

Review of Animal Welfare, Kennelling and the Protection of Pets

PDSA Acklam Road
Middlesbrough
Cleveland
TS5 4EB

Underpinning knowledge of PDSA

- Charity founded in 1917 by Maria Dickin 'Help the Pets of those Most in Need' This is still our ethos today; pets should not suffer in times of financial hardship.
- 91% of pet owners say that a pet's health and wellbeing should not suffer due to owners' financial hardship
- Pets are a lifeline when times are tough, owning a pet brings happiness and combats loneliness, improving their care givers lives.
- In 2025
 - Our PDSA pet hospitals treated 422,000 pets
 - 274,000 dogs; 140,000 cats and just over 8,700 pets including rabbits
 - On average, we care for around 4,900 pets every working day across our pet hospitals, approximately 11 pets every minute, across 40 UK Pet Hospitals and associated clinics
 - Providing approximately 2.2 million treatments a year.
- Middlesbrough history, our first dispensary was opened in 1937 at 59 Corporation Road; in 1974 we moved to 11 Borough Road; In 1988 we moved to our first purpose built Pet Hospital 148 -150 Borough Road; and in 2005 we moved to our current site on Acklam Road. As such we have a long history of service to the community across Middlesbrough and surrounding areas of nearly 90 years.
 - Our Middlesbrough Pet Hospital registers approximately 9,000 pets a year
 - Treat an average of 330 pets per week around 1,500 per month
 - Providing a holistic range of treatment where 41% of the individual pet workload per year includes

- 4% Neuters - ave 15 per week
 - 8% Vaccinations - ave 30 pets per week
 - Microchips for all
 - Flea and worm repeat prescriptions and other over the counter preventive care and nutraceuticals.
- PDSA deliver veterinary care and preventive services to those who qualify and register for treatment.
 - We are not a rehoming or a kennelling organisation for stray pets or otherwise.
 - This is outside of our Charitable Objects and the remit of other Charitable Organisations.
- Our service is provided to pet owners in a postcode catchment area
 - All the TS postcodes 1–29 except TS13
 - Darlington postcodes DL1-6; 14 -17 so we cover a wide range of council areas with differing expectations
- We provide service to those who are in receipt of a range of benefits and this provision will entitle them to either our Charitable (funded) service or our Concessionary low-cost service however the treatment provided is the same across both service provisions, Charitable (funded) or Concessionary low cost.
 - Consultations & Surgery – Funded and Concessionary
 - Preventive care including neutering, microchipping, parasitic prevention is the same reduced cost to all pets presented for preventive care
 - 24/7 OOHs Emergency care provision Funded and Concessionary service
- Resource is accessed by appointment online, and eligibility for the service can be checked at www.pdsa.org.uk/eligibility where clients can register for our services.
 - Registration lasts for one year
 - Clients who have no internet access can get assistance from our National Customer Service Centre NCSC based in Sunderland – 0300 3737 223 (anticipate wait times)
 - We have a Pet Health Hub available to anyone in the UK for pet advice for dogs, cats and rabbits www.pdsa.org.uk/phh ask it any questions and it will find you an answer

- We rely wholly on contributions and donations from members of the public. We receive no government funding, and clients are asked to leave contributions towards their pet care, funded or concessionary – we treat more pets than all other UK veterinary charities put together.
- Two out of three treatments (approximately 1.5million treatments) are funded by Gifts in Wills every year – equivalent to approximately 282,000 pets per year or 3,270 pets per working day.
- Out of these we support 339,000 clients including 625,000 family members too by helping keeping people and pets together.
- Of these we treated over 89,000 pets with emergency conditions, on average 246 per day.
- Tangible costs can be provided.