



# Charity Collections Policy

## CONSULTATION SUMMARY REPORT

A review of the feedback received to the Charity Collections Policy survey

**APRIL 2025**

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The appendices are available to view in a separate document on our [consultation portal](#):

APPENDIX A – SURVEY

APPENDIX B – ENGAGEMENT COMMUNICATION

**Note:** When stating percentages in the analysis, we are referring to the percentage of respondents that answered the specific question, rather than the total number of responses to the overall consultation. Response percentages may not add up to 100% due to rounding up over .5 and rounding down under .5. Words that appear in italics are quotes taken from comments received.

# SUMMARY

This report has been produced by council officers to analyse the comments received to the Charity Collections Policy survey 2025.

## Background

The Charity Collections Policy is a new joint policy for South Oxfordshire and Vale of White Horse districts which relates to charity collections.

The proposed policy is aimed at safeguarding donors and beneficiaries, ensuring fair access to collection opportunities and preventing unlicensed fundraising. It introduced key measures, including:

- A requirement for applicants to provide detailed supporting material about their charity
- Restrictions on where collections can take place to prevent blanket district-wide collections
- A minimum of 80 per cent of money donated during house-to-house collections to go to the charitable cause
- A fairer allocation of dates for street collections
- Clear grounds for refusing applications and licence revocations.

The policy includes two separate authorisations: house to house collection licences and street collection permits.

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Council officers put together a survey aimed at registered charities, charity collectors, individuals/members of the public, district, county and/or town/parish councils, councillors and officers to collect views on the proposed policy over a 4-week period running from Wednesday 26 February until 11.59pm on Wednesday 26 March 2025.

Once the survey closed, we reviewed the comments received and have provided the key findings from the survey below. An officer response next to the comments received can also be viewed in this report. The results within this report will be presented to the councils' General Licensing Committees to consider when they make the final decision on the policy.

A total of 95 responses were received to the survey, with the majority (86%) received from individuals/members of the public.

## Key Findings:

### House to House Collections

**89%** agree with the proposed amends for applicants to provide detailed supporting material about their charity, whilst 3% disagree.

**69%** agree with the proposed amends to restrict where collections can take place to prevent blanket district-wide collections, whilst 4% disagree.

**86%** agree with the proposal that a minimum of 80 per cent of money donated during house-to-house collections should go to the charitable cause, whilst 4% disagree.

**86%** agree with the proposed amends to set grounds for which an application may be refused, whilst 0% disagree.

## **Street Collections**

**75%** agree with the proposed amends for any one charity/group be allocated a maximum of four collections per year, to provide equal access to all who wish to collect, whilst 6% disagree.

**87%** agree with the proposed amends to set the grounds for which an application may be refused, whilst 1% disagree.

# ENGAGEMENT METHODOLOGY

The Charity Collections Policy survey was shared with **350** stakeholders which includes licence holders (116 businesses and individuals who have held a licence or permit since 1 January 2023), town and parish councils and district councillors, as well as 1,985 consultees registered on the council's general consultation database.

A press release and social media messages were shared via the councils' social media accounts (e.g. Facebook, X, Instagram) and Nextdoor application.

## Reporting methodology

94 postcodes were received. 3 were excluded from the postcode map as they are either incomplete or are outside of South Oxfordshire and Vale of White Horse districts. The total number of postcodes plotted are 91 out of 94.

A summary of the comments to the consultation is included in this report. Any personal information supplied to us within the comments that could identify anyone has been redacted and will not be shared or published in the report. Further information on data protection is available in our general consultation's privacy statement on our [South](#) or [Vale](#) website.

Some spelling, grammatical and punctuation errors in the original comments raised were corrected in the main body of this report.

## HOUSE TO HOUSE COLLECTIONS

This section of the report is in relation to 'house to house collections' which includes collections made door to door for charitable purposes e.g. collections of money, 'charity bags' seeking donations of goods, direct debit collections made door to door, etc.

Respondents were asked to show their level of agreement with a number of proposed changes and the results can be viewed below.

### How far do you agree or disagree with the key proposed inclusions to the policy?

#### A requirement for applicants to provide detailed supporting material about their charity.

98% of respondents answered this question, with 89% agreeing with the proposed amends, whilst 3% expressed disagreement.

<b>A requirement for applicants to provide detailed supporting material about their charity.</b>	<b>Total</b>	<b>Percent</b>
Agree	85	89%
Neither agree nor disagree	2	2%
Disagree	3	3%
Not applicable	3	3%

#### Restrictions on where collections can take place to prevent blanket district-wide collections.

98% of respondents answered this question, with 69% agreeing with the proposed amends, whilst 4% expressed disagreement.

<b>Restrictions on where collections can take place to prevent blanket district-wide collections.</b>	<b>Total</b>	<b>Percent</b>
Agree	66	69%
Neither agree nor disagree	20	21%
Disagree	4	4%
Not applicable	3	3%

#### A minimum of 80 per cent of money donated during house-to-house collections to go to the charitable cause.

98% of respondents answered this question, with 86% agreeing with the proposed amends, whilst 4% expressed disagreement.

<b>A minimum of 80 per cent of money donated during house-to-house collections to go to the charitable cause.</b>	<b>Total</b>	<b>Percent</b>
Agree	82	86%
Neither agree nor disagree	4	4%
Disagree	4	4%
Not applicable	3	3%

## Set the grounds for which an application may be refused, or a licence revoked.

98% of respondents answered this question, with 86% agreeing with the proposed amends and 0% disagreeing.

Set the grounds for which an application may be refused, or a licence revoked.	Total	Percent
Agree	82	86%
Neither agree nor disagree	8	8%
Disagree	0	0%
Not applicable	3	3%

If the respondents had qualitative comments, a free text box was provided. 36 comments were received and are provided below alongside an officer response.

Response ID	Comment	Officer response
ANON-DE99-TGAY-G	I wouldn't want door to door collections to stop as they are extremely useful when having a large clear out. I'd rather support the local charity shops, but they are small buildings and often stop donations, quite understandably, when full. Or can't take more than Ken large bin bag size at a time. Clearer guidelines to the charities about donations to the causes and clearer notices about who they give to and how much would be welcome though.	Guidance is issued by the Fundraising Regulator about what must be included on bags used for charity collections door to door, which includes the name and registration number of the charity to benefit, and how much or what proportion of collections will be received by the charity. Collectors must provide the bags they propose to use with their application, so the Licensing Team can ensure they are complying with these rules.
ANON-DE99-TGAX-F	I am not altogether sure if door to door collections should be permitted at all. If people wish to give to charities there are many ways to do this. Door knocking can be intimidating for some people, particularly the elderly living alone.	Collectors must respect any "no cold calling" or "no doorstep selling" signage on display in any neighbourhood or on any property. Where complaints are received about such actions, future applications may be refused.
ANON-DE99-TGAZ-H	I work with lots of councils that have merged their areas to help with staff problems and it does work.  My question would be if there will still be 2 separate permits per area?  Would they still have their own area names?	At present, South Oxfordshire and Vale of White Horse remain two separate councils but we operate as a shared service. Any collector who wishes to collect in South Oxfordshire and Vale of White Horse must apply to each council separately.  The forthcoming local government reorganisation may impact this policy in future.
ANON-DE99-	No mention of ad-hoc carol singing	Carol singers fall under street

TGAU-C	<p>door-to-door or street collections.</p> <p>I didn't understand Para 1 of the policy under Set the grounds for which an application may be refused, etc.</p>	<p>collections or house to house collections if they are collecting money in the street or going from house to house to collect money. This is not proposed to change under this policy.</p> <p>By setting clear grounds for which an application may be refused, it is hoped to make it clearer to applicants and the general public the rules and expectations that apply.</p>
ANON-DE99-TGA4-B	Not sure that some district wide collections should be allowed	The proposal in the policy is to prevent district wide collections by requiring applicants to specify where within the district they will be collecting.
ANON-DE99-TGAB-S	Does the fact that many members of the public do not carry cash at all come into the proposals? Some charity street collection use tap and pay. Is there a risk involved with this that needs to be considered?	<p>This part of the consultation relates to house to house collections, whereas the response seems to relate to street collections.</p> <p>The regulations cover collection of money in the street, which could include contactless or card payments, but do not include the collection of direct debit information for future regular payments.</p> <p>The responder is not specific about the risks associated with allowing card payments, so we are not able to provide specific feedback.</p>
ANON-DE99-TGVS-Y	Given how broadly drawn are the definitions of a charity, the council may wish to exercise their discretion on the kind of charity likely to be acceptable. For example, public schools and private hospitals can be and in some cases are charities, but the council may not wish for public collections on their behalf to be authorised. There are many other 'charities' of all kinds which would also be provocative. I realise this is a wasps' nest which you may not wish to prod, but even a reference to your discretion may trigger time-wasting and expensive challenges. If there is no reference to your discretion, and if your decision is still	<p>As outlined at section 2.2 of the draft policy, there is no aim to make judgement on the worthiness of any registered charity or group to benefit from a collection, and it ultimately remains down to the donor to decide if they wish to contribute.</p> <p>Clarification has been added to the drafted policy regarding groups to benefit from collections to make it clear that they need not be registered charities, and could be community groups, sports clubs and other similar organisations deemed to be 'good causes'.</p> <p>It is not proposed to exclude any</p>

	challenged, how might you exclude such causes/charities?	specific types of charities.
ANON-DE99-TGVM-S	I will NEVER donate on my doorstep. It is frightening for older people & I personally think it should be banned.	Collectors must respect any “no cold calling” or “no doorstep selling” signage on display in any neighbourhood or on any property. Where complaints are received about such actions, future applications may be refused.
ANON-DE99-TGVZ-6	None	No response required
ANON-DE99-TGVY-5	<p>My view is that house to house collections should not be allowed to take place. We live in an ageing society and there are far too many elderly and vulnerable people who may feel coerced into either handing over money, or completing a direct debit form, not really understanding what they are signing up to. Neither will they know if an ID document and/or licence to collect is genuine or fake, nor how to check it - not everyone has a mobile phone or access to the internet. As we all know, there are many scammers and criminals about, seeking to take advantage of such people. My view is that doors should not be knocked under any circumstances.</p> <p>I think it is fine for charities to post a leaflet through letterboxes, but that is all.</p>	Collectors must respect any “no cold calling” or “no doorstep selling” signage on display in any neighbourhood or on any property. Where complaints are received about such actions, future applications may be refused.
ANON-DE99-TGVX-4	Surely anybody giving to a charitable cause, through a house-to-house collection, has the expectation that 100% of that collection is going to that particular cause?	House to house collections are typically facilitated by partnership with a commercial organisation. The suggested 80% minimum as outlined within the draft policy is felt to be a reasonable split. Any donor who feels 100% of their donation should go to the charity may decide not to donate.
ANON-DE99-TGVQ-W	How will you be sure that the total amount collected has been truthfully declared? Similarly the 80%.	Licence holders are required under the regulations to submit a statement of return following the collection, where they make a declaration about the amount raised, and any deductions made. These returns must be signed

		by two individuals, the chief promotor and an auditor.
ANON-DE99-TGVJ-P	I have never given to house to house collections as a lot of the bags put through my letterbox state (in TINY print) that a lot less than 80% goes to the charities. I think they prey on people being too busy or unable to take donations directly to charities and charity shops, so I am VERY pleased you intend to increase this to 80% minimum.	This comment has been noted
ANON-DE99-TGVK-Q	They make a lot of good sense to me	Noted
ANON-DE99-TGV3-Y	You need to just ban this practice completely. The 80% rule is well intentioned but how will it be audited? This will be practically impossible to do. I personally researched this matter a few years ago when the practice was being first developed. In reality it was door to door collections which were then consolidated and sold by weight through intermediaries with the donated goods being sold by hawkers in west and east Africa. If my memory serves me correctly the commercial firms involved did donate annually to so-called charities but it was a fraction of their total business. Also door to door collections can frighten the old and the vulnerable plus also there is always the chance that such visits may be used to gather information on the resident or property for nefarious purposes (burglary and suchlike). I urge the council to go for a blanket ban. Alleged breaches in any licence conditions will be impossible to prove and as such unenforceable.	<p>It would be hard to justify a district wide ban on all house to house and street collections and to do so would leave the council open to challenge. It is felt that it is important to allow genuine charities and good causes to raise funds through collections, while managing the potential impacts these collections may have.</p> <p>Collectors must respect any “no cold calling” or “no doorstep selling” signage on display in any neighbourhood or on any property.</p> <p>Licence holders must submit a statement of return following their collection.</p> <p>Breaches of conditions or policy can be investigated following complaints and may lead to reports being made to the police, Charity Commission or Fundraising Regulator, or future applications being refused.</p>
ANON-DE99-TGVU-1	I think these are good suggestions to be included, particularly if they were not applicable to the policy before.	Noted
ANON-DE99-	The 80% minimum of donations to	The 80% figure was proposed to strike

TGV8-4	go to the charitable cause seems too low. Why can't it be 90%?	a balance between ensuring the vast majority of funds go to the good cause, whilst allowing collections to remain viable for the commercial partners collecting on behalf of charities. 80% is the proposed minimum figure, and collectors may donate 90% or more.
ANON-DE99-TGV2-X	Seem entirely reasonable	Noted
ANON-DE99-TGVF-J	The definitive policy should exclude some of the dubious requests for clothing donations allegedly for a variety of well-known charitable causes.	The policy sets out the supporting documentation that must be provided for a licence to be granted. This includes documents from the charity to benefit confirming that the collector is collecting on their behalf.
ANON-DE99-TGVT-Z	The current application process works well and all the changes you are proposing, we already do.	Noted
ANON-DE99-TGDX-J	You should also make it illegal in so far as that is possible for the "Nottingham Knockers" to knock on doors. These often ex offenders are often intimidating and seldom take No as being an acceptable response-they must be banned.	Persons selling goods door to door are unlikely to be fall under the remit of this policy unless the funds raised are being donated to a genuine charity or good cause.  Genuine collections should always respect any "no cold calling" or "no doorstep selling" signage on display in any neighbourhood or on any property, and residents should just close their door if they feel intimidated, and consider calling 101 or 999 in an emergency.
ANON-DE99-TGDA-U	1. I find door to door money collections intrusive: we already give regularly of periodically to several charities and blackmail on the doorstep is not appreciated. 2. Collection bags are OK, but we have given up on them because bags get delivered to our door, but the collection vehicles never come down our lane to pick up donations	Residents who feel such collections are intrusive may wish to display "no cold calling" or "no doorstep selling" signage.  Collection bags usually have a phone number to call if the collection is missed.
ANON-DE99-TGD9-K	I'm in favour of most provisions but I don't want further material posted through my door along with the charity bags. A clear simple statement on the bag is sufficient so I would word it that a clear	The Fundraising Regulator specifies certain information which must be printed on collection bags, including: <ul style="list-style-type: none"> <li>The name and registration number of the charity that the items are being collected for on the front and</li> </ul>

	statement of the charity aims should be provided not using the word detailed. I suggest a web address should be required so one could look them up	<p>back of the bag;</p> <ul style="list-style-type: none"> <li>• What cause is being fundraised for;</li> <li>• The distribution company's name, registration number and place of registration on the front and back of the bag. This information must be printed the same size or bigger on the bag as the name of the charity they are collecting for; and</li> <li>• How much or what proportion of the money raised the charity will receive.</li> </ul>
ANON-DE99-TGDB-V	I would prefer to see no ad hoc street collections. Charities should be encouraged to collect on request if householder not capable of delivering goods to charity shop. Invariably the so called charity bag collections do not collect when they say and are invariably commercial enterprises acting falsely as a charity and no money gets to a good cause. Invariably it is sold to an agent who sells it to agents in Africa for Africans to buy to profit the sellers.	Collectors must respect any "no cold calling" or "no doorstep selling" signage on display in any neighbourhood or on any property. Where complaints are received about such actions, future applications may be refused.
ANON-DE99-TGD6-G	The local authority should collection this along with refuge collection like ODS in Oxford do and the money goes to the air ambulance	The councils are not currently considering organising collections of this nature but we will raise this for discussion with colleagues in other relevant teams. This policy may be amended in future if such collections are considered.
ANON-DE99-TGDH-2	I welcome more control of these collections. I am never sure if they are genuine, what happens to the items collected and how much any charities benefit. This makes me avoid giving in this way at the moment, I take direct to charity shops instead. It would also be much better if there were never more than one in the same area in the same week.	<p>Material provided with the collection bag or leaflet should clearly state the organisation to benefit from the collection and the proportion of funds which will go to that organisation.</p> <p>One of the aims in this policy is to prevent multiple collections taking place simultaneously, to prevent annoyance to residents.</p>
ANON-DE99-TGDF-Z	I welcome all these regulations. I am never sure if collections are genuine, what will happen to the items collected and how much a charity benefits. Because of this I	Material provided with the collection bag or leaflet should clearly state the organisation to benefit from the collection and the proportion of funds

	<p>don't give in this way and take items to charity shops instead.</p> <p>The number of collections in an area definitely needs regulating so that several never come in the same week.</p>	<p>which will go to that organisation.</p> <p>One of the aims in this policy is to prevent multiple collections taking place simultaneously, to prevent annoyance to residents.</p>
ANON-DE99-TGDT-E	<p>I think the use of single use plastic bags should be considered. Plastic bags in supermarkets has been greatly reduced but I constantly get these charity bags through the door. Maybe unused bags could be collected and reused? Or paper bags be used? One charity delivered just a tag which could go on your own bag/box, which is better than nothing perhaps.</p>	<p>Unwanted bags can usually be left out for collectors to take away again, or recycled with carrier bags at supermarkets.</p> <p>An additional section has been added at section 5.8 of the policy:</p> <p>"We will look to prioritise applications where recycled and recyclable materials are used in the promotion of collections, particularly with respect to any collection bags that are distributed. Licence holders are encouraged to include instructions for how to recycle any unused bags or materials"</p>
ANON-DE99-TGKE-6	<p>Charity bags are very annoying. I don't want plastic through my door, I did not consent. It goes straight in the bin. I expect this is true for most people. It's a horrible polluting activity. Plastic should not be put in your letter box if you didn't ask for it.</p>	<p>Unwanted bags can usually be left out for collectors to take away again for reuse, or they can be recycled with carrier bags at supermarkets.</p> <p>If the resident does not wish to receive such promotional material, they may wish to display a "no cold calling" or "no doorstep selling" sign.</p> <p>An additional section has been added at section 5.8 of the policy:</p> <p>"We will look to prioritise applications where recycled and recyclable materials are used in the promotion of collections, particularly with respect to any collection bags that are distributed. Licence holders are encouraged to include instructions for how to recycle any unused bags or materials".</p>
ANON-DE99-TGKY-T	<p>I think it's great you're looking to monitor this and add restrictions as I'm aware these so called charity collections are not what they appear to be.</p>	<p>Noted</p>
ANON-DE99-TGKA-2	<p>I don't give to door to door collectors. I prefer to give direct to a local charity. That way I can be sure</p>	<p>Noted</p>

	that the community in which I live benefits and nothing is wasted.	
ANON-DE99-TGKG-8	<p>The process should be as easy as possible to enable people to donate - doorstep collections are so great for people who struggle to take items to shops and flexible booking is essential so items can be donated at a time ( and sometimes short notice )</p> <p>I agree it is important to know where those donations are going and to be clear how much is donated to charity</p>	The application process is not believed to be too onerous with a short application form to complete, along with copies of the promotional material to be used and agreement with the charity/group to benefit.
ANON-DE99-TGKK-C	<p>I don't see the point in stopping districtwide collections. I see no reason why these services should be limited geographically in any way.</p> <p>I don't agree with the 80% split, there are businesses that operate legitimately and support charities at the same time. I value doorstep collection services which probably won't be possible without the business as well as charitable benefits.</p>	<p>An aim of the policy is for applicants to be specific about where and when they will be collecting, to prevent residents from being impacted by multiple collections taking place at the same time. Where collectors apply for blanket district wide authorisations, this is not possible.</p> <p>The 80% figure is aimed to set a fair balance between legitimate commercial partners who facilitate collections for charity, while safeguarding the money/goods donated by residents, who will rightly expect the majority of their donation to go to the good cause.</p>
ANON-DE99-TGKD-5	I worked in the charity sector for almost 30 years. While at REDACTED I had responsibility for the legal aspects of fundraising including house to house collections (reporting to the Home Office) and street collections. In my experience the majority of h2h collections (not clothing) are undertaken by unpaid volunteers under the supervision of a PF professional (paid) fundraiser. The 80% will be difficult to prove as this method of fundraising was notably expensive hence its decline.	Licence holders and applicants must declare the amount they propose to deduct from collections with their application, and after the collection, provide a statement of return listing the amount collected and deducted. This statement must be signed off by two persons, one of whom must be a qualified accountant.
ANON-DE99-TGK4-N	Some collectors are reluctant to take no for an answer even when they are told the householder has a fixed income and would prefer to	All collectors are expected to operate in a professional way. Residents should feel confident to say no and close their door if they do not wish to

	<p>give when they can rather than sign up for monthly donations . Some legislation around this would be good.</p>	<p>donate. Consideration can be given to displaying a “no cold calling” or “no doorstep selling” sign if they feel pressured to speak to callers at the door. Complaints can be made to the Licensing Authority or the Fundraising Regulator about high pressure tactics.</p>
ANON-DE99-TGK1-J	<p>Don't do it. It's inappropriate for fundraisers to pressure people into monthly subscriptions at their doorstep, most likely of an evening too. This form of fundraising does not gain significant revenue for the charities neither.</p> <p>Please revoke this action from taking place</p>	<p>It would be hard to justify a district wide ban on all house to house collections and to do so would leave the council open to challenge.</p> <p>Collectors must respect any “no cold calling” or “no doorstep selling” signage on display in any neighbourhood or on any property.</p>

## STREET COLLECTIONS

This section of the survey was in relation to Street Collections meaning the collection of money, or the sale of goods, for a charitable cause in any street or public place. This does not include persons collecting direct debit information for future regular donations.

Respondents were asked to show their level of agreement with a number of proposed changes and the results can be viewed below.

### How far do you agree or disagree with the key proposed inclusions to the policy?

#### Any one charity/group be allocated a maximum of four collections per year, to provide equal access to all who wish to collect

99% of respondents answered this question, with 75% agreeing with the proposed amends, whilst 6% expressed disagreement.

Any one charity/group be allocated a maximum of four collections per year, to provide equal access to all who wish to collect	Total	Percent
Agree	71	75%
Neither agree nor disagree	16	17%
Disagree	6	6%
Not applicable	1	1%

#### Set the grounds for which an application may be refused

98% of respondents answered this question, with 87% agreeing with the proposed amends, whilst 1% expressed disagreement.

Set the grounds for which an application may be refused	Total	Percent
Agree	83	87%
Neither agree nor disagree	7	7%
Disagree	1	1%
Not applicable	2	2%

If the respondents had qualitative comments, a free text box was provided. 29 comments were received and are provided below alongside an officer response.

Response ID	Comment	Officer response
ANON-DE99-TGAE-V	Hoping this does not include Big Issue vendors	The sale of goods can be regulated under street trading legislation, however, the sale of newspapers and periodicals is exempt from requiring any authorisation.
ANON-DE99-TGAY-G	I have no objections to smaller charities having an individual rattling a tin on the street, and often donate to those I support, particularly when the scouts are	More than four permits per year can be granted on a case by case basis. The proposed limit of four aims to promote fairness and

	<p>raising money for the Poppy appeal or similar. Would only 4 collections a year be enough when for example the scouts are out every day for a week or two before Remembrance Day? I like the Air Ambulance and would happily donate to them (shocked they aren't government funded) but saddened that they won't take change or cash when I've tried to donate to them in Thame when I've seen them around, only want a regular direct debit.</p>	<p>equal access for all groups wishing to collect. Collections lasting a set period, such as the Poppy Appeal may be granted one permit covering their period of collection.</p> <p>As per section 4 of the draft policy, collections of direct debit details are not regulated by the current legislation.</p>
ANON-DE99-TGA9-G	<p>I find the wording imprecise where it says "...any one charity or group shall only be granted a maximum of four street collection permits per calendar year for each district. Additional applications in excess of four permits granted will be considered..."</p> <p>First of all it says that only a maximum of four shall be granted and then it opens up the possibility of granting in excess of four, I suggest redrafting.</p>	<p>More than four permits per year can be granted on a case by case basis. The proposed limit of four aims to promote fairness and equal access for all groups wishing to collect. Collections lasting a set period, such as the Poppy Appeal may be granted one permit covering their period of collection.</p>
ANON-DE99-TGAX-F	<p>Some street collectors (In believe they are called 'chuggers', are too aggressive and persistent in the way they approach people in the street. I have no objection to them standing at stalls in the street and handing out leaflets but believe they should not be allowed to literally stop people in the street.</p>	<p>Street collection regulations prevent collectors from importuning any person to their annoyance.</p> <p>The phrase "chuggers" generally has been used to describe direct debit collections made in the street, and such are not regulated by this policy, as per section 4.</p>
ANON-DE99-TGAZ-H	<p>Our charities rely on at least 1 collection per month so we can deliver the funds they need.</p> <p>4 collections per year would be really bad for their funding.</p>	<p>Based on the other responses from this individual, they are a commercial partner who submits house to house applications, rather than street collection applications.</p> <p>More than four permits per year could be issued on a case by case basis.</p>
ANON-DE99-TGAU-C	<p>Again no mention of ad-hoc carol singing e.g. outside shops at Christmas.</p>	<p>Carol singers fall under street collections or house to house collections if they are collecting money in the street, or going from house to house to collect money. This is not proposed to change</p>

		under this policy.
ANON-DE99-TGA2-9	My only concern is that recently a local branch at the Co-op seemed to have invited separate charities in successive weeks to put their collectors at the entrance to the store. In one case customers were being approached as they were leaving and to be subjected to detailed questioning as to what they new about the charity and whether they were prepared to commit to making regular donations. In another case I was somewhat offended by a gesture suggesting that I was trying to ignore them by not acknowledging their presence. As someone who already commits to making regular donations to a range of different charities I resent being made to feel guilty by not agreeing on the spot to add to the range of calls upon my charitable nature.	As per section 6.4, a collection taking place inside a store are not covered by the proposed policy, and it is up to the landowner if they wish to invite a charity or company to collect there.
ANON-DE99-TGVS-Y	'Equal access for all' is a dangerous premise. The pavements will be clogged with 'collectors'. No need to say it or imply it. There surely has to be a reasonableness test/restriction?	As per section 6.9, typically the council will only permit one charitable collection in any one area at a time.
ANON-DE99-TGVZ-6	None	No response required
ANON-DE99-TGVX-4	How would this be policed? What would stop somebody, say, putting a collection bag through household doors and collecting every month for example? How would the householder know if they had permission or not? We have endless charity bags through our door - how do we know if it's legitimate?	As per section 8.1 of the draft policy, the councils shall aim to publish a register for the public to access, so they can check if a collection is authorised.  Genuine collectors will also be able to show a copy of their authorisation.
ANON-DE99-TGVK-Q	More good common sense here	Noted
ANON-DE99-TGV3-Y	Just do not permit it. See previous comments	It would be hard to justify a district wide ban on all house to house and street collections and to do so would leave the council open to challenge. It is felt that it is important to allow genuine charities and good causes to raise funds through collections, while managing the potential

		impacts these collections may have.
ANON-DE99-TGV2-X	Seem entirely reasonable	Noted
ANON-DE99-TGVB-E	After care, make sure the collected money has been used for charitable purpose.	Collectors must provide a statement of return listing the amount collected and the amount donated to the charity or cause. This statement must be signed off by two persons, one of whom must be a qualified accountant.  Charities must provide accounts to the Charity Commission to confirm how they spend their money.
ANON-DE99-TGVC-F	I prefer not to have collectors knocking on door to ask for donations.	This is not relevant to street collections, but the resident may wish to consider using “no cold calling” or “no doorstep selling” signage at their property
ANON-DE99-TGVF-J	To deliver the policy, some scrutiny and investigation will be required.	Noted
ANON-DE99-TGVT-Z	We generally only asked for collection around Armed Forces day (June) and Battle of Britian Day (September)	Noted
ANON-DE99-TGDZ-M	Should be limited more than currently, too many hiding inside shops	As per section 6.4, a collection taking place inside a store are not covered by the proposed policy, and it is up to the landowner if they wish to invite a charity or company to collect there.
ANON-DE99-TGDX-J	There are far too many street collections annually and I believe a decrease would be welcome. Overall there are too many charities and I'm fed up with the number of people requesting donations as well as through the post too.	Material which solicits donations via the post is not regulated by local authorities.
ANON-DE99-TGDA-U	Again, we already donate to several charities and don't generally donate to chuggers	The phrase “chuggers” generally has been used to describe direct debit collections made in the street, and such are not regulated by this policy, as per section 4.
ANON-DE99-TGD9-K	I’m in agreement but I think it’s fine for a charity to have a monthly stall in a market or similar	Noted

ANON-DE99-TGDU-F	Reduce on-street collections further if possible!	Noted
ANON-DE99-TGDN-8	Four collections a year sounds reasonable but should be reviewed if this means other charities are unable to get permission for a collection.	The policy will be kept under review and can be amended in future if required.
ANON-DE99-TGDH-2	I strongly agree with all these changes.	Noted
ANON-DE99-TGKE-6	<p>Street collections mainly happen inside ASDA here. I can't tell if the wording would cover that or not. I want to do my shopping without being approached by charities.</p> <p>Street collection should never happen because it's impossible for the public to know if they're legit. It's therefore ALWAYS better to donate directly on the charity's website if you want to support them - and therefore street collection should not exist.</p>	<p>As per section 6.4, a collection taking place inside a store are not covered by the proposed policy, and it is up to the landowner if they wish to invite a charity or company to collect there.</p> <p>Genuine collectors on the street should be happy to show you their authorisation for verification.</p>
ANON-DE99-TGKA-2	Previous comments apply here too	Noted
ANON-DE99-TGKG-8	<p>If you're n have used a service before I like the ability to request they collect again Eg anglo doorstep where I can book and appt and choose which charity to support</p> <p>Not all collectors have same criteria some are very fussy and I prefer to choose myself</p>	Collections which have been pre-booked with a charity or collection company are not covered by this policy.
ANON-DE99-TGKD-5	As before, from my experience, direct debit collections, usually undertaken by profession paid fundraisers, should be licensed. There is no difference in the aim/outcome whether the DD is entered into at home under a h2h licence or street where no license is required.	Direct debit collections made in the street do not fall under the legislation allowing them to be regulated by the local authority. New legislation would be required from the government before this activity could be regulated.
ANON-DE99-TGKU-P	We hardly ever see door to door collections in East Challow so I would be happy with more than 4 streets which seems excessively limiting	Door to door collections are not covered by the proposal to limit to four collections per year, which is for street collections.

## General comments

The survey included an anything else question to capture any final comments before completing the survey. 27 comments were received and are provided below alongside an officer response.

Response ID	Comment	Officer response
ANON-DE99-TGAV-D	Seems like an excellent project	Noted
ANON-DE99-TGAX-F	The percentage of donations collected by street collectors going to the charity they represent should be made clear to any prospective donor. Similarly, the amount taken by the collector and their organisation should be abundantly clear.	In the officer's experience, licensed street collections are typically carried out by volunteers with 100% of the money raised going to the named charity. Any genuine collector should be happy to discuss any deductions that may apply before a donation is made.
ANON-DE99-TGAZ-H	I agree that there is a lot more Charites working in this field now but our trouble is with the bogus collectors that have no permits. We (permit holders) seem to be able to work around each and still be able to deliver the Charites requirements.	Anyone who suspects a collection may not be genuine should report the matter to the police or Action Fraud.
ANON-DE99-TGAJ-1	Good Policy changes!	Noted
ANON-DE99-TGAG-X	Better enforcement of charity collections can only be a positive, not just for residents and people in the street but for legitimate charities also. The so called "chuggers" aka charity-muggers, who deliberately stand in your way or pursue aggressive tactics thankfully are rare in this area (Didcot, East Hagbourne, and I think South Oxfordshire generally) but better legislation and enforcement to enable an equal playing field for legitimate charities who do vital work, while preventing harassment by "chuggers", is a good thing.	Direct debit collections made in the street do not fall under the legislation allowing them to be regulated by the local authority. New legislation would be required from the government before this activity could be regulated.
ANON-DE99-TGAU-C	Can we please ban organisations from putting plastic bags through people's letterboxes? Yes, we get a free supply of bin bags, but it is extremely wasteful. We are trying to reduce the amount of single-use plastics, not increase it!!	Unwanted bags can usually be left out for collectors to take away again, or recycled with carrier bags at supermarkets.  An additional section has been added at section 5.8 of the policy: "We will look to prioritise applications where recycled and recyclable materials are used in

		the promotion of collections, particularly with respect to any collection bags that are distributed. Licence holders are encouraged to include instructions for how to recycle any unused bags or materials”.
ANON-DE99-TGAB-S	Please see my earlier comments.	<p>This part of the consultation relates to house to house collections, whereas the response seems to relate to street collections.</p> <p>The regulations cover collection of money in the street, which could include contactless or card payments, but do not include the collection of direct debit information for future regular payments.</p> <p>The responder is not specific about the risks associated with allowing card payments, so we are not able to provide specific feedback.</p>
ANON-DE99-TGAH-Y	No further comment except to say that the current licensing system has worked well for Watlington Street Collections for Christian Aid.	Noted
ANON-DE99-TGVS-Y	<p>This is a well-intended and sensible policy clarification, but it is perilous area offering opportunity to those who wish to make mischief as a result of definitions which at first sight seem wholly reasonable. I would strongly advise extreme caution in not offering hostages to fortune.</p> <p>I applaud this survey approach when formulating policy</p>	This comment has been noted
ANON-DE99-TGVE-H	Should also include, or at least reference, other provisions regarding collections e.g. tin shaking.	Tin shaking is mentioned at section 6.21, where it states “ <i>The promotor shall ensure that any person acting as a collector shall behave in a manner not likely to inconvenience or annoy any person, for example, noisily</i>

		<i>shaking collection tins, blocking pavements, etc.”</i>
ANON-DE99-TGVR-X	I am not in favour of door collecting for cash or direct debit.	<p>It would be hard to justify a district wide ban on all house to house collections and to do so would leave the council open to challenge. It is felt that it is important to allow genuine charities and good causes to raise funds through collections, while managing the potential impacts these collections may have.</p> <p>This resident may wish to consider using “no cold calling” or “no doorstep selling” signage at their property.</p>
ANON-DE99-TGVW-3	I would never sign up to direct debit from a doorstep collector but worry that more elderly residents might and be scammed as a result by non genuine collectors with fake documentation.	This resident may wish to consider using “no cold calling” or “no doorstep selling” signage at their property as well as encouraging any vulnerable family or neighbours to do the same.
ANON-DE99-TGVZ-6	None to add	
ANON-DE99-TGVX-4	It's great to have a policy, but I'm unsure how this would be policed.	<p>Applicants are required to comply with the regulations if they are granted an authorisation. Residents can report collections if they believe they may be unlicensed and enforcement action may be taken if breaches of the law or regulations are identified. In such cases, future applications may be refused. Allegations of criminality can be reported to the police, Action Fraud, the Fundraising Regulator, or Charity Commission as appropriate.</p>
ANON-DE99-TGVQ-W	Not sure if this is already law but, if not, all collectors must wear a badge with at least their name, their photo, the charity's name, the charity registration number and the South Oxfordshire and Vale of White Horse license number for the collection.	House to house collectors must wear a prescribed badge, as mentioned in the regulations. Persons carrying out street collections should be able to show their authorisation upon

		request.
ANON-DE99-TGVK-Q	Looks very well considered to me	Noted
ANON-DE99-TGV3-Y	See previous. Licencing by the council is legitimising the illegitimate	It would be hard to justify a district wide ban on all house to house and street collections and to do so would leave the council open to challenge. It is felt that it is important to allow genuine charities and good causes to raise funds through collections, while managing the potential impacts collections may have.
ANON-DE99-TGVD-G	How will this work, for instance when there is a May Fair or Christmas Festival, when a lot of local organisations will come together and may all need a street collection permit? Many thanks.	The position would be the same as currently required. Anyone carrying out a collection of money in the street needs a street collection permit, and that is unchanged.
ANON-DE99-TGVC-F	I think door step callers asking for cash donations should not be allowed	This resident may wish to consider using “no cold calling” or “no doorstep selling” signage at their property as well as encouraging any vulnerable family or neighbours to do the same.
ANON-DE99-TGVF-J	None	Noted
ANON-DE99-TGVT-Z	I fully concur with them	Noted
ANON-DE99-TGDZ-M	There seem to be lots of people pestering customers in shops lately, really off putting	As per section 6.4, a collection taking place inside a store are not covered by the proposed policy, and it is up to the landowner if they wish to invite a charity or company to collect there.
ANON-DE99-TGD9-K	I welcome a policy. I believe that it should also have a provision that for environmental reasons any charity supplying bags for home collection should make them from recycled plastic and that only one charity a month should be allowed to do such bag drops. I also think they should collect unwanted bags	Unwanted bags can usually be left out for collectors to take away again, or recycled with carrier bags at supermarkets.  An additional section has been added at section 5.8 of the policy:  “We will look to prioritise applications where recycled and recyclable materials are used in the promotion of collections,

		particularly with respect to any collection bags that are distributed. Licence holders are encouraged to include instructions for how to recycle any unused bags or materials”.
ANON-DE99-TGDN-8	How will householders be able to check that a collection is approved?	As per section 8.1 of the draft policy, the councils shall aim to publish a register for the public to access, so they can check if a collection is authorised.  Genuine collectors will also be able to show a copy of their authorisation.
ANON-DE99-TGD2-C	How will this be policed? Bags coming through the door are delivered by leaflet distributors.	Applicants are required to comply with the regulations if they are granted an authorisation. Residents can report collections if they believe they may be unlicensed. Allegations of criminality can be reported to the police, Action Fraud, the Fundraising Regulator, or Charity Commission as appropriate.
ANON-DE99-TGKG-8	Collectors should be clear if they are local national or from another area eg air ambulance implied they were local but were from a different area - that's ok if they are clear about it but not otherwise	Promotional materials should clearly state the charity or cause that is to benefit. If the cause is a registered charity, they can be looked up on the Charity Commission website, to see the aims of the charity and the areas in which they operate. If the collection is being carried out face to face, then the donor can ask questions about the cause benefitting from the collection.
ANON-DE99-TGKD-5	I would hope that local charities were allowed maybe six collections per year. If an individual wants to support a charity at a local fete, on public property, and then the charity itself wants to hold a collection in the town, the annual allowance of four would quickly run out.	More than four collections can be authorised on a case by case basis.

## ABOUT THE RESPONDENTS

Are you responding as:

A majority (86%), responded to the consultation as an individual/member of the public.

Option	Total	Percent
A registered charity	2	2%
A charity collector	4	4%
An individual/member of the public	82	86%
A business/organisation	0	0%
A district, county or town/parish councillor	5	5%
A district, county or town/parish officer	2	2%

**If you are responding on behalf of a charity, business/organisation or council what is its name?**

- *Christian Aid*
- *Christian Aid*
- *Clothes Collection Ltd/ World Cancer Care*
- *Hillside Animal Sanctuary*
- *Retired*
- *Steventon Parish Council*
- *Swyncombe Parish Council*
- *The Royal Air Forces Association*
- *Uffington Parish Council*
- *Wallingford Carnival*

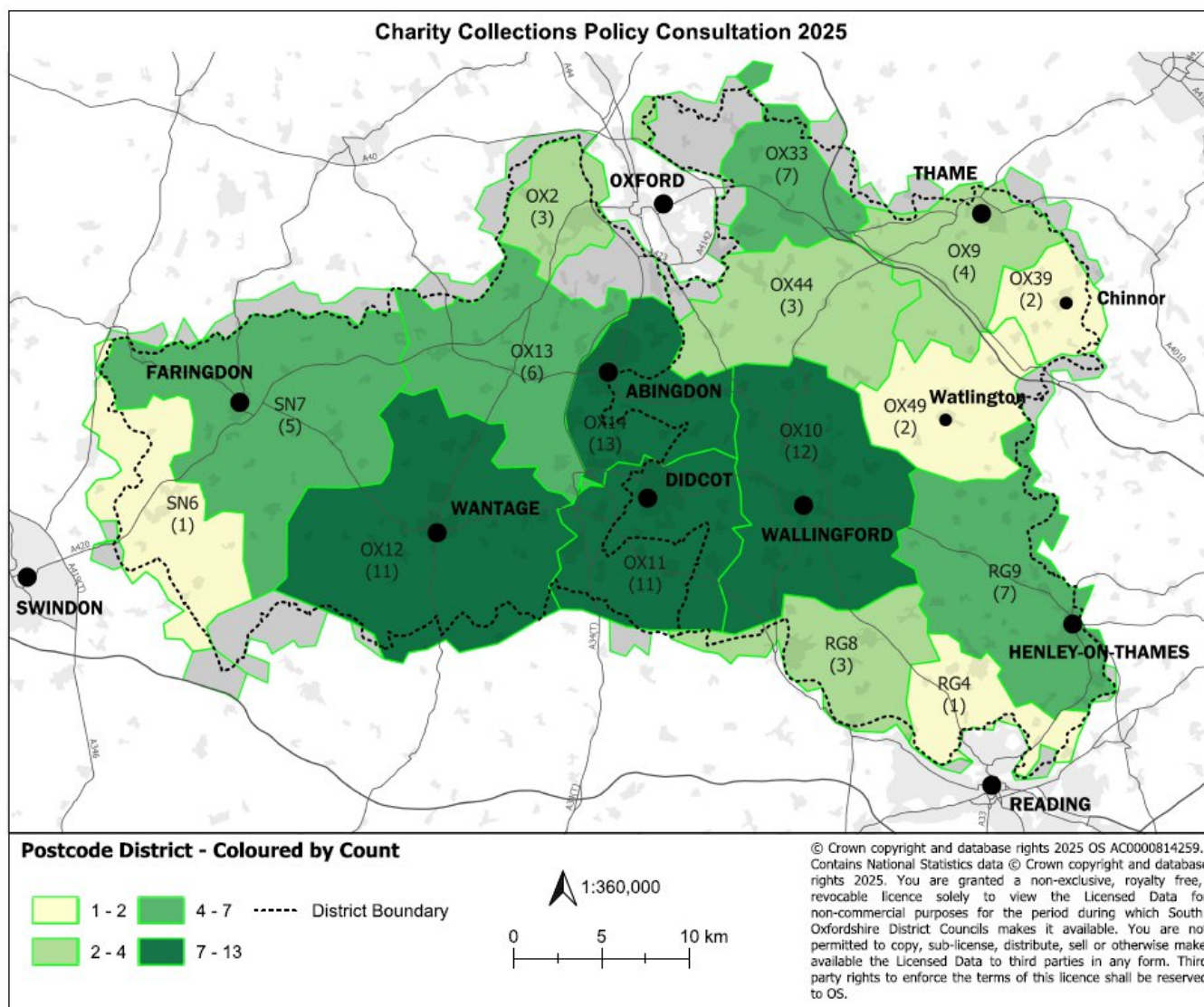
**So we can understand if we've reached everyone we need to, please tell us the first part of your postcode in the box below, e.g. OX11 7**

This question was included in the survey to allow us to assess the geographical spread of the responses across the district.

91 postcodes were received. The most frequently mentioned are provided below. 39% of postcodes were received from the following locations:

- Abingdon (OX14) – 13 postcodes (14%)
- Wallingford (OX10) – 12 postcodes (13%)
- Didcot (OX11) – 11 postcodes (12%)

The remaining 61% of postcodes can be viewed on the map on the next page.



### What is your sex?

Respondents were asked what their sex is, 56% are females and 38% are males.

Option	Total	Percent
Female	53	56%
Male	36	38%
Prefer not to say	6	6%

### Is the gender you identify with the same as your sex registered at birth?

The vast majority of respondents (91%) said 'yes' and 1% said 'no'.

Option	Total	Percent
Yes	87	91%
Prefer not to say	6	6%
No (please specify below)	1	1%

### How old are you?

27% of respondents are aged between 55 to 64 years old 22% are between 65 to 74 and 21% are over 75.

Option	Total	Percent
Under 16	0	0%
16-24	0	0%
25-34	2	2%
35-44	7	7%
45-54	12	13%
55-64	26	27%
65-74	21	22%
75+	20	21%
Prefer not to say	7	7%

### What is your ethnic group?

A total of 65% of respondents answered this question. The majority (88%) are from a 'White British - English, Welsh, Scottish, Northern Irish' ethnic group.

Option	Total	Percent
White - English, Welsh, Scottish, Northern Irish, British	84	88%
White - Irish	2	2%
White - Gypsy or Irish Traveller	0	0%
White - Roma	0	0%
Any other White background (you can specify below)	2	2%
Asian or Asian British - Indian	0	0%
Asian or Asian British - Pakistani	0	0%
Asian or Asian British - Bangladeshi	0	0%
Asian or Asian British - Chinese	0	0%
Any other Asian background (you can specify below)	0	0%
Black, Black British- Caribbean	1	1%
Black, Black British- African background	0	0%
Any other Black, Black British, Caribbean or African background (you can specify below)	0	0%
Mixed or Multiple Ethnic Groups - White and Black Caribbean	1	1%
Mixed or Multiple Ethnic Groups - White and Black African	0	0%
Mixed or Multiple Ethnic Groups - White and Asian	0	0%
Any other Mixed or Multiple background (you can specify below)	0	0%
Any other ethnic Group - Arab	0	0%
Any other ethnic Group (you can specify below)	0	0%
Prefer not to say	2	2%
Not Answered	3	3%

## Do you have any physical or mental health conditions or illness lasting or expecting to last 12 months or more?

68% of respondents do not have a physical or mental health condition lasting or expecting to last 12 months or more, whilst 17% stated they do.

Option	Total	Percent
Yes	16	17%
No	65	68%
Prefer not to say	12	13%
Not Answered	2	2%

## Do any of your conditions or illnesses reduce your ability to carry out day to day activities?

Of the respondents that said they have a physical or mental health condition or illness (17%), 11% said the condition or illness has reduced their ability to carry out day to day activities by 'a little.'

Option	Total	Percent
Yes, a lot	1	1%
Yes, a little	10	11%
Not at all	5	5%
Not Answered	75	82%

## FURTHER INFORMATION

If you would like more information about this consultation and the results presented in this report, or you require this report in an alternative format (for example large print, Braille, audio, Easy Read and alternative languages) please contact:

### **Consultation and Community Engagement Team**

South Oxfordshire and Vale of White Horse District Councils

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To enquire about the council's work on the Charity Collections Policy, please contact:

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