

## **CODE OF CONDUCT**

### **Direct Debit Collections** **Basingstoke – Top of Town**

1. The 'Top of Town' is the area inclusive of Winchester Street, Market Place, London Street, Church Street and Wote Street.
2. Permission is granted for a maximum of 4 collectors to work in the area 'The Top of Town' on the allocated date. Only 2 collectors allowed in any one street at a time.
3. Only one direct debit collection allowed per day in the 'Top of Town' area.
4. Permission will be issued on a first come, first served basis but with provision that if a collection has previously been carried out in the area for the same charity within that calendar month, priority would be given to another charity who hadn't yet collected within that time period. Basingstoke & Deane Borough Council (BDBC) would confirm two weeks prior to the date requested. This would be with the exception of national emergencies to which all priorities would be given.
5. Bookings for slots will be taken a minimum of two weeks prior to the dates required and a maximum of 3 months in advance.
6. The name of the charity and their charity number must be given at the time of request.
7. Requests must be made on official application forms and signed to say the collectors abide by the code of conduct.
8. BDBC request the right to obtain copies of the solicitation statement.
9. When collecting, members of the public should not be harassed, pressurised or misled.
10. Collectors must always respect the public and behave appropriately.
11. No promoter, collector or person who is otherwise connected to the collection shall permit a person under the age of sixteen years to act as a collector.

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12. The public has the right to request permission to see the permit at any given time during the collection to ensure the appropriate measures have been taken.
13. BDBC has the right to refuse a permit.
14. I.D should always be worn for verification purposes.
15. Security at all times is maintained when handling personal details.
16. A full and accurate report is made when a member of the public has felt the need to complain and the details passed onto the Licensing Team at BDBC.

Enquiries to: The Licensing Team, Basingstoke & Deane Borough Council,  
London Road, Basingstoke, Hants. RG21 4AH. Telephone 01256 845474.