



FundRaising  
Standards Board

# FUNDRAISING STANDARDS BOARD ANNUAL REVIEW

FEBRUARY 2007/2008

## DRIVING UP STANDARDS

[www.frsb.org.uk](http://www.frsb.org.uk)

give with confidence

## OUR MISSION

To increase and maintain public confidence in fundraising by driving up standards through clear accountability

## THE FUNDRAISING STANDARDS BOARD

The Fundraising Standards Board (FRSB) is the self-regulatory body for fundraising in the UK. Established with grants from the Cabinet Office and the Scottish Government, we exist to help the public give with confidence and act as a channel for their concerns or complaints. Through this scheme, we aim to maintain and raise standards of fundraising throughout the UK charity and not-for-profit sector.

We will attempt to deal with virtually all concerns or complaints from the public about fundraising. However, we can only take action in the case of organisations that are members, although we can use complaints against non-members to positively encourage them to become scheme members and adopt higher standards when raising funds.

The FRSB Board strategy is to create a fair balance between public and sector interests. It comprises the Chair, five lay board members, a representative from the consumer body Which? and representatives from the major voluntary sector bodies in the UK.

[www.frsb.org.uk](http://www.frsb.org.uk)



**CabinetOffice**  
Office of the **Third Sector**



From left to right:  
David Lepper MP  
Colin Lloyd FRSB Chairman  
Phil Hope MP, Minister of the Third Sector



“

It is important to build the brand of the Fundraising Standards Board so that people can see that charities are fundraising to the highest standards. Ensuring the public's trust and confidence is essential to the development of fundraising. We want to foster the climate of giving in the UK and self-regulation provides the platform for promoting best practice and gaining more public support.

”

Phil Hope MP, Minister of the Third Sector

“

The Scottish Government supports the work of the Fundraising Standards Board in Scotland and provided funding to help get it established. The Fundraising Standards Board ensures the Scottish public has greater confidence in knowing their donations are being collected fairly. The success of the Fundraising Standards Board, along with the implementation of the Charities and Trustee Investment (Scotland) Act 2005, further establishes a robust and proportionate regulatory regime for charities, and provides greater transparency and reassurance to the public.

”

Fergus Ewing MSP, Minister for Community Safety

# CHAIRMAN'S REPORT

I am pleased to present the inaugural Annual Review of the Fundraising Standards Board (FRSB) covering the 12 months since our widely publicised public launch in February 2007. The sector launch in October 2006 and public launch set us many challenges to which we responded successfully. I am heartened by the level of commitment to the Fundraising Standards Board across the sector. Already 826 organisations have joined the scheme which represents 33% of all voluntary giving in the UK. This is a great achievement. Membership requires more than just paying a fee and using the logo: charities and fundraising organisations that have joined have to make a number of commitments against which we will audit and report on their compliance.

Our major responsibility is to be the voice of the public whether they be donors or potential donors. Queries from the public have been answered, complaints received and dealt with through liaison with the member charities concerned and we have published our first final stage adjudication. You can read more about what methods of fundraising the public seem to be most concerned about later in this review.

An immediate benefit from membership of the scheme is that members have overhauled their own internal complaints processes and procedures to improve effectiveness and the sector codes of fundraising practice are now being read and used more. I firmly believe that we have already contributed towards improving standards in the sector.

Another way that we can represent the public is by ensuring that the sector codes of fundraising practice take their interest into account; a key requirement from the panel that appointed me to the Chair. We therefore set ourselves the goal of undertaking research into fundraising methods, practices and trends and to disseminate this research. Our first research study asked over 2000 members of the public and committed givers about their experiences and views of direct mail. The results were fed back to the Institute of Fundraising's consultation on a new code of fundraising practice for direct mail. This is the first time ever the public view has been sought and utilised in this way.

A major challenge for the Board is building public awareness of the FRSB and the scheme. We are heartened to see an ever increasing use of the scheme logo on members' fundraising materials. It goes without saying that the more the logo is used, the more effective the scheme will be. It is only by widespread use of the 'tick' logo that a more positive climate of giving can be fostered and developed. Members of the scheme can play a vital role in making this achievable by ensuring the public know what the logo represents and promoting the Fundraising Promise. It is, after all, a requirement of membership to do this.

Self-regulation is a privilege, not a right. The charity sector has been given this privilege, owing to the passage of the new Charities Acts, to launch and make self-regulation work. I know from experience, that establishing effective self-regulation is not easy and is a task not to be taken lightly. We are also the first scheme of its kind in the world for our sector which covers all fundraising methods. The next few years will be our opportunity to demonstrate that we can deliver a scheme that has the power to command public confidence in fundraising for the longer term and engender greater trust and confidence in giving. We are relishing that challenge.

I would like to thank my colleagues on the Board for their encouragement and support throughout a challenging first year; to the Chief Executive and his team for achieving a successful launch of the scheme and to the many charities and organisations who have joined and encouraged others to join. Finally we are also grateful to the Institute of Fundraising, the Public Fundraising Regulatory Association, the ImPACT Coalition and the many other sector organisations for their support and for using their considerable influence to encourage membership of the scheme.

Colin Lloyd  
Chairman





“

It's important that when the donating public chooses to support a charity they can be confident it is fundraising responsibly. Macmillan signed up to the FRSB because we believe that encouraging excellence in fundraising standards will both benefit the sector and improve public confidence.

Amanda Bringans, Director of Fundraising,  
Macmillan Cancer Support

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# IMPROVING STANDARDS

## Our major driver

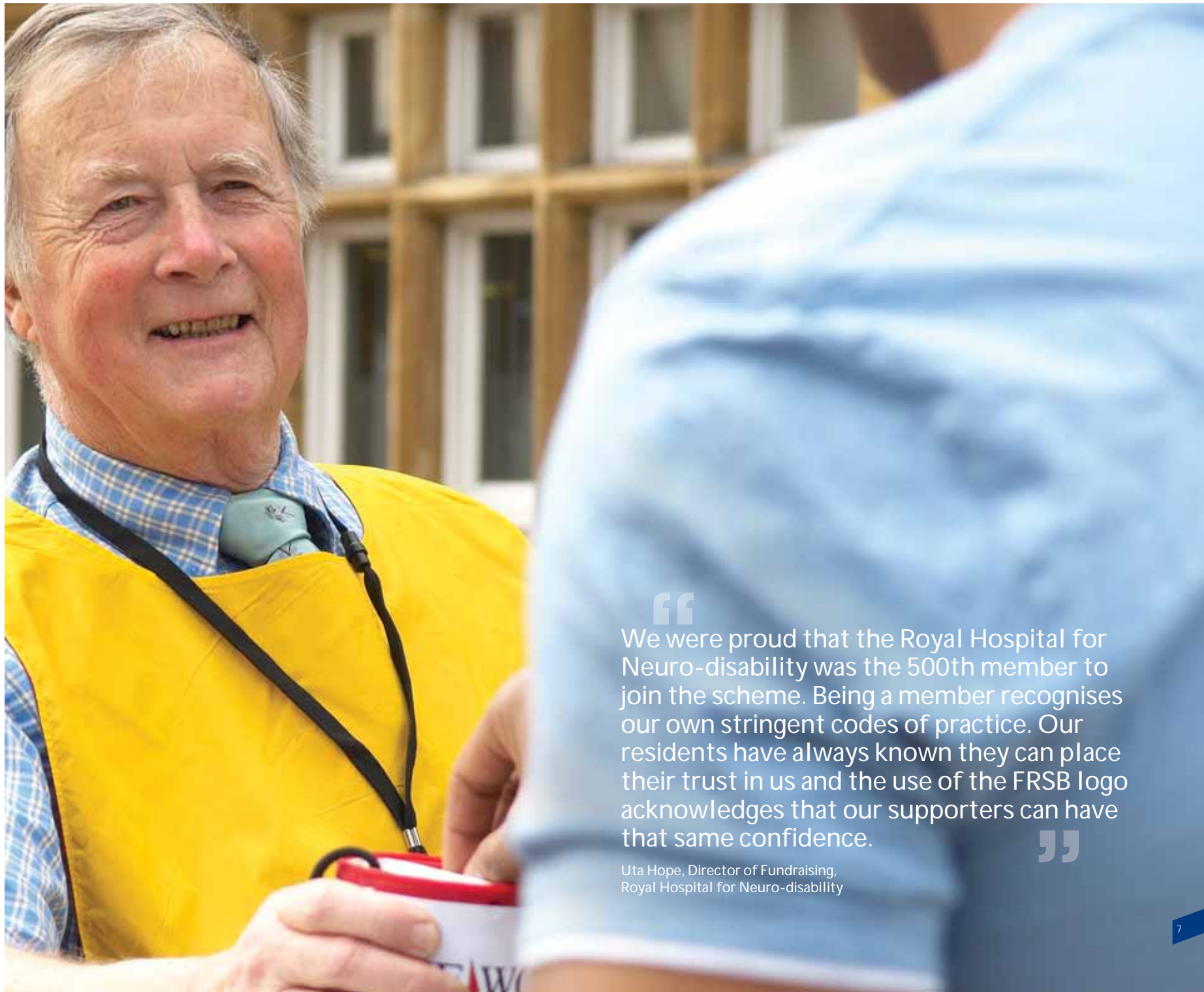
We strive to encourage the highest standards of fundraising practice by all fundraising organisations, regardless of their size and status. When joining the scheme, members sign up to the Fundraising Promise which is a promise made to the public, committing them to the highest standards of practice, and ensuring that all their activities are open and fair, honest and legal. They also commit to follow the Institute of Fundraising's Codes of Fundraising Practice.

As membership of the FRSB scheme grows, there is increasing evidence of how seriously organisations are taking the requirements of membership – often in advance of applying – to ensure that they comply with the conditions they agree to when joining the scheme. A major impact of this is to drive up standards and this is supported by an increasing focus on the needs and wishes of the supporter as is illustrated by the scheme member examples on the following pages.

“ ... The Thistle Foundation is delighted to be a founding member in Scotland of the new Fundraising Standards Board (FRSB). The Foundation believes that the use of the FRSB logo will soon become a recognised symbol with the general public which will indicate the use of best practice in fundraising and give donors greater confidence to donate to good causes ...

Sally Cameron, Fundraising & Marketing Director,  
The Thistle Foundation





“

We were proud that the Royal Hospital for Neuro-disability was the 500th member to join the scheme. Being a member recognises our own stringent codes of practice. Our residents have always known they can place their trust in us and the use of the FRSB logo acknowledges that our supporters can have that same confidence.

”

Uta Hope, Director of Fundraising,  
Royal Hospital for Neuro-disability

# ROYAL NATIONAL LIFEBOAT INSTITUTION

The Royal National Lifeboat Institution (RNLI) became a member in October 2007. An established supporter care policy and complaints procedure was already in place and although the charity does not receive a high level of complaints, when it does, it's passionate about ensuring they are dealt with quickly, professionally and respectfully.

The RNLI began preparing for membership back in January 2007 with a review of existing complaints processes and the goal of implementing new systems to meet the requirements of FRSB membership. It highlighted the need for greater centralised coordination from headquarters and a working group representing supporter care, fundraising, marketing, regional offices and external communications teams was established to further develop the complaints procedure and processes.

The existing Supporter Care Manager was appointed FRSB Complaints Co-ordinator who swiftly put in place new processes and procedures for first line local handling of complaints, regional management of complaints and subsequent escalation to head office. This also included reporting and data collection/storage procedures and new guidelines for internal complaints handling.

An internal communications programme disseminated the new process and advised staff members of their responsibilities in relation to the FRSB Fundraising Promise. The RNLI intranet site included links to its complaints toolkit, Institute of Fundraising Codes of Practice, the Fundraising Promise and RNLI codes of practice. Relevant staff members now have personal objectives for the particular element of their role that relates to the FRSB code and all RNLI employees and fundraising branches have received a leaflet detailing their responsibilities to ensure RNLI compliance with the FRSB Fundraising Promise and requirements of membership, which includes the use of the FRSB 'tick logo' on materials where possible. Finally, posters were displayed in departments and regional offices.

The RNLI is committed to high standards and treats all complaints seriously, aiming for a prompt resolution and ensuring that it learns from them. FRSB membership has stimulated the charity to take its complaints procedures to the next level, helping to ensure that our supporters can go on giving with full confidence.

Geraldine Cetin  
Marketing Manager – Acquisition  
Royal National Lifeboat Institution

The full version of this article appeared in the April edition of Professional Fundraising magazine.



Photo: Nigel Millard



Lifeboats

# WORLD JEWISH RELIEF

When I took up the new post of Head of Fundraising and Communications at World Jewish Relief in 2007, we had already joined the FRSB. An early priority was to seriously think about what FRSB membership really meant to us as a fundraising organisation in terms of the commitments made by joining the scheme.

There are resource implications for a comparatively small organisation like us and I was concerned about not being able to meet all the membership requirements. For example, it would be extremely difficult to adhere to all the many Institute of Fundraising Codes of Fundraising Practice. The FRSB reassured us that it was only necessary to be compliant with those codes specifically relating to methods of fundraising we used and that this process could be carried out gradually.

Six corporate objectives for fundraising have been developed, including one relating to meeting the Fundraising Promise and the Institute's Codes of Fundraising Practice. To ensure these are actively adhered to, each fundraiser (including myself) has an objective to ensure their particular fundraising responsibility is compliant with the relevant code.

Nine codes have been identified applicable to our fundraising mix and in 2008/9 we will work to meet all the Must requirements. Further work is needed to meet the other requirements. This has to be a gradual process for us but our plans will be on record should it be necessary to report on our compliance.

The existing complaints process needed developing. We've utilised the FRSB template complaints process and adapted it to suit our needs. For example, we will respond to complaints within seven days rather than the 14 suggested in the template. Our supporters are important to us and we think they should be responded to as soon as possible.

I am delighted that we joined the FRSB and that we are carrying out this process. Being a member is far more than simply including its logo on our promotional material; it's about reviewing our core activities, raising our own fundraising standards and building supporters' confidence in the charity.

Paul Stein  
Head of Fundraising & Communications  
World Jewish Relief



# HBOS FOUNDATION

The HBOS Foundation works with charitable and not-for-profit organisations across the UK, supporting people and their local communities. In 2007, through the Million £ Challenge Charity of the Year Programme, Colleague Matched Funding Scheme and other fundraising activities; HBOS colleagues, customers and shareholders raised in excess of £6m for national and local charities.

The HBOS Foundation became the 100th FRSB member in Scotland and immediately evaluated current practices against the membership requirements of the scheme. The team at the Foundation developed a methodical approach, breaking down the requirements into manageable tasks. The tasks were prioritised and completed in stages. The Fundraising Promise was used to check all aspects of the organisation's governance and a template provided by the FRSB used to ensure the complaints procedure met the necessary internal and external standards required.

The logo and 'give with confidence' strapline now appear on the external website, colleague intranets, all fundraising materials including sponsorship forms and also on headed paper to increase awareness of the scheme with other charitable organisations.

As a grant maker the Foundation also wants to have the same confidence in organisations applying for support and in future we will ask charities applying for a grant if they are aware of the FRSB and if they are members (although it will not be an obligatory grant condition). An FRSB representative has been invited to attend an HBOS Foundation team meeting to highlight the techniques that can be used to build fundraising best practice into everyday activities.

Joining the FRSB self-regulation scheme and the support received thereafter from them, has assisted the HBOS Foundation in ensuring our high standards of fundraising are maintained and ultimately that HBOS colleagues, customers and shareholders can continue to give with confidence.

Jillian Baillie  
Deputy Head  
HBOS Foundation

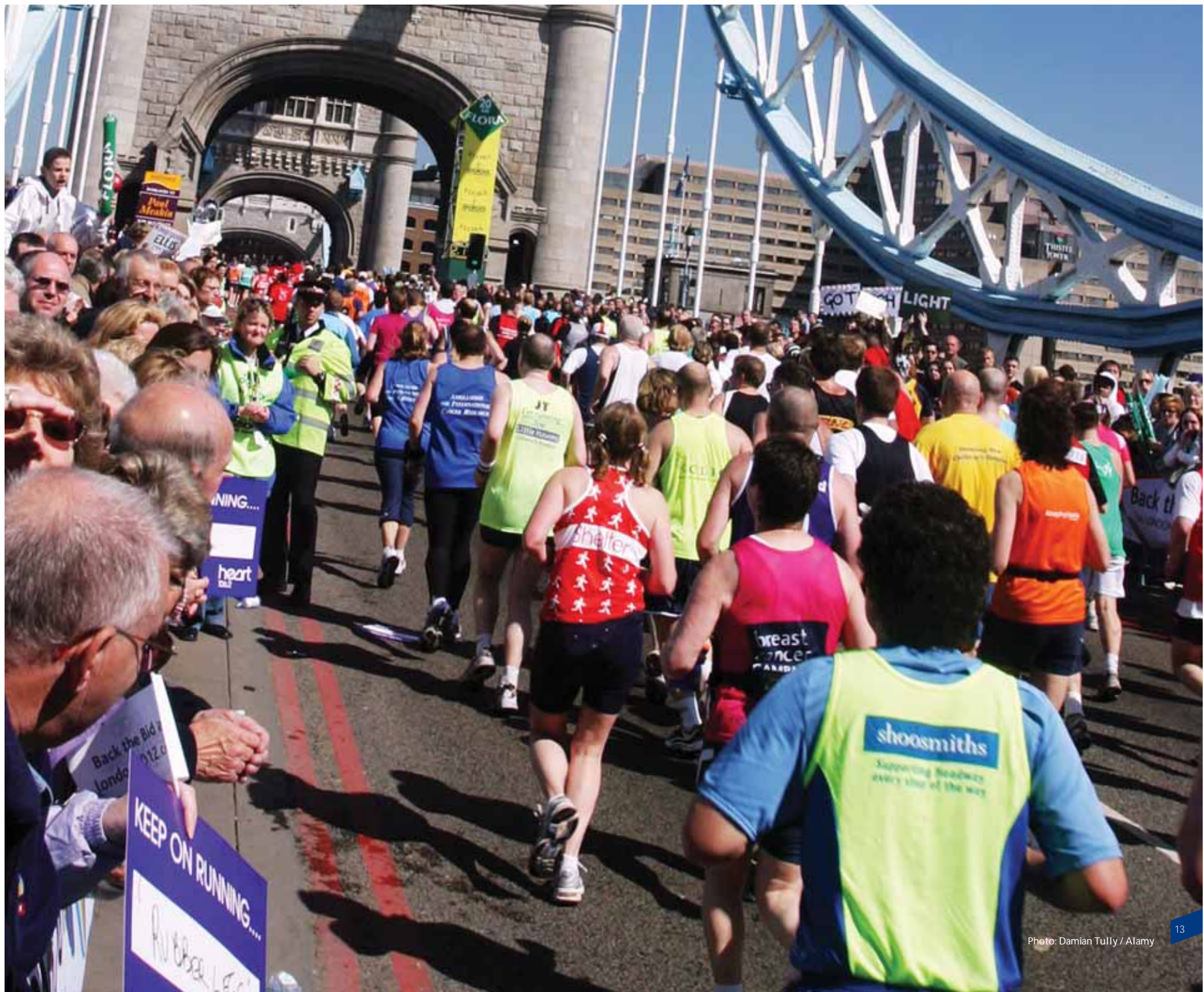


Photo: Damian Tully / Alamy

# WHAT IS THE PUBLIC COMPLAINING ABOUT?

As we have now completed our first year of operation since the public launch in February 2007, members of the scheme have completed and returned their first annual return reporting on the number of complaints they have received. The annual return provides us with the opportunity to identify the areas of fundraising which seem to be causing the most concern to the public and for the wider issues identified to be raised with the sector or appropriate organisations.

As expected our members have been handling the majority of complaints themselves. We have also received numerous complaints directly of a generic and specific nature from the public regarding both member and non-member organisations.

## THE PROCESS

Our complaints process is operated in three stages. In the first instance, the scheme member organisation must attempt to resolve a complaint. If this cannot be achieved, the member is obliged to advise the complainant of the option to refer the complaint to us for the second stage of the process. If a resolution is not reached at stage two the matter is escalated to the third and final stage for adjudication by the FRSB Board. We keep all details of complaints confidential except in the case of a final stage three adjudication when the result is published on our website.

## TRENDS & STATISTICS

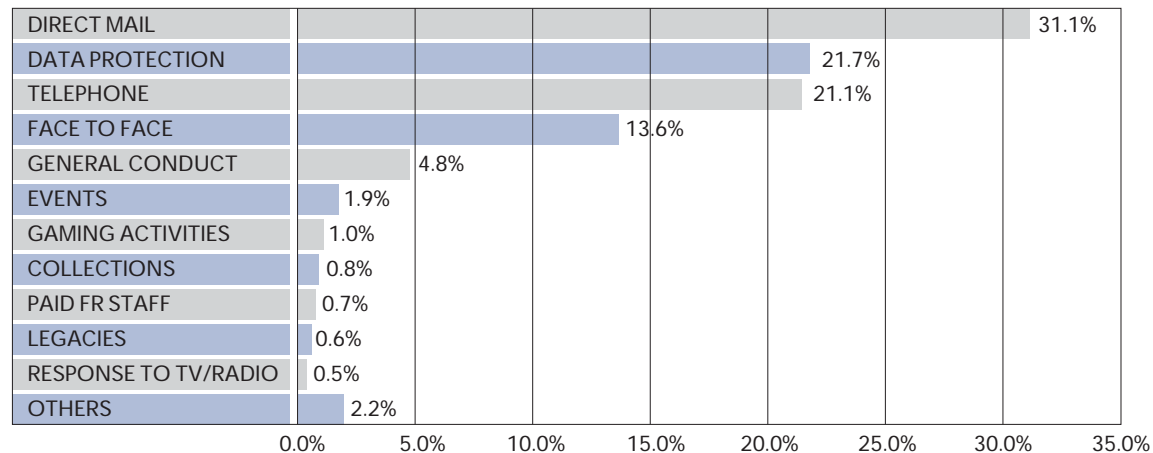
FRSB scheme members reported a total of 8434 complaints which they dealt with at stage one without the need for intervention by us. This is testament to the ability and willingness of members to resolve complaints successfully without the need for our involvement and is in itself evidence of the positive and real effect the scheme is having on raising standards in fundraising practice.

We acknowledge that these figures are a broad reflection of our experience in the first year of operation but they are a good indicator of trends.

They should be viewed in the context of the billions of contacts made by our members and the balance between the different methods and media used. It should be noted that not all members would have been in a position to report on a full year's activity because of the date they joined the scheme. Information from future annual returns will allow us to build up a much more precise picture of these trends which will indicate how the public are reacting to different types of fundraising.

Despite early sector speculation that the volume of complaints would predominately be about face to face fundraising, the results of the annual return suggest otherwise. Effectively there are four areas in which FRSB scheme members reported significantly high numbers of complaints:

- 31.1% of the total complaints received at stage one related to direct mail. Taken together with the findings from our first ever public attitude research report, it would appear that some practices used in direct mail are causing concern and problems for many charities and supporters alike. The publication of the Institute of Fundraising's Code of Practice on direct mail will hopefully help to drive up standards of this core fundraising activity;
- 21.7% of the complaints received by members related to data protection issues, making this area the second most complained about, which is a worrying statistic given this issue is bound by legal requirements;
- telephone fundraising received 21.1% of complaints;
- face to face fundraising represented 13.6% of complaints;



The table below shows the proportion and type of reported complaints received by our scheme members between February 2007 and February 2008.

Complaints have been passed to us at stage two for further consideration and have been amicably resolved without need for further escalation. One complaint was escalated to final stage adjudication and the result published in January 2008<sup>1</sup>. Escalated complaints dealt with by us related to direct mail, telephone fundraising and legacy fundraising.

### ISSUES ARISING FROM COMPLAINTS

We are committed to supporting our members to raise standards. One example of this is the piloting of training activity on complaints reporting and handling in Scotland which will be used to develop resources for members across all regions.

Investigating complaints identifies wider issues about charitable fundraising that we can look into further and provide valuable guidance to the sector. We have, for example:

- identified confusion about dealing with Royal Mail over complaints concerning delivery of unaddressed direct mail. This was followed up with Royal Mail, the position clarified and members informed;
- advised the Institute of Fundraising of the problems being experienced in relation to data protection and hope to work with them and the Information Commissioner to develop better standards;
- contacted members who had a particular problem in one area of fundraising activity to see if there are issues relating to process and practice that we can help them improve;
- prompted the Institute of Fundraising to clarify some aspects of the Code of Practice relating to telephone fundraising;
- identified confusion around permission wording on general lifestyle surveys and how this can lead to an individual registered with TPS receiving unwanted calls. As a consequence of this, we are seeking guidance on the definition of a 'warm' donor in the context of TPS registered households through the Institute of Fundraising and the Information Commissioner;
- discovered that a charity running an outdoor challenge event had not realised the existence of a specific code for this type of fundraising event. They have now amended their procedures for next year to ensure they comply in the future;
- looked into statistical claims being made in appeals. We know from our research that exaggeration in making claims is an issue for the public but in most cases, we found that the wording could be justified.

# MEMBERSHIP

## A good start

Unlike some other self-regulatory schemes, membership of the FRSB scheme requires that charities and fundraising organisations enter into a contractual arrangement, as well as paying a membership fee based on their charitable income. The development of the scheme was supported with a grant from the Office of the Third Sector and the Scottish Government but ultimately the scheme has to be financially self-sustaining. With this in mind, building the membership is a major priority.

By the end of our first year of operation in the public domain, membership of the FRSB self-regulation scheme had risen to 826 fundraising organisations. In the main, this represents charities and voluntary groups but 36 scheme members are suppliers to the sector such as telephone marketing or direct marketing agencies.

73% of scheme members are organisations raising under £1m voluntary income but membership as a whole represents approximately 33% of all voluntary giving in the UK, which is an impressive £3.3bn of voluntary income.

Membership of the scheme is currently under represented amongst charities of under £1m (73% membership vs 96% sector)<sup>2</sup> although it's well represented amongst charities with annual voluntary incomes over £5m (9% membership vs 2% sector).

Encouraging membership amongst the larger organisations has been a priority and we are pleased to have many of the largest UK, English, Scottish, Northern Irish and Welsh charities on board as they are important in helping build public awareness, through the use of our scheme logo, on their fundraising materials.

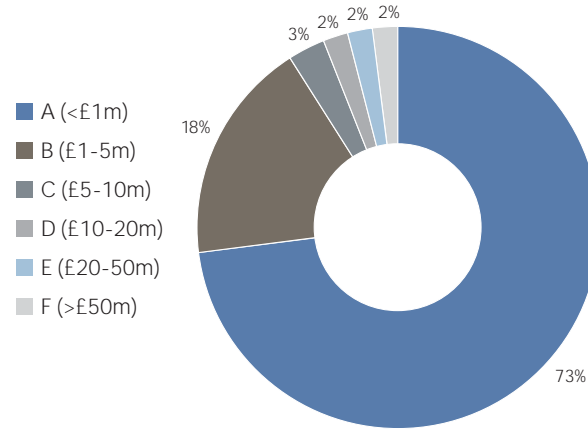
“  
... I am really pleased that I heard about the FRSB scheme and proud that we have joined. Thanks for all your help.

Christine Fulton, President,  
COPS (Care of Police Survivors)

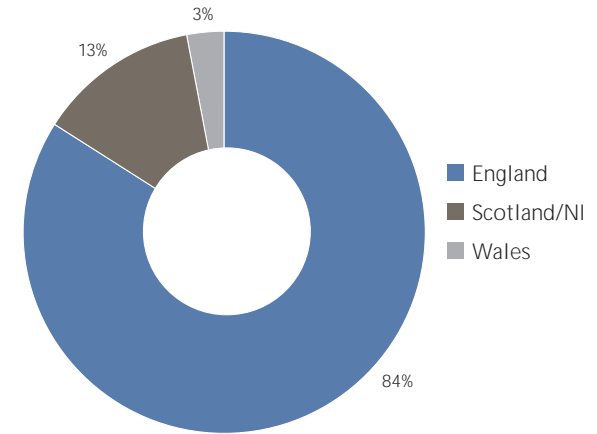
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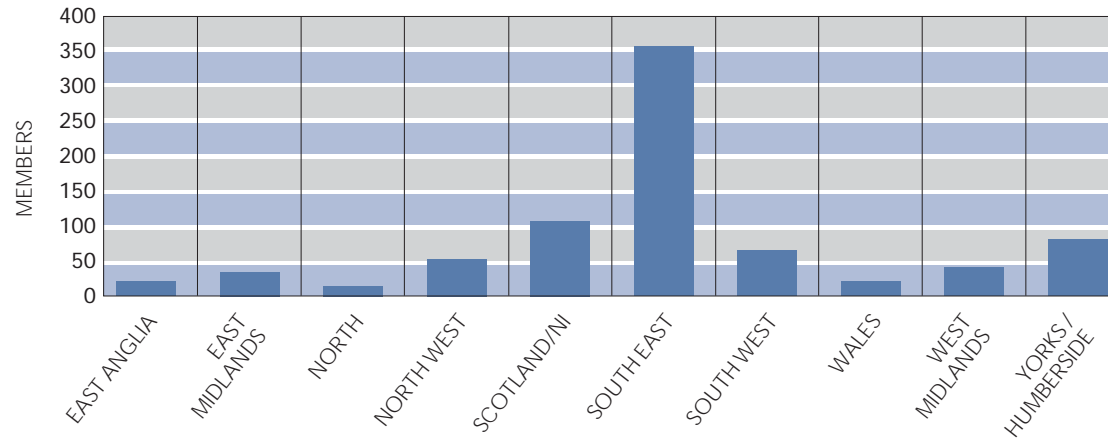
MEMBERSHIP BY INCOME BAND



MEMBERSHIP BY NATION



MEMBERSHIP BY REGION



Within England, over half our membership is based in the South East & West of the country (52%).

# PUBLIC TRUST AND CONFIDENCE IS VITAL

## People's views are important and should be heeded

“ ... The research in this report demonstrates the challenges we have in creating sustainable fundraising ...

Joe Saxton, Driver of Ideas, nfpSynergy

According to the latest published Charity Awareness Monitor<sup>3</sup>, an annual survey of 1000 people, only two in five adults say that they trust charities. This is the lowest figure since the survey was started by nfpSynergy five years ago. This reflects the importance of our primary objective which is to maintain and build public confidence in charity and voluntary sector fundraising.

When we were established, we committed to commission research to find out the public's attitude towards different fundraising methods, practices and trends because we know that their views are important. This research would then be published to inform the sector and where possible to inform the development of new, or review of existing Codes of Fundraising Practice.

In November, we published a major survey, carried out amongst over 2000 members of the public and committed donors, looking into their views of direct mail fundraising. The report, *Signed, sealed and delivered*<sup>4</sup>, shows that the public has strong views about the direct mail that they receive from charities and they indicated a strong desire to be treated with respect, honesty and trust. Whilst concerns were voiced about some elements of direct mail, there was also support of the need for innovation in this form of fundraising.

In particular the research indicated that the public and committed supporters:

- want their wishes respected. This was strongly indicated with 77% of regular givers saying they wanted some say in how often charities contact them;

- don't think it is acceptable for charities to exaggerate although the majority of givers don't mind the use of shocking images;
- are concerned about the environmental issues surrounding unwanted mail;
- are unhappy with gifts or incentives in direct mail with 90% thinking that money spent on gifts might be better spent on the charity's cause;
- expect charities to respect the rules applying to direct mail more than business does (63%), with 76% of the charity supporters involved in the research considering it was not acceptable for charities to swap names and addresses with other charities to gain more donors.

We submitted this research to the Institute of Fundraising's consultation on the development of a new Code of Fundraising Practice for direct mail.

3. Charity Awareness Monitor 2007, nfpSynergy March 2008. [www.nfpSynergy.net](http://www.nfpSynergy.net)

4. FRSB. *Signed, sealed and delivered*. November 2007  
[www.frsb.org.uk/pdf/FRSB\\_Signed\\_Sealed\\_Delivered\\_Exec\\_Summary\\_Nov07.pdf](http://www.frsb.org.uk/pdf/FRSB_Signed_Sealed_Delivered_Exec_Summary_Nov07.pdf)



“

... It was a pleasure to receive your e-mail re charity direct mail and for once know that the public's opinion has been put in print and recognised ...

”

Participant in direct mail research with donors

“

... I for one am delighted that the Fundraising Standards Board has conducted this robust and telling piece of research into direct mail ...

”


John Grain, Director, John Grain Associates Ltd

“

... this FRSB research report is important. It reaches conclusions that charities will ignore at their peril ...

”

Stephen Pidgeon, Chairman, Tangible Response

A woman with long, straight brown hair is shown in profile, looking out of a window. She is wearing a colorful, multi-colored striped sweater. The background is blurred, showing what appears to be a window with a white frame and a bright light source. The overall mood is contemplative and forward-looking.

Having established a sound foundation, we are now entering a new and challenging period. We have identified three key phases to our development; firstly, to build our membership to a level where we can have a real impact and be self-sufficient; secondly, to build public awareness and an appreciation that the scheme adds value to the donor through its reassurance; and finally to build public confidence to a level where it becomes second nature to expect a charity to be a part of the FRSB scheme. As with other self-regulatory schemes, this will take some years and we have only just started.

# THE FUTURE

## People's opinions matter

Our continuing responsibility is to represent the voice of the public. We will do this by undertaking more research into the public's views and experiences of fundraising and ensuring that their concerns and complaints are dealt with. People's opinions matter and the long term success of self-regulation will depend on responding to these. The fundraising sector now has the opportunity to get it right by fully embracing self-regulation and helping us to make sure we meet everyone's expectations. The impact of state regulation on the telephone marketing industry had a huge impact and if we fail, it is implicit within the UK's Charities Acts that government has reserved powers to intervene and impose statutory systems of regulation.

Looking ahead, we shall be using the new Institute of Fundraising Code of Fundraising Practice covering direct mail to work with the fundraising community to understand the boundaries of best practice. We shall also continue to work with the Institute to review existing codes of practice and pass on issues highlighted by public concerns and complaints.

A good start has been made with 826 scheme members in the first full year of operation. However, to be self-funded the scheme will require many thousands of members and we need to encourage wider acceptance across the sector – with medium and smaller charities, with suppliers and through our advocates.

Membership of the Fundraising Standards Board scheme means that there is a solid commitment, underpinned by a complaints process, to the very highest standards. This will become an important factor in the future when grant givers, companies and major donors along with their advisors are considering their decisions over where to invest their support.

We look forward to working further with our members, both existing and new and to all those sector organisations whose support is important to our future development.

Jon Scourse  
Chief Executive



# FINANCIAL REPORT

This is the first financial report and accounts for the Fundraising Standards Board CIC ("FRSB"). The period represented a complex stage in our development. At the time of our registration as a community interest company in June 2006, we were in a period of transition and were then hosted and funded by the Institute of Fundraising ("Institute") through their previous funding arrangements with the Home Office. We disengaged from this arrangement in December 2006 and the Board then took over full financial control of the operation.

This Annual Report and Accounts therefore covers the activities of the FRSB for only the period of seven months ending in June 2007.

For the sake of completeness, the total Income and Expenditure for the Fundraising Standards Board since its creation by the Institute of Fundraising is summarised below:

The full financial report and accounts of the FRSB is available on request.

	ACCOUNTED FOR BY IOF (£)	ACCOUNTED FOR BY FRSB CIC (£)	TOTAL (£)
INCOME	840,626	687,790	1,528,416
EXPENDITURE	840,626	547,349	1,387,975
SURPLUS BEFORE TAX	-	140,441	140,441

“Ayrshire Cancer Support has put itself at the forefront of best practice in fundraising ... And we are proudly displaying the tick logo on all our letters and website. People now know that they can give to us with confidence – and that can only be good for us in the long term.”

John Beck, Chief Executive, Ayrshire Cancer Support



## Directors

**Colin Lloyd**  
Chairman and Lay board member

**Richard Crossley**  
Lay board member

**Elaine Stallard**  
Lay board member

**Roy Thompson**  
Lay board member

**John Wenger**  
Lay board member

**Zöe Willems**  
Lay board member

**Peter Vicary-Smith**  
Chief Executive Which?

**Michael Aldridge**  
Chief Executive PFRA

**Graham Benfield**  
Chief Executive WCVA

**Lindsay Boswell**  
Chief Executive Institute of Fundraising

**Stephen Maxwell**  
Associate Director SCVO

**Lawrence Simanowitz**  
CLA representative

## Chief Executive

Jon Scourse

## Registered Office

Hampton House,  
20 Albert Embankment, London SE1 7TJ

Fundraising Standards Board cic

Company limited by guarantee,  
registered in England

Registered number: 05842626

ABERDEEN CYRENIANS . ABERDEEN SAFER COMMUNITY TRUST . ABERLOUR CHILD CARE TRUST . ABLE CHILD AFRICA . ABOUT FACE . ABOVE AND BEYOND APPEAL (THE) . ACCORD HOSPICE . A-CET . ACORNS CHILDREN'S HOSPICE . ACORNS FITNESS CLUB (THE) . ACORSS THE DIVIDE . ACT 1 . ACT4AFRICA . ACTION FOR BLIND PEOPLE . ACTION FOR KIDS CHARITABLE TRUST . ACTION MEDICAL RESEARCH . ACTION PLANNING . ACTIONAID . ADDACTION . ADDENBROOKE'S CHARITABLE TRUST . ADRA - UK . ADVOCACY FIRST . AFRIKIDS . AGAINST BREAST CANCER . AGE CONCERN CHESHIRE . AGE CONCERN DURHAM COUNTY . AGE CONCERN ENFIELD . AGE CONCERN ENGLAND . AGE CONCERN HULL . AGE CONCERN MILTON KEYNES . AGE CONCERN SCOTLAND . AGE CONCERN STOCKPORT . ALCOHOL AND DRUG SERVICE (THE) . ALCOHOL FOCUS SCOTLAND . AID LIFE . ALZHEIMER'S SOCIETY . AMAL TRUST . AMELIA METHODIST TRUST CO LTD (THE) . AMNESTY INTERNATIONAL UK . AMREF . ANDREW MARVELL YOUTH CENTRE . ANTHONY NOLAN TRUST (THE) . ARDEN HOUSE PROJECTS . ARK TRUST LTD (THE) . ARTLINK CENTRAL LTD . ASK . ASSIST TRUST . ASTHMA UK . ATAXIA UK . AUTISM SPEAKS . AVIATION WITHOUT BORDERS . AVOCET TRUST . AVON - NORTH MENCAP . AYRSHIRE CANCER SUPPORT . BACK UP TRUST (THE) . BALKAN AID RELIEF FOUNDATION . BANKERS BENEVOLENT FUND . BARNARDO'S . BARRETT'S OESOPHAGUS FOUNDATION (THE) . BASIC . BATH INSTITUTE OF MEDICAL ENGINEERING . BATTERSEA DOGS AND CATS HOME . BATTLE OF BRITAIN HISTORICAL SOCIETY . BBC CHILDREN IN NEED APPEAL . BBOWT . BEACON CENTRE FOR THE BLIND . BEATBULLYING LTD . BEECHWOOD CANCER CARE CENTRE . BETHANY CHRISTIAN TRUST . BHF . BIBIC . BIGHEARTED SCOTLAND . BILD . BILTON GRANGE COMMUNITY ASSOCIATION . BIPOLAR FELLOWSHIP SCOTLAND . BIRCHWOOD HIGHLAND . BIRMINGHAM CRISIS CENTRE . BIRMINGHAM ROYAL BALLET . BIRMINGHAM SETTLEMENT . BIRTENSHAW HALL (CHILDREN'S CHARITABLE TRUST) . BISHOPSGATE FOUNDATION AND INSTITUTE . BLOOMSBURY CYBER JUNCTION . BLUE FLASH MUSIC TRUST . BLYTH VALLEY CHAMBER MUSIC . BOBATH CENTRE FOR ADULTS WITH NEUROLOGICAL DISABILITY (THE) . BOBATH CENTRE FOR CHILDREN WITH CEREBRAL PALSY (THE) . BOBATH CHILDREN'S THERAPY CENTRE WALES . BOOK AID FOR AFRICA . BORDER COLLIE TRUST GB . BOTANIC GARDENS CONSERVATION INTERNATIONAL . BOURNEMOUTH AND POOLE COLLEGE FOUNDATION (THE) . BRAILLE CHESS ASSOCIATION . BRAINSTRUST . BRANSHOLME ROEBANK RESIDENTS ASSOCIATION . BRAVEHEART ASSOCIATION . BREAKTHROUGH BREAST CANCER . BRICKNELL AVENUE COMMUNITY ASSOCIATION . BRIDGE SCHOOL (ISLINGTON) PARENT STAFF ASSOCIATION (THE) . BRITAIN - NEPAL MEDICAL TRUST (THE) . BRITISH ASSOCIATION FOR ADOPTION & FOSTERING . BRITISH ASSOCIATION FOR THE ADVANCEMENT OF SCIENCE (THE) . BRITISH HOME (THE) . BRITISH ORT FOUNDATION . BRITISH POLIO FELLOWSHIP (THE) . BRITISH RED CROSS . BRITISH TRUST FOR CONSERVATION VOLUNTEERS . BRITISH WIZO . BRITTLE BONE SOCIETY . BROADWAY LODGE . BROKERAGE CITYLINK (THE) . BROMLEY ADVOCACY PROJECT . BUAV . BUILD AFRICA . BULLIESOUT . BUTTERFLY CONSERVATION . BUTTERWICK HOSPICE CARE . BYMCA . CAMBODIA TRUST (THE) . CAMBODIAN CHILDREN'S CHARITY (THE) . CAMRAED . CANCER NETWORK FIFE . CANCER PREVENTION RESEARCH TRUST . CANCER RESEARCH WALES . CANCECARE . CANTERBURY OAST TRUST . CAPABILITY SCOTLAND . CAPSTONE PROJECTS . CAPTIVE ANIMALS' PROTECTION SOCIETY (THE) . CAR ACCIDENT VICTIMS ORGANISATION . CARA . CARDIFF YMCA . CARDINAL HUME CENTRE (THE) . CARE FUND . CARE INTERNATIONAL UK . CARE OF POLICE SURVIVORS . CARERS ADVICE AND RESOURCE ESTABLISHMENT . SANDWELL . CARER'S CENTRE HULL . CARERS FIRST . CARERS SUPPORT HARROW . CARING YORKSHIRE HANDS . CASCAD GROUP LTD . CASE . CATHEDRAL CHURCH OF ST PETER AND ST PAUL (THE) . CATHOLIC CHILDREN'S SOCIETY . CAVENDISH CANCER CARE . CDG RESEARCH TRUST (THE) . CEFLO G WMPAS . CENTRE 88 . CHARITIES TRUST . CHARITY FUNDING SOLUTIONS . CHARITYGREETINGS.COM . CHARLES HALL FOUNDATION (THE) . CHAS . CHESTER-LE-STREET AND DISTRICT CVS VOLUNTEER BUREAU . CHICKS . CHILD LIFE . CHILDREN 1ST . CHILDREN IN DISTRESS . CHILDREN IN HUNGER . CHILDREN NORTH EAST . CHILDREN'S CENTRE (THE) . CHILDREN'S HOSPICE SOUTH WEST . CHILDREN'S SAFETY EDUCATION FOUNDATION . CHILDREN'S TRUST (THE) . CHILDRENS DOG RESCUE SOCIETY . CHILDRENS MS CENTRE . CHOICES AND RIGHTS DISABILITY COALITION . CHRISTIAN AID . CHRISTIAN PARTNERS IN AFRICA . CHRISTIE HOSPITAL NHS FOUNDATION TRUST . CHURCH PASTORIAL AID SOCIETY . CITY LIFE CHURCH . CITY OF LONDON MIGRAINE CLINIC (THE) . CIVIL SERVICE BENEVOLENT FUND (THE) . CLAN . CLATTERBRIDGE CANCER RESEARCH TRUST . CLATTERBRIDGE CENTRE FOR ONCOLOGY CHARITABLE FUNDS . CLATTERBRIDGE HOSPITALS LEAGUE OF FRIENDS . CLOTHES AID COLLECTIONS LTD . CLYBIA PLANT CYMRU KIDS' CLUBS . CM FUNDRAISING . COLCHESTER LEAGUE OF HOSPITAL AND COMMUNITY FRIENDS (THE) . COMIC RELIEF . COMMUNITY ACTION SOUTH EAST KENT . COMMUNITY ANTI - BULLYING PROJECT . COMMUNITY FOUNDATION FOR CALDERDALE . COMMUNITY FOUNDATION FOR MERSEYSIDE . COMPUTER AID INTERNATIONAL . CONCERN UNIVERSAL . CONCERN WORLDWIDE . CONNECTIONS (WATFORD) LONDON LTD . CONSORTIUM FOR STREET CHILDREN . CONTACT A FAMILY . COPING WITH CANCER IN LEICESTERSHIRE AND RUTLAND . COQUETDALE CAT PROTECTION AND RESCUE . CORNERSTONE COMMUNITY CARE . CORNWALL COMMUNITY FOUNDATION . COTSWOLD COUNCIL FOR VOLUNTARY SERVICE . COUNCIL FOR DEPENDENCY PROBLEMS (THE) . COUNCIL OF EUROPEAN JAMAATS (THE) . CRAIGHALBERT CENTRE . CRISIS . CRISIS POINT . CROHN'S IN CHILDHOOD RESEARCH ASSOCIATION . CROSSREACH . CROSSROADS ASSOCIATION . CROYDE VILLAGE HALL . CRUK . CRY . CUMBRIA WILDLIFE TRUST . CVS FIFE . CYSTINOSIS FOUNDATION OF THE UK . DACYMURU . DADS AGAINST DRUGS . DAME HANNAH ROGERS TRUST . DANIEL PARRY FOUNDATION (THE) . DARLINGTON MIND LTD . DAVID LEWIS CENTRE (THE) . DEAFWAY . DEEPINGS COMMUNITY TRUST LTD . DERIAN HOUSE CHILDREN'S HOSPICE . DEVELOPMENT EDUCATION CENTRE HULL . DEVON WILDLIFE TRUST . DHIVERSE . DIGITAL INCLUSION . DIGNITY IN DYING . DISABLED WORKERS CO . OPERATIVE . DORCASTER AND DISTRICT TALKING NEWSPAPER FOR THE BLIND . DONKEY SANCTUARY (THE) . DORMERS WELLS TRUST LTD . DOROTHY KERIN TRUST (THE) . DOT GRIFFITHS CANCER APPEAL FUND (THE) . DOVE HOUSE HOSPICE (NORTH HUMBERSIDE HOSPICE PROJECT LTD) . DRAGON HELPERS . DROTZWICH FERRET WELFARE . DUCHESS OF KENT HOUSE TRUST . EARL MOUNTBATTEN HOSPICE . EAST RENFREWSHIRE GOOD CAUSES FUNDRAISING CHARITY . EDUCATION FOR HEALTH . EIBA . EIKON . EKVENDENI FUND (THE) . ELISABETH SVENSDEN TRUST FOR CHILDREN AND DONKEYS (THE) . ELIZABETH FINN CARE . ELIZABETH FITZROY SUPPORT . ELLMESRE PORT AND NESTON ROMANIAN APPEAL (CHILDREN INTERNATIONAL) . ELMTREE COMMUNITY ACTION GROUP . EMMANUEL HEALTHCARE . EMMAUS . ENABLE SCOTLAND . ENDIKE COMMUNITY CARE ASSOCIATION . EPILEPSY ACTION . EPILEPSY SCOTLAND . EROSH THE NATIONAL CONSORTIUM FOR SHELTERED HOUSING . ERSKINE . ETHICAL . EVERGREENS (THE) . E- VICTIMS ORGANISATION CIC (THE) . EXETER LEUKAEMIA FUND . F N CHARRINGTON TOWER HAMLETS MISSION (THE) . FACING AFRICA . FACTORY SKATEPARK (THE) . FALKIRK AND DISTRICT ASSOCIATION FOR MENTAL HEALTH . FAMILIES FOR CHILDREN TRUST . FAMILY MEDIATION (HULL & DISTRICT) . FARM- AFRICA . FELTON FUNDRAISING AND APPEALS LTD . FIBROMYALGIA SUPPORT GROUP FOR SURREY AND SUSSEX . FIFE COACHING ACADEMY . FIFE SOCIETY FOR THE BLIND . FIRCROFT TRUST (THE) . FIVE OF HEARTS . FLYING SCHOLARSHIPS FOR THE DISABLED . FOSTERING UNDER NEWCASTLE . FOUNDATION FOR PAEDIATRIC OSTEOPATHY . FPJ . FRAGILE X SOCIETY (THE) . FRIENDS OF ANCHOR . FRIENDS OF ANIMAL WELFARE . FRIENDS OF CHARING CROSS HOSPITAL (THE) . FRIENDS OF CYNTHIA SPENCER HOSPICE . FRIENDS OF RAVENSHED DAY CENTRE . FRIENDS OF STOWFORD . FRIENDS OF THE ANIMALS . FRIENDS OF THE EARTH . FRIENDS OF THE EARTH SCOTLAND . FRIENDS OF TY GWYN SPECIAL SCHOOL (THE) . FUNDRAISING INITIATIVES LTD . GALLOWAY'S SOCIETY FOR THE BLIND . GARSJUBE COMMUNITY FOUNDATION . GATEWAY TRAINING AND REGENERATION SERVICE . GEORGE THOMAS HOSPICE CARE . GET CONNECTED . G-FORCE . GIFT FUNDRAISING LTD . GLASGOW SCIENCE CENTRE . GLASGOW YMCA . GLOBAL CHALLENGE UK . GLOBAL FUND FOR CHILDREN TRUST (THE) . GLOUCESTERSHIRE CHEST FUND LTD (THE) . GO HELP . GOBLIN COMBE ENVIRONMENT CENTRE . GOLDEN LEAVES . GOODWIN DEVELOPMENT TRUST . GRANGE CENTRE FOR PEOPLE WITH DISABILITIES (THE) . GRAVESEND EPILEPSY NETWORK . GREATER LONDON FUND FOR THE BLIND . GREEN LIGHT TRUST . GRIEF ENCOUNTER PROJECT . GROUP B STREP SUPPORT . GUIDE DOGS FOR THE BLIND ASSOCIATION (THE) . GUILD CARE . GUT TRUST (THE) . HALLE CONCERTS SOCIETY . HALLE ENDOWMENT TRUST . HALLER FOUNDATION (THE) . HAMILTON LODGE (BRIGHTON) LTD . HAMLIN FISTULA UK . HAMPSHIRE AND ISLE OF WIGHT WILDLIFE TRUST . HANDICAP INTERNATIONAL UK . HAPIS . HAPPY DAYS CHILDREN'S CHARITY . HARVEST HELP . HASLEMERE AND DISTRICT VOLUNTEER BUREAU . HAVEN COUNSELLING CENTRE (THE) . HBOS FOUNDATION . HCPT PILGRIMAGE TRUST (THE) . HCVVS . HEADLAND FUTURE LTD . HEADWAY (WEST MIDLANDS) LTD . HEALTH PSYCHOLOGY MANAGEMENT ORGANISATION SERVICES . HEART RESEARCH INSTITUTE UK . HEELANDS RANGERS FC . HELEN AND DOUGLAS HOUSE . HELP THE AGED . HELP THE HOMELESS (CHORLEY) LTD . HERBERT STRUTT CHARITY . HERB . HERTFORDSHIRE HEARING ADVISORY SERVICE . HERTFORDSHIRE SOCIETY FOR THE BLIND . HERTS AND MIDDLESEX WILDLIFE TRUST . HESSLE ROAD NETWORK . HILLSIDE CLUBHOUSE . HIMS WHIMBREL (1942-49) BATTLE OF THE ATLANTIC MEMORIAL . HOLIDAY PROJECT (THE) . HOME FARM TRUST LTD . HTF (THE) . HOME FUNDRAISING LTD . HOMELESS INTERNATIONAL . HOME-START ABERDEEN . HOPE AND HOMES FOR CHILDREN . HOPE FOR CHILDREN . HOPE HIV . HOPE HOUSE CHILDREN'S HOSPICES . HOPE PIONEERS . HOPE SURVIVORS FOUNDATION . HOPE WORLDWIDE . HOSPICE OF THE VALLEYS . HOVE AND ADUR SEA CADETS . HOWGILL FAMILY CENTRE . HULL & EAST YORKSHIRE STAMMERERS SELF HELP GROUP . HULL ALNOOR COMMUNITY PROJECT . HULL AND EAST RIDING BREAST FRIENDS . HULL AND EAST YORKSHIRE MIND . HULL ASYLUM SEEKERS SUPPORT GROUP LTD . HULL CHURCHES HOME FROM HOSPITAL SERVICE . HULL COMMUNITY AND VOLUNTARY SERVICES LTD . HULL COUNCIL OF DISABLED PEOPLE . HULL ETHNIC MINORITIES COMMUNITY CENTRE . HULL FC FUNDATION . HULL FOSTERING OF COMMUNITY ORGANISATIONS . HULL OPTIMISTS . HULL TRUCK THEATRE . HUMAN GIVENS FOUNDATION LTD (THE) . HUMANE RESEARCH TRUST (THE) . HUMBER RESCUE . HUMBERSIDE POLICE YOUTH AND COMMUNITY CENTRE . I CAN . IAN TIMMINS ASSOCIATES . ICTHES WORLD CARE . IJM UK . ILPH . IMPACT FOUNDATION . INDEPENDENTAGE . INFANT TRUST (THE) . INSTITUTE OF DEVELOPMENT PROFESSIONALS IN EDUCATION (THE) . INTERNATIONAL HEALTH PARTNERS (UK) LIMITED . INTERNATIONAL NEPAL FELLOWSHIP . INTERNATIONAL SERVICE . ISLAMIC AID . IWOPVS - PART OF CBL INTERNATIONAL . JAHANARA FOUNDATION . JESSIE'S FUND . JEWISH CARE . JEWISH CARE SCOTLAND . JEWISH CHILD'S DAY . JIGSAW SUPPORT SCHEME . JM PROFESSIONAL FUNDRAISING . JOE GLOVER TRUST (THE) . JOHN GRAIN ASSOCIATES LTD . JOSEPH SALMON TRUST (THE) . JTA FUNDRAISING CONSULTANTS . JUMBO GB ORGANISATION . JUVENILE DIABETES RESEARCH FOUNDATION LIMITED . KENDAL AND SOUTH LAKES SHOPMOBILITY . KENT ASSOCIATION FOR THE BLIND . KENT WILDLIFE TRUST . KENWARD TRUST . KIDNEY RESEARCH UK . KIDS FOR KIDS . KIDSCAPE . KIND AID INTERNATIONAL . KNIGHTS YOUTH CENTRE . KNOWSLEY COUNCIL FOR VOLUNTARY SERVICE . KNOWSLEY DOMESTIC VIOLENCE SUPPORT SERVICES . LABEL OF LOVE . LABRADOR LIFELINE TRUST (THE) . LAURA CRANE TRUST (THE) . LEONARD CHESHIRE DISABILITY . LEPROSY MISSION ENGLAND . WALES . THE CHANNEL ISLANDS AND THE . LEPROSY MISSION SCOTLAND (THE) . LIFE . LIGHTBOX (THE) . LINDSAY LEG CLUB FOUNDATION (THE) . LINDSEY LODGE HOSPICE . LINETHAM FARM CHILDREN'S CENTRE . LINK AID . LIONHEART . LIVABILITY . LIVERPOOL CHARITY AND VOLUNTARY SERVICES . LONDON ORPHAN ASYLUM (REED'S SCHOOL) (THE) . LONDON SYMPHONY ORCHESTRA LTD . LONSDALE COMMUNITY CENTRE LTD . LOTHIAN CENTRE FOR INTEGRATED LIVING . LOWDOWN YOUTH COUNSELLING AND INFORMATION SERVICE (THE) . LUTON WOMEN'S AID . MACCABIGB . MACMILLAN CANCER SUPPORT . MAGGIE'S CANCER CARING CENTRES . MAGGIE'S PET RESCUE AND REHOMING SERVICE . MALAWI DREAM . MANDALA TRUST (THE) . MARIE CURIE CANCER CARE . MARIE STOPES INTERNATIONAL . MARINE SOCIETY AND SEA CADETS (THE) . MARTLETTS HOSPICE (THE) . MAXIMUM LIFE . MAY TAG LTD . MAYNARD SCHOOL (THE) . MEDAIR UK . MEDEQUIP4KIDS . MEDIASTORES TRADING LTD . MEDITERRANEAN RESOURCES NETWORK . MENCAP . MENINGITIS TRUST (THE) . MENINGITIS UK . MENTAL HEALTH FOUNDATION . MERLIN . MERU . MHA CARE GROUP . MIGRAINE TRUST (THE) . MIKE COLLING AND COMPANY LTD . MILE PROJECT (THE) . MILITARY ORDER OF THE COLLAR (MOC) FOUNDATION . MISSION WITHOUT BORDERS . MND ASSOCIATION . MOMENTUM SCOTLAND . MOUNTAIN BOTHIES ASSOCIATION . MOUNTAIN BOTHIES ASSOCIATION . MS SOCIETY . MUIRTON COMMUNITY NURSERY . MULTIPLE SCLEROSIS RESOURCE CENTRE . MULTIPLE SCLEROSIS TRUST . MUSIC FOR ALL . MUSIC PRESERVED . MYELOMA UK . MYOSITIS SUPPORT GROUP . NATIONAL ASSOCIATION OF DEAFENED PEOPLE . NATIONAL ASSOCIATION OF DISABLED SUPPORTERS . NATIONAL BLIND CHILDREN'S SOCIETY (THE) . NATIONAL COAL MINING MUSEUM FOR ENGLAND TRUST LTD . NATIONAL DEAF CHILDREN'S SOCIETY (THE) . NATIONAL EYE RESEARCH CENTRE . NATIONAL FAMILY MEDIATION . NATIONAL SOCIETY FOR EPILEPSY . NATIONAL THEATRE . NATIONAL TRUST (THE) . NCH . NCVO . NEST . NEW APPROACHES TO CANCER . NEWBURY COMMUNITY RESOURCE CENTRE LTD (THE) . NEWCASTLE POLICE AID TO ROMANIAN CHILDREN . NOAH'S ARK APPEAL . NORA BRENNER TRUST (THE) . NORTH BANK FORUM FOR VOLUNTARY ORGANISATIONS LTD . NORTH BRISTOL NHS TRUST . NORTH DEVON HOSPICE . NORTH KESTEVEN COUNCIL FOR VOLUNTARY SERVICES (THE) . NORTH WEST AIR AMBULANCE . NORTHAMPTONSHIRE ASSOCIATION FOR THE BLIND . NORTHAMPTONSHIRE PCT . NORTHAMPTONSHIRE RAP & INCEST CRISIS CENTRE . NORTHALE HORTICULTURE . NORTHERN HULL COMMUNITY DEVELOPMENT LTD . NOTTINGHAMSHIRE BEREAVEMENT TRUST . NSF (SCOTLAND) . NSPC . OAKHAVEN HOSPICE TRUST . OAKWOOD SCHOOL PTA . OASIS YOUTH PROJECT . OCD - TODAY . OGMORE VALLEY LOCAL HISTORY AND HERITAGE SOCIETY . OIBc . OK2B . OLDHAM MOUNTAIN RESCUE TEAM . ONLINE TELEPHONE FUNDRAISING LTD . OPEN ROAD . OPEN SIGHT . OPERATION SMILE . ORCHID . ORFACIT . ORPHAN AND COMMUNITY AID . ORPHEUS CENTRE (THE) . OVER THE WALL . OVINGDEAN HALL SCHOOL . OXFAM . OXFORDSHIRE CARERS FORUM . PACT . PADS . PAIN RELIEF FOUNDATION . PALS WITH PAWS SUPPORT DOGS SCOTLAND . PARENTS DOT COM . PARISTAMEN FOUNDATION (THE) . PAUL'S PLACE . PEACE VILLAGE SCHOOL TRUST . PEACEFUL PLACE . PEEL INSTITUTE . PENINSULA MEDICAL SCHOOL FOUNDATION (THE) . PENNY BROHN CANCER CARE . PEOPLE FOR ANIMAL CARE TRUST . PEOPLES TRUST FOR ENDANGERED SPECIES . PEPENBURY . PERSONAL TELEPHONE FUNDRAISING LTD . PHAB LTD . PHF UK . PHOENIX (THE) . PHONE ROOM LTD (THE) . PICKERING AND NEWINGTON DEVELOPMENT ASSOCIATION LIMITED . PILGRIMS HOSPICES IN EAST KENT . PILOTLIGHT . PLAN UK . PLYMOUTH MARINE LABORATORY . POPPYS SCOTLAND . POWER INTERNATIONAL . PRAMACARE . PRESTON ROAD NEIGHBOURHOOD DEVELOPMENT COMPANY LTD . PRINCES SCOTTISH YOUTH BUSINESS TRUST (THE) . PRINCESS ROYAL HOSPITAL HAEMATOLOGY SUPPORT GROUP (THE) . PROGRESSIO . PROJECT ABILITY . PROSTATE CANCER RESEARCH FOUNDATION (THE) . PROVINCIAL GRAND LODGE OF DEVONSHIRE BENEVOLENT FUND . PRS MEMBERS FUND . PSS . PURE . PURE THE CLEAN PLANET TRUST . QUARRIERS . QUEEN'S COLLEGE . RAF ASSOCIATION . RAFT . RAILWAY CHILDREN . RAINBOW HOUSE . RAINBOW HOUSE . RAINBOW TRUST CHILDREN'S CHARITY . RAINBOWS CHILDREN'S HOSPICE . RAPHAEL JEWISH COUNSELLING SERVICE . RAFT - THE REHABILITATION FOR ADDICTED PRISONERS TRUST . RAPTOR FOUNDATION (THE) . READING SINGLE HOMELESS PROJECT . REAL AID . RECYCLING UNLIMITED . RED ROSE COMMUNITY TRUST (HELP A LOCAL CHILD) . REEDHAM TRUST (THE) . REFUGEE ACTION . REFUGEE ADVICE CENTRE . REFUGEE AND MIGRANT FORUM OF EAST LONDON . RELATE HULL AND EAST YORKSHIRE . RELATIONSHIP MARKETING . RELATIONSHIPS CENTRE (THE) . RELATIONSHIPS FOUNDATION . REMUS MEMORIAL HORSE SANCTUARY . RESPITE ASSOCIATION (THE) . RETAIL TRUST . RETHINK . REVIVE SCOTLAND . RHEMA YOUTH WORKS . RICHARD HOUSE CHILDREN'S HOSPICE . RIVERSIDE COMMUNITY CENTRE . RNIB . RNLI . ROAD . ROAD VICTIMS TRUST . ROGAVI NETWORK LTD . ROSHNI . ROSIE'S HELPING HANDS . ROTARY CLUB OF MONKSEATON CENSATARY TRUST FUND (THE) . ROTARY CLUB OF UPPINGHAM . ROYAL ASSOCIATION FOR DEAF PEOPLE (THE) . ROYAL BLIND . ROYAL BRITISH LEGION (THE) . ROYAL HOSPITAL FOR NEURO-DISABILITY . ROYAL LONDON SOCIETY FOR THE BLIND . ROYAL SCOTTISH ACADEMY . RSPB . RSPCA . SALSALAD . SAFE HAVEN FOR DONKEYS IN THE HOLY LAND . SALVATION ARMY (THE) . SAMANTHA DICKSON BRAIN TUMOR TRUST . SAVE CANTERBURY CATHEDRAL . SAVE THE CHILDREN . SCOPE . SCOPE4CONVENTRY AND WARKWICKSHIRE LTD . SCOTTISH BIBLE SOCIETY . SCOTTISH CANINE CONSULTATIVE COUNCIL (THE) . SCOTTISH CHAMBER ORCHESTRA . SCOTTISH CHRISTIAN ALLIANCE LTD . SCOTTISH CIVIC TRUST . SCOTTISH COOT DEATH TRUST . SCOTTISH INTERNATIONAL RELIEF . SCOTTISH LOVE IN ACTION . SCOTTISH REFUGEE COUNCIL . SCOTTISH SPINA BIFIDA ASSOCIATION . SCOTTISH VETERANS' RESIDENCES . SCOTTISH WILDLIFE TRUST . SCRINE FOUNDATION (THE) . SCUBA TRUST . SCVO . SEAFARERS UK . SEED EATING DISORDER SUPPORT SERVICES . SEEING DOGS ALLIANCE (THE) . SEFTON OPERA . SEND A COW . SENSE . SENSE SCOTLAND . SHARE COMMUNITY LTD . SHELTER . SHIRE HORESOCIETY . SHOOTING STAR CHILDREN'S HOSPICE (THE) . SHOPMOBILITY STOCKPORT . SICK KIDS FRIENDS FOUNDATION . SIGHTSAVERS INTERNATIONAL . SIGNHEALTH . SKILL-NATIONAL BUREAU FOR STUDENTS WITH DISABILITIES . SOMALI MOTHERS AND CHILDREN ORGANISATION . SPANA . SPARKS CHARITY . SPECTRUM (DEVON AND CORNWALL AUTISTIC COMMUNITY TRUST) . SPEYSIDE TRUST . SPINAL INJURIES SCOTLAND . SPLASH WILTSHIRE . SPORTING CHANGE INTERNATIONAL . SPORTS AID TRUST . SPORTS FUND . SPORTS LEADERS UK . SPSCA . ST ANDREW'S AMBULANCE ASSOCIATION . ST ANN'S HOSPICE . ST CATHERINES HOSPICE . ST COLUMBAS HOSPICE . ST DAVID'S HOSPICE . ST DUNSTAN'S . ST ELIZABETH HOSPICE . ST GEORGE'S HANOVER SQUARE FOUNDATION . ST GEORGE'S HOSPITAL CHARITY . ST JOHN AMBULANCE . ST JOHN CYMRU WALES . ST LUKES HOSPICE . ST MARTINS HOUSING TRUST . ST MARY'S PADDINGTON CHARITABLE TRUST . ST MICHAEL'S HOSPICE . ST NICHOLAS GREAT WILBRAHAM TRUST . ST RICHARD'S HOSPICE FOUNDATION . ST THOMAS HANDSHAKE TO KWARE . ST WILFRID'S HOSPICE . STAFFORDSHIRE BAND (THE) . STAFFORDSHIRE WILDLIFE TRUST . STAND . STARFISH ASIA FUND (THE) . STARFISH GREATHEARTS FOUNDATION . STEPS CHARITY WORLDWIDE . STEYNING MILLENIUM TRUST . STIRLING CARERS CENTRE . STOKE CITY DISABLED SUPPORTERS CLUB . STOKE WHEELS IN MOTION . STORNOWAY AND DISTRICT ROUND TABLE . STROKE ASSOCIATION (THE) . SYE RYDER CARE . SUNDERLAND CENTRE FOR VOLUNTARY SERVICE . SUNFIELD SCHOOL . SURREY WILDLIFE TRUST . SUSSEX PONY GRAZING AND CONSERVATION TRUST . SUSSEX WILDLIFE TRUST . SWALLOW . SWINDON DOWN'S SYNDROME GROUP . TAK TEST CANCER SUPPORT . TAMESIDE HOSPITAL NHS FOUNDATION TRUST . TASTE . TB ALERT . TELFORD AND WRKIN ARTHRITIS SUPPORT GROUP . TELFORD WEST INDIAN ASSOCIATION . 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# THE FUNDRAISING PROMISE

The Fundraising Standards Board's Fundraising Promise is a commitment made to the public by members of the scheme. It has been compiled in consultation with fundraisers and the public and is based on six key pledges that centre on respect, honesty, accountability and transparency. The Fundraising Promise represents a commitment to the highest standards of good practice, and to ensuring that all fundraising activities are open, legal and fair.

- We are Committed to High Standards
- We are Honest and Open
- We are Clear
- We are Respectful
- We are Fair and Reasonable
- We are Accountable

give with confidence

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