



**SERVICE
DOGS UK**
for those with PTSD
who have served

2025 IMPACT REPORT

Our small charity continues to
change two lives at a time



With thanks

With sincere thanks to our donors and funders in 2024/2025:

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Shar Bastin
Serve and Protect
Team Cheerfulness
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The Women's Institute



PTSD Assistance Dog Milo

Welcome From our Chair of Trustees



Ian & PTSD Assistance Dog, Jerry

Dear Friends and Supporters,

As Chair of the Board of Trustees, I am proud to introduce this, our second Impact Report. This report highlights the life-changing work we have achieved together to support those in the Armed Forces and Emergency Services communities who have been diagnosed with PTSD.

At Service Dogs UK we understand life's challenges that living with PTSD raises in our brave individuals. Our unique approach of pairing Veterans with dogs, most of which are from rescue, provides a transformation to the lives of our Veterans as well as providing a new lease of life to our dogs – changing two lives at a time. We are proud to enable these teams to achieve the highest accolade of being ADI Accredited PTSD Assistance Dogs.

This past year has been challenging and rewarding along with times which raised new issues requiring complex solutions. The demand for our services continues to grow, reflecting the ongoing need for mental health support within the Armed Forces and Emergency Services communities. We look forward to expanding steadily which will allow us to help even more veterans and dogs to lead fulfilling and rewarding lives.

We were also delighted to be able to celebrate our 10th anniversary by holding a tremendously successful “Service Dogs UK Dogs Making a Difference Conference and Awards Evening” which was so well attended and delivered with such enthusiasm and expertise. We thank all those involved in making it such a success.

I would like to express gratitude and thanks to our amazing donors, corporate partners, trainers, fosterers, and volunteers, who continue to support us enabling SDUK to partner and train more dogs and Veterans than ever before, each one making a profound impact on their partner's wellbeing.

In this, our second Impact Report, you will see that your collective generosity has continued to make a significant difference to many lives through both our numbers and through the heartfelt testimonials from those we serve.

As we look ahead to another year, we remain excited about the future and are committed to expanding our reach to help even more Veterans reclaim their independence and peace of mind.

With deepest gratitude,
Ian Spencer
Chair of the Board of Trustees



PJ & Dexter receiving an award

Martin & Ollie



Mark Walden (Agria) with Bryan & Ambassadorog Ferris presenting at the Emergency Services Show 2025



I started as a loud partnership unable to enter a room without making a racket and noise, I finished calm collected and able to walk in and out of a room without people fully noticing me. I was unable to attempt even daring to go town on my own but now I can without being overly anxious.

Veteran, Ant with PTSD Assistance Dog, Roxy

PAC October 2025



Patrick & Dottie



She has changed my life.

Veteran, Patrick with PTSD Assistance Dog, Dottie

A Message From our Founder

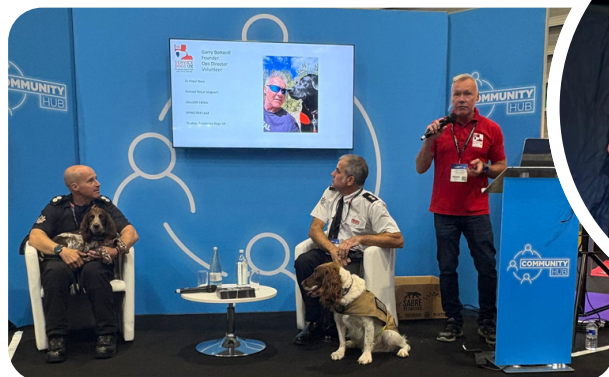
I am extremely pleased to present our Impact Report for 2025. This year is very special, it being our 10th Anniversary and we have celebrated with our inaugural Dogs Making a Difference conference and our Awards evening. We presented Medals of Honour for those exceptional dogs that have gone 'above and beyond' in helping humans in many ways, demonstrating their exceptional skills, compassion and service. The event was very successful and garnered some excellent feedback, so much so that we feel compelled to do it again on the 1st of October next year!

We continue to owe so very much to our volunteers who truly are the 'life blood' of our charity. Together they contribute to an amazing 85% of everything that we do!!!

We are incredibly grateful for our supporters, our sponsors and grant givers for helping us continue to bring our life changing programme to those that need it. In a difficult financial climate this help is needed more than ever, without your generosity our Veterans would not get the opportunities that we know changes everything for them and their families. We remain acutely aware of the need so we continue to make every penny count. As a charity we offer enormous 'bang for your buck' and our contributors can feel secure in knowing that we provide exceptional value for money in what we deliver!

We are proud to work and collaborate with other military and emergency services charities in order to offer more benefits to our Veterans. This partnership working helps to 'fill in the gaps' in service provision and give more specific support when needed. This Impact Report contains quotes from our Veterans, please take a moment to read these, they are the reason we do what we do and they clearly demonstrate the difference we are making thanks to your support!

With heartfelt thanks,
Garry Botterill
Founder



Garry speaking at the Emergency Services Show 2025



SDUK Founder Garry

PTSD Assistance Dog, Lulu



PAC April 2025



The banter and support have been fantastic, however the most enjoyable thing has to be Teddy. He has changed my life and continues to do so daily. He's literally a lifeline.

Veteran, Jordan with PTSD Assistance Dog, Teddy



Jordan & Teddy with Lord Lieutenant of East Sussex

Pete & Rufus



Moving forward in life with Lulu by my side fills me with confidence. Seeking support from SDUK has undoubtedly been one of the best decisions I've made in a very long time. The training we've undergone together and the bond we've formed have truly transformed my life. I genuinely believe this experience has saved my life.

Veteran John, with PTSD Assistance Dog, Lulu

“

Absolutely recommend this [programme] to anybody with PTSD; it gives you a focus and a feeling of accomplishment when it all comes together and also a reason not to be ashamed of having PTSD.

Veteran, Stu with PTSD Assistance Dog, Milo

Stu & Milo



PTSD Assistance Dog Deputy



SDUK team aboard the HMS Prince Charles

Remi, Rufus & Dolly training in Petersfield



”

Since joining Service Dogs UK and working with Bow I've recently been able to come off a lot of my medications, and start actually living some sort of 'normal' life outside of my home. Thank you all for your support and I literally owe you guys my life!!

Veteran, Nick with PTSD Assistance Dog, Bow

A Decade Of Life-Changing Impact

Over the last ten years, Service Dogs UK has grown from a **bold idea into a vital lifeline** — matching Veterans living with PTSD with rescue dogs and supporting both in the journey to recovery, purpose and connection.

10
years

as a registered charity
in 2025

with over
70

total Dog and Veteran
partnerships created,
including successor dogs

and
43

volunteers recruited to
join the team

Measurable mental-health and wellbeing improvements

As we celebrate this milestone, recent independent research demonstrates that the change delivered is not only meaningful but measurable. An evaluation carried out with **Anglia Ruskin University's OneWelfare Research Group** found statistically significant improvements in participants' lives. Key findings include:

Clear reductions in core PTSD symptoms — particularly nightmares, flashbacks and panic attacks.

Strong improvements in relationships, showing the impact extends beyond the individual to families, friends and communities.

Increased self-motivation and confidence, enabling Veterans to re-engage with life beyond survival.

Greater social trust and engagement in public life allowing Veterans to re-establish a routine.

Laying the Foundation for the Future

Beyond recognising SDUK's impact, the report provides a roadmap for strengthening and sustaining that impact over time. With support from ARU, SDUK has begun implementing a structured, long-term monitoring strategy to track progress even after the formal programme ends.

This approach will not only help maintain service quality but also support future funding applications and research collaborations—ensuring more veterans and rescue dogs can benefit from this life-changing work.



*Read the full
ARU report*



Impact Statistics for 2025

13

Dog and Veteran
partnerships achieving
accreditation in 2025

over
5,000

Training hours
in 2025

60,000

Volunteer hours
in 2025

85%

of the people responsible
for making the charity a
success are **Volunteers**

Dogs Making a Difference

Conference & Awards

The Dogs Making a Difference Conference and Awards was created to celebrate the life-changing partnerships between dogs and people across the UK. It brought together charities, researchers, trainers, and Veterans to share learning, highlight innovation, and recognise outstanding contributions to animal-assisted support.

Hosted by our fantastic presenter, Tom Gaymor, this gathering was more than a celebration of 10 years of Service Dogs UK, it was a tribute to the life-changing partnership between people and working dogs. Together, we honoured and celebrated the incredible human-animal bond that brings hope, healing, and independence.

102

Attendees

21

Organisations
Represented

6

Incredible
Speakers

8

Awards
Presented

DMAD Awards Evening





Judge, Lady Bathurst, with Medal of Honour winners, Mika & Dexter (and handlers), Tom Gaymor & Garry



DMAD Daytime Conference

Daytime Conference

The Dogs Making a Difference Conference brought together an inspiring line-up of speakers who shared the latest research and insights into the transformative role of dogs in enhancing human wellbeing. The presentations highlighted how integrating dogs into support, workplace, and therapeutic settings can significantly boost resilience, morale, satisfaction, and the perception of organisational support.

We were privileged to hear from an exceptional group of contributors — **Dr. Nieky Van Veggel**, **Peter Sage**, **Dr. Jayne Morton**, **Mandy Chapman** and **Crufts Medal winner Baloo**, **Dr. Jess Miller**, and **Mike Steere** from **Agria Pet Insurance** — each offering thought-provoking perspectives and evidence-based findings.

Their engaging talks sparked meaningful discussion and reinforced what our work at Service Dogs UK demonstrates every day: that the bond between people and dogs is a powerful force for positive change.

Medal of Honour Awards Ceremony

In the evening, we celebrated Dogs Making a Difference with our Medal of Honour Awards where we honoured exceptional dogs that have greatly impacted the lives of humans. These awards, shortlisted from nominations by individuals and organisations, recognised those partnerships that have truly excelled.

With thanks to our sponsors





Case Study

Rebecca & Bracken's Story

Rebecca joined the Army Reserves as soon as she turned 18. I started as an officer cadet, then trained at Sandhurst, age 21, before becoming a second lieutenant with the Princess of Wales's Royal Regiment (PWRR) based in the south-east. As a part-time reservist, Rebecca loved the fact she was part of an organisation where the people who turned up wanted to be there. "I work alongside some of the best people I have ever had the pleasure of knowing".

However, after an overseas deployment ended in August 2022, Rebecca returned home changed. "I don't like to talk about where I went or what I saw, as I'm not comfortable relaying the information to strangers, but it was clear to me and my family that I wasn't the same person".

Although Rebecca didn't know at the time, she was suffering from symptoms of what would later be diagnosed in 2023 as complex Post-Traumatic Stress Disorder. "I had nightmares, flashbacks, anxiety, panic attacks. I dreaded falling asleep, and then I dreaded waking up. I was constantly exhausted and unhappy. My parents, who I am close to, knew something was wrong, but I felt the best way to cope was to run away. It made me feel I had some control".

Rebecca moved to Bournemouth, a town where she knew no one, she masked all her symptoms and became very isolated. Rebecca began to distract herself with extreme exercise, running an hour a day, through injuries and without fuel. "If I was running, I thought I was ok".

Rebecca was far from ok, she was emotionally dysregulated, her short term memory was affected and she could be very irritable. "A low point was when I couldn't even go to Tesco to do a food shop. The crowds, the people, the noise. Hyper-vigilant, I was trying to pay attention to everything while also choosing my dinner. It would make me so upset or uncomfortable that in the end I got food delivered".

But that's when Bracken came into Rebecca's life, when she most needed it. Shortly after taking Bracken home, Rebecca experience a panic attack, Bracken responded to this by barking incessantly. "At first, I didn't know how to deal with it or understand why he was doing it. But then I gradually realised he was just trying to help me. As I have emotional dysregulation, he has learnt to respond to that. He can sense when I am uncomfortable or need to leave a room to reset myself. He will start whining or barking or nudging me, and if I cry, he will lean on me to offer me comfort".

Life looks very different for Rebecca now with Bracken by her side, she left the Reserves and has a new job. "Bracken and I can even go to central London and catch a tube, an activity that was unthinkable at my worst point. I have people to call, and I have Bracken. I know what a day looks like. And I don't have to be afraid again".

Rebecca & Bracken with South West Hub Manager Nigel



Bracken and I can even go to central London and catch a tube, an activity that was unthinkable at my worst point. I have people to call, and I have Bracken. I know what a day looks like. And I don't have to be afraid again.

Veteran, Rebecca with PTSD Assistance Dog, Bracken



Read Rebecca and Bracken's full story



Get Involved

Every action makes a difference

There are so many ways you can help change lives through Service Dogs UK. Whether you volunteer your time, make a donation, take on a fundraising challenge, foster a rescue dog or sponsor a dog in training, your support helps us create life-changing partnerships between Veterans suffering with PTSD and our amazing rescue dogs. Together, we can give more people the independence, confidence, and companionship they deserve.

Join Our Volunteer Pack

Whether it's helping at events, supporting our training team, or spreading the word, your time and enthusiasm make a real impact. Here are some of our Volunteering roles:

Foster a Rescue

Provide a safe and loving environment for these remarkable dogs during their training period.

Dog Trainer

Help our Veterans train our rescue dogs to become assistance dogs with positive reinforcement.

Events Volunteer

This is a varied role, which can change depending on the type of event you are asked to attend.

Social Amplifier

Simply 'Like' and 'Share' our content on all our platforms and encourage others to do the same.

Sponsor a Rescue Dog

Follow a dog's incredible journey from playful pup to trusted partner — your sponsorship helps fund their training and care every step of the way. Sponsorship starts from just £1 a week, and all of your money goes to the charity so that we can change lives 'two at a time'.



Turn Fun into Fundraising

Our work is **ONLY** possible through your generosity kindness and passion to help us make the change for Veterans and rescue dogs. We do not receive any external funding and rely solely on donations and grants. Take on a challenge, host an event, or get creative — every effort helps raise vital funds for our life-changing partnerships.

Send us a Donation

We are a small charity, so every pound you give helps us train and support our assistance dogs who bring independence, confidence, and hope to those who need them most.

easyfundraising

Sign up to easyfundraising and whenever you shop, we'll receive a donation!

Pets Club

Join the Pets Club at Pets at Home and make SDUK your chosen charity.

Just Giving

Make a one-off donation, set up a regular monthly donation, or set up a fundraising page for an event.

SDUK Shop

Purchase Service Dogs UK merchandise and soft toys in our SDUK shop!

Corporate Support

Whether through charity partnerships, sponsorships, or employee fundraising, your organisation can help transform the lives of Veterans and rescue dogs alike.

Our dedicated Volunteers and Ambassadors are available to visit your workplace to deliver engaging presentations — offering a unique opportunity for your team to learn about our mission, meet our dogs, and see firsthand how your support changes lives.

Leave a Lasting Legacy

When you write your Free Will with Service Dogs UK, you can create a meaningful legacy that continues to change lives. Your support will help Veterans and rescue dogs for years to come, giving both the chance to build brighter futures together.

Spread the Word

The simplest way that you can support us. Tell friends, family, and colleagues about Service Dogs UK — your voice helps raise awareness and inspire others to get involved!



Send us a donation

