FUNDRAISING GUIDE

DSN follows the Fundraising Regulator’s Code of Fundraising Practice, which means that our fundraising activities are legal, open, honest and respectful.

 DSN request that all fundraising adheres to the following guidelines

 • Always be polite to people

 • If someone is unfamiliar with the work of DSN, please explain briefly what the charity does. For example: “DSN provide a wide range of services for people with sensory loss across in the North-West of England and North Wales.” And direct to the website for further information www.dsnonline.co.uk

 • Always be respectful toward other charities during conversations

• Never put undue pressure on anyone to donate

 • If someone clearly indicates that they do not want to speak to you, either by word or gesture, please end the conversation immediately and in a polite manner

 • Do not take a donation from anyone who is vulnerable or who you think may not have the capacity to decide about whether to donate.

• Do not ask anyone who you think is under the age of 18 to make a regular donation, for example by direct debit

 • You must not sell raffle or lottery tickets to anyone under the age of 16

 • If anyone wishes to make a complaint, please let them know that they can find the fundraising complaints procedure and relevant contact details on the website

 • If we have provided you with DSN branded collection buckets or boxes, please ensure that these are sealed and that all cash donations are placed inside them. Do not leave cash unattended and do not shake buckets whilst collecting

 • All monies collected for DSN must be returned to a DSN staff member, if present, or to DSN’s office at 144 London Road Northwich Cheshire CW9 5HH

 • If we have provided you with DSN branded clothing, please make sure that it is clearly visible and ID badges are clearly displayed

 • Please remember that, when wearing DSN branded clothing, you are advertising the charity and helping us to maintain our reputation; Please do not smoke or drink alcohol whilst wearing DSN branded clothing

 • Do not cause an obstruction, congestion or nuisance to the public, or block anyone’s path; • Please do not approach anyone who is seated or queuing, unless the seating or queue is part of the charitable fundraising event

 • Do not knowingly approach people who are carrying out official duties or clearly working

• Please return any DSN branded clothing or other branded items, such as collection buckets, to a DSN staff member, if present, or to DSN office 144 London Road Northwich Cheshire CW9 5HH

* During times of Government restriction regarding COVID-19 please always adhere to these and ensure the safety of the public and yourself always comes first.