

People's Dispensary for Sick Animals (SA)

ANNUAL REPORT

2019/2020

"Bettering the Lives that Brighten Ours"



In loving memory of Twinkles Jacobs

WHO WE ARE



Patrick Horrigan
Chief Executive Officer



Barbara Comley
Finance Manager



Vera Vollgraaff
Senior Veterinarian



Veronica Nel
Hospital Manager



Moira Gibbs
George Administrator



Sango Mbiko
Soweto Administrator

PDSA COUNCIL OF MANAGEMENT

- CHAIRPERSON & TRUSTEE:** Mr Jacques Smith
- DEPUTY CHAIRPERSON:** Dr Tishka Modi
- TRUSTEE:** Mrs Dinah Stell
- MEMBERS:** Ms Ruth Heldsinger
Mrs Yvonne Read
Mr Shaun Schneier
Ms Lesley Jones
Dr Faheema Kimmie-Dhansay
Mrs Zarina Meyer
Mr Tozie Zokufa
Mrs Ilze Van Der Berg

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NOTICE OF ANNUAL GENERAL MEETING

The Annual General Meeting will be held at 14h30 for 15h00 on 26 November 2020 at the PDSA, 38 Tarentaal Road, Bridgetown, Athlone.

AGENDA:

1. To confirm the minutes of the Annual General Meeting held on 26 September 2019.
2. To receive and consider the Annual Report.
3. To receive and consider the Annual Financial Statements.
4. To elect members of the Council and Trustees.
5. To elect auditors.
6. To consider any other business.

YOU ARE CORDIALLY INVITED TO ATTEND THIS MEETING. PLEASE BE ADVISED THAT STRICT COVID-19 PROTOCOLS ARE IN PLACE.

To RSVP please contact Christina McAdam on 021 638 5134 or pdsascape@pdsa.org.za



Snap here to pay



To become a member of the PDSA log on to www.pdsa.org.za

CHAIRPERSON'S REPORT

Jacques Smith

These are tough times that we live in. The financial pressures on small and large businesses alike seem relentless. Nowhere more has the pressure been felt than in the non profit sector. Animal welfare organisations are no different, with many taking enormous strain as they try to keep their doors open.

It is therefore with great relief and pride that I can confirm that the PDSA continues to go from strength to strength. One of the most important factors considered by private donors and trust organisations is the issue of transparency. It is an absolute necessity when applying for support. Donors need to know exactly how their money will be spent and they need to be constantly reassured that the organisation remains on the specific path defined by its mission statement.

The PDSA continues on such a path, taking care of sick and injured animals whose owners cannot afford the cost of private veterinary care.

As always, thanks and acknowledgements are due both inside and outside the organisation.

This year would have been so much more challenging without the support of our regular donors, our clients and the many supporters who have stood by the PDSA over the years. Thank you one and all.

Then to the management and staff in Cape Town, Soweto and George a heartfelt thank you. To keep our doors open every day this year has been a tremendous achievement. The council of management salutes you all and we thank you on behalf of the thousands of pet owners who came to you for help.

A personal thank you to Barbara Comely for all her years of dedication to the PDSA. I wish you the very best for your retirement.

Till next year, thank you again.

Jacques Smith

Greetings to all PDSA members, supporters and clients.

Whilst there have been many drastic changes to daily life in South Africa this year, the PDSA has done its level best to remain unchanged as a destination for those seeking help for their pets.

I am proud to report that we have not missed a single day in our efforts to provide services to sick and injured animals. From late March until early May, we limited our services to emergencies only and operated with a skeleton staff. By June our services had almost returned to normal, save for slightly shorter hours at some centres. During this time, the Mitchells Plain clinic unfortunately remained closed but this allowed us to operate in Bridgetown with two teams, rotating every two weeks.

By 24th August, all staff members were back at work and Mitchells Plain was re-opened. The effort required by each and every staff member to accomplish this was nothing short of spectacular. I am sure you join me in thanking them for this unwavering dedication and commitment. Congratulations to Sango and his team in Soweto, to Moira and the gang in George and to everyone in Cape Town. You should all be very proud.

The 12 month period ending March 2020 is the final year reported on by our finance manager, Barbara Comley. After almost 33 years of uninterrupted service, she has left us to enjoy her well-earned retirement. There are not enough words to describe her contribution to the PDSA. It has been nothing short of gigantic, essential, life-saving, stoic, cheerful, humble, caring, unwavering and of course, accurate. For this, the PDSA management and staff, both current and past are eternally grateful. Thank you, Barbs.

It gives me pleasure to welcome Christina McAdam as the new financial manager. We wish her great success and happiness with the PDSA family.

A final word of thanks to you, our donors, sponsors, supporters and volunteers. We would not have been able to keep going, nor pay all the staff this year without your generous support.

We look forward to a bright, successful 2021 and reassure you that we will always be ready and willing to help your beloved pets.

Patrick Horrigan

“Bettering The Lives That Brighten Ours.”

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OR FURRRRRRRCAPE?**

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2019/2020 has been a very busy but rewarding year for us in George. With increased caseloads from the smaller animal welfare organisations in our area and with a shortage of staff, some days proved to be more challenging than others.

We sadly bid a fond farewell to our Veterinary Nurse, Karla Scholtz, in July 2019 when she left welfare to join a private veterinary practice in George.

A big thank you to our two 2019 CCS Vets, Natasha Clark and Kimberley Van Der Schyff, for sharing their passion and knowledge with us during the year. They participated in numerous local sterilization projects throughout the year and we salute both these Vets for all their hard work and dedication and for always going the extra mile with every case. With the guidance and expertise of Dr. Smith, I am sure that their time spent at the PDSA was beneficial to them and we wish them well with their future veterinary careers.

Thanks to our volunteers and the public of George, we held two very successful street collections this year on Saturday, 29 June 2019 and Saturday, 30 November 2019.

We were nominated by Dotsure Pet Insurance to participate in their Polar Bear Plunge at Victoria Bay on Saturday, 27 July 2019. Unfortunately we did not win the R20 000 up for grabs, but we received a bakkie load of blankets for our hospital. We were also interviewed by the SABC during the day and we made the news channel that evening.

On 4 October 2019, we participated in the “World Animal Day” celebrations in Oudsthoorn in collaboration with their State Vet and the Animal Care Team, a local welfare organisation. Free rabies vaccinations were offered to cats and dogs and a total of 425 animals were vaccinated. The day was a huge success and very well supported.

On 2 January 2020, we were very pleased to welcome Dr. Stacy King, our CCS Vet for 2020 and Nelene Boltman, a newly qualified Veterinary Nurse, to our team in George. We wish them well and hope that they enjoy their time with us at the PDSA.

Last, but not least, our charity shop has done exceptionally well this year, raising money for animals in need. A big thank you to the George community for their continued support of our charity shop and sometimes, despite many challenges, a big thank you to all my loyal volunteers, who are responsible for the day to day running of the shop.

SOWETO NEWS

Sango Mbiko

I would like to take this opportunity to greet all members and generous supporters of the PDSA (SA).

During the last quarter of 2019 our mobile clinics were not operational; we were only operational from our Mofolo hospital and Pimville Clinic. Although our mobile clinics were suspended we found that clients who used our mobile service were accessing our hospital and clinic services, which meant that we had an increase in our daily cases. Luckily in December 2019 our mobile service was restored. The news was well received by our clients who were not fortunate enough to have transport to either Mofolo or Pimville.

During the first quarter of 2020 we were hit with another blow when the country was placed on lockdown level 5. Most of our operations were reduced and clients were allowed to visit our hospital but had to adhere to strict COVID-19 protocols. We only treated emergencies and no operations were scheduled until we were on level 3. Pet owners abandoned their animals as they could not take care of them due to job losses resulting in financial difficulties; our hospital bore the brunt with our kennels filled to capacity.

We were unable to meet some of our social responsibilities that were set out for this year due to events being cancelled because of COVID-19 restrictions in place. We only managed to do one Spay Campaign before lockdown, we attended the Soweto Dog Show and the Rainbow Nation Animal Rescue show.

I would like to sincerely thank our sponsors and supporters. Despite all the challenging times, they continue to support PDSA. We know that it was not easy, but you still made it your mission to give to the needy, we thank you. To those who usually support us but could not do it this year believe me we understand, and we know as soon as things are back to normal you will continue supporting us.

To PDSA Soweto staff, thank you for your dedication. PDSA would not be where it is today without you. Iris Dlamini we thank God that you are back with us after you contracted COVID-19. Last but not least, to our management thank you for your continued support.





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FAREWELL

Barbara Comley

After 33 years of uninterrupted service we bid a sad farewell to Barbara Comley (fondly known as Mrs. C or Barbs). Mrs Comley will be missed for her kind and gentle nature coupled with her love and compassion for animals.

Though gentle by nature, Barbara ruled the finances of the PDSA with an iron fist and throughout her career she always put the best interest of the PDSA, staff and animals first.

Barbara will be sorely missed by all our staff, nationally.

We wish Barbara a happy and relaxing retirement but we know for certain that she will always be part of the PDSA family.

From everyone at PDSA, Au Revoir!



DOES YOUR DOG SUFFER WITH ITCHY SKIN?



Skin Care Remedy



Skin Healing Spray



Skin Healing Shampoo



TREASURER'S REPORT

Ilze van der Berg

The financial year ended 31st March 2020 was another challenging period for the PDSA. Investment income continued to remain under pressure but total income nevertheless increased by 2% to just beyond R20m. We saw a reduction in total collections direct from the public of 3.5%, largely due to the 3 mobile vehicles in Soweto being off the road for an extended period. Thankfully, we are now back to full capacity in this area.

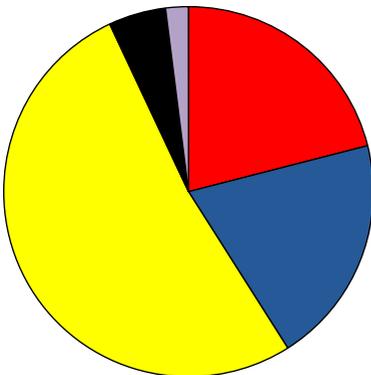
Management and staff reduced total expenses for the same period by 1.5%. The net result is a reported operating loss of R5.3m before bequests. Bequests of R4.6m were gratefully received as always, leaving us with a net deficit of R700,000.

Case figures were down to 112,000 for the year, again largely as a result of the mobiles being off the road.

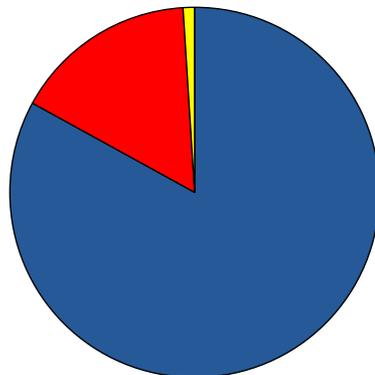
Management continues the daily effort to keep total expenses in check to ensure the long term sustainability of the PDSA as the organisation rides out these tough economic times.

Thank you.

INCOME		EXPENSES	
Total Income (Excluding bequests)		Total Expenses (Including Capital Expenditure)	
2019	R 19 677 623	2019	R 26 284 903
2020	R 20 094 876	2020	R 25 684 323



INCOME	2020	2019
Trust Income	21%	23%
Investment Income	20%	14%
Public Donations	52%	55%
Other	5%	6%
Fundraising	2%	2%



EXPENSES	2020	2019
Services	83%	84%
Admin Expenses	16%	14%
Capex	1%	2%

BALANCE SHEET

For the year ended 31 March 2020

	2020 R	2019 R
Assets		
Non-current assets	56 744 293	55 872 034
Property, plant and equipment	7 538 860	7 538 860
Investments	49 205 433	48 333 174
Current Assets	1 936 374	3 408 610
Trade and other receivables	201 628	104 174
Cash and cash equivalents	1 734 746	3 304 436
	<u>58 680 667</u>	<u>59 280 644</u>
Equity and Liabilities		
Capital and reserves	57 443 189	58 404 627
General reserve	47 936 969	48 898 407
Provision for establishing new clinics	4 000 000	4 000 000
Hospital development fund - equipment	1 006 220	1 006 220
Equipment replacement reserve	2 000 000	2 000 000
Vehicle replacement reserve	2 500 000	2 500 000
Current liabilities		
Trade and other payables	1 237 478	876 017
Total equity and liabilities	<u>58 680 667</u>	<u>59 280 644</u>



INCOME STATEMENT

For the year ended 31 March 2020

	2020 R	2019 R
Operating Income	19 547 895	19 150 204
Collections direct from the public	10 501 752	10 884 791
Net income from fundraising	397 640	475 698
Insurance claim	78 573	245 603
Membership fees	1 760	1 140
Municipal grants	0	0
Investment income	4 039 757	2 695 768
Rental income	366 416	354 105
Trust income	4 161 997	4 493 099
Other income	546 981	527 419
Admin/management fees received	546 981	527 419
Other income	0	0
Total income	20 094 876	19 677 623
Expenditure	25 439 161	25 866 966
(Deficit) / Surplus	(5 344 285)	(6 189 343)
Bequest income	4 628 009	6 158 797
Net (deficit)/surplus	(716 276)	(30 546)

WHERE TO FIND US

CAPE TOWN

HOSPITAL & HEAD OFFICE

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Bridgetown

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Lentegeur
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Atlantis
Belhar - Ext 13
Bonteheuwel
Eastridge
Kensington
Kuilsriver
Mamre
Manenberg
Rocklands
Scottsdene
Tafelsig
The Hague - Delft
Voorbrug - Delft
Westridge
Woodstock

SOWETO

HOSPITAL

1188 Moroka Nancefield Road
Mofolo South
Soweto

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PIMVILLE CLINIC

Stand 5886, Zone 5
Pimville, Soweto
T: 011 933 2608

MOBILE CLINICS

Bosmont
Eldorado Park
Eldorado Park Ext 4
Ennerdale
Jan Hofmeyer
Lenasia Sqatter Ext 9
Lenasia South Ext 4
Lindhaven
Noordgesig
Orange Farm
Protea Glen
Pimville
Riverlea
Zakaria Park

GEORGE

HOSPITAL & ADMIN

Pienaar Street
Conville
George

POSTAL ADDRESS

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MOBILE CLINICS

Andersonville Asla Park
Albertina Ballotsview
Bergplaas Beervlei
Brandwacht Colinshoek
Europe Farleigh
Friemersheim Great Brak River
Gourtizmond Harmony Park
Hoekwil Hornlee
JCC Camp Clinic Karatara
Kleinkrans Kwanongaba
Langeni Little Brak River
Mossel Bay Ext 6, 8 & 13
Parkdene Protea Park
Rheenendal Rosemore
Sedgefield Thembalethu
Urbansville
Wilderness
Wilderness Heights



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