

# Happy Paws Spay-Neuter

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July 11, 2026

## Competition and Markets Authority (CMA)

General Enquiries

The Cabot, 25 Cabot Square

London

E14 4QZ

### **Subject: Vets market investigation: draft funding Order and Undertakings**

Dear Competition and Markets Authority Team,

I am writing to share my views on the levy being proposed by the CMA and RCVS. I apologise that I have not had the opportunity to examine the documents fully; however, I do have concerns about the impact of the proposals on my business. Stakeholders such as myself have the potential to be the most impacted by the changes of any veterinary business owner in the industry.

I engaged enthusiastically in the initial CMA investigation because, having practised in the UK for many years, I felt I had a useful perspective on unfair trade practices used by corporate veterinary businesses, and saw opportunities for improvement that could benefit the public and their pets.

Since then, I have started my own veterinary practice, which opened in February 2024. I set up my clinic using less than £20,000. Our turnover for 2025 was approximately £100,000, which was equal to the operating costs. I employ three staff, and generate economic activity in a town where many commercial premises are empty and the town centre has

been in need of regeneration for over twenty years (the first proposals were published in 2005. No work has been completed to this date).

I have struggled to make a living and support my ten-year-old son as a single parent, while providing a much needed service to pets in south-east England and beyond. Being one of the only private spay-neuter clinics in the country, and providing low-cost preventative care, we have pet owners travel from hundreds of miles away to use our services. I could be making a much more comfortable living as an associate vet, or even by running a traditional veterinary practice, but I find my work at Happy Paws much more rewarding.

I understand your concerns about tailoring the levy to be proportionate to the size of the business. However, the same fee that could be easily paid by a corporate practice could push my business into insolvency. This would be a huge loss for the community.

IVC Evidensia had an annual turnover of £3.5b in 2025, and CVS a turnover of £673m. I have struggled to pay my mortgage and afford my son's after school clubs. Given these extremes, I am asking that you consider the potential financial implications of the proposed levy, and give thought to the idea of making it proportionate to the capacity of the organisation to pay such fees. I am already paying over £500 in RCVS fees each year.

Finally, I am a little surprised at the estimated cost of updating the RCVS website. I created my own website, which I update regularly, although I am under no illusions that it is perfect. It cost me nothing beyond the annual fee for the host ('GoDaddy'). It is slightly galling to consider that the levy I will be paying will be part of £462,000 to adjust the Find A Vet page. This cost is over four times my annual gross revenue for my business. As someone who lives on a shoestring budget, I would like to gently suggest that, at a time when many people across the country are struggling with an affordability crisis, you might possibly consider economising and trimming the budget for this levy.

Thank you very much for considering my input as a stakeholder in the industry. Please do not hesitate to contact me if you require any further information.

Yours faithfully,

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Company Director and Veterinary Surgeon