

# **STREET FUNDRAISING**

(Regular Giving only)

# Introduction

This rule book sets out the standards expected of organisations and individuals for the Chartered Institute of Fundraising's public fundraising programme for street fundraising. All participating organisations and individuals can find a list of the rules that we assess as well as the penalty points associated with breaking them.

All rules have been updated to reflect the latest standards in the Code of Fundraising Practice. There are also a number of additional rules specific to the Chartered Institute's public fundraising programme. These reflect areas where our members have agreed that further clarity, consistency or safeguards are needed to support best practice and uphold the reputation of street fundraising.

## How to use the rule book

The rule book is broken into two parts:

### Rules for fundraisers

these are rules face-to-face fundraisers will be assessed to ensure they are engaging with members in a manner that upholds best practice;

### Rules for operational staff

these are rules that those with leadership or administrative duties must adhere to ensure campaigns are carried out compliantly.

In each section, we have identified whether the rule comes from an external regulator or is specific to the Chartered Institute's public fundraising programme. Below is a summary of each one:

### Code

this indicates that the rule is derived from the latest version of the Code of Fundraising Practice. The numbers that follow identify the specific standard within the Code, for example Code:7.1.1.

### CIOF Rule

This is a rule created in consultation with Chartered Institute members that is additional to regulation.

# Penalties and sanctions

The rule book is enforced through penalties and sanctions. Employers or contractors of fundraisers accrue penalty points if a rule is broken. Each point accrued has an equivalent value of £1. A monetary bill will be issued when an organisation's annual points total equals or exceeds 1000 points. Revenue incurred from financial penalties at the end of each financial year is re-invested by Chartered Institute's public fundraising programme into training and development to improve standards within face-to-face fundraising.

The size of the penalty is dependent on the severity of the indiscretion.

In addition, **penalty points will be multiplied for repeat violations of the same rule**. In any rolling four-week period, every third repeat infringement of the same rule will incur a penalty which is twice the normal sum. Where a fundraiser has made multiple rule transgressions of different severities during one observation by any of the nominated persons set out below, each breach will be included as a separate transgression.

To impose penalties the Chartered Institute will use the civil standard of proof (i.e. on a balance of probabilities, or "more probable than not").

## Who can report a rule breach?

**Penalty points are issued when reported via:**

- Chartered Institute staff
- Mystery shopping agents
- Site Management Agreement Gatekeepers
- Verified member reports
- Substantiated public complaints.

### Appeals Process

Appeals will be heard by:

**1. CIOF Public Fundraising Manager.** If s/he is unable to resolve the appeal to the satisfaction of the appellant, it will be heard by a Penalty Appeals Panel.

**2. Penalty Appeals Panel.** The Panel will be convened by members of the CIOF's Professional Conduct Committee. The findings of that Panel will remain final.

To ensure timely information gathering and appeal processing, appeals must be made within one calendar month of the penalty points being issued.

### Year end

At the end of each calendar year (31 December) all members' points totals will return to zero. Should a member accrue a yearly total that is less than the 1000-point threshold, their points total will be erased without any payment being required.

## Referral to the Fundraising Regulator

In cases where evidence of severe poor fundraising practice exists, the CIOF may refer that practice to the Fundraising Regulator. This may include severe poor fundraising practice where there is a risk of causing significant public harm or detriment, of undermining public confidence in charities beyond the breach itself, or where there is evidence of a sector wide issue that may require changes to the Code of Fundraising practice or new guidance.



## Legal requirements

You are responsible for making sure that you get the advice you need to meet the requirements you have to meet by law. If there is a difference between the code and the relevant legislation or regulations, you must follow the law rather than the code. It is the duty of individual members to ensure that any organisations they sub-contract are compliant with the law.

### Contacting the Chartered Institute about this rule book



If you have any questions about the rules or how we assess them, please contact [publicfundraising@ciof.org.uk](mailto:publicfundraising@ciof.org.uk)

# **RULES FOR FUNDRAISERS**

## FR1: Best Behaviour

**Code: 7.1.1** While fundraising you must behave in a way which reflects well on the charitable institution and fundraising in general. For example, you must not act in a way that:

- could reasonably upset or cause anxiety to potential donors;
- is dishonest or manipulative, or tries to make potential donors feel guilty; or
- could damage the reputation of the charitable institution or fundraising in general, including:
- using inappropriate language or behaving in a crude or aggressive way;
- smoking, vaping, drinking alcohol and so on; and
- using your position for personal gain.

**Code: 7.1.2** You must be clear and honest about your intention to fundraise when approaching potential donors. For example, if you are fundraising you must not say that a conversation is 'not about fundraising' or lead the person to believe you are asking for a one-off donation if you are asking for regular gifts.

**Sanction:** The penalty is 100 points per incident

## FR2: Informing Donors and Treating People Fairly

**Code: 1.2.1** Your fundraising must not mislead existing or potential donors. This includes by:

- leaving out information;
- giving inaccurate or unclear information; or
- exaggerating details.

For example, you must not claim a donation will be used for a restricted purpose (such as buying a piece of medical equipment or helping a particular child) if it may be used for another purpose.

**Code: 1.2.4** You must not take advantage of mistakes made by a donor.

**Code: 5.2.3** You must give appropriate consideration to the needs of existing or potential donors who may be in vulnerable circumstances or need extra care and support to make an informed decision. This includes:

- not accepting a donation if you know, or have reason to believe, that a person cannot make an informed decision to donate; and
- returning a donation if you discover that the donor could not make an informed decision at the time of the donation.

You are not expected to assess every existing or potential donor's capacity to make an informed decision. However, fundraisers should be alert to signs that someone lacks the capacity to make an informed decision and support them appropriately.

**Code: 5.2.4** You must take all reasonable steps to avoid asking for regular donations (for example, by direct debit) from anyone aged under 18.

**Sanction:** The penalty is 100 points per incident

## RULE FR3: General Behaviour

**Code: 1.1.1** Your fundraising must be legal, open, honest and respectful.

If you are found to have broken the law while fundraising, you will not have kept to rule 1.1.1 and action may be taken against you.

**Code: 1.1.2** You must take all reasonable steps to make sure your fundraising is carried out in a way that reflects positively on fundraising in general. This includes:

- not unreasonably intruding on a person's privacy;
- not putting undue pressure on a person to donate;
- not using unreasonably persistent approaches; and
- accepting a request to end an interaction.

**Code: 1.1.3** You must not unfairly criticise or insult other people or organisations.

**Code: 1.1.4** You must not encourage an existing or potential donor to cancel or change an existing donation in favour of a donation to another charitable institution.

**Sanction:** The penalty is 100 points per incident

## FR4: Solicitation Statements

**CIOF RULE:** You must make sure solicitation statements are clear, accurate and up to date.

**CIOF RULE:** You must make a solicitation statement before you ask for any financial details relating to a donation. Guidance can be found here:

**Further guidance from the Fundraising Regulator**

**Sanction:** The penalty is 200 points per incident

## FR5: Fundraiser Visibility

**CIOF RULE:** You must make sure that fundraisers can be clearly identified as representing your charitable institution. Fundraisers should be identifiable by clothing that clearly displays the charitable institution's branding.

**Sanction:** The penalty is 50 points per fundraiser, per day

## FR6: I.D. Visibility

**Code: 7.4.5** You must make sure that your fundraisers have appropriate identification for the activity they are carrying out.

All ID badges must:

- be at least the size of a credit card;

- be displayed in a place where potential donors can see them clearly (usually on the upper front part of the fundraiser's body);
- not have been tampered with; and
- be accessible to people with sight difficulties (for example, the information on the ID badge could be available in large print).

All ID badges must contain:

- the identity of the fundraiser;
- a recent photograph of the fundraiser;
- a signature or other authorisation (such as a company stamp) from the charitable institution or the professional fundraiser who employs the fundraiser; and
- the name of, and contact details for, the charitable institution the fundraiser is collecting for or the third party who employs the fundraiser

**Sanction:** The penalty is 50 points per fundraiser, per day

## FR7: Approaching Members of the Public

**Code: 7.2.1** You must avoid approaching the public at unsuitable moments. For example, when they are:

- in a queue or sitting down; or
- clearly working or carrying out official duties.

The 'three step' rule:

If you have approached a member of the public, you must:

- not take more than three steps alongside them or follow them; and
- if they have not come to a stop within the three steps allowed, you must end your attempt to talk to them.

**Sanction:** The penalty is 100 points per fundraiser, per incident

## FR8: Consent for Future Contact

**CIOF RULE:** If you use, or plan to use, consent as a lawful basis for processing personal data in order to send direct marketing communications, the consent must:

- Be a freely given, specific, informed and unambiguous indication of the person's wishes;
- Be given through a clear positive action from the person concerned to show they have given consent (for example, using active methods, such as ticking an unticked opt-in box or answering 'yes' to a question);
- Give options for different levels of consent for different types of processing if you plan to process the person's data for more than one purpose;
- Be separate from your other terms and conditions and not be something the person has to give when signing up to a service (unless you need the consent to be able to provide that service);
- Name your organisation and any others who will be relying on the consent;
- Tell people about their right to withdraw their consent and make it as easy for them to withdraw consent as it is to give it; and

- Be recorded in a way that allows your organisation to show who gave consent, when they gave consent, how they gave consent, and what they were told in connection with giving consent.
- Soft opt-in to direct electronic marketing for charitable purposes: only details collected directly by the charity can be used for soft opt-in. Soft opt-in does not apply to supporter details collected by third-party fundraisers. When using third-party fundraising agencies proactive consent must be used. Please see ICO guidance for further details.

Please see ICO guidance for further details:

<https://ico.org.uk/for-organisations/direct-marketing-and-privacy-and-electronic-communications/guidance-on-direct-marketing-using-electronic-mail/how-do-we-comply-with-the-pecr-electronic-mail-marketing-rules/#HowDoWeUseTheCharitablePurposesSoftOptIn>

**Sanction:** The penalty is 100 points per incident

## **RULE FR9: Deliberate Obstruction**

**CIOF RULE:** You must avoid causing an obstruction, congestion and nuisance to the public. You must not deliberately block the path of members of the public.

**Sanction:** Sanction: The penalty is 100 Points per fundraiser, per incident.

## **RULE FR10: Proximity to Street Features**

**Code: 7.2.2** You must treat the locations where you are fundraising with respect and must not leave bags or other property unattended, or cause an obstruction or nuisance to the public or other businesses.

For street collections and collections on sites managed by a local authority, this includes not positioning yourself within three metres of:

- a shop entrance;
- a pedestrian crossing;
- a cash machine;
- a station entrance;
- a market stall; or
- a street trader, vendor or busker.

**Sanction:** The penalty is 50 Points per incident.

# **RULES FOR OPERATIONAL STAFF**

## OP1: Solicitation statement submission

**CIOF RULE:** Before commencement of a new campaign, members must submit their planned solicitation statement (including the notifiable amount) to CIOF Public Fundraising who will review the statement and confirm that it is legally compliant, or provide feedback on the statement within 1 working day of receiving it. Solicitation statements must also be submitted to CIOF Public Fundraising for review annually if used in a rolling campaign and whenever the wording is updated.

Further information on solicitation statements can be found at

**Fundraising partnerships | Fundraising Regulator**

**Sanction:** The penalty is 100 points per campaign.

## OP2: Sub-contractors

**CIOF RULE:** All agency members that employ limited companies as sub-contractors to deliver any part of their F2F donor volumes must:

- Provide CIOF Public Fundraising with the name and location of each and every such sub-contractor throughout the entire supply-chain, so that CIOF Public Fundraising can reliably confirm their status, and refer matters accordingly, in the event of quality comments or complaints
- include in their contractual arrangements a clear requirement for each and every such sub-contractor throughout the entire supply chain to comply with all CIOF rules, in the same manner as if they were the lead member contracting them.

**Sanction:** The penalty is 100 points per incident.

## OP3: Staff recruitment teams

**CIOF RULE:** A team recruiting new members of staff must not work on or immediately adjacent to a site that has been allocated to, or is otherwise being worked by, a team that is fundraising.

**Sanction:** The penalty is 100 Points per individual, per incident.

## OP4: Standard Street Operating Hours

**Code: 7.2.3** You must carry out street fundraising at appropriate times. These are:

- between 9am and 7pm, Monday to Saturday; and
- between 10am and 7pm on Sundays and public holidays.

If different times are stated in a Chartered Institute of Fundraising (CIOF) Site Management Agreement, you must keep to the times in the Agreement.

**Sanction:** The penalty is 50 Points per team, per day.

# Operational rules relating to CIOF controlled sites

The following additional operational rules apply to CIOF controlled sites.

## OP5: CIOF controlled sites – Site delineation

**CIOF RULE:** Fundraisers must comply with all site conditions, including the delineation of sites.

**Sanction:** The penalty for an authorised team working outside of a delineated site is 100 Points per team, per incident.

The penalty for an unauthorised team being present within a CIOF controlled site, is 100 Points per fundraiser, per day.

## OP6: Frequency of fundraising

**CIOF RULE:** Fundraising must not take place more frequently than a site agreement allows for, unless special circumstances/exceptions have been negotiated and confirmed in advance with CIOF Public Fundraising or the site access controller.

**Sanction:** The penalty is 100 Points per fundraiser, per day.

## OP7: CIOF controlled sites – Excess fundraisers

**CIOF RULE:** Fundraisers must comply with all site conditions, including the number of fundraisers.

**Sanction:** The penalty is 100 Points per excess fundraiser, per day.

## OP8: Diary changes

**CIOF RULE:** All changes to CIOF Public Fundraising diaries must be made by 11am on the day of the visit.

If a team permanently leaves a fundraising site, for whatever reason, at any point during the day, members must notify CIOF Public Fundraising immediately.

**Sanction:** The penalty is 50 points per incident.

## OP9: Dropping sites

**CIOF RULE:** Members must not book, reserve or retain capacity that they knowingly do not intend to use (or come to know they will not be able to use before the time and date concerned), in such a way that another member is deprived of a fundraising opportunity.

Such capacity must always be returned to CIOF Public Fundraising or other relevant site access controller for redistribution at their absolute discretion, in as timely a manner as possible to allow for such redistribution, unless special circumstances/exceptions have been negotiated and confirmed in advance with CIOF Public Fundraising or the site access controller.

**Sanction:** The penalty is 100 Points per incident.

## OP10: Bidding deadlines

**CIOF RULE:** Bids for National Site Diaries (NSDs), London Site Management (LSM) and Weekly Reported Diaries (WRDs) must be made before the relevant deadlines.

**Sanction:** The penalty is loss of fundraising capacity.

## OP11: CIOF controlled sites – SMA conditions

**CIOF RULE:** Members must adhere to any extra local conditions contained within a Site Management Agreement beyond the Rule Book, e.g. notifying gatekeepers of intended visits or fundraisers carrying check lists.

**Sanction:** The penalty is 100 Points per incident, per day.

## OP12: Overbidding

**CIOF RULE:** Members must not overbid by more than 20% of the total number of staff they plan to field.

**Sanction:** The penalty is 50 points per incident, which will double with each consecutive failure to comply.

## OP13: National Site Diary (NSD) deadlines

**CIOF RULE:** All NSD deadlines must be complied with.

**Sanction:** The penalty is 50 points per incident.

## OP14: Rota submissions

**CIOF RULE:** All relevant rotas must be submitted before the relevant deadlines.

**Sanction:** The penalty is 50 points per incident.

## OP15: New site testing

**CIOF RULE:** Prior to commencing operations in any location where a CIOF Site Management Agreement is not yet in place, members must inform CIOF Public Fundraising of the full and precise terms of the access agreement.

For the purposes of CIOF Public Fundraising diarising, 'new' sites opened up in this way may be operated by the originating member(s) with 'test exclusivity' for up to 3 months. This period is calculated as running from the date of the first fundraising visit, or from 14 days from the date that access permission was granted, whichever is the sooner.

At the conclusion of the 'test period' a full report of the site's viability must be presented to CIOF Public Fundraising in order that the site can be incorporated into a formal SMA and/or normal diary procedures, and fair and equitable access can be granted to all members in the normal way.

This rule applies equally to all forms of face-to-face activity including prospecting / two-step.

**Sanction:** The penalty is 100 points per incident.



Chartered  
Institute of  
Fundraising

# Contact

If you need help with any of the information please contact the Public Fundraising Team on [publicfundraising@ciof.org.uk](mailto:publicfundraising@ciof.org.uk)