

# Protecting Fundraisers Policy



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## Accessibility Statement

Response is committed to ensuring all policies are accessible to colleagues, volunteers, individuals we support, and stakeholders. Policies are available in a variety of formats on request, including large print, easy read, and alternative languages.

If you require this policy in an alternative format, or need assistance in understanding its content, please contact [policygroup@response.org.uk](mailto:policygroup@response.org.uk). We will make reasonable adjustments to ensure everyone can access and apply the information contained within this policy.

## Policy Statement

This policy sets out how Response protects fundraisers (employees, contractors and volunteers) from harm, harassment or unsafe situations while carrying out fundraising activities. It ensures fundraisers feel supported, safe to raise concerns, and that they operate in line with the new Code's requirement that charities "take reasonable steps to protect fundraisers from harm and harassment while fundraising". <https://www.fundraisingregulator.org.uk/about-fundraising/resources/fit-future-introducing-new-code-fundraising-practice>

## Change Management

Version	Issue Date	Originator/Modifier	Reason for Change
1	1/11/2025	Emma Murphy	Fundraising Code has come into force
2			
3			
4			

## **Roles and Responsibilities**

### **Executive Responsibilities**

- Provide strategic leadership and actively supports the policy
- Upholds duties, acting honestly, responsibly, and in the best interests of the company and its stakeholders.
- Ensure this policy and associated procedures are implemented and adhered in their areas of strategic responsibility.
- Ensure compliance with all applicable laws, regulations, and industry standards contained within this policy.
- Ensures adequate resources and training are made available to enable the Organisation to fulfil its duties under this Policy
- Ensure that risks relevant to this policy area are identified, assessed, and mitigated.
- Ensure that any significant difficulties in implementing the policy is reported to / escalated within the Executive Team.
- Maintain effective governance, accountability, and reporting mechanisms to fulfil its duties under this Policy

### **Management Responsibilities**

- The senior leadership team (including trustees) has ultimate responsibility for ensuring safe fundraising environments exist.

### **Team Members Responsibilities**

- The fundraising team is responsible for implementing this policy: conducting risk assessments, training, incident reporting, monitoring and reviewing.

### **Other Responsibilities**

- All fundraisers must follow this policy, complete required training, and report any concerns, incidents or near-misses.
- Volunteers/contractors must be briefed on safe working, supported and made aware of how to raise concerns.

# Arrangements for the Implementation of the Policy

## Risk Assessment and Safe Planning

- Where necessary fundraising activity will have a risk **assessment carried out**: location, time of day, lone working, travel/transport, weather, equipment, supervision, public issues.
- Fundraisers should not be sent to isolated locations, after dark, without support or prior approval. The Code states explicitly: “you must take extra care when visiting properties after dark. If you are visiting isolated places, you must consider whether the visit could cause anxiety to residents before approaching a property.” <https://www.fundraisingregulator.org.uk/code-2025-table-of-changes?>

### 1.1 Field and Public Fundraising

Fundraisers must have issued identification, clear instructions, access to support (phone/contact) and a way to call for help if needed.

### 1.2 Online/Remote Fundraising

Ensure secure systems, clarify expectations, provide guidance on dealing with harassment or aggressive responses, and ensure mental health support is available.

## Training and Staff Support

All fundraisers will receive training covering: behaviour standards (in line with the Code: legal, open, honest, respectful <https://ciof.org.uk/events-and-training/resources/starting-to-fundraise>) safe working practices; lone-working protocols; safeguarding (for vulnerable people and also for fundraisers); harassment awareness; how to report concerns.

## Harassment, Aggression and Unacceptable Behaviour

- Fundraisers must not be placed in situations where harassment, aggression or undue pressure on donors is expected. The new Code emphasises fundraising must “be carried out in a way that reflects positively on fundraising in general” and must not cause “undue pressure” or “anxiety”. <https://www.stoneking.co.uk/literature/e-bulletins/updated-code-fundraising-practice-what-do-charities-need-know>
- Response commits to ensuring fundraisers are not expected to accept harassment without support: any instances of threatening behaviour, aggressive or abusive responses must be reported immediately. Fundraisers will not be penalised for stopping activity if it becomes unsafe.

## Reporting and Dealing with Incidents

- Fundraisers must report any incident of harm, harassment, near-miss or unsafe working condition to their supervisor as soon as possible, and no later than 24 hours.

- Fundraisers will be given feedback on action taken so they know response is taken seriously and the learning loop is closed.
- If necessary, the incident will be escalated to senior leadership and trustees for review.
- Response will produce an annual summary of incidents (anonymised) and lessons learnt to inform future planning and risk mitigation.

### **Third Party Fundraisers/Partnerships**

- When using external agencies or subcontractors, Response will carry out due diligence: check their safe working policies, track record on fundraiser safety, contractual obligations regarding safety, training and welfare. (Aligned with Code: monitoring fundraising partners.)  
<https://www.fundraisingregulator.org.uk/code/code-2025>
- Contracts will include clauses obliging partners to report serious incidents, share data on welfare/working hours and comply with Response's safety policy.
- Response will regularly review partner compliance as part of its monitoring.

### **Refusal to Participate/Stepping Back**

- Fundraisers must feel empowered to refuse or step back from any activity they believe is unsafe, unethical or inconsistent with this policy. They will not face any negative consequence for doing so.

### **Welfare, Break Times and Environment**

- Fundraisers will be provided with regular breaks during long sessions, access to water/rest facilities and safe shelter in bad weather.
- Workload must be monitored to avoid excessive pressure: fundraisers should not be required to exceed safe hours, carry out unreasonably long days without breaks or rotate through high-stress environments continuously.
- Where campaigns involve emotionally heavy material (for example with mental-health or homelessness themes relevant to Response), fundraisers should have preparation, and post-shift debriefs and support available.

### **Review and Continuous Improvement**

- This policy will be reviewed at least annually and whenever there is a serious incident.
- Feedback from fundraisers on safety and welfare will be sought (e.g., via a short survey after campaigns) and changes made as necessary.

- Trustees will receive an annual report summarising safety incidents, risk-assessment outcomes and improvements made.

## Implementation and Communication

- This policy will be communicated to all fundraisers (staff, volunteers, contractors) before they begin fundraising.
- Training will be delivered and documented when appropriate.

## Training Requirements

*[Add training requirements as Mandatory, training that all new employees should receive, Aspirational training from supervisions or to aid progression and leadership training required for managers etc.]*

Mandatory	Aspirational	Leadership

Read the fundraising guide

## Formal Review

A formal audit will be undertaken every 1 year to determine whether the policy requires revision and to measure whether the responsibilities and arrangements set are being implemented in practice.

This policy will be updated in line with that audit.

## **Appendix B – [title]**

*[Insert text – delete heading and text if not applicable]*