



## ANNUAL REVIEW 2013 / 2014

DURBAN & COAST SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS



Notice is hereby given that the 117<sup>th</sup> Annual General Meeting of the above Society will take place at the Durban & Coast SPCA, 2 Willowfield Crescent, Springfield Park, on Saturday, 12 July 2014 at 14h00

1. Notice convening the Meeting.
2. Confirmation of Minutes of the 116<sup>th</sup> Annual General Meeting held on 6 July 2013.
3. Chairman to move the adoption of the Management Committee Report and Balance Sheet.
4. Appointment of the Auditors for the year ending 2015.
5. Election of President.
6. Election of Officers.
7. Long Service Awards.
8. Changes to the Constitution.
9. General.

By order of the Management Committee  
Mr NC Aubert, Chairman

Minutes of the 116<sup>th</sup> Annual General Meeting,  
Balance Sheet and Accounts will be available at the meeting.

**Our Outreach Programme  
sterilised and inoculated over 2000  
animals from indigent areas.**

# DURBAN & COAST SPCA



## 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 Hands  
Mr Y Saib  
Mrs T Costas  
Mrs V Mc Donald

## Auditors

PKF Durban

## Attorneys

DeWet Leitch Hands Inc.

## Headquarters

2 Willowfield Crescent, Springfield Park  
PO Box 74495, Rochdale Park, 4034  
Tel. 031 579 6500 Fax. 031 579 4351

After Hours Emergencies: 083 212 6103

Email: [admin@spcadbn.org.za](mailto:admin@spcadbn.org.za)

Website: [www.spcadbn.org.za](http://www.spcadbn.org.za)

## Photography

Terence Hogben

[www.terencehogben.co.za](http://www.terencehogben.co.za)

# 117<sup>th</sup> ANNUAL REPORT

*For the year ending 31 March 2014*

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## CHAIRMAN'S REPORT

This past year was sadly overshadowed by the tragic and sudden passing of our Operations Manager, Claire Buisman. On behalf of the Management Committee and all the staff at Durban & Coast I wish to, once again, extend our sincere condolences to the family at this sad loss.

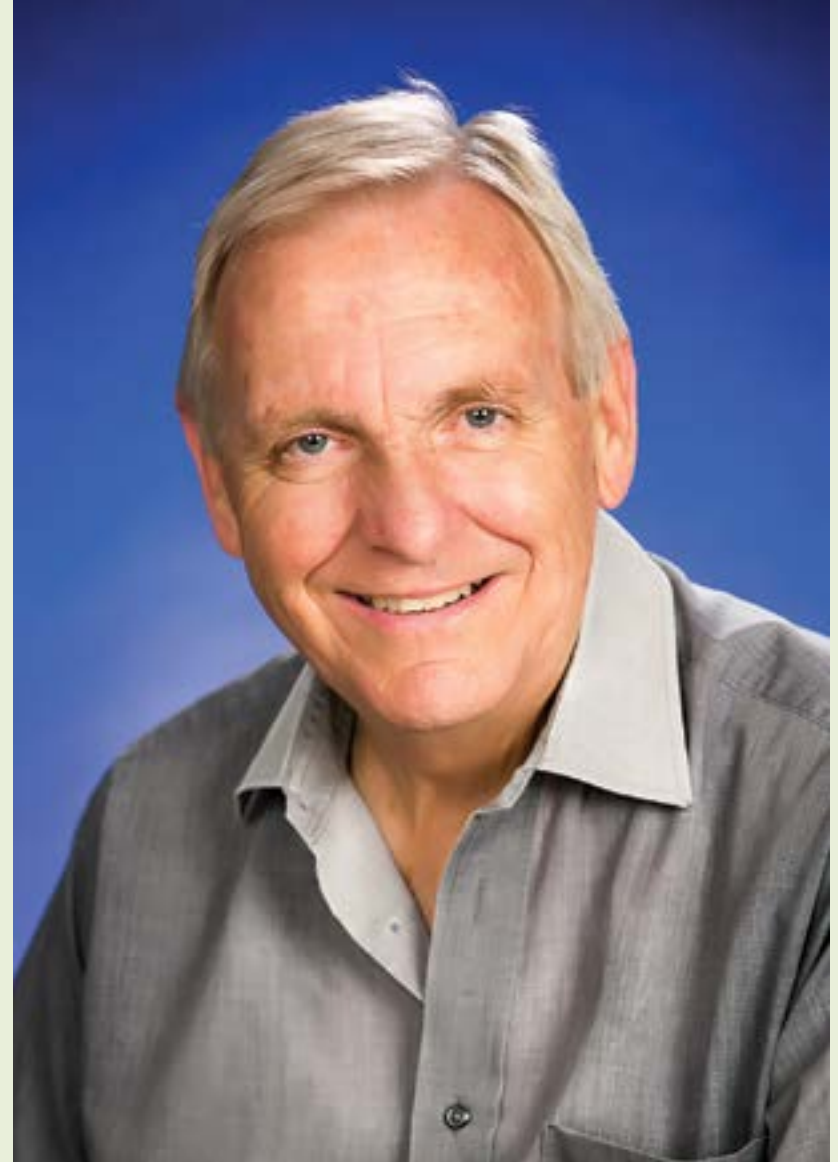
I wish to thank everybody on the Management Committee and staff for the magnificent way everybody responded to this huge loss and for the way the Society has continued to run smoothly over the past few months, not only in Durban but at Ballito and Phoenix as well.

A special vote of thanks goes to our Inspectorate who often have to work under very trying and stressful conditions and, with our hospital, clinic and reception staff, put up with a lot of abuse and criticism from the public who do not fully understand the magnitude of the work that the staff carry out at the Society.

We rely heavily on funds or goods received from bequests, appeals, donations and sponsorships. Without these generous individuals and organisations we would not be able to help the number of animals that we do. Shop sales, book sales and other fundraising activities also play a huge part in keeping us financially afloat.

My sincere thanks go to the Management Committee for giving their time and legal and financial expertise to the society, and to the Trust who manage, secure and grow our assets. They both play a vital role in ensuring our long term stability.

To Caroline and her team many thanks for the tremendous work done in fundraising and public awareness events. Liaison with the public and media in all forms is vital in making people aware of the many and varied tasks being carried out by the Society.



I wish everybody involved with the Society much success for the coming year. May we all continue to go from strength to strength.

**NC AUBERT**  
Chairman



## MANAGER'S REPORT

The end of our financial year was marked by the untimely passing of our Operations Manager, Mrs Claire Buisman.

Claire worked at the SPCA for 20 years; her presence being most felt in the animal hospital, the inspectorate and the administration, as she wrote all the computer software used by the SPCA. She was an outstanding person who will be sorely missed.

Claire left a huge void but I am pleased to report that the existing staff have risen to the challenge and it is truly astonishing to see what people can achieve when unfamiliar tasks have to be carried out and new goals are set.

I am pleased to report that all departments achieved the operational and financial targets set for them and we finished the year in a very strong position. Our outreach programme, in conjunction with the Dept. of Agriculture, was very successful with over 2000 animals sterilised and inoculated. The programme is now at an end but we hope that a new contract will be finalised in the near future.

I would like to place on record my sincere thanks to all the staff who went the proverbial 'extra mile' when we suddenly found ourselves without Claire. Their reaction to adversity was amazing.

I am very grateful to our volunteers for the enormous amount of hard work that they dedicate to benefit the animals in our care, and extend a very sincere "thank you" to each and every one.

My thanks to the committee of the SPCA Trust for their careful stewardship of our investments which are vital to our financial wellbeing.

Thank you to the SPCA Management Committee for their unfailing support and interest in all matters relating to our SPCA.

**C S MATHESON**  
General Manager

## INSPECTORATE

Following the sad and unexpected loss of our Operations Manager Claire Buisman, the Inspectorate team has put in extra effort and worked well together to maintain the smooth running of the department.

We said goodbye to Lisa Lee Roberts and Kevin o' Connor, and wish them both everything of the best in their future endeavours. We extend a warm welcome to Inspectors Nish Ramsamy and Codie Fermin as well as Krystal Pretorius as Controller.

Debbie Filmalter and Nish Ramsamy have both completed their Assignments and passed their AWA (Animal Welfare Assistant) examinations and now await authorisation from the South African Veterinary Council and the National Council of SPCAs. Nathi Ngisu completed his AWA and will be writing an entrance exam to become a qualified Inspector. Roshen Rupee attended and passed a refresher course. Well done to all.

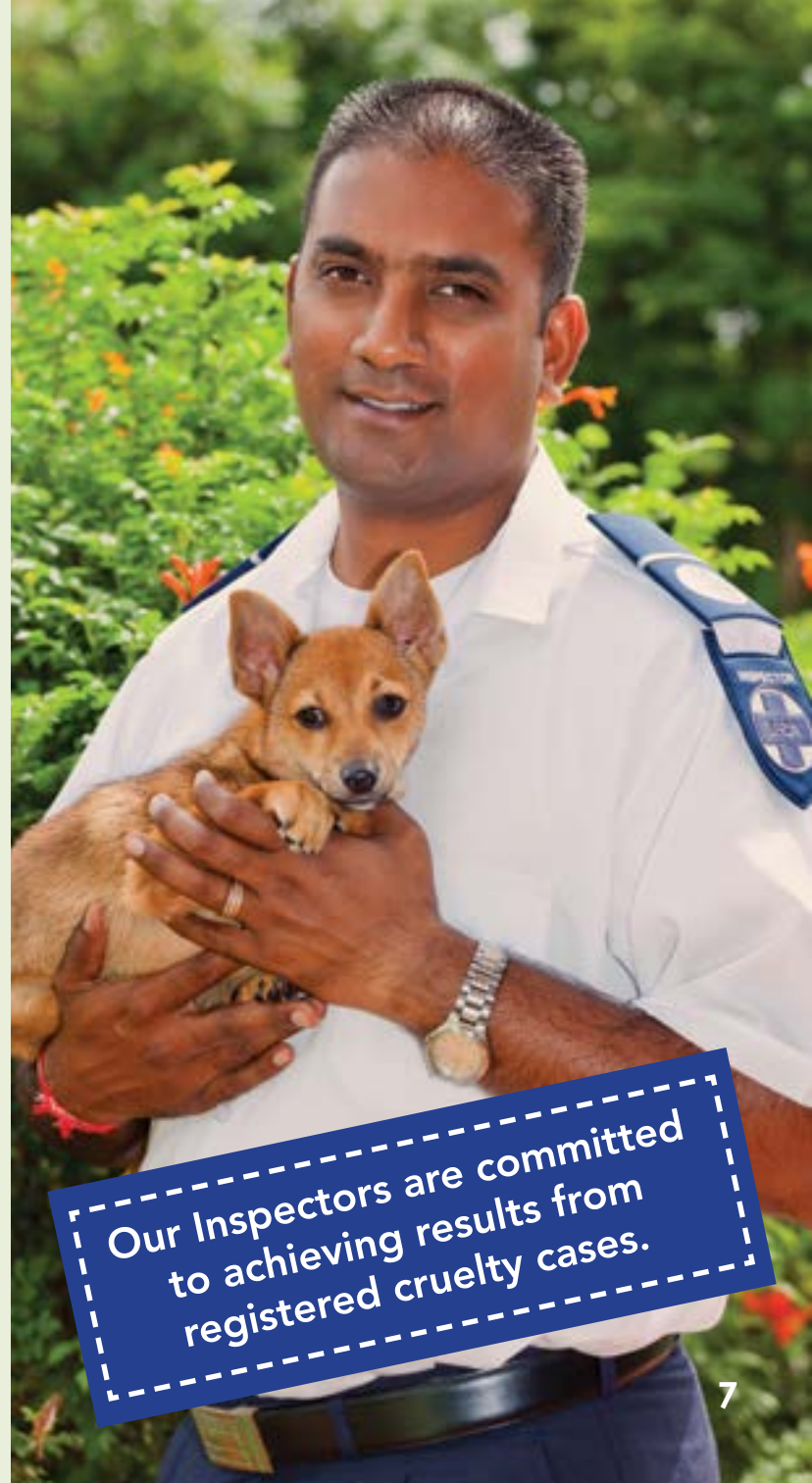
The finalisation of registered cruelty cases has been slow even though concerted efforts are made by the Inspectors for feedback from the Investigating Officers at SAPS; we receive minimal response from the authorities. Regardless of the hurdles experienced our Inspectors are still committed and focused on persevering and achieving positive results to investigations attended.

A special thank you to Rescue Tech and the Fire Department for their dedicated assistance with rescues; their services are much appreciated.

The Inspectorate database is operating well after the upgrade. The Inspectors' use of Samsung Tablets to receive and respond to their case issues has improved their efficiency which has led to a reduction in the use of paper. We are now in the process of upgrading the Samsung Tablets used by our Inspectors from the Samsung Tab2 to the new Samsung Tab3.

My sincere thanks to the Inspectorate Team for their hard work and dedication.

**JAY METEDAD**  
Senior Controller



**Our Inspectors are committed to achieving results from registered cruelty cases.**

## INSPECTORATE STATISTICS

	2011/2012	2012/2013	2013/2014
Investigations	6572	7379	7085
Follow Up Investigations	856	1325	4162
Prosecutions	18	18	10
Warnings Issued	814	986	1262
Security Companies Checked	275	224	187
Pet Shop Checks	248	222	210
Rescues	275	239	266
Pre-Home checks	773	906	914
Post-Home checks	455	591	700
Abandoned Animals	159	164	215
Spot Checks	176	266	202
Ritual Slaughter	42	30	42
Animal Farm Checks	133	103	95

## KENNEL STATISTICS

	DOGS		CATS		TOTAL	
	12/13	13/14	12/13	13/14	12/13	13/14
Strays	3949	3761	4909	4464	8858	8225
Unwanted	2939	2819	1460	1363	4399	4182
Safe-Keeping	42	50	0	0	42	50
<b>TOTAL ADMITS</b>	<b>6930</b>	<b>6630</b>	<b>6369</b>	<b>5827</b>	<b>13299</b>	<b>12457</b>
<b>OWNER CLAIMED</b>	<b>462</b>	<b>316</b>	<b>30</b>	<b>20</b>	<b>492</b>	<b>336</b>
<b>ADOPTIONS</b>	<b>624</b>	<b>653</b>	<b>152</b>	<b>204</b>	<b>776</b>	<b>857</b>
<b>BOARDING</b>	<b>637</b>	<b>470</b>	<b>0</b>	<b>0</b>	<b>470</b>	<b>637</b>

**7085 cases of cruelty investigated.**





The dedication of our volunteers makes a real difference in the lives of these animals.

## KENNELS & CATTERIES

The kennels and cattery have seen a number of changes and improvements during the past year.

It is very rewarding to see that our adoptions are up by over 10% compared to last year. This equates to an additional 81 animals rehomed. The marketing department has assisted with regular updated galleries of orphans on our website and Facebook page and these have made a positive impact. In addition, changes to the health check system in our clinic for “home found” animals has really helped. Let us hope that the upward trend of adoptions continues.

Ralph Hayward has joined our team and has been a positive influence on the cleaning staff, resulting in improvements in the daily feeding and cleaning routine of the kennels.

Two new security gates were installed in the kennel area, making it easier for members of public to view only those animals that are healthy and available for adoption and not the strays that are waiting out their pound period. Owners looking for their lost dogs will need to be accompanied by an SPCA staff member in order to gain access to the rear kennels to look at the strays. This has eliminated the problematic issue of people wishing to book animals not yet available.

Food donations are up and down yet miraculously there is always enough. We are very grateful for the supermarket food collection trolleys and to corporates, schools and individuals for their on-going food donations.

On behalf of all the dogs in the kennels I would like to thank each of the volunteers that enthusiastically exercise them throughout the year. The dedication of these volunteers makes a real difference in the lives of these animals.

I would also like to thank all kennel staff for their dedication and hard work.

In memory of our Operations Manager, Claire Buisman, I would like to say that the loss of a valued colleague like Claire has turned our lives upside down. Our world as we knew it has changed and those changes require that we in turn adjust to a new “normal”.

**JULIET NADARAJAN**  
Kennel Supervisor



## THE MARKETING DEPARTMENT

In a perfect world, every human being would feel compassion for animals and the SPCA would not exist. Yet, ironically, our organisation regularly comes under fire for dealing with the very problems created by society. During the past year we have engaged in the press and on social media and utilised opportunities to educate the public on our services, and to try to change misconceptions. The unavoidable and unenviable task of humane euthanasia is a stark reality and the SPCA is literally left “holding the babies”. In our communications we have tackled this difficult subject while explaining the issues of massive pet overpopulation, unwanted animals, and the dearth of good homes.

We are very fortunate to enjoy the stalwart support of those who do recognise the dire need for our services. We rely entirely upon this support, as we do not receive State funding. And fundraising in today’s world is a far cry from the traditional methods of cakes sales and street collections. At our SPCA we have a database, run donor acquisition and renewal programmes; analyse results by the average donation, new donors gained and cost per donor gained – we work with budgets and forecasts.

But the science of fundraising aside...it is still all about building relationships, the simple “thank you”, and nurturing our donors. Our donor administration, and communications programmes have adapted and grown in order for us to speak to our supporters more frequently and effectively, and in this way we aim to become an integral part of their lives.

We owe it to the animals we serve to be there for them in the future...because as long as humans continue to abuse animals our SPCA must be here to speak for them. Our Bequest Society was launched in 2006 with the vision of long-term sustainability in mind, and we can proudly say that today we have 137 Bequestors who have left us a legacy in their Will. Mary Koen enjoys wonderful relationships with our Bequestors and these special members enjoy her visits and the functions put on for them during the year, where we thank them now rather than their executors later. Those members who have passed on have ensured that their voice against animal cruelty continues to be heard beyond their lifetime, and for this we thank them.

The highlight of our Mail Appeal Programme was our winter appeal for blankets. The overwhelmingly generous response allowed us to purchase special new medi-fleece blankets for every kennel and the catteries. The Mail Appeal Programme successfully brought in 162 new donors this year.

The Charity Shop has performed exceptionally well thanks to Doug's team and volunteers, and raised a net amount of R1.1 million – wow!

External book sales' income has exceeded budget, with a net amount of R348,000 raised. The hard work put in by our valued teams of volunteers who manage the Bluff, Crescent and Queensmead sales is gratefully recognised. I thank each of these volunteers for their dedication.

We were all shocked and deeply saddened by the tragic passing of our Operations Manager, Claire Buisman. Claire contributed greatly to the progress of our SPCA with her experience and insights and she is genuinely missed.

We welcome Lindsey Fogarty to our Marketing team. Lindsey brings great enthusiasm and service-orientation to the team and I have no doubt that she will thrive in our unique environment!

Thank you to our General Manager, Chris Matheson, for allowing us to flourish as a fundraising department and as individuals. I thank our Management Committee for their support, commitment and for altruistically giving of their valuable time.

I thank every one of our donors, members and volunteers from the bottom of my heart for selecting our SPCA as their charity. What you do does make a difference. I hope that we can count on you as long-term partners in our struggle to abolish cruelty.

**CAROLINE SMITH**  
Marketing Manager



**Adoptions up by over 10%  
compared to last year!  
857 animals rehomed.**



## HOSPITAL

Our year ended on a sad note with the sudden passing of our Operations Manager, Claire Buisman. Her guidance and insight into the daily running of the department has been sorely missed. In order to adapt to this sudden loss from an operational perspective, some restructuring was undertaken. The measures were taken to try to ensure as seamless and efficient a transition as possible. We were fortunate to employ Zozo Kayumba to assist with the daily running of our clinic. Sally Francis has been transferred from reception to the position of Office Administrator and oversees administration for the hospital and clinic.

Our Outreach Program which is partly funded by the Department of Agriculture has been running well in assisting hundreds of underprivileged owners from peri-urban areas with the sterilisation, vaccinations, deworming, dipping and basic treatments of their animals; as well as educating owners on basic animal husbandry and welfare.

The Phoenix branch serves the local community well by offering its vaccination service to the thousands of underprivileged, unemployed and pensioned pet owners residing in the area. The branch also brings in pets for sterilisation as well as stray and unwanted animals from their community into our SPCA.

My sincere thanks to all our Hospital staff for their tireless dedication and efforts to ensure the smooth running of the Department. A thank you to Trish Matheson for her assistance during the difficult transition period.

**49322 animals attended to in clinic  
11579 animals vaccinated.**

**PAM PRETORIUS**  
Hospital Supervisor

### the FACTS

YEAR	ANIMALS ATTENDED TO						VACCINATIONS					
	DOGS			CATS			DOGS			CATS		
11/12	12/13	13/14	11/12	12/13	13/14	11/12	12/13	13/14	11/12	12/13	13/14	
SPCA Hospital & Clinics	33,590	33,874	34,458	15,496	15,966	14,864	8,232	10,075	10,494	797	871	1,085
VARIANCE		+ 284	+ 584		+ 470	- 1102		+ 1843	+ 419		+ 74	+ 214

## HUMANE EDUCATION PROJECT

The SPCA Humane Education Programme began in August 2005. At that stage, although we had a vision of what we would like to achieve, we knew that many methodologies would need to be explored as our education officer began presenting classes to children at schools in mainly disadvantaged areas in eThekweni. Embued by hope and enthusiasm, our goal was at least clear to us: the inculcation of compassion.

Cruelty and callousness cannot co-exist where there is genuine compassion. We also knew from available research that cruelty to animals often evolves into cruelty to human beings. It is found across the spectrum of cultures and at all levels within society, and the time at which the teaching of compassion has the most chance of influencing behaviour is during childhood.

What is surprising is that so many people, including many among the educated and the well-to-do, fail to take into account that animals feel pain just as humans do and that animal feelings are increasingly being revealed as far more complex and evolved than is commonly realised. When children are sensitised to qualities we share with animals, a great many of them will treat animals with greater awareness and kindness. Not all, of course, and especially not those who mimic uncaring adult behaviour.

Plutarch recorded that Bion, a philosopher of Ancient Greece, wrote: "Though boys throw stones at frogs in sport, yet the frogs do not die in sport but in earnest." Twenty-three centuries later, we are still trying to teach that surely obvious truth. Our education officer endeavours to revisit schools on our schedule once every two years, meeting them first at Grade 4 or 5 level and then again at Grade 6 or 7. The first visit focuses on essential issues that will help to develop sensitivity and sow a seed of responsibility. They include practical aspects like proper animal care, the cruelty of chaining, the fireworks issue, what cruel behaviour tells one about an individual and what effects it is likely to have later in life, what to do when one comes across animal abuse, how to influence one's family, friends and neighbours to value animals, and the generous love and loyalty that pets bring to their owners. The children are encouraged to ask questions and to recount their own experiences. A Powerpoint programme, constantly updated, accompanies each presentation.

Our education officer is encouraged when she finds evidence that the programme is making a difference in many animals' lives, not

only pets, but also small wildlife species that live among us. Cultural superstitions can be of concern and do often involve great pain for animals. One has to be sensitive to beliefs, and yet cannot let unacceptable practices go by when these emerge in a discussion. One has only to remember fox-hunting, bull-fighting, bear-baiting, killing of rhino for their horns, elephants for their tusks, lions for their bones, and canned hunting of helpless wild animals in their prime to know that wanton cruelty towards animals is a global phenomenon.

What we aim at is the development of sensitivity and a level of caring that will prevent at least some young people from blindly following peer group behaviour of a kind that will leave its mark on them later as callous adults who do not acknowledge animal consciousness or animal rights. Our education officer says: "I can't stress the importance of this programme too much and would encourage all SPCAs to get involved with educational outreach. When it comes to cruelty or callous negligence, the only way forward is via education."

**SHIRLEY BELL**

Editor – Animal Angle

Our goal is to  
inculcate compassion in  
children.





## BEQUESTS RECEIVED

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

- C C KARK
- D GOVENDER
- D J DAVIES
- E A MINCHIN
- E HALL
- F D GRUZELIER
- F G FERNS
- I H P GREENHEAD
- J M TWISS
- L C DAVIES
- L M HEMPSON
- M C GORDON-JONES
- M F THOMSON
- M MAYELL
- P J DAVIDTZ
- R G SALMON
- S E THESEN
- S S NAIDOO
- V L BURNE
- W D J ARNOLD
- W K JAMES
- W TAYLOR

Bequestors ensure that their voice against cruelty continues to be heard beyond their lifetime

## TRUST ALLOCATIONS

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

- THE CECIL RENAUD CHARITY TRUST
- THE VICTOR DAITZ FOUNDATION
- THE EDNA BURFORD TRUST
- KATHLEEN HASTIE TRUST
- LANTRUST CHARITABLE TRUST
- THE PC LILBURN TRUST
- HARRY BRUNSKILL EDUCATIONAL AND CHARITABLE TRUST
- GREENHALGH CHARITABLE TRUST





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FOR THE PREVENTION OF CRUELTY TO ANIMALS**

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