

## EDINBURGH, LOTHIAN and BORDERS BRANCH

*(a charity registered in Scotland No: SC009110)*



## BRANCH LAPSED MEMBER POLICY

### **BRANCH POLICY DOCUMENTATION**

#### Contents

<b>BRANCH LAPSED MEMBER POLICY .....</b>	<b>1</b>
1. Introduction .....	2
2. Background .....	2
3. Agreed Branch Policy .....	3

4. RECORD OF ONGOING REVUES.....	3
5. ANNEX A.....	4

## 1. Introduction

This policy has been developed for Branch Lapsed Member follow-up. The Committee/Trustees are concerned that lapsed members may receive more than one letter or phone-call with regard to their membership and that this will be counterproductive in relation to them re-joining. Therefore, this policy sets out a process to enable contact and a reminder of Branch members that their membership has lapsed.

## 2. Background

- At a meeting of 'Council' on 11 April 2018 the following is recorded in the meeting minutes.

### ***Membership Supporter and Partner Engagement (MSPE)***

**5.8b.** *DR reported that the Association started the year with 72,000 members and, due to annual membership lapses, is currently at 70,100. Of some 6,000 lapsed members, about 2,000 have already renewed, mainly through being sent an email letter. The remaining lapsed members will be followed up with a telephone call. Council requested that branches be informed if they have any lapsed members and made aware the Association is trying to make contact.*

- At the Branch meeting on 25 October 2018, the Membership Secretary gave the following report to the Committee/Trustees.

### ***The Lapsed List now runs to 36 of which 10 are in 2018.***

*Area Office have advised that the Membership Administrator at RAFA HQ has confirmed that the current protocol is that “when a member is about to lapse a letter is sent, with a further letter sent a few weeks later; and then it is passed to the call centre to make a call. They further advised if you (unclear as to whether this refers to area or the branch?) wish to make individual calls then there are no rules against this, but at the moment that is the protocol”.*

As a result of the above report, the Committee/Trustees shared their concerns and it was agreed that the Membership Secretary would continue to monitor the situation. Meantime a '**Branch Lapsed Member**' Policy was agreed.

### 3. Agreed Branch Policy

A check for Lapsed members will be checked against the RAFA Portal prior to Newsletter production.

If a name is found missing then a written note or email will be attached with that newsletter pointing out that said members membership has lapsed. A copy of which can be found below for reference.



Lapsed  
Membership - letter



Lapsed  
Membership - email

Unless for a specific reason, it is not the intention that the branch will make personal phone-calls with regard to this matter.

### 4. RECORD OF ONGOING REVUES

See ANNEX A

## 5. ANNEX A

VERSION	DATE	ACTION	REASON	PERSON
Draft	December 2018	Draft	Draft	Bob Bertram Branch Chairman
1.0	December 2018	Publish	New Document	Dave Prior Branch Treasurer
1.1	April 2021	NONE	Review	Dave Prior Branch Treasurer
1.2	Jan 2022	None	Review	Dave Prior Branch Treasurer
2.0	Feb 2022	Rewording of section 3	Update	Dave Prior Branch Treasurer