IMPACT REPORT 2025



JSPCA



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CEO Welcome





Welcome to our first impact report. As we reflect back on 2025 we highlight some of our challenges but also successes and our plans and ambitions for the future. Thanks to your support, we were able to continue working towards our vision and mission driven by our purpose.

The JSPCA Animal Shelter has always been here for the animals and it's vital we continue to support and evolve the legacy left by Francis Wilson, founder of Jersey's Animal Shelter. Today, we are a multidisciplinary team providing various interventions for animal care and welfare. We stand for the animals and by the animals ensuring they have a voice.

We welcomed a new CEO, Pam Aubert and started to implement a new 5 year strategic business plan setting out key pillars that form the foundation for our future and support our vision and mission. Our aim is to be at the forefront of animal welfare and policy driving best practice through animal welfare programmes, collaboration and responsible pet ownership initiatives.

We will embed education into everything we do, ensuring pet owners, professionals and future generations have the skills, resources and understanding needed to prevent welfare issues before they arise.

Regeneration of our site and ensuring the team have the right facilities and equipment to maximise animal welfare are key drivers for us. The site of the JSPCA on St Saviours Road is more than bricks and mortar, it is the spiritual home of animal welfare in Jersey. Generations of islanders have walked through our gate to adopt, seek help, say goodbye and to show love. For nearly 160 years the JSPCA has been a part of island life.

2025 saw us care for and attend to 1,898 domestic animals and wildlife across the year. Our team received 17,739 calls to our landline and our ambulances attended 3,138 call outs.

We remain open and committed to collaboration and building new ways forward working together to benefit our islands animals. It was a privilege to be part of the Government run LINKS training that highlighted the links between domestic abuse and animal abuse. We were consulted on the Draft Animal Welfare Law due in 2026, and raised some challenges and concerns but fully support the need for its modernisation. Working collaboratively we can achieve so much more and this will be a focus for us moving forward.

However, none of our work is possible without the passionate, purposeful team of employees, volunteers and supporters. We are incredibly grateful to everyone who has donated their time, money and resources to us. In 2025 over 6,000 volunteer hours were donated across the charity. Our volunteer Committee provided strategic governance and direction. 2025/26 is the last year of our current President Ben Shenton who has served two consecutive terms. Thank you to Ben for his commitment and dedication to the charity. We are grateful for your stewardship.

We are committed to our people and building a workplace where every individual feels supported, heard and empowered to grow. Guided by compassion, integrity, collaboration and excellence, we will make decisions that honour our mission, strengthen our teams, and improve outcomes for animals and our community.

Thank you to our supporters, donors, partners, fundraisers, regular givers, foster carers and new adopters who have helped give animals a second chance. Your kindness and generosity have enabled us to continue providing our services to animals in our care.

The JSPCA remains committed to driving purposeful and impactful change for animal welfare today, and for future generations of animals and owners.

In a fast-moving world, the challenges facing animals never stand still. This year brought tough economic pressures that stretched our services and made fundraising more difficult. Despite the economic climate, our community showed remarkable compassion through their generous support.

Together, we are transforming animals' lives by expanding our work with partners and the public. From fostering and fundraising to campaigning, volunteering, transporting animals, and helping them find new homes – every action matters, and every action changes a life. Our mission remains clear: to build a future where animals are safe, and where humans and animals can thrive together.

Thank you.

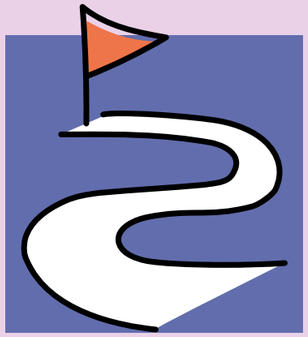


Pam Aubert
CEO



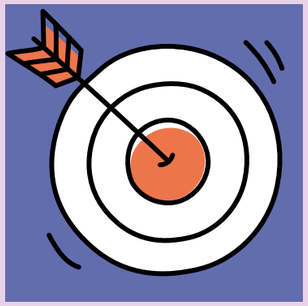
Ben Shenton
PRESIDENT

Vision and Mission



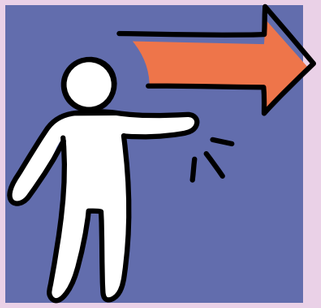
Our Vision

An island where all animals are treated with kindness and compassion.



Our Mission

Prevent cruelty, promote knowledge, provide for the aged, sick, lost and unwanted animals of Jersey.



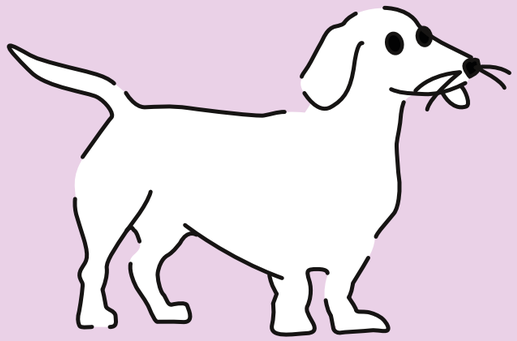
Our Purpose

We exist to protect animals, support people and promote a more compassionate and informed community.

Our Services

The JSPCA provides expert care, emergency response and support for animals across Jersey. We are here for animals in crisis and for the people who care about them responding with professionalism, compassion, and commitment. We operate 24/7, 365 days a year, ensuring that animals are never without help when they need it most.

- Rehoming and rehabilitation for domestic animals
- Wildlife rescue rehabilitation and release
- End-of-life support and compassionate care for animals and their owners
- Public education and outreach
- Cremation service
- In-house veterinary care
- Cat boarding to take care of your cats while you are away.







Dot's Story

In June 2025, our poor little cat, Dot, was hit by a car, right outside our house.

She was jumping off a wall and sadly the angle she hit the car at meant that she suffered head trauma and there wasn't another mark on her. She was only just two years old and we were devastated.

Thankfully, two ladies stopped their cars either side of her to protect her from passing traffic, called the JSPCA Animal Ambulance immediately and kept her still and warm. As soon as we realised what was going on outside the house, I was there by her side keeping her calm. Within no time at all, the Animal Ambulance arrived and whisked her off to New Era for emergency treatment.

New Era managed to stabilise her in the first couple of days and gave us hope that she might be able to recover, although warned us she wouldn't be the same cat she was before. She was transferred to our vet at Jersey Village Vets once stabilised and was there for nearly three weeks receiving treatment to reduce inflammation on her brain and give her damaged neck and jaw time to recover. Her brain injury meant she was unable to sit up or eat on her own and as she started to come round, she received physiotherapy to help her.

Once she came home, we weren't sure how much more of a recovery she would make. She had to relearn how to sit up, walk, balance and do cat things but within weeks, she'd gone from having to prop herself up to walk (she could only go left and was walking round rooms one way against the wall to keep herself upright!) and was back trying to scale the fence!

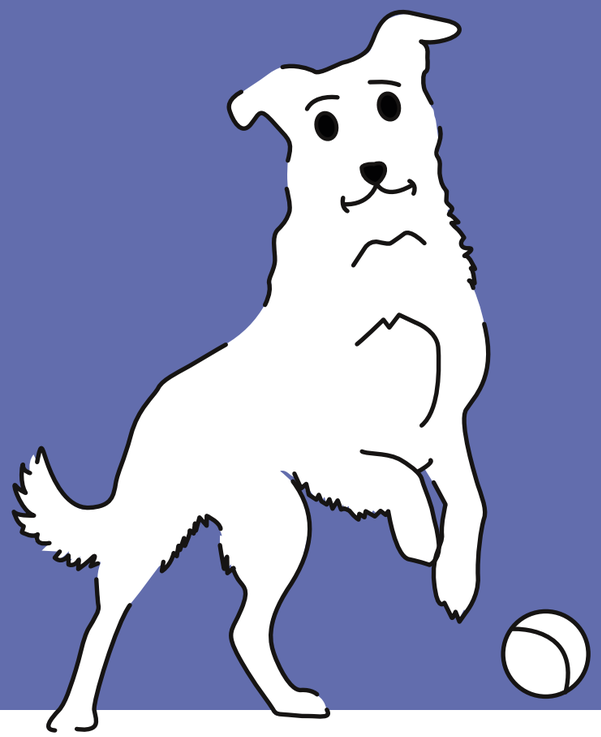
Now nine months on, she's back to being the most loving little Dot with the loudest purr, 'helping' me with my sewing! She still walks with a funny little limp and tends to curl her head to one side like one of those fortune telling fish you used to get in Christmas crackers but she's happy.

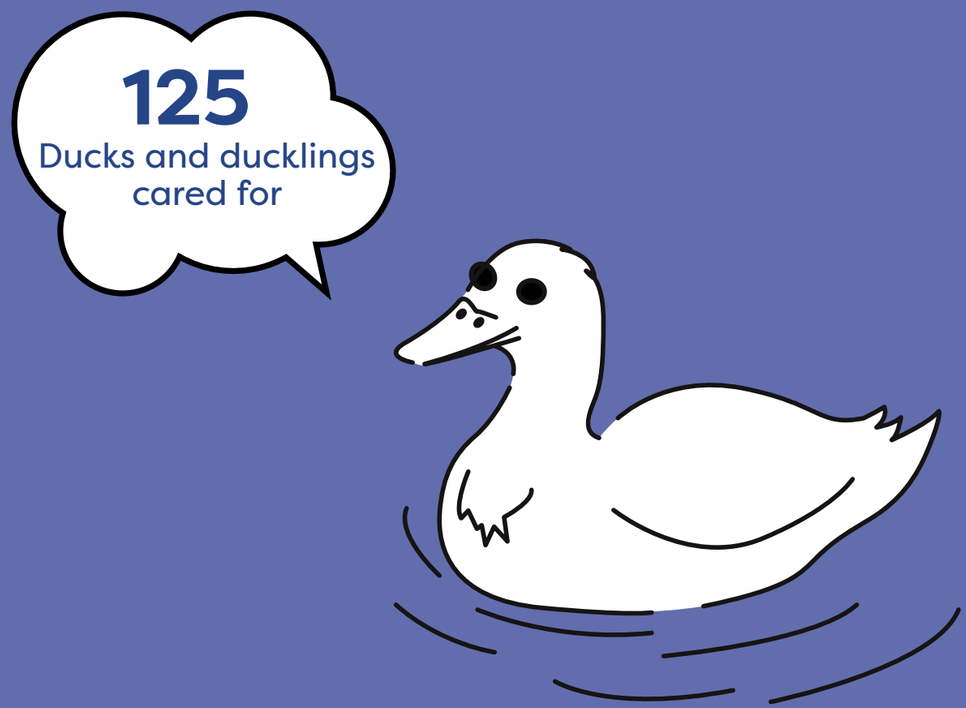
If it hadn't been for the JSPCA Animal Ambulance reacting so quickly and getting her to the emergency vet, we may not have been able to save her, let alone see the incredible recovery she's made.

I will be forever grateful to the JSPCA for enabling her to keep a few of her nine lives for another day!

Timing is everything!

Animal Welfare





In 2025 we introduced the Animal Welfare Officer role to enable us to respond to increasing reports of welfare concerns.

Since June 2025 they attended 214 cases excluding any joint cases attended with the States Vets. The number and complexity of public animal welfare concerns remain high. Implementing recommendations will enhance oversight, improve animal welfare outcomes, and ensure accountability. Public engagement continues to be essential in identifying and resolving welfare concerns effectively.

The JSPCA was involved in the consultation process in 2025 of the Animal Welfare (Jersey) Law 2024 amendments. The charity expressed serious concern that future orders would not be subject to established consultation processes but are confident that moving forward collaboration with the JSPCA will take place as part of an early review process for all future orders. It is vital that our voice for the animals is heard and we are working collaboratively the States Vets, Police and other agencies for the benefit of animal welfare.

We have highlighted some emerging themes identified by the Animal Welfare Officer and will be looking ahead at how we can use education and public awareness to reduce them.

Emerging Themes

- **Neglect of domestic cats and dogs:** Cats and dogs frequently left outside without food, water, or shelter.
- **Repeat concerns:** Some properties persistently present welfare risks despite prior interventions.
- **Owner accessibility challenges:** Unresponsive or uncooperative owners limit welfare verification.
- **Environmental hygiene issues:** Accumulation of faeces, dirty bedding, and unsanitary enclosures.
- **Potential abuse:** Incidents of verbal and physical aggression toward dogs observed by the public.

What welfare means to us

Every animal deserves a life-worth-living and should have the chance to survive and thrive. We go beyond the necessities of food, shelter and medicine by also providing safety, care, nourishment and enrichment.

Our approach to animal welfare is steered by evidence and relevant, up to date research which we strengthen through continuous learning and development.

Laws and licensing

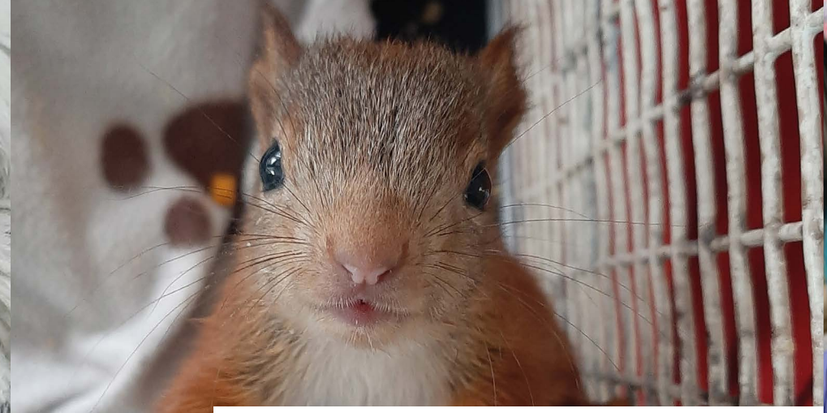
We operate the JSPCA under licence from the Government of Jersey, Department of Environment and comply with relevant legislation, namely the Animal Welfare (Jersey) Law 2004 and Wildlife (Jersey) Law 2021. Animals are housed and cared for in accordance with the Animal Welfare Codes issued under the Animal Welfare (Jersey) Law 2004. The JSPCA does not have a licence to seize animals.

JSPCA Charter

The care of animals is our priority, our people are vital too. We are committed to supporting the people who care for animals–our employees, volunteers, and community. To help us stay true to our mission and values, we have created the JSPCA Charter which sets out our role and responsibilities. It guides how we work and make decisions, ensuring they are in the best interest of the animals, their carers and the community.
Our charter can be found on our website.

Scan the QR code to view the JSPCA Charter







Red Squirrels

Wildlife including squirrels are cared for by our passionate, dedicated and knowledgeable clinic team.

In 2025 we had 46 squirrels that came into our care and 11 of these were hand reared. A baby squirrel called a Kit may fall from its dray for multiple reasons. It could be that a predator has taken them and dropped them, or a storm has knocked the whole dray from a tree. Sadly not every squirrel makes it but those we rehabilitated and released stand a great chance back in the wild.

Squirrels mainly eat seeds, but also nuts, fungi, bird's eggs, berries and young plant shoots. The majority of their active time is spent looking for food. Squirrels typically live in woodland but are also dependent upon hedgerows and tree lines to commute from one area to another. Creating woodlands and corridors of hedge and tree lines is the best way to help squirrels as well as a wide range of wildlife.

Red squirrels are a protected species. Although it may be tempting to try to hand raise an orphaned squirrel, it is an offence for a person to keep, or to have in his or her control or possession a protected wild animal without a license. We are incredibly lucky to have red squirrels in Jersey, it's important that we all work together to help protect them. Here are a few things you can do to help:

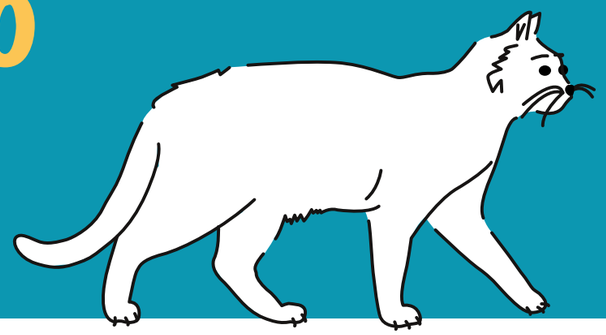
- Be cautious when felling or trimming trees (squirrels rely on mature trees for food and shelter.)
- Preserve hedgerows and green spaces as they're natural corridors for movement and nesting.
- Put up nest boxes specifically designed for squirrels (they need safe, dry places to raise their young.)

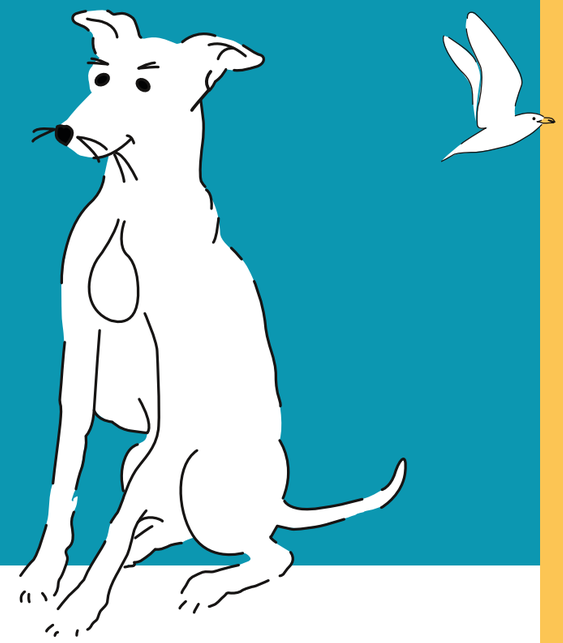
If you find an injured squirrel, please call the JSPCA to seek help and one of our ambulance drivers will come to the rescue.

Each baby squirrel has a dedicated person who will feed them from 6:00am until midnight until they are old enough to eat on their own. In 2025, a total of 11 hand-raised red squirrels were successfully released. Each squirrel is unique and often display distinct personalities. It can sometimes be tiring both emotionally and physically but we absolutely love what we do.

Nina CLINIC ANIMAL CARER

Strategic Business Plan
2025 – 2030





PREVENT

Be at the forefront of animal welfare policy change and driving best practice through animal welfare programmes, collaboration and responsible pet ownership initiatives.

What does this look like?

- Introduce and enhance our animal welfare service
- Create an Animal Welfare Strategy
- Collaboration with other charities and organisations

How will we do it?

- Use our voice
- Campaigns to engage and inform our community
- Engage with key stakeholders in our community

PROMOTE

Knowledge is the key to better welfare. JSPCA will embed education into everything we do, ensuring pet owners, professionals, and future generations have the skills, resources, and understanding needed to prevent welfare issues before they arise.

What does this look like?

- Design and implement an Education Strategy
- Annual impact reports
- Enhance customer experience

How will we do it?

- Deliver accessible education programmes and resources
- Work with partners and various stakeholders to drive a more connected sector
- Communications Strategy

PROVIDE

Drive forward the regen project, focusing on funding and implementation. Ensure the team has the right facilities and equipment designed to maximise welfare, efficiency and impact.

What does this look like?

- Design and implement an Education Strategy
- Annual impact reports
- Enhance customer experience

How will we do it?

- Deliver accessible education programmes and resources
- Work with partners and various stakeholders to drive a more connected sector
- Communications Strategy

PEOPLE

Building a workplace where every individual feels supported, heard and empowered to grow. Guided by compassion, integrity, collaboration and excellence, we will make decisions that honour our mission, strengthen our teams, and improve outcomes for animals and our community.

What does this look like?

- Implement a HR and Performance Management Framework
- Define and implement an EVP and VVP

  EVP - Employee Value Proposition

  VVP - Volunteer Value Proposition

How will we do it?

- Safer recruitment
- Embed EDI across all aspects of the organisation

  EDI - Equality, Diversity & Inclusivity
- Continual learning

INCOME & SUSTAINABILITY

Focus on implementation and delivery of fundraising strategy. Review and explore income stream opportunities to create a stronger future for the JSPCA.

What does this look like?

- Create and implement a Fundraising Strategy
- Review and evaluate all income streams
- Create a data dashboard for reporting

How will we do it?

- Inspire and involve supporters and donors
- Develop strong supporter relationships by impact driven storytelling

Our enablers

We will build resilience in 5 key areas to deliver our Strategic Business Plan.

- Our Supporters
- Our People
- Our Audience
- Collaboration
- Evolutionary Growth
- Technology

Our Year in Numbers 2025



£4,000
A DAY TO RUN THE JSPCA



17,000+
PHONE CALLS RECEIVED



3,138
NUMBER OF AMBULANCE CALL OUTS



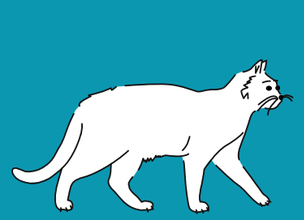
23,000
AMBULANCE MILES



4,360
TOTAL VET CONSULTS



544
VET OPERATIONS IN 2025



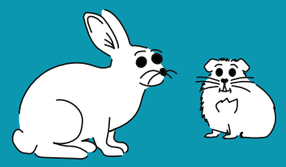
99
CATS RE-HOMED OR CLAIMED



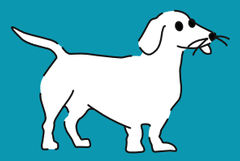
117
REPTILES AND FISH REHOMED



12,000+
PEOPLE THROUGH RECEPTION



96
SMALL ANIMALS REHOMED



18
DOGS RE-HOMED OR CLAIMED



670
CATS BOARDED



6,000+
VOLUNTEER HOURS



1,433
WILDLIFE GIVEN CARE

OUR VALUES

Supportive
We support, inspire and champion our people.

Hopeful
We aspire to build a better future for the Island's animals.

Empathetic
We deliver our work with kindness and care.

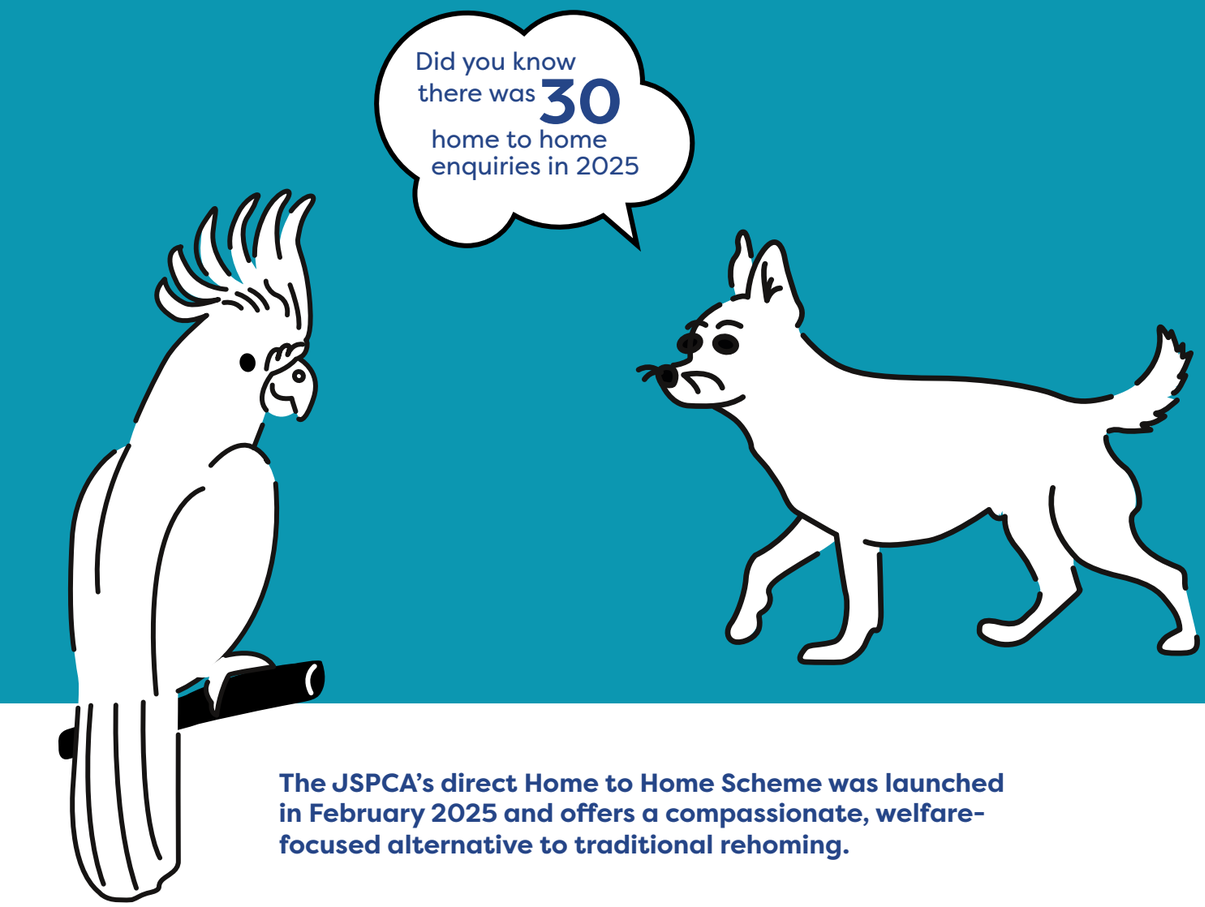
Leading
We lead with compassion and commitment.

Together
We make a difference.

Evolving
We learn, we connect, we grow.

Resilient
We face challenges, with integrity and professionalism.

Home to Home Service

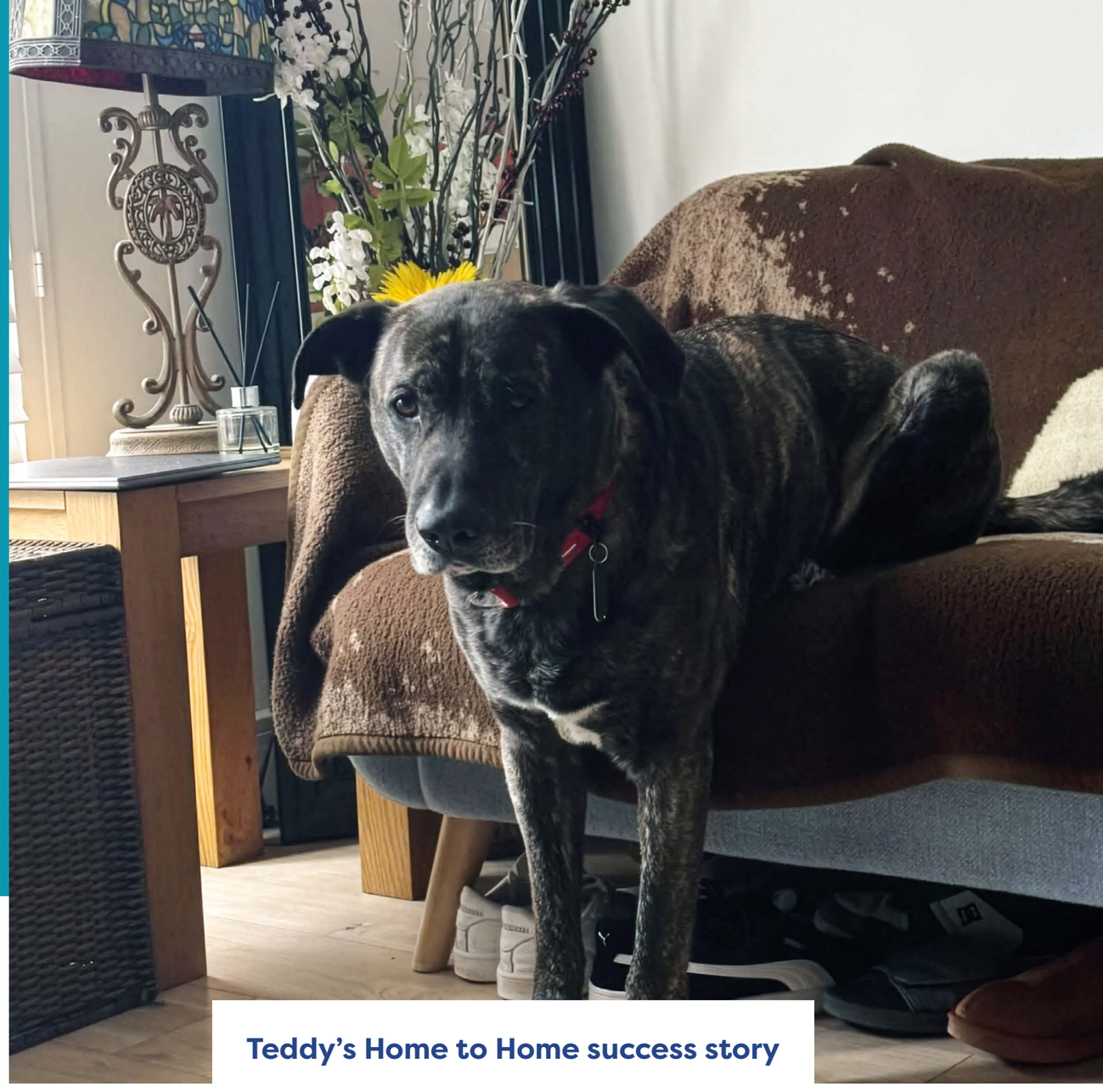


The JSPCA's direct Home to Home Scheme was launched in February 2025 and offers a compassionate, welfare-focused alternative to traditional rehoming.

The scheme enables animals to move directly from one home to another without the stress of entering kennels and having to come into the care of the JSPCA. Animals remain with their owners throughout the process, reducing upheaval and potential distress for all parties, whilst the JSPCA supports responsible rehoming through advertising, application forms, home checks, and advice. Since the launch of the scheme, the JSPCA has directly supported the successful rehoming of 7 dogs, 2 cats and 3 rabbits, as well as other species including birds, snakes and fish.

Key benefits of Home to Home

- Animals remain in their familiar home environment, avoiding the stress of entering kennels.
- Reduces potential emotional strain on owners who may feel guilty about surrendering their animals.
- Responsible rehoming is supported through JSPCA advertising, application forms, home checks and advice.
- Owners retain greater involvement and control in the rehoming process, with the option to stay in contact with new owners if both parties agree.



Teddy's Home to Home success story

I'm grateful for the support I received through the Direct Home to Home scheme.

From the very beginning, Zara made the whole process clear, reassuring, and much easier than I expected. Rehoming a pet is an emotional and difficult decision but having the guidance and understanding from the JSPCA made all the difference.

The communication throughout was excellent, and I always felt informed and supported at every stage. The scheme allowed Teddy to move into a home that suits him perfectly, and knowing he's settled and happy has given me a lot of comfort.

I would absolutely recommend the direct Home to Home scheme to anyone who finds themselves needing to rehome a beloved pet. It's a compassionate, well-organised service that puts the animal's wellbeing first while ensuring owners feel supported throughout.

Our People



At the JSPCA, our people are at the heart of everything we do.

Our people are central to delivering our mission and vision and sustaining the compassionate, expert care that defines our work with animals and the community.

Over the years the JSPCA workforce has grown to meet the demands of the animals in our care. We have a multidisciplinary team includes veterinarians, vet nurses, animal behaviourists, ambulance drivers, receptionists, kennel and clinic members and a lean organisational support team.

The cattery is one of my favourite places to be. Spending time with cats who are sometimes nervous, seeing them thrive and ready for new home is very heartwarming and rewarding. It's lovely to see them if they come back as boarders too, the caring staff do a first-class job and are lovely to work with.

Pauline
VOLUNTEER

The JSPCA is a purpose-led charity we are proud to be a team of passionate professionals who bring purpose, compassion, and pride to everything we do. We lead ourselves and others by example, upholding high standards in the care we provide and the way we work together. Our culture brings our values to life, shaping how we work together, care for animals, and serve our community.

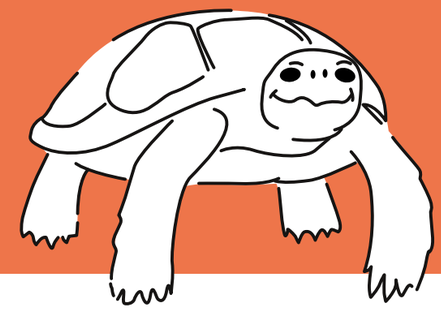
2025 was a year of significant transition and organisational change but also one of stabilisation and strengthening, putting us in a great position as we step into the year ahead.

Our Volunteers are a vital part of our workforce who provide committed and dedicated support across all aspects of the charity. We have around 50 regular volunteers who turn up daily to help us deliver our services. While most of our volunteers work directly with the animals, helping with feeding, cleaning, enrichment and socialisation others give time at our charity shop as well as provide admin and fundraising support. During 2025 over 6,000 volunteer hours have been provided. We never underestimate the value and huge impact our volunteers provide, and we could not do what we do without them.



JSPCA Ambulance Team

Partnerships



The JSPCA has been working in partnership with Highlands College for over a decade and it has proved to be a huge success for all involved. In the past 10 years 150 students have completed the Animal Management Course at Highlands and some students have gone on to become employees.

For more than 10 years, Highlands College's Animal Management courses have been proudly partnered with the JSPCA, working together to support both our part-time and full-time programmes.

The delivery of our City & Guilds Level 2 and Level 3 qualifications is reliant on providing the students with current, relevant and varied hands-on experiences across a wide range of animal species.

The JSPCA has been instrumental in enabling this. Through consistent access to a professional animal care environment, our students gain essential real world exposure that cannot be replicated in a classroom alone.

This partnership not only strengthens their curriculum learning but also develops key employability skills, confidence, and the professional behaviours needed to work in the animal care sector.

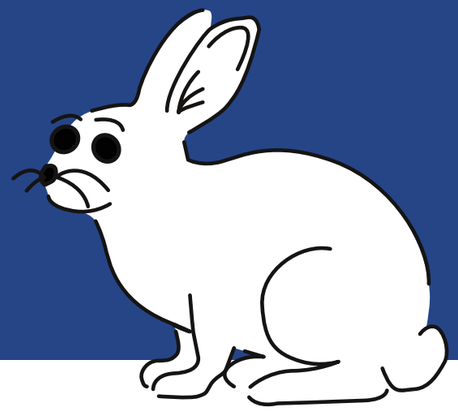
We are grateful for the JSPCA's long standing commitment to supporting our learners. We hope that we can continue to work together to shape the next generation of skilled professionals who will champion and safeguard animal welfare in the future.

Tanya Miller
HIGHLANDS COLLEGE

Completing the Animal Management course at highlands was a great start for me, I got to see what working at the animal shelter was like. It made me decide that I wanted to work with animals especially in this environment. I love working with the animals and doing the course gave me the confidence to apply for the job at the JSPCA. I have now been in my job for almost a year and I enjoy every minute!

Leila
ANIMAL CARER

Funding

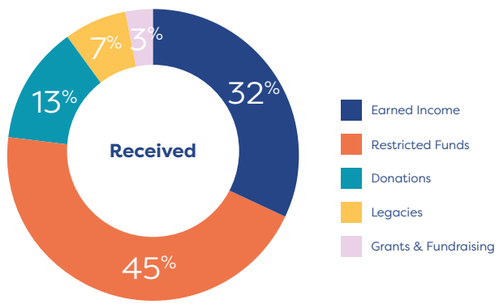


Our biggest challenge is raising enough money each year to deliver our services. We do not receive any Government funding and rely solely on our community of supporters.

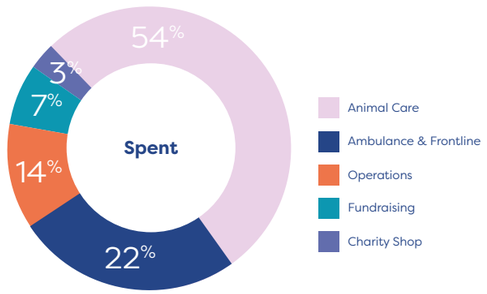
Unrestricted funding is key to enabling us to deliver our day to day services. Restricted funds enable us to progress projects and specific works in line with the donations request. Our people are our biggest asset and cost for the charity but vital for us to deliver our service. We started to implement our fundraising strategy in 2025 and will continue to engage with our supporters, donors and the wider community with events and various fundraising initiatives. Every gift we receive enables our ambulance to be on call 24/7, 365 days a year, our vet team to triage, consult and provide treatment, our clinic team and animal care team to provide rehabilitation an support to domestic animals and wildlife in our care.

Legacies are one way for charities to survive but hugely unpredictable in 2024 we had legacies totalling £1.38 million and in 2025 legacies totalling £150K, a variance of 89%. The legacy funds we received in 2024 enabled us to survive through 2025 but we cannot live on legacy luck alone. Leaving a gift in your will of any size will make a massive difference and can be transformational but with their unpredictability we will be focusing on finding more sustainable income streams.

How we raise our funds



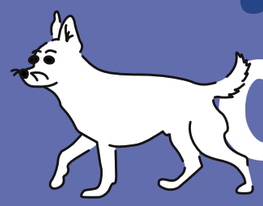
How we spend our funds





THANKS TO YOUR SUPPORT YOU HAVE GIVEN MORE SECOND CHANCES FOR OUR FURRY FRIENDS AND THE WILDLIFE IN JERSEY









Looking Ahead

As we move into 2026, we continue to strengthen our foundations and reconnect with our community.

There are a number of key priorities going into 2026 which include the implementation of our fundraising strategy and Strategic Business Plan with it's 5 key pillars around protection, provision, promotion, our people and income and sustainability. We will continue to develop and evolve our stakeholder relationships with the States Vet, Police, other charities, organisations and animal support groups.

We aim to be at the forefront of animal welfare policy and change and supporting the secondary legislation through consultation with the States Vets. We want to conduct research to understand animal ownership in Jersey and identify how we can support the wider communities needs. Our aim is to embed education across the charity in all that we do and ensuring our facilities are maximised for animal welfare. Creating financial stability is vital for the charity and we will be increasing our visibility and engagement through fundraising and other commercial activities.

Our shelter has been around for nearly 160 years, and we need your support now more than ever. The charity quietly supports hundreds of animals with call outs, treatments and care year in, year out, against all odds with compassion and commitment. We are filled with hope for the future fuelled by the passion and purpose of our people. We are strengthening our foundations to build a more sustainable future across the charity. The resilience and dedication of everyone at the charity is demonstrated in how they show up day in day out for the animals in our care. Everyone who works and volunteers for the charity had played and continues to play a key role in the delivery of our vision / mission, and makes a tangible difference to the countless animals that come through our door.

Our deepest thanks go to our team of employees, volunteers, committee members, donors and supporters. Without you we simply could not do we do - thank you.









> **Never a dull moment, lots of problem solving and heaps of compassion needed but super rewarding.**
>
> **Greg**
> ANIMAL AMBULANCE DRIVER

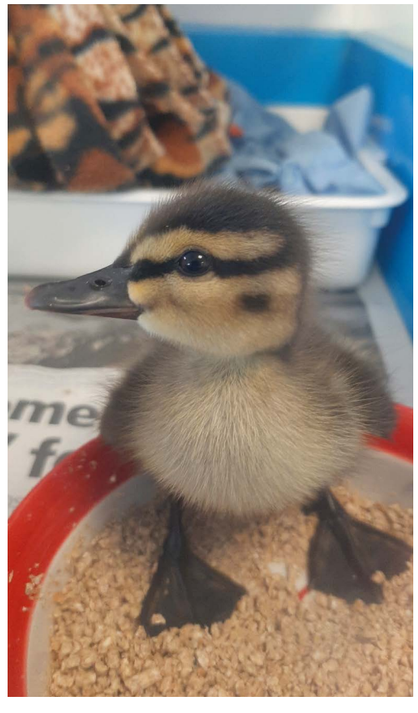






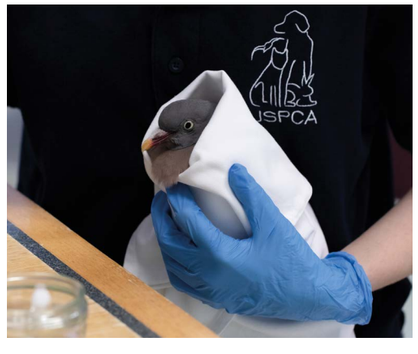










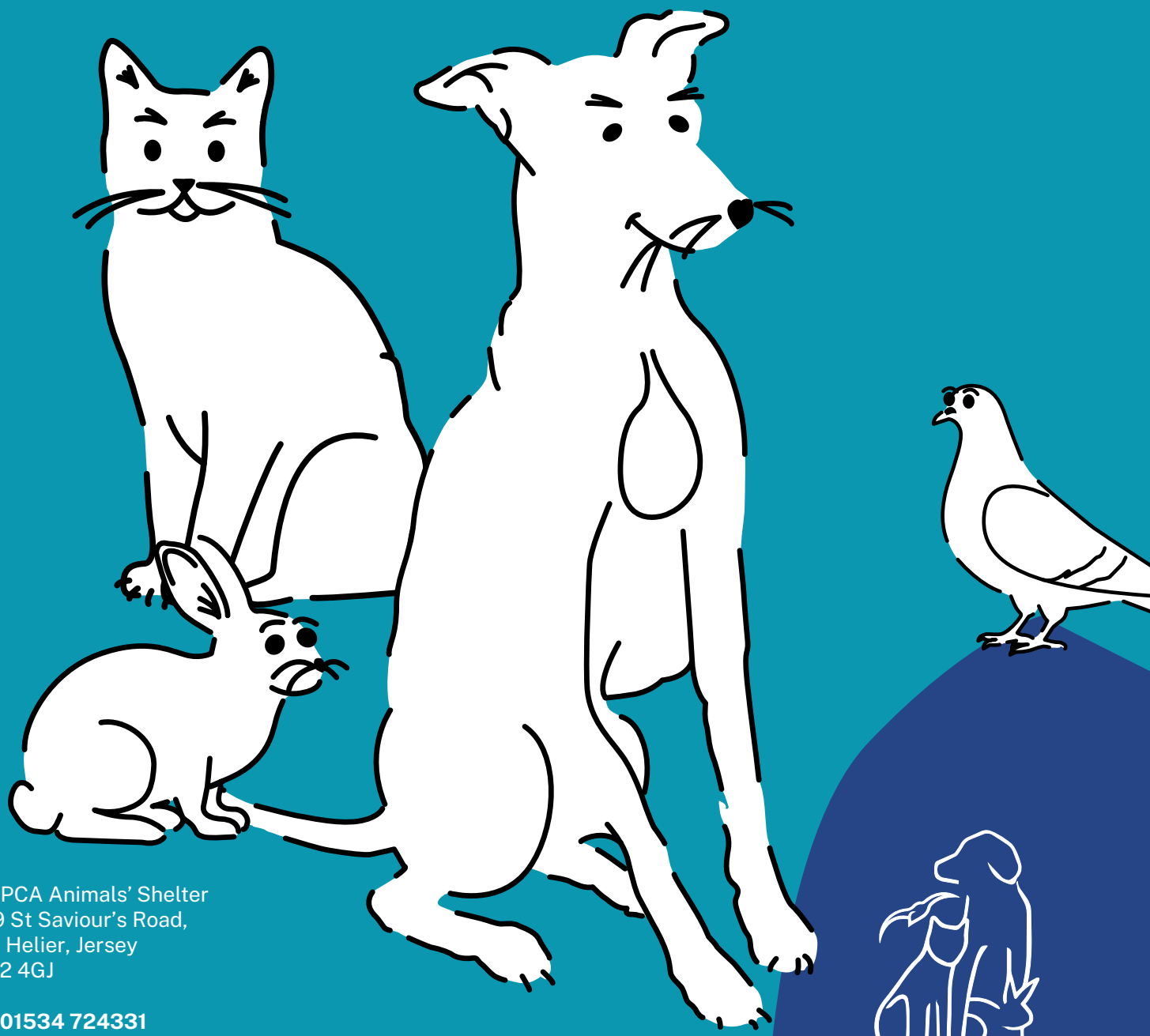


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