FACE TO FACE FUNDRAISING FAQS

What is face to face fundraising?

One of the ways we raise money for the vital work of Diabetes UK is through face to face fundraising, which is a safe, secure and proven method of engaging new, regular supporters. This kind of fundraising is really important to us – it allows us to meet supporters in person, in places like shopping centres and on the doorstep. We can tell them more about the work we are doing and how we are able to help support people living with or affected by diabetes.

Why are Diabetes UK doing face to face fundraising?

It is essential for Diabetes UK to continually engage new regular supporters, as these funds allow us to plan our vital work effectively. Your support can help us to bring about life-changing breakthroughs in care, treatment and prevention and bring us closer to a cure.

Why do you work with agencies - could this be done in house?

The agencies we use are better placed to manage the logistics and complexities of the face to face campaign and therefore it is more cost effective for us to work with them. As we only pay for new supporters who kindly sign up to a regular gift, this keeps our campaign costs to a minimum.

Which agencies are Diabetes UK working with?

We are currently working with an agency called Home Fundraising.

Do the fundraisers receive training on the work of Diabetes UK?

All our fundraisers receive training from a member of the Diabetes UK team or a trainer previously trained by a member of the Diabetes UK team. Training is regularly refreshed to include new research and campaign updates.

Our teams provide lots of information about our services and the fundraisers have received basic training on diabetes. However their purpose is not to give advice about the condition. If you have any questions or need advice, please visit our website or contact Helpline.

How will I know when Diabetes UK fundraisers are in my area?

An up to date schedule of our current face to face campaigns can be found here [www.diabetes.org.uk/Get_involved/Ways-to-donate/Face-to-face-fundraising](http://www.diabetes.org.uk/Get_involved/Ways-to-donate/Face-to-face-fundraising) it is updated weekly. This will show which postcodes we are working in, so you can easily check and see if fundraisers are in your area.

If you do not see your post code here and want confirmation, please contact Diabetes UK Supporter Care. In some cases, our fundraisers inform us that they are moving into new post code areas, but we are not able to update the online list in time.
Please be assured that we have secured the necessary approval from the relevant licensing authority in each area to fundraise in these post codes.

**What type of face to face fundraising is Diabetes UK doing?**

- Doorstep fundraising – this is a safe and secure method of fundraising. Teams visit areas at agreed times and on specified dates. Small teams work in each area, with no more than two people knocking on any door.

- Private site fundraising – our fundraising team visit an agreed area within a shopping centre. They can be recognised easily as they will have Diabetes UK branded banners and podiums.

**How are the fundraisers identifiable?**

All our fundraisers are easily recognisable as representing Diabetes UK. They will be wearing a blue Diabetes UK polo shirt/t-shirt or jacket. All fundraisers must wear photo ID. All photo IDs will have a number to call to verify the fundraiser with the agency. If in doubt you can check our fundraiser list at [www.diabetes.org.uk/Get_involved/Ways-to-donate/Face-to-face-fundraising](http://www.diabetes.org.uk/Get_involved/Ways-to-donate/Face-to-face-fundraising) or call Diabetes UK Supporter Care team.

**Is this type of fundraising regulated?**

Yes. Face to face fundraising is regulated by The Fundraising Regulator. The Fundraising Regulator is the independent regulator of charitable fundraising. They set and maintain the standards for charitable fundraising, and aim to ensure that fundraising is respectful, open, honest and accountable to the public in England, Wales, Scotland and Northern Ireland.

These codes are regularly updated, for more information please visit: [https://www.fundraisingregulator.org.uk/](https://www.fundraisingregulator.org.uk/)
How do Diabetes UK ensure the fundraisers follow these fundraising standards?

We are committed to the highest standards of fundraising practice, as are all of our appointed agencies. We ensure that all fundraisers follow the codes of conduct issued by The Fundraising Regulator.

We also regularly mystery shop, and shadow our fundraisers to ensure they are following our agreed standards. All our fundraisers receive training from a member of the Diabetes UK team before the activity starts and this continues throughout the campaign. Further training is also conducted by the agency on a regular basis.

What times of the day will the fundraisers work?

Our door to door fundraisers may work between the hours of 9:00am – 9:00pm (Monday to Saturday) so they are able to speak to a range of different people. Whilst at certain times of the year we appreciate that they may be working in the dark, they are wearing branded clothing and will clearly identify themselves as representatives of Diabetes UK.

Our fundraisers are bound by the Fundraising Regulator Code of Fundraising Practice and its rule book for door-to-door fundraising. We train all fundraisers to ensure that all conversations are handled with the respect of the supporter in mind. We follow the Fundraising Regulator’s code of practice with regards to when we knock, the code states that fundraisers should never knock past 9pm. The most important element is that of any visit, no matter what time of day, whether that is the summer or winter months, is to ensure that our interactions are made sensitively responding appropriately to the supporter.

Please visit https://www.fundraisingregulator.org.uk/code-of-fundraising-practice/rulebooks-for-face-to-face-fundraising/ to view the rule books for fundraising.

Private site fundraisers will work the opening hours of the shopping centre. Fundraisers are often expected to be at the site for the duration between opening and closing time, and if the venue is open seven days a week they may be required to be there every day.

What technology will the fundraisers use?

Our door to door fundraisers use paper signup forms to recruit new donors, which are then stored, and transferred securely to Diabetes UK. Some of the face to face fundraising agencies we are working with use iPads to show information and to start the donation process. Where iPads are used, they are owned and purchased by the agency and not by Diabetes UK.

What if I change my mind about my donation?

If you decide after speaking to a fundraiser that you no longer wish to give, please call the number quoted on your donation form (you will be given a copy of this) and your donation can be easily cancelled. Please make a note of the number on the top of your form as this will help easily identify your record.
Alternatively please call our Supporter Care team, who will be happy to assist. You can contact them on 0345 123 2399* (Monday to Friday 9am to 6pm) or email info@diabetes.org.uk

I would like to give feedback about a fundraiser – how do I do this?

It is great to hear about how our fundraisers are doing. We want to ensure all conversations with supporters are of the highest standard. If you would like to feedback about any of our fundraisers, please contact our Supporter Care team, who will be happy to assist. You can contact them on 0345 123 2399* (Monday to Friday 9am to 6pm) or email info@diabetes.org.uk

*calls may be recorded for quality and training purposes