



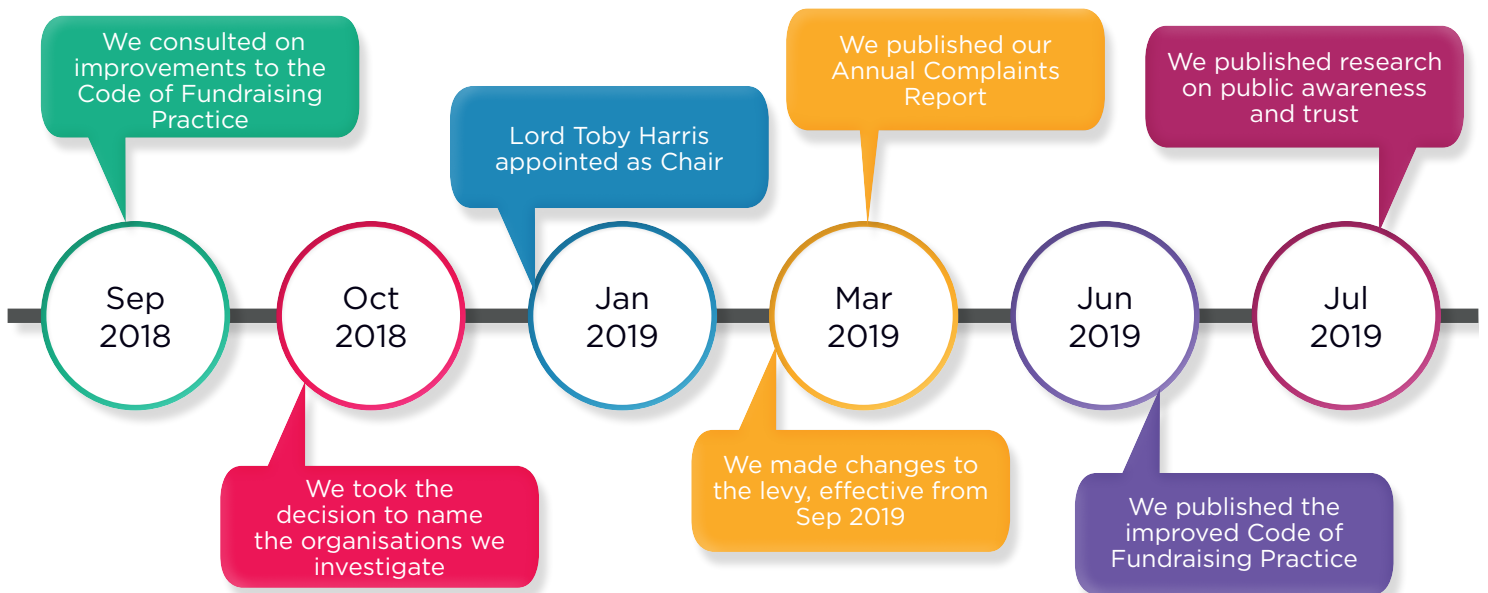
FUNDRAISING REGULATOR

ANNUAL REVIEW 2018/19



This year we improved the accessibility of the fundraising standards, made revisions to the levy and published our Annual Complaints Report. We have also seen a growing number of organisations registering with us.

Gerald Oppenheim, Chief Executive



116 responses received to the code consultation

737 complaints received

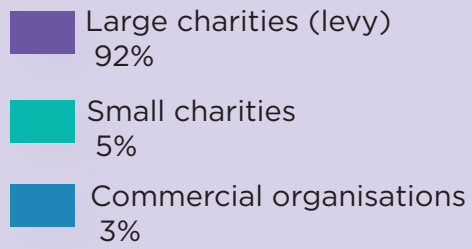
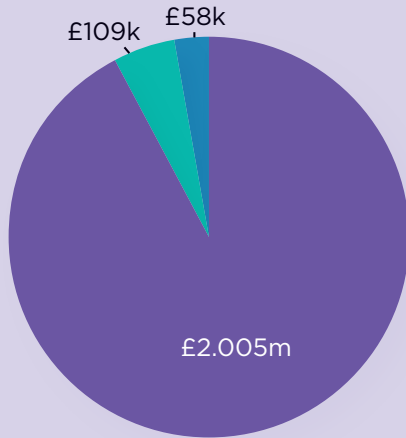
6 in 10 people report higher trust in fundraisers when told about us

670 new organisations registered

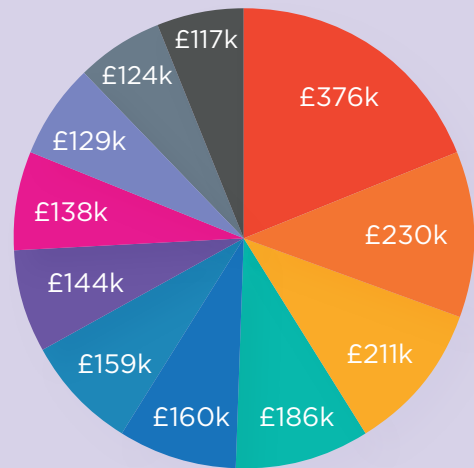
846 charities received an FPS request

1,173 enquiries received

Income 2018/19



Expenditure 2018/19



Number of registered organisations



Casework



36% more complaints under investigation

89% of complaints closed within 4 weeks

59% of investigations identified at least one breach of the code

41% of complaints received were out of our remit

Enquiries

1,173 enquiries received

95% of people received a reply to their enquiry within 7 days



2 in 3 enquiries came from charities and fundraising organisations

1 in 3 enquiries came from the public



FUNDRAISING PREFERENCE SERVICE



2,820 people used the service in the last year

21,215 suppressions made since FPS launched



82% of people request to stop **all** types of communications

72 charities named as breaching the code in relation to FPS since March 2019



9,080 suppressions made on behalf of others since FPS launched

Reviewing the Code of Fundraising Practice

From September 2018 to November 2018 we consulted on improving the accessibility of the code. The revised version was launched on 6 June 2019 and came into effect on 1 October 2019.

1 Planning and consultation



Public research



Redrafting structure



Sector consultation

2 Implementation



Legal input



Design



Guidance



Plain English

3 Final product



Accessible website



English PDF



Welsh translation

Engagement



345,545
website visitors



5,000+
email subscribers



155
stakeholder
meetings and
presentations

Governance

The following members served on the board in 2018/19:

Lord Grade (Chair to 31 Dec 2018)

Lord Harris (Chair from 1 Jan 2019)

Margaret Moore (Vice Chair)

David Cunningham

Sacha Deshmukh

Kieron James

Suzanne McCarthy

Richard Newton (for Wales)

Walter Rader (for Northern Ireland)

Michael Smyth

Jill Thompson

Jenny Williams

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