



*together for
dogs + cats*



woodgreen
Helping pets and their people

Mock Assessment Volunteer Assessor Training

Hosted by: Woodgreen Pets Charity



Arrivals and Networking

9.30 - 10am

Timings for The Day

10am	Welcome and Introduction
10.15am	Training Session
11.15am	Comfort Break
11.30am	Mock Assessment Part 1
1pm	Lunch
1.30pm	Mock Assessment Part 2
3pm	Comfort Break
3.15pm	Moderation Session
4.30pm	Finish



ADCH Assessment Programme

Assessed against ADCH Minimum Animal Welfare and Operational Standards.

Standards are monitored through our Assessment Programme:

- 1 All Members are assessed upon entry**
- 2 Assessment for existing Members once every 5 years**
- 3 Self-assessments every 2 years**



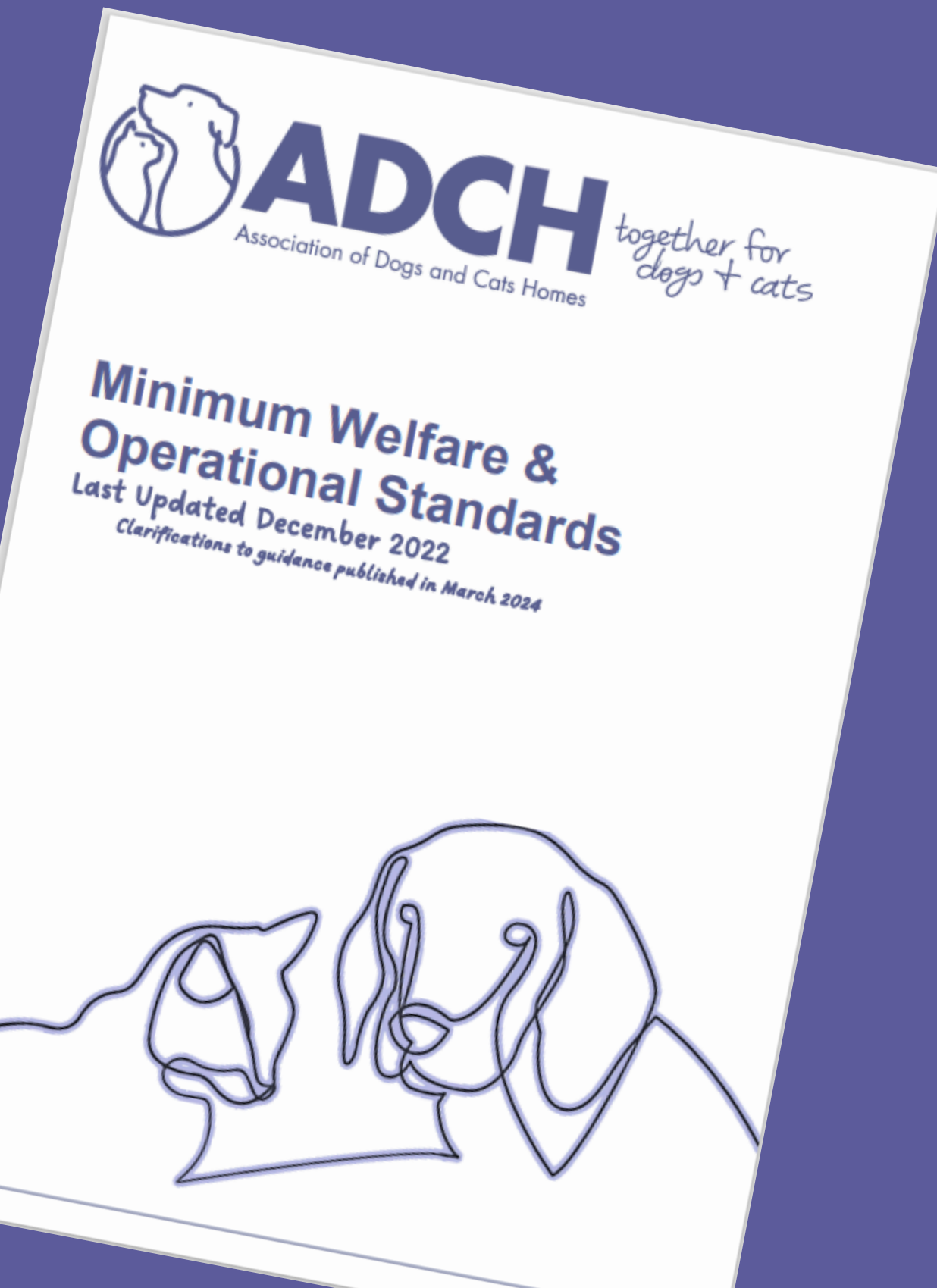
ADCH Minimum Welfare and Operational Standards

Relevant

Animal Focused

Ownership

- Safeguard and improve animal welfare.
- Benefit the rescue's reputation.
- Assist in preparing for licencing of our sector, and complement any existing legislation.
- Be proportionate and realistically achievable.



The Assessment Process



**What are the desired
outcome(s) of an ADCH
Assessment?**



What are the desired outcome(s) of an ADCH Assessment?



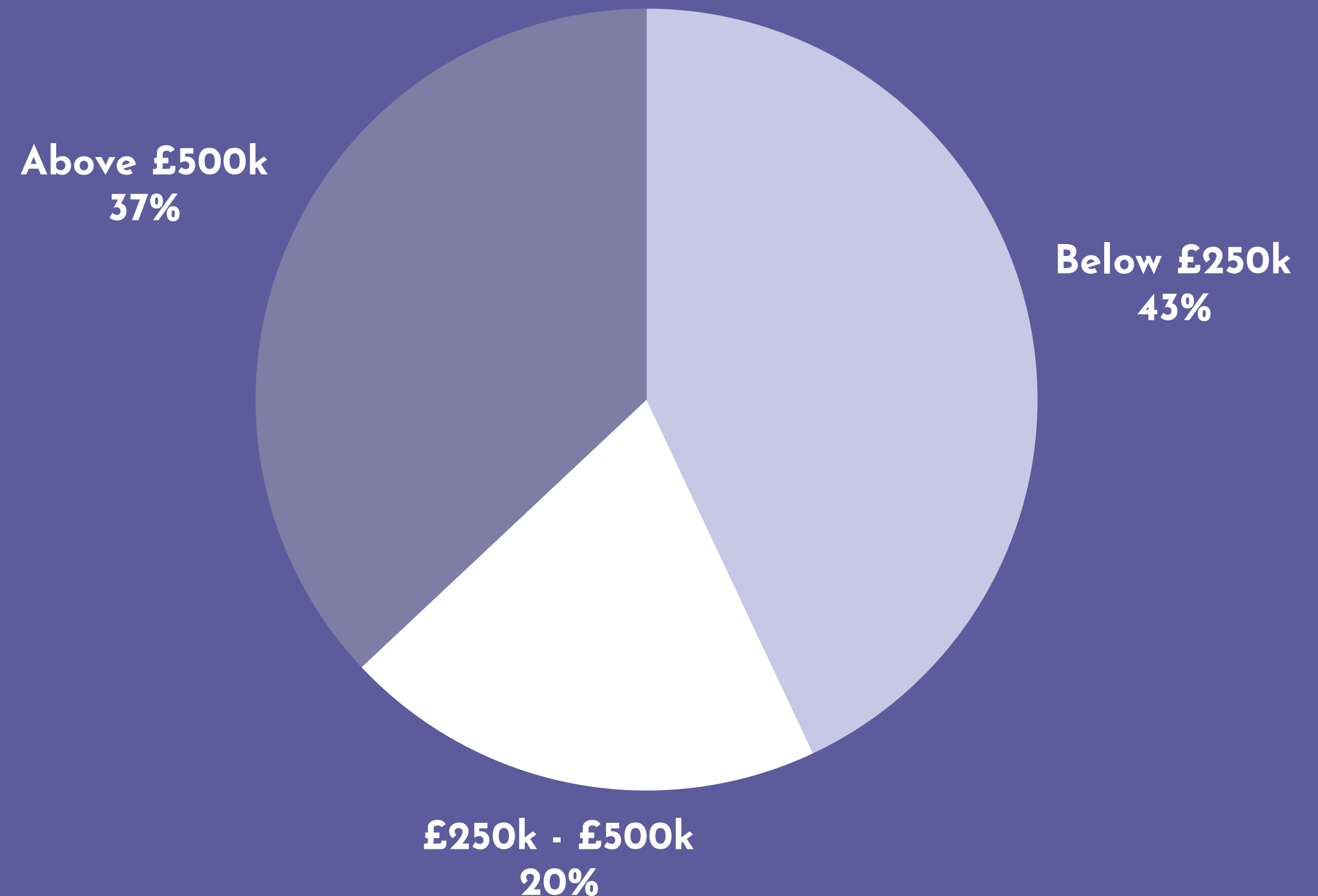
Consider:

- The desired outcome for the rescue being assessed
- The desired outcome for ADCH as a charity
- The desired outcome for you, as an Assessor
- The desired outcome for the Standards and Animal Welfare Committee
- The desired outcome for the animals in the rescue's care

The Big Questions:

What can
prevent these
desired outcomes
from being
reached?

Consider our Membership:



The Big Questions:

How might a **SMALL** rescue feel throughout the **Assessment process?**

Assessors assigned and introduced over email



Pre-assessment call and organising assessment



Membership Decision and/or Action Plans requested



Report submitted to the Standards and Animal Welfare Committee



Onsite Assessment

Good afternoon [rescue name],

My name is Emily Sockett and I am the Training and Assessment Manager at ADCH; I'm writing to you today about your ADCH Membership.

Firstly, thank you for carrying out your self-assessment against the Minimum Welfare and Operational Standards in Spring 2023 - an exercise we carry out every other year. In addition, we aim to get out and see everyone every five years for an external assessment against ADCH's Minimum Welfare and Operational Standards with our volunteer assessors.

An opportunity has arisen for [rescue name] to have an external assessment. More details of the process, including a full risk assessment, are available in our Standard Operating Procedure on our website as well as the ADCH's Minimum Welfare and Operational Standards. We also like to share the underlying Principles of our Standards and Assessment process with our Members and applicants, which you can also access via our website.

One of our fantastic volunteer assessors, [Assessor name], has kindly agreed to carry out an assessment with you, and is available on the 9th May 2024. I've copied him into this email so that he can give you more information about the assessment.

If you have any questions please do ask me or your Assessor

Kind regards, Emily Sockett

How did you feel when you were first made aware that you were due for an ADCH assessment?



Nervous & anxious,
but I had plenty of notice

★
Made me panic.

On this occasion we were (well, more so myself) quite nervous. We had only moved onto site 15 months previous to the visit and absolutely knew there was a lot of work to be done to be anywhere near the standards we want to achieve. I personally had mixed feelings about [our Assessor] attending - someone...I respect so much - I really didn't want to disappoint them. However, on reflection, who better to measure standards!

“Honestly we cannot leave ADCH, but our problems are unique so we need to work together on this one.

I am close to tears here reading what you say, you have no idea what difficulties we are in, I am up 6am never to bed before midnight, often 2am. I am a widow with no family and no time for friends, exhausted beyond belief.

You may not have to worry about us passing assessment, after 20 years of being solvent we are heading towards ruin and closure unless God sends a miracle.”

How did you feel during your assessment?

We felt at ease. Both assessors were friendly and did it certainly didn't feel like judgement. I think their approach put us all at ease.

Nervous, anxious & defensive, even though my assessor was incredibly kind

The assessment went well but I was alone answering questions from 2 people for a good couple of hours and found it stressful and tiring - I suggest in the initial approach that the rescue have a number of people available during the assessment.



For me the assessment
was a very positive
experience

Very relieved, although angry that I had
issues outstanding. I'm not sure who I was
angry with. I also felt that if I didn't pass,
I would still continue with my work
regardless of what the ADCH thought.

"We weren't overly
worried at all. Just
hopeful for a high
score after all the
work the team
produce constantly
and not just for
assessment day."

Both [Assessors] were very
pleasant made me feel at ease.
They made some very helpful
suggestions throughout and
promised further support, which
both have indeed given [one
Assessor donated several raised
beds to the rescue].

ADCH asked for a few minor
alterations to be made to documents
which were quick and easy to make.
Worth all the hard work because
ADCH membership is very important
to us.

**How did you feel after
your assessment?**

The Big Questions:

How can we support small rescues throughout the assessment process to ensure a good outcome for everyone?

Assessors assigned and
introduced over email



Pre-assessment call and
organising assessment



Onsite Assessment

"I'm panicking"
Nervous, defensive, isolated.

*Stressed, overwhelmed,
under pressure to perform.*

*Tired,
worried about the
outcome.*

What advice would you give to our volunteer Assessors about how they conduct ADCH assessments?

Whilst we may feel like the “poor relation” to many of the rescues within ADCH, we have never been made to feel that way by the visiting assessors.

It would be beneficial to discuss how ADCH might be able to help with any problems - or point them in the direction of another member who has tackled a similar problem.

I don't remember our assessors giving us an indication of how we had measured on the day.

We walked [the Assessors] around the whole site, but we weren't really given that directive - I wonder whether this would be better for newer members to understand what is required before the visit?

My issue was my own emotional response to a possible criticism of my work. There was absolutely no criticism, but I ran through all the emotional responses as if there had been.

Give the rescue every help possible because we are all so busy. Don't assume we know the ADCH website inside out.

Try to get as much info about similar organisations and a feel for the challenges that they may have to deal with.

We're all just bottles of Coca Cola!

Different things get us 'shaken up', and it can be hard to predict who has been shaken up and who hasn't.

If someone's bottle of coke explodes, know that it isn't solely because of you; they had been shaken a lot before you came along and cracked the lid off.

The best we can do is try to gauge which bottles are most shaken up, and help them release the pressure slowly, with understanding and care.





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Comfort Break

11.15 - 11.30am



Group 1 (Site Tour First)

Andrew

Kirstie

Peter

SuiLi

Fiona

Group 2 (Site Tour Second)

Laura

David

Helen

Kathryn



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Lunch

1 - 1.30pm



Group 1 (Site Tour First)

Andrew

Kirstie

Peter

SuiLi

Fiona

Group 2 (Site Tour Second)

Laura

David

Helen

Kathryn



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Comfort Break

3 - 3.15pm



Standard 1:

When animals are received, they shall be thoroughly scanned for a microchip using an ISO compliant scanner or if the animal has other ID suitable checks shall be carried out. When a microchip, tag or tattoo is found then reasonable attempts shall be made to trace the registered owner or keeper of any lost animal in line with section 149 of the Environmental Protection Act 1990.

Example:

All stray dogs are scanned for microchips, any publicly relinquished dogs have their microchip paperwork checked but are not scanned.

Non-compliance?
Partial compliance?
Full compliance?

Standard 13:

Adequate isolation facilities for animals with infectious diseases shall be available. This can be at the organisation's own centre, or a formal documented arrangement with a local provider such as a veterinary practice. It should be clear to all personnel with overall responsibility for any animals' welfare how to contact a local external provider

Example:

The rescue does not have any isolation facilities onsite, however they send animals with infectious disease to the home of a Trustee or foster for their isolation period.

Non-compliance?
Partial compliance?
Full compliance?

Standard 26:

All cats and dogs shall have toys and/or feeding enrichment to provide opportunities to perform natural behaviour such as hunting or play.

Example:

The rescue has a huge bucket of dog toys, but none of these were seen in the occupied kennels

Non-compliance?
Partial compliance?
Full compliance?

Standard 72:

Prospective adopters and any dogs they have shall meet the dog they are considering adopting. Cats shall also meet their prospective adopters.

Example:

2 years ago, a dog did not meet the current resident dog in its new home before being rehomed. This is because the resident dog did not travel well and could not meet the rehomed dog at the kennel.

Non-compliance?
Partial compliance?
Full compliance?

Standard 77:

Personal data should be held in accordance with GDPR and the organisation's own data protection and retention policies.

Example:

Personal data is kept on paper-based records, it is locked in a cupboard when not in use.

Non-compliance?
Partial compliance?
Full compliance?

Standard 77:

Personal data should be held in accordance with GDPR and the organisation's own data protection and retention policies.

Example:

Personal data is kept on paper-based records, it is locked in a cupboard when not in use.

Non-compliance?
Partial compliance?
Full compliance?

Standard 78:

The organisation should have written procedures, followed by all who are responsible for animal care and available to all staff and volunteers, for:

- Feeding
- Cleaning
- Transportation
- Prevention and control of disease spread
 - Animal monitoring
 - Death of an animal
- Escape of an animal (on and off premises)
 - In an emergency

Example:

The rescue has written and up to date policies for three of the eight policies outlined in Standard 78. All other 'policies' are verbally agreed with staff and volunteers.

Non-compliance?
Partial compliance?
Full compliance?

Standard A9:

Heating facilities shall be available in the unit (including any isolation facility) and used according to the requirements of the individual animal. The heating system shall avoid any risk of electrocution, fires and burning.

Standard A11:

A11. Heaters shall not be sited in a manner or location where they present a risk of burning or electrocution, or a risk of fire. Open flame appliances shall not be used.

Example:

The rescue uses underfloor heating and cannot individually control the heat of their kennels to accommodate for a range of dogs. They do have a range of kennels blocks which have different ambient temperatures

Non-compliance?
Partial compliance?
Full compliance?

Standard B9:

Cats need separate sleeping accommodation which provide somewhere for the cats to hide. All cats shall be provided with a bedding area or bench, large and suitable enough to allow the animal to lie comfortably.

Standard B10:

Shelves or raised areas shall be provided to allow cats to rest high up.

Example:

The two isolation pens (not currently occupied) at the rescue do not meet the minimum height outlined by 10% in ADCH's guidance for cats; all other pens are at or above the minimum height

Non-compliance?
Partial compliance?
Full compliance?

Standard B10:

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Partial compliance?
Full compliance?