

As requested, here is some information relating to how calls to the RSPCA are handled. I think this may be useful for you to understand how your call will be dealt with when calling us about animals at risk of cruelty and neglect.

As previously stated the RSPCA officers have no powers of arrest, search or seizure and rely totally on their skill set to investigate allegations of animal cruelty. Should entry to view an animal be refused then the officer will risk assess the situation to determine if further investigation with Police is required.

### **Calls from Emergency Services**

The Emergency Services Line number is **0300 123 8008**. Our third party/ partnership agency line is 0300 123 8007. These numbers **MUST NOT** be provided to another caller. These lines are open from 08:00 to 20:00. Please note that from Tuesday 1st October, the lines will be open 08:00 to 18:00

### **Key Points**

- Police (Domestic Abuse Leads)
- Fire and Rescue
- The Ambulance Service
- Highways England and Traffic Wales

### **Introduction**

Various Emergency Services come into contact with animals during the course of their activities. Sometimes MOPs will contact them to advise of a situation involving an animal, and other times they may come across a situation while dealing with something unrelated. In many of these circumstances, the Emergency Service may contact the RSPCA for advice and/or assistance in dealing with the animal welfare concern.

It is important that we deal with these calls professionally and appropriately to maintain a positive working relationship with these organisations as we work very closely with them.

**IMPORTANT** Any calls from any Emergency Services where they are on scene, or on route, and they are requesting assistance should be logged as Request for Assistance - Emergency Services

- Prioritise the incident as normal, and override to P1 if the overall incident priority comes out lower than this. P1 is our highest priority call.
  - Record \*<Emergency Service> on scene/on route and requesting assistance\* at the start of the incident subject
  - If the caller is not on scene but is calling on behalf of someone who is (e.g. calling from the Control Room), make sure to gain contact information for someone who is on scene and add them to the incident following the Additional Contacts / Contact Roles guide
    - **EXCEPTION** If there is a clear referral where another organisation has legal responsibility, and the situation is not one that the RSPCA would deal with, the request should be pushed back on and give advice. For example, any incidents regarding stray dogs should be referred to the Local Authority Dog Warden, the next of kin being responsible in the

event of the sudden death of an owner or animals belonging to people in care for less than 24hrs should be referred to Social Services. Also, if the Police come across a sick/injured or trapped animal during their normal activities and we would class it as transportable/releasable, then you would follow the Call to Action guide

- **If they are not on scene or on route**, log and prioritise the incident based on the concern in line with the Scope of Service and Incident Priority guides, and manage their expectations accordingly using the Managing Expectations guide

For information requests relating to a person of interest to you, then a data protection request can be completed and sent to [intelligence.unit@rspca.cjsm.net](mailto:intelligence.unit@rspca.cjsm.net) This is an encrypted email address that communicate securely with police.uk addresses.

We rescue so many animals from neglect and abuse that sadly we do not have the space to offer temporary fostering services.

There are a number of charities who offer pet fostering services to owners fleeing domestic violence and we have listed these below.

#### **The Dogs' Trust - Freedom Project**

Check their website [here](#) for phone numbers

Email: [freedomproject@dogstrust.org.uk](mailto:freedomproject@dogstrust.org.uk)

#### **Cats Protection - Paws Protect**

Website- [here](#)

Areas covered - London, Hertfordshire, Bedfordshire, Berkshire, Buckinghamshire, Essex, Kent, Sussex, Surrey and Yorkshire.

For London and South East: Tel: 0345 260 1280 Email: [PawsProtect@cats.org.uk](mailto:PawsProtect@cats.org.uk)

For Yorkshire Tel: 0300 012 0187 Email: [pawsprotectyorkshire@cats.org.uk](mailto:pawsprotectyorkshire@cats.org.uk)

#### **Endeavour (previously Paws for Kids)**

Website - [here](#)

Cheshire, Cumbria, Greater Manchester, Lancashire, Merseyside, Derbyshire.

Tel: 01204 394 842

Email: [petfostering@endeavourproject.org.uk](mailto:petfostering@endeavourproject.org.uk)

#### **Pet Refuge - Mayhew Animal Home**

Website - [here](#)

They deal with clients that live within the M25.

The strict criteria is, however, that people have accommodation where they can have their pets back, i.e. a guaranteed address they can move to. They mainly do this service for people going into hospital or rehab for that reason. They would not rule out Domestic Violence cases if they have a home lined up with an address from Council or HA and where they can have their pets.

0208 962 8000

Email: [info@mayhewanimalhome.org](mailto:info@mayhewanimalhome.org)

### **Raystede Centre for Animal Welfare - Break Away**

Kent, East and West Sussex

01825 880468

Email: [rehomeing@raystede.org](mailto:rehomeing@raystede.org)

### **Pets Project/Refs for Pets**

Website - [here](#).

Covers Nottinghamshire plus some of Lincolnshire and Derbyshire.

Email: [sarahl@junowomensaid.org.uk](mailto:sarahl@junowomensaid.org.uk) and [joannea@junowomensaid.org.uk](mailto:joannea@junowomensaid.org.uk)

07971 337264 or 07587773572

Try mobile numbers first, if they are not available call the helpline on 0808 800 0340

### **Refuge4Pets**

Website - [here](#)

Cornwall and Devon

Tel: 0300 4000 121

Email: [info@refuge4pets.org.uk](mailto:info@refuge4pets.org.uk)

### **Live Fear Free Helpline - Wales**

Website - [here](#)

24-hour free phone helpline for survivors of domestic abuse and sexual violence in Wales.

They provide a listening and signposting service to survivors and anyone concerned about someone who may be experiencing abuse.

Tel; 0808 80 10 800

Text message on 07458 153415

Email: [info@livefearfreehelpline.wales](mailto:info@livefearfreehelpline.wales)

Web chat, which is accessible through their [website](#)

They have access to an online refuge availability database to search for vacancies.

### **Pet Fostering Service Scotland**

Website - [here](#)

Covers all of Scotland.

Tel: 0344 811 9909 (9am to 7pm daily)

People can email asking for a call back see email addresses below:-

[east@pfss.org.uk](mailto:east@pfss.org.uk) For Edinburgh, Lothians, Falkirk, Stirling, Clackmananshire and Borders Council region.

[west@pfss.org.uk](mailto:west@pfss.org.uk) For Glasgow, Renfrewshire, Dunbartonshire, Inverclyde & Helensburgh

[north@pfss.org.uk](mailto:north@pfss.org.uk) For Fife, Perthshire, Aberdeen, Dundee, Inverness, Tayside, Angus & Morayshire.

[southwest@pfss.org.uk](mailto:southwest@pfss.org.uk) For Ayrshire & Lanarkshire.

<https://thelinksgroup.org.uk/> also offers advice and tips in relation to the link between domestic and animal abuse.

The RSPCA also promotes the National Domestic Abuse Helpline (NDAH) to support our officers if they feel they have witnessed or have suspicions that domestic abuse has taken place. We use the NDAH to help triage the observations and concerns made by our officers, our officers may then be signposted to Police. Of course if it is a 999 situation then we would expect our officers to refer to Police immediately, but sometimes the coercion and control indicators are more subtle than that and not easy to identify without full DV training etc.