

Site Management Agreement for Uxbridge between PFRA and London Borough of Hillingdon

The purpose and spirit of this voluntary Site Management Agreement (SMA) is to facilitate face-to-face fundraising in Uxbridge town centre and provide balance between the rights of charities or not-for-profit organisations to fundraise and the rights of the public to go about their business without undue inconvenience. For the avoidance of doubt, this document does not constitute a legal contract.

Statement of Conformity

- 1) All fundraisers will abide at all times by the Institute of Fundraising [Face-to-Face Activity Code of Fundraising Practice](#), the PFRA / Institute of Fundraising abridged code of practice (Appendix 1), and any rules [promulgated by the PFRA](#) from time to time.

Access Details

- 1) Refer to the map at Appendix 2 which clearly shows the Central Sites which may be used. On the map the zones are the areas of the High Street coloured yellow:

Zone One:

Pedestrianised area of the High St from Windsor Street to Belmont Rd (near WHSmith).

Capacity: maximum of 2 branded/working fundraisers.

Zone Two:

Pedestrianised area of the High Street beyond the statue near the main entrance to the Chimes shopping centre to Vine Street (remaining outside the area marked by curved paving in front of the entrance to The Chimes shopping centre and avoiding people sitting on the base of the statue).

Capacity: maximum of 2 branded/working fundraisers.

A non-branded, non-fundraising, team leader is permitted, but not more than 4 branded/working fundraisers are permitted in Uxbridge at any time.

- 2) All fundraisers must wear official tabards or other official distinctive clothing to enable shoppers and other pedestrians to identify them from a distance. All fundraisers must wear official identity cards clearly visible on the upper body with

personal details and photograph of the fundraiser in accordance with the activity being undertaken at the time. Fundraisers will not fundraise within 5m of the pitches allocated to the Balloon seller, Big Issue seller or the allocated Busking pitches if these are being used. Additionally, do not approach or distract parents waiting for children using the roundabout ride.

- 3) Fundraisers should be positioned in such a way as to offer an adequate 'comfort zone' to those users of the locality who do not wish to engage and should endeavour at all times not to impede the egress of any member of the public. In furtherance of this, it is desirable that a minimum footway channel of 1 metre be maintained between fundraisers and the kerb / shop frontage where it is reasonable to do so.
- 4) Fundraisers should not approach members of the public who are seated.
- 5) Fundraising will only be permitted on 3 days out of every 7. Furthermore, fundraisers will only fundraise in Uxbridge between the hours of 9am and 7pm, unless otherwise specified.
- 6) Exclusion Dates etc are to be announced by the Council (e.g specific event days) and must be pre booked as part of the PFRA Diary Management System. Any exclusion dates to give a minimum of 4 weeks' notice to the PFRA from date of diary delivery.
- 7) No bags or other equipment are to be secured to any lamp posts or street furniture. Bags must be attended at all times.

Information Required

- 1) Nominated Gatekeeper

The nominated gatekeeper for Uxbridge is:

Mr Ed Shaylor, Investigations Team Service Manager, London Borough of Hillingdon

Telephone: 01895 277532 / 01895 558215

Email: eshaylor@hillingdon.gov.uk

Members are to notify Uxbridge of intended visits by sending an email to the nominated gatekeeper no later than 4pm on the Friday of the week preceding

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their intended visit. Failure to comply may result in their planned visit being cancelled.

The above contact details shall be updated as and when necessary.

2) Required Information

The PFRA Allocations Officer will maintain and manage the diary schedule. Diary/Schedule information will also include: contact details for PFO; and Charity being fundraised for; and can be contacted at:

Allocations Officer:

e-mail: nick@pfra.org.uk

Copies of the diary are to be made available to:

asbinvestigations@hillingdon.gov.uk

3) Transition and continuity

Should the nominated gatekeeper move on or responsibilities otherwise change, the gatekeeper will inform his successor of the detail of this agreement, the relationship with the PFRA, arrangements for the regulation of face-to-face fundraising, and provide the PFRA with contact details for the successor.

Complaint Management

- 1) PFRA will log, monitor and inform the Council of complaints received on an annual basis. Where possible, the Council will provide real time notification of individual complaints and cumulative volume of complaints on an annual basis. Where the collection agencies themselves receive complaints it is expected that they will provide information to the PFRA including information about the identities of any individual collector the subject of a complaint and of the action taken (if any) by the collection agency.

Working Together

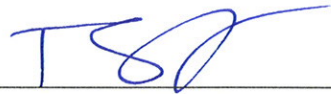
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- 1) The local authority agrees to work with the PFRA to raise awareness regarding this site management scheme, including explanations on what face-to-face fundraising is, the PFRA, the Code of Practice, and facts about Direct Debit.
- 2) The PFRA will monitor member organisations, through a programme of random spot-checks and other mechanisms, to ensure fundraisers' adherence to the code of practice and this Site Agreement.
- 3) The gatekeeper will be notified of the results of spot checks carried out.
- 4) This SMA will be reviewed once every 12 months unless there is just cause to do so at an earlier juncture. All amendments will be agreed in writing before becoming effective. Either party can withdraw from this agreement, giving 3 months' notice in writing.

Signed For and On Behalf Of PFRA:



Mick Aldridge

Chief Executive

Date:

30.05.12

Signed For and On Behalf Of London Borough of Hillingdon:



Print name:

Nigel Dicker

Job title:

Deputy Director, Public Safety & Environment

Dated:

24th February 2012

Appendix 1 – Abridged Code of Practice

- 1) We always tell potential donors clearly that we are paid to speak with them, and that we are not volunteers - if this is the case - and we explain the basis on which we are paid.
- 2) We always carry and display ID so that any potential donor can verify who we are, whom we are working for and on whose behalf we are fundraising.
- 3) We always represent our charity or Not for Profit Organisation (NPO) at the time, in the place, and in the manner that has been previously agreed both with the charity / NPO and with the relevant site owner or Local Authority, and as directed by our team leader or other responsible agency personnel.
- 4) We always explain to a donor how the Charity or NPO will communicate with them after subscribing, and if they are likely to receive a follow up phone call we inform them of this.
- 5) We always ensure that forms with personal details provided by donors are handled at all stages in a secure manner.
- 6) We always end a conversation in a polite and respectful manner as soon as we are asked to.
- 7) We always ensure, wherever possible, that if a member of the public has a complaint, a full and accurate record of the complaint and the complainant's contact details are taken so that action can be taken promptly and appropriately. We will also offer the complainant contact details for a person in authority who can respond to their concerns.
- 8) We never say or do anything that could pressurise or harass people and we do not use manipulative techniques.
- 9) We never confuse or mislead the public and we never say, do or display anything for which we have not been given permission by the charity or NPO
- 10) We never behave whilst on duty in any way that might bring the charity / NPO or our employer into disrepute.

Appendix 3

Know your rights - The Direct Debit Guarantee

Direct Debit is one of the safest ways of paying your bills. Organisations using the Direct Debit Scheme go through a careful vetting process before they're authorised, and are closely monitored by the banking industry. The efficiency and security of the Scheme is monitored and protected by your own bank or building society.

The Direct Debit Scheme applies to all Direct Debits. It protects you in the rare event that anything goes wrong.

The Direct Debit Guarantee

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.