

The Mayhew Animal Home  
Helping Animals and their Carers since 1886™

## Our Achievements and Future Vision



**The Mayhew Animal Home  
and Humane Education Centre**



We believe that animals, as living creatures, are entitled to legal protection, moral and ethical consideration and have a value beyond economic measure.

*On behalf of the Board of Trustees, I would like to offer my personal thanks to all of our staff and volunteers and the countless people who through their fantastic work and support help us convert our mission into reality.*

Compared with our peers we are modest in size. However, the hard work we do highlighting essential animal welfare issues has meant we are making a real difference in improving the lives of dogs, cats and other companion animals – and their owners. We experience firsthand the most serious of animal welfare issues and although some of these have links to social issues most of the inhumane behaviour, whether intentional or not, can and must stop.

The work of The Mayhew, onsite at the rescue centre, in the community and through important collaborative efforts regionally, nationally and internationally enables the high standards we live to in our re-homing, community and veterinary work to be encouraged.

We are never naïve enough to believe that the problems will just go away. Hard work and dedication to the cause with the very generous help of our supporters will help us in our 125th year next year to continue making a real difference.

**Adam Halsey**  
Chairman

*I am delighted that thanks to the dedication of our staff, students, volunteers, supporters and partner organisations, and in the face of a challenging economic climate, The Mayhew was able to achieve great things in 2009 and 2010.*

Despite unprecedented numbers of dogs and cats arriving unwanted at the Home, we have not only been able to maintain our adoption figures but also expand our fledgling foster care programme. The work of all who provide this indispensable lifeline for so many animals is to be applauded, and with limited capacity at the Home, fostering animals that we have available for adoption or those on our Pet Refuge scheme, is how The Mayhew can help more animals and owners in need.

The work of our Animal Welfare Officers outside the Home is no less invaluable and much of their remit is building relationships with owners as well as helping animals. They are very much on the frontline and see firsthand the indisputable link between animal welfare and social welfare issues. Cross-agency collaboration is the name of the game and I am very proud of The Mayhew's respected position amongst government and non-government partners as well as other animal welfare organisations, when looking at ways to address current problems.

Our veterinary team responded and continues to respond valiantly to the ever-increasing demand for its services and affordable veterinary care, with neutering operations reaching an all time high in 2010. And I am thrilled that the team willingly shares its expertise across the globe within the framework of our International Vet Training Programme. This is a unique concept providing both a positive experience at our clinic facilities for those courageous individuals that battle with horrendous animal welfare conditions in their own countries, and enables our vet team to go and help and train on the ground in places such as Moscow, Peru and Afghanistan.

In recent times there has been much discussion about dog legislation and dog related issues in the UK and The Mayhew addresses these on a daily basis. From strays, unwanted litters, dog-fighting, appalling ignorance and neglect to animals admitted simply because they are no longer allowed in a flat or a house, we recognise that there are too many animals and, sadly, not enough responsible owners. It is simply too easy to obtain an animal without any thought given to its basic health or welfare needs. This state of affairs will continue until breeding is drastically curbed and pet ownership is more regulated. Moving forward, The Mayhew will continue to actively voice its opinion on these matters and lobby for changes in present legislation.

2011 is a milestone year for The Mayhew – it is our 125th Anniversary. I wish I could say that 125 years on our services are no longer required, but quite evidently this is not the case. Certainly, the range of animal welfare issues we address nowadays have changed significantly from those of 125 years ago and the ways and means with which we tackle them have developed radically. But the need still remains! There is still much work to be done and The Mayhew will, with your help, be at the forefront, advocating humane and socially responsible programmes to limit unnecessary suffering where we can.

I hope you will enjoy the following pages, which tell more about the projects and programmes we operate and I certainly hope you will be able to join in our celebrations in 2011 as we couldn't have done a lot of it without you! Thank you so much for your support and here's to the next 125!

**Caroline Yates**  
Chief Executive Officer

# Rescue and Rehoming

## SUMMARY

Over the last two years The Mayhew has found loving homes for more than 400 dogs, 820 cats and 15 rabbits.

Staff at The Mayhew have made comments through many media outlets regarding the charity's stance on current dog legislation and a variety of other pertinent animal welfare issues, including the rise in animal abandonment due to the recession and the problematic impact of online pet advertising.

The Mayhew continues to invest energy and resources into programmes aimed at reducing the numbers of animals arriving at rescue centres needing rehoming.

Many famous faces: actors, writers and singers have adopted cats, dogs or rabbits from the Home and continue to show support at events and in the media.



**TOP LEFT**  
The Mayhew has capacity for six rabbits on site and in their state of the art rabbit accomodation.

**BOTTOM LEFT**  
An elderly care home resident is comforted by one of The Mayhew rescue cats.

**LEFT**  
Theo, one of the many puppies handed over unwanted to The Mayhew.

**ABOVE**  
Actor Danny John Jules helps to promote our rehoming programme.

**BELOW RIGHT**  
Actors Anthony Head and Sue Jameson support one of The Mayhew fundraising events.

The Mayhew Animal Home has been operating from the same site in North West London since 1886 and following significant refurbishment of the animal accommodation in the past decade, our facilities now have capacity for approximately 35 dogs, up to 150 cats and kittens and a newly built area for 4-6 rabbits depending on size and age. Any further capacity building to hold more animals will not take place as the main thrust of our organisation will be to combat the overpopulation crisis of companion animals through our Community Animal Care programmes both on and offsite, alongside developing the vital services of our Veterinary Clinic for animals and carers alike.

However, to alleviate the constant pressure on the Home's holding capacity, we have set up our foster care programme, which allows us to both help more animals in need and also to give the best possible environment for our animals in their search for a new, forever home. Thanks to the wonderful dedication of our volunteer Foster Care Coordinators, we now have more than 44 foster homes in our network and are continuing to source more.

For those animals on site, The Mayhew strives to provide a comfortable, clean and stimulating environment. Exercise, enrichment and interactive play are staples in our rehabilitation programmes for the dogs, cats and rabbits coming to us for re-homing, each animal assessed individually, so we can treat and work through any issues.

Natural behaviours are encouraged, with indoor and outdoor exercise areas for the dogs, in addition to their daily walks offsite, time allocated for people bonding, socialisation with other dogs, and basic training. Grants from the Kennel Club Charitable Trust during 2009 and 2010 enabled us to re-roof and freshen up our dog rooms and kennel areas. Our cats have a large garden in which to roam and roomy, tiered cabins for relaxing, not to forget our many kittens with their own enclosed outdoor area in which to jump and play.

Volunteers at The Mayhew play a vital role in ensuring that our animals get the excellent level of care, exercise and TLC they need. One particular area of volunteering that has blossomed in recent years is our programme of Mayhew animals visiting residential care homes. Not only are these visits a welcome boost to residents in homeless hostels, at stroke survivors' groups, or for those living with dementia, but it is good social interaction for the animals as well. So good in fact, that a couple of the centres have actually adopted a Mayhew cat!

Annual events at the Home and at external locations around London mean we can raise much needed funds to keep The Mayhew running. Maintenance of our facilities requires constant attention and with the care we provide, on average it costs approx. £1,000 per animal from admittance to re-homing.



CATHERINE was brought to the Home as a stray, severely emaciated and terrified. With every rib visibly protruding from her chest, her hips and spine sharply jutting out – the full frame of her skeleton could be quite clearly seen. Staffordshire Bull Terriers are a naturally rotund breed, so for Catherine to be this severely underweight meant she had not had a decent meal for a very long time.

This gentle, three-year-old girl was put on a recovery diet of six small feeds a day. As it was apparent that Catherine has suffered, not only physically, but also psychologically, staff made sure to spend time with her in her room for some positive human contact and TLC. If left alone, this fragile dog would circle and spin constantly, chasing at her own tail. This kind of behaviour is often an indicator of an animal having been left on their own for long periods in a confined space with no stimuli, thereby causing great anxiety and distress.

As Catherine grew in strength, she bonded really well with staff and loved being able to go out on walks, but to aid her recovery we knew she needed some one-to-one human interaction. The Mayhew is lucky nowadays to have a network of supportive foster carers, who provide an invaluable service to help animals like Catherine grow in confidence in a secure home environment. After a few months in a foster home, her spinning had practically stopped and she had blossomed into a happy, healthy young dog, now in her forever home.

TINY DAISY was brought into us by a member of the public who had discovered her crying in the stairwell of their apartment building. This terrified kitten had horrific injuries to her left eye. Black, bruised and immensely swollen, it was clear that something or someone had hit Daisy very hard for such an injury to be sustained. From our vets' initial assessment, there seemed little chance that Daisy would regain her sight in that eye and after further monitoring, it was decided that there was no chance of it being saved and the eye was surgically and safely removed.

This brave and friendly little kitten recovered extremely well, soon regaining her innate, bright and affectionate nature. With reduced eye sight, Daisy needed to find a special home, ready and willing to cater for her disability. Thankfully, she didn't have to wait long and has gone to live the happy life she deserved from the very start.



## Community Animal Care

### SUMMARY

Community Animal Care programmes include: Pet Refuge, Trap, Neuter and Return for London's feral cat population, Homeless Community Support, addressing cases of animal hoarding, Education programmes on responsible pet ownership and dog safety and visits to children's hospitals.

The work of The Mayhew's Animal Welfare Officers has been widely covered in the media including BBC's Animal 24:7, BBC Breakfast news, *The Financial Times*, BBC Radio One, Press Association, animal trade press and local newspapers.

In 2009 and 2010 more than 850 dogs, 750 cats and 250 other animals were helped through our Community Animal Care projects.

Over the last two years 29 dogs and 24 cats have been helped through our Pet Refuge scheme.

Part of the money received from The Marchig Animal Welfare Trust Award 2009, went towards extending our TNR programme for feral and stray cats in London.

Moving forward The Mayhew's AWOs will continue to be involved with discussions and input regarding current UK dog legislation and provide perspective on grassroots involvement with the animal overpopulation crisis in the UK.

The Mayhew is a rescue and re-homing charity, but a vital element of our work centres around our humane education policies. The strapline of our charity is 'helping animals and their carers since 1886' and this we strive to do through the promotion of our Community Animal Care programmes and projects. At The Mayhew we recognise that many of today's animal welfare issues are inextricably linked with social welfare issues and if we can start to address these at source, we hope we be able to prevent matters reaching crisis point.

The Mayhew has four Animal Welfare Officers (AWOs), dedicated to helping both animals and their owners through the range of community programmes run from the Home. They take the message of responsible pet ownership out into the community and offer assistance and advice to both animals and people on a daily basis.

The Mayhew's Community Animal Care programmes include:

- Fulfilling the contract with Brent Council for the reception, return or admittance of stray dogs from the catchment area;
- a TNR ( Trap, Neuter, Release) programme for the capital's feral cat population;
- BARK (Brent/Borough Action for Responsible K9s), a cross-agency collaboration with local councils, RSPCA,

Metropolitan police and Housing Associations for dealing with the mistreatment and misuse of dogs;

- working with the dog-owning homeless population of London in collaboration with St Mungo's, Crisis and Broadway, providing health checks, neutering and vaccination provision, food, leads, collars, advice and assistance;
- Pet Refuge, a temporary foster care scheme for owners in crisis (domestic violence, rehab, hospitalisation etc.), whose lifeline is often or not their animal;
- dealing with hoarding cases – where owners are overwhelmed by the numbers of animals they are looking after or letting breed indiscriminately;
- working with Travellers sites and communities to ensure animals there are receiving proper care and attention;
- a broad-based education programme, providing visits for schools, colleges, community groups and pet industry workers both on and offsite.



**OPPOSITE LEFT**  
The Mayhew Animal Home reception.

**OPPOSITE TOP RIGHT**  
Mayhew Animal Welfare Officer, Lucy Edwards.

**OPPOSITE BOTTOM RIGHT**  
The new Mayhew Animal Ambulance funded by The Marchig Animal Welfare Trust.

**TOP LEFT**  
A Mayhew student makes sure that one of our dogs gets its regular exercise.

**BOTTOM LEFT**  
Socialising with kittens at The Mayhew.

**TOP RIGHT**  
A dog receives flea treatment at The Mayhew Community Veterinary Clinic.

With our Animal Welfare Officers dealing first hand with animal welfare issues in an urban environment, The Mayhew continues to voice its opinion on present legislation and the need for changes.

The Mayhew wishes to see:

- a repeal of breed specific legislation;
- an owner registration package, which should include animals being neutered, vaccinated, microchipped, regularly health checked and insured;
- tighter regulations placed on the trade in pets from pet shops, on the Internet and other forms of media, and priority given to the stricter monitoring of both registered and “backstreet” breeders;
- government/local councils to invest in designated and trained personnel to work alongside animal welfare charities, both with local residents and pet owners to prevent the escalation of this crisis and make our communities safer for animals and people alike;
- government to consider subsidised neutering programmes, which presently many animal welfare charities strive to fund themselves with extremely limited resources.

‘Our work through The Mayhew’s Community Animal Care projects involves working with owners, as much as it does the animals. We must not forget that social issues and animal welfare issues are intrinsically linked and to solve the problems in today’s society we must be there to help both animal and owner’.

CARLY WEBBER, ANIMAL WELFARE OFFICER

# Veterinary Programmes

## SUMMARY

In 2009, 1,857 neutering operations had been carried out on both in-house and out-patient animals: up on the previous year by more than 16%. This increase continued in 2010 with a final figure of 1,933 neutering operations completed.

In 2009, 88 cats were neutered at The Mayhew Community Veterinary Clinic under the C4 scheme.

Having completed over 600 procedures in 2010 – a 20% increase on 2009 – the demand for our free, bull-breed neutering scheme continues to grow.

The Mayhew's Community Veterinary Clinic is a registered training centre for veterinary nurses.

Onsite at The Mayhew Animal Home we have our Community Veterinary Clinic, which provides free and low cost veterinary services to the public including neutering, vaccinations, microchipping and flea and worming treatments. We also hold weekly nurse clinics for pet owners to come for general health checks.

The expansion and promotion of these low-cost and free services provided by our Community Veterinary Clinic continues to be much in need and the demand from the local community has been ceaseless, particularly for our free neutering programmes. The Mayhew is the only charity in the UK to offer free Bull breed neutering to all owners, irrespective of location or financial status.

Of 1,857 neutering operations carried out in 2009, 606 were low-cost operations for the general public. 513 operations were carried out completely free of charge under our Free Bull Breed neutering scheme – a rise from 2008 of 25%. 612 operations were on in house animals awaiting adoption and 38 adult feral cats were neutered and released back to their colonies under our Trap-Neuter-Return initiative managed by our Animal Welfare Officers (AWOs).

In addition, The Mayhew joined the C4 scheme, a collaboration of seven animal welfare charities in the London area, providing free neutering for stray cats and for owned cats whose owners are applicable under the specific criteria of the scheme.

Attendance at our twice weekly vaccination clinics remained constant throughout 2009/2010 and we saw a significant rise in people attending our weekly Nurses Clinic, up by 40% from 2008. These clinics provide low-cost micro-chipping, nail-clipping, de-matting, weight checks, basic health, wealth and dietary advice to all pet owners.



**TOP LEFT**  
The Mayhew chief vet, Ursula Goetz scrubbing up for an operation in our clinic.



**TOP RIGHT**  
The Mayhew's head vet nurse, Gillian Rich, VN monitoring heartbeat during a surgical procedure .



**BOTTOM LEFT**  
Ursula Goetz in The Mayhew operating theatre.



**BOTTOM RIGHT**  
Mayhew trainee vet nurse Nikki Lee.

**HOBO** When rough-collie, Hobo, was found abandoned in North London, he was brought into The Mayhew in the most shocking state. Both his front legs had been tightly bound with brown parcel tape and the sickening smell coming from his taped-up limbs, signalled that his legs were severely infected.

The Mayhew veterinary team immediately sedated poor Hobo and carefully removed the layers of parcel tape. They were astonished to discover that underneath the tape were further layers of bandages, tea towels and socks wrapped around the leg, which were literally rotting away. The skin and flesh on both legs had started to turn gangrenous, evidencing that his legs had been taped up for some many weeks. At this point, our vet team could not be sure that both of his front legs could be saved.

The horrendous condition of his legs and the pain that Hobo was undoubtedly in, may have been caused by an owner attempting to self heal or remedy a skin condition. It was quite incomprehensible how an owner could not have recognised the pain and suffering he/she was inflicting on this poor dog, already in his more senior years. But The Mayhew's veterinary team did not give up. After six weeks of daily bandage changes, pain relief, antibiotics, a specialist recovery diet and lots of love and attention, Hobo made an incredible recovery and we even managed to save both his legs and find him a wonderful new home.

Hobo's veterinary treatment alone has cost The Mayhew more than £2,000 as we will work tirelessly to give every animal in our care a second chance at happiness.

**CORNELIUS** The Mayhew's vet team were told to prepare for the arrival of a puppy in a critical condition. One of our Animal Welfare Officers had received a call from a distressed girl who had found an emaciated, hairless puppy, with skin cracked and covered in scabs. Rushed back to the Home, Cornelius, was given emergency treatment to ease his pain, while our vets assessed his chances for survival.

Cornelius was diagnosed with mange, a skin condition that can be easily prevented with regular flea treatment or treated in its early stages with a medicated bath. Early signs are usually itching and some minor hair loss. For Cornelius to be entirely bald and with red, raw skin meant he had been suffering for some time.

Several weeks later Cornelius was well enough to move into a larger room, still receiving regular treatment baths and wearing a jumper to keep him warm. He went into foster care for several months to heal properly and receive quality care in a home environment, before eventually finding his forever home. You can now no longer see any trace of the frightened, suffering pup that first arrived at our doors in need of help.



## Mayhew International

### SUMMARY

Looking ahead to our anniversary year and beyond we hope to extend our veterinary training to others, both here and abroad, as well as continuing to lobby for and support humane methods of containing and controlling the huge numbers of street animals across the globe. Our vet team has already been invited back to the University of Piura in Peru and we plan to carry out similar workshops at the veterinary college in Nepal as well as welcoming two Russian vets working at Moscow city shelters to our facilities in London.

In recent years, Mayhew International has concentrated on sharing the knowledge built up within the Home on shelter management, medicine and veterinary procedures with those countries that are experiencing desperate problems with street animal populations.

One of the more effective ways we have been able to do this is through our International Vet Training programme. In 2009, we welcomed vets from abroad to The Mayhew. These vets are already working or giving their time voluntarily to animal welfare projects in their own countries, often with very limited resources. Spending time at The Mayhew Community Veterinary Clinic allows them to experience and learn, not only the more clinical aspects of high-volume neutering techniques and the benefits and advantages of maintaining high standards of sterility, but they are also introduced to practices that enable them to handle animals in a much more compassionate manner – the welfare side of being a vet.

It is as much this part of the course, as well as improving on their veterinary skills, that is making an impact on the participants. We are delighted with their progress and feedback:

*In April we welcomed Dr Chkhikvishvili from Tbilisi, Georgia. Following her training at The Mayhew, she has implemented some basic changes in the clinic where she works in Tbilisi,*

*has initiated a TNR programme for cats and through her 'Homeless Pets Help Organisation' promotes neutering and vaccination of stray animals in her capital.*

Timothy Lim works for The Langkawi Animal Shelter and Sanctuary Foundation, Malaysia, founded in 2000. Its clinic offers low cost veterinary services to the local community and runs sterilising programmes for the stray animals of the island. There is also has a small shelter which operates a re-homing programme. Tim sent us this recent update on his work in Malaysia and how his training here has helped him:

*Things are going well here – still neutering everyday and have a new vet colleague which is great. The setup is influenced by what I saw in my time at The Mayhew. We're neutering at a steady rate of approx 100 stray cats per month and around 10 stray dogs per month. The shelter has also expanded and a new shelter is being built for cats and dogs.*

In 2010 we sent our vet team out to those countries where we support grass-roots activists. Mayhew International carried out a sterilisation master-class at one of the municipal shelters in Moscow and spent two weeks in northern Peru helping out at a clinic for community animals and giving two workshops to vet students at the local University Veterinary Faculty.

‘Things are going well here – still neutering everyday and have a new vet colleague which is great. We just got a new anaesthetic machine and are putting it to good use. The setup is influenced by what I saw in my time at The Mayhew. We’re neutering at a steady rate of approx’ 100 stray cats per month and around 10 stray dogs per month. The shelter has also expanded and a new shelter is being built for cats and dogs’.

TIMOTHY LIM, VETERINARY SURGEON, THE LANGKAWI ANIMAL SHELTER AND SANCTUARY FOUNDATION



**TOP LEFT**  
The Mayhew chief vet Ursula Goetz in Peru.

**BELOW RIGHT**  
Doctor Chkhikvishvili from the Homeless Pets Help Organisation in Tbilisi, Georgia, took part in our International Vet Training Programme.

**CENTRE LEFT**  
One of the Afghan street dogs and her pups.

**BOTTOM LEFT**  
Trainee vet nurse, Nikki Lee monitoring vital signs during an operation.

**ABOVE LEFT**  
Vet Daiga Rozensteine from Latvia.

**BOTTOM RIGHT**  
Trainee vet nurse Nikki Lee assists the Peruvian students prepare a dog for an operation.

**ABOVE RIGHT**  
Vet Timothy Lim (left) from the Lanfkawi Animal Shelter and Sanctuary Foundation.



**MAYHEW INTERNATIONAL IN INDIA AND NEPAL**

India has probably the highest population of stray dogs in the world – an estimated 19 million animals. However, it is also where 80% of all rabies deaths occur worldwide with a shocking 30,000 fatalities reported each year. Almost half of the human cases occur in slum children bitten by rabid dogs and over half the infected dogs are less than one year old: both parties are victims of a lack of awareness and effective vaccination programmes.

Mayhew International works with two organisations in India showing the local municipalities that there is a way to help animals and humans live together in harmony. A way that protects both local people from the spread of rabies and protects the vulnerable street and community dogs – a programme of sterilisation combined with mass vaccination against rabies.

One programme is based in Ranchi, India where we sponsor the salary of the vet to perform this vital work. Since we started in May 2009 the vet team has neutered and vaccinated 3630 stray & community animals. Elsewhere, we have been working with VSPCA and funded the sterilisation & vaccination of the street dog community in Bheemili, which was surveyed at 1880. On completion of the project in August 2010, 1903 dogs had been neutered and vaccinated. Mayhew International will continue to work with both organisations in 2011.

In Nepal, the initial success of a pilot programme providing veterinary care and re-homing for more than 100 animals was completed in early 2010. Based upon the success of this programme, Mayhew International has committed continued support by sponsoring a vet for two years as well as funding a supply of drugs and medicines for the ABC and rabies vaccination programme.

In Afghanistan, we have assisted the Afghan Veterinary Association to become members of the Commonwealth Veterinary Association to enable Afghan vets to access further training and we are seeing the first results from a pilot Trap, Neuter and Return, Rabies and Vaccination programme for the feral and street dogs in Kabul.





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