thanks for the work they do with regular appeals and the maintenance of our websites, making the public aware of our needs. Without their efforts we would not be able to help the number of animals that we do.

To the volunteers who give so generously of their time in tasks such as sorting and pricing of goods for sale, walking the dogs and manning the tables at exhibitions and the Tree of Love, thank you. Your contribution is very much appreciated.

Many thanks to the Management Committee and the Trust for their on-going support. Without their financial and legal assistance it would be extremely difficult to run a society the size of Durban & Coast.

With this very strong team in place I am sure we will continue to go from strength to strength.

NEIL AUBERT - Chairman



Above: Neil Aubert, Chairman Below: Caroline Smith, General Manager



SPCA

*“Carve your name on hearts, not tombstones.
A legacy is etched into the minds of others and the
stories they share about you”*

Shannon L. Alder

Whilst a purpose of our Annual Report is to provide feedback on our organisation's impact, it is imperative that we honour YOU, our supporters, for recognising our SPCA as worthy of your investment – be it through donations, your time, recognising us in your Will, or as ambassadors for the critical work we carry out in animal welfare.

We are privileged that you have chosen to support our SPCA and to be the voice of helpless animals.

By far, our main source of income is from individuals, and latest research shows that philanthropy is still alive and well in South Africa. But during tough economic times, tapping into this philanthropy is more difficult than ever, and we have to compete professionally in order to survive. Our mindset is to run our SPCA as a business and it is with this approach that we have managed our activities. We have seen a heartening response to strategic fundraising programmes, and evidence of a continued desire amongst our community to uplift those less fortunate.

It has been challenging, but we have through this support managed to sustain and improve services; subsidising the increasingly high volume of underprivileged people streaming through our animal clinic and hospital for treatment of beloved pets, and employing an additional Inspector to enforce the Animals Protection Act and further impact the lives of animals positively.

A light was shone on philanthropy by billionaire Warren Buffet when he pledged to give away 99% of his wealth to philanthropic causes during his lifetime or within 10 years of his estate being settled. Buffett is, as of March 2017, the 2nd wealthiest person in the United States with a total net worth of \$78.7 billion. Buffett holds the belief that he can do the most good by amassing as much capital as possible during his lifetime and then giving most of it away. He said, “I don't believe in dynastic wealth.”

Our SPCA relies to a large extent on the generosity of our supporters after their lifetime. By recognising our SPCA in their Will, our donors secure our long-term future. Our death is not something we necessarily like to contemplate... however as we get older our own mortality is a subject we seem to be more at ease with. Our SPCA actively promotes a Bequest Programme, giving donors

General Manager's Report

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the knowledge that as kindness to animals has been a guiding principle during their lifetime, their voice against cruelty and neglect can be heard beyond their lifetime through including our SPCA in their Will.

This year we increased focus on prosecuting those guilty of animal cruelty. We were overjoyed when in March 2017 an unprecedented fine was handed down in the Phoenix Courts for dogs who were chained, underweight, without adequate shelter or water or food, and denied veterinary treatment. More about this case in our Inspectorate report.

Any successful Court case requires Inspectors to present impeccable evidence in dockets, including in-depth Veterinary reports supplied by our Controlling Vet, and doggedly following up with SAPS, the Senior Public Prosecutor and Magistrates. I commend our Inspectors and Veterinary staff for their painstaking attention to these cases. We are passionate that there be consequences for these criminals.

Staff morale can sometimes be low as an inevitable result of dealing with ongoing, horrific cases of unimaginable cruelty every single day of the week. It can be overwhelming for staff, feeling that they are not making a difference to the constant onslaught of thousands of cruelty cases every year. Add to this verbal abuse and threats of physical violence by the public, and it is the perfect storm for burnout.

We pay attention to circumventing the results of compassion burnout and stress. Teamwork and collaboration ensure that we all strive for positive results. A sense of comradeship helps to ease the burden and focuses on the positive outcomes, including successful court prosecutions, happy adoption stories, and celebrating wonderful relationships with our donors, volunteers and bequestors.

My heartfelt thanks goes to our Management Committee and Trustees for their contribution of expertise, and exceptional support and guidance through a wide range of challenges this year.

As long as the SPCA continues to operate, there is hope for all animals in our community. Together, we can create a future where all animals are treated with respect and compassion.

Caroline Smith - General Manager



“Concern for animals is a matter of taking the side of the weak against the strong, something the best people have always done”

Harriet Beecher Stowe

It is our calling to take the side of every animal, and the prevention of cruelty is at the core of what we do. This year we undertook over eleven thousand investigations and faced overwhelmingly abhorrent cases of cruelty and neglect.

The severity of these cases necessitated further legal action. 19 Dockets were registered in various districts and through unrelenting interaction with members of the SAPS, prosecutors and various court officials we were able to secure convictions in the Verulam and Chatsworth magistrates courts. Each hard won battle takes us a step closer to realising our objective of a cruelty-free Durban.

Our most notable sentence was handed down in March, being a fine of R30 000 or 12 months in prison, wholly suspended, with a denial of ownership for 5 years. This is the largest fine secured by our Society to date. There



Justice for Animals

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were various contraventions of the Animals Protection Act 71/1962 including chaining and underfeeding, and whilst the punishment still does not fit the crime, it hopefully indicates that the courts are starting to take animal cruelty more seriously.

Our Inspectors are on call 24 hours every day throughout the year to attend to emergencies involving sick and injured animals, and to undertake sometimes delicate rescues. To fulfil this challenging role and ensure the welfare of all animals Inspectors must be educators, caregivers, activists, negotiators and enforcers. Our greatest tool, though, will always be education and with this in mind we launched our Animal Heroes Outreach, an initiative providing basic care for animals and training for children in underprivileged areas with the aim of developing responsible future pet owners. The pilot was a huge success.

We launched a weekly Facebook feature titled “Inside Inspectorate” highlighting the work carried out by our team and creating a platform for education on a larger scale.

Religious festivals require our close attention and our team takes a proactive approach, raising awareness on adequate care prior to Diwali and conducting inspections at Qurbani sites before and during the events to ensure the humane treatment of animals. Building relationships with organisers and holding meetings with mosques and private Qurbani sites resulted in the implementation of our numerous recommendations made to improve husbandry and overall welfare.

Through perseverance and teamwork, we will continue to be the voice of the voiceless!

Jay Metadad
Operations Manager

Candice Sadayan
Inspectorate Manager



INSPECTORATE STATISTICS 2016/17



11 560 Investigations



6 739 Follow Up Investigations



19 Prosecutions



2 Successful Convictions



1 663 Warnings Issued



455 Security Companies Checked



366 Pet Shop Checks



363 Rescues



942 Pre-Home checks



538 Post-Home checks



295 Abandoned Animals



72 Spot Checks



46 Ritual Slaughter



254 Animal Farm Checks



KENNEL STATISTICS

Strays

Surrendered

Safe-Keeping

TOTAL ADMITS

OWNER CLAIMED

ADOPTIONS

BOARDING

DOGS

15/16

16/17

4 513

4 135

3 180

3 927

10

19

7 703

8 081

340

355

741

767

425

445

CATS

15/16

16/17

6 286

6 663

1 452

1 378

1

2

7 739

8 043

37

33

254

222

0

0

TOTAL

15/16

16/17

10 799

10 798

4 632

5 305

11

21

15 442

16 124

377

388

995

989

425

455

“Saving one dog will not change the world, but surely for that one dog the world will change forever”

Karen Davison

It is 20 years since I joined our SPCA and I am as passionate about my purpose than ever. Caring for and finding homes for our animals and working closely with Veterinarians, Inspectors and department managers over the years has allowed me to gain invaluable experience in animal welfare.

I lead a conscientious and compassionate team in the Kennels Department whose flexibility allows them to deal with a wide range of situations and customers. Our furry friends deserve nothing but the best and our hearts are devoted to ensuring the best outcome for all animals admitted to our Society. A highlight was finding a home for “Inspector D”, the precious stray donkey who was found in Chatsworth, tied to a tree in the pouring rain late at night. Inspector ‘D’ is now living a right royal donkey’s life in a smallholding after being at our SPCA for 5 months. He devoured so many carrots while in our care in the farmyard area, that I swear his hair was turning ginger!

Finding homes for our orphans and unwanted animals, and reuniting lost pets with their owners is our priority, whilst ensuring the highest possible quality of shelter, veterinary care and assessment of every animal, on a daily basis. We work with a dedicated team from the Marketing Department who promote our animals for adoptions on a weekly basis in a variety of media. The rate of adoption is still heartbreakingly low, but the fact that 989 animals have been given a second chance this year keeps us motivated.

One of my favourite stories was when a cat named Marula was reunited with his owner after being missing for two years. What a happy ending for pet, owner and SPCA staff. Although the work we carry out can be very sad, we are blessed in that ours is a department rich with happy stories.

Clinic and hospital staff under Controlling Vet Dr. Muchopa play an enormous role ensuring the health of all our animals. Facilities supervisor, Ralph Hayward’s attention to detail ensures the highest quality of kennel maintenance and our facilities are immaculate with the help of the Flo-Line cleaning staff. This has generated lovely compliments from impressed members of the public and fills us with pride.

Second Chances

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We could not work without our passionate team of volunteers. The volunteers walk and groom our animals on a daily basis making a real difference to those many that never received any affection or attention in their previous lives. Thank you my volunteers...you guys are the best!

We would like to thank our general Manager, Caroline Smith whose mentorship has allowed us to grow personally and to implement improvements for a higher level of professionalism at our SPCA. We are all extremely proud of our organisation.

Juliet Nadarajan
Kennel Manager

‘Rescued’
is our favourite breed!



Together we make a Difference

The Marketing Department may not work hands on with the animals, but they are still at the core of every decision we make. Each letter sent, each new event established, each social media post written, is done with careful thought as to how the outcome will further achieve our common goal of preventing cruelty to animals.

With this goal in mind, we decided to take a calculated risk with one of our Mail Appeals this year. In the past we have often shied away from sharing the true level of cruelty our SPCA witnesses with our donors. Research tells us that people will often turn away from this kind of information as it is too painful and disturbing. However, we felt our supporters deserved to know the truth. So we sent an appeal for your support in our fight against cruelty, giving raw stories and images of cases our Inspectorate Department dealt with this year. The day that mail went out, I felt apprehensive, I wondered what the reaction would be. I am very happy to say that the response was overwhelming. Large donations started arriving almost instantly, along with many emails and letters of support, thanks for the work we do, and expressions of disgust at the horrible things animal abusers are capable of. An expression we of course share. I was once again reminded what wonderful people our donors are, and I am truly grateful for the care you show for animals in need.

Your generosity can be seen in the figures raised. Our Mail Appeal Programme raised R1.35 million and our Charity Shop raised a gross of R1.4 million, up from last year's figure of R1.2 million. The monthly external book sales held at three locations around Durban brought in R 400 000 alone.

Our Social Media following has grown to 15780 people on Facebook, 684 Twitter followers and 949 Instagram followers. Social Media is a powerful tool we can use to spread news, appeal for donations and garner new supporters. This year we ventured into the world of Facebook paid-advertising for the first time. These campaigns increased the click rate through to our website substantially and reached people we otherwise would not have had the ability to reach. Technology has offered us so many exciting new ways to fundraise and I look forward to taking advantage of new methods in years to come.

Without the support of our donors, members, volunteers and Management Committee none of these achievements would be possible. My sincerest thanks go out to each and every one of you.



Lindsey Concer
Marketing Manager



One of the vital fundamental differences in our SPCA Humane Education programme is that our education officer Laura Pretorius does not present a fixed programme no matter what the levels of competence or understanding that she finds at a school. Our vision for the programme is something we work at all the time, but its fundamental approach is clear: compassion for all life, and open communication between teacher and children.

Events within the school can play a role, as teachers will sometimes approach Laura if there are situations relating to animals that they feel they cannot handle or do not wish to handle owing to the level of difficulty. Children can be extremely cruel to animals if they have grown accustomed to regarding them as 'things' rather than sentient, intelligent beings. Even teachers can be guilty of thoughtless cruelty; for instance, keeping a gecko in a jam jar as a display item.

Children who abuse animals often become adult abusers of women and children and have little understanding of the essential role of compassion and kindness in everyday life. Teaching compassion is one of our priorities.

There are also many people with very little themselves who are devoted to the well-being of their animals, take good care of them, and love them dearly. If our humane education programme adds to their number by helping to educate children to be kind to animals, then this fulfils our mission.

In a recent Constitutional Court judgement that we have recorded on our website under our The Animal Angle blog, the unanimous judgement was in favour of the NSPCA's appeal for permission to have the power to carry out private prosecutions when the National Prosecuting Authority declines to

prosecute. Judge Sisi Khampepe said that animals are "companions, friends and brothers to humans" and that the SPCA exists to protect their rights. Animals are "sentient beings capable of suffering and of experiencing pain," and "courts are beginning to take cognisance of this." The judge condemned practices like the despicable canned lion hunting industry and commented on the role given biodiversity and animal welfare under our Constitution.

Attitudes usually take some time to change, but it is clear to us that our work over the past twelve years in teaching compassion and animal welfare to primary school children is really important. It has nothing to do with 'do-gooder' work in order to be seen to be living out our principles, but is, instead, part of an emerging global movement that will eventually be world-changing.

Many are beginning to be revolted by the battery chicken industry, by the cruelty of sow pens, and by many other practices in factory farming that are tolerated because "out of sight is out of mind".

Most species exist by preying on other species. That is the nature of existence. But teaching compassion helps to focus attention on doing our best for all living creatures under whatever circumstances prevail, and that includes trying to do something about processes of production in factory farming that are simply unacceptable. Change for the better happens when people care enough to make it happen.

Thank you to our donors whose contributions have made this vital education project possible.

Shirley Bell



Heartbeat of the Community

Dolphin Coast SPCA, Satellite branch of Durban & Coast SPCA

The past year has been filled with many challenges for the staff at the Dolphin Coast Branch. A total number of 1285 animals have been admitted to our branch throughout the year, of which sadly only 112 were rehomed. This remains a sad reality in the world of animal welfare.

We spend exhaustive hours handling cruelty complaints, entailing chaining of dogs, neglect and poor animal welfare in the community. In our day-to-day dealings with the public we are often exposed to strong resistance, and even abuse and threats of violence whilst trying to educate and assist members of the public with their animals. This can have a hugely demoralising effect on morale but we continue our concerted efforts in the field to educate, and our repeated warnings and guidance ensure that most outcomes yield positive results in improving the welfare of animals. In this way we are reassured that we are making a positive impact on the community.

Through education and extensive distribution of pamphlets, we have seen a marked improvement in responsible attitudes towards the crucial importance of sterilisation and inoculation. Clinic bookings for sterilisations for the underprivileged, unemployed, pensioned and those who cannot afford a private vet are fully booked for months in advance at our small branch.

Our Charity shop "The Dog Box" is a critical income generator. The shop is run entirely by volunteers, managed by Maggie Anderson. The volunteers continue to give of their precious time willingly. We are overwhelmed by their passionate dedication and thank them sincerely for their efforts.

We are grateful and appreciative for the ongoing support we receive from the community, schools, and local businesses for their generous donations throughout the year. Without them we would find it extremely difficult to continue offering our services in these tight economic times.

Each staff member at our branch deserves acknowledgement for their hard work and dedication. They are the heartbeat of our small operation on the North Coast.



Debbie Filmalter
Branch Manager / Inspector



2016 was a challenging year. In the face of a worsening economic outlook, there is less disposable income for owners to spend on pet health and necessitates more to rely on our subsidised veterinary services to take care of their sick or injured beloved pets. We take our responsibility of caring for animals seriously. Although we cannot keep fully up-to-date with latest equipment and technology as a non-profit organisation, we remain committed to providing affordable primary veterinary services of the highest possible standard to increasing numbers of people within budgetary constraints.

Our clinic is a high-volume practice, and surgeries and consultations have increased year on year.

2016/7 saw 7 429 owned animal treated and 6 080 vaccinated at our Hospital. The total number of sick, injured and neglected animals streaming through our clinic doors increased from last year.

Our satellite clinic in Phoenix is a critical component of our endeavour to deliver primary veterinary care and educating owners about responsible

pet care. Vaccinations, deworming and sterilisations are among the vital services offered. Those in need of further treatment are transported back to our Springfield head office. A total of 4 473 animals were vaccinated, and 195 sterilised for the Phoenix clinic this year.

Staff face difficulties daily; handling very high volumes of people seeking help, but also dealing with horrific incidents of animal neglect, and abuse by rude pet owners. Because of this, you will only find people with strength of character and real empathy for the plight of animals working in our clinics.

In the coming year we will focus on empowering staff through additional training, with the end goal of increasing sterilisations and the number of animals treated in our facilities.

With skilled and dedicated staff, committed donors and management, we are well positioned to continue delivering on our core values and building on our strength into the future.

Dr Gilson Muchopa
Controlling Veterinarian

Animals attended to:

DOGS

CATS

Year	2015/16	2016/17	2015/16	2016/17
SPCA Hospital and Clinics	33 627	33 623	14 719	19 198
Variance	4		4 479	

Vaccinations:

DOGS

CATS

Year	2015/16	2016/17	2015/16	2016/17
SPCA Hospital and Clinics	9 963	9 520	1 046	1 033
Variance	443		13	

Dr Gilson Muchopa performing surgery



Prior to joining our SPCA I priced automobile exports for a large international organisation in an uninspired environment that lumps employees with relentless workloads in order to reach departmental profit targets. I began questioning my career choice in finance and searched for a deeper purpose in my professional life.

In June 2015, I was provided the incredible opportunity to be a part of our SPCA as Finance & Administration Manager. It is an absolute honour to be part of a team that is united in serving the community by eradicating animal cruelty and neglect. My eyes were fully opened to the realities of working in animal welfare.

Upholding the Animal Protection Act 71 of 1962 requires perseverance, courage, dedicated teams, well organised operations, and of course, financial resources. The directive from our General Manager Caroline Smith is that although we are a non-profit organisation, we will run our operations like a business, but that unlike a regular business, our proceeds do not fund our running costs. The funds required for daily rescues, animal welfare checks, veterinary treatments and sterilisations come from the generous hearts of our donors. And long-term financial security is provided by those selfless individuals who leave a legacy to us in their Will.

It is a fact that we require millions every year to keep the doors of the Durban & Coast SPCA open. Every donation and bequest, no matter how big or how small, finances a crucial aspect of running our organisation. I have been asked repeatedly whether individual donations truly benefit animals. The answer to this question is a resounding yes, both directly or indirectly. It may be in the form of financing food for a wayward donkey, providing a tank of fuel to one of our rescue vehicles, acquiring the services of an additional kennel hand during the holiday season, or funding cleaning chemicals to sterilise kennels for the next homeless puppy to rest in. Therefore, funds are allocated to activities that pursue the purpose of animal welfare.

In the next financial year, we face many uncertainties: The instability of our socio-political environment, the economic insecurity provided by South Africa's downgrade to junk status, and the impact thereof of both on the Durban & Coast SPCA and the general consumer. Unlike other organisations, an economic downturn does not automatically slow down our operations. In



fact, a tighter economy places upward pressure on an ever increasing number of animals requiring our assistance and protection. In these uncertain circumstances, I commend our departmental managers for being prudent in their spending, but for never placing funding as a reason not to act on the needs of a single animal. The balancing act was handled ethically, fairly and maturely, despite any uncertainty.

Transitioning my career to animal welfare has refuelled the passion I had once had for finance as my career choice. Fulfilment of my personal goals has intertwined with the purpose of the SPCA and I thus endeavour to manage our financial resources in a responsible manner. So in the coming year, we will continue to have faith that our donors and bequestors will enable us to do the important work that we do.

I give special thanks to Caroline Smith for strong unwavering leadership, mentorship, and kindness during "life lessons". Our Management Team, for comradery and being a clear and unified sounding board and to my own team of Veno Thekalal and Kuvanya Naidoo for reliability and patience during my "Type A personality" relentless pursuit for perfection in our work!

Sarah Chapman

Finance & Administration Manager

Securing our future

Bequests Received

We acknowledge the following bequests received during the year under review:

FG Ferns	DC Herholdt	RD Shutt	WDJ Arnold
SD Lutchman	J Wilson	EU Bishofberger	VMA Petterson
WK James	DF Warburton	GP Kaye	DL Edwards
S Nunkoomar	C Becker	TM Sonnabend	PJ Davidtz
M Logie	AJ Middleton	RG Salmon	D Platt
		EM Dixon	



Trust Allocations

We thank each of the following Trusts for their generous contributions:

The Andrew & Pamela Somerville Trust	The V.P. Hayward Trust
The Cecil Renaud Charity Trust	The Victor Daitz Foundation
The Edna Burford Trust	The Clem & Nancy Ramsden Educational and Charitable Trust
Greenhalgh Charitable Trust	Kadbro Kader Trust
Harry Brunskill Education and Charity Trust	DJ Davies Trust



How You Can Help?

- Leave a Legacy in your will
- Make a once-off donation
- Sign up for a debit order and donate monthly
- Sponsor a yard cat
- Sponsor a kennel
- Adopt a pet from us
- Shop at our Charity Shop
- Attend one of our many events
- Become a volunteer
- Donate pet food
- Donate second hand goods
- Sponsor an event
- Visit our Café
- Sign up for a MySchool card with our SPCA as a beneficiary

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