



The **123<sup>rd</sup>** Annual Review

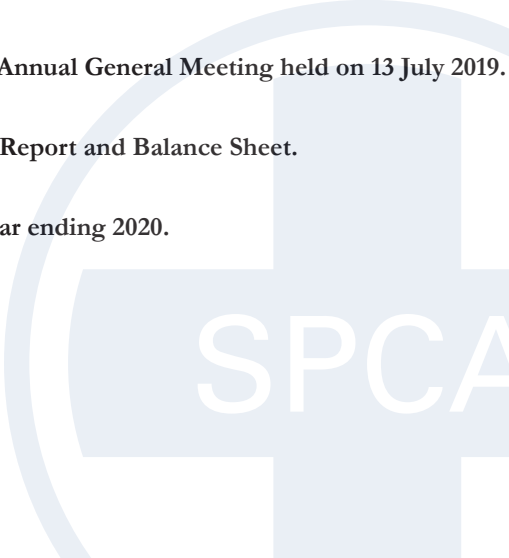
2019 / 2020

DURBAN & COAST SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS



## Advisory Notice

Notice is hereby given that the 123rd Annual General Meeting of the Society will take place at the Durban & Coast SPCA, 2 Willowfield Crescent, Springfield Park, on Saturday, 11 July 2020 at 14h00.

1. Notice convening the Meeting.
  2. Confirmation of Minutes of the 122nd Annual General Meeting held on 13 July 2019.
  3. Chairman to move the adoption of the Report and Balance Sheet.
  4. Appointment of the Auditors for the year ending 2020.
  5. Election of President.
  6. Election of Officers.
  7. Changes to the Constitution.
  8. General.
- 

By order of the Management Committee, Dr J H Morton, Chairman.

Minutes of the 122nd 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.

Cover: Inspector Alfred Mntungwa

Back: Talent Mbokazi, Animal Welfare Assistant

# 123<sup>rd</sup> Annual Report

For the year ending 31 March 2020

President ..... Mr P E Chrystal

## Management Committee

Dr J H Morton ..... Chairman

Mr N Aubert..... Vice Chairman

Mrs S Juckes..... Honorary Treasurer

Mr O Chetty..... Honorary Secretary

Mr Y Saib

Ms Y Boden

Ms V McDonald

Mr A L Ardé

## Auditors

PKF Durban

## Headquarters

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**Photography:** Pure Photographic Studio [www.purestudio.co.za](http://www.purestudio.co.za)

**Design:** Flying Ant Designs [www.flyingant.co.za](http://www.flyingant.co.za)

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## Chairman's Report

I would like to extend a warm welcome to all our members, donors and supporters. We are certainly facing a new challenge with the COVID-19 pandemic and this is impacting immeasurably on all our lives. This will put our organisation and welfare generally, both human and animal, under more pressure. With unprecedented challenges like these, how we respond to them often determines the outcome. Here I would like to thank ALL our staff, but especially our "lockdown team" who committed to stay on our premises during the initial stage 5 lockdown. This certainly extends beyond your normal duties, and if ever our staff's commitment to animal welfare is questioned, by poorly informed individuals, this is evidence of that commitment. This is often at massive personal cost to your families and yourselves. Caroline, thank you for your massive leadership, dedication and commitment through this time. As we all know there is no absolute roadmap and book of wisdom on how to handle this kind of pandemic and you and your team have done yourselves and us all proud!

In addition, once again I have the pleasure and privilege of thanking our members, supporters, financial donors, volunteers, Management Committee, Trusts and the general public who continue contributing to our Society. Without you all we would not be able to keep the Durban & Coast SPCA and our satellites in Phoenix and Dolphin Coast/Ballito functioning effectively.

A special vote of thanks must go to Candice and our inspectorate team, who have carried out their essential and core responsibility of preventing cruelty with compassion, dedication and enthusiasm despite the challenges they face. Congratulations must once again go to them on the successful prosecutions in a number of cruelty cases. I have a new appreciation of the immense work you do with the likes of hoarders and abusers!

I must also thank Dr Gilson and the Hospital and clinic team, the veterinarians, AWAs and receptionists who attend to an ever-increasing number of injured and abandoned animals with compassion and dedication. Thanks, in addition for being a professional back-up to our Inspectorate with evaluation of animals in prosecution cases to ensure that perpetrators are brought to book.

Our adoption team must be thanked for finding good homes for 655 animals that have been abandoned or brought in as strays and are unclaimed.

Financially we are heavily dependent on funds from bequests, direct appeals, sponsors, fundraising and donors. Without the aid from these generous individuals and organisations we would be unable to help the number of animals we do. In addition, our Bequest Society plays a massive role in keeping us financially viable. Unfortunately, with COVID we have had to close our charity shops and cancel a number of traditional fundraisers and I thank these donors who have stepped up with online contributions, virtual fundraisers and the likes. As always, the need remains massive and certainly having to shut down our shops, for any length of time, will impact us.

Thanks to our marketing department for the essential work done in fundraising and public awareness. Liaison with the media has given the plight of abused/neglected animals good exposure and given the public a better understanding of the critical function performed by the SPCA. Social media continues to be an effective platform and thanks to our website, Twitter, Instagram, Facebook and emailers we get great exposure.

I would once again like to thank the Management Committee for giving their time and legal, financial and other expertise to our Society and the NSPCA. Trish van Gogh our secretary has ably assisted us in getting all the admin done efficiently and provides essential support to our General Manager Caroline.

The Durban SPCA Trust whom unobtrusively manage and secure our assets must also be thanked for their support in securing our long-term sustainability.

Finally, please take care and look after yourselves and your families by wearing masks, social distancing etc., as it will enable us to continue to help and protect the number of animals we do!

**Dr J H Morton,  
Chairman**







## General Manager's Report

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This annual report relates to the period ending March 2020. But this year has been like no other. It would be remiss not to explain to you - our members, donors and supporters - the effect of the COVID-19 lockdown on our organisation.

During the last week of March our country was catapulted into Level 5 lockdown. Being an “essential service” in terms of the Disaster Management Act meant that cruelty investigations, stray and unwanted animal admissions, and emergency veterinary treatments would continue unabated. The hundreds of animals already housed in our kennels and catteries needed to be provided for as well as incoming sick and abused animals.

Lockdown restrictions necessitated swift planning and the installation of a live-in “lockdown team” comprising of a qualified inspector, animal welfare assistant, and kennel hands. A rotation team of inspectors was placed on call to ensure rapid response to all cruelty reports. All animals admitted, treated, sheltered or humanely euthanased were to receive the same standard of care as always and our high standards of hygiene, cleaning, feeding, and handling were to be maintained.

It is hard to express my immense pride in my team; those that immediately put their hands up to live at the SPCA for weeks - without seeing their families and loved ones - in order to ensure the welfare and safe custody of our animals. Those that worked longer hours from home to ensure that finance, marketing, and administration kept running at optimum capacity. Those that drove through isolated streets late at night to search for and rescue animals in peril.

The uncertainty of the unprecedented situation and the frighteningly unfamiliar world in which we found ourselves could have caused crushing fear for many – but our entire team showed their mettle, and made it work. Morale remained high. And of course, it is the animals that benefit from a team that stays on track to deliver on core values, no matter what.

The impact on our finances was of immediate concern. Whilst essential functions were to continue unabated, most revenue streams were immediately suspended. Trading from our charity shops, clinic and hospital was halted. All fundraising events were cancelled resulting in severely reduced income to offset costs. We worked on cash flow projections, but with the uncertainty surrounding COVID-19 and the duration of lockdown, this was impossible to accurately forecast. Our Management Committee and Trust unhesitatingly approved disbursements from our Trust to resolve the immediate cash flow dilemma. I express our gratitude to the Committee members and Trustees for their unwavering support.

Animals were kept for protracted periods, because adoptions were halted. Hard decisions about occupancy levels had to be made.

There are many lessons learnt from the crisis. We finally understand exactly how it must feel to be an unwanted, lost or neglected dog or cat brought into our SPCA! Weeks of anxious confinement to be endured. Unsure of when it will end . . . missing our loved ones . . . and worried about what will happen to us. But for animals at the SPCA, there's one important difference. They don't even know why they're here. Day after day they waited, hoping someone will come along and take them to live in a real home again, with space to run around and a family to love. And that just wasn't possible while everyone stayed home. But - the overriding measure of success at our SPCA is the ubiquitous manifestation of love for animals by all of our staff. Every animal feels loved...even if that be through gentle hands for a few moments before the end of suffering. Or whilst being attended to in our clinic, undergoing anaesthesia, or during the time spent in our kennels and catteries awaiting adoption.

The COVID-19 pandemic is not over and the impact on our SPCA will be a lasting one. But it is inspirational when you have witnessed a team step up with such determination and enthusiasm for their calling during crisis. *You can be proud to support our SPCA!*

**Caroline Smith,  
General Manager**

## Inspectorate Statistics

### ADOPTIONS 'A lifetime commitment'

**Adoption costs include:**

- Sterilisation • Microchip • I.D Disc
- Vaccinations • Health Check\* • Collar
- Property Inspection

A pre-home inspection fee is levied to ensure your property is fully fenced, safe and suitable for the cat or dog. This amount is deducted from the total cost of the adoption. It is non-refundable if the property inspection is failed.

\* Should your adopted pet become sick within two weeks of the adoption please bring him in for Veterinary treatment as pets may incubate undetectable diseases at the time of adoption.

**Important points to consider:**

1. The SPCA will sterilise every adopted animal without exception.
2. The first set of vaccinations is included in the Adoption Fee. All future treatment must be undertaken by your private Vet.
3. When booking 'the one' we urge you to visit with your existing pets to socialise and assess compatibility.

For a complete list of any conditions, adoption times and all costs please ask at the reception desk or visit our website: [www.spcadbn.org.za](http://www.spcadbn.org.za)

Join us on Facebook



Ralph Hayward, Facilities Supervisor



	2018/2019	2019/2020
Investigations	10 232	13 155
Follow Up Investigations	5 091	4 935
Prosecutions	8	9
Successful Convictions	2	8
Warnings Issued	1 402	1 295
Proactive Inspections	1 143	1 160
Collections	5 288	5 633
Rescues	274	319
Pre-Home checks	845	754
Post-Home checks	309	277
Abandoned Animal Investigations	164	357

### Kennel Statistics

	DOGS	CATS	TOTAL
Strays	3 816	5 808	9 624
Surrendered	3 051	809	3 860
Safe-Keeping	4	0	4
<b>TOTAL ADMITS</b>	<b>6 871</b>	<b>6 617</b>	<b>13 488</b>
Owner Claimed	158	11	169
Adoptions	525	130	655
Boarding	434	0	434



We acknowledge 'You' ... our donors, members, volunteers. Our essential work in animal welfare depends entirely on your support. Without your generosity we cannot continue to improve the lives of thousands of animals that come in to our Society every year. Because of you, we rescue, rehabilitate and re-home these beautiful animals.

### Your generosity has enabled us to:

- Treat hundreds of injured stray animals and give them a second chance at life.
- Rehabilitate a feral dog that was left to wander for 4 years, and find her a stable, loving home.
- Care for 'Brownny' now named Roxy - for 7 months before placing her in her forever home. She now lives like a princess.
- Install fans in our catteries to keep our cats cool during the unbearable Durban heat; and install special blinds to protect them from heavy winds and rain.
- Install a cooling duct system in each kennel block to keep animals cool and free from discomfort during the hot summer months.
- Keep our animals well-fed with consistent donations of food.
- Keep our animals warm and cosy during winter with generous donations of blankets.

*You, matter to us.*

Every team member exudes compassion for animals; from senior management, to administration and cleaning staff. We all care.

We are passionate about our adoptions because it's about securing the future of our animals. We prioritise their wellbeing whilst they are in our care and make sure they continue to receive the highest level of care once adopted, by ensuring that they are placed in the best home. Sadly, difficult decisions do have to be made when the situation is hopeless and animals are suffering. But these decisions are never taken lightly, are not without deliberation, and are administered in the most compassionate manner conceivable.

Our cleaning team has done an exceptional job of keeping our facilities, kennels and catteries hygienic and sanitized. We are proud that they have maintained our very high standards of cleanliness.

Thank you to our kennels volunteers who have such a positive impact on the emotional and physical well-being of our animals. By regularly walking, exercising and playing with them you add value to the lives of so many animals that need that little bit of extra attention during their stay with us.

**Thank you.**

**Juliet Nadarajan,  
Kennel Manager**



Juliet Nadarajan, Karina Pillay and Ralph Hayward



## Inspectorate Report

We owe a great debt of thanks to our inspectorate team who are in the field daily, assisting animals in need, preventing cruelty, educating the public and touching the lives of thousands of animals, both domestic and wild.

Over the past year investigations led to 128 animals being confiscated from their owners; almost 700 animals handed over following welfare

## *Putting animals first*

concerns found on investigation; and almost 5000 other stray and unwanted pets brought into safety by our team. The harsh reality is that not every situation can be remedied and not every animal can be saved, but our Kennels Department has strived to find loving homes for as many of these previously abused and neglected animals as possible.





An overview of our stats may paint a picture of an insurmountable and never-ending task. Certainly, it is not a task for the faint-hearted. The magnitude of cruelty we've faced has tested our faith in humanity and left us doubting that there is ever any real redemption for those cruel acts.

One case in particular has stood out in our minds. In April 2019 we

searched the home of an animal hoarder, seizing 80 dogs from appalling filth and rampant disease; and the decomposing bodies of approximately 40 dogs were found piled on top of one another inside the owners' bathrooms. Such traumatic events should never have to be repeated but sadly, the wheels of State justice turn at a snail's pace and while waiting for the start of the accused's trial, almost a year later, we received information that more dogs were again being kept on the property. A second warrant was obtained, a further 29 animals seized from the same living conditions and a second docket was compiled and submitted to SAPS.

We registered 9 dockets this year and through the dogged determination of our Inspectors and constant hounding of Investigating Officers (SAPS) and members of the NPA we were able to secure an unprecedented 8 criminal convictions! All convictions were accompanied by an order prohibiting the perpetrators from owning animals for a specified period. This is an essential element in the prevention of future cruelty. While the nature of each case highlighted the atrocities suffered by animals at the hands of humans, each conviction has reminded us that despite the cruelty we face each day there is still hope to be found in the strength and determination of our Inspectors who continuously fight for justice to be served.

**Senior Inspector Candice Sadayan,  
Inspectorate Manager**

**The Inspectorate Team**





Onward and upward! This is the motto for the marketing team and our strategy is to focus on our strengths. To this end, we achieved a net income of R4 692 149.

Our increased online presence resulted in raising R819 000; 30 046 followers on Facebook; 2 579 on Instagram; 795 on Twitter. We created a profile on LinkedIn, and our proactive efforts on the Google platform gave us a 4.4 star rating out of 5 stars.

Networking elevated our profile and we gained support from the KZN Women in Business, fruitfully being voted as the “KZN Women in Business Charity of the Year” for 2020.

Our highlight events included: Annual Golf Day; ECR House & Garden Show; Mandela Day Night Market; Annual Ladies’ Breakfast; Annual Trail Run; FNB Durban 10k CitySurfRun; resulting in a net income of R740 000. We always enjoy the interaction and personal communication involved in our events - getting to know our supporters and putting the FUN into FUNdraising!

A continual challenge is the stock levels of food for our animals, which are boosted through our “SPCA Adopt a Week Schools’ Campaign”. 15 Schools embraced the campaign this year and the learners were exceptionally generous and for this we are immensely grateful! Our Education Officer, Krystal Pretorius, visits schools and educates on the humane treatment of animals, teaching compassion and care for all creatures.

The Charity Shop in Springfield and external book sales raised a net of R1 884 000. Our off-site charity shop in Ballito, “The Dog Box” raised an incredible R1 590 000 thanks to the dedicated group of Ballito volunteers who run the shop for us. We are forever grateful to each and every one of our volunteers who work tirelessly behind the scenes to ensure the smooth running of our events and book sales. We salute all of you!

Thank you to the incredible support from our Management Committee, management team, staff, volunteers, donors, supporters, and the media, for their love for animals great and small and the assistance shown to our SPCA which allows us to grow and thrive during good times and bad. We thank you all for having such a special heart for those who cannot speak for themselves; you allow all of us at our SPCA to speak for them.

**Tanya Fleischer,  
Marketing Manager**













2019 was a year of great accomplishment for our lifesaving mission – not just in terms of number of animals we were able to save, treat, protect and rehabilitate, but also in terms of a far greater demand for our services owing to economic pressures on pet owners and the affordability of veterinary care.

We constantly review the way we work – making sure we maximise the real welfare benefits for animals and the communities we serve. We’ve learned many lessons this year and enjoyed some great successes. One such is the extension of vaccination times at both our clinics – Springfield and Phoenix - which has had a huge impact on the number of animals vaccinated. This resulted in a total of 22,899 vaccinations being done during the year, of which 9,081 were against rabies.

We implement a strict sterilisation policy whereby all animals that come through for any surgical procedure have to be sterilised. Despite opposition from some members of the public, these procedures are vital to address the root cause of pet overpopulation and to prevent unwanted litters from ending up in animal shelters like ours. We spayed and neutered 1,975 animals and terminated 342 unwanted pregnancies as part of our operations.

### Animals attended to:

	DOGS	CATS
DURBAN	17 794	8 018
PHOENIX SATELITE	5 240	813

### Vaccinations:

	DOGS	CATS	RABIES
DURBAN	6 637	1 188	6 280
PHOENIX SATELITE	4 703	270	3 821

Through listening carefully to men, women and children, we are able to work collaboratively with them, helping and guiding where necessary to improve the welfare of animals in our community. During the 4,882 consultations we did in 2019, we took that limited time with the pet owners as an opportunity to actively advocate for sterilisation, educate on importance of proper nutrition, ectoparasite control and general pet husbandry. This means that individuals and communities not only understand these aspects, and are building on existing knowledge, but also own them and feel responsible for ensuring better long-term care for their animals. So as to work harmoniously with all departments at the SPCA to ensure an holistic approach to animal care.

Assessing and providing treatment and care for over 31,865 animals across 365 days a year requires a team effort among animal care staff, veterinary staff, volunteers and our management. There is no greater reward for this work than seeing these animals get a second chance, reunite with their owners or return home healthy again. Unfortunately, some animals do have to be humanely euthanased to end suffering. But every single animal that came through our doors was showered with the same level of compassion and care.

None of our days are easy. Day after day, case after case, we face formidable cruelty and opposition from non-conforming members of public. But we don’t scare easily. Your support gave us the strength to overcome these challenges. Thank you for the privilege of being able to heal animals, relieve their pain and witness recoveries that often amaze us.

**Dr Gilson Muchopa,**  
Controlling Veterinarian

Financially, the F2020 year was extraordinary for the Durban & Coast SPCA. From June 2019, the organisation reported an uncharacteristic trade surplus on a monthly basis, unlike that of previous financial years, which persisted until financial year end.

The unrelenting efforts and dedication of our fundraising department, managed by Tanya Fleischer, contributed immensely to these results. This small team brought in approximately 41% (R 11m) of the organisation's turnover in the 2020 financial year, which includes proceeds from donations via our direct appeal program and website portal, the sale of second-hand items and pet products as well as income generated from fundraising events and awareness campaigns.

We received R 3.1m from deceased estates. These monies ensure the longevity of the Durban & Coast SPCA so that we may continue our mandate to prevent cruelty to animals. We express our heartfelt gratitude to the individuals that have made caring for animals a part of their legacy.

Primary veterinary care services in Springfield Park as well as at our satellite clinic in Phoenix are headed by our Controlling Veterinarian, Dr. Gilson Muchopa. The proceeds from these cost-effective and streamlined services - which include sterilisations, vaccinations and veterinary health care - generated nearly 22% (R 6m) of the turnover for the financial period.

By bringing in these funds, the organisation has been able to benefit the animals in our custody through a variety of improvements and ongoing maintenance of kennels, catteries and facilities. We also upgraded the majority of our animal handling equipment. This has enabled our inspectorate and clinic teams to handle and transport animals humanely and with the utmost respect.

Positive financial results are encouraging but also reflect our overall strategy of prudent spending in order to preserve cash flow. By February 2020 South African was already reported to be in a technical recession. On 23 March 2020, our president announced the nationwide lockdown owing to the Covid-19 pandemic. The extent of the negative impact on the economy was extremely uncertain and our organisation faced huge restrictions on our ability to perform fundraising activities and offer veterinary services. However, because of prudent financial management during the previous 12 months, the organisation had a small buffer to fall back on for the unusual circumstances that was to mark the beginning of the next financial year.

Thank you to our General Manager, Caroline Smith, for the support and mentorship in navigating these tough financial decisions. And as always, I would like to extend my gratitude to my amazing team of Veno Thekalal and Kuvanya Naidoo, who wholeheartedly support this role I play at the Durban & Coast SPCA.

*Your loyalty and dedication to our special cause never goes unnoticed.*

**Sarah Chapman,  
Finance & Administration Manager**



Veno Thekalal, Kuvanya Naidoo, Sarah Chapman



### **Bequests Received**

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

FG Ferns	RA Barrow	WK James
TM Sonnebend	LG Thompson	PJ Davidtz
PD Townsend	SL Willsher	
MF Levi	NW Hough	
ST Wilson	MN Hutchons	
AM Reid	TJ Field	
AF Smith	John Campbell	
DE Stewart Charles	YU Gelendhuys	

### **Trust Allocations**

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

THE VP HAYWARD TRUST	THE ANDREW & PAMELA SOMERVILLE TRUST
D J DAVIES TRUST	VP HAYWARD WILL TRUST
WK JAMES WILL TRUST	EA MINCHIN TRUST
THE CLEM & NANCY RAMSDEN EDUCATIONAL AND CHARITABLE TRUST	THE VICTOR DAITZ FOUNDATION
HARRY BRUNSKILL EDUCATIONAL AND CHARITABLE TRUST	TIMOTHY HANCOCK CHARITABLE TRUST
THE EDNA BURFORD TRUST	THE CECIL RENAUD CHARITY TRUST





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