

Dog Assistance In Disability

Annual Report and Unaudited Accounts

for the year ending 31 March 2025

Charity Registration number 1178719

Registered Address

From 1 September 2025:

The Roy Fletcher Centre
17 Cross Hill
Shrewsbury
SY1 1JE

Formerly:

Early World House,
7 Darwin Court,
Oxon Business Park
Shrewsbury
SY3 5AL

Bankers

CAF Bank Ltd	Lloyds Bank plc
25 Kings Hill Avenue	25 Gresham Street
West Malling	London
Kent	EC2V 7HN
ME19 4JQ	

Independent Examiner

TCA (Shrewsbury) LLP
Third Floor
21 St Mary's Street
Shrewsbury
SY1 1ED

Dog Assistance In Disability
Annual Report and Unaudited Accounts
For the year ending 31 March 2025

Contents:	Page No
Trustees' Report	3 - 9
Report of the Independent Examiner	10
Receipts and Payments Accounts	11
Notes to the Accounts	12 - 14

Dog Assistance In Disability
Annual Report and Unaudited Accounts
For the year ending 31 March 2025

Trustees' Report

The Trustees of Dog Assistance In Disability (Dog A.I.D.) are pleased to present their report and accounts for the year ended 31 March 2025.

Vision and mission

Our vision is that physically Disabled people throughout the UK will be supported to train their own pet dog as an Assistance Dog, helping them to become more independent.

Dog A.I.D.'s mission is to empower physically Disabled people to become more independent through training their own Assistance Dog in partnership with our skilled volunteer trainers.

Our Values

Openness, Fairness, Enablement, Respect, Excellence, Integrity

How we deliver our work

Dog A.I.D. supports physically Disabled people (our "clients") to train their own pet dog to become an accredited Assistance Dog. We work in partnership with our U.K. wide network of professional dog trainers who generously volunteer their time and expertise to our charity. Volunteers are matched with a client and then coach them to train their own pet dog using positive, rewards-based techniques. The dog is trained to carry out tasks which will empower their owner to live more independently, working through three progressive levels of assessment before undertaking a public access test. This enables the client and their dog to access public spaces which permit Assistance Dogs.

Dog A.I.D. is a member of Assistance Dogs UK (ADUK), a coalition of charities that work to the highest international standards of Assistance Dog and guide dog training and welfare. Dog A.I.D is also accredited by Assistance Dogs International (ADI) within whose framework we work. This provides assurance that we are providing the highest standards of training and support to our clients and ensures the welfare of their dogs whilst they are training and working as an accredited Assistance Dog on our programme.

Dog Assistance In Disability Annual Report and Unaudited Accounts

For the year ending 31 March 2025

Our activities in 2024/25

2024/25 has been challenging as the charity worked towards the goals set out in the 2023-2026 strategic plan adopted in 2023.

There continues to be demand for Dog A.I.Ds life changing services as we currently have 253 potential clients on our register of interest.

Our strategic plan identified four key areas of focus:

- Developing and supporting our people.
- Growing and strengthening our Dog A.I.D. community.
- Developing our organisational resilience.
- Raising awareness and income.

Developing and supporting our people

In August 2024 the Board appointed Elizabeth Drury and Louise Doran as Trustees. Louise brings significant experience with assistance dog and animal welfare organisations, and is currently a senior manager for a large animal welfare charity. Elizabeth is an experienced communication, fundraising and policy professional, working for a national charity as Head of Policy and Communications.

In September 2024 our Chair of Trustees Paul Miles resigned and was succeeded by Louise Doran. The Board have thanked Paul for his energy and direction in his role as Chair of Trustees

In September 2024 the charity recruited two key members of staff to fill the role of Programme Support Officer and a new role of Training Officer.

In September 2025, Rob Moore completed his two three-year terms as an elected Client Representative Trustee, with thanks from the Board for his support and commitment to the charity.

We continue to focus on the recruitment and retention of skilled and experienced dog trainers. In the year we have:

- Launched our peer mentoring programme. This programme has been developed by our new training advisor and is aimed at supporting qualified dog trainers who are early in their careers and want to gain volunteering experience in the Assistance Dog sector. Our peer mentoring programme provides a structured package of online training and peer support aimed at developing skills in training Assistance Dog tasks and gaining familiarity with the Dog A.I.D. programme. Our first cohort have successfully completed this programme and are now volunteering with the charity.
- Continued to offer a programme of continuing professional development activities to volunteer dog trainers including a programme of webinars from industry respected professionals, mandatory training in safeguarding and EDI (Equity, Diversity and

Dog Assistance In Disability Annual Report and Unaudited Accounts

For the year ending 31 March 2025

Inclusion), and online peer support sessions facilitated by our experienced training advisor.

- Improved our channels of communication and engagement with trainers by providing monthly email communications bulletins, setting up a dedicated WhatsApp channel so that trainers can access “real-time” support from our team and reinstating our Trainer of the Month programme which recognises the contribution that our volunteer trainers make to our charity.
- Developing online training resources for volunteers including “How to” guides and videos on task training and information on disabilities and conditions that our clients experience to support trainers in adapting their coaching to meet individual needs.

There are currently 63 (2024: 95) dog trainers volunteering with Dog A.I.D. Having anticipated in the strategic plan that recruitment of volunteer dog trainers was the limiting factor in our growth aspirations it has transpired that client partnerships in training has been the limiting factor this year.

Growing and strengthening our community

As of March 2025, we have 52 (2024: 74) partnerships in training, 91 (2024: 99) qualified partnerships and 15 (2024: 22) applications in progress. In this financial year we had 3 (2024: 35) Level 1 passes, 18 (2024: 25) Level 2 passes and 19 (2024: 18) Level 3 (fully qualified) passes. In addition 72 (2024: 49) annual assessments were completed.

These numbers indicate that it is proving very challenging to meet our strategic goal of doubling the number of client and dog partnerships we work with by the end of 2026. There are a number of contributory factors:

- Whilst we do have a demand for our services not all expressions of interest complete the applications process – for example the client does not meet the disability criteria, the dog is unsuitable or the prospective client changes their mind.
- In the year we have updated relevant policies and processes to improve efficiency. Examples being dog retirement policies, dog vaccination policies, robust processes to follow up on annual vet reports and annual assessments. This has resulted in greater client retirements than anticipated.

In addition to facilitating training and support for our clients, our staff team have been continuing to provide wrap around support to enable them to fully engage with the programme and supporting them for success. This has included:

- Availability of our training advisor to provide 1-2-1 support and advice for clients as they navigate their training journey.
- Peer facilitation of a clients only Facebook group where clients can find social connection and peer support.
- Engagement of our community in coproducing standardisation notes for assessments
- The development of training resources for clients for use outside of their volunteer led training sessions.

Dog Assistance In Disability Annual Report and Unaudited Accounts

For the year ending 31 March 2025

- A client social day where clients had the opportunity to meet their peers, trustees and staff members and contribute to the filming of a pro bono film promoting Dog A.I.D.

Over the year, we have had growing client engagement with community fundraising which has included clients leading on our attendance at Northeast Dog Fest, delivering talks about the charity in their community and holding fundraisers at garden centres and other community locations.

Developing our organisational resilience

The charity has continued its programme of updating and developing relevant policies and formalising its processes to enhance operational efficiency. This has included a review of dog welfare policies relating to vaccinations and dog retirement age to support adherence to our ADI accreditation framework.

We have continued to work with ADUK and Assistance Dog partner charities on funded project to develop a Common Outcomes Framework for measuring outcomes and demonstrating impact across the Assistance Dog sector. Our CEO has been part of a working group to pilot this framework to ensure its efficacy for smaller organisations working with owner-trained partnerships. This framework will be rolled out by the charity in 2026.

The charities policy on Free Reserves is set out in Note 6 to these accounts. At 31 March 2025 actual Free Reserves exceeded the aspirational Free Reserves; however since that date actual Free Reserves have fallen below the aspirational level. In addition to seeking funding through the usual channels, the charity is cognisant of its options for re-branding and re-launching, downsizing or merger to secure its longer term future.

The Board has closely monitored its Free Reserves and also determined the minimum value below which it may not be able to meet its financial obligations. Following the AGM on the 15th September 2025 it launched a six-week emergency appeal on 1 October 2025 with a target of £100,000 to support its financial stability. This was later extended to close on the 15 January 2026. Thus far this appeal has raised in excess of £80,000. The Board is now finalising detailed plans for the future of the charity.

Raising awareness and income

Dog A.I.D. would like to extend its thanks and gratitude to our community supporters who work tirelessly to raise awareness and income for the charity. These include our clients who arrange and attend fundraising events across the U.K., members of the public who are inspired to support our life-changing work.

In addition, the charity extends its appreciation to all providers of grants – both restricted and unrestricted. However, in common with the rest of the charity sector funding from these sources is becoming more challenging.

Dog Assistance In Disability Annual Report and Unaudited Accounts

For the year ending 31 March 2025

In 2024 the charity was awarded corporate support by Reech Media Group Limited to the value of £10,000 (excl VAT) to be taken as name and branding consultancy. This work included a new awareness film for the charity, website guidance, branding review and preparatory work on branding. The rebranding work has not yet been rolled out.

Statement of Public Benefit

The Trustees confirm that they have complied with the duty in the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission in setting objectives and planning activities.

Dog A.I.D. supports physically Disabled people throughout the UK to train their pets to qualify as Assistance Dogs, enabling them to live more independent lives by helping with many practical tasks, supporting them emotionally and physically, reducing isolation and care needs. By focusing on the existing pet/owner bond, long-term outcomes include:

- increased independence
- increased social interaction and self-confidence
- improved mental wellbeing
- reduction in social isolation or reliance on family members or health services
- increased opportunities, with many of our clients being able to return to work, supported by their qualified Assistance Dog

We also see reduced reliance on emergency medical interventions, carers, friends, and family over many years. Many clients, and often their carers, can also return to work.

Financial Review

In the year Dog A.I.D. generated an overall surplus of £759 (2023/24 surplus £29,175) and this comprises:

- a surplus on restricted funds of £36,858 (2023/24 a surplus of £4,292), and
- a deficit on unrestricted funds of £36,099 (2023/24 surplus £24,883).

Total income was £191,805 (2023/24 £186,055) and this includes £140,350 (2023/24 £115,334) of grants and £nil (2023/24 £30,195) of legacies.

Total expenditure was £191,046 (2023/24 £156,880) and this includes £130,060 (2023/24 £103,796) of employment costs.

At the year-end, total reserves, which includes the market value of investments held, are £182,381 (2023/24: £174,887), of these £685 (2023/24: £52,099) are Designated Funds, £82,141 (2023/24: £45,283) are Restricted Funds and £99,555 (2023/24: £77,505) are Free Reserves.

Dog Assistance In Disability Annual Report and Unaudited Accounts

For the year ending 31 March 2025

Structure, Governance and Management

The trustees meet regularly and are responsible for:

- setting the strategic direction of Dog A.I.D. and its strategic plan;
- agreeing a set of policies for Dog A.I.D. to operate within;
- recruitment of trustees and senior staff
- approval of the annual budget and monitoring progress against that budget;
- approval of the Annual Report and Accounts; and
- managing risk.

A number of trustees are involved in the day to day operation of the charity. All staff have written job descriptions and their performance is monitored against these and their targets.

Dog A.I.D. is established under a constitution dated 7th June 2018 as a Charitable Incorporated Organisation (CIO). The constitution requires that there are not less than three and not more than ten trustees. Previously Dog Assistance In Disability was a registered charity (registration number 1098619).

Client and Trainer representative trustees are elected at the AGM. Other trustees are appointed through open recruitment for identified skills and experience needed by the Board of Trustees.

The trustees serving during the year and to date are:

Trustee name	Office (if any)	Dates acted (if not for whole year)	Representative
Louise Doran	Chair	Appointed 30 August 2024 Appointed as Chair on 15 September 2024	
Isobel Michael	Deputy Chair		
Andrew Binks	Treasurer		
Gillian Helen Kirkman			Client Representative
Paul Miles		Resigned as Chair on 15 September 2024 Resigned 16 September 2024	
Fran Murtaugh			Trainer Representative
Hazel Shields		Appointed 1 July 2024	
Elizabeth Drury		Appointed 19 August 2024	
Robert Moore		Resigned 15 September 2025	Client Representative
Rhiannon Moore		Appointed 16 September 2025	Client Representative

Dog Assistance In Disability Annual Report and Unaudited Accounts

For the year ending 31 March 2025

Dog A.I.D is an accredited member of Assistance Dogs UK (charity number 1119538) and accredited by Assistance Dogs International (a not for profit organisation registered in the United States).

From 1 April 2021 the trustees committed the charity to being a Real Living Wage employer.

Risk management

The trustees maintain a Risk Register as part of their Business Continuity and Risk Plan. This register includes:

- Reputational risk;
- Operational risk;
- Finance risk;
- Legislation / Compliance risk
- Employment risk
- External risk; and
- Governance risk

The Trustees declare that they have approved the annual report and accounts.

Signed on behalf of the trustees

Signature



Name

Andrew Binks

Louise Doran

Position

Treasurer

Chair of Trustees

Date

16 January 2026

16 January 2026

Dog Assistance In Disability Annual Report and Unaudited Accounts

For the year ending 31 March 2025

Independent Examiners Report for the year ended 31 March 2025

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2025.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the charities Act 2011 and regulations made under section 145 of that Act. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an Independent Examiners Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work or for this report.

Responsibilities and basis of report

As the charity trustees, you are responsible for the preparation of the accounts in accordance with the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

C Moelwyn Williams.

Mrs C L Moelwyn-Williams BSc FCA

TCA (Shrewsbury) LLP
Third Floor, 21 St Mary's Street
Shrewsbury
Shropshire
SY1 1ED

Date - *19th January 2026*

Dog Assistance In Disability
Annual Report and Unaudited Accounts
For the year ending 31 March 2025

Receipt and Payments Account to 31 March 2025

	Notes	Unrestricted Funds	Restricted Funds	Total	£ 2023/24 Total
Income					
Charitable Trust and Foundation Grants		40,430	99,920	140,350	115,334
Community Fundraising		13,262	-	13,262	16,853
Donations		15,925	-	15,925	11,579
Corporate Support		1,488	-	1,488	2,474
Donated Services		-	12,000	12,000	-
Legacies		-	-	-	30,195
Charitable Activities		5,640	-	5,640	6,785
Trading Activities		939	-	939	1,800
Other		2,201	-	2,201	1,035
Total Income		79,885	111,920	191,805	186,055
Expenditure					
Employment Costs	2	77,490	52,570	130,060	103,796
Office Support Costs		15,900	12,272	18,172	15,643
Donated Consultancy Costs		-	12,000	12,000	-
IT Costs		4,015	1,016	5,031	5,441
Premises Costs		9,277	2,033	11,310	13,246
Goods for Resale		-	-	-	-
Client Delivery Costs		9,139	5,171	14,310	16,950
Fundraising and Events		163	-	163	1,804
Trustee Expenses	3	-	-	-	-
Total Expenditure		115,984	75,062	191,046	156,880
Net Income less Expenditure		-36,099	36,858	759	29,175
Cash balance at 1 April 2024	4	66,939	45,283	112,222	83,047
Cash balance at 31 March 2025		30,840	82,141	112,981	112,222
Investments	5	69,400	-	69,400	62,665
Reserves at 31 March 2025	6, 7	100,240	82,141	182,381	174,887

Dog Assistance In Disability
Annual Report and Unaudited Accounts
For the year ending 31 March 2025

Notes to the Accounts

1. Basis of Accounting

These accounts have been prepared on a cash receipts and payments basis other than Investments which are shown at market value and Corporate Support where the value of the support can be readily identified and is included in appropriate classifications in both Income and Expenditure.

Restricted Funds arise where the donor stipulates what the funds are to be spent on. In the event that they are not spent as stipulated they may be returned to the donor.

Designated Funds arise where the Trustees decide to ring-fence funds for a specific purpose. In the event that they are not spent as specified they will be re-designated as unrestricted.

2. Employment Costs

	31 March 2025	31 March 2024	Average 2024/25
No of Employees	5	4	4.58
Full Time Equivalents	4.7	3.4	4.18

No employee was paid in excess of £60,000.

Fundraising costs are estimated at £14,770 (2023/24: £11,359) and are reported in Employment Costs.

3. Trustee expenses

Trustees are not remunerated for their services and are reimbursed for expenses incurred as trustees.

A number of Trustees are also volunteer trainers or clients. The following expenses have been incurred:

	31 March 2025	31 March 2024
As Trustee only	-	-
As Trustee and trainer/client	31	306
As volunteer trainer only	-	648
Total costs included in Client Delivery Costs	<u>31</u>	<u>954</u>

There were no transactions with related parties.

**Dog Assistance In Disability
Annual Report and Unaudited Accounts**

For the year ending 31 March 2025

4. Investments

	31 March 2025		31 March 2024		£
	Market Value	Cost	Market Value	Cost	
M&G Equities					
Investment Fund for Charities	69,400	53,000	62,655	53,000	

5. Restricted Funds

Movements in Restricted Funds over the year are:

	31 March 2024	Receipts	Payments	£	31 March 2025
Client partnerships in specified areas	21,650	23,950	20,325	25,275	
Specific staff roles	9,780	56,225	39,359	26,646	
Trainer workshops	5,957	-	-	5,957	
Client workshops	6,896	-	3,378	3,518	
Name and Brand Consultancy	-	12,000	12,000	-	
CRM / IT	-	19,745	-	19,745	
Other	1,000	-	-	1,000	
Total	45,283	111,920	75,062	82,141	

Dog Assistance In Disability Annual Report and Unaudited Accounts

For the year ending 31 March 2025

6. Free Reserves

The charity holds Free Reserves to provide stability and as a precaution against unexpected fluctuations in incomes and expenditures and to maintain financial resilience.

The charity aims to hold a minimum of 6 months of operating costs plus any additional contractual obligations, a provision for investment valuation fluctuations and a provision for contingent liabilities as Free Reserves. Under this policy the charity aspires to hold a minimum of Free Reserves at 31 March 2025 of £85,000. In 2025/26 the charity has been holding less than these aspirational Free Reserves.

In addition the charity has a residual balance of £685 (2023/24: £2,932) from a designated fund in respect of an undertaking arising on receipt of a legacy.

Free Reserves are:

	31 March 2025	31 March 2024
Unrestricted Funds shown above	100,240	129,604
Less: Designated Funds	685	52,099
Free Reserves	99,555	77,505