



## A message from our Chair of Trustees, Jackie Staunton

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I am delighted to report that 2017 saw us create our 750th partnership since our founders formed a charity which provides amazing assistance dogs. We were also honoured

with a visit from Her Majesty The Queen to our Southern Centre in November to unveil a plaque in celebration of this achievement. Reaching this outstanding number takes a great deal of dedication and hard work from many quarters including our generous donors at community, corporate and individual level without whom we simply could not exist.

2017 was a challenging year due to a shortfall in our legacy income, however being nominated as one of the Daily Telegraph's Christmas Appeal

charities and two very generous major donors pledging to match funds as part of the Big Give, gave us a strong end to the year. We trained 74 dogs to form new partnerships, bringing our total of active partnerships to over 400. It is this unique combination of fundraising and operational staff, backed by a strong support team that makes Canine Partners such a special charity. The dedication of staff is matched by upward of 600 volunteers, who assist in so many ways: spreading the word of Canine Partners via talks and demonstrations, raising funds through a plethora of means, caring for puppies and supporting staff.

Andy Cook left after nine successful years as CEO, and we appointed Nicola Martin as our new CEO. We have every confidence that Canine Partners will continue from strength to strength providing amazing dogs who transform the lives of those living with disabilities.

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# Annual Review

**In November 2017 we were honoured to welcome Her Majesty The Queen to our Southern Centre near Midhurst, West Sussex.**



During the visit, Her Majesty met dogs at all stages of their special training, including some of our youngest recruits at just 12 weeks of age. She also unveiled a special plaque commemorating over 750 partnerships formed over the course of the charity's history.

This outstanding occasion for Canine Partners will be remembered for many years to come.

# 2017







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Before Willa came into my life I struggled to leave the house. I was very reclusive with very low self esteem and confidence. Now Willa has given me the confidence to go out.

My children and family were always worried about me as I fall a lot. They felt they must contact me throughout the day to check I was okay and safe. Now, thanks to Willa keeping me safe, they don't need to worry. If I fall Willa presses the lifeline and brings me the phone and will bring me a towel or blanket to keep warm. She sits or lays down next to me providing comfort and reassurance and will lay a paw on me to let me know she's keeping an eye on me till help arrives. Willa knows when I am likely to fall and will nudge me until she is happy I am in a safe place and will block me with her body to keep me safe.

**“Now, thanks to Willa keeping me safe, my family don't need to worry.”**

*Tilly Buckell-Nelson*

Willa has an amazing personality and loves to help me by taking the washing out of the machine, opening and shutting drawers and doors and retrieving items I have accidentally dropped. She likes to go to local charity shops and will look at the cuddly toys and show me what she'd like. Then she takes the item to the counter with my purse and sits patiently waiting for her new toy and purse to put into my bag.

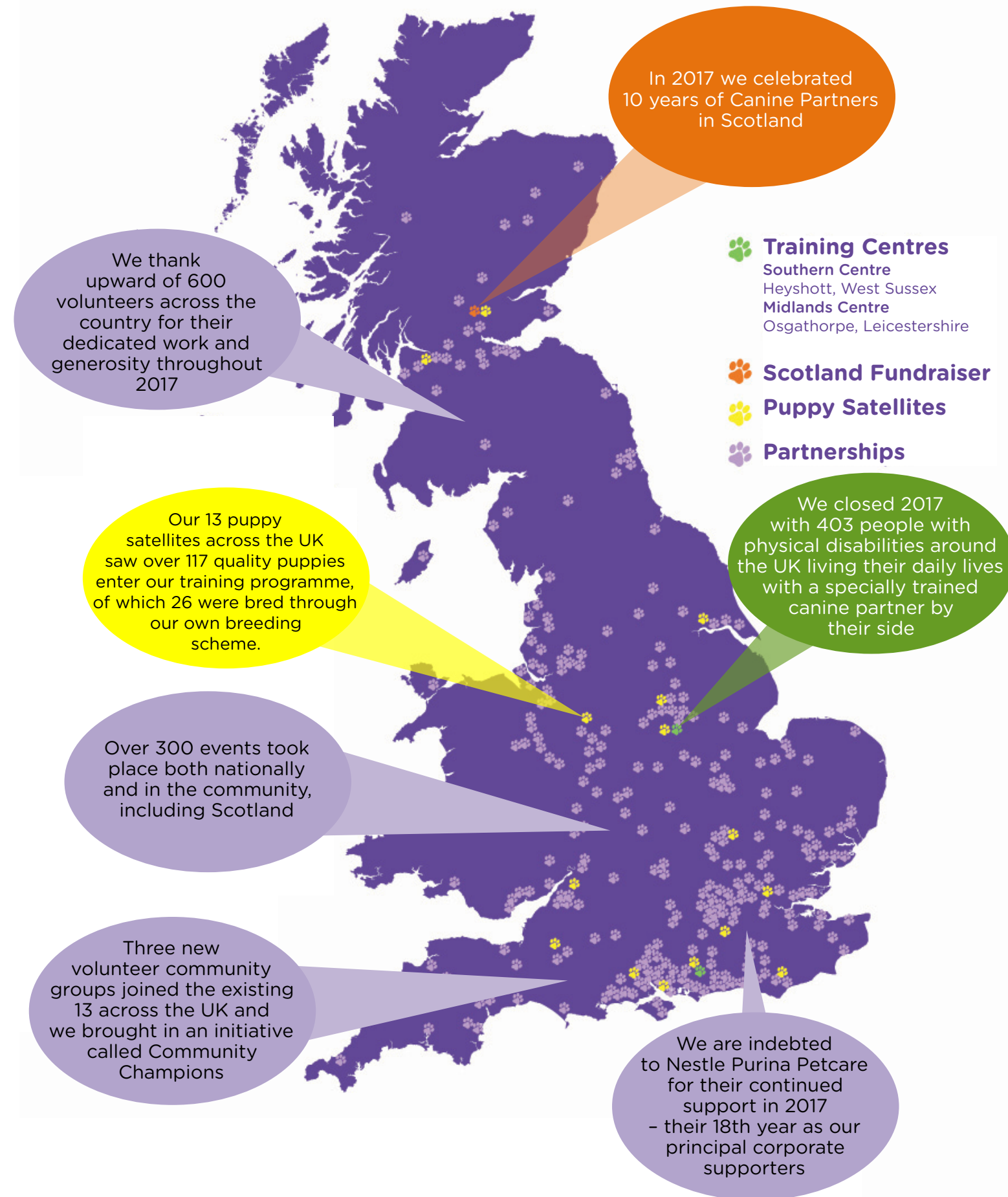
She helps me undress, fetches my shoes or slippers and will take my coat and shoes off when we come in. One of her favourite tasks is collecting the post and bringing it to me.

She truly is an amazing dog and I am eternally thankful for having her come into my life. Thank you Canine Partners for making Willa the super dog she is today.



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# A year in the life of Canine Partners



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Canine Partners has played a special part in my life for over 12 years. Zara and I were partnered in 2006 and when she retired in Spring 2017, I was very pleased when Canine Partners said she could stay with me as my pet dog.



I agonised over whether or not to apply for a successor dog after Zara retired. I knew it would be difficult balancing the needs of a young, potentially very energetic, dog with those of my lovely older plodder. What I found hard was the feeling I was being disloyal to Zara. She's seen me through so many hard times and I actually cried as I filled in the application for a successor.

A couple of months before Zara was due to retire. I realised just how much I relied on her help. I live alone and I couldn't manage without a working dog but I worried about how I would cope with two dogs. Zara was my priority and then in trotted Erin, my successor canine partner. I was concerned that I wouldn't bond with Erin, that I'd constantly be comparing the two. However, the on site training at Canine Partners gave us time to form a bond and now I love both of them very much - Zara for the love, support and confidence she has given me for almost 12 years, and Erin for enabling me to look to the future and making me laugh every day. I love Erin to bits.

**“I love Erin to bits...I can't thank Canine Partners enough for both of my girls. I would be lost without them.”**

*Kate Dowding*

It is very reassuring that Canine Partners support you for as long as you need and knowing that someone from the aftercare team would be visiting in the days following the training course, was comforting. We have been together for over a year now and it is still reassuring to know that Canine Partners is just a phone call or email away.

I can't thank Canine Partners enough for both of my girls. I would be lost without them.

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**Partnerships created  
during 2017**

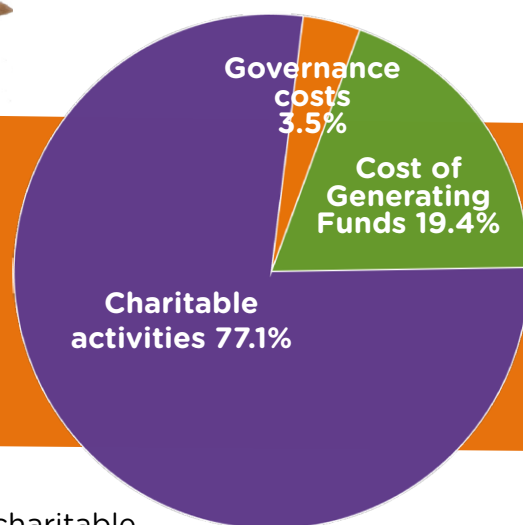
74

**working  
partnerships  
in the UK in 2017**

403



## How we raised and spent our funds in 2017



Despite a significant fall in legacy income in 2017 we received £3,451,392, of which £191,253 was raised for our Capital Appeal which is restricted for the build of the much needed kennels at our Midlands Centre.

Incoming resources amounted to £3,260,139, a decrease of 3% on 2017 due to lower legacy income. Non-legacy income increased by 24% and was achieved from the generosity of our

community, companies, charitable trusts and the hard work of our volunteer community groups.

Running costs for 2017 amounted to £3,291,841, an increase on 2016 which reflects the charity's aim to increase operational output year on year over the coming years.

## We are most grateful to the following for their support this year...

### Our Royal Patron

HRH The Duke of Gloucester KG GCVO

### Vice Patrons

Roger Jefcoate CBE DL Hon DSc  
The Dowager Countess of Clarendon DL  
Lady Kindersley

### Vice Presidents

Elizabeth Ormerod BVMS MRCVS  
Baroness Tanni Grey-Thompson DBE

### Trusts

Ostacchini Family Charitable Trust  
Masonic Charitable Foundation  
Trusthouse Charitable Foundation  
Leicestershire and Rutland Community Foundation

### Senior Management Team

Andy Cook (resigned Oct 2017)  
Nicola Martin BVSc MRCVS (started Feb 2018)  
David Bailey (resigned April 2018)  
Clive Murray  
Anne Yendell

### Trustees Council

Jackie Staunton FCIPD (Chair)  
David Filmer (Vice Chair)  
Simon Clare BSc EdM FInstPet  
Clive Elwood MA Vet MB MSc PhD MRCVS  
Amanda Farren LLB TEP  
Jon Flint  
Claire Graham  
Caroline Hoare BSc MBA  
Nicky Pendleton DipCOT MSc (Rehab)  
Lady Suzetta Rankin  
Mark Richardson MCICM  
Gillian Taylor MRCVS retired April 2017  
Debra Whittingham RN retired April 2017  
Stephen Fletcher FCIBS

### Members of our My Amazing Puppy scheme and donors within our Gift of Independence scheme.

The annual report and financial statements for the year to 31 December 2017 have been drawn up in conformity with FRS102, the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice. A full copy of the Annual Report and Financial Statements for 2017 may be obtained from the Company Secretary on application to the charity's registered office or from the Charity Commission at [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk).

Canine Partners, registered charity in England and Wales (803680) and Scotland (SC039050). A company limited by guarantee, registered in England and Wales company number 2516146. Registered office: Mill Lane, Heyshott, Midhurst, West Sussex, GU29 0ED.