



Memorandum of Understanding (MOU) between Auckland Council and SPCA Auckland

Rationale/Scope

SPCA Auckland (SPCA) and Auckland Council (AC) hold mutual interests in the welfare and management of dogs within the Auckland region. With multiple areas of potential overlap of public, legal and ethical expectations between the organisations, this agreement seeks to ensure that each organisation can meet its core priorities and that both can work together, where appropriate, to ensure successful outcomes.

This MOU clarifies the different roles and responsibilities of the two organisations, and provides a framework for a positive, collaborative relationship between AC and SPCA.

Both parties agree to act in a way that will not cause damage to the reputation, operations or goodwill of the other organisation.

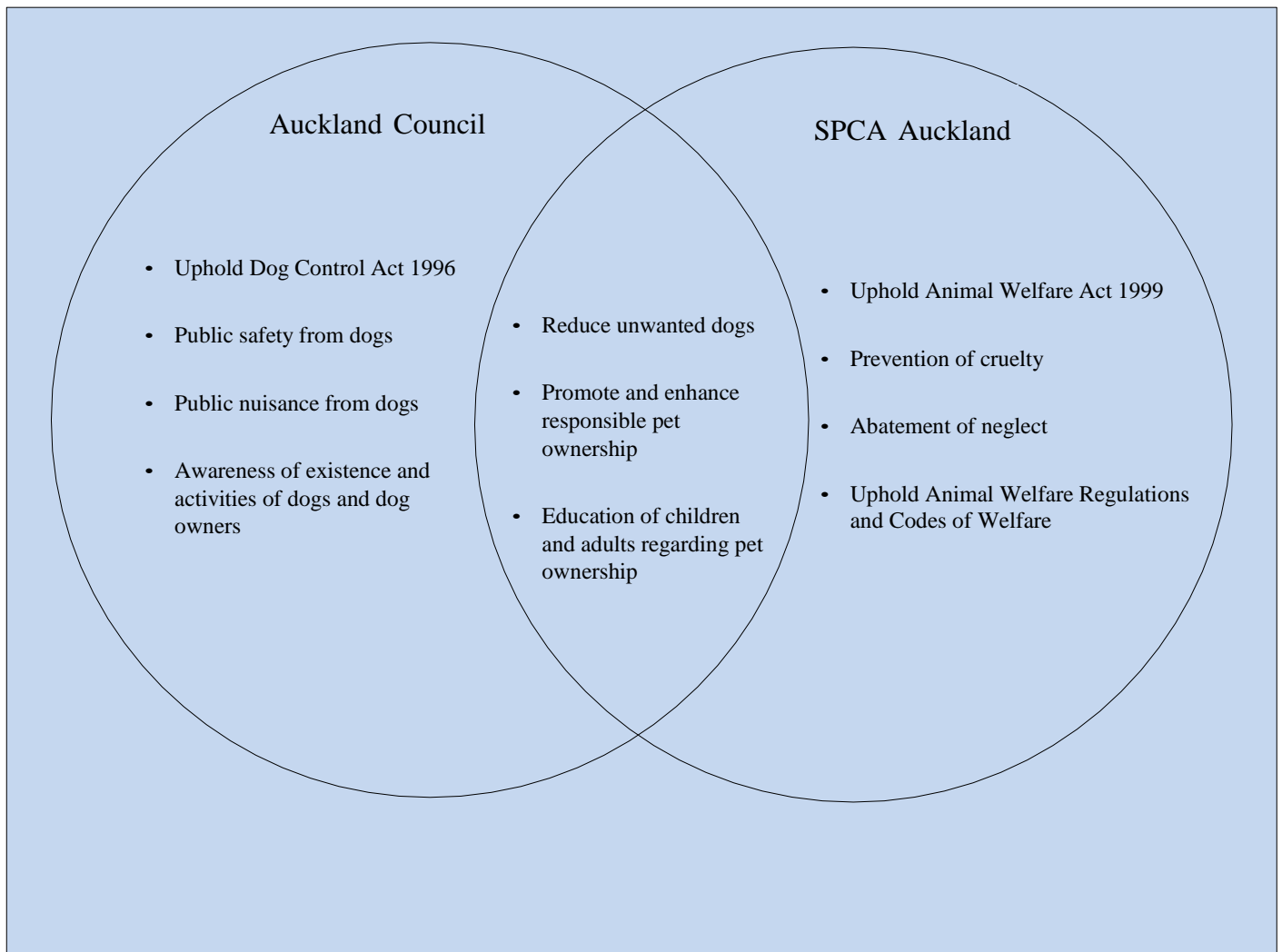
This MOU is currently confined to operational activities. There is scope for future inclusion of agreements relating to shared activities and relationships such as education, desexing or other initiatives.

Goals and objectives

- Document high level business goals and functions of each organisation
- Identify overlaps in business functions
- Identify gaps in business functions
- Provide clear, specific roles and accountabilities for various scenarios involving dogs in Auckland
- Provide clear, mutually agreeable messaging for public and stakeholders regarding the roles and responsibilities, and the collaborative relationship, between the organisations
- Agree regular, timely and open channel of communication between AC and SPCA
- Develop a framework for evaluation and review of the relationship

- Ensure all dogs, especially in response to requests for service from members of the public, are managed as efficiently as possible by the organisation most able to assist, to ensure no unnecessary suffering of the animal, or risk to the public
- Maintain a flexible, collaborative, helpful approach to assisting the dogs of Auckland
- Support the positive reputation of both organisations

Core business drivers



Roles and responsibilities

Scenario	Responsibility		
	Auckland Council	SPCA	Notes
Stray, healthy, roaming dog	Council action if appropriate	SPCA only involved if member of public brings directly to SPCA site	
Animal injured by dog	Council action if necessary	SPCA provide assistance where required and able to	If AMO requires assistance for small animal, to attempt to transport to SPCA rather than call SPCA to attend on-site.
Dogs in AC care with evidence of neglect / cruelty	AC inform SPCA via appropriate form	SPCA visit animal in all reasonably possible cases and provide report	If SPCA does not consider case worth investigating, to provide written report with reasoning
Dog trapped in vehicle	If AC receives call, phone Police.	If SPCA receives call, attend if resources allow or call Police	Council has no powers to enter vehicle. SPCA does, but resources often don't allow.
Injured cat dropped at AC shelter	Mitigate suffering as deemed appropriate	SPCA only involved if cruelty / neglect	
Injured or ill stray dog	Both organisations. Refer to Appendix 1.1		Until adequate training can be delivered to AC staff, SPCA to assist with severely injured or difficult cases where resources allow. SPCA to prioritise response to AMO calls based on AMO field triage. Advice or assistance over phone may be useful in interim.
Dog without proper food / water / shelter	Both organisations. Refer to Appendix 1.2		Both Animal Welfare Act and Dog Control Act allow enforcement action. Responding organisation is resources dependent.
Dog causing nuisance possibly due to welfare concern	Both organisations. Refer to Appendix 1.3		Examples include dog barking/whining, which caller believes may be due to inadequate exercise, short chain, etc.

Provision of veterinary care

Once in the care of either AC or SPCA, that organisation is responsible for providing care for that animal, including veterinary treatment, if required.

Communication

SPCA and AC agree to the sharing of information relating to cases in which both parties have a mutual interest. A template 'Information Request' form will be used for this purpose.

Key messaging for the public, including call centre scripts and media releases involving both parties, should be agreed by both parties before release. Where either organisation faces a risk of reputational damage, immediate risk management solutions can be agreed, and should include at least one of the following representatives from each organisation:

SPCA: Chief Executive Officer

Chief Inspector

Auckland Council: Manager, Animal Management

Principal Specialist, Animal Management

Review and evaluation

An initial review of the principles and operations of the MOU will be discussed three months after its implementation.

After this point, bi-annual progress and review meetings will be held.

In the event of either party developing concerns, or considering making changes to internal processes, an interim evaluation can be negotiated between the organisations.

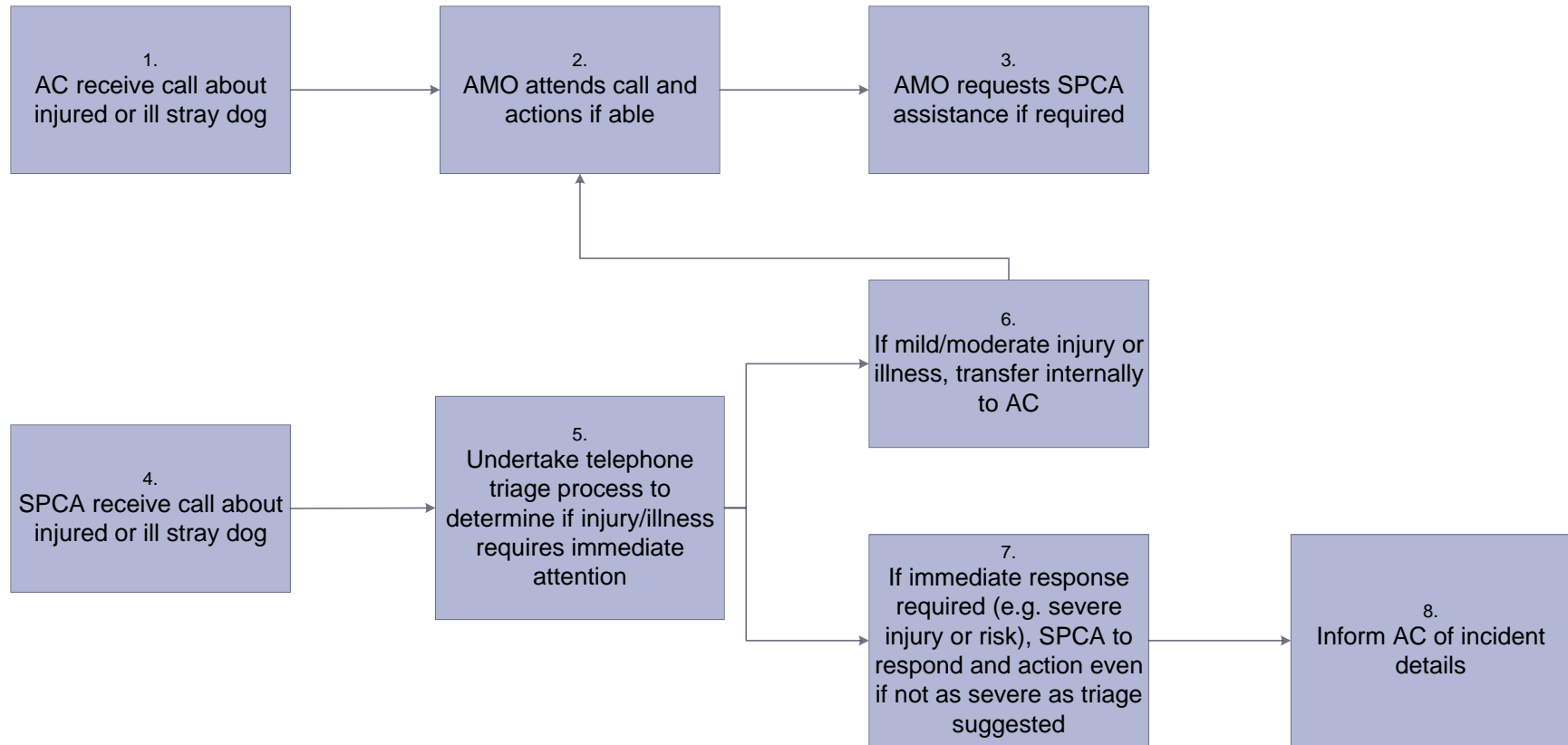
It is expected that no alterations to these processes, operations or public messaging will occur by either party without prior discussion within a reasonable timeframe.

Signed

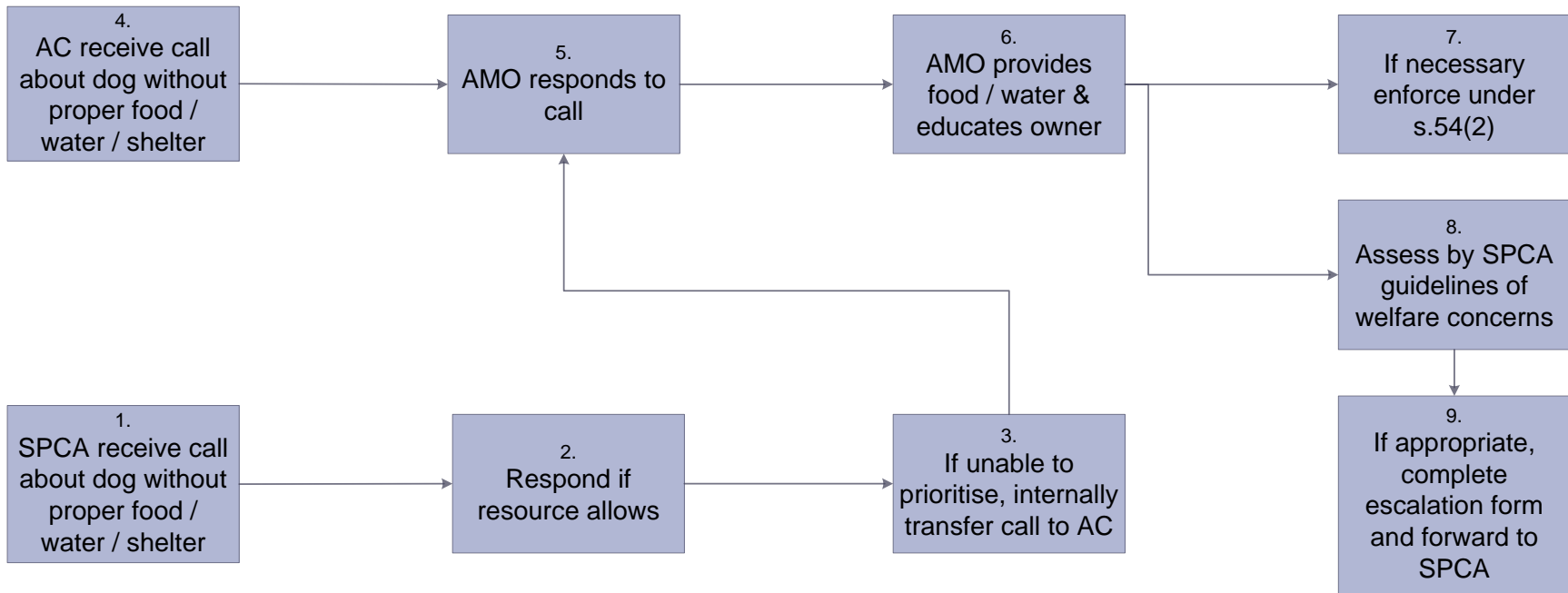
Organisation	Position Title	Name	Signed	Date
Auckland Council	Manager, Animal Management	_____	_____	_____
SPCA Auckland	Chief Executive Officer	_____	_____	_____

Appendices

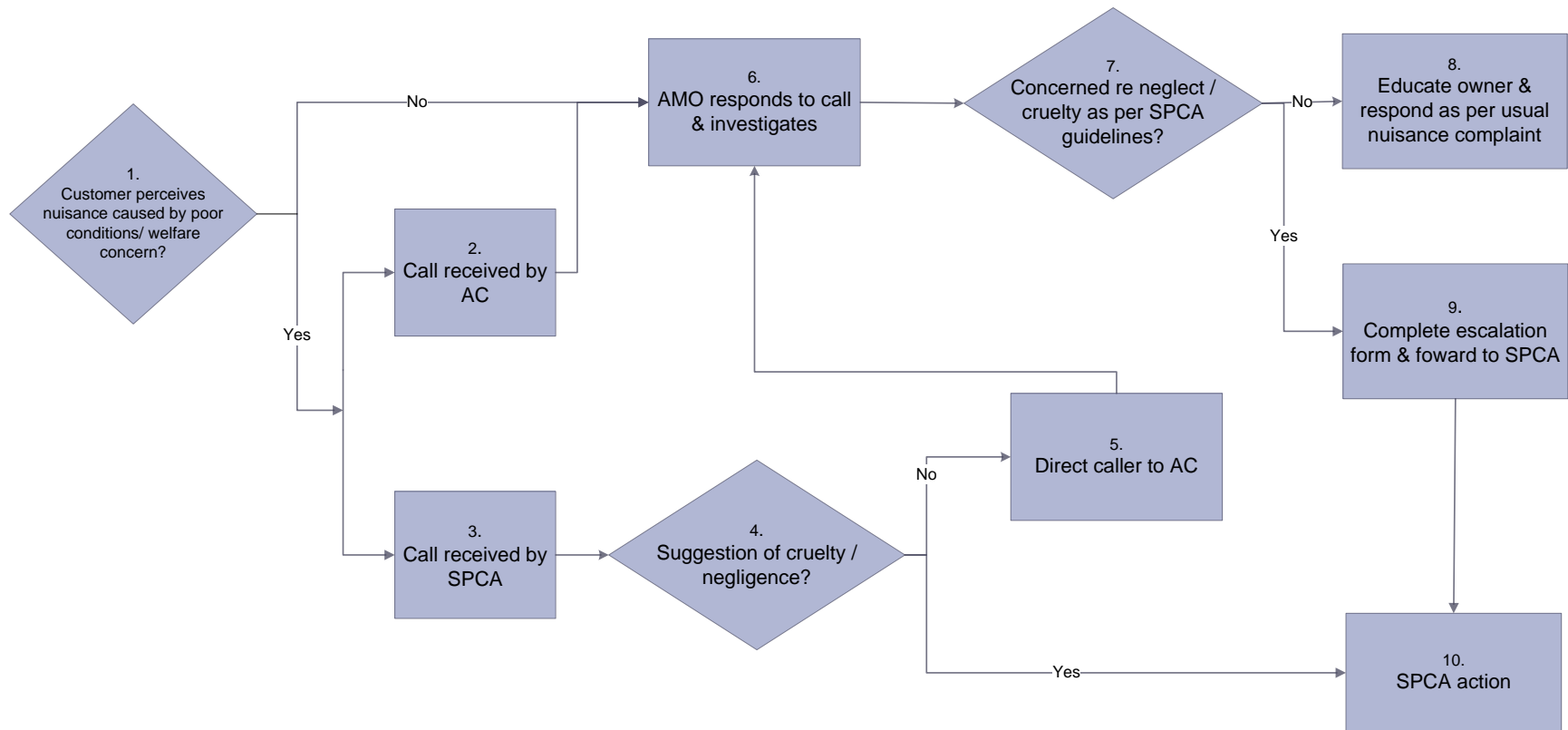
Appendix 1.1. Process for injured or ill stray dog



Appendix 1.2. Process for dog without proper food / water / shelter



Appendix 1.3. Process for dog causing nuisance possibly due to welfare concern



Appendix 1.4. Form: Request for information from Auckland Council or SPCA Auckland



<input type="checkbox"/> Council request of SPCA	<input type="checkbox"/> SPCA request of Council
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Requesting Officer:	<input type="text"/>
Phone Number:	<input type="text"/>
Email:	<input type="text"/>
Team Leader:	<input type="text"/>
Date Required By:	<input type="text"/>

DETAILS OF DOG, DOG OWNER AND/OR CASE

Please fill in all sections possible to assist with identification of the correct case.
 Tick the boxes to confirm which information is required.

Name:	<input type="checkbox"/> <input type="text"/>
Address:	<input type="checkbox"/> <input type="text"/>
Date of Birth:	<input type="checkbox"/> <input type="text"/>
Description of dog:	<input type="checkbox"/> <input type="text"/>
Details of case:	<input type="checkbox"/> <input type="text"/>
Registration status of dog:	<input type="checkbox"/> <input type="text"/>
Registration details of dog:	<input type="checkbox"/> <input type="text"/>
Other information requested (please explain):	<input type="checkbox"/> <input type="text"/>

Signed: _____ Date: _____

Information requested and supplied is pursuant to Section 124 of the Animal Welfare Act 1999 and as described in Section 34(2) of the Dog Control Act 1996.

Appendix 1.5. Form: Request for assistance from Auckland Council or SPCA Auckland

REQUEST FOR ASSISTANCE  

<input type="checkbox"/> Council request of SPCA	<input type="checkbox"/> SPCA request of Council
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<input type="checkbox"/> Request for handover / escalation of case	<input type="checkbox"/> Request for investigation of or assistance with case
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Requesting Officer:	<input type="text"/>
Phone Number:	<input type="text"/>
Email:	<input type="text"/>
Team Leader:	<input type="text"/>
Date Required By:	<input type="text"/>

DETAILS OF DOG, DOG OWNER AND CASE

Name:	<input type="text"/>
Address:	<input type="text"/>
Date of Birth:	<input type="text"/>
Description of dog:	<input type="text"/>
Details of Case:	<input type="text"/>
Type of assistance/ investigation requested:	<input type="text"/>

Signed: _____ **Date:** _____

Information requested and supplied is pursuant to Section 124 of the Animal Welfare Act 1999 and as described in Section 34(2) of the Dog Control Act 1996.

Appendix 1.6. Guidelines for welfare concerns for Auckland Council

SPCA Auckland has a simple approach to food, water and shelter when assessing complaints or incidents involving these elements.

Below are guidelines for helping to assess whether a case would breach the Animal Welfare Act 1999 sufficiently to require escalation to SPCA Auckland.

Element	Guidelines for acceptable welfare conditions
Water	Must be available and accessible at all times Must be 'drinkable'
Shelter	General guiding principle: Can the dog get out of the weather? Can the dog get off the ground? Does the shelter provide sufficient protection from the elements (sun and rain)? Is there sufficient room for the dog to enter, turn around and exit? Is there sufficient ventilation?
Food	Difficult to assess as dog may be fed out of vision of complainant or officer Based primary on body condition (see below)
Chain length	A chain shorter than 3m is generally considered inadequate A chain longer than this would often not be a concern, unless other factors are involved in the welfare concern
Neglect - faeces	Excessive faeces in an area in which dog is confined should be assessed in conjunction with other criteria If this is the only concern, education should be used
- body condition	Body Condition Score (BCS) of 1 or 2 on the Purina Scale would justify immediate seizure of animal BCS 3 would warrant education and reassessment BCS 8 or 9 should liaise with SPCA to assess options
- mange	Extensive lesions or widespread fur loss Secondary infection provides sufficient evidence of neglect to seize the animal

Where any incident suggests breaches of the above guidelines:

- 1) Provide the necessary element if able (e.g. clean water or food)
- 2) Contact owner to educate, and/or leave notice of inspection with education
- 3) Revisit property in 24hrs
- 4) If no signs of behaviour change, escalate to SPCA Auckland