



# PAWS FOR THOUGHT



The Dog A.I.D. Magazine

WINTER 2020

Training pet dogs to assist ability



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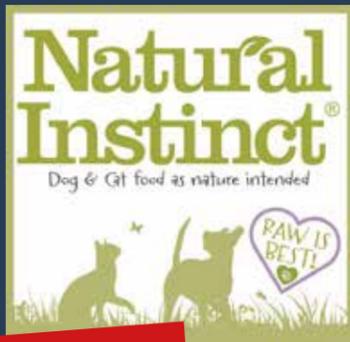
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## KEEP IN TOUCH!



### Get Social @DogAid

Please remember to keep your details up to date

✉ [admin@dogaid.org.uk](mailto:admin@dogaid.org.uk)

☎ **01743 588469**

🌐 [dogaid.org.uk](http://dogaid.org.uk)

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Registered Charity in England and Wales with Registered Number 1178719



## Chair's final newsletter

### Auld Lang Syne - What is the meaning of Auld Lang Syne?

The lyrics of "Auld Lang Syne" are in the Scots language. The title, translated literally into Standard English, is Old Long Since. The words can be interpreted as since long ago or for old times' sake. The lyrics are about old friends having a drink and recalling adventures they had long ago

Traditionally sung at the end of the year, so as 2020 ends and we welcome 2021, I wish you all Seasons Greetings and a Happy New Year.

It has been a tough year for many of you, but being an optimist, I am sure that 2021 will be much improved.

Time to retire.

It's my time to retire, I have planned this for the last three years, I will be leaving the charity early in the New Year, but I leave it in good hands.

Rachel Rodgers our Training and Development Manager will continue to drive the service delivery forward, she has already made huge changes to the way the charity works, mostly by the need to continue training during the Covid 19 situation, which just shows how innovative she is and she has some great ideas for the future so I look forward to seeing how it all develops.

The charity has achieved a great deal over the years, growing sufficiently to become a registered charity, and subsequently a CIO, being accepted as members of ADI and then ADUK, including being twice reaccredited, no mean feat if you knew the process we had to go through. The charity will continue to work closely with the other members of ADUK. We gained a very helpful patron in Roger Jefcoate CBE DL, who continues to support us and never tires of introducing the charity to possible benefactors. We have grown in number, we now have 233 clients and 105 trainers. We have grown in resilience, getting through this year has proven that we are able to 'weather the storm' and continue to improve where needed. We have grown in Governance, increasing the number of trustees the skills and experience that they bring has been a great step forward. See who they are in this newsletter.

I must take this opportunity to say thank you to all those who have made the post of chair and enjoyable one, all the trustees past and present, all the trainers who are the life blood of the charity, many have become great friends; All the clients who have helped the charity grow by doing wonderful fundraising events. Thank you to all the dogs who have worked so hard for their owners to show the world what wonderful creatures they truly are.

*Should auld acquaintance be forgot,  
And days of auld lang syne?  
And ther's a hand, my trusty friend,  
And gie's a hand o' thine;  
We'll tak' a cup o' kindness yet,  
For auld lang syne.  
For auld lang syne, my dear,  
For auld lang syne,*

*We'll tak' a cup o' kindness yet,  
For auld lang syne.*

Sandra Fraser November 2020



# Hello from us at Dog A.I.D.



Welcome newest members

## Laura Jackson-Tyler - New Administrator

Laura joined the team at Dog A.I.D in August 2020.

With a background in dog training, admin work and retail positions she hopes to be able to use her bubbly and positive attitude to help the clients of the charity! Laura has a young family, with Sam, her husband, two year old son, Arthur and a bearded dragon called Steve. Laura also has many years' experience working with animals and has a National Diploma in Animal Care and Management.

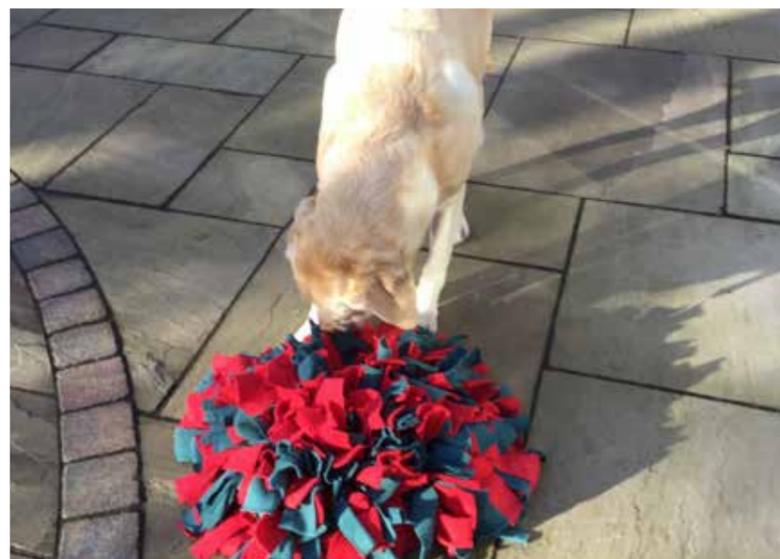
In her spare time Laura enjoys spending time with her family and close circle of friends. Laura has a passion for listening to music and pretending she can sing while she cooks and cleans around the house.



Welcome new trustees

## Jonathan Attenborough

Jonathan is an experienced finance professional with a background in accountancy. He is registered blind and has a guide dog called Sam. Jonathan is a passionate disability campaigner and has won awards for his campaign work. He is an advocate for the rights of all disabled people.



## FORAGE MATS

Gwyn loves her forage mat. It can be used indoors or out, a great enrichment game especially in lockdown when activities are limited.

It comes in a variety of colours and can be washed. I bet you didn't know that it is made with 'rot proof stable matting'! So this makes it very durable!

Check out the website for our Winter offer, prices reduced until last post before Christmas

**Will Father Christmas bring one for your dog?**

[www.dogaid.org.uk/shop](http://www.dogaid.org.uk/shop)



Welcome new trustees

## Debbie Broomfield

My career has been focused predominantly in Human Resources, Payroll and, more recently, Data Science—gained over many years working in the financial services sector followed by the software application industry. I love travel and embracing different cultures and have been lucky to meet and work with people all around the world. When at home, I enjoy spending time with friends and family, out in the garden or training and competing in agility with our excitable, bouncy and enthusiastic sprocker.



Welcome new trustees

## Lynn Stacey (Trainer Representative)

I am a Dog A.I.D. trainer and also a client with my qualified dog Bella. I have been involved with the charity for many years, fundraising, editing the newsletter, delivering training and I am honoured to take the position of Trustee as the trainer representative. Dog A.I.D. changed my life and I look forward to giving back to the charity I am passionate about.

## Successful Partnerships of 2020!

**Level 1.**  
Carly Stelner + Luna  
Clare Powney + Luna  
Jessica Beale + Darcy  
Laura Hood + Hesta  
Abigail Cappleman + Pepper  
Julia Adnams Hatch + Birdy  
Abi Thompson + Bracken  
Susanne Jones + Rolo  
Benjamin Moss + Phoebe  
Jodie Milne + Disney



**Level 2**  
Robert Moore & Buster

**Level 3**  
Rhiannon Moore & Beanie  
Liz Orme & Sunny  
Denise Baker & Dexter  
Caroline Wareing & Charlie  
Alex Aiken & Zak



## Winter Wag-Along Challenge for Charity!



## #WinterWagAlong

Dig out your antlers, festive jumpers and Santa hats to dress up and walk a mile a day (or more!) for charity.

**To take part, simply email [winterwagalong@naturalinstinct.com](mailto:winterwagalong@naturalinstinct.com) with your name and postal address. The first 100 to register will receive the limited-edition Winter Wag-Along goody bag.**

The winner of the Christmas Hamper will be drawn and announced at 5PM Friday 18th December 2020 on Natural Instinct's social channels.

## Trainer of the month

Lynn Stacey

**August 2020**

Gift: Laura Ashley Hamper



Fliss Winters

**September 2020**

Gift: Royal Jelly Hamper

Tina Meaney

**October 2020**

Gift: Bunch of flowers & Chocolates



# Updates from the Assistance Dog World!

## PADs and ESD

Psychiatric Assistance Dogs (PAD), are different from Emotional Support Dogs (ESD).

Psychiatric Assistance Dogs are dogs that are trained to assist with diagnosed mental health conditions such as: post-traumatic stress disorder (PTSD), schizophrenia, depression, anxiety or bio-polar. ESD - emotional support dogs are pets that provide emotional supports to individuals. These dogs are not necessarily trained to do a specific job.

In Australia, PAD are covered by the same laws as other assistance dogs such as guide dogs or hearing dogs. However ESD are not. (Lloyd et al., 2019).

## Why are Dog A.I.D. interested in this?

Well, PAD come in many shapes and sizes, meaning they don't look like other assistance/service dogs. A recent study (Lloyd et al., 2019) found that this can lead to stress provoking attention from the public. This is something we think may also impact our Dog A.I.D. clients, as we have a huge range of dog breeds registered with us. We are keen to be involved in public education to alleviate social issues with accessibility.

Rescue dogs are an important source of successful PADs and potentially Dog A.I.D. dogs too.

Laura would LOVE to feature your dogs on our social media pages and website to help with this.

## Assistance dogs in Japan

New research in Japan has found that assistance dogs can help their humans to have:

- Increased independence
- Leave the house more
- Have better social interactions - making new friends
- Decreased assistance from others
- Increased self esteem
- Higher confidence
- Decreased anxiety and stress

However, they also found that actually having an assistance dog doesn't always help people. In some cases this is because of what having a dog means. For example: caring for their daily needs, the costs of having a dog, house cleaning, travel arrangements, poor match between owner and dog, lack of skills and refusal to obey certain commands, public people's petting interference and challenges for access as well as unwanted attention.

They also found that for self-trained dogs, there's added advantages. You can choose a favourite breed, strengthen the relationship by raising the dog from a puppy.

However self-trained failure rate is very high!

At times dogs are not suitable, but as they are people's pet dogs, they are too emotionally invested to make an appropriate decision.

Something we maybe don't think about is that it isn't just the client who benefits from the assistance dog. There can be impacts for family members too.

More than half of the participants in Yamamoto and Hart's study indicated that their family members went out of the house more frequently after they got their assistance dog. They said they had a secure feeling knowing that the dog could help their family members in their absence.

## BOOK RECOMMENDATIONS

- |   |  |
|---|--|
| <b>Peggy Tillman</b><br>- Clicker Training                                    | <b>Beverley Courtney</b> - Leave it! / Calm Down! / Here Boy! / Fetch! / Let's Go! |
| <b>Viviane Theby</b><br>- Dog University                                      | <b>Karen Pryor</b> - Don't Shoot The Dog   |
| <b>Ann Lil Kyam</b> - The Kingdom of Scent                                    | <b>Jean Donaldson</b> - Culture Clash  |
| <b>Claire Arrowsmith</b> - Brain Games for Dogs                               | <b>Karen Pryor</b> - Reaching The Animal Kind                                      |
| <b>Paul Owens</b><br>- The Dog Whisperer                                      | <b>Linda Case</b> - Dog Smart  |
| <b>Leslie Nelson</b><br>- Really Reliable Recall                              | <b>Brian Hare</b> - The Genius of Dogs   |
| <b>Pippa Mattinson</b> - The Happy Puppy Handbook                             | <b>Pippa Mattinson</b> - Total Recall  |
| <b>Gwen Bailey</b><br>- Perfect Puppy   | <b>Sarah Bartlett</b> - Puppy Prepared and Another Pup                             |
| <b>Julia Robertson &amp; Elisabeth Pop</b> - Exercising Your Puppy            | <b>Marc Becoff</b> - Unleashing your dog   |
| <b>Turid Rugaas</b> - On Talking Terms with Dogs                              | <b>Sarah Whitehead</b> - Clever dog  |
| <b>Roger Abrantes</b><br>- Dog Language, An Encyclopaedia of Canine Behaviour | <b>Burch and Bailey</b> - How Dogs Learn   |
|   | <b>Patricia McConnell</b> - The Other End Of The Leash                             |

# Get involved in research



Hi, my name is Jamie Arathoon, and I am a PhD researcher from the University of Glasgow. I have been doing my research with Dog AID for the past year now. My research aims to explore the human-animal relationship, how care is provided, and experienced, by both human and dog, how training is practiced, and how human-assistance-animal partnership influences health and wellbeing. A lot has happened over the period of my research. I have met some fantastic people and visited some excellent training classes, exploring all the hard work clients and trainers have been doing. Of course, the pandemic has been a big impact on my research and things have moved online where possible.

So, I am writing today to extend an invite to both clients and trainers who might want to get involved in an online or telephone interview. This can be organised to fit your timing and can be done on a platform of your choosing. Interviews have generally lasted between 60 and 90 minutes in the past and I can provide examples of the questions beforehand to ease any anxieties. You can email me directly at [j.arathoon.1@research.gla.ac.uk](mailto:j.arathoon.1@research.gla.ac.uk) (or email Rachel Rodgers) and I can provide you with more details before you decide to take part. If you feel like you want to participate but would not like to talk then I also have an online survey set up for clients here (link available via email for paper version of magazine). All research, and survey responses will be anonymous!

I hope the interview and research in general will have a number of positive effects, not just on the people involved, but for the charity as a whole. I aim to provide the charity a report of my findings, which will also be emailed to everyone involved, as well as providing greater feedback through some more creative activities. Who knows, perhaps in a years' time I can be writing another magazine article on the research findings!

All that is left to say is a massive thank you to all those involved so far, I hope you found our conversations enjoyable and you can always get in touch with question! Stay safe.

## OPPORTUNITY TO BE INVOLVED IN RESEARCH

### Would you like to get involved with research between PhD student Jamie Arathoon and Dog AID?

The research aims to understand the relationship between humans and their assistance dogs looking at:

- Care, human-animal bond, mental health and wellbeing, social and physical mobility, and training.

So far many people have got involved with the research and Jamie would like to extend a huge thank you to them!

He would also like to extend a greater invite however to the rest of Dog AID; both clients and trainers.

### TRAINERS

I would like to extend an invitation to trainers to discuss your approaches to training, why you decided to get involved with Dog AID, and your 'training biographies'. The discussion would take the format of an interview/conversation via Zoom, or your preferred format, and would last approximately one hour. If you would like to get involved please email ([j.arathoon.1@research.gla.ac.uk](mailto:j.arathoon.1@research.gla.ac.uk)).

### CLIENTS

I would like to extend an invite to clients to have a group Zoom discussion with myself and Rachel Rodgers. The Zoom call would be on the themes of the research:

- Care, human-animal bond, mental health and wellbeing, social and physical mobility, and training.

If you would like to be involved, please email Rachel Rodgers ([Rachel.Rodgers@dogaid.org.uk](mailto:Rachel.Rodgers@dogaid.org.uk)) with your interest with the subject heading 'Zoom Research'. Depending on interest we may schedule one or two calls so everyone can get involved.

If you feel like you would like to contribute but would not like to do it as part of a group, Jamie will be setting up individual online calls (just email Rachel with the subject line 'Individual Call' and she will pass your email on to him with your permission).

If you feel both these options do not suit you, or you would like to find out more about the research beforehand, feel free to take the questionnaire [here](#). All responses are anonymous.



# ZOOM AGM

*Saturday 24th October 2020*

## Welcome

The Chair welcomed everyone to the meeting and explained how the meeting would proceed. Please note that only those who have paid their subscription this year are entitled to vote at the election.

## Attending

25 members were in attendance (names listed separately)

## Apologies

28 apologies received, (names listed separately)

Minutes of last AGM The minutes of the AGM held in 2019 were placed on our website

The Chair asked if these could be accepted as true record of proceedings.

**Proposed** Yvonne Colclough

**Seconded** Deborah Cornwall

Matters Arising There were no matters arising.

## Chairs Report

The Chair read out her report. It was entitled Survive, Revive, Thrive.

**Acceptance** of The Chairs report was

**Proposed** by Deborah Cornwall

**Seconded** by Alex Marsh

## Treasurer's Report

Displayed as PowerPoint Presentation and narrated by Caroline Lewis

**Acceptance** of the Treasurers Report was

**Proposed** Vivienne Sleightholm

**Seconded** Chantelle Rae Bradley

## Election of Trainer Representative

There were 2 nominations for the post. Fran Murtaugh and Lynn Stacey.

The meeting closed for a short break to allow for voting. 13.41 and reopened at 13.53

(ATT 3) Results of the vote

Fran Murtaugh 8 votes

Lynn Stacey 42 votes.

Fifty votes were valid with 8 not included as there was no identifying name accompanying them.

Thanks went to Fran for her support and Lynn Stacey was appointed as the Trainer Representative Trustee

## Any Other Business

This year there were a lot of questions raised, many of which had similar wording on the same subject so these were amalgamated for ease of reply. Questions were written in the chat box then answered by different Trustees. For simplicity the questions and answers are included in these minutes under attachment 4.

The questions were raised by Carolyn Greenhalgh Bernie Clutton and Anita Castellina

A further question regarding the use of Social Media and why were Facebook posts deleted without notice? Was raised by Caz Goodman. Caroline Lewis answered this by referring to the rules on Social Media use on the Dog A.I.D. Clients page.

## The Meeting closed at 14.25

## List of attendees

Burnadette Clutton, Rhiannon Moore, Rob Moore, Dawn Jackson, Lynn Stacey, Yvonne Coleclough, Lorraine Benham, Marye-Arnett-Clark, Susanne Young-Hotz, Sarah Woolrich, Janette Kennelly, Chantelle Rea-Bradley, Peta Brandwood, Jessica Walker, Anna Nussey, Morag Sutherland (trainer), Margaret Russell, Teresa Cort, Jessica Newman, Alex Marsh, Deborah Cornwall, Rachel Rodgers, Sandra Fraser, Laura Jackson, Charlie Evans, Ann Hill, Carolyn Greenhalgh, Caz Goodman Anita Castellina

## List of apologies

Allen Harvey, Anna Balch, Zachary Hazell, Carole Husein, Catherine Donaldson, Chris Mancini, Cathy Smith, Gareth Foulkes, Patty Goriainoff, Odette Pidcock, Laurence Castellina, Anita Castellina BEM, Shirley Smith, Laura Hood, Rachel Hayes, Abi Thompson, Lise Marron, Ann Slide, Jill Doran, Fliss Winters Hana Chappell, Lillie Abbott, Jayne Matthews, Kate Ring Holmes, Deborah Longbone. Tina Meaney, Karen Tonge, Debbie Glasgow.



# There is a light at the end of every tunnel, some tunnels are just a bit longer than others

This seems to sum up the situation that we all face at this time in one form or another. I'm going to show you how the charity is going to survive and grow! The key words I want you to have in mind are;

## *Survive, Revive and Thrive*

For 12 years as Chair, I have seen Dog A.I.D. through many changes, I have worked with so many dedicated volunteers and supporters, we have developed ambitious plans for growth which have been fulfilled - and the charity continues to grow to support many more clients throughout the UK

Over those 12 years the charity has had many supporters and they are thanked greatly.

My immediate plan for today is to thank those who have been very supportive over the last 12 - 15 months and look to the future.

## *Survive*

The office. Many changes have taken place within this environment. As in many offices employees come and go, some leave a lasting 'legacy', others remain friends and supporters as they move on. The office currently has 4 part time staff and one full time. You can see them all on the website along with their role. Rachel Rodgers is our full-time employee and joined us right at the start of 'Lockdown', more about Rachel later. Thank you to all our staff for their hard work, and adapting to home working from the start of lockdown. Your support is much appreciated.

Those who have been with the charity for any length of time will know that the charity and its survival have always been at the heart of every

## Light at the End of Tunnel



decision taken no matter how hard.

The 111 active volunteer trainers and assessors have been constant in their support working tirelessly with clients to qualify as many as possible until Covid-19 put a halt to training in-person. Undeterred and under the guidance of Rachel, they have been delivering virtual training wherever possible, a huge thank you to all of those who have been so supportive. To date we have 126 clients in training across the country. We also boast 107 qualified partnerships, this is such a great achievement.

The charity is always delighted to take the opportunity to thank Natural Instinct. They continue to support us through the cost of printing the Newsletter and our corporate wear including the dogs' coats, as well as offering a discount for our clients. This year it is a pleasure to tell you that they have agreed to include our trainers in their discount scheme, I know that to those who are able to take advantage of this offer, it must be a great help during these austere times.

Thanks also to Pro Training who continue to offer free training on Dog Health, thank you Keith Sleightholm.

The success of Crufts was very much down to the additional stock that clients provided, in particular Marye Arnett Clark, Rhiannon Moore Kathie Ward and Carolyn Greenhalgh. The hand-crafted items kept the public engaged when footfall was reduced due to the rising anxiety over Covid-19. Thanks to all those including trainers and trustees who attended to support the stand.

Other events that took place over the year were numerous, however there are a few who should be mentioned

in particular Alison Tompsett and her small fundraising group in the South East, once again they flew the flag at Rise 4 Disability. A few other events were Shrewsbury Flower Show, Welsh Comic Com, Northeast Dog Fest and Doodlefest. Many thanks to all those who took part in these and all the other fundraising event that were run or attended by our clients, trainers or supporters. In particular Camino 90km walk - this was arranged and completed by Marian Heelas and her husband. Ultra Challenge Spurr, Thames Path - This was organised by Ruth Spurr's father Michael Spurr, a retiring prison officer and some of his colleagues. Your efforts mean a great deal to the charity. A big heartfelt thank you.

## The effects of Covid-19 on our income.

Like all charities we work with a 'reserves policy'. We have been fortunate enough to have a brilliant fundraiser who works for us on a renewable yearly contract. Clare has been instrumental in securing funding for the charity over the last year, she has agreed to renew her contract and is once again engaged in research for further potential funders for the charity. Thank you Clare for all your hard work.

In addition to her funding research Clare liaised with BZ marketing who have provided our new look information folder. Thank you to BZ marketing for their generous donation in kind in providing the artwork.

During the 'Lockdown' the charity took advantage of the Government's furlough scheme whilst staff roles were limited in the work that they could do, therefore keeping our outgoings down.

You will see from the treasurer's report that currently we are able to continue with our charitable endeavours.

Charity Commission. The trustees would like to publicly thank the Charity Commission for their guidance and support over the last six months. The trustees have been liaising with them, taking advice and sharing updated policies that we have been working through.

This gives us the opportunity to update members who have a special interest in policies and procedures. The trustees have been reviewing and updating all policies to support the charity's development and fill identified gaps. These need to be considered carefully and developed to meet the charity's specific requirements. The trustees are committed to making all public-facing policies available on the website for members. You can currently find the privacy and complaints policies on the website and we will update when more are available.

The charity is currently running a recruitment campaign for new trustees to fill the vacancies on the board. We have identified the skills needed following a Trustee Skills Audit and are targeting the recruitment to find new trustees who can bring these skills and expertise to support the charity's governance and growth. The role description for trustees includes the Nolan principles of public life - selflessness, integrity, objectivity, accountability, openness, honesty and leadership. We are working to develop a more diverse and inclusive board. If you are aware of anyone who might be interested, please encourage them to read the recruitment pack

on the vacancies page of the website and we'd be delighted to hear from anyone who has the relevant skills and experience. We will be electing a new Trainer Representative today and have already recruited Debbie Broomfield as a new trustee, who brings corporate, HR/training and governance skills and experience. A big welcome to Debbie.

I must at this point pay tribute to the existing trustees who have been so supportive over this last year, they have worked as a team supporting each other and me during very turbulent times. They have given more time to the charity than is normal, they have mastered ZOOM meetings which have made a huge difference to the way in which we have been able to communicate and have meetings. I have nothing but praise and thanks for their continued support.

### Revive

Over the coming months the charity will maintain its momentum as we aim to restart all services, working within the restrictions and to keep everyone safe and supported at this difficult time.

Rachel Rodgers is now Training and Development Manager. Her work is key to the future plan. Rachel will develop how the service is delivered, she has already created an online process for delivering training, whilst trainers and clients are not currently able to meet in-person. Rachel will continue to recruit more trainers and develop training to increase their knowledge.

Rachel has already shown that she is more than capable of going above and beyond her role, and the trustees are very

grateful to her for all her dedication and hard work since she joined us this year.

The clients and trainers' workshops will no doubt also be part of the 'revival' that we all look forward to supporting. In addition to the benefits for clients and trainers, these workshops are also our 'shop window' where funders can join us, speak to the clients and enjoy first-hand how much the dogs mean to them and how they improve their everyday life. Video footage is only a second best to real life!

Dog A.I.D. will not attend Crufts in 2021. The Kennel Club is reviewing how to hold the planned event safely in early March, but the trustees have already decided against our participation next year. There will be cost savings as a result and we hope that by the time it is running again, we will have many more newly qualified dogs to take part in demonstrations. What will we do instead? Great scope for more on line participation?

### Thrive

In the midst of this global pandemic, nobody can predict exactly when things will improve, but I can predict that the charity will thrive with the new trustees, enthusiastic staff and supportive clients and trainers.

Thanks to all our members for your support and a special thanks to our Patron, Roger Jefcoate, who has continued to champion and support Dog A.I.D. He is looking forward to bringing more potential funders to the next workshop at Stoke Mandeville stadium whenever it next take place.

Thank you.

# TREASURER'S REPORT

## Caroline Lewis Interim Treasurer

We have a dedicated Finance Officer, so the role of Treasurer at this time, is to present figures at meetings to Trustees/members, rather than to be involved in the day-to-day running of the Finance Department. Together, the board oversee the financial work of our Charity. Snap shot as at 31 March 2020

During the 12 months ending 31.3.2020 the charity generated a net surplus of £35,039. Cash funds/Free reserves were £74,571

This year we invested further £40,000 into Charifund units to enable us to gain a higher investment return than the bank accounts.

## The balances of our accounts were:

<b>CAF Account</b>	£3,376
<b>CAF</b>	£89,391
<b>Lloyds</b>	£219
<b>Charifund</b>	£45,032
<b>Cash/Paypal</b>	£201

## Grants >£1K

<b>The Boshier-Hinton Foundation</b>	£1,500.00
<b>Henry James Sayer Charity/Hopkins Sayer</b>	£1,000.00
<b>Cantiacorum Foundation</b>	£3,000.00
<b>The Claire Milne Trust</b>	£7,210.00
<b>PetPlan</b>	£7,500.00
<b>George A Moore Foundation</b>	£1,500.00

<b>Thomas Coombs Trust</b>	£7,500.00
<b>The Grocers' Charity</b>	£5,000.00
<b>Eveson CT</b>	£4,500.00
<b>The Thomas Horne Trust</b>	£3,000.00
<b>Roger &amp; Douglas Turner CT</b>	£3,000.00
<b>The Hawthorne Charitable Trust</b>	£2,500.00

<b>King Cullimore Foundation</b>	£3,000.00
<b>Edward Gostling Foundation</b>	£3,000.00
<b>P And C Hickinbotham Charitable Trust</b>	£1,000.00
<b>The Axis Foundation</b>	£6,000.00
<b>Thomas Farr Charity</b>	£2,000.00
<b>Friarsgate Trust</b>	£3,000.00

<b>David Brooke Foundation</b>	£3,000.00
<b>WO Street CF</b>	£3,000.00
<b>The Mountbatten Memorial Trust</b>	£2,000.00
<b>The Childwick Trust</b>	£2,000.00
<b>Swire CT</b>	£5,000.00

## Donors:

A huge thank you to all our donors, we would not be able to carry out our valuable work without you. Grants totalled £111,898 and we also received legacies amounting to £29,422 including legacies from the estate of the late Judith Rose and the late Margaret Ellison for which we are very thankful.

## Income:

<b>Donations and legacies</b>	£191,153.00
<b>Charitable activities</b>	£12,797.00
<b>Other trading</b>	£9,728.00
<b>Fundraising &amp; events</b>	£7,274.00
<b>Other</b>	£4,825.00
<b>Totalling</b>	£225,778.00

# HAVE A PET SAFE CHRISTMAS

**Don't forget that chocolate is toxic for dogs - it's easy to overlook the chocolate coins dangling from the Christmas Tree branches or wrapped beneath the Tree.**

Tinsel can be eaten like spaghetti... Unlike spaghetti, however, tinsel bunches and twists within intestines, requiring immediate attention from your vet.

Non-chocolate tree decorations can also be tempting to our furry friends! As well as presenting a choking hazard, baubles can shatter and cut.

Remember, some other foods (including Christmas treats) can be hazardous, even toxic to your pet - Onions (in stuffing and gravy), Christmas Cake, Alcohol, Artificial Sweeteners, Christmas pudding and Mince Pies, Grapes and Raisins, Nuts (Macadamias in particular) and Turkey bones to name but a few.

It's also worth remembering not to 'over-indulge' your pets... it can lead to stomach upsets.



Although we find ourselves in a stronger position financially than some charities out there, we're obviously suffering like so many others from the coronavirus crisis and the lack of ability to go out into the community and raise funds.

I would like to encourage you to think creatively about how you could potentially raise a few pounds to support the charity which supports you. To come out of the other side of the present situation together and stronger we need to work together and act as a team. As a charity we have taken advantage of all of the government schemes offered to support staff where we have had to use the furlough scheme.

I would also like to take this opportunity to issue a polite reminder to the 34% of you who have not yet paid your membership for this year that this income is vital to ensure the charity continues to exist. - less than 60p/week. Thank you to those who have! Although we may not be delivering a service that you would normally expect, the charity still has overheads which need to be met to ensure that as soon as things can get back to normal they will.

We understand that some of you may be having financial problems at the moment, if this is the case please contact the office and we'll find a way to make it easier for you.-e.g. a monthly standing order.

## Thanks

Finally I would just like to thank firstly financial officer Charlie Evans who has been very supportive and has gone out of her way to help me even on her days off sometimes, she has also worked throughout lockdown from home which has come with all sorts of tech issues but has continued to be efficient thorough and cheerful the latter always being a bonus.

The board of trustees has been working non stop with extra meetings to ensure that this charity get through this crisis. We've worked well as a team and are looking forward to welcoming new members in the coming year.

Rachel Rodgers is a breath of fresh air and goes above and beyond her job description again with a smile.

Claire Whitehouse has done an amazing job with grant applications and continues to do so; She's also spent many hours with the help of her friends at BZ marketing, producing a publication to send out to potential funders

I would like to thank handful of our clients and trainers, who have personally been very supportive behind the scenes when I've been flagging - I'm not going to name names you know who you are.

Last but certainly not least our chair, YOUR chair! Sandra Fraser has worked full time and always puts the charity first when making decisions - we all owe her a debt of gratitude.

## How our money was spent:

Employment Costs	£80,773.00
Office Support Costs	£18,578.00
Premises Costs	£12,929.00
Purchase of Goods for Resale	£10,099.00
Client Delivery Costs	£34,125.00
Fundraising and Events	£16,986.00
Trustee Expenses	£1,493.00
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TOTAL:	£174,983.00



Board complies with statutory accounting and reporting requirements, seeks advice from the Charity Commission when needed and support through NCVO and other voluntary sector infrastructure organisations.

## COVID 19

What effect has the lockdown had on our charity and income/expenditure?

The Covid-19 lockdown had a significant impact on Dog A.I.D. and the wider charity sector. As a small charity with low operating costs and healthy reserves, the charity's resilience meant that we have managed this impact. The Board made use of the furlough scheme and expenditure has also been lower with limited office costs and no travel expenses. Fundraising continued, but with events and community fundraising on hold - the Research and Small Grants Assistant continued to send grant applications where appropriate and secure funding. The charity has a pipeline of expected funding and the Board has carefully managed the finances during this pandemic, using reserves where needed.

The Covid-19 crisis has impacted the charity's service delivery whilst one-to-one activities had to be suspended. The charity is following Government and Assistance Dogs UK guidance on safe working protocols, and we regularly review the risk assessments for training and Levels 1, 2 and 3 assessments. Staff are working from home again where possible to fit with the updated Government restrictions but with an office presence maintained to provide support and prepare to restart services. One adapted service was the Level 1 Virtual Workshop last weekend. The Board has established a working group, including trustees and staff, to monitor the evolving situation taking guidance from National and local governments and our governing bodies. The group met this week and is monitoring the Covid-19 restrictions and planned for adapted services to enable training and assessments to take place safely where possible.

## FINANCIAL STATEMENT

The annual accounts need more transparency. Money donated and received from fundraising etc as a charity it is public money and as such needs more in depth analysis, trainers expenses, trustees expenses, staff expenses (not just salaries) fundraising expenses especially for big events like crufts and also show any losses from such events.

The trustees review and monitor the income and expenditure at each Board meeting. Dog A.I.D.'s annual report and accounts are prepared to meet the Charity Commission requirements, using the Independent examiner's report template for Receipts & Payments accounts. This details the income and expenditure in each financial year, and the format of the accounts will become more detailed as the charity grows - when Dog A.I.D.'s gross income is between £250,001-£500,000 in the relevant financial year, the accounts will be prepared on the accruals basis in accordance with the 2008 Regulations and the SORP.

## EXPENSES POLICY

Please can you advise the membership of the current Dog Aid Expenses policy?

As it stands it appears somewhat biased & open to interpretation depending on who you are, whether a Trustee, a Volunteer, Staff or a Member of Dog A.I.D.?

The Expenses Policy has been updated in 2020 in consultation with the Charity Commission and is available on the website. The policy for claiming expenses has been reviewed and clearly states how and when trainers, staff, trustees and volunteers can claim the expenses in connection with authorised duties that an individual undertakes in the course of their role for Dog A.I.D.

Where can this policy, along with other policies be located for the membership to read should they wish to?

Website: <https://dogaid.org.uk/governance>

The Board of Trustees aim to make more policies available on the Dog A.I.D. website and will be updating this page with additional policies as they are reviewed and made available.

## COMMUNICATION TO MEMBERS

In the spirit of openness, honesty, transparency & governance, holding the elected board & chair to account by their members, please can you arrange for all public records, to include board meeting minutes and policy documents to be made available to members via a closed online forum to allow ongoing monitoring & communication.

The Board is committed to transparency and will be making more policies available on the website for members. The AGM minutes are available for all members and available on the website at [www.dogaid.org.uk/governance](http://www.dogaid.org.uk/governance). Board meeting minutes contain confidential information and are not available as public records. The Charity Commission guidance states "Minutes of trustees' meetings are not open documents and do not have to be made available for public inspection, unless the charity's governing document requires this".

## JUNIOR MEMBERSHIP DEVELOPMENT

Given the current demographic of our Charity what are the Trustees doing to attract younger members & how will they be given a "voice" within the governance of the organisation given that they are the future of Dog A.I.D.?

Dog A.I.D. promotes the opportunity for people with physical disabilities of all ages over 15 years old to apply - this includes younger members and the charity aims to ensure that there are no barriers to participation. The Board is promoting the trustee vacancies through networks that will help to reach potential applications who are younger, e.g. The Young Trustees Movement.

## ANY OTHER BUSINESS - Q&A

### TRUSTEES' SKILLS

What are the current Trustees skills and qualifications?

The Board conducted a Skills Audit in July 2020. Over half of the trustees have lived experience of disability and of completing Dog A.I.D. training of their dog. The current trustees have strong knowledge, skills or experience in areas such as Assistance Dog Training, Charity Governance, Facilitating Meetings, Finance, Fundraising, IT/Systems, Leadership and Team Development.

The Skills Audit identified the gaps that the Board is seeking to fill through the trustee recruitment and these are detailed in the 2020 Trustee Recruitment document. These skills include: Access and Disability Rights; Charity/Employment Law; Equality, Diversity and Inclusion; HR/Training; Marketing and PR; Monitoring and Evaluation; Safeguarding; and Volunteer Management. The Board also needs to recruit a new Treasurer as an experienced trustee is currently covering this role on an interim basis.

What has been done by current trustees to fill these gaps as a matter of urgency? Including outside of the charity.

The Trustees launched a campaign to recruit new trustees with relevant skills and experience to meet these gaps. There are four vacancies: one Treasurer, one Trainer Representative (to be elected at the AGM) and two trustees who can bring skills and experience as identified in the 2020 Skills Audit.

One new trustee has been recruited with skills and experience in HR/Training and IT/Systems, as well as governance and safeguarding experience through her role as a School Governor.

The vacancies have been advertised on trustee/volunteer recruitment sites and targeted advertising for the skills and expertise needed, e.g. Honorary Treasurers Forum for the Treasurer role.

### TRUSTEE PERFORMANCE AND MONITORING

Can the current board outline their individual achievements during the last 12 months & their proposed individual contribution to the running of our charity going forward?

The Board of Trustees acts collectively, as required by the Charity Commission, and reports on the charity's achievements and development each year at the AGM and through the annual report. Each trustee also provides support and guidance relevant to their expertise and experience and the Board includes elected representatives for the Clients and Trainers. The Board has managed Dog A.I.D. through a difficult period during a global pandemic, which restricted training and work with clients as well as events and community fundraising, and a difficult HR issue, which is subject to an ongoing legal process. The trustees have acted in the charity's best interests, worked with the Charity Commission to review and update policies as needed and with Assistance Dogs UK on safe working protocols for Covid-19. The Chair's report has outlined the collective work of the Board, the staff team and volunteers. The Board reviews governance using the good practice standards in the Charity Governance Code for smaller charities, which includes Board effectiveness, and are working towards the recommended practice where there are gaps.

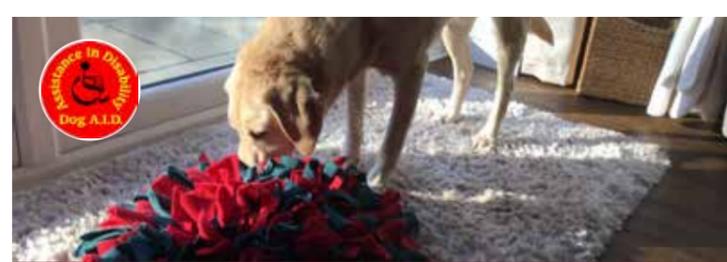
As a charity do the Trustees practice the 'Nolan Principles' recommended for Public Office?

Yes, the trustees aim to adhere to the seven principles of public life as set out in the Nolan principles.

What measures are in place to formally monitor the performance of all Trustees including the Chair who is answerable to the Members for the management of the board?

The Board is accountable through its annual reports and the AGM. The charity has two elected Client Representatives and one elected Trainer Representative as trustees. The





## FORAGE MATS

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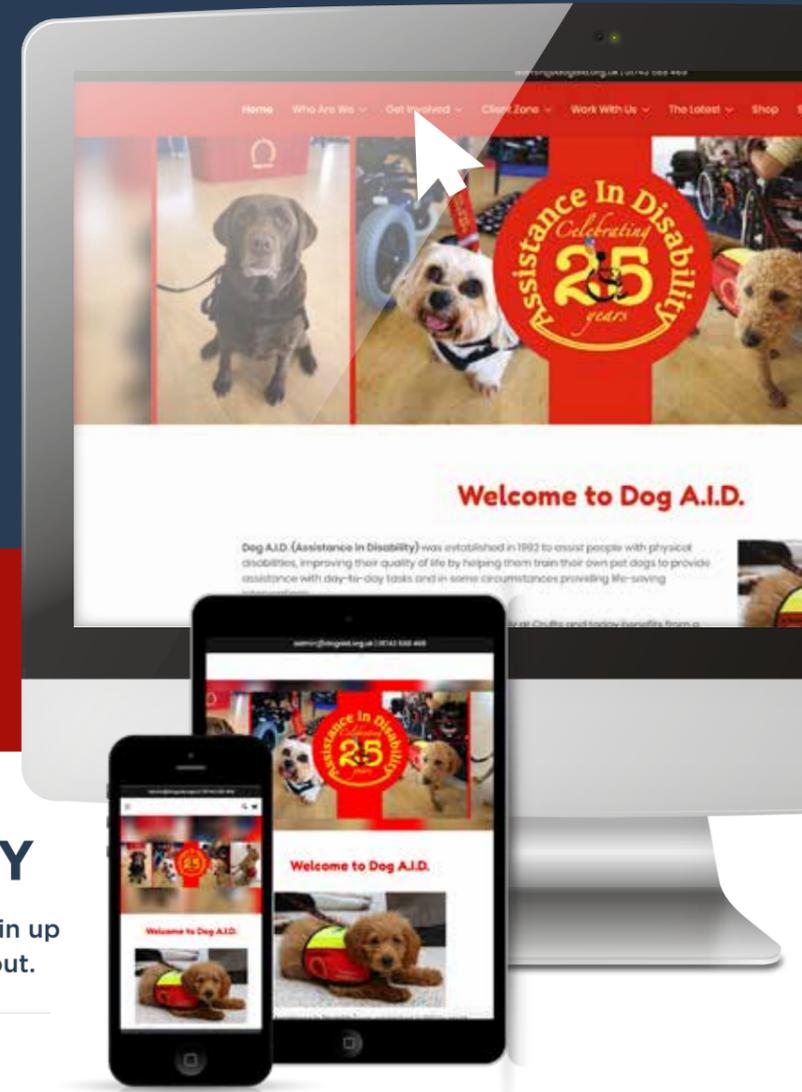


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# WAYS TO GIVE

You will find more details of these and other ways you can help us on our website.

[dogaid.org.uk](http://dogaid.org.uk)



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