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## External-Assessment of Existing Member

### 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:

##### External assessments (new and existing members)

- For organisations with multiple sites (four or more), external assessment will include a visit to the organisation's Head Office to review their internal quality assurance processes. This will take place before any site visits are undertaken.
- The visit to the Head Office will comprise a review of the following areas:
  - SOPs and other similar frameworks and policies
  - Quality assurance and monitoring systems in place
  - Details of training provided to staff and volunteers in the implementation of policies and procedures.
- Sites should be categorised (e.g. commercial boarding, adoption centres, foster homes etc) to determine how many of each type need to be visited (see below).
- In the case of any licensed boarding premises, compliance with relevant statutory standards and licensing should be evidenced by the member organisation.
- Visits to sites may be carried out by different assessors.
- In light of the current circumstances, the procedure set out at Appendix A is applied.
- Action plans will be required for areas scoring less than 2. These could relate to the whole organisation, or to a specific site.
- Assessors will complete an assessment form for each site visited, and submit them to [assessment@adch.org.uk](mailto:assessment@adch.org.uk).
- Copies of assessments will be sent to the member.

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The number of site visits to be undertaken is as follows:

<b>Total sites</b>	<b>Site visits</b>
< 4	All sites to be assessed, and no visit to head office required
4-10	Visit to head office, followed by visits to 3 sites
11 – 50	Visit to head office, followed by 3 sites or 10% of the total number of sites, whichever is the greater
>51	Visit to head office followed by a number of visits agreed after the visit to head office

For organisations with multiple sites, different sites should be selected each time.

For organisations with a variety of types of sites (e.g. owned; commercial boarding etc) all types should be represented in the visits

### **Self-assessments (see also SOP 2)**

The number of self-assessments to be undertaken is as follows:

<b>Total sites</b>	<b>Site visits</b>
< 4	All sites to be assessed, and no visit to head office required
4-10	Visit to head office, followed by visits to 3 sites
11 – 50	Visit to head office, followed by 3 sites or 10% of the total number of sites, whichever is the greater
>51	Visit to head office followed by a number of visits agreed after the visit to head office

For organisations with multiple sites, different sites should be selected each time.

Completed assessment forms to be submitted as outlined in SOP2 Self-assessment

### **Further Guidance:**

Further guidance can be obtained from ADCH staff ([enquiries@adch.org.uk](mailto:enquiries@adch.org.uk))

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## APPENDIX A:

### External-Assessment of Potential and Existing Members Temporary Changes to Assessment Process

Throughout these documents, “Assessors” refers to both trained, and trainee Assessors

#### Assessment Schedule Planning

1. Assessors will confirm that they have read ADCH’s Risk Assessment (see Appendix B)
2. Staff and Assessors will check for any issues with crossing borders where relevant
3. Assessors will ensure they have appropriate PPE.
4. Assessors will complete pre-assessment meeting remotely via telephone/Zoom and complete the Pre-Assessment checklist. During the call, the Assessor will:
  - a. Check with Member that there is no local surge in coronavirus cases, or recent case of coronavirus at the site.
  - b. Liaise with host to understand their requirements and request copy of their risk assessment for having visitors on site.
  - c. Gather as much information as possible that will minimise time on site and contact with Member staff/volunteer.
  - d. Arrange to meet with just one representative from the rescue, at a mutually convenient time.
  - e. Where appropriate, discuss and consider the site layout and whether a second/ Trainee Assessor can be safely included on site
  - f. Advise Member what to expect during and after the site visit.
  - g. Request that Members email any supporting information to the Assessor rather than providing in paper format.
  - h. Ensure hand washing facilities, with soap and water, will be made available at the assessment site.
  - i. In some instances, e.g. when assessor capacity is limited, or concerns have been raised during initial assessment, the Assessor may request a virtual video tour prior to the on-site visit.
  - j. Rescues working from foster homes or in rented facilities (whether or not they also have other facilities) need to have in place mechanisms to ensure that their animals are cared for in line with the standards. The mechanisms could include written procedures for fosterers and kennel owners, video or physical visits to the premises, training or other processes. The essential concept is that an animal has the same needs and right to good welfare, where-ever they are being housed by an ADCH Member. Members should not rely on local authority licencing as evidence of quality. Members should not apply any lower standards to volunteer fosterers than to paid staff in terms of animal welfare.

#### Travelling to/from Site

5. The Assessors should travel in separate vehicles where possible.
6. Current legislation should be followed with regard to wearing face coverings on public

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transport and in shared vehicles.

### **Site Visit**

7. Assessors to avoid unnecessary contact with surfaces and objects.
8. Assessors to maintain social distancing as advised by Government guidelines. Where it is not possible to maintain social distancing a face covering should be worn.
9. Wherever possible the assessment should take place outdoors. For example, Assessors may need to walk through a cattery, but any discussions should take place outside.
10. Assessors should take their own equipment.
11. If, during the visit, an Assessor feels unwell with symptoms of coronavirus, they should return home immediately and follow guidance on self-isolation and testing. The rescue should be advised, via telephone, and test and trace procedures should be followed.
12. Anyone can abort the assessment if at any time they feel unsafe/uncomfortable.

### **Post-Assessment**

13. Feedback and a copy of the assessment, along with any documents/information that might be helpful should be emailed to the Member after the assessment.
14. The application process will resume as normal.

## APPENDIX B: ADCH Risk Assessment for external assessment

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Coronavirus Risk Assessment	Likelihood	1 Improbable	2 Remote	3 Possible	4 Probable	5 Highly Likely
	Severity					
<b>Carried out by:</b> Standards & Animal Welfare Committee	5 - Potential Fatality	5	10	15	20	25
<b>Date:</b> V1.6 September 2021	4 - Major Injury	4	8	12	16	20
<b>Location:</b> Potential Member and Member Sites	3 - LTA > 3 day	3	6	9	12	15
<b>Task / Process:</b> Assessment (during coronavirus crisis) of Potential ADCH Members and ADCH Members	2 - LTA < 3 day	2	4	6	8	10
<b>When identifying HAZARDS consider:</b> a) The job Task (who, what, where, when, how) b) The environment (temperature, noise, lighting) c) Materials, Equipment and substances	1 - Minor Accident or First Aid	1	2	3	4	5

Hazard	Description of potential accident / injury / loss	What Action Should Be Taken to Control the Risk?	Who Needs to Carry out the Action	Controlled risk ratings			Hazards/Risks that remain and/or will require monitoring
				Likelihood	Severity	Score	
Assessors contracting Covid and/or who may be at risk or shielding	Contraction/spread of COVID 19	<ul style="list-style-type: none"> <li>Assessors to advise ADCH if they are willing and able to carry out Assessments safely.</li> <li>Assessors to inform ADCH of any change in circumstance.</li> <li>Assessor to consider their vaccination status and advise ADCH if they wish to wait until vaccinated before carrying out in person assessments</li> </ul>	Assessor	2	3	6	
Onsite assessment of kennels / grounds – contact with member organisation staff/volunteer	Contraction/spread of COVID 19	<ul style="list-style-type: none"> <li>Initial assessment to be carried out remotely via telephone/ zoom to minimise time on site/contact with Member staff/volunteers.</li> <li>Assessor to liaise with host to understand their requirements and request copy of their risk assessment as this would be site-specific.</li> <li>Checks for local surges of coronavirus cases.</li> <li>Request supporting information sent via email rather than handed over on site.</li> <li>Ensure hand cleansing facilities are available.</li> </ul>	Assessor	2	3	6	Latent risk of coronavirus infection. Good hygiene (washing hands, not touching face, sneezing, cough into crook of elbow) throughout the day will keep risk to a minimum. If anyone becomes unwell with any recognised symptoms of

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Hazard	Description of potential accident / injury / loss	What Action Should Be Taken to Control the Risk?	Who Needs to Carry out the Action	Controlled risk ratings			Hazards/Risks that remain and/or will require monitoring
				Likelihood	Severity	Score	
		<ul style="list-style-type: none"> <li>Ensure appropriate PPE available (Assessor to supply own or obtain from employer)</li> <li>Where at all possible the site visit should take place outside.</li> <li>Where more than one Assessor has been assigned the Lead Assessor should assess whether the layout of the site could accommodate the additional assessors and any additional risk this may pose.</li> <li>Assessor to avoid contact with surfaces and objects where possible.</li> <li>Assessor to maintain social distancing as advised by Government guidelines. A face covering should be worn if any part of the visit takes place inside</li> </ul>				3	Covid-19 they should go straight home and follow the latest guidance
Suspected case whilst carrying out assessment	Contraction/spread of COVID 19	<ul style="list-style-type: none"> <li>Assessors may wish to consider undertaking a lateral flow test prior to assessment if they are available</li> <li>If Assessor develops symptoms of coronavirus whilst on site, they should return home immediately and follow the latest guidance for testing and self-isolation, and advise the host (by phone etc)</li> </ul>	Assessor	1	3	3	Assessor to ensure track and trace process is followed.
Poor hygiene	Contraction/spread of COVID 19	<ul style="list-style-type: none"> <li>Assessors to wash hands thoroughly and regularly. Use soap and water for at least 20 seconds. Use 70%+ alcohol-based hand sanitiser if soap and water is not available and hand washing technique to be adopted as directed by Public Health England</li> <li>Avoid touching your face/eyes/nose/mouth with unwashed hands and cover your cough or sneeze with a tissue then throw it in the bin.</li> </ul>	Assessor	2	3	6	
Travelling to and from site	Contraction/spread of COVID 19	<ul style="list-style-type: none"> <li>Assessors should travel in separate vehicles where possible</li> <li>Face coverings should be worn on public transport and in shared vehicles as required by current legislation</li> <li>Wash hands before and immediately after travel.</li> </ul>	Assessor	2	3	6	Contamination post visit to organisation - Hand hygiene to be maintained and the use of PPE if required

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Hazard	Description of potential accident / injury / loss	What Action Should Be Taken to Control the Risk?	Who Needs to Carry out the Action	Controlled risk ratings			Hazards/Risks that remain and/or will require monitoring
				Likelihood	Severity	Score	
Use of equipment and paperwork	Contraction/ spread of COVID 19	<ul style="list-style-type: none"> <li>Own equipment to be used and not shared to reduce transmission risk</li> </ul>	Assessor	1	3	3	
Post-Assessment Briefing	Contraction/ spread of COVID 19	<ul style="list-style-type: none"> <li>Feedback will take place remotely and a copy of the Assessment and any other helpful advice and guidance will be sent via email.</li> </ul>	Assessor ADCH Staff	1	3	3	
Impact to mental health	Stress/Burn-out	<ul style="list-style-type: none"> <li>ADCH to proactively manage the Assessment Programme, ensuring individual Assessors are not asked to carry out a disproportionate number of visits.</li> <li>Assessors given opportunity to take a break from the Programme at any time without penalty and encouraged to ask if they feel the need to do so</li> </ul>	Trustees ADCH staff	2	2	4	