

CEO: Stephanie Smith

Dear everyone,

I have been looking at the Raystede numbers for last financial year 22/23 - it is so good to see that we assisted a total of 1,835 animals, an increase on the previous year so THANK YOU to everyone, especially our volunteers.

In 22/23, we had more than 4,000 requests to surrender animals to Raystede – this was very difficult for us all at Raystede on a daily basis - we have never previously experienced this shocking level of animal surrender requests. On a more positive note, we gave pet advice to nearly 2,500 people off-site and more than 5,000 people attended Family Learning Days on the site. I would also like to highlight that Peaceways cared for over 1,000 animals with their bereaved owners in 2022/23.

The terrapin project is a real joy for me, I cannot wait to see it finished and operational. There is a new Ninja Turtles film (Teenage Mutant: Mutant Mayhem) coming out in August so our project is well timed to try and prevent more people acquiring terrapins as cute pets.

We now have many more volunteers than staff and this is making such a big difference in every area of Raystede. Thank you.

One of the most enjoyable bits of my job as CEO, is to go out and about in the community and represent Raystede, giving talks to local groups and associations. I do this regularly (sadly they are often places my satnav can't find). The reason it is enjoyable and motivating for me, is because every time it reminds me how important Raystede is to so many people – we are a really significant part of so many lives and within our local communities. I'm so glad we now have shops in Lewes, Uckfield and Hailsham, the reaction the charity gets in these towns makes me very proud.

I hope this informal newsletter helps us all to keep in touch. A big thank you to everyone across the organisation – staff and volunteers - you are all making everything possible through your own special contribution to the Raystede team.

Thanks, Stephanie

In this issue

- Welcome to new SMT member - Heidi Christmas
- New shops in Uckfield and Hailsham
- Project Terrapin
- Rabbit Awareness weekend
- Avian Flu restrictions lifted
- Kittens galore
- Rabbit Sponsor scheme



Seda



Daisy at home

Project Terrapin



Red Eared Terrapin



Cooter

Raystede's Project Terrapin has just started, and we are very excited about this new initiative and how it will enable us to help many more of these animals.

Terrapins are often bought as pets as they are small and relatively cheap. They grow into very large adults and need a lot of space and specialist care. Sadly, many are released illegally and, while some terrapins will thrive in the wild, many of them perish.

Raystede has 15 terrapins on site and 23 tortoises.

Currently, we turn away approximately 40 terrapins per year that require assistance and there are very few other places for them to go.

So, we have embarked on this project to expand our terrapin facilities. While Raystede believes terrapins do not make good pets, our mission is to help as many animals as we can. We are fortunate that we have the space and our own lakes to create a sanctuary for these much misunderstood creatures.

The project will consist of an intake and isolation unit, training pools, soft release pond, main lake, educational facility and beach area.

When terrapins first arrive at Raystede, they are usually in poor health. They will be monitored and cared for until they are strong enough to be released into our indoor training pools. They are likely to still be quite weak with poor muscle strength so this will give them the chance to build up their health. Once we believe they have gained enough strength to live outside, they will be released into our soft release pond and ultimately the main lake. The lake has capacity for around 300 terrapins and there will be a beach for them to bask on.

The facility for Project Terrapin will take around six weeks to complete. During this time, the entire Sanctuary area will be closed. Once the building work is complete, we will firstly have to accommodate our existing colony of terrapins before we can start taking in any more. Intake of new terrapins will then be very slow to ensure that any changes to water quality or their environment can be effectively monitored.

All terrapins will have sanctuary at Raystede for the rest of their lives. We will not be putting any terrapins up for adoption. Providing sanctuary to a large number of unwanted terrapins and also providing education about them is an important piece of work and will hopefully deter people from buying terrapins impulsively to keep as pets in the future.

Animal Welfare: Matt Gough

There is a positive feeling in the air at the moment, especially as construction of Raystede's Project Terrapin is about to begin. For more details about that please see its dedicated article on page two and, as ever, if anybody has any questions about the project do feel free to ask me. I am also very pleased to say we are out of the Avian Influenza Surveillance Zone that we found ourselves part of, and now the rest of the Avian Influenza restrictions have been lifted too. That means we can finally get on with helping to rehome birds in need, and the geese can have free roam of the lake once more.

Elsewhere, it has been fantastic to see rabbits and cats being rehomed from our Animals@Home direct rehoming scheme, where we only bring the animals to site after we believe we have found a home for them, meaning they spend as little time at Raystede as possible.

It has been great to see more enrichment being introduced into our Equine paddocks. If you haven't spotted it yet look out for some striking yellow scratching posts, mirrors galore, and a felled oak tree which had died but now provides a great new enrichment area with lots of possible uses by the animals.

Finally, the efforts that various teams at Raystede put into getting heavily involved with this year's Rabbit Awareness Weekend where we collaborated with other organisations including Woodgreen, the RSPCA and the Blue Cross, really was something to be proud of. Public engagement was very strong and I'm so happy that our platform was able to give so many current and prospective rabbit owners a really engaging experience to encourage them to improve rabbits' quality of life.

The rescue sector as a whole is still seeing reduced adoptions especially of dogs and cats. Whilst we are seeing that at Raystede too, it is still heartening to see a steady flow of animals finding new homes, especially when those animals have spent extra time in our care before finding the home they deserve. Thank you to all of you for contributing to helping the animals that we try to benefit, all of your efforts are hugely appreciated.

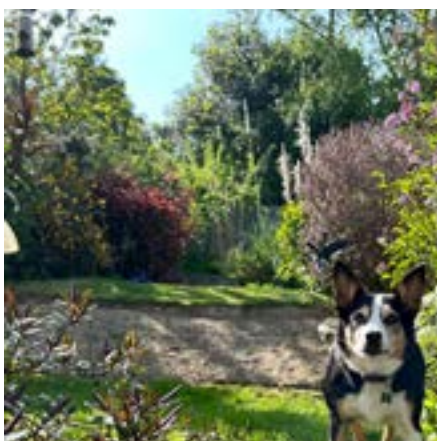
Rehoming: Miriam Dowding

Rehoming is still very busy with surrender requests. Whilst it quietened down a bit in April, the requests have picked up over the past couple of months. We are now asked to take in in over 100 dogs every month (compared with an average of 75 per month in 2022). Sadly, adoptions have slowed down as well, with people being sensible about the cost of living. Break Away is still quiet, we currently have a lovely eight year old cat called Ernius, and a 16 year old ex-Raystede dog called Abbie with us. Both are doing well in foster.

We've had a couple of foster carers become "foster fails" recently. Pippa, who has been with us since December 2022 has found her forever home with her foster family, which is wonderful news for her, but means the Rehoming Team has lost a very valuable foster carer.

Purdy, a 15 year old cat had only been in foster for 1 week before her foster carer decided to keep her! We're very pleased for both of them but are still desperately looking for new foster carers, particularly for dogs.

On 8 June we hosted a rabbit vaccination day and vaccinated 53 rabbits of all shapes and sizes! We also provided lots of advice about husbandry, health and neutering.



Pippa



Meeting Place rabbit display

Small Animals: Vickie Gorst

The Small Animals Team have had a successful few months with rehoming. We have had some long stay rabbits go to their new homes including Domino and Smudge who were at Raystede for almost six months, and several geese!

We still have our work cut out for us though with 39 rabbits, 17 guinea pigs and a large number of rodents in our care. All of our waiting lists are getting busy again too.



Smudge

Although Avian Flu will continue to be a risk, the government restrictions have now been lifted, which means all our birds are free to roam the sanctuary enclosures once again. Hopefully, by the time you are reading this, the geese will be back out on the lake enjoying the rest of summer. The sanctuary area is much quieter than usual, mostly due to the recent restrictions preventing us from admitting any new birds, but also because our cockerel, Hercules, has been rehomed after almost two years with us! No more do the Smalls Team need to have eyes in the back of their heads or run like Usain Bolt.

This year, Raystede played a much larger role in the annual Rabbit Awareness Week (RAW), this has been an important event to help create a better understanding of rabbits and their care with the public. The Smalls Team took part in the Rabbit Awareness Weekend talks that were run by Education and assisted with content for social media posts. We are looking forward to also taking part in Guinea Pig Awareness Week that runs in September, and we hope that it will be as successful as RAW.



Hercules

Sadly...

We will be saying goodbye to Heidi Lambley in the next month or so, she won't be far away though (having been stolen by Kennels).

Happily...

We will be welcoming Ruth Auguilera back from maternity leave in August – she's very excited to be part of the team again!

Aviaries: Sarah Gorringe



Dillon

Avian Flu restrictions are lifting, allowing visitors to come and see the parrots again. We are still following some precautions in the section, such as foot dips and restricting access to the aviaries to those who need to be there. We are looking at improving the mister system, which has never really performed very well, even with cleaning and replacing nozzles from time to time. The single nozzles block with debris and dust quickly, with either no water or the odd drip coming out. The parrots miss out on bathing opportunities, especially during fine weather and we are hoping to come up with something better soon, without incurring great costs.

It's been fairly quiet, with the main occurrence being the discovery of Dillon, a Timneh Grey parrot, having a big split in her lower mandible. We have had her checked over and luckily the beak is stable. We have had some swabs taken to check for fungal and bacterial infections. They have come back clear and we have had a swab taken to test for specific viruses, again returning negative. We are likely to need to repeat this swab again soon, since we can get a false reading.

Provided we have another negative result, we can feel more confident that a virus is not behind the beak damage. There are a few possibilities, such as trauma or genetics, but for now we need to think about how we can repair this, if indeed it is possible. Our intention is to return her to her aviary with her original companions, but our concern is that she could now be a little bit vulnerable. Although most of the time there is peace, on occasion there are squabbles within the group and Dillon's current vulnerability causes concern. She is a sweet bird, bright and fine in herself and has no issues with feeding. We will get further advice from the specialist vet on the way forward.

Surgery: Matt Gough

Our Head Vet, Alice, is heading off to seek new adventures in her career in September so you may have noticed we are recruiting for her replacement. The advert is live on our website so please do share it or send it directly to anybody you might know that works in the veterinary profession as we are very keen to find somebody to fill Alice's shoes.

There is also an exciting new piece of equipment in the Surgery – a dental X-ray machine! This is a very advanced piece of equipment for a rescue centre to have and will be especially useful with the small animals and cats that can be prone to quite complex dental issues. It should allow us to make better judgements on the dental interventions needed, at a much earlier stage which is brilliant, not only for improving the health of animals but should lead to fewer issues post rehoming.

Finally, we held our rabbit vaccination event in June where we successfully vaccinated 53 rabbits brought in by members of the public. They were given vaccinations to protect them against myxomatosis and two strains of rabbit viral haemorrhagic disease. This is a really important step in protecting pet rabbits so if you know anybody with unvaccinated rabbits, please advise them to talk to their vets about getting them vaccinated too.

Cattery: Maisie Byrne



Mummy and kittens

We have been bursting at the seams with kittens and, just as we were sending off the last of the kittens to their forever homes, we took in a stray group consisting of a mum, dad and their kittens - we call them the Harry Potter group! Sirius (Dad) has gone home and is doing well, Tonks (Mum) and Harry (kitten) will be going home soon! The rest of the group eagerly await their perfect people.

Minnie, one of our long stays, has finally been reserved! Minnie arrived in March with her brother Mickey; they weren't getting on so were housed separately. Whilst Mickey was rehomed fairly quickly, Minnie has waited patiently for three months for her perfect person. As a flu carrier, Minnie suffers with eye problems, was also very overweight and has arthritis. All of these things will need long term management, so she was looking for an especially committed adopter.



Minnie



Maisie with Shadow

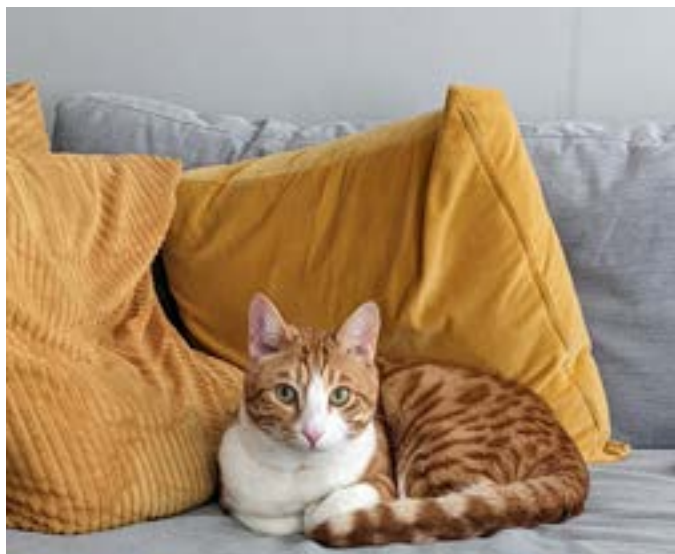
Our stray boy, Rex, is coming on in leaps and bounds! He is finally booked to have his thyroidectomy surgery. He also receives a monthly pain relief injection to help with his stiff joints, which puts a spring in his step!

Cattery has had a successful month on the new Animals@Home scheme. We rehomed our first cat from the scheme, Winston and have just signed in Riggs and Murtaugh who are meeting their potential adopter soon.

We love to receive updates from cats in their new homes, especially if they have been long stays. In our last newsletter, you met Rosie and Petra, who were with us for a number of months. We are pleased to report that they are doing really well at home and spend lots of time soaking up the sun and enjoying their golden years. Daisy, another long stay, has recently gone home and couldn't be enjoying her retirement more if she tried!

Belle, our one-eyed wonder, has sadly had to have the tips of her ears removed due to suspected pre-cancerous cells; she is recovering nicely in her foster home. Purdy, who was returned after being adopted, went out to foster recently as she was struggling in the Cattery. However, her foster carer fell in love with her has decided to adopt her; a real fairy tale ending!

We recently took on a young female, Shadow, who came to us in very poor condition - she had recently given birth and her skin was not in a good way. However, she is super friendly and will make the perfect companion for someone when she is ready. She is having baths to help her skin and she is a very good girl for this, and we hope that she will get better soon.



Winston

ADCH Good News Story

Saving Sammy

In a fortuitous twist in the tale (or should that be 'tail'), the final day of this year's ADCH Conference in Telford ended in a good news story!

A missing cat called Sammy, that had been hanging around the Conference centre and hotel, was scanned in a collaborative effort between Members and Sponsors. The delighted owner was contacted and came immediately to collect her beloved cat, from the only Conference that Sammy could have walked into, and found his way home.

The picture below shows all those involved in the mission to reunite Sammy with his owner (Karen and Sallie from Bleakholt Animal Sanctuary, Beni and Gemma from Cats Protection and Richard Cratchley from Avid Microchip & PETtrac Database).

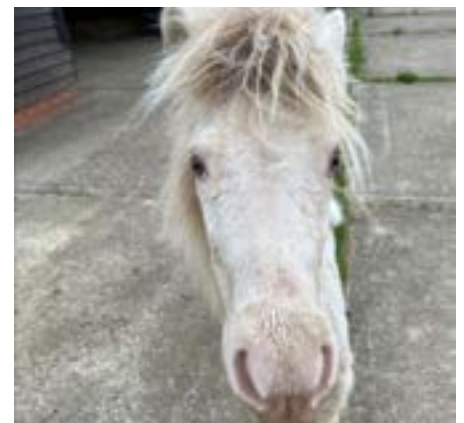


Equine: Emma Lewis

New arrival Buddy!

Buddy is our newest arrival in the Equine Department. He is just over a year old. Buddy got surrendered to us due to his old owners not coping with his behaviour issues. Since Buddy's arrival the Equine Team have been working hard on correcting his behaviours and getting him into a good routine including grooming, handling, and desensitisation. He also has been castrated by our wonderful equine vets that came on site to do this.

After a long four weeks of isolation from the barn herd we have finally been able to introduce him. He's settling in well with the other ponies, especially Sally. He does get put in his place from time to time due to him still learning his Ps and Qs. We look forward to seeing Buddy develop and mature while we help find his forever home!



Buddy

New scratching post for the Donkeys!

Summertime is here!

The donkeys love having the sun on their backs and love creating their own dirt pits to roll in! However - this comes with itchy skin. The donkeys love scratching up and down on the post and rail fencing to help encourage their winter coat to come out.

But now they have an upgrade! You will be able to see when walking the dog walk, we have a new industrial scratching post in the middle of Prairie field, kindly put together by the maintenance team! This will now really help get all that undercoat out!



Industrial scratching post!

Kennels: Val Suleski



Boo

We say a sad goodbye to staff member Amy, who has been part of the team for the last couple years. She is training to be a primary school teacher and we know she'll be great, we named a dog after her in honour! We're in the process of recruiting a new team member and look forward to them joining us soon.

You may have noticed the gates restricting access between the kennel and training runs. These have proved a massive benefit to the dogs, allowing them to relax within those areas without worry about being startled by activity. The area can still easily be accessed for planned events with exclusive access, making them more special for attendees as they will get a behind-the-scenes look at the dogs engaging in activities and training.



Toby

We're hoping to have our temporary shade structures in place soon (if they are not done by the time this goes out!), which will keep the dogs cool whilst we await more permanent structures. The pools are out too and being much enjoyed by the dogs.

Handsome long stay Boo has gone home and has settled well in his home. He cuddled many of the staff and volunteers on site whilst here and his cheeky character is being enjoyed by his new family.

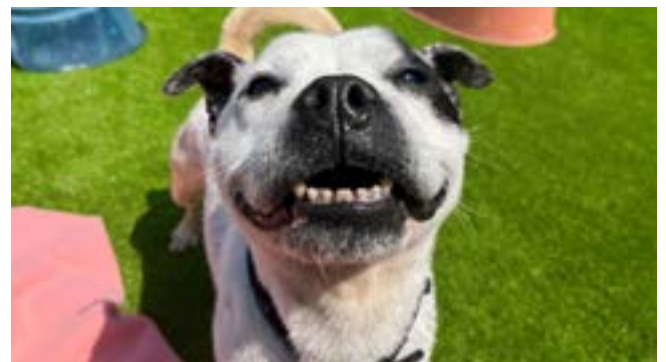
We are still receiving lots of surrender requests, whilst adoption applications remain lower, with most having clear requirements and expectations.

We have helped local wardens with a few strays lately as the warden kennels are overwhelmed: Amy the emaciated lurcher, Digby the snuggly old spaniel who has poor vision, Kiki the happy Staffie. We also took in Seda from the London wardens after she was found with severe head wounds inflicted to her. Luckily, an X-ray showed no skull fractures and she has not shown signs of brain damage. She is still scared of objects being lifted or moved towards her and this is something we have been working on to build her confidence. You can see her happily playing in the field on the front cover!

STAR dog Toby has gone to a new home, they are following settling in advice as he does require higher level support, so his family are on a learning journey too.



Amy



Kiki

HR & Operations: Heidi Christmas and Linda Hawkins

Heidi Christmas - Head of HR & Volunteering

Hello everyone

I joined the team as the Head of HR and Volunteering on 10 July and I am really excited to be here. I've worked in HR for over 25 years and am looking forward to using my extensive HR experience to benefit the charity and all those that support it in various ways.

I believe that all animals should have the best life possible whatever environment they might be in, and used to volunteer at Drusillas educating the visitors about the animals there and what we can do to support the conservation of all animals, but especially those that are endangered.

I've had cats since I was 9 years old and have had a number of rescue cats. I currently have two black and white rescue cats called Jezz and Charlie, who have us very well trained. I look forward to meeting you all over the coming weeks and I will endeavour to remember your names (and those of your dogs too).

Linda Hawkins - HR & Volunteering Assistant

Since joining this remarkable organisation in March, I have enjoyed every single day! It is an extraordinary combination of a breathtaking environment, remarkable people and wonderful animals. Coming from a background in people management with British Airways, followed by a few years at my husband's civil engineering company, I must confess that animal welfare is far more rewarding than the realm of construction! We live on a smallholding and share our life with an assortment of horses, pigs, cats, dogs, chickens and ducks!

Thank you to everyone for giving me such a warm welcome.

Onboarding Programme

We are delighted to announce the launch of our new onboarding programme designed to provide a comprehensive introduction to Raystede for new members of staff and volunteers. The primary goal of this induction is to provide a broad overview of Raystede, including our history, charity objectives, vision and core values. Participants will gain insights into our team structures, key roles and responsibilities. We will introduce them to some of our wonderful animals, allowing for development of a more personal connection with our mission and the impact they can make.

To ensure a safe working environment, we will cover health and safety essentials during the sessions, including relevant training films. Additionally key policies and procedures will be explained in detail. We will also take the opportunity to review and complete essential employment and volunteering forms. To conclude the programme, a member of our Welcome Team will lead a guided tour of Raystede. It is important to emphasise this onboarding programme serves as a general induction to Raystede and does not replace the individual team inductions, which you and our team will continue to deliver. These programmes have been booked to run twice a month (subject to numbers) on a Monday 10am - 1pm for volunteers, with an additional hour for employees to allow time to review the Employee Handbook and key procedures. Our pilot session ran on 12 June for two new staff member and five volunteers. We were delighted with the feedback:

"I had been with my previous employer for eight years and never had such a great introduction."

"I was made to feel really welcome and motivated to get on with working here and it was so nice to meet other new team members at the same time."



Heidi with Charlie



Linda with Digger and Storm

Welcome and Goodbye

Welcome

Andree Gillham	Animal Care Assistant
Emma Monico	Community Fundraiser
Angie Page	Shop Manager - Hailsham
Ness Hill	Assistant Shop Manager
Christine Patrick	Shop Assistant - Hailsham
Lisa Bullen	Major Donor Fundraiser
Lucinda Hunt	Shop Assistant - Hailsham
Rebecca Dadswell	Café Assistant
Darcey Brett	Animal Care Assistant
David Brooks	Facilities Manager
Amanda Stevens	Shop Assistant - Uckfield
Jessica Smith	Animal Care Assistant
Heidi Christmas	Head of HR and Volunteering
Ian Nelson	Shop Manager - Uckfield

Goodbye

Christina Townsend	Shop Assistant
Rachel Stonestreet	Shop Assistant - Uckfield
Amanda Cornwell	Animal Care Assistant
Tanya Hunt	Head of Fundraising
Amy Turner	Animal Care Assistant
Kathryn Frost	Head of HR and Operations
Jennifer Deane	Fundraising Partnerships Manager
Vicky Partridge	Animal Care Assistant
Susan Lamb	Shop Assistant - on site
Lynn Statham	Shop Assistant - Lewes
Arron Polton	Events Fundraiser
Ros Moss	Fundraising Partnerships Relationship Officer
Derek Hayes	Face to face Fundraiser
Matt Rigby	Digital Communications Manager

If you know anyone who may be interested in working at Raystede, do point them in the direction of the careers page of our website - www.raystede.org.uk/careers



Employee Assistance Programme

Free phone: 0800 028 0199

24/7 confidential support

Online health portal: healthassuredeap.co.uk

Finance: Diane Bate

Audit

I am delighted to report that the audit carried out in May / June 2023 all went smoothly - thank you to the whole Finance Team and others involved in ensuring this success.



David Brooks

Introducing David Brooks - Facilities Manager

Firstly, thank you for the warm welcome, I have received from everyone! Those of you who have not met me yet (and those that have), may like to know a little about me and how I have found my way Raystede.

Prior to joining Raystede I had been with the NHS for 12 years working in Facilities & Property Management.

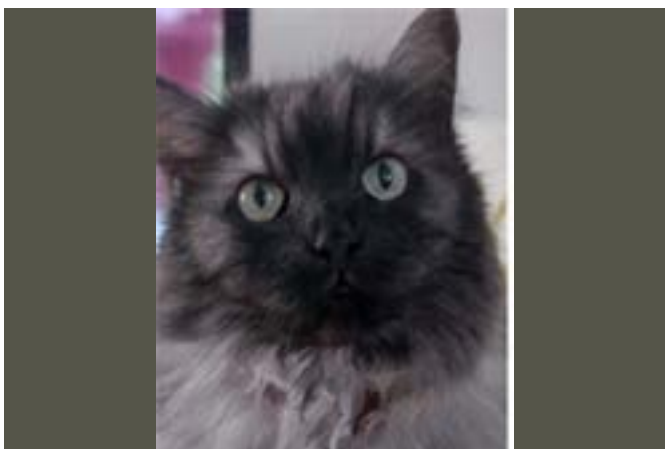
I originally started with East Sussex Healthcare NHS Trust, working in the Community, (before then it was East Sussex Downs & Weald PCT). I later moved across to NHS Property Services where I continued to look after 12 NHS buildings ranging from GP Practices, Health Centres and Office buildings.

In my college years, I worked towards an HND in Hotel Management. I worked in hotels for many years, as a Food & Beverage Manager but latterly in Conference & Banqueting. I then made the jump into Private Healthcare where I started to move across to Facilities Management.

I live in Eastbourne, with my wife Suzie. We are great pet lovers and over the years have had 4 American Cocker Spaniels, Sidnie our fourth spaniel is six years old. We have two cats, a Ragdoll, Izzie, six years and Teddy our British Short Hair, 11 years.

Thanks for welcoming me to Raystede, catch up with you all soon...!

David



Izzie



Teddy



Sidnie

Education: Gemma Price

Rabbit Awareness Weekend at Raystede

500 visitors took part in our weekend all about rabbit welfare. We gave talks, busted myths and converted the yurt into a rabbit education centre. If anyone has ideas for more themed weekends or events, please let us know.

Family Learning

Summer holidays are upon us, starting 21 July for six weeks. The Education Team will be running Family Learning Days every Wednesday and Thursday throughout the school holidays. There are two themes for families to learn through – Animal Detectives and, returning by popular demand, Solve the Clues to Find the Pools!



Adoption Events

After a short break, Adoption Events will start again on Sundays in September, to coincide with a peak in adoption applications.

Community

Education Officers plus our Veterinary Nurse, Maria and Dog Behaviorist, Lyndsey, have been out and about helping the pet owners. We worked at South of England Show, Bark in the Park in Queens Park, Brighton, and lots of other spots around Hastings and Brighton.

We are now in the Eastbourne area and looking forward to Hailsham in the Autumn. If anyone knows of any indoor spaces with high footfall in Hailsham, do let us know!

Thanks to all the animal sections for continued support to deliver onsite education to schools and visitors.

Education Team xx



Commercial & Visitor Operations: Kerry Darwin



Hello all

The most exciting news is that on 19 June, our new shop in Hailsham opened. Much excitement was created by the town crier who announced our opening, very loudly! A wonderfully warm welcome by the locals, we took over £1,000 on the first day of trading and have been busy every day since.

Headed up by Manager Angie, the team are Assistant Manager, Ness and assistants, Christine and Lucinda, plus an already expanding band of volunteers. Our third shop on the high street and all indications are strong for another success story helping raise vital funds for the animals in our care. Do call in and say hi if you are passing by.

In other news - Commercial had a great April, May and June with income and profits both exceeding budget.

We are looking forward to a busy summer!

*Thanks
Kerry*

News Flash
Hailsham Shop
Official opening
Monday 24 July
10:30am



Uckfield Shop Official Opening

We celebrated the official opening of our new charity shop in Uckfield town centre on Monday 22 May.

Along with customers, staff, volunteers and trustees, we welcomed special guests Kathy Gore, Deputy Lieutenant of East Sussex, Councillor Spike Mayhew and Ian Smith, Chairman of Ashdown Radio.

Stephanie gave a speech to thank everyone for their support and also highlighted the importance of our charity shops, which raise vital funds to help care for all the animals at Raystede. An official ribbon-cutting ceremony took place outside the shop, followed by cake and bubbly for all the guests.

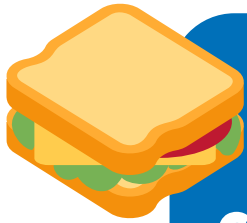
This is our second high street shop in our local community, our Lewes shop being the first. The Uckfield shop is run by a small band of dedicated staff and a large group of incredible volunteers. They all do an amazing job making the shop look fantastic and looking after all the customers.

The shop is dog-friendly and stocks clothes, accessories, homeware toys, books, CDs, DVDs, bric-a-brac and lots more.

Located prominently in Uckfield High Street, the shop is open seven days a week - Monday to Saturday, 9am - 5pm and Sunday, 10am – 4pm.



If you haven't yet had a chance to visit, do pop along - the Uckfield shop team would love to see you!



Summer Sizzlers for Staff and Volunteers



FREE SANDWICHES

OR WRAPS

Daily 12pm – 2pm, collect from
the Café or Grazers.

Please order via the whiteboard
in the Staff Room.

50% STAFF DISCOUNT ON FOOD AND DRINK IN THE CAFÉ

Available for all staff and
volunteers during their shift.

FREE PET FOOD

When available, we will let staff and
volunteers know – expiry dates may be
short, first come, first served.

FREE FRUIT

Apples and pears from Raystede's
trees – help yourselves when in season.

FREE HYGIENE PRODUCTS

Available in the staff showers areas -
please help yourselves.

FREE CLOTHING!

A 'recycle and rehome' rail is available in
the Staff Room and in the Lewes shop.
Items may need repairing or washing.

CAR SHARING

Liftshare: www.liftshare.com/uk

Rideshark: www.rideshark.com

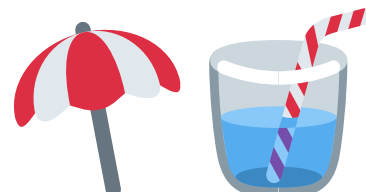
West Sussex Car Share:
www.westsussexcarshare.com

Or arrange an informal lift
share with colleagues.

SPARE UNIFORM

If you get wet or need spare uniform,
good quality secondhand items are
available in the Drying Room.

New socks too!



Fundraising Team

Legacies: Emily Nickels

We have had a fantastic start to this financial year with £518,951 received from gifts in Wills since April. Our list of wonderful supporters who have pledged a gift to Raystede in their Will is continuing to rise, with an average of three new confirmed Wills per month. If you would like any information on how to update or write your Will for free, please contact Emily.

You may have seen our new Lifetime of Love video that was posted on the Raystede social media platforms this month. I want to say a big thank you to everyone who helped me with the filming and I hope you agree that it really showcases just how special Raystede is. You can find the video on the Lifetime of Love page of the website. - <https://www.raystede.org/lifetime-of-love>. If you have any questions or would like any more information, please don't hesitate to ask me.

Thank you, Emily

Trusts, Major Donors, Corporate Fundraising

Emma Osborne has been busy with an application to the Pets at Home Foundation for a large, two-year grant to support our various surrender prevention and reduction initiatives including our PACE days – Pet Advice Community Events.

Lisa Bullen joined us from the world of publishing and events. She's looking forward to growing the Major Donor fundraising income stream and helping to secure funding for the exciting project list at Raystede. It's really helpful for Lisa to be able to share our animal updates with our generous donors so she'll be in regular touch with everyone. Please feel free to drop into the fundraising portacabin or send her an email about your latest news to lbullen@raystede.org

Mikayla Bernstein has been busy arranging Corporate Team Buildings Days with our local business community, I am pleased to say we have 37 groups booked for this year. The teams have a wonderful team building day whilst volunteering for us and I would like to say a big thank you to all the estates team and the lovely café for looking after them. We have now opened the booking for next year.

Friends of Raystede and Sponsorships

We now have a new sponsorship opportunity – the Rabbitry! Thanks to the Smalls team for helping us to get the information together for the website and leaflets.

We already have eight sign ups and will be promoting Rabbitry sponsorship over the next few weeks. Sponsorship continues to grow (we are around 60% up on sponsor numbers compared to this time last year).

Being able to offer sponsor tours makes such a difference and sets us apart from other charities – thanks again to everyone from the animal care teams who help make this happen. Thanks also to our sponsor tour volunteer Karen who leads all the weekend tours.

The Friends tours in May were well attended (double the usual number of visitors) and we had some very positive feedback. People enjoyed being able to learn more about the Aviaries and build enrichment boxes.

The next Friends tours will be in mid October.



Our youngest supporter meets Purdie

Fundraising Team

Events: Alex Harman

A huge congratulations to all our amazing participants who have recently taken part in our i360 abseil and wing walks earlier this year. Coming up later this year we have the incredible South Coast challenge which will see participants walking the South Downs way between Eastbourne and Arundel.



Wing Walk Challenge

Participants can choose to complete either the quarter distance (25k), half distance (50k) or the full distance (100k) routes.

If you would like more information on this event, please head to our website:

<https://www.raystede.org/challenge-events/walking/south-coast-challenge-2023/>

Beyond this we have plenty of other events taking place across the year such as the 2023 London Halloween Walk in October, the 2024 London Winter Walk in January, Brighton half marathon and opportunities to take part in our abseils, wing walks and skydives. All information about our events can be found on our website: www.raystede.org/challenge-events

Community talks and tours

So far this year, our Community Fundraising Team have completed seven talks in the community and six tours of our site for community groups. If you are part of a group that would like to hear more about the amazing work that we do at Raystede, or hear more about our history, our Community Fundraising Team be delighted to visit your group and offer an interesting and engaging talk about our work. Alternatively, if you would like to arrange a tour of Raystede for your group, please contact the Community Fundraising Team at fundraising@raystede.org.



i360 Drop Challenge



Marketing: Janet Parsons

Lots of openings (and some closings!)

The Marketing Team has been doing a lot of comms recently around things opening – and a few closing!

We've worked with the Commercial Team to put together the branding, marketing and communications around the openings of our brand new Uckfield and Hailsham shops, (see pages 13 and 14).

In addition, we were delighted to be able to put out the comms around the Aviaries opening after so many months, only to have to announce that they were closing again a few days later. And then opening again at the beginning of July!

Plus, we have just started the marketing around the opening of Project Terrapin, our exciting new initiative to help injured and abandoned terrapins. And of course the comms around the closure of the Sanctuary area while the construction work takes place!



For each of these projects, the Marketing Team puts together a plan incorporating all the elements needed to market and tell everyone about them – webpages, copy, leaflets, posters, social media ads and posts, e-newsletters, internal comms and PR. It's a lot to do and quite complex when we're dealing with multiple projects at the same time. We continually monitor the plans as we roll them out and adjust the marketing accordingly. But it's really rewarding when we see good reach and engagement on social media, increased web traffic and positive media coverage, as well as knowing we are working together with other colleagues and teams to shout about the great things you are all doing for Raystede!

Don't forget to tell the Marketing Team about your interesting case studies, successes and new projects. We are always on the lookout for new content and stories to inspire people to support Raystede. Contact us at MarketingMailbox@raystede.org or just grab any of us when you see us!

We sadly said goodbye to Matt Rigby, our Digital Communications Manager, in June and are currently recruiting to this role.

Raystede Centre for Animal Welfare
 Published in November 9 11 18

We're delighted to announce that our Aviaries will reopen on Monday 3rd of the Avian Influenza Surveillance Zone restrictions.

The Aviaries will close at 2pm every day. Some of our birds love seeing a stressful so we close the Aviaries early so our birds can relax and unwind.

Please note – the wire mesh on the Aviaries has to stay in place to protect flu. This does not affect our birds at all but it may make it a little more difficult to see them. If you are able to see them better and some of you come closer to the mesh to see you!

Book your free ticket and make sure you come before 2pm to see the birds. www.raystede.org/visit-us/book-your-tickets/



Raystede Centre for Animal Welfare
 Published in November 9 11 18

The Sanctuary area around the lake will be closed from Monday 3rd July for around 2 weeks due to construction work starting on Project Terrapin. A small area will be closed to help and care for injured and abandoned terrapins.

Terrapins are often thought of as just a small and ordinary thing. They grow into very large animals and need a lot of water and specialist care. Sadly, there are thousands of wild water pond terrapins all over the world, many of them injured.

Raystede Animal Welfare do not make good pets, but we happen to be helping them, instead of us. We have the space and our resources to make a difference to these most remarkable creatures.

Find out more here: www.raystede.org/project-terrapiin



Examples of our social media posts

Raystede – the difference you made in 2022 – 2023

Last year was extremely challenging. The cost-of-living crisis, coupled with a huge increase in requests from people needing to give up their pets and the slowdown in rehoming, has been a struggle for all of us at Raystede. But, thanks to you, our incredible staff and volunteers, your passion, hard work and dedication has enabled us to care for the many animals who so desperately need us. This shows the huge difference you made in the last year – thank you!

£7,000 per day
from money donated to us went on animal care, rehoming, sanctuary and animal welfare education...

...Raystede assisted **1,835** animals...

...which

included...

312 cats
382 chickens & cockerels

368 small animals (70 ducks, turkeys and geese)

429 dogs
173 aviary birds

We gave pet advice to **2,345** people at **48** events in the local community



You helped us rehome **563** animals

Peaceways, our pet crematorium, cared for **1,091** animals

During 22/23 Raystede was on the TV **7** times

We had **4,036** animal surrender requests – the highest ever – this included that we were asked to take in **1,075** dogs, **760** cats and **574** rabbits.

Our Lewes shop welcomed **48,068** customers

We helped **5** people & **5** animals

through our 'Break Away' scheme which offers short-term care of up to 3 months for people fleeing domestic abuse or needing medical treatment

During the year, **35** people told us they'd left a gift to Raystede in their Will

Animal fosterer volunteers gave us **37,248** hours and our staff gave us **11,736** additional hours caring for animals in their own homes

Volunteers gave us **12,892** hours in 22/23
68 new volunteers joined the team
We hosted **36** corporate volunteering days at Raystede

56,000 people visited the main Raystede site

Over 5,200 people took part in Family Learning Days in 22/23