

SPCA Inspectorate Knowledge Sharing;

New Zealand, UK, and Ireland.

New Zealand Winston Churchill Memorial

Trust Fellowship Report

Ben Lakomy

2017

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Signed

*Ben Lakomy*

Dated

*3 July 2018*

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## Introduction

Having spent many hours watching the work of the Royal Society for the Prevention of Cruelty to Animals (RSPCA) on the Discovery Channel as a youngster, I never thought I would be riding along with them in the field!

In April 2016 the then CEO of Wellington SPCA (now the Wellington Centre of RNZSPCA) suggested I work with our Grants Coordinator to apply for a Fellowship with the Winston Churchill Memorial Trust.

If approved, the Fellowship would see me travel to the United Kingdom to spend time with the RSPCA, and then on to the Irish SPCA (ISPCA) in Ireland to take an in-depth look at Animal Welfare Inspectorate best practices and experiences and bring back ideas and plans to share with the New Zealand Inspectorate.

Looking through historic Fellowships that had been approved, I must admit I did not allow myself to have too high expectations, as there were few animal related expeditions to be found.

Having submitted my application, I carried on with day-to-day operations until I received a phone call.

The Winston Churchill Memorial Trust representative who phoned me was very pleased to advise that my application had been approved, and that they would in fact like to see more animal related applications. It was a unanimous vote and I must say that the phone call was very uplifting and I was left on cloud nine, excited at what this could mean for Inspectors and animals in New Zealand.

I then made the phone call to my wife to say I would be away for three weeks.....and that she would be home alone with our four year old, and eight month old for three weeks....she was very supportive!

This was an amazing opportunity for me and for RNZSPCA and I sincerely thank the New Zealand Winston Churchill Memorial Trust and RNZSPCA for making this trip possible.

## Acknowledgements

Again a big thank you to the New Zealand Winston Churchill Memorial Trust for approving my application and for generously funding the trip.

Thank you also to the RNZSPCA who contributed an amount to make this fact finding trip a reality.

Thank you to Steve Glassey (ex Wellington RNZSPCA CEO) for recommending I pursue this Fellowship and for providing a referee report, and to Kirsty Prentice (Grants Coordinator) who significantly assisted me with the whole process.

Thank you to Lisa Glassey and Travel Prefab in Wellington for sponsoring the cost of the flights to England and Ireland.

A big thank you to Alan Wilson, National Inspectorate Manager at RNZSPCA, for also supplying a referee report.

I must also mention the Wellington based SPCA Inspectorate team who all worked together to manage my workload while I was away, and Ros Alsford (General Manager, Central Region, RNZSPCA) who helped manage the funds with me.

Thank you to all the amazing staff at the RSPCA who made me feel so welcome, and were more than willing to share their stories and experiences with me.

Thank you to Paul Littlefair who I liaised with ahead of my trip and to Dermot Murphy (Assistant Director, Inspectorate) and his team including Superintendent Simon Osborne and Chief Inspector Tony Pritchard who hosted me at the RSPCA Headquarters.

I also spent some time with the Special Operations Unit (SOU) at RSPCA Headquarters – thank you to Barry Friar and his team for sharing some of your techniques with me.

Thanks to Mark Martin (Manager of Intelligence) who kindly spent some time with me, Phil Wilson from Prosecutions, and Matthew Gough from Learning and Development.

A big thank you to Inspector Liz Wheeler and to Chief Inspector Patrick Hamby who took me out on the road in the Sussex area and treated me so well.

My Ireland visit was organised with Chief Inspector Conor Dowling who was incredibly helpful and accommodating – thank you.

I spent time on the road in Ireland with Senior Inspector Kevin McGinley and Inspectors Karen Lyons and Elaine Reynolds. As in the UK, they were so welcoming and hospitable and for this I am very grateful.

As I mentioned to most of these people when I saw them; both myself and the RNZSPCA in New Zealand would be happy to host you anytime!

## Executive Summary

One of the most memorable things about my trip was the instant comradery I felt with my colleagues at both the RSPCA and ISPCA.

I may have been on the other side of the world, but I literally felt like I could have been out on the road in New Zealand with someone I had worked with for years.

Many of the people I spent time with had been with their respective organisation for many, many years, and it was encouraging to see that they were all still passionate about making improvements where possible and doing the best they can in what is often a very tough job.

Overall there were so many similarities in how we all operate (even if the RSPCA do their job with no legal powers!). Apart from some obvious difference in paperwork and some processes, we all seem to have arrived at the same modus operandi and go about our work in the same methodical, professional and respectful way, while facing many of the same challenges.

Those of us on the road responding to complaints of animal cruelty and neglect could relate so well, we all deal with the same issues, the same type of people and very similar offending on a day-to-day basis.

Across all three organisations; all the same issues were very topical. Inspector training/retention, health and safety of Inspectors and data/information collection and management were three such issues that prove challenging for all of us. The ISPCA recruit on an as needed basis and conduct in house/on the road training of new inspectors. The RSPCA have bulk intakes and train in-house. Until recently, in New Zealand, there was a 12 month

training course at Unitec that had to be completed by prospective inspectors. We are however, about to embark on a new scheme where prospective inspectors will be employed by the SPCA for a three month training period, required to complete certain assignments and spend the majority of their time with an experienced inspector on the road. This is very exciting and we are looking forward to seeing the results of this new internship model.

It was fantastic to spend time with the Special Operations Unit (SOU) and Intelligence Group at the RSPCA. While I was not able to accompany them on a raid, I got a great insight into how they operate and the kit they have access to. Unfortunately it would seem that the UK has much bigger issues with illegal hunting and dog fighting than in New Zealand, as well as investigating other issues not seen in New Zealand/not investigated by the SPCA in New Zealand, such as illegal animal transports across borders and trapping of desired animals for sale. Because of the need to discretely gather evidence of this type of offending, it is no wonder that the SOU has developed into the highly skilled, professional and well-resourced team they are today. I have come away with some good information to assist in building our capabilities over time as we look to move forward in the area of surveillance in New Zealand. I see a role for surveillance in New Zealand where proof of offending cannot be obtained by overt visits, and where there is concern for what is going on when people think they are not being watched. Once such example would be failure to ever exercise a tethered dog, or the physical abuse of animals. The Search and Surveillance Act 2012 guides Enforcement Officers in the area of surveillance and the SPCA is committed to acting lawfully and reasonably with any actions they take.

While many of the operational recommendations I have made are contained in a confidential addendum (see below note) I also picked up some less sensitive ideas.

## Recommendations:

- RSPCA Inspectors use a fantastic form called an Animal Welfare Assessment Form (see appendix B). This might be used on a first visit to an address where there are animal welfare issues that need to be worked on, but where a more formal direction is not required. It is not a statutory notice as RSPCA Inspector's do not have the power to issue any instructions that must be complied with. It not only outlines what needs work, but it also shows what is being done well/what the owner **is** complying with. I think that there is potential for a similar form to be developed and effectively used in New Zealand to give something other than verbal feedback to animal owners on a first visit. To assist animal owners in complying with their obligations, a Guidance Leaflet is handed out with the Assessment Form (see appendix C).
- RSPCA Inspectors rotate through three different shifts. There is a 7 am to 3 pm shift, a 9 am to 5 pm shift and a 12 noon to 8 pm shift. Having the early start and late finish allows for better coverage at the start and end of the day when it can sometimes get quite busy. If an Inspector completes an on call shift overnight, their shift the following day starts at 12 noon. Currently in New Zealand shift work is not too common and this may be something we could review/consider implementing in order to provide the best service to animals in our community – especially in the summer months when we see a significant increase in late calls in the last couple of hours before dark.
- The RSPCA have developed donation envelopes that are unique to the Inspector who carries them. This means that when an Inspector or other field staff member leaves a

donation envelope at an appropriate job, should a donation be made it will be attributed to that Inspector. This creates a friendly rivalry among staff and of course benefits the animals as it generates more valuable donations. The highest achieving staff are mentioned in regular staff bulletins. While we have donation envelopes in use in New Zealand, it could be an added incentive to individualise them and encourage that same rivalry to achieve as many vital donations as possible for the animals in our communities. This could be achieved by the fundraising team and then the envelopes carried by inspectors and field staff when they are out on the road assisting the community.

- And this, while it may seem trivial to some, is possibly the best thing to come of my trip! Senior Inspector Kevin McGinley from the ISPCA always carried with him a staple gun. It proved very effective for leaving notices at rural locations rather than battling in the wind with lengths of sticky tape and elaborate loops of it around fence posts to keep notices in place. I will now carry one in my ute, and suggest that other Inspectors consider this too – a very handy tool.

While I picked up on some things we could implement, I like to think that in my discussions with the people I met, they too got some benefit from my time with them. We all spoke at length about how we operate as Inspectors, the approach we take with the people we meet and how we deal with the stressors of the job.

I have certainly made many contacts across many departments at the RSPCA who have all invited me (and RNZSPCA) to contact them should they be able to assist with anything we are working on in New Zealand. The same offer has of course been extended to everyone I spoke to.

I have developed a particularly good professional relationship with the Chief Inspector in Ireland, Conor Dowling, and we have been in regular email contact since my visit. As the legislation in Ireland is fairly new (2014) we have been able to provide some templates and other documents that have been of benefit to the Inspectorate there.

There is something very special about making these contacts and being able to assist in this way, and I feel very honoured to have been put in a position to develop these relationships.

With any luck some of the people I spent time with will be able to get to New Zealand (there was certainly plenty of interest expressed) so as we can show them the same hospitality that was shown to me.

*Note that due to the sensitive nature of some information, an additional comprehensive confidential addendum to this report with a further twelve recommendations/suggestions has been created for restricted internal RNZSPCA use only.*

*The information and recommendations in the addendum report will assist RNZSPCA as we strive to provide a professional and dynamic Inspectorate team.*

## Background and Context

I first developed an interest in the SPCA and Animal Welfare while attending a talk about the SPCA at a school holiday program.

From the age of about twelve I began visiting Wellington SPCA in Newtown frequently and got very involved with the education department and with general volunteering. Back then, before Health and Safety was as robust as it is these days, I was able to spend a lot of time assisting with various aspects of the SPCA's work, including riding along with the Inspectorate.

It was from these days on the road that I got to know what the work involved, and ultimately these experiences led me to complete the Inspectorate training when I left college.

In 2005 I began work as an Inspector at Wellington SPCA, and since then I have been promoted to Senior Inspector and now cover the beautiful Wairarapa while also providing advice and support to some of the less experienced Inspectors in the region.

During my time as an Inspector, I can't say that I've seen it all, but I can certainly say that I have seen a lot – the good, the bad and the very, very ugly.

Over the years I have been directly involved with 42 local cases of abuse or neglect that have resulted in charges being laid, as well as issuing countless education and warning letters. Of course there are the jobs we go to where everything is fine, and animals are living great lives.

Given my length of service, knowledge of the SPCA in New Zealand and my senior position, when the opportunity arose to apply for this Fellowship, I felt like it would be a worthwhile venture to see how we stacked up against other SPCA's and to see how we could help each other to be the best we can be.

Having completed some initial training in surveillance, I had found that I thoroughly enjoyed this particular technique. Having spent almost thirteen years conducting overt inspections and door knocks, it was a challenge and quite exciting to practice gathering evidence covertly and with the pressure of remaining unnoticed. I was excited to spend time with the SOU to see how we may be able to develop our surveillance capabilities in New Zealand.

New Zealand, England and Ireland all have relatively similar Animal Welfare Legislation as far as the care of animals is concerned. There are some key differences however and it is worth noting that RSPCA inspectors have no power under their legislation as they are not listed in the Act as Inspectors (police and council staff are). RSPCA however, use the Act to guide how they operate. The below table shows who has the power, and who does not, to undertake some key aspects of investigating animal welfare breaches:

	SPCA NZ (Animal Welfare Act 1999)	RSPCA (Animal Welfare Act 2006)	ISPCA (Animal Health & Welfare Act 2013)
The removal of animals when required	Yes	No (require police).	Yes
Issuing lawful instructions that must be complied with	Yes	No	Yes

Applying for Search Warrants	Yes	No (require police)	Yes
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	SPCA NZ (Animal Welfare Act 1999)	RSPCA (Animal Welfare Act 2006)	ISPCA (Animal Health & Welfare Act 2013)
Seizing items as evidence	Yes	No (require police)	Yes
Enter and inspect animals on land or in premises without consent	Yes	No (require police)	Yes
Enter and inspect animal records and animal feeds on land or in premises without warrant	No	No	Yes

*Different Legislated powers across the 3 organisations*

All of the Acts are publically available online and anyone with a particular interest in the differences between the three pieces of legislation would be encouraged to take an in-depth look at them.

**In New Zealand** we have a team of about 75 experienced, dedicated and hardworking Inspectors who investigate over 15,000 complaints of animal cruelty and neglect a year. Not only this, but many Inspectors are also responsible for responding to all manner of routine animal related calls 24 hours a day. The majority of the Inspectors are based at our 40 Animal Centres across the country.

**The RSPCA** employs 330 Inspectors (36% male and 64% female) to look after 68 million odd people that report about 150,000 complaints every year. There are 540 staff in the Inspectorate overall with 22% working part time.

To give some indication of the numbers RSPCA Inspectors deal with, there were 700 horses in their care at the time of my visit!

The first RSPCA Inspector being was on the streets of London in 1824, before the police were established. Having no legal powers can at times be frustrating for RSPCA inspectors, especially when they feel there is a need to remove an animal from a situation. Inspectors rely a lot on their professionalism and formal appearance (white shirts, blue dress trousers, blue tie and epaulettes with rank) to be respected by the community and get results.

RSPCA Inspectors rely on assistance from Police to seize animals when they identify a need, and therefore have a strong relationship with them.



*Signage at RSPCA*

**The ISPCA** has a Chief Inspector with two Senior Inspectors who each have three Inspectors reporting to them.

In Ireland, the Inspectors face big hoarding and horse related issues. At the time of my visit they had 30 horses in care at their Longford Animal Centre.

In 2017, 16,211 calls were placed to the ISPCA Helpline resulting in 3,273 investigations being carried out by the Inspectorate. 21 prosecutions that ISPCA Inspectors worked on were finalised in the same year.

Not all Counties in Ireland are covered by the ISPCA. Some other SPCA's and local societies/welfare groups are dotted throughout the country and operate in their own areas, the Dublin SPCA has two Inspectors for example.

Interestingly, the Ulster SPCA has six counties located in Northern Ireland, and therefore no authorisation as they are part of the UK and have the same restrictions as RSPCA Inspectors.



*From left: Chief Inspector Conor Dowling, me, Inspector Elaine Reynolds, Inspector Alice Lacey and Senior Inspector Kevin McGinley.*

## Findings/learnings



*RSPCA Headquarters, Horsham.*

### **RSPCA learnings/findings**

The RSPCA has a National Control Centre (NCC), who are responsible for taking calls from the public and monitoring Inspector and other field staff's safety. NCC staff are not employed by the RSPCA, it is an external company. All NCC staff are trained by the RSPCA however, and do consider themselves part of the RSPCA team.

The RSPCA has an MOU with the Fire Service where Fire will only attend animal related rescues if RSPCA requests their assistance. Some fire appliances are now fitted with special animal rescue equipment.

I was interested to note that the RSPCA deals with wildlife such as whales and other natives whereas in New Zealand we have the Department of Conservation.

Much like RNZSPCA has a relationship with Oranga Tamariki-Ministry for Children, the RSPCA have an MOU with the NSPCC – the UK Children's Charity.

An RSPCA Animal Collection Officer (ACO) undergoes four weeks training. There are 100 ACO's across the country. They complete animal collections and rescues only and do not get involved with Inspectorate work. This role is the equivalent of a Field Officer in New Zealand.

An RSPCA Animal Welfare Officer (AWO) is a middle rank. They are upskilled ACO's who attend low level cruelty complaints. There are 45 of these AWO's.

Within the RSPCA Inspectorate there are 40 flood trained staff. In addition, rope and boat rescue trained staff are available – the RSPCA carries out many rope rescues in Wales. All rescue staff meet once per year to train and they converge when needed to perform rescues that are recorded on GoPro's fitted to their helmets.

The RSPCA makes good use of its 190 dedicated wildlife collection volunteers. They recently completed their 1000<sup>th</sup> collection so they are incredibly valuable!

RSPCA Inspectors maintain high visibility at events such as the Appleby Horse Fair to monitor animal welfare.

In addition to the Animal Welfare Assessment form I have already mentioned, RSPCA Inspectors also hand out Animal Welfare Assessment Warning Notice's (see appendix D) that are issued with a Caution. Once again this is not a statutory notice, but it shows an animal owner that in the opinion of the Inspector, they need to take certain actions to improve animal welfare. This is the equivalent of a Notice to Prevent or Mitigate Suffering in New Zealand although it would be an offence not to comply in New Zealand.

If a Warning Notice is not complied with, an Inspector can take the Notice and other evidence such as photos to a vet who can then issue a certificate to say the animal should be removed (section 18, Animal Welfare Act 2006). The Inspector will then request Police to seize the animal. If a case is particularly urgent, this process can be bypassed.

Spending time in the prosecutions department proved interesting and Phil Wilson offered some insight and personal recommendations when it came to investigations and preparing a file for potential prosecution. Many of the RSPCA processes and templates were very similar

to how we operate in New Zealand. There was also a mutual agreement that acting reasonably and in fairness was highly important. The RSPCA has a separate cost recovery team that assist with recovering costs related to prosecutions. Phil spoke about the outcome of one recent prosecution involving an underweight dog that was also suffering the effects of lungworm. The owner was given a 10 month suspended sentence, 100 hours community work, a 10 year disqualification and \$300 costs.

Overall the RSPCA prosecution process felt very similar to that of New Zealand.

While not specifically part of my agenda, I was also able to meet with Matthew Gough from Learning and Development where I gained some information about their recruitment and training processes that will be useful as we continue to develop this in New Zealand. The RSPCA has one intake of 24 Inspectors for training per year, 3500 people applied for the 2017 intake! It costs \$50,000 to train each Inspector.

## **SOU learnings/findings**

The SOU, first established in 1977, is a group of highly trained covert Inspectors responsible for investigating serious, organised, and commercial cruelty. The SOU work closely with Police who are able to obtain and subsequently execute search warrants based on RSPCA files. RSPCA Inspectors are named on the warrants as assistants. The SOU and Police have a very close working relationship.

Some specific examples of the work the SOU get involved with are:

**Hunting offences** including badger hunting with the use of dogs for example, causes a lot of welfare issues for both the badger and the dogs who get attacked by the badgers. A major issue as well as badger hunting, is groups of young lads who go out at night with their dogs and hunt not only badgers but foxes, cats, deer and other animals such as cats. Hunting with dogs is banned in the UK.

**Illegal dog fighting** including street level fighting where bodies are callously dumped and this is when the RSPCA gets called by the public.

**Transport and trapping** offences.

**The illegal puppy trade** makes up about 60% of the SOU's work. The SOU is heavily involved with surveillance and they have an extensive range of resources available to them.

Working alongside the SOU is a team of intelligence officers who gather material to assist in investigations. Social media plays a major role here, and this is used to assist with the

preparation of files. I was able to meet with Mark Martin, the manager of the Intelligence Department. In 2008, the RSPCA had no intelligence capability. Since then, a well-established group has been developed on a Police model.

The Intelligence Group are mostly reactive, but do get involved with some proactive work. It was interesting to hear that the Facebook demographic is 35 years plus, with younger users being more active on other platforms such as Instagram. Within RSPCA there is also a Social Media Department. They will complete initial checks based on information received from public and pass relevant jobs on to Intel for further work as needed. A Research Report is then generated by Intel and passed on to Inspectors.

It was interesting to note that simple steps, such as using Google reverse image searches (using a picture to find related images on the web) and other similar sites such as TinEye (<https://www.tineye.com/>) are effective tools for determining if images are or are not an issue. It was pointed out to me that from time to time historic photos may be used to imply something is currently happening when in fact it is not. RSPCA experienced an example of this where the image turned out to be years old. A number of other sites for use in gathering intelligence and reading material were kindly given to me to pass on to my colleagues in New Zealand. Using the skills of the intelligence group, RSPCA are doing more Intel led campaigns such as ear cropping and they are continually scanning the horizon for what is coming.

## **ISPCA learnings/findings**

ISPCA Inspectors are authorised by the Ministry of Agriculture and they have a close working relationship with them.

All complaints are logged with the ISPCA's Animal Cruelty Helpline which is operated in-house and is manned during normal office hours. Calls are assigned a unique reference number before being disseminated by email to the appropriate Inspector. All calls must be logged, so if an Inspector has something reported to them in the street, they ring it in to the Helpline and a job is created. Around the time of my visit, new software was being explored to improve how information relating to complaints is captured.

Prosecution files are completed by the Inspector in charge. They are then passed to their Senior Inspector to be checked before being passed on to the Chief Inspector. Completed and approved files are then submitted to the Garda (Police) or the Ministry of Agriculture who lay the charges. Based on file content – the Garda will offer the offender an opportunity to interview.

ISPCA Inspectors mostly work from home and spend some time at the centres.

It was interesting to note that for addresses, Google Maps coordinates are used. There are no addresses as such.

*Please note that due to the sensitive nature of the topics discussed with the Special Operations Unit (SOU) Intelligence Department, Prosecutions, and Learning and Development, the addendum to this report contains a lot of what was discussed and observed within these teams.*

## Conclusions and recommendations

As mentioned previously, given the sensitive nature of the conclusions and recommendations, a detailed report has been presented separately to the appropriate people within the RNZSPCA.

Regarding my learnings and experience, I have already started to use some of what I have learned on a day to day basis when I am out dealing with the community. Some of this new information has enabled me to offer new avenues to people I deal with to ensure I am acting as fairly and as reasonably as I possibly can. I have personally shared some of these learnings with my immediate team in Wellington and the Wairarapa and trust that my recommendations will be disseminated to all RNZSPCA Inspectors through appropriate avenues in conjunction with SPCA management.

All RNZSPCA Inspectors and managers should be interested in my reports, both the public report and the recommendations in the confidential addendum. Other agencies such as Police and the Ministry for Primary Industries may also be interested due to the fact they employ Animal Welfare Inspectors (either directly or by virtue of their office). I would encourage anyone with an interest in Animal Welfare to read my public report.

Recommendations I have made will need to be addressed by RNZSPCA management and a plan put in place to implement those that are deemed to be advantageous. Circulation of my report within SPCA followed up with discussions and presentations at appropriate engagements will then cement any changes.

My Fellowship will (both now and with time) advance animal welfare investigations in New Zealand by bringing to light international best practice, implementing new methods (particularly around surveillance and intelligence) and open doors to new relationships with experts in the field of animal welfare in the UK and Ireland.

## References

[www.rspca.org.uk/home](http://www.rspca.org.uk/home)

[www.ispca.ie](http://www.ispca.ie)

[rspca-brighton.org.uk](http://rspca-brighton.org.uk)

[www.rspca.org.uk/local/south-godstone-animal-centre/findapet#onSubmitSetHere](http://www.rspca.org.uk/local/south-godstone-animal-centre/findapet#onSubmitSetHere)

[www.rspca.org.uk/local/mallydams-wood](http://www.rspca.org.uk/local/mallydams-wood)

[www.legislation.gov.uk/ukpga/2006/45/section/18](http://www.legislation.gov.uk/ukpga/2006/45/section/18)

[www.ispca.ie/images/pages/Inspectorate\\_Report\\_2017\\_WV.pdf](http://www.ispca.ie/images/pages/Inspectorate_Report_2017_WV.pdf)

**Resources obtained and available for sharing on request (but also mostly available online):**

Various RSPCA brochures/publications:

- Handle with care – emperor scorpion
- Feeding wild birds in your garden
- Your litter can kill
- Helping hedgehogs in the garden
- Stray cats
- Behaviour problems (dogs)
- Get worm wise
- Keep fleas in check
- Fishing litter hurts wildlife

- Dogs die in hot cars
- How to take care of your cat
- Royal python care sheet
- Living with pigeons
- Living with Canada Geese
- Living with grey squirrels
- Living with hedgehogs
- Guide to caring for freshwater fish
- Puppy information pack (RSPCA)
- The welfare of seized dogs in kennels (RSPCA)
- Animal Action magazine
- Animal Life magazine
- Giving a voice to animals
- 2016 prosecutions annual report

Various

ISPCA

brochures/publications:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>➤ ISPCA wedding favours</li> <li>➤ Responsible pet ownership</li> <li>➤ Home forever programme</li> <li>➤ 2016 annual report 2016-2020<br/>strategic framework</li> </ul> | <ul style="list-style-type: none"> <li>➤ Man up and neuter poster</li> <li>➤ Spring/summer 2017 newsletter</li> <li>➤ 2016 Inspectorate report</li> <li>➤ “About us” document</li> </ul> |
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Appendix A.

## **Itinerary**

### **1 September 2017**

I departed Wellington bound for London.

### **Monday 4 September to Friday 8 September**

I spent the week with the RSPCA at their headquarters in Horsham, West Sussex and out on the road in the community. At headquarters, I met specifically with Paul Littlefair who is Head of International and had assisted in planning my visit. I then spent time with Dermot Murphy's team (Assistant Director Inspectorate), Barry Friar with his team in the Special Operational Unit (SOU), Mark Martin from Intelligence, Phil Wilson from Prosecutions and Matthew Gough from Learning and Development. While out on the road, I was in the Sussex Group area with Chief Inspector Patrick Hamby and his team of Inspectors.

### **Monday 11 September to Friday 15 September**

I spent the week with the ISPCA at their head office in Keenagh, Co. Longford and on the road in the community. My main contact was Chief Inspector Conor Dowling and I spent time on the road with some of his team – Senior Inspector Kevin McGinley and Inspectors Karen Lyons and Elaine Reynolds.

### **Friday 22 September 2017**

I returned to Wellington on Friday 22 September 2017.



## PAIN, INJURY, DISEASE AND SUFFERING

**8 Pain, injury, disease and suffering**

Animals should be regularly inspected to make sure they are well. Animals that appear to be ill, diseased or injured must be cared for appropriately without delay. If they do not respond to that care, professional advice must be sought without delay.

If you notice any of the following you must find out the cause and sort it out.

- Withdrawn behaviour
- Restricted movement and/or limping
- Fever, sweating or panting
- Loss of bodily fluid (beyond normal)
- External injury, disease or infection
- Internal parasites (worms)
- External parasites (fleas, ticks, mites)
- Scouring (diarrhoea)
- Coughing or sneezing
- Discharges (fluid coming from eyes, nose, etc)
- Depression – stress
- Dullness of coat and/or eyes
- Change in appetite
- Vocalisation (dogs barking, cats meowing, etc.) that you know is not normal

**9 Fear and distress**

Any person that manages or handles animals should understand about basic animal behaviour in order to prevent their animal from experiencing high levels of fear and/or stress.

Signs of fear and distress in animals may show in their behaviour, including a constant state of alertness, or always hiding away or being aggressive or pacing endlessly. Losing weight or body condition could also be a sign of distress. Get to know how your animals behave when conditions are normal, and this will help you notice unusual signs.



# Guidance leaflet for the animal welfare assessment form

AN RSPCA INSPECTOR HAS CALLED TO SEE YOUR ANIMAL(S)

You will have been left a copy of an assessment form which shows the officer's view about how the animal(s) are being kept.

This leaflet is designed to help you understand your legal duty to care for your animals under the Animal Welfare Act 2006. It also explains the assessment form you have been given.

## EXHIBIT NORMAL BEHAVIOUR

All animals have their own normal behaviours and your legal duty to care for them means you must meet these needs.

Active animals should have free access to an area in which to display normal behaviour. To stop animals becoming bored and isolated they should be provided with sufficient space, proper facilities and the company of other animals they are compatible with (where appropriate). Boredom is normal behaviour for many animals (such as birds or prey or reptiles). You should find out what your animal needs.

**10 Space**

The amount of space an animal needs depends on the species, age and breed being kept. All animals should have access to a suitable area to exercise, with enough space to ensure they can move freely.

Normal behaviour patterns include feeding, resting, exercising, playing, socialising and grooming.

## SPECIFIC SOCIAL NEEDS

**11 Company**

Most animals live and need company and, where appropriate, they should be kept in groups or pairs of their own kind, or at least with the company of their owner or person responsible for their care.

Most animals should be given company of their own kind, and only kept away from the sight, sound and smell of others when absolutely necessary. You should seek specific advice for the type of animal you have as some animals are best kept alone. Pets must not become bored and/or isolated. Animals need company to carry out many of their natural behaviours such as co-operating over food, guarding, learning, and socialising.

RSPCA national cruelty and advice line: 0300 1234 999



RSPCA, Wilberforce Way, Southwater, Haslemere, West Sussex GU30 9HS  
A charity registered in England and Wales no. 1049181  
1014 048

[www.rspca.org.uk](http://www.rspca.org.uk)

The Animal Welfare Act 2006 now means that any person who owns, or is responsible for, an animal has a legal duty to care for that animal. If you own or care for an animal, you should find out what it needs to ensure you don't risk its welfare.

RSPCA inspectors use the assessment form questions to assess welfare standards. If an inspector has indicated a welfare issue, he/she will carry out a follow up process to reassess the animal's welfare needs. If improvement has been made, it will be noted on the assessment form as 'advice accepted'.

If there is no improvement, you may be issued with a warning notice with specific advice of the welfare issue and what you need to do to resolve it.

The assessment form and warning notice are not statutory notices. They are not legally binding, however the advice given should be followed to ensure your animal's welfare needs are being met in accordance with the Animal Welfare Act.

Further advice on general pet care can be found on the RSPCA website ([www.rspca.org.uk](http://www.rspca.org.uk)) in the advice centre section.

## SUITABLE DIET

### 1 Water quality and quantity

Your animals should have access to drinkable water at all times. The water should be clean, fresh and free of anything that may harm your animal.

How much water an animal needs depends on many things including what it is, what time of year it is, the temperature of the environment, how old the animal is, whether it is fed dry food, and its accommodation/living area. All these things need to be assessed to make sure your animal has enough water available.

### 2 Food

Animals should be fed wholesome food that is right for their age and species. Enough food should be available to them to satisfy their food needs and to make sure they are fit and healthy.

Hunger is what drives all living creatures to seek food and eat. However, hunger should not be allowed to continue over such a long period that an animal has to eat something harmful or it becomes weak or ill. Food should be available as often as required, there should be enough of it and it must be of acceptable taste.

Animals naturally lose some weight during the year and breeding cycle. This is acceptable as long as the welfare of the animal is not at risk.

You must ensure all animals, not just dominant ones, can eat the food you provide.

## SUITABLE ENVIRONMENT

Animals should be protected from extreme weather conditions such as hot or cold temperatures, wind, rain and humidity. Animals should have a suitable, clean, dry resting area available to them.

### 3 Suitable environment

The living area you provide should be suitable for the species and take into account their size, the number of animals kept together and the length of time they will spend there. Any area where animals are kept should provide protection from fear, distress, physical discomfort and weather conditions. There must also be enough space and materials for them to perform normal behaviours.

### 4 Hygiene

Any area provided for animals should not be dirty or in a state of squalor and there should be no threat of disease through lack of cleaning.

### 5 Hazards

Any area provided for animals must not have sharp edges or anything that sticks out that could cause injury or distress to the animal. This includes internal fittings, electrical fittings and all surfaces the animal can reach. Other hazards such as dust, fumes or poisonous substances should also be avoided through proper cleaning.

### 6 Shelter

All animals should have access to suitable shelter (natural or man-made) when they need it. The shelter must be big enough and comfortable, and built to give proper protection against extremes of weather.

### 7 Resting area

All animals need to rest and sleep in peace. They need an area that is dry, warm, clean and secure.

THIS IS NOT A STATUTORY NOTICE



**Animal welfare assessment  
WARNING NOTICE**

You have a legal responsibility to care for your animal(s).  
Failure to follow the welfare advice set out in this notice may  
result in a prosecution under the Animal Welfare Act 2006.

**An RSPCA inspector has called to see:** *[animals and location]*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**On:** *[date and time]*

\_\_\_\_\_

**Animal welfare assessment form numbers:** AWA

\_\_\_\_\_

**Owner/person responsible:**

\_\_\_\_\_

**It is the view of the RSPCA inspector that the needs of the  
animal(s) are not being met to the extent required by good  
practice because:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**What action you must take:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**You must take this action by:** *[date]*

\_\_\_\_\_

**An RSPCA inspector will visit to reassess the welfare of the  
animal(s) on or soon after this date.**

**Chief/Inspector:**

\_\_\_\_\_

**Number:**

\_\_\_\_\_

**Contact number:** 0870 55 55 999

\_\_\_\_\_

IS07 11/06

Appendix E.

### **Travelogue.**

#### **Monday 4 September**

I attended the RSPCA Headquarters in Horsham. I met with Paul Littlefair who took me on a tour of the huge facility and introduced me to all the various departments. I also spent time with Simon Osborne speaking about the Inspectorate and sat in while a draft episode of “Kitten Rescuers” (a popular RSPCA TV series) was reviewed before going to air.

#### **Tuesday 5 September**

I spent time on the road with Inspector Liz Wheeler who has 30 years’ experience as an RSPCA Inspector. We attended several jobs in the Brighton area including following up on concerns for a cockatiel that was living in a flat where the conditions were far from ideal. That visit resulted in the bird being surrendered by the very unwell owner. We then transferred the cockatiel to one of the RSPCA Branch Centres – Patcham (there are both Headquarter Centres and Branch Centres). At Patcham Centre, I was shown their Reptile Rescue facility which houses many exotic species – it was very impressive. RSPCA Inspectors are regularly called to jobs (both complaint and ambulance) involving all manner of exotics whereas in New Zealand we have the Ministry for Primary Industries, and a lot less exotics! Much like many RNZSPCA Centres there were separate “case animal” areas for welfare case dogs that were not so much in view of the public. We then attended a deserted cat job which we were unable to locate, and a plan was established for Liz to drop a humane cat trap back to the address. We then attended a job where there were reports of a matted dog with fleas. We were invited inside the house, a regular occurrence for RSPCA Inspectors, and found that the dog was urinating in the house causing quite an unpleasant environment for

all. Liz spoke at length with the owner who was adamant she wanted to work with the dog's issues and get things right. Liz planned a re-check at this address.

We also dropped by an address where concerns had been reported by Police about a dog being housed in a dirty flat. There was no reply to our door knock there and Liz scheduled to follow up at a later date. We were then tasked with the collection of a stray cat that was handed in to a private vet clinic and this was to be dropped to an RSPCA vet.



*Cockatiel collection, Brighton.*

### **Wednesday 6 September**

I spent the day with Patrick Hamby, Chief Inspector in the Sussex Group - SE5 (see map). In his group, Patrick has 13 full time equivalent staff including nine Inspectors, three Animal

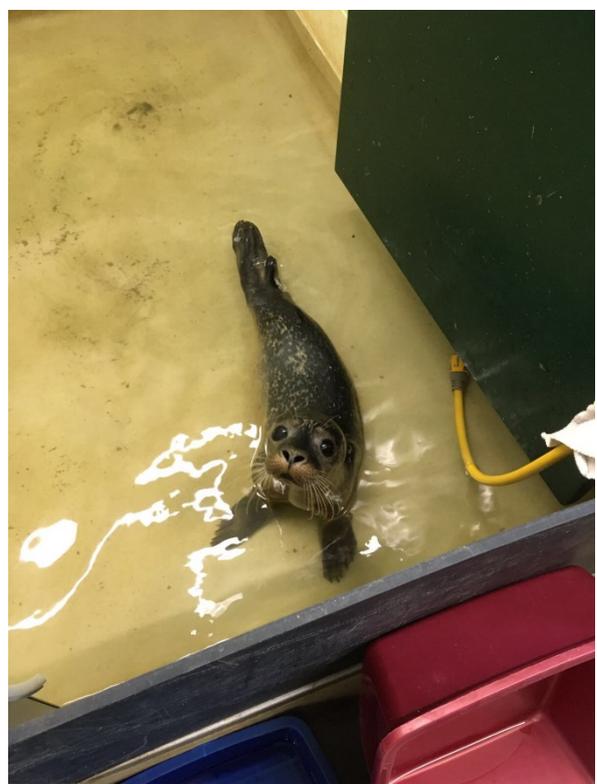
Collection Officers and one Animal Welfare Officer who work out of an office not linked with an Animal Centre.

The Sussex group receives 5,000 complaints and 5,000 collection calls per year. Patrick explained that they run three shifts: 7 am to 3 pm, 9 am to 5 pm and 12 pm to 8 pm. In his area, they have two staff on call overnight. If you are on call, you do the 12 pm to 8 pm shift the next day. The Sussex Group prepare about 30 to 40 case files per year. We visited the



South Godstone Animal Centre where another group Chief Inspector was based.

*A chameleon at Patcham Centre*



*Seal at Mallydams Wood.*

Basing Chiefs at Animal Centres is common, however apart from attending the Centre meetings they work very separately on a day-to-day basis. We also visited the RSPCA wildlife

rehabilitation centre Mallydams Wood where they care for a wide variety of wildlife including seals!

We also passed through Eastbourne where a decapitated cat was found in August 2015 (<https://www.eastbourneherald.co.uk/news/warning-to-pet-owners-as-cat-is-found-beheaded-in-eastbourne-1-6904633>). In a possibly sinister coincidence, a decapitated cat was found on the beach in Eastbourne, Wellington in May 2016 (<https://www.stuff.co.nz/dominion-post/news/wellington/79785983/spca-seeking-information-after-beheaded-cat-washes-up-on-eastbourne-beach>).

Map of the RSPCA Inspectorate Group areas:



RSPCA Inspectorate Group Areas

### **Thursday 7 September**

On Thursday I found myself back at Headquarters spending time with Barry Friar, Head of Special Operations Unit (SOU).

### **Friday 8 December**

I was able to spend some time with Phil Wilson in the Prosecutions Department at RSPCA Headquarters as well as the Learning and Development team. Lastly I was taken by Liz to the RSPCA Animal Hospital at Putney where I was lucky enough to have a look around before heading into London City.

### **Monday 11 September**

This was my first day with the ISPCA. I was collected by Chief Inspector Conor Dowling and we visited the Head Office and National Animal Centre in Co. Longford where I met some of the team and participated in an equine training session for the Inspectorate. I was then teamed up with Senior Inspector Kevin McGinley and we travelled to Roscommon for the night.

### **Tuesday 12 September**

I was out on the road with Kevin for the day and we travelled from Roscommon up to Letterkenny. We attended two jobs – one was for dogs kept in a shed but we were unable to locate them with the information provided. The second was a recheck on a Husky where we confirmed shelter had been provided since an initial visit by Kevin.

### **Wednesday 13 September**

I was again out with Kevin and we visited the soon to be completed Donegal Animal Centre. This was to be where Kevin would be located and he had been responsible for managing the construction of the Centre. We also attended four jobs. One was a report of three Collies

being housed in a shed where we did not find any major concerns and left a notice (the equivalent of a New Zealand Record of Property Visit notice) to advise of the visit and requesting a call.

The second job was similar with a report of two Collies in a shed. Again, nothing of major concern was noted and we left a notice. We then drove by a paddock of interest to Kevin to check if any horses or donkeys were present – none were seen. Kevin had been working with a Ministry of Agriculture Vet in relation to some animals there. Lastly, we checked on a Schnauzer in a yard that was said to be without access to adequate shelter. We could not see the dog and again a notice was left.

#### **Thursday 14 September**

I was again out with Kevin first thing and then with Inspector Karen Lyons in the Midlands. Karen and I attended three jobs. We rechecked on a white German shepherd and confirmed he had received a much needed groom and that the yard he was in had been cleaned appropriately after a previous visit by Karen. At another job, we confirmed a second German shepherd had shelter.

Lastly, we checked on multiple Collies at an address where a repeat offender had come to the attention of the ISPCA. Several dogs were surrendered on that visit and since my return to New Zealand, all the remaining dogs were seized from the property by Court Order. Ultimately, four dogs were returned to the owner on certain conditions and the case has been adjourned for a few months with some controls on the offender. Should he step out of line, the case can be taken back to court.

## Friday 15 September

I was again out on the road with Karen and then Inspector Elaine Reynolds. I accompanied Elaine on several jobs. The first call was to an allegedly dead horse in a paddock. We were not able to locate any sign of a dead horse, just three very much alive Irish Cobs.



*Irish Cob, Ireland*

We then visited an old Collie that was tied up inside a shed at a farm. We were not able to see the dog and there was no one home so we left a notice for the occupants to call. We

then checked on another Collie that turned out to be a seemingly malicious complaint made by the dog owner's ex-wife and there were no concerns for the dog's welfare.

We paid a visit to a Husky that was in need of a groom and there were excessive faeces about in his area. We then checked on a Newfoundland that allegedly had no shelter but it turns out that it did. Lastly, we visited an address in relation to an allegedly distressed Great Dane – Elaine left a card with a minor at the address for the owner to call her and discuss the dog.