

Cat Post-Rehoming Follow Ups

1st March – 31st May 2022



woodgreen

Helping pets and their people

The Sample

- 3 day check in = 105 cats
- 3 week check in = 97 cats
- 3 month check in = 95 cats

Important to note that this sample is not the same cats repeated at each time frame

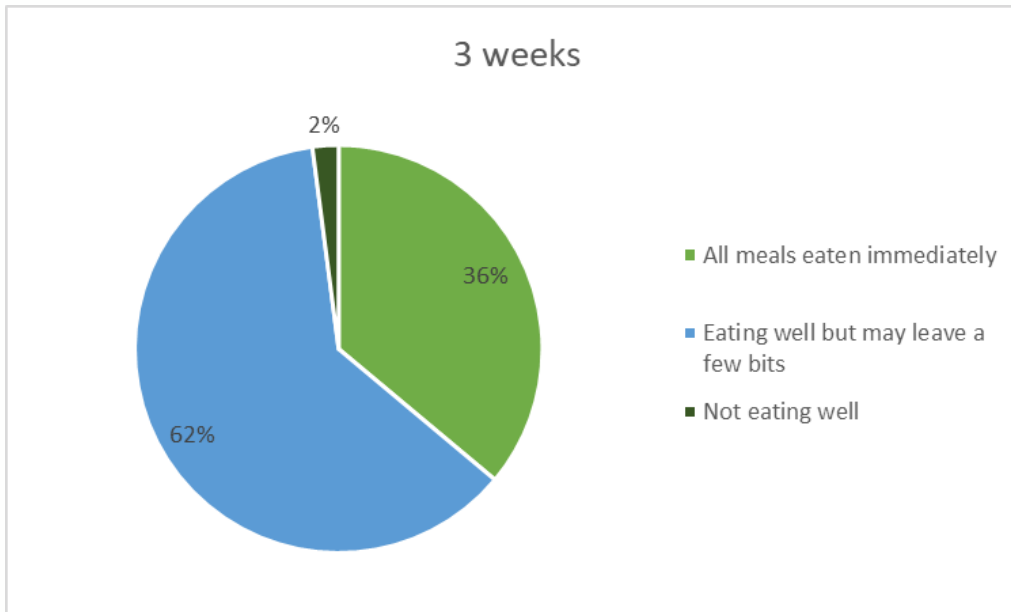
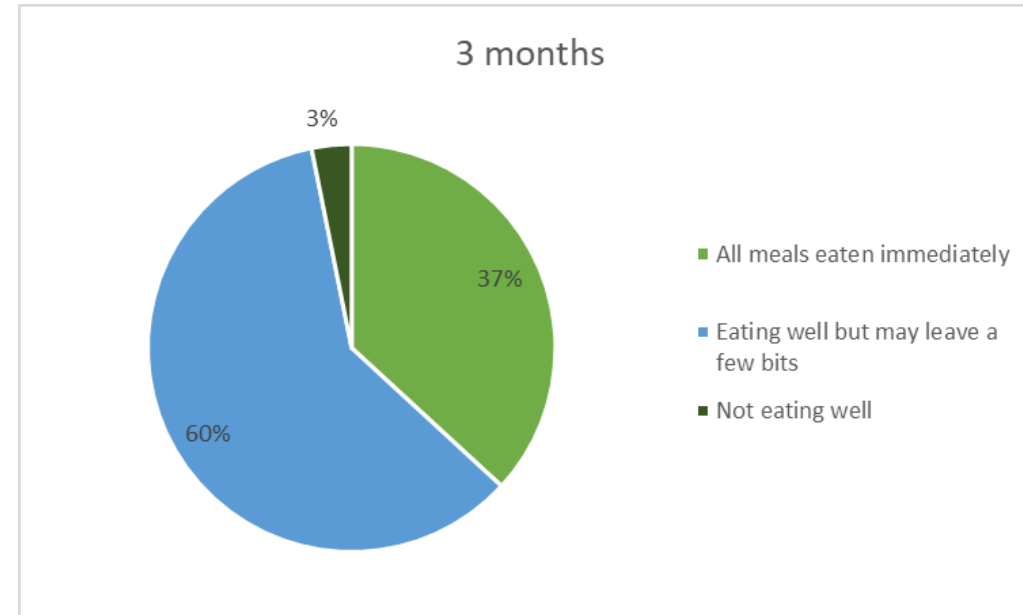
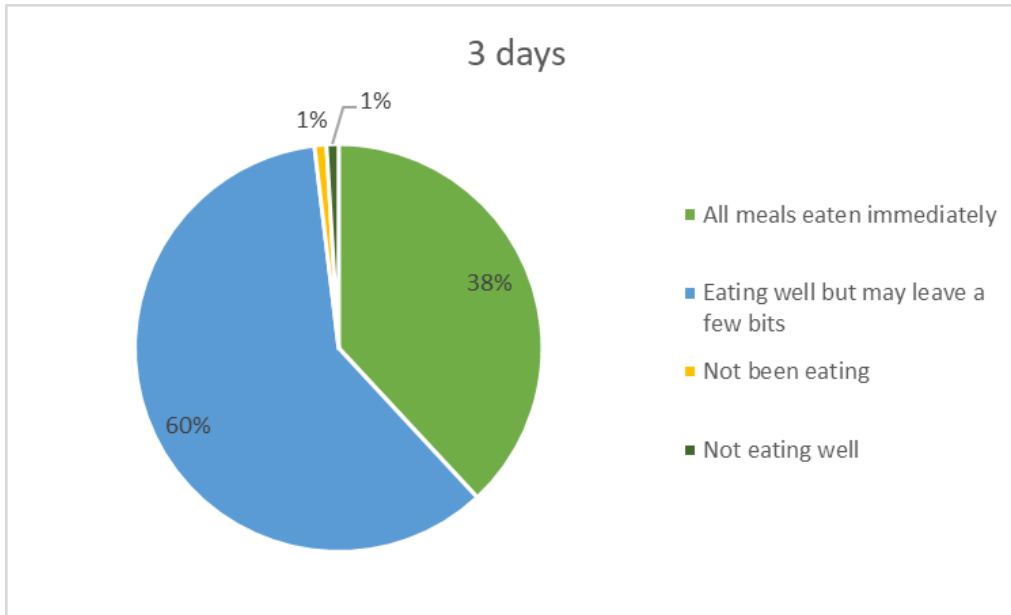


Survey response rates

- 3 day check in = Approx. 73% returned
- 3 week check in = Approx. 70% returned
- 3 month check in = Approx. 63% returned



How has your cat been eating?

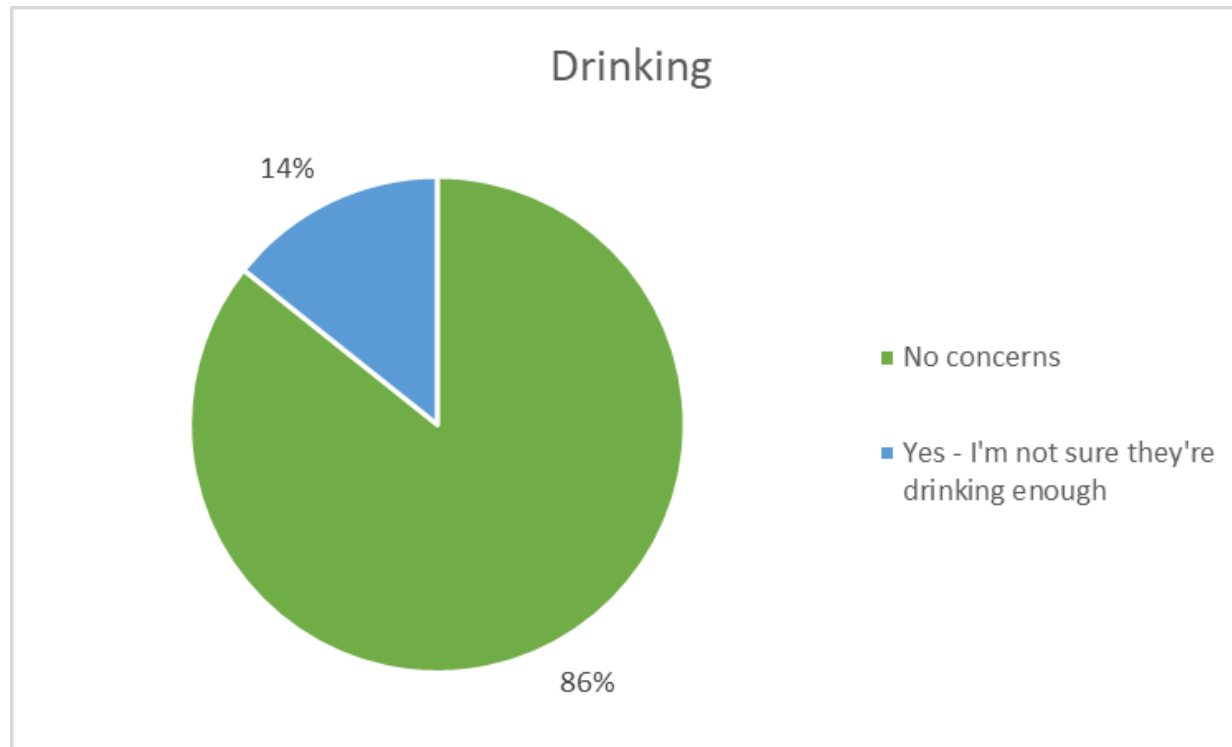


Results for how the new cat is eating appear very similar across the different touchpoints



Do you have any concerns about how your new cat has been drinking?

Only asked at the 3 day check in



Health Concerns

Have you had any concerns about your cats health?	Yes	No
3 days	6%	94%
3 weeks	9%	91%
3 months	85%	15%

Would expect the percentage to increase as the cat has spent longer in the home

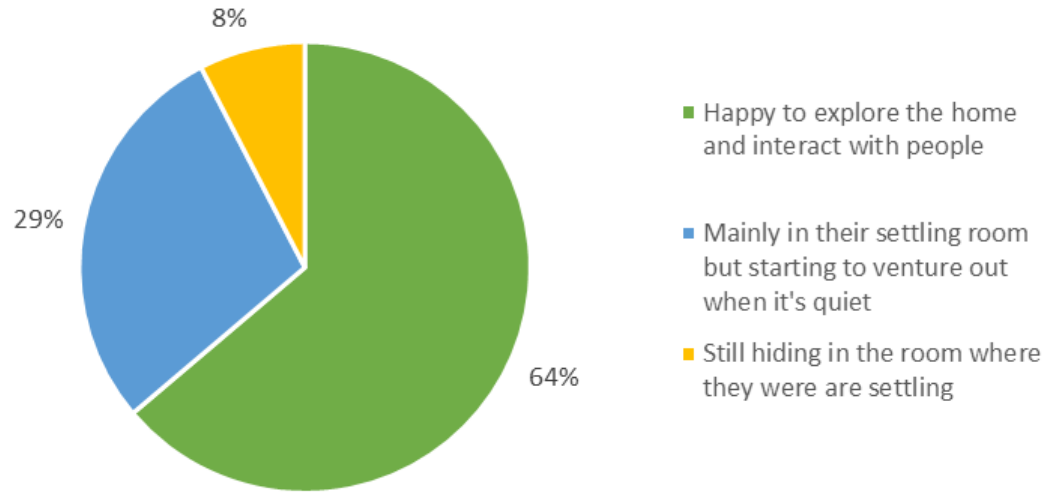
Main concerns

- Diarrhea
- Vomiting
- Abscess
- Cystitis
- Cyst
- Ringworm
- Eye issues

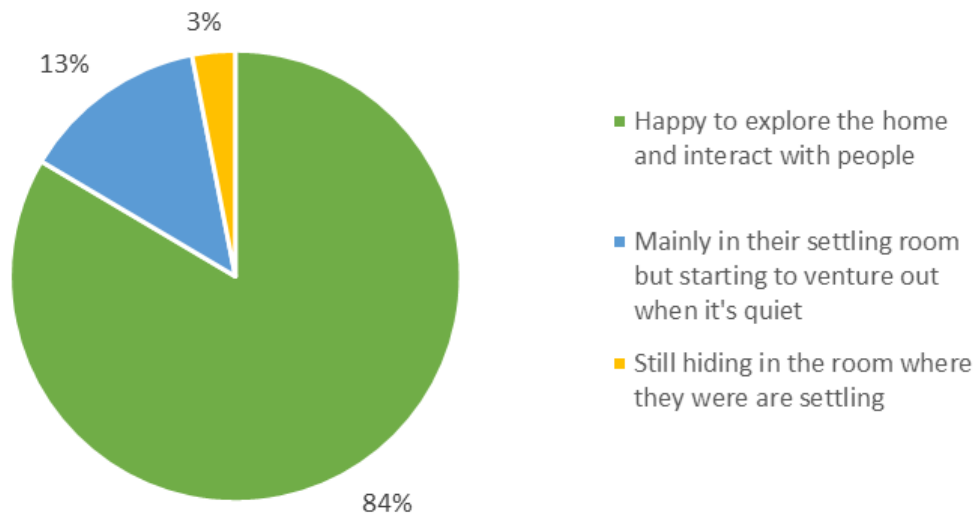


Where is your new cat spending most of their time?

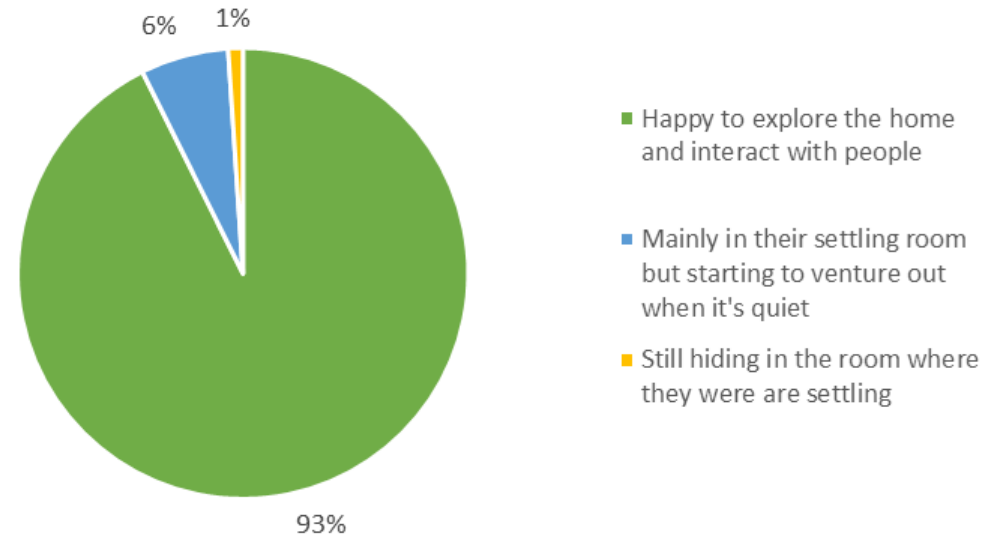
3 days



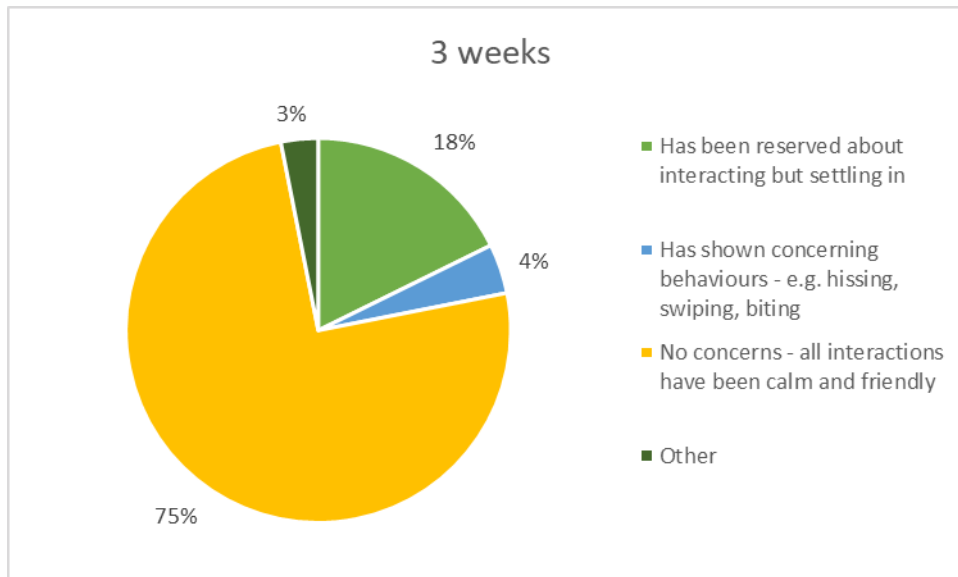
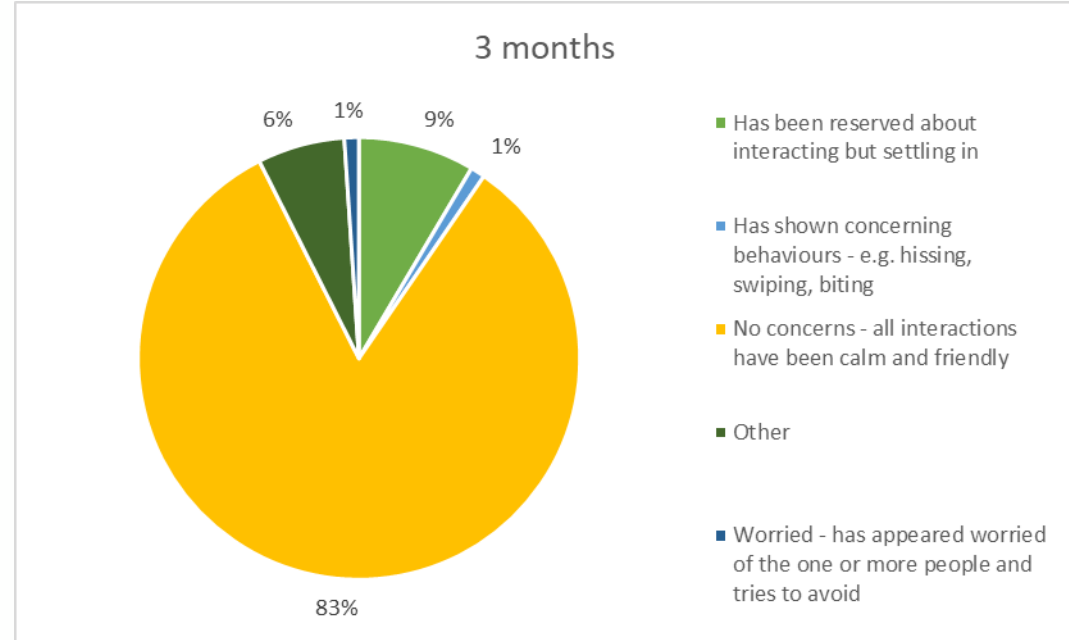
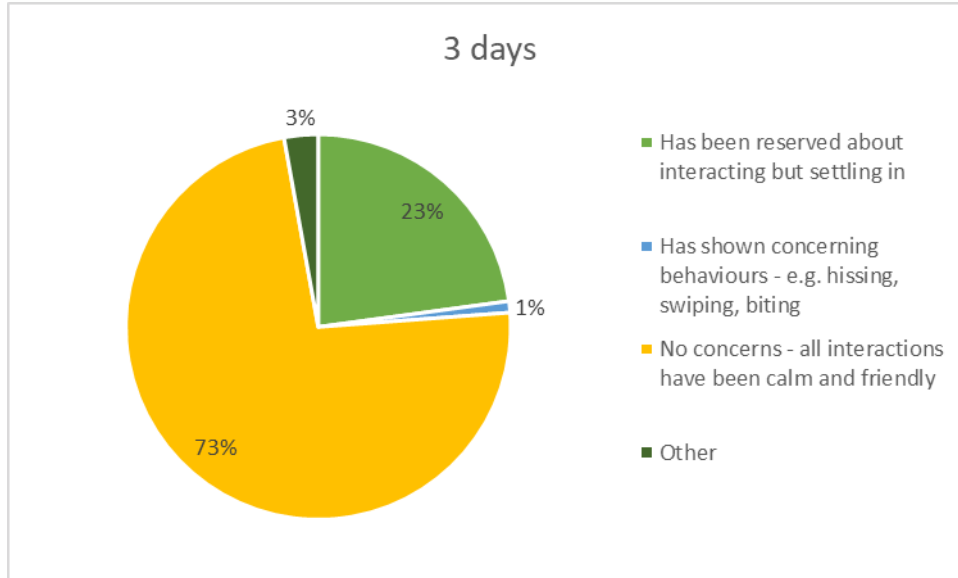
3 weeks



3 months



How would you describe your cats interactions with adults who live in your home?

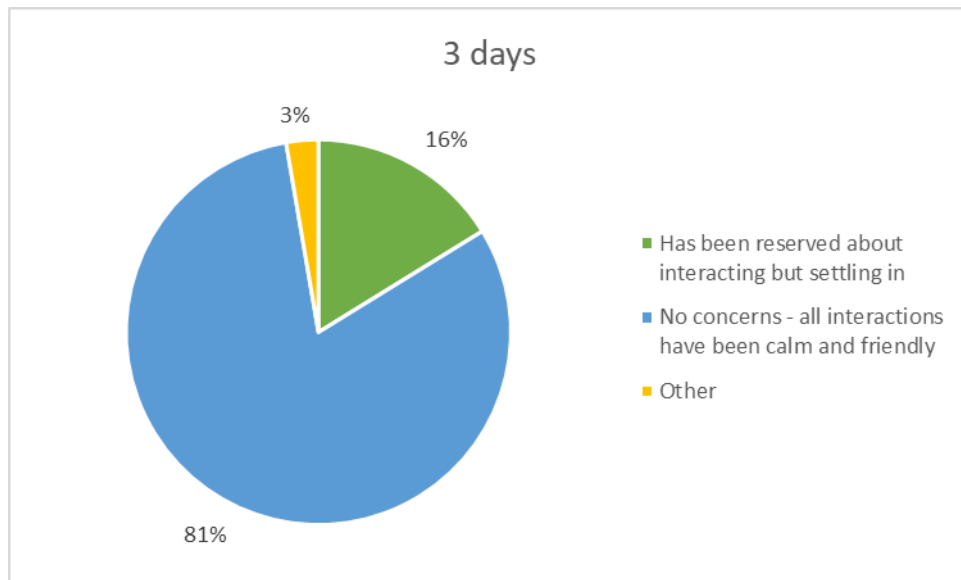


Other includes

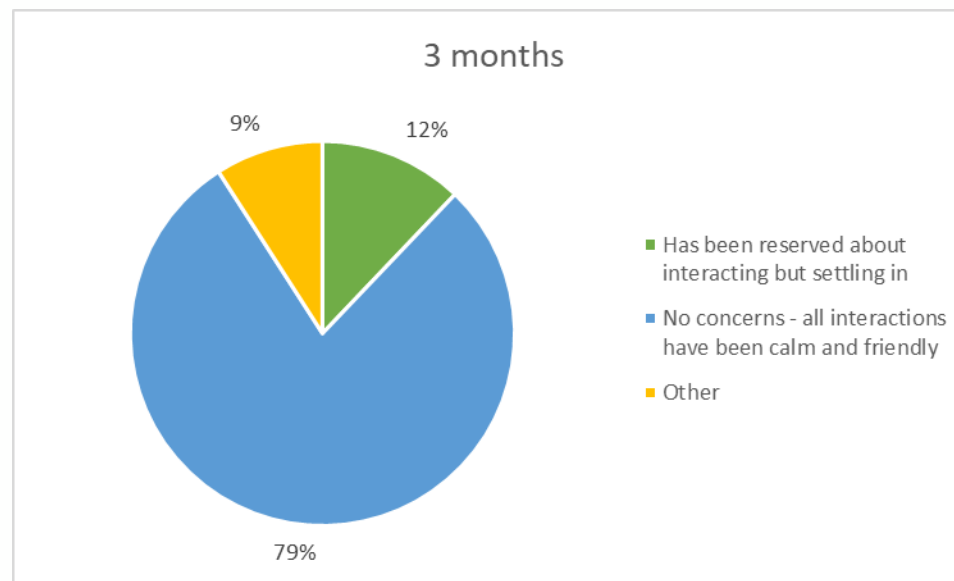
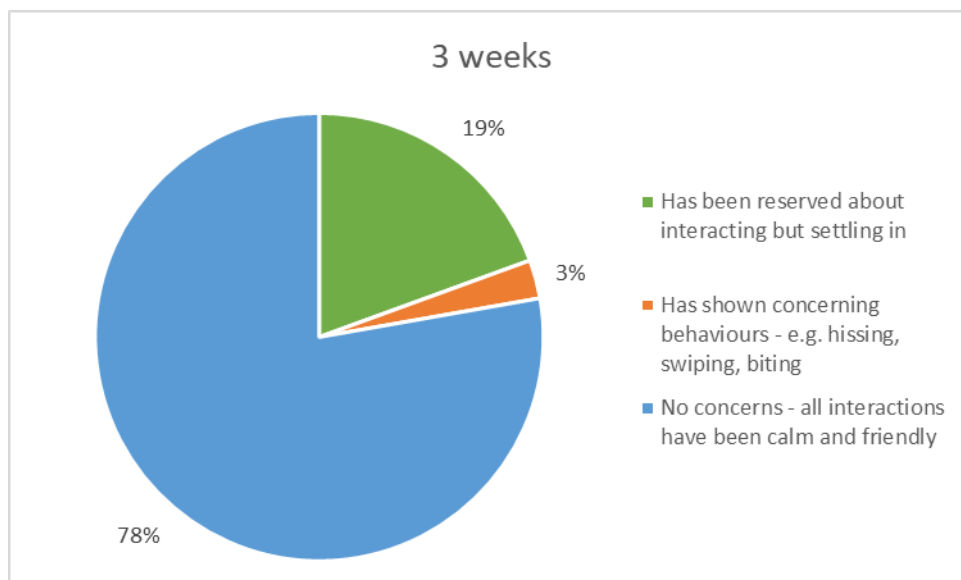
- Fear of visitors
- Getting a bit grabby when playful
- Being more confident at night
- Being sociable but on their own terms



How would you describe your cats interactions with children in the home?



- 3 day responses – 26% of homes had interactions with children
- 3 week responses – 27% of homes had interactions with children
- 3 month responses – 35% of homes had interactions with children



Other included

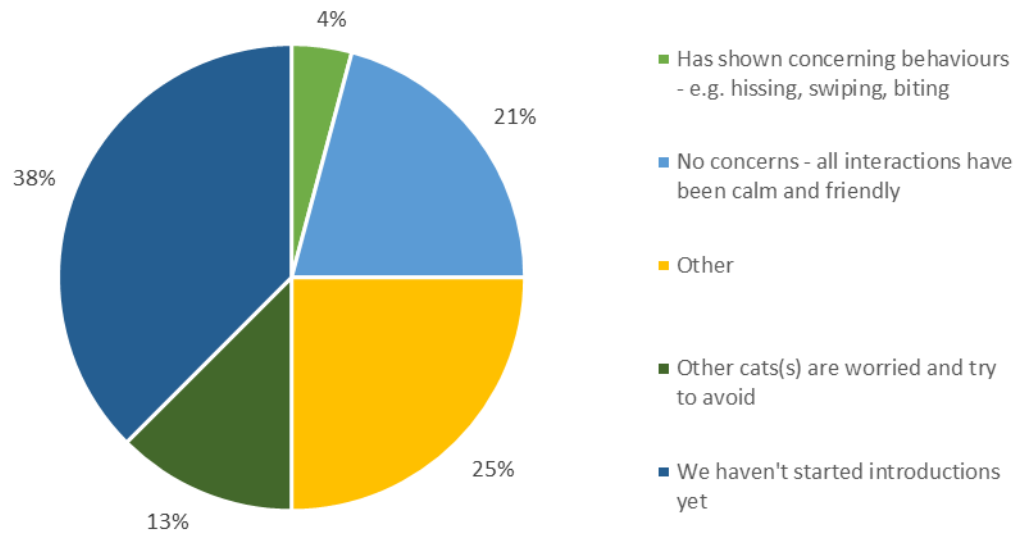
- Being a bit too playful at times
- Avoiding the children if they are a bit too excitable



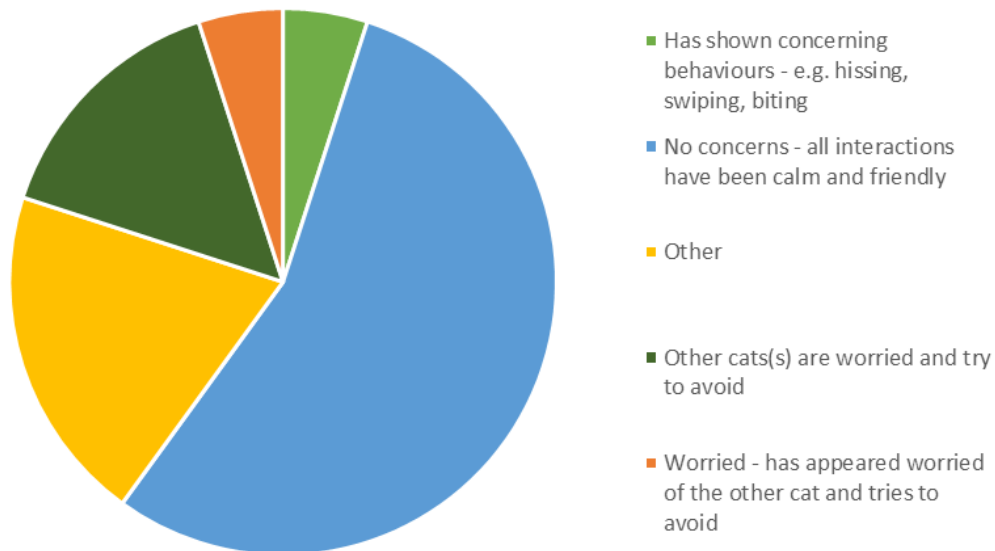
Interactions with other cats in the home

- 23% of homes have an existing cat(s) – 3 day sample
- 21% of homes have an existing cat(s) – 3 week sample
- 24% of homes have an existing cat(s) – 3 month sample

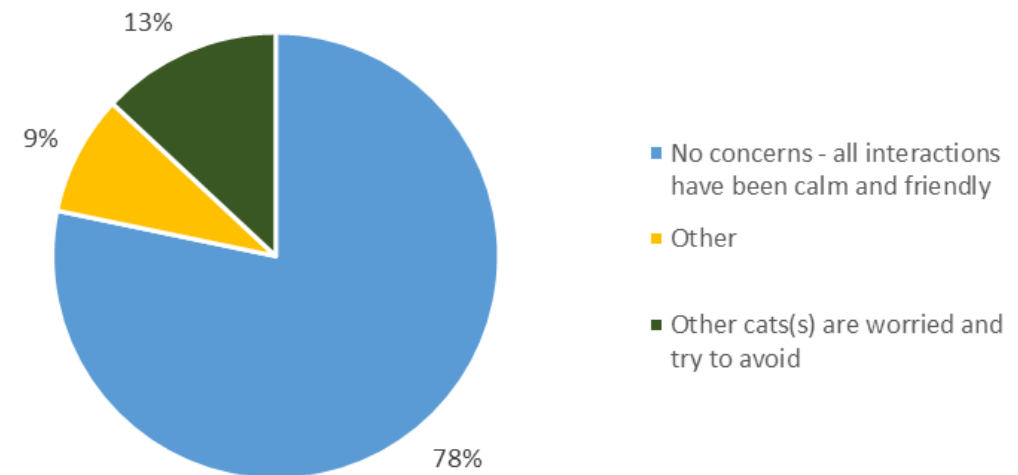
3 day



3 weeks



3 months

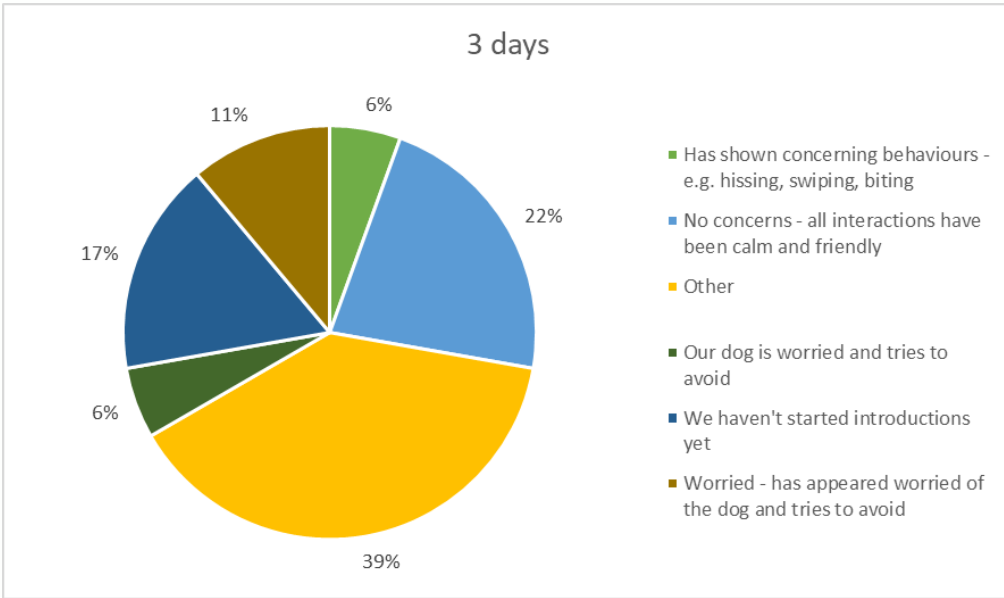


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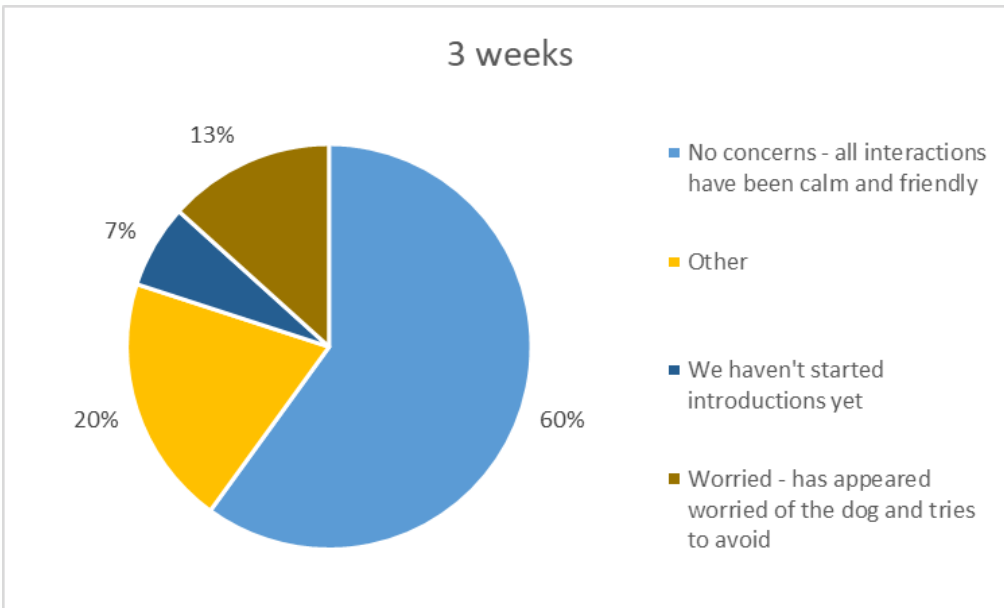
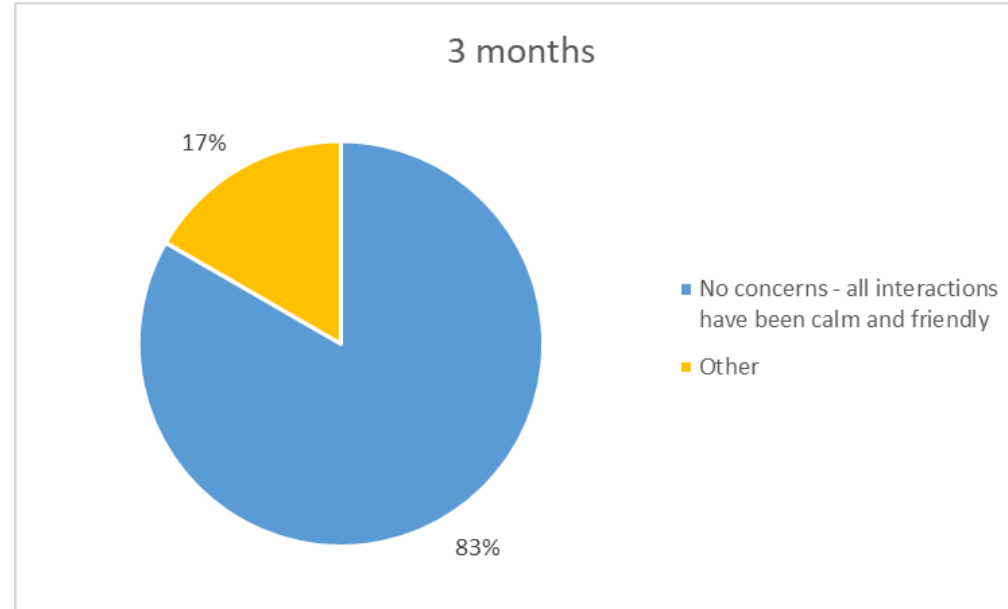
- Different interactions with different cats
- Cats tolerating each other
- Reactions changing over time
- Mentions of play fights



Interactions with dogs in the home



- 17% of 3 day sample have interaction with dogs
- 15% of 3 week sample have interaction with dogs
- 13% of 3 month sample have interactions with dogs



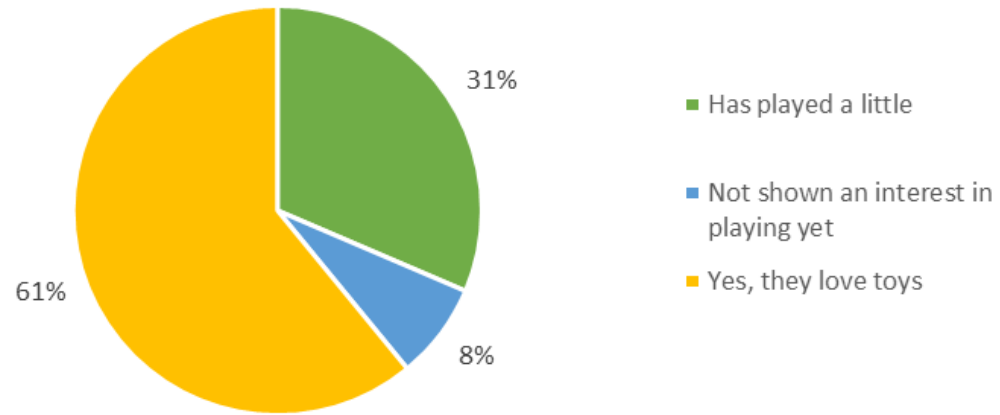
Other included;

- Cat being unsure of dog at times but improving
- Progress but not completely settled at 3 months
- Cat wanting to play with the dog when the dog doesn't want to



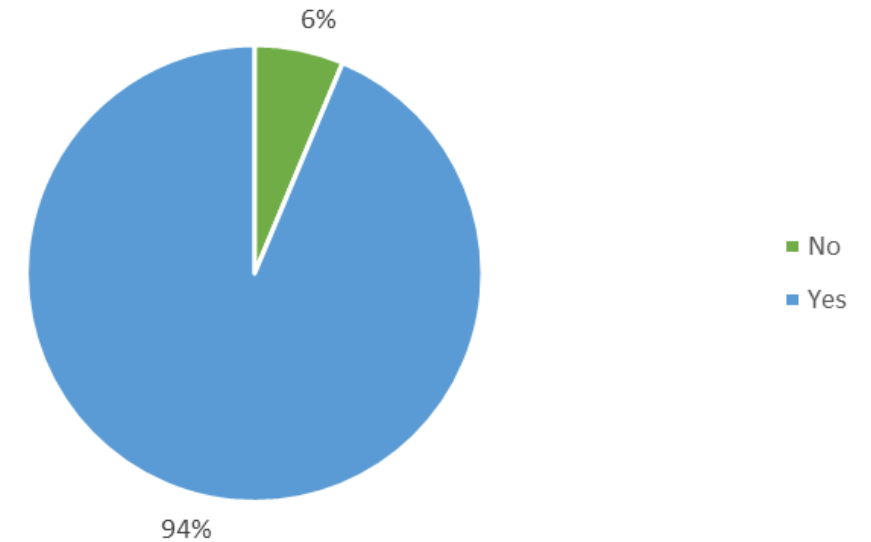
Play

3 day - Has your cat shown signs of wanting to play since going home?



Fishing rods, balls and catnip toys were popular favourites

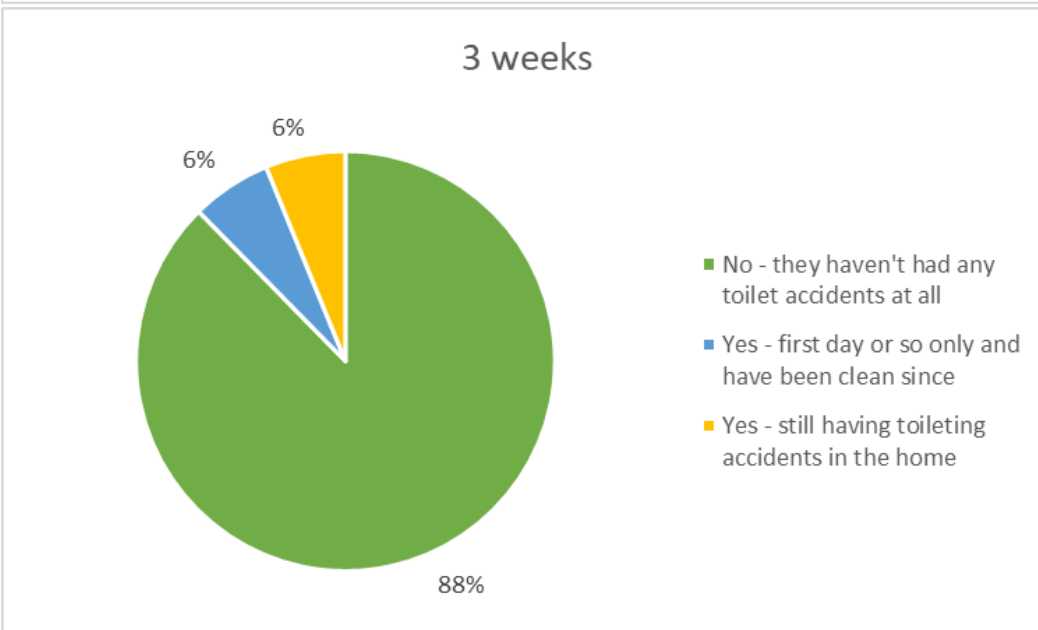
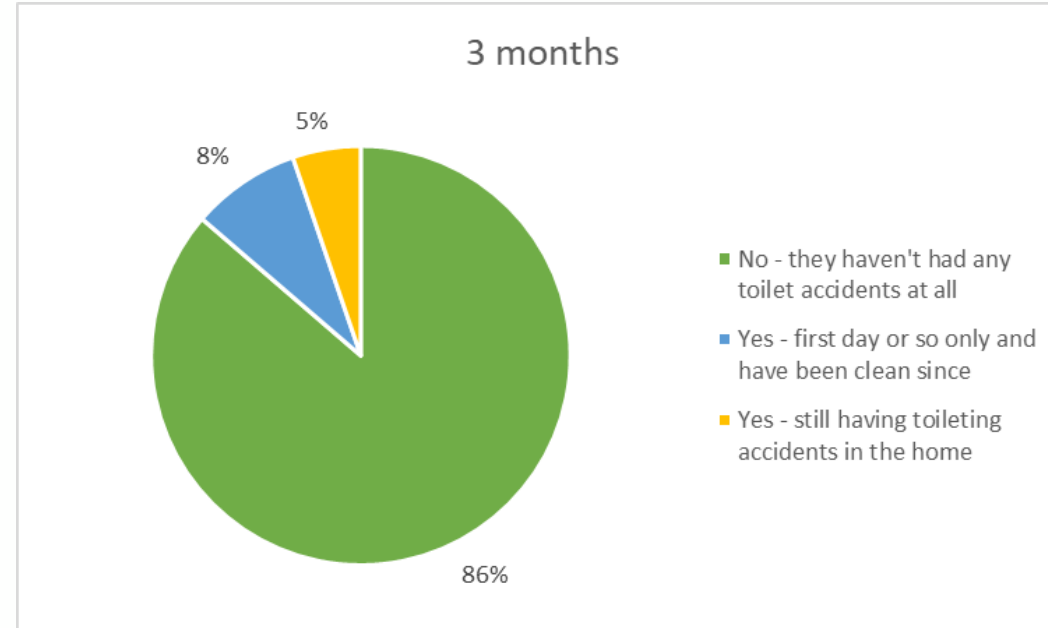
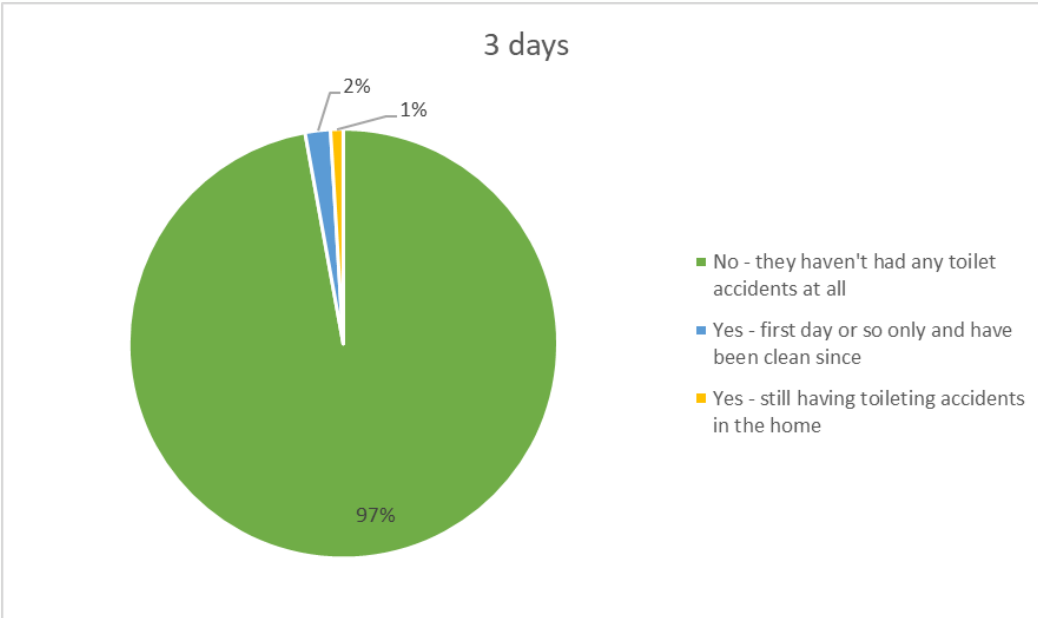
3 months - Does your cat like to play with toys?



Laser pens were mentioned as favourite toys by a couple of owners



Is your cat having any toileting accidents in the home?

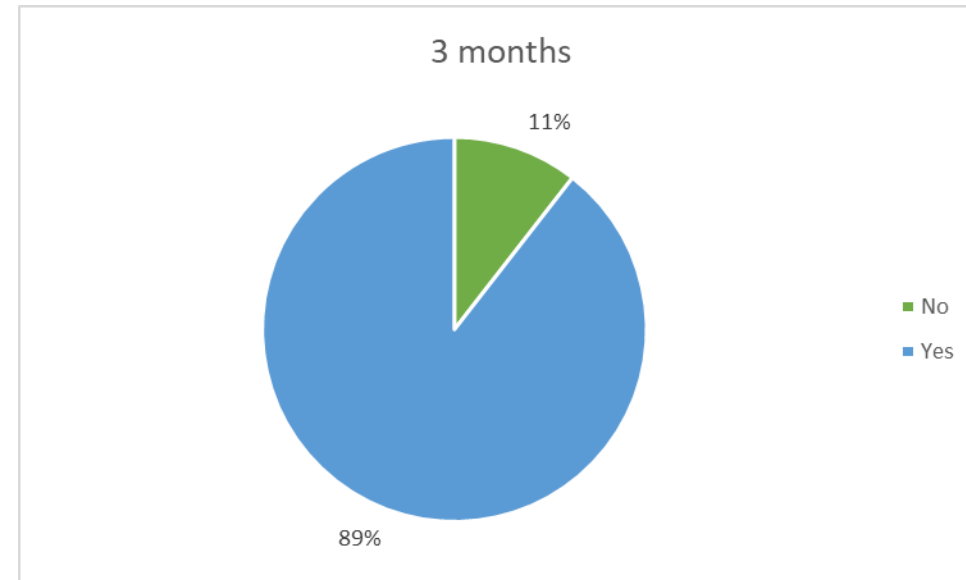
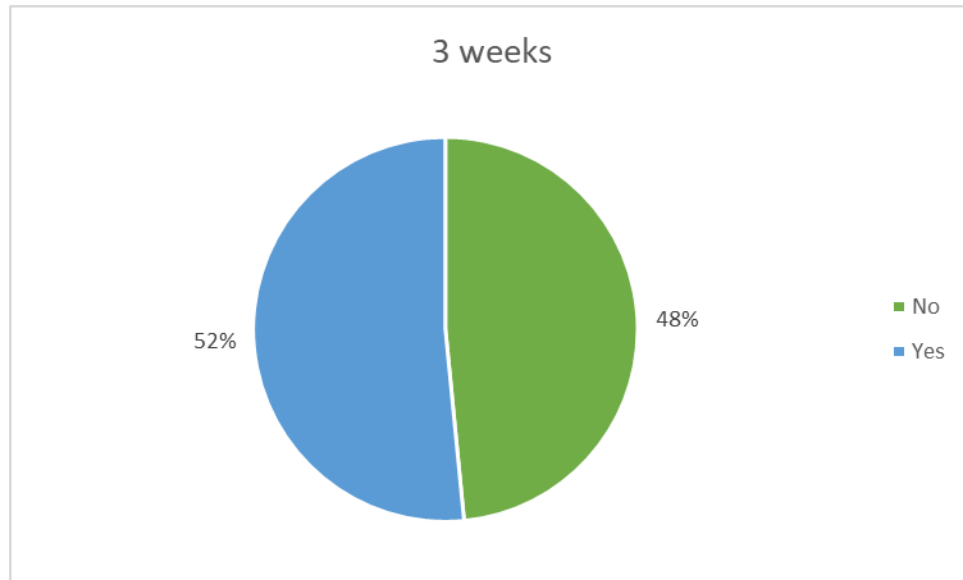


Of the 5 cats still having toileting accidents after 3 months in the home;

- 1 requested BaTS for this
- 1 cat was being chased by a neighbourhood cat when outside
- 1 owner felt that the experience of welcoming the new cat to their home was significantly easier than expected



Have you let your cat outside yet?



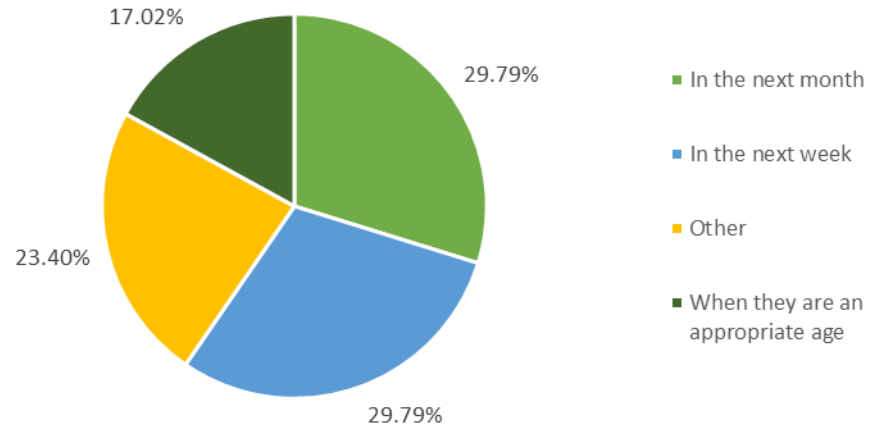
Do you have any concerns about this?

- Worried about the cat not coming home
- Other cats in the area
- Cat being nervous about going outside

- Other cats in the neighbourhood
- Eating plants
- Bee stings



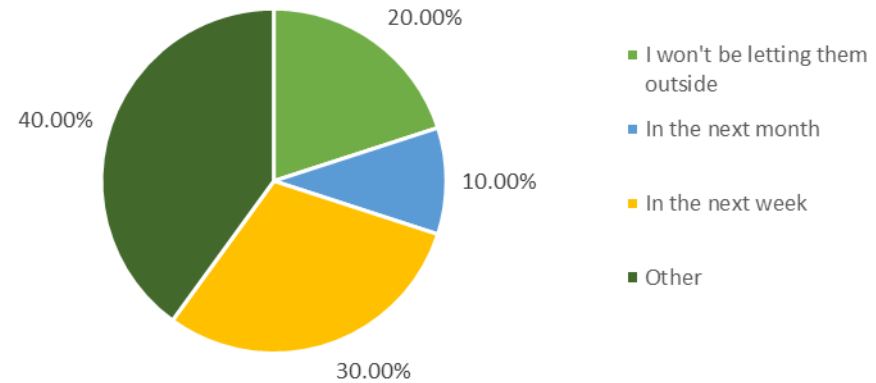
3 weeks - When do you plan on letting them out?



Other included:

- Not being comfortable in the home yet
- Wanting to complete dog intros first
- Shortages of vaccinations or flea/worm treatment
- Waiting for better weather
- Cat not showing interest in going out yet
- Worry about busy roads
- Cat not liking being outside
- Taking introductions to outside slowly

3 months - When do you plan on letting them out?



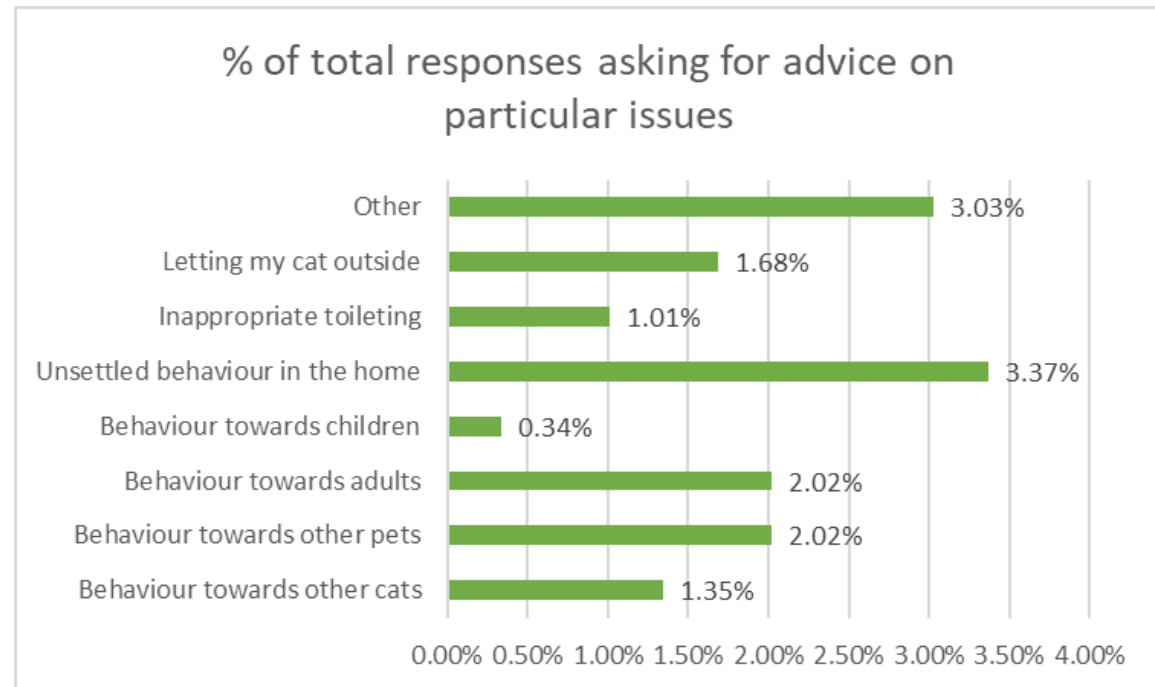
I won't be letting them outside...

- 1 cat was FIV+ and as the new owners noticed another cat in the area they chose not to let him out.
- The other is a very nervous Bengal but reason for the decision is unclear.



Would you like to speak to a member of our Behaviour and Training team about any problems you've encountered?

	Yes	Already working with BaTS	No
3 days	10%		90%
3 weeks	18%	4%	78%
3 months	7%	2%	91%

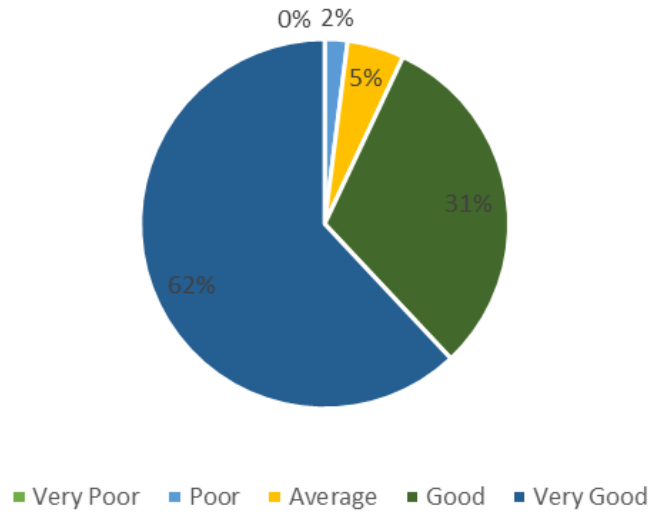


Most people didn't want advice because they weren't experiencing any problems or felt it was still early days and they were happy to continue working on it themselves.

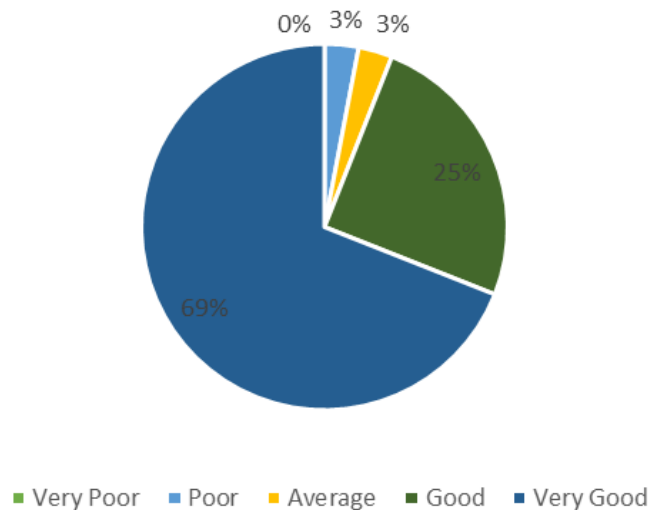


How would you rate your relationship with your new cat?

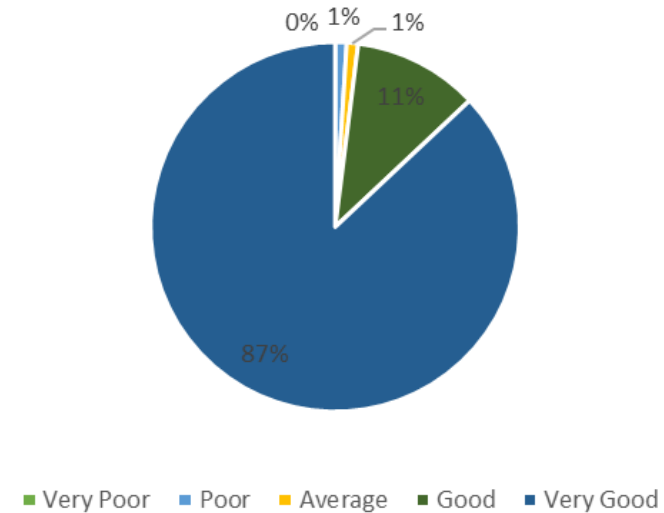
Relationship after 3 days



Relationship after 3 weeks



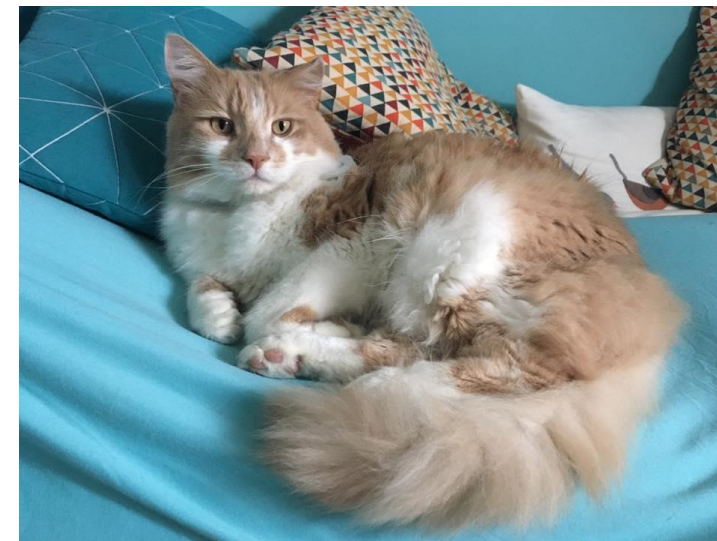
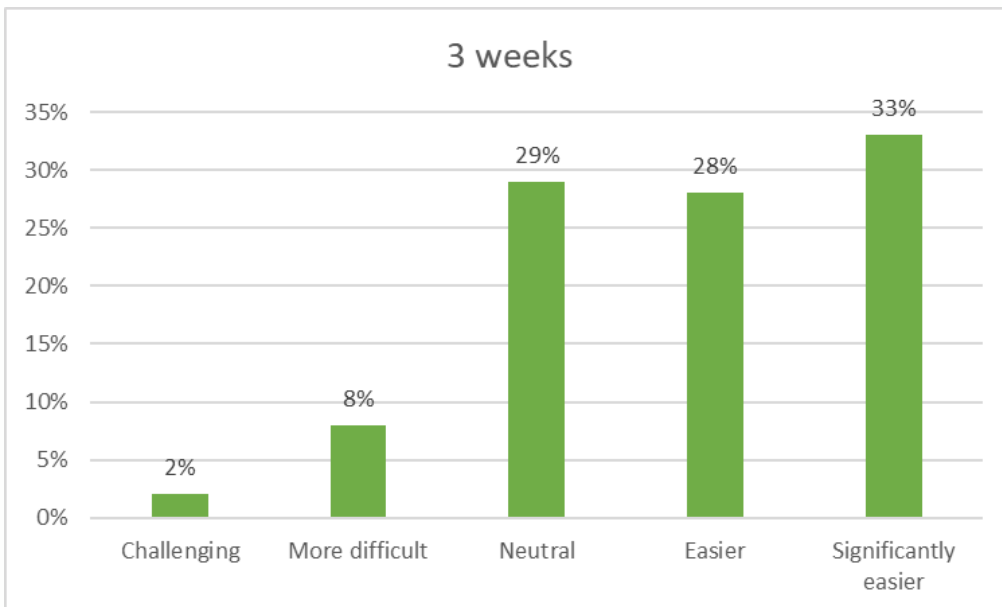
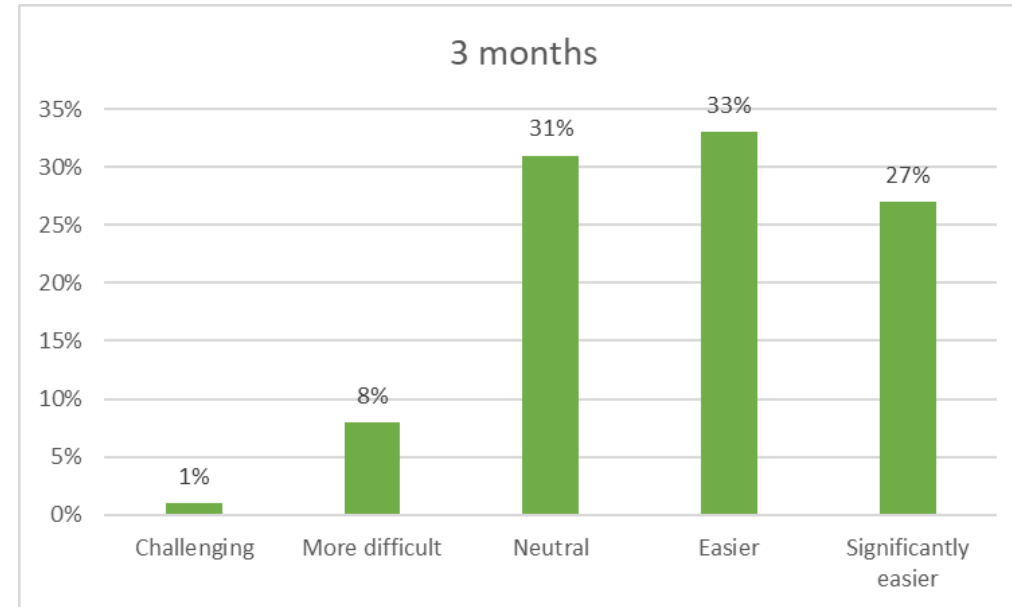
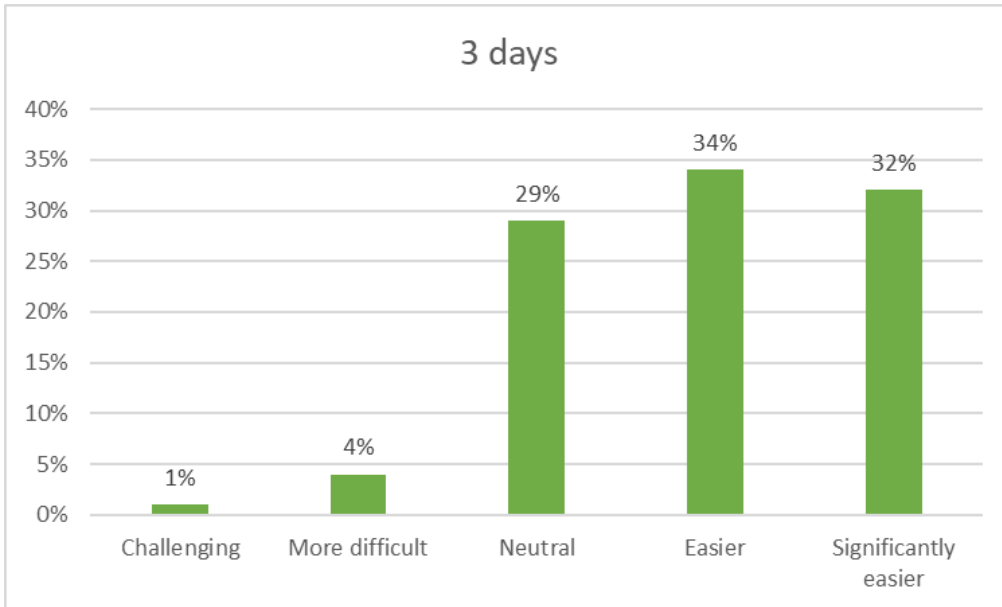
Relationship after 3 months



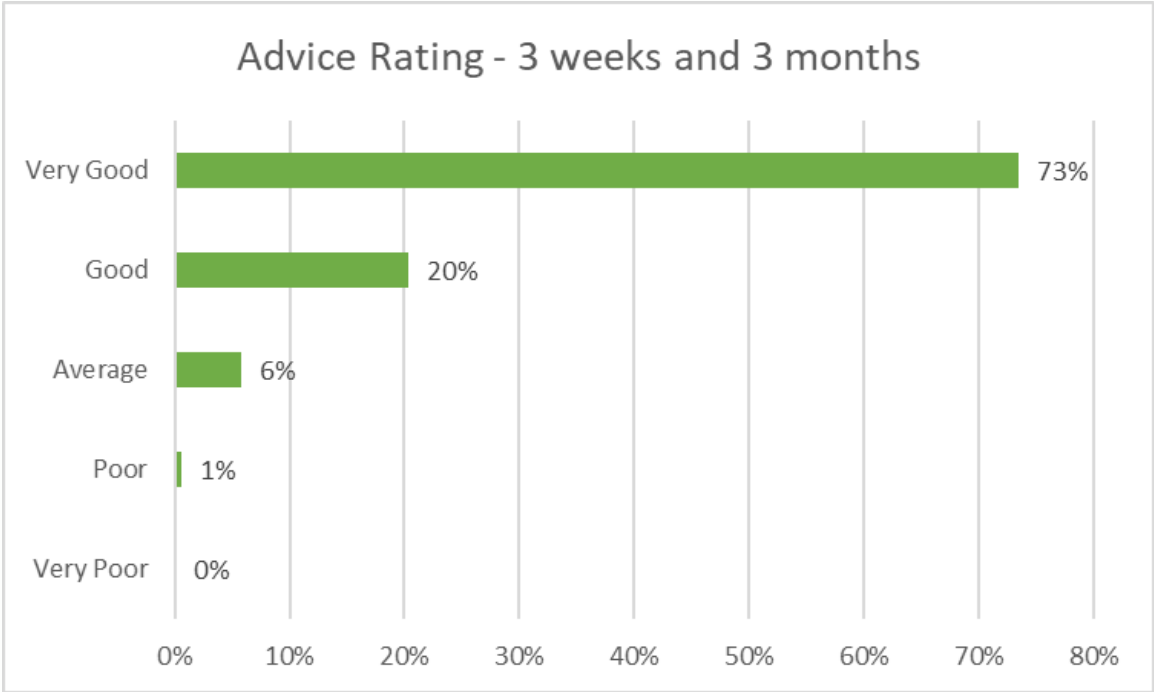
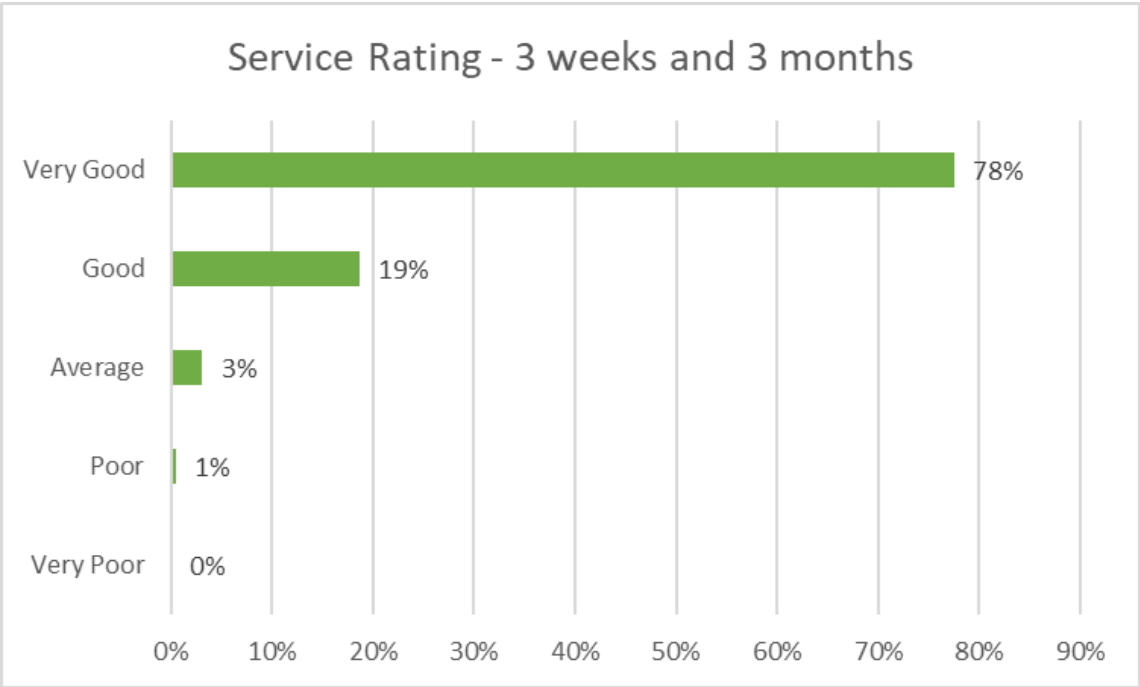
Poor relationships were generally reported by owners of anxious/nervous cats



How has the experience of welcoming a rescue cat into your home compared with what you were expecting?



Service and Advice Ratings



Poor rating was given due to the shortage of cat vaccines and finding it difficult to find a vet that could supply a compatible second dose



How would you rate the Rehoming Pack you received?

Includes a food sample, a fishing rod and catnip toy, a Feliway spray, a cardboard scratcher and a feeding enrichment ball.

Rating	Very Poor	Poor	Average	Good	Very Good
% of responses	3%	0%	3%	31%	63%

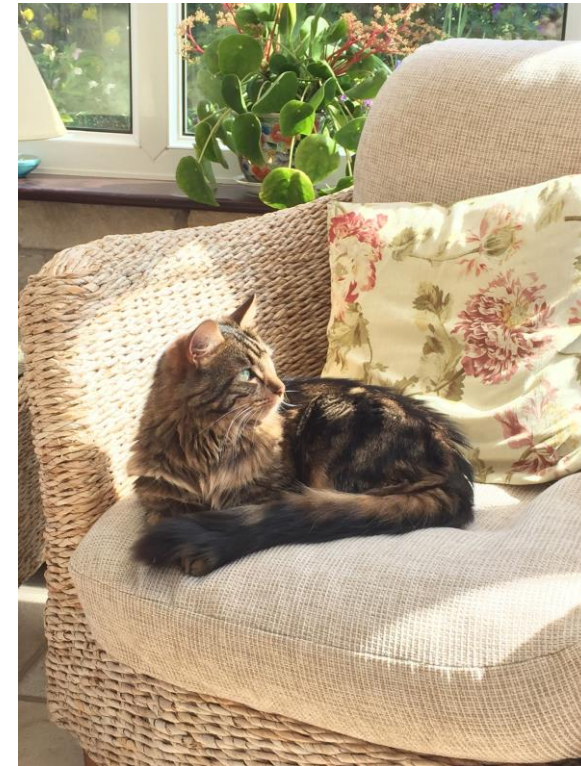
- Very poor ratings given due to price increase, products not really being used by the cats and not being given a pack
- Reasons for very good ratings included:
 - “A good balanced starter”
 - “Everything we needed was in the pack”
 - “It gives good transition tools”
 - “There was literally everything you would need to settle your cat in for the first few days”
 - “It provided all the info that we needed and lovely to get some goodies for Harry too”
 - “Nothing left to chance. The animal’s needs paramount”



Is there any other information that would have been useful to you?

Many of the respondents that answered this question said that there wasn't anything else they needed, but the key themes reported by others included...

- The microchipping process was not completely clear
- More about the cats history
 - *This was a common theme*
 - *More information from the fosterers would be appreciated*
- Would Woodgreen take the cats back if the owner died?
- Info about cat litter in advance
- More advice about feeding,
 - *The food the cat was eating*
 - *The times they were fed*
- New owner anxiety and how to manage this
- Advice on letting my cat out
- More about the products I'd have been provided with
- How quick the process could be
- Information about vaccinations especially the shortage



What are your favourite things about your new cat?

Asked at the 3 month check in



Key takeaways

- More information on feeding and eating habits would be appreciated
- Initially owners worry about if their new cat is drinking enough
- It can take some time for cats to feel more confident exploring the home
- In some cases, cats are still being kept indoors after 3 months
- The majority of new owners found the experience of welcoming their new cat to their home easier than they'd expected
- Ratings for the service, advice and rehoming pack that adopters received was overwhelmingly positive
- The vaccination shortage caused some frustrations
- The majority of owners reported having good or very good relationships with their new cats

What next?

- Share with appropriate teams to help inform operational practices
- Revisit the data set in 3 months time
 - Repeat same measures
 - Consider evaluating changes across the 3 time periods for individual cats

