

## Charity Bag Fraud and Theft

**House-to-house collections of donated goods are a crucial source of income for many charities and a popular way for the public to donate to charity shops.**

However, charities like us are increasingly the victim of charity bag theft, with organised crime gangs targeting bags of second-hand clothes left out on the pavement for charities to collect.

Some criminals are also setting up their own unregistered or fake charities to mislead people into making donations using fraudulent charity bags.

Although the police have taken some steps to deal with this type of crime we're calling for more action:

- when people are convicted of committing charity bag fraud or theft, the sentence that they receive should take into account the harm done to charities and to people's willingness to donate in the future
- the Government should provide regular information to householders about how they can best ensure that their donations are going to genuine charities.

## Commercial Collectors

In recent years however, collections run not by charities but by commercial companies have become increasingly prevalent.

These companies sell donated goods for commercial gain, offering charities a share of the income in exchange for the use of their name and brand on collection materials. While 100 per cent of profits from collections run by us stay with the charity, the proportion of profits from commercial collections that go to the partner charity can be as low as 5 per cent.

We think that all charities who want to should be able to conduct house-to-house collections to raise money for their cause. But when this happens by working with commercial companies, charities should be making sure they get a fair deal and maximise the income that they get from the partnership.

We also think it should be easier for householders to understand who they are donating to. We're calling for collection bags to include clear information about:

- commercial partners, where they are carrying out collections rather than a charity doing this directly
- the amount of money that will be raised for the charity as well as the profits being made by the commercial partner
- what will happen to the goods that have been donated, including whether items are sold through charity shops as well as being sold for recycling and reuse, or whether all goods are sold for recycling and reuse.

Members of the public should have all the necessary information to best make donations of goods to the causes they care about.



## Complaint about Charity Bags

What to do in the event of a complaint.

Charity bags are a common way for charities to fundraise. The money raised from charity bags is an important source of income for many charities, which helps them carry out vital work. For many members of the public charity bags are an easy way to support causes, but for others they may be an unwelcome intrusion.

Charity bags will usually be posted through your letter box. They often have written instructions on them that explain what types of donated goods can be put in the bag (such as unwanted clothes, shoes, toys or homewares).

Boot Out Breast Cancer have appointed an independent and commercial collection company, YourDonation Ltd to distribute and collect charity bags on behalf of the Charity.

Your Donation Ltd Helpline: 0330 380 0317  
16 Queens Court,  
Greets Green Road,  
West Bromwich  
B70 9EG  
E-mail: [collect@yourdonation.uk](mailto:collect@yourdonation.uk)

To help you make an informed decision on whether to donate, charity bags must have the following information on them:

- The name and registration number of the charity that the items are being collected for on the front and back of the bag;
- What cause is being fundraised for;
- The distribution company's name, registration number and place of registration on the front and back of the bag; and
- How much of the money raised the charity will receive.

If the charity or collection company is registered with the Fundraising Regulator, you can expect to see the Fundraising Badge on the bag (see below). You can check whether they are registered with the Fundraising Regulator [here](#).

### If you do not wish to receive a charity bag

If you do not want charity bags delivered to your address, you should display a 'No charity bags' sign on your front door. You might also decide to contact Boot Out Breast Cancer or YourDonation Ltd that has delivered a charity bag to you and ask them to record your address on the 'no delivery' list.

#### Boot Out Breast Cancer Ltd.

Suite 4 Melrose House, Chorley New Road, Bolton, BL1 4QZ  
[www.bootoutbreastcancer.org.uk](http://www.bootoutbreastcancer.org.uk) Registered Charity 1138195  
Registered in England and Wales Company Number 7313052  
Charity Bag Policy - Page 2 of 3



Charities and the companies we work with must respect your wishes.

If you continue to receive charity bags after you have displayed a 'No charity bag' sign or have requested to go on a charity's 'no delivery' list, you can do the following:

1. You should contact Boot Out Breast Cancer directly with your concerns or submit a complaint to them. This is often the quickest and most effective way to resolve an issue and it gives the charity the opportunity to respond to you directly.
2. If you do not think that Boot Out Breast Cancer has addressed your concerns, you can [submit a complaint to the Fundraising Regulator](#). In most cases they will recommend that you speak to Boot Out Breast Cancer first to allow us the opportunity to resolve your complaint. So, it is important that in the first instance you raise your concerns with Boot Out Breast Cancer.
3. You can also raise a complaint with your local authority. Charities, and the companies they work with, are required to carry out all charity bag deliveries in line with the terms of the licence agreement they have with the local authority, and they may be able to answer any questions you have on licences.

To help you recognise if a charity bag is genuine, the Fundraising Regulator have produced separate guidance [here](#). If you are concerned that a charity bag you have received is fraudulent, or the company delivering the charity bag is operating illegally, we recommend you first contact the charity that the bag is claiming to fundraise for. You can check the registers of charities in [England and Wales](#) or [Northern Ireland](#) to confirm if the organisation named on the bag is a registered charity. You can also contact [Action Fraud](#) to report your concerns.

---

## Change Record

Date of Change:	Change d By:	Comments:

**Boot Out Breast Cancer Ltd.**