

**CHARITY COLLECTIONS IN WATFORD TOWN CENTRE
CONSULTATION RESPONSES**

- 22 respondents replied to the survey of which:
 - 4 were town centre residents
 - 10 work in the town centre
 - 7 live elsewhere in Watford
 - 2 work elsewhere in Watford
 - 1 was a visitor to Watford
 - 4 had previously held a charity collection permit
 - 3 replied on behalf of a community group or charity and
 - 5 replied on behalf of a business or other organisation

Proposal 1

No direct debit collections will be allowed at all in The Parade.

<i>Number of responses</i>	15
Agree	93.33% (14 people)
<i>Disagree</i>	6.67% (1 person)
<i>Comments</i>	<ul style="list-style-type: none"> • Agree. Tactics are generally more aggressive than charity collectors, which risks poor opinions by the public on the whole charity sector • Chuggers should not be allowed in the town, many shoppers will not shop in the areas with chuggers in now this is losing local trade and putting shoppers off coming to our town • Please include Vicarage Road

Proposal 2

No charitable cash collections will be allowed in The Parade between Rickmansworth Road and Bentine Lane unless part of an event or performance (such as Imagine Watford) or a recognised national appeal such as Red Nose Day being organised by businesses in The Parade.

<i>Number of responses</i>	15
Agree	87.67% (13)
<i>Disagree</i>	13.33% (2)
<i>Comments</i>	<ul style="list-style-type: none">• The loss of The Parade for public collections would be a significant part of 'popular estate' for collectors. Perhaps a strict limit of 'no more than X' would be smarter, rather than a complete removal.• Would limit this even further• Please include Vicarage Road
<i>Officers' reply</i>	<ul style="list-style-type: none">• Amend the exemptions to allow any organisation with premises in the town centre to take part in a recognised appeal

Proposal 3

One charitable cash collection at a time shall be allowed on no more than three days a week in The Parade between Bentine Lane and Clarendon Road.

<i>Number of responses</i>	14
Agree	78.57% (11)
<i>Disagree</i>	21.43% (3)
<i>Comments</i>	<ul style="list-style-type: none">• Only would agree if Saturday is one of the days. Watford Talking Newspaper only collects once a year so wants to be able to collect in as many of the busy areas as possible.• Collectors should stand in middle of The Parade when collecting so as not to obstruct shop entrances. The centre walkway is also where most pedestrians should be walking.• Donor fatigue may be construed by some as harassment, and deter them from the area is over-exposed to collections.• Please include Vicarage Road
<i>Officers' reply</i>	<ul style="list-style-type: none">• Charitable cash collections would be allowed on Saturday and not direct debit collections

	<ul style="list-style-type: none"> • Cash collectors can be asked not to obstruct shop entrances; direct debit collections are governed by their code of practise
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Proposal 4

One non-commercial stall will be allowed at a time in The Parade between Bentine Lane and Clarendon Road, subject to space being available in consultation with the Charter market.

<i>Number of responses</i>	15
Agree	100% (15)
<i>Disagree</i>	0% (0)
<i>Comments</i>	<ul style="list-style-type: none"> • Please include Vicarage Road

Proposal 5

One non-commercial stall will be allowed at a time in St Mary's Square.

<i>Number of responses</i>	15
Agree	100% (15)
<i>Disagree</i>	0% (0)
<i>Comments</i>	<ul style="list-style-type: none"> • Please include Vicarage Road

Proposal 6

One non-commercial stall will be allowed at a time in Queens Road, providing no separate charitable collection is taking place. This will be issued on a first come-first served basis.

<i>Number of responses</i>	15
Agree	93.33% (14)
<i>Disagree</i>	6.67% (1)
<i>Comments</i>	<ul style="list-style-type: none"> • Agree if this applies only to Queen's Street [sic]. If no charity collections are allowed anywhere in Watford when there is a non-commercial stall in Queens Street then disagree. • Please include Vicarage Road
<i>Officers' reply</i>	<ul style="list-style-type: none"> • This proposal does only apply to Queens Road

Proposal 7

Up to four direct debit collectors will be allowed on three days a week (except on Saturdays) between Clarendon Road and Charter Place, two of whom will be on each side of the street. Another two direct debit collectors will be allowed between Charter Place and King Street. No direct debit collections will be allowed in St Mary's Square. Direct debit collectors may only be from one company and collecting for one charity at a time.

<i>Number of responses</i>	15
Agree	80% (12)
<i>Disagree</i>	20% (3)
<i>Comments</i>	<ul style="list-style-type: none">• Forced separation is sensible, agreed.• Direct debit collectors (chuggers) put people off shopping in any area they are in, you see shoppers now turn around and go back when they see chuggers in the area this is costing our shops much needed trade, Many shoppers like to shop the town then use the local restaurants for a break they are put off going up or down the town if it means passing chuggers this again puts them off shopping in our town.• I think that the numbers should be limited to 4 between Clarendon Road and King Street for 7 days a week, therefore proposal 8 would not be needed and the same rule would apply 7 days a week.• Please include Vicarage Road
<i>Officers' reply</i>	<ul style="list-style-type: none">• This proposal concerns the number of direct debit collectors; proposal 8 concerns the number of cash collectors

Proposal 8

Up to six cash charity collectors will be allowed on four days a week including Saturdays between Clarendon Road and King Street, on behalf of one charity.

<i>Number of responses</i>	15
Agree	80% (12)
<i>Disagree</i>	20% (3)
<i>Comments</i>	<ul style="list-style-type: none">• Collections on the High Street south of King Street should be permitted. Consider a designated spot if pavement congestion is a concern.• I think that the numbers should be limited to 4 between Clarendon Road and King Street for 7 days a week, therefore this proposal is not needed and the same rule would apply 7 days a week.• Please include Vicarage Road
<i>Officers' reply</i>	<ul style="list-style-type: none">• Two cash collectors could be allowed on the High Street between King Street and Beechen Grove

Proposal 9

No charity collectors will be allowed in St Mary's Square, unless as part of a non-commercial stall

<i>Number of responses</i>	15
Agree	86.67% (13)
<i>Disagree</i>	13.33% (2)
<i>Comments</i>	<ul style="list-style-type: none">• This forces 2 applications to be made when using this area – one for the street collection and the other for the non-commercial stall. One application should be enough.• Again, maybe placing a limit on numbers of collectors (as part of the town centre limit of 6 max) allowed in the square, rather than blanket ban.• Please include Vicarage Road
<i>Officers' reply</i>	<ul style="list-style-type: none">• Only one application form is needed for charitable cash collections and the sale of goods for charitable purposes• It is suggested St Mary's Square should be kept clear of any collectors to enhance its amenity

Proposal 10

Up to four charity cash collectors will be allowed in Queens Road between High Street and Beechen Grove but not at the same time as a non-commercial stall.

<i>Number of responses</i>	15
Agree	86.67% (13)
<i>Disagree</i>	13.33% (2)
<i>Comments</i>	<ul style="list-style-type: none">• I think that the length of this area is quite short and therefore I feel 4 charity collectors would crowd the area. This should be limited to 2 collectors.• Please include Vicarage Road
<i>Officers' reply</i>	<ul style="list-style-type: none">• Officers agree that this should be limited to 2 cash collectors in this section of Queens Road

Proposal 11

No non-commercial stalls shall be allowed elsewhere in the town centre.

<i>Number of responses</i>	15
Agree	93.33% (14)
<i>Disagree</i>	6.67% (1)
<i>Comments</i>	<ul style="list-style-type: none">• The option of an undercover area should be considered.• Please include Vicarage Road

Proposal 12

No charity collections will be allowed elsewhere in the town centre except as part of a recognised national appeal such as Red Nose Day or Children in Need where the collection is being promoted by an organisation in the town centre.

<i>Number of responses</i>	15
Agree	93.33% (14)
<i>Disagree</i>	6.67% (1)
<i>Comments</i>	<ul style="list-style-type: none">• Why give large charities more rights than local Watford charities? It should be local charities getting the priority! All charities should be able to collect on the High Street south of Queens Street [sic] and Gaumont Approach. Both areas are busy so good for collections – possibly consider designated spots if pavement congestion is a concern.• Please include Vicarage Road
<i>Officers' reply</i>	<ul style="list-style-type: none">• The proposed policy is designed to reduce the number of collectors that pedestrians encounter whilst providing the opportunity for cash and direct debit collections to take place at a sensible level. Occasionally businesses promote charitable collections directly outside their premises, which the proposed policy would generally prohibit unless this limited exemption were allowed. However, the proposal should be amended as follows: “No charity collections will be allowed elsewhere in the town centre apart from outside the applicant’s premises as part of a recognised charitable appeal on no more than two days a year”

General comments

1. WTN [Walking Talking Newspaper] collect once a year on a Saturday and so wish to have a good presence throughout the town but these proposals are reducing the areas we can collect. The policy appear to be wanting to have tight restrictions on local Watford charities and give priority to national charities to collect anywhere. The priority should be reversed.

Officers' reply: The policy is designed to give priority in terms of available times and spaces to cash collections, which are generally local charities, as opposed to direct debit collections by national charities. The policy could make clear that applications by local charities would take priority in the event of any clash.

2. I'm so pleased that you acknowledge that it can be stressful and intimidating to walk through town and be approached by large numbers of chuggers who congregate near each other but aren't organised enough to have a system whereby they don't ask the same people time and time again in a short distance - it is SO annoying
3. Whilst I broadly support the proposal I strongly object to the use of the term "chugger" to describe charity fundraising professionals. This is a pejorative term which has no place in an official consultation.

Officers' reply: The term was used just once in the consultation document to help identify direct debit fund-raisers to an audience who may be more familiar with that term.

4. As an HIV support charity we only collect once a year on World AIDS Day (1st Dec). Reading your proposal, and from personal experience, it can be very off-putting to be inundated with collectors/requests when going about your daily business. Generally people will avoid, rather than approach, and as we only have one day a year to collect for our cause we would support limitations on collectors to maximise our fundraising.
5. Agree to all the proposals
6. I agree with all proposals. And would add that collectors should stand in middle of the Parade when collecting so as not to obstruct shop entrances.
7. Having read the document and consulted with staff who work within the Town Centre there concerns focus on the following: 1/ The number of collectors being allowed to operate at once. 2/ The management of the collectors who use un-ethical or high pressure tactics to persuade people to donate.
8. completely agree on most points within the proposal. Offer full support from Childreach International on smarter allocation of collection spaces within the town centre of Watford, though the removal of charity collectors from The Parade would be a loss

9. Thank you very much for giving opportunity to us to give comments on proposal. I think it would be a great idea to limit direct debit collection only for three days and also it would be great for those charities who just do cash collection. Cash collecting charity can raise more funds if they are not having clash with direct debit collection charities. Also it would be a good for the public they will not get upset if there is only one charity carrying out fundraising.

10. Ban Chuggers from the Town Centre, they are intimidating and annoying.

11. The will benefit from the proposals in general and spacing them out with limits on numbers is a great idea, last Saturday 1st Feb Talking Newspapers a good cause but you could not move for them far to many allowed. Collectors should always have clear markings on there collection tins who its for, many now do not make it clear. CHUGGERS should not be allowed in town more than one day a week they make life hell when trying to pass them

Officers' reply: The Council's regulations require the name of the charity to be clearly displayed. The Public Fundraising Regulatory Association have indicated that their member organisations would need to be able to visit any town more than one day a week due to the number of different charities on whose behalf they collect but they must clearly identify on each occasion for which charity they are collecting.

12. I am in general support of limiting the charity collectors within Watford Town Centre as if left uncontrolled, there can at times be far too many which can make visitors feel uncomfortable and also spoil the town centre environment for visitors.

13. I have received your request to comment, however it is not something that I have any real opinions on - so I won't say anything else.

14. It's like running a gauntlet sometimes with charity collectors, chuggers, people doing market research, Big Issue sellers...it's not pleasant!

15. I think the proposals are a good idea as there are too many "chuggers" on the high street. In an ideal world I would ban them outright, as they can be very pushy and I worry about vulnerable members of the public. I think charity collectors who are just asking for cash donations are fine, although I often see people collecting for charities without a clear name or charity registration number, so I think this also needs to be addressed.

16. Vicarage Road should be included for the purposes of this policy as the town centre to avoid spectators attending events at Vicarage Road Stadium from being constantly targeted by charity collectors. This policy is intended to prevent shoppers and visitors to the town centre being so targeted yet there is nothing in place to protect the 10 - 12,000 visitors attending the stadium.

Officers' reply: The Council very rarely receives applications for charity collections in Vicarage Road although given the volumes of people likely to in the area during match days it may be sensible to limit permits to four collectors in The Hornets and two in Vicarage Road, all collecting for the same charity, when events are held at the stadium.