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## New Member Applications

### Standard Operating Procedure

Standard Operating Procedures are designed to be shared with members and new member applicants in the interests of transparency

#### Key definitions:

<b>Site / Centre:</b>	A single location housing animals, or a group of locations housing animals but under common management
<b>Foster Carer:</b>	Typically a domestic home providing temporary care for an animal, or small number of animals. If a foster home is under the management of a specific site / centre of an organisation it does not need to be separately assessed, but the process for selection and management of foster homes will be assessed

#### Procedure:

1. Prospective members read the information on the website and download an application form and coversheet from the website, contacting the Memberships Officer with any queries.
2. The prospective member completes the application form and returns it, with relevant accompanying documents (two years of accounts and a copy of the organisation's constitution, or similar) to the Memberships Officer. Recently formed organisations who do not have two years of accounts will still be considered but assessed again after two years.
3. The Memberships Officer will: -
  - a. acknowledge receipt of the Application form and supporting information, advising that they will be contacted in the near future with regard to the next steps, or request any further information if needed;
  - b. check the application form and supporting information for completeness. If there are any gaps, contact is made with the applicant to fill these out;
  - c. email all Trustees with basic information about the organisation, requesting approval within 10 days. Where no concerns are raised the Memberships Officer will progress the application;
  - d. assign two assessors to carry out the assessment. In exceptional circumstances, the Trustees may allow an assessor to attend alone but approval should be sought beforehand.
4. All new applications will be externally assessed. Where possible, the assessment will be carried out within 6-8 weeks of receipt of the application

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5. Within 7 days of the visit, the assessors will submit the following to [assessment@adch.org.uk](mailto:assessment@adch.org.uk): -
  - a. A completed Assessment Form;
  - b. A completed Assessment and Recommendations Report, highlighting any areas that scored less than two;
  - c. The prospective member's action plan or other information, to resolve areas scoring less than two (in complex cases requiring significant facility rebuild, an application may be placed on hold pending further detail).
6. A copy of the completed assessment form, but not the Assessment and Recommendations Report, will be sent to the applicant by the assessor/s.
7. The reports and relevant documents are submitted to the Standards and Animal Welfare Sub Committee for approval by email or discussion and decision at the next Sub Committee meeting.
8. The Sub Committee can either approve or decline applications for membership or, in some cases, an application may be referred to the Board of Trustees for a decision.
9. If accepted the Memberships Officer confirms ADCH's decision to the applicant / member in writing.
10. If the applicant is accepted, the Memberships Officer updates the master contact list and the Treasurer issues an invoice for the membership fee, according to the current fee schedule and on a pro-rata basis for the remainder of the membership year.
11. If the application is declined, the Memberships Officer shall communicate the decision to the applicant, along with whatever other information is deemed appropriate.
12. For new member applicants with multiple sites, please refer to SOP 4 for assessment process

## Appeals

As per the ADCH constitution, the Trustees:

- I. Shall, if they decide to refuse an application for membership, give the applicant their reasons for doing so, within a reasonable timeframe of the decision being taken, and give the applicant the opportunity to appeal against the refusal; and
- II. Shall give fair consideration to any such appeal, and shall inform the applicant of their decision, but any decision to confirm refusal of the application shall be final.

## Further Guidance:

Further guidance can be obtained from the ADCH Member and Administration Manager [therese@adch.org.uk](mailto:therese@adch.org.uk)