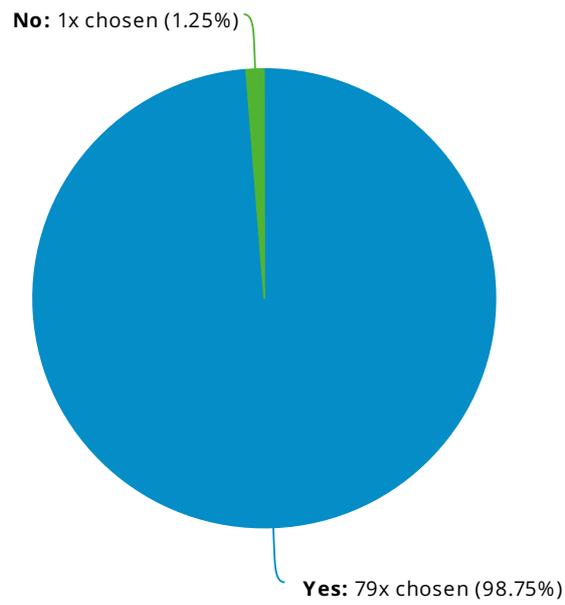


## Night Walk Feedback

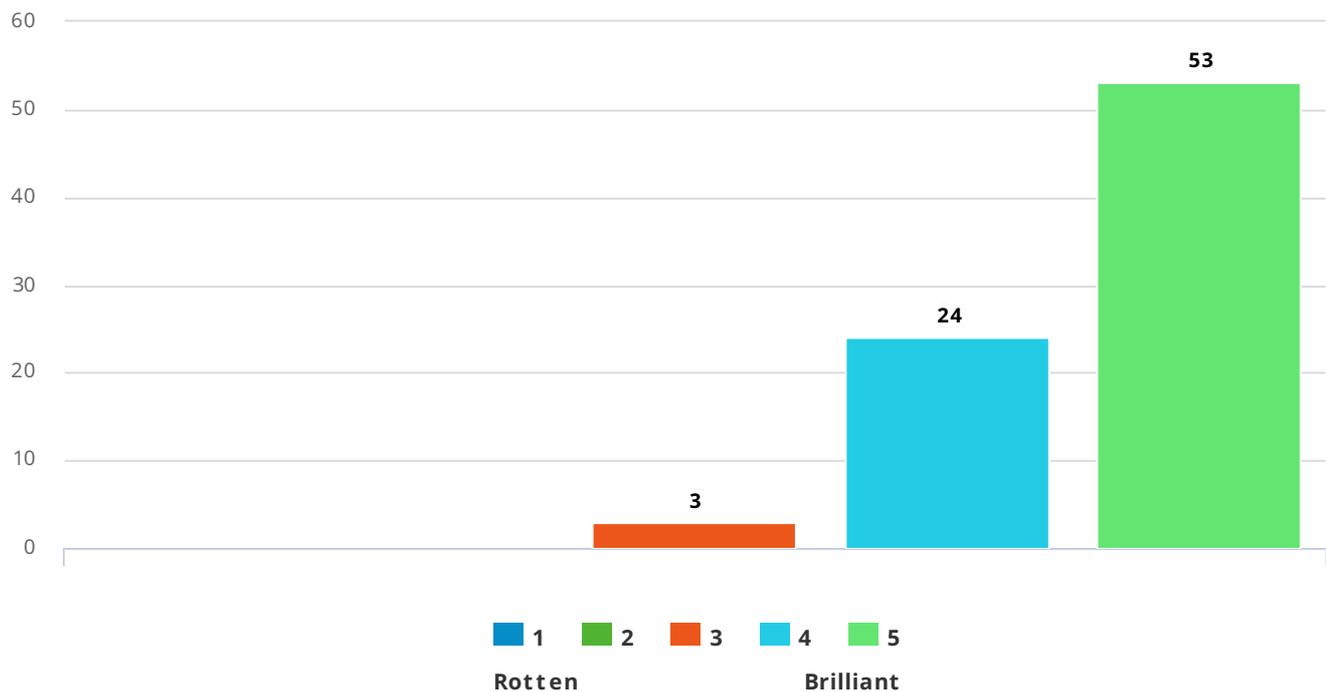
### Did you go on the Night Walk?

Number of responses: 80



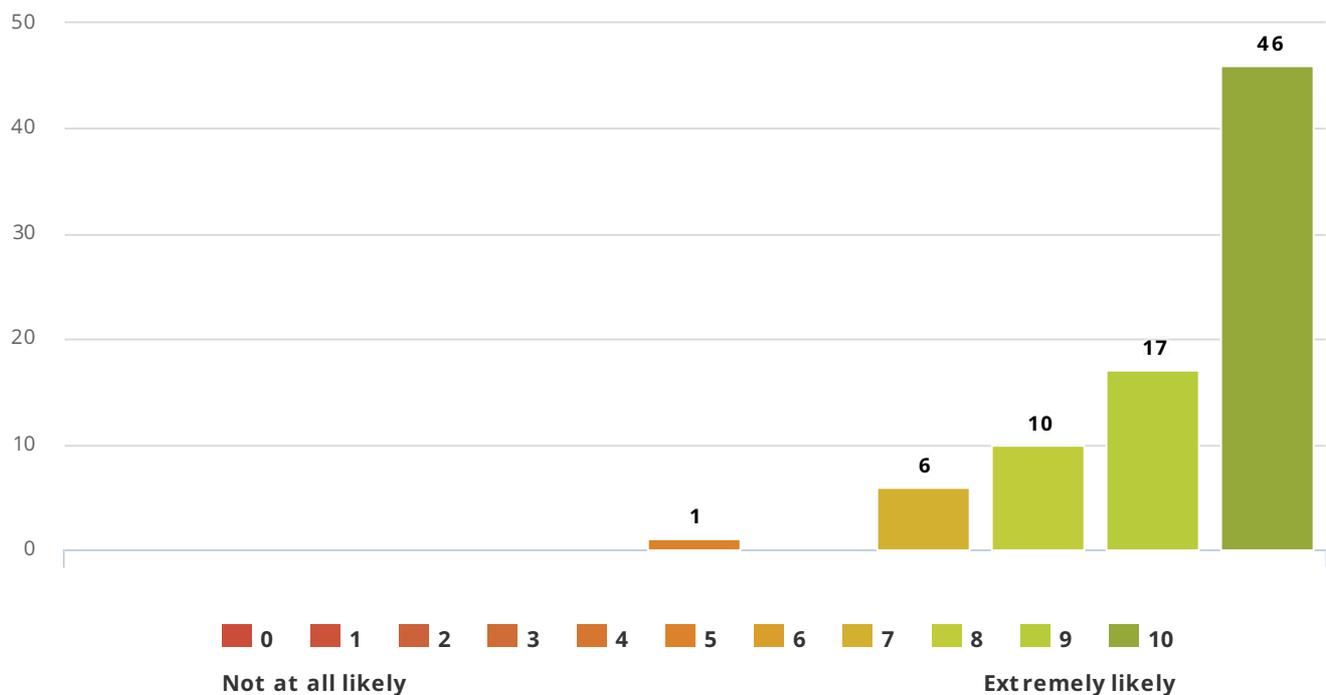
## Overall, how would you rate the Night Walk?

Number of responses: 80



## How likely are you to recommend the Night Walk to others?

Number of responses: 80



## What did you like about the Night Walk?

Number of responses: 79

Text answers:

It was well organized and all the helpers were very friendly

Everything

Good atmosphere and a different experience to walk at night

Community feel and all of the lights

The camaraderie

The walk is a very good time to reflect and is for such a good cause to raise awareness

Chance to meet people and that it raises money for a good cause.

Friendly atmosphere, very welcoming. Well organised-safety of participants obviously a priority. Weather was a bonus!

The chance do a walk at night in a group - great route and social aspect. Really fun.

The atmosphere

Everyone coming together for a common cause. Extra exercise as well!

It was at night!  
Very friendly  
Interesting walking route

I thought it was a brilliant community event, and a lot of fun! The refreshment table was PHENOMENAL - thank you

Walking with others

Sociability of other walkers

Fantastic atmosphere, for a great local cause!

Good weather

Good evening, weather was good. A little bumpy on my back in the second half of the walk. Shame the arrow direction fell in Oak Lane as many carried on walking and didn't turn right, otherwise all well.

The lights around everywhere, the people at the stops the great selection of snacks at the half way stop.

Company of like minded people

Good distance - well organised

Familiar places but felt different and saw different aspects.

It was a very good humoured non competitive social event for a good cause.

Well organised, good cause, good fun!!!

A great atmosphere and a great cause

Never really walked at night it's a lovely experience

Lovely atmosphere. Well organised.

Walking in the dark made a very interesting change.

Loved the sparky surprises every so often!

It was different as we had never done one before. It was great fun!

The atmosphere was great and very well organised

Great to see so many people from the village coming together for such a great cause

Great fun! Great company!

Loved walking with other people. Loved all the lights too. Great experience.

Everybody getting together for a worthy cause.

Well organised. Real sense of community appealing to all ages - kids and adults walking together. Lovely weather for it.

The lights on the Purcell's checkpoint. Trying to find and follow the arrows.

A very interesting walk and good distance for all ages.

Great weather! Great social event

Nice walk, good cause, well organised

Was fun and not too hard to navigate. Really liked the lights in the trees in some places

Fairly easy route to follow

Being able to walk around in large of your mates and bring you dogs.

how you get to socialise with strangers and get to walk in the night

atmosphere - The people.

It had a good atmosphere with lots of people

The atmosphere and the company. It was also very well organised.

Fairy lights and lovely community spirit!

The atmosphere, the route, the decor along the way; the fairy lights were so pretty!:) loved everything about it, will defo be back next time:)

Company!

Good event to get people walking together in such a good cause. Good fun!

It was really interesting to navigate the familiar without recognising it. The organisation was good and the atmosphere uplifting.

The overall bond and spirit of the walk.

Very well organised, well lit and safe for all the family. My 9 year old loved it and found it very exciting to walk in the dark!

The atmosphere, experience of walking in the dark, seeing how different every where looks in the dark.

It was a really enjoyable, well organised, & quite unique event for a great cause

Distance just right, perfect weather, nice atmosphere.

It was well marshalled - the weather was very kind (!) and we loved the fairy lights. I thought the distance was just about right.

Walking at night was a novelty.  
There was a good spirit amongst the walkers.  
There was a varied range of walkers.

Fairy lights & refreshments en route helped keep young children motivated.

Thoroughly enjoyed it. The good weather certainly helped.  
Looking back at a long twinkling line of head torches. Many aircraft coming in to land. Wonder what we looked like from above.

Right distance and mainly well signposted. Loved the fairy lights

Just being surrounded by lots of kind people and the atmosphere was great

I thought it was a very well organised event....I think it's great that you have been so positive after the loss of Cameron to do something so amazing, and to help others. A very creative event, enjoyable for any age.

COMMARADERY

It was dry, well organised, lots of marshalls....all for a great cause.

It passed and a pub... and it was at night

the section with the fairy lights looked good in the dark

Attention to detail like head torch and route markers, refreshments,, check points

Not the sort of thing that people do regularly

The opportunity to walk with friends through the lovely countryside and raise money for a good cause

Like the route, and the young people we walk round always love spending time together strolling in the dark

The excitement of walking in the dark. The atmosphere especially when we all got lost just after Barston it was funny. One person goes wrong the rest do

Fun, sense of adventure, community spirit

Community Engagement and Fun

The opportunity to do something with my little boy; the challenge of 5 miles after a week at work; the view of the lights coming over the fields - quite a feeling of solidarity.

The fantastic fun family atmosphere.

The people, atmosphere, very well organised

Very well mapped out and easy to follow, great atmosphere between everyone taking part and all for a great cause.

## How could we improve on the Night Walk?

Number of responses: 80

Text answers:

Nothing really it was very enjoyable

Perhaps a better map

We found the single flashing lights positioned along the route really helpful and reassuring to see in the distant and would find more helpful

Perhaps have an online giving page on 'just giving'

More fairy lights. I loved them!

And the bridge at Hampton is a big dangerous for the little ones

It was our first night walk, overall everything went well.

Although we initially went in the wrong direction it didn't affect the outcome as we all stayed together and plenty of local people knew the way regardless.

Brighter lights to show arrows on route.

More detailed map

Loved the fairy lights, although I can't think of anything specific now, it would be fun to have other points of interest (and different types of photo ops) along the way

Nothing

It was like a well oiled machine ;)

All seemed good although we were aware than some had problems with directions.

N/A

myself and my party thought it was fabulous, no complaints!

The walk through the maze field is a bit tricky

Let people know how many styles to walk over

Maybe initially a leader is needed to set people of in the right direction as we can't all read maps.

Possibly a stop a little earlier in walk but venue might be difficult

Maybe a slightly staggered start. It was a bit of a procession in places

Can't think of anything. Loved the decorative lights in several parts.

As I suffer with osteoarthritis in my hip, less stiles would have made it easier!

Didn't have any problem leaving Barston.

We arrived a little late and got very lost at the beginning because the marshalls had already started to pack up, perhaps leave some lights in place until everyone is home?

Not sure it was the signage....think it was the pub stop 🤔

Another tea/coffee stop as vicarage v crowded (appreciate this may not be possible given the route so consider more tables at stop point)

One problem was a rogue group from Hampton Gym who went the wrong way ignoring signs. Their lights misled others behind them. Not sure whether anything could be done to limit this sort of thing but, perhaps, send out a lead group who know the way and might be a light to follow.

Nothing, it was a great night, even getting lost! Have dined our on that!

maybe more staggered start times so you have the option to start earlier with young kids

Just the signage

A few more light signs would be good when crossing fields

Nothing I can think of!

Only downside was the waiting at the stiles because of numbers out walking and number of stiles for less able walkers.

Nothing really!! It was really well organised and the route was fab.

Nothing

More lovely lights! Maybe a clue/question trail?

Although I found the walk interesting and good length there were a lot of styles which I guess for older people may be an issue.

Nothing obvious

I do t think you could.  
I would start later so not walking with quite so many people.

-

Some better signage at the beginning

Just make the signs clearly and have slightly more detail on the maps. Also if bringing your dog make sure that they are able to get through the public footpaths.

better signage across the whole walk as at times most arrows were either a little wonky or hard to find.

Look at the 7pm enrolment rush

Maybe include little activities to do along the walk or questions which will make everyone reflect on the trust

nothing I can think of

Nothing springs to mind

Nothing really!

Nothing at all!

Admission to St Swithins House

Possibly have a few guides/leaders setting off at intervals for volunteers to follow?

Slightly more detailed map?

Maybe some alcohol on the journey. Brandy etc to warm us up...

Are far as I'm concerned it exceeded my expectations and getting a little lost was quite fun when there are plenty of other people about. Safety in numbers. At a push maybe a couple more people on registration?

It was unfortunate about the signage but I felt the walk was very well planned and managed.

Better marking/illumination for a couple of the signs

Better/wider publicity beforehand

Quite happy.

We got lost just at the end - I believe a signpost had been either knocked out of sync or off but we couldn't find the right route

A mulled wine would have gone down well along the way.  
The more fairy lights, the better.

My suggestion is to help keep young children motivated (in hindsight I needed to arrive earlier) perhaps stamps or stickers to collect at organised checkpoints or where Marshalls were present?

I didn't have any problems with the route. However, I am a rambler and have walked all of those paths many times. I found it extremely useful to view the route online beforehand so that I could relate it to the Ordnance Survey map.

Staggered starting a bit as there were a few choke points where there were big queues to get over stiles or gates

Well maybe next time we could actually go the right way and not get lost haha

Make sure there's no rain! (Can't truthfully think how this event could be improved).

Better sign posting and better lighting in certain fields

I'm not sure it can be improved. Definitely improve Barston signage.

More pubs!

it wasn't always clear which way we had to go, glow in the dark arrows might help

Free beer??

Whilst understanding the Barston issue the expression "don't fix what ain't broke" springs to mind

Barston was the only issue. How about getting the White Lion to put on a chilli with proceeds also going to your charity. Post walk food would be good...£5 ish per head

1) The signing in / registration at the beginning of the walk needs to be better managed, people were queue cutting and once you had signed in there needed to be more direction in terms of hand your money over to... etc

Nothing

Some of the instructions towards the end would benefit from a bit of expansion. I think the gield before the last one up to Belle Vue was missing. Would also be helpful to have distances between points/ across fields and where there are still.

More lights at arrow points

Long queue for registering

The rest stop slightly earlier...

Possibly to advise new walkers it can be muddy in places so be prepared.

Slightly more marshalls when it got dark

N/A

## What comments do you have about marshalling?

Number of responses: 69

Text answers:

A few more just scattered about would be nice

very helpful and welcome reassurance to see the marshals at points on the route, the more the merrier I think

Plenty of marshalls. Perhaps consider having the Barston stop as a second starting point to stop queues at stiles etc...

Just more on the road at Barston where the traffic can be worrying

Seemed to be lots of marshalls-all very good natured. I thoroughly enjoyed my first experience of a night walk, so thank you and well done to you.

Marshals were in right places. No more needed

Marshalls were well placed at important places - by the river, at a staggered junction etc

About right

Marshalls were lively and welcoming - could've been a couple more where the route is really dark and changes in direction/route are a little hidden.

Yes

Right number - right places

Excellent

One or two more required in dark corners

Yea marshalls are great.

Ok

Don't think changes needed.

Good number. There were so many walkers that it didn't need to be lonely at any point. If there were fewer walkers

a few more marshals might be good

I think that there were enough marshals. Perhaps more lights at strategic points would help mark the route where there are turnings, etc.

I thought the amount of marshals was more than adequate.

Really friendly and helpful, we were unfortunate arriving late, see above

They were fab

Marshalls all very helpful. Possibly needed a few more at the checkpoints esp the one at Barston vicarage.

Marshalling was excellent.

Maybe a Marshall where we all got lost?

the marshals were great

All good

Signage was very good but maybe a few more marshals

Marshals were great. They seemed well enough placed to me.

Perfect number. Felt well supported on way round.

The marshals were positions in the right places.

The number of Marshalls seemed fine and they were positioned in tricky spots. You could position more marshalls at the points where the route was more difficult to spot.

Marshal and locations seemed about right. All very friendly.

Plenty

Good number of marshalls.  
Enjoyed the fairy lights

Put some near the farm

All marshals were fine.

have more marshals more often as there were times where we got lost and were not close enough to find marshals

Maybe have some organised start times 19:00 - 19:15 and so on so there is always someone who knows the way to follow if that is what you want.

Yes the marshals were helpful

Yes and no changes spring to mind

Yes, they were at key points and helpful and friendly

All in the right places, all really friendly! :)

More between Barston and Hampton- finding way out of Walsal End Lane was tricky

More marshalls would prevent taking wrong turns, or have guides

You are never going to make everyone happy. But I had no complaints.

Limited in places with kids and water hazards.

The marshals were great and very friendly. All in the walk was fab. We'll be coming again next year!

I thought the marshals were great as were everyone involved in the organising and running of the walk.

Excellent

No problems, just followed those in front!

A couple more just at the end would have helped. We loved their smiley happy faces.

It was nice to have a marshal to reassure you that you were still going the right way & have a chat with every now & again.

I thought there were adequate numbers who gave helpful advice

As far as I am aware the marshalling was good.

Just a minor detail. On leaving the refreshment break at Barston I didn't see any indication to turn left and go past the Bulls Head. It didn't bother me, but may have confused anyone not familiar with the area.

All very friendly and at regular intervals

I feel that the event was well marshalled, and there were enough people to guide you in the right direction in the event of you going the wrong direction.

More marshalls needed with greater knowledge of the route ahead

All good here.

They were great!

they were very helpful in telling us about rivers and hills

Walsal end a bit wrong location people heading off the wrong way

All appeared in order

All good

Fab as usual

Yes I think so and very friendly bunch

All good

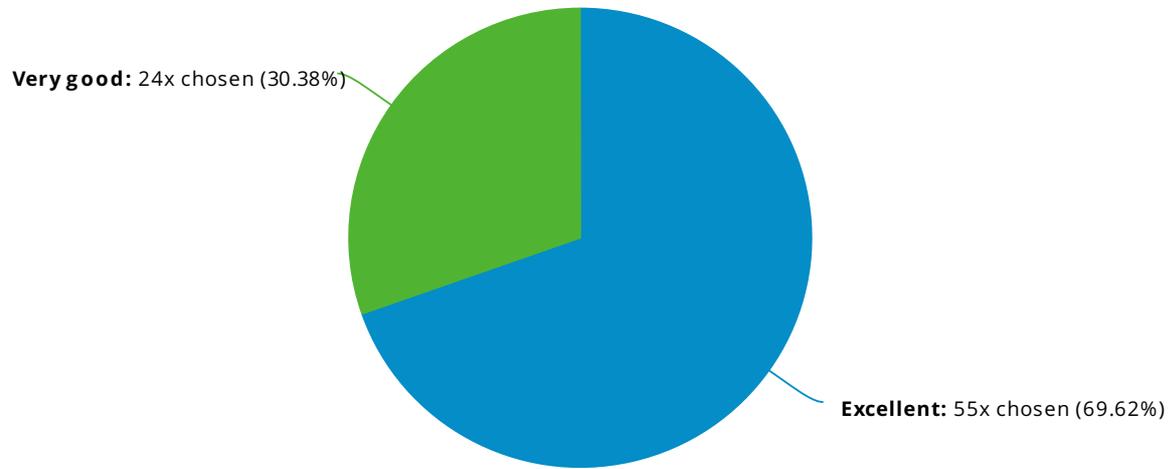
All fine!

Yes I think so and they were all fantastic. Personally I wouldn't change anything at all.

Perfect - again made the walk easy to follow.

## Overall, how was the organisation of the Night Walk?

Number of responses: 79



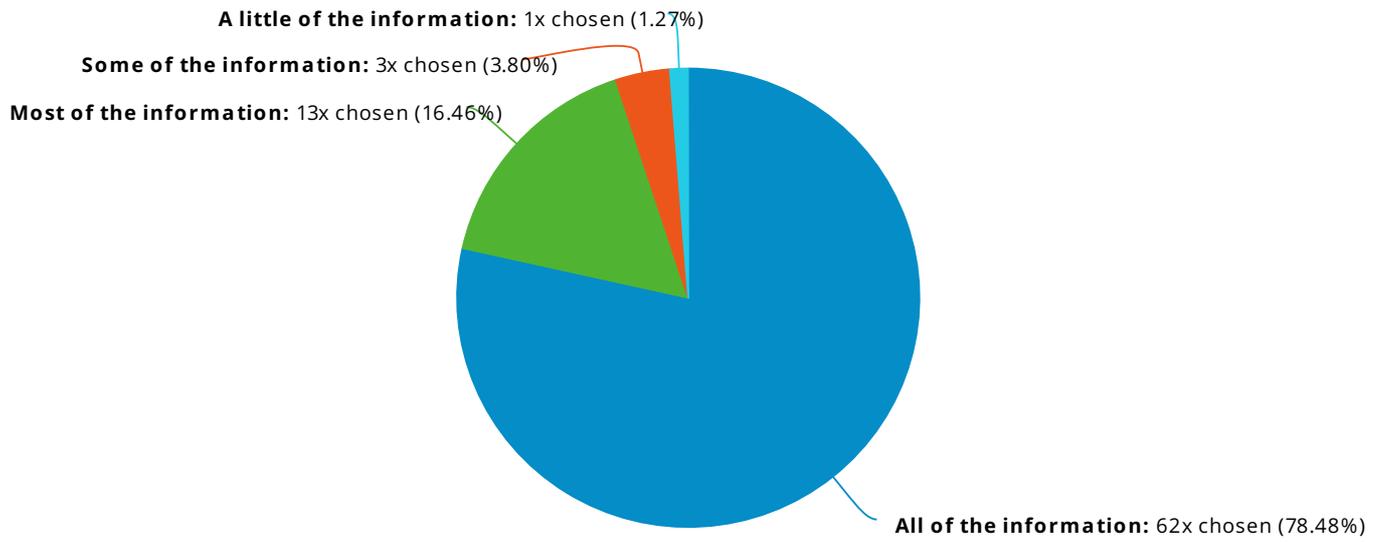
## What should we change about the organisation of the Night Walk?

Number of responses: 0

No answers collected yet

## Prior to the Night Walk, how much of the information that you needed did you get?

Number of responses: 79



## What additional information would you like to have received in advance, and how?

Number of responses: 14

Text answers:

We were not familiar with the route and found it difficult to follow the map on occasions

The email regarding the clothing and footwear was received shortly before we left.

I was a last minute entrant so time not on my side. I shall be prepared next time.

Timings of when you could start

A more detailed map would be very helpful.

I wasn't emailed a map but easily resolved as I found the map on the website.

I think I probably could have printed the route off in advance but didn't do so and may have been useful to look at beforehand in the light.

Map of route

Maybe a map of the route? Apart from that it was well signed, lit and marshalled.

The information we received on anteing was adequate - but we were lucky to find out about the event (through daughter, through her school - Tudor Grange Academy - Julie Yates) & we probably wouldn't have been aware otherwise - definitely worth publicising more widely

I just needed to RTFM (Read the info you gave out!)

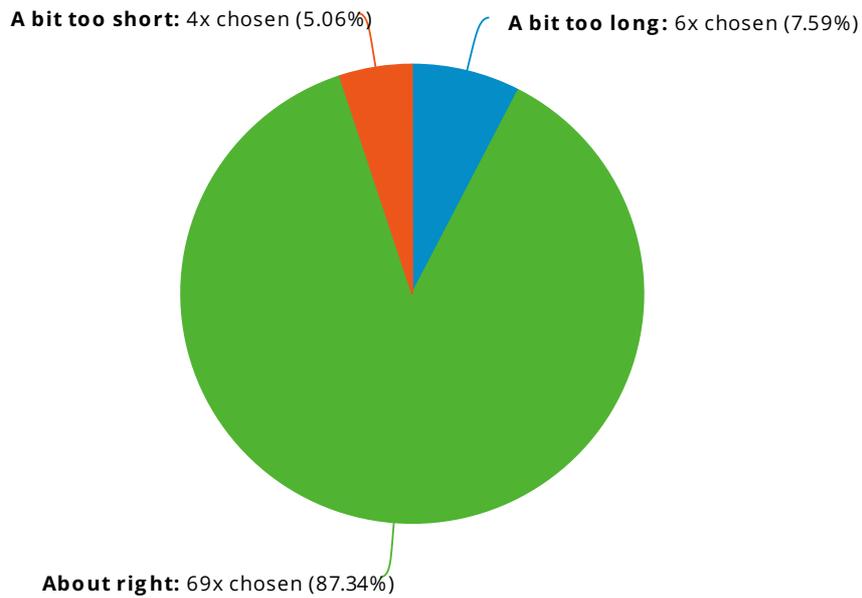
The map of the route & instructions.

none, it was a good experience

Meet up and Parking location for people further away

## Was the Night Walk too long, too short, or about right?

Number of responses: 79



## Why didn't you go on the Night Walk?

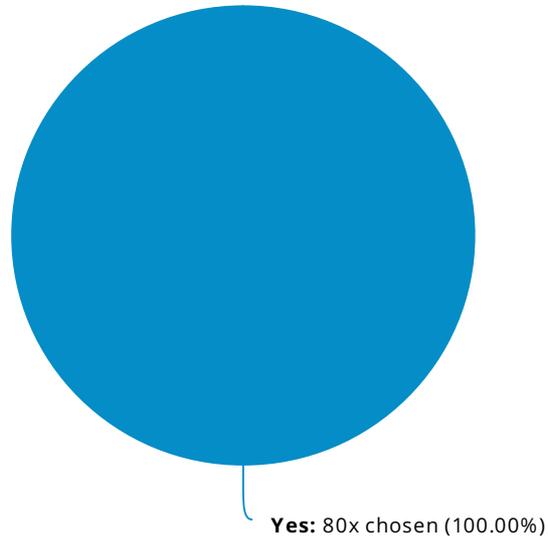
Number of responses: 1

Text answers:

Only because we were double booked. The kids did it!

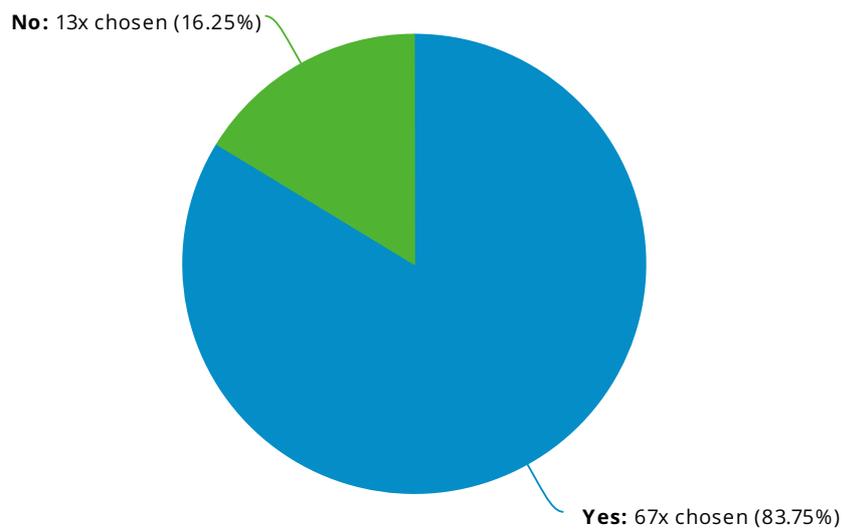
## Cameron's 4th Night Walk is planned for 12 Oct 2018. Should we go ahead with the 4th Night Walk?

Number of responses: 80



## If we have a 4th Night Walk, should we use the same route?

Number of responses: 80



## What other route would you suggest?

Number of responses: 12

Text answers:

Same route just maybe a bit longer because it was so good

Slightly shorter...less stiles for my knees!

Maybe a different route

Could you extend the route by doing it in reverse and using footpaths behind Barston church (heading out towards Balsall Common then linking back with Wooton End Lane to then continue the route)

The route is a good length and works really well with the stop at the Church Hall in Barston but could be changed a bit for some variety to avoid it being the same each year.

still in the same vicinity but maybe a route with fewer styles?

Don't know. Just a tweak. Perhaps round back of Barston? To keep us on our toes!

Hard one... perhaps one that takes in another pit stop.  
It was great had really good fun, so leave as before

Other route to/from Barston or in another direction but mainly off roads like this was

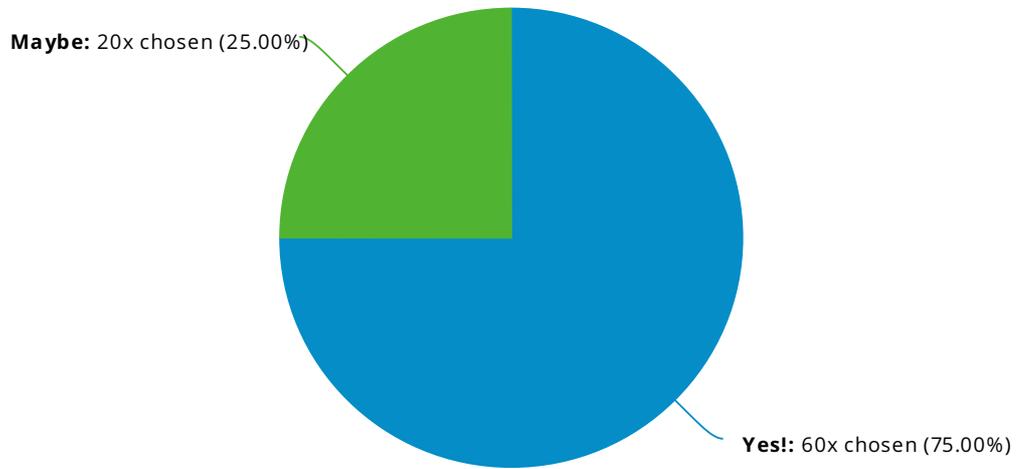
Needs a bit of thought

Not familiar enough with walks in the area

I only said no as I think it would lose it's appeal to some if you used exactly the same route.

## If we have a 4th Night Walk on 12 Oct 2018, will you come and do it?

Number of responses: 80



## If you don't plan to come on the 4th Night Walk, or you aren't sure, why not?

Number of responses: 10

Text answers:

University

May not be in the country

Depends on weather

Depends on the weather

Think I will be at university

I might be doing something else, that's all.

PS keep the same route, you know the bits that caused an issue, you can plug the gaps then. You can't improve by moving the whole route.

I'll be coming unless another commitment comes along - a reminder of the date a month or two beforehand would help so I can get it on the calendar. I haven't got a calendar for next year yet.

Not sure of my availability in 12 months time. Had the walk been this week (Friday 13th) I will be up in the Lake District.

Fitness

Maybe away

## What can we do to encourage more to register in advance?

Number of responses: 57

Text answers:

advertise the website more

Are they waiting for the weather forecast? Our group just paid £20 each rather than ask for sponsorship. Maybe do a suggested minimum of £20 entry fee in advance or £25 on the night?

Perhaps a stall/area at Barston Fete?

No

I'm afraid I have nothing to compare the experience with so don't think I'm able to offer advice. However I think everyone should still have headtorch regardless.

I think there should be a prompt start time for those that have registered in advance and an extra registration time with a delayed start time for those that haven't.

Later start for non registered walkers a good idea

What about tying up with one of the local businesses and offering a prize draw for those who register online. For example, Register online and you could be placed into a prize draw to win Sunday Lunch at the Lion or a Bottle of wine at The Beeches / £15 voucher to spend in The Corner Shop / a free Class pass at The Hampton...

Make it clearer that there will be paperwork to complete and that preregistration will save walkers time

No not really

Earlier time for young families

Start earlier for young families

People were not sure where to go what to do when we arrived it was very busy and a lot of people around. Took a while to get started. More people need to be pushed to register before.

Both proposals

You could just point that out in the flyer. Everyone would cooperate to make it easier if they realised.

I don't think it is a good idea to only offer head torches to those who register in advance as this may be a health and safety risk. Better to ask those registering on the night to start later.

I could only turn up on the night as had to see if husband could get home in time to have children so neither thing would have affected my registering on the night but both ideas good (except that it would stop people turning up to walk with people who had pre-registered). I provided my own headtorch and was more than happy to do so though!

More people to help with registration?

I think maybe people don't want to commit in advance in case the weather is bad?

80, is a lot, you don't want to put them off!

walkers registered in advance can start earlier

Booking a start time for people who register.

Yes I think timing the walk to encourage people to register in advance is a good idea

No, those two are good ones though.

Yes-definitely give a different start time if you don't register or some incentive to register pre-walk as it was very busy at start in hall

Can't think of any more, but like the first suggestion above.

Difficult one other than to make more of a thing of registering in your adverts - 'register by ...'

I think that just asking anyone who registers to ask others to do so on your behalf is the best option

Make it clear that it is harder to organise if you don't register in advance

It is difficult. Maybe the people who pre register could go into the room on the right and those who have not turn left into the main hall. This would divide the crowd. Maybe the room on the left would be called VIP fast track creating a culture for future years??

"Only get a head torch if register online"  
Or make it compulsory

Yes, the earlier start is a good idea.

Spread the message more in schools (sixth forms?) if possible, I heard about it at sixth form and so me and some of my friends did it and we loved it, we had the best time!)

Risks sounding mean-spirited. Recruit more desk staff!

Could you have a few laptops or iPads available to self-register on arrival?

Both of those would work. Or even a £5 charge for registering on the night.

Track the walk before hand or maybe an app?

Advertise it. Solihull Facebook pages. I saw the poster in the Butcher's in Knowle.

I heard about the walk from my Nordic walk instructor Alison Sabine who asked us to register prior to the walk. I'm

not sure how much more you can do I guess the amazing weather brought people out who maybe wouldn't have gone if it was raining.

The above are good ideas but, as stated before, I think the publicity was limited.

If you could get messages out to supporters, previous participants, followers etc well in advance & encourage them to share & repeat regularly that might help - plus get the local press on-board - publicise through local schools (it worked with Tudor Grange) - & include the pre-registration message with the publicity. Also, I am connected with a local MH carer's support group - publicity could be channeled via such forums & MIND & Samaritans etc.

Split times a good idea.

Either of those. Also I'd be happy to entry fee as my donation, so less if paid in advance.

My son told me about the night walk the week before as he'd heard about it at Tudor Grange in an assembly - I would have liked some info sent home from school - teenagers don't communicate. An e-mail would have been fine - I do read them - or a flyer for the kids to pass on - although you may have done this - teens are not the most reliable of people

The reasons we didn't register in advance were linked to concerns about the weather, getting back from work, overdoing it before tennis finals, etc. We were happier registering on the night than we were registering in advance & then having to let you down. We weren't sure how late you could pre-register.

For H&S reasons I think you need to offer headtorches to all. I did bring my own but was then concerned that there wouldn't be enough battery life. I don't think those turning up on the night would be concerned about a small delay in starting. Most important is that they decided to show. Penalising them by delaying their walk might not go down well.

I was happy to register in advance. However, in future I will not make my donation online. See below for reasons...

I like the idea of pre registered walkers starting at a different time. This will also help with issues at the choke points

Walkers registered in advance can start from 7 pm, whereas if you register on the night, you can start from 7.30 pm. I think that's a good idea.

Don't make it awkward for people to join in. Some will wait to see what the weather is like. It would be a shame to put anyone off by making too many rules. The whole village spirit would be lost if you tried to go "corporate" with this event. Keep it simple, nobody minds waiting to register if they haven't already done so. Maybe have a few more people at the desk to help with late registrations, but don't lose the simplicity of what is a lovely night for all and a fantastic cause.

You need more people helping with registration on the night. More pens and forms to avoid queuing. Don't discriminate against those registering on the night.

if the teachers at the schools were to show that they were all doing it and the students should join in.

Good ideas and reasonable But keep in mind safety re those with no light

In the introduction for registration inform people that it's a fast pass or something that encourages prior registration (free headtorch for those pre-registered?)

There's no excuse not to register in advance. I guess a few don't have internet but I doubt that as that would be the very elderly who are less likely to be doing a walk of that length and terrain anyway.

Maybe increase the donation for those signing up on the night.

maybe late entry suggested donation if you don't complete online

Time delay would be good.

I think you will always get quite a few to register on the night as whether they do it will depend on other commitments they may not know about until the last minute and also the weather.

Earlier advertising via social media and email? More advertising in pubs/shops/sports club?

## **If you have any other comments or feedback about the Night Walk, please leave them here.**

Number of responses: 30

Text answers:

I am so impressed with the charity and your commitment to it from such sad circumstances. Well done.

Thoroughly lovely evening and one we will always participate in

No

I was one of the people who registered on the night - sorry! Didn't know if we were going to be able to make it or not with a bit of a heavy work schedule, but I did bring my own head torch.

Thank you

It was a great example of a community getting together to support a cause so many of us are touched by, have had experience of and are affected by.

N/A

We just think its fabulous! keep up the good work, you are in the diary for 2018 and I will try and get more of my friends and family out too.

It was a great evening that was enjoyed by my friends and me. For the next walk I intend to encourage more friends and neighbours (Barston) to take part.

It was a lovely tribute to your son, I was humbled to be a part of it. Thank you

we thought it was well organised & great fun! we all enjoyed ourselves!

Well done. Carol and Evan. Paul Ebrey

This was the best walk so far in terms of organisation, numbers and atmosphere - can't really think of anything to improve this! Thank you to Carol, Evan and team for special experience

Such a lovely idea and the fairy lights around the route and the drinks and biscuits half way through were great really added to the whole experience! Thank you for a great night!:)

I prefer to donate than fundraise. Perhaps make it clear that's ok

Well done - great event

Great night - well done Carol & Evan! Xx

Loved it, can't wait till next year! Maybe do a mid summer walk so we only have to wait 6 months! All the best with the organising and thanks for all the hard work.

Well done everyone, thank you for your hard work

As above

Really enjoyed thank you

Just an enjoyable and worth while experience.

I hope it becomes an annual village thing.

None, except we'll definitely be back next year :)

It's a lovely thing to do with friends & family - keep it up.

I felt a real sense of achievement completing the walk (especially at the end of a long week at work!). I haven't participated in previous walks, as I try to protect Friday's for family time. This year I felt my children were old enough to tackle it so we did, and I was really proud of them both for completing it. I didn't have the pleasure of knowing Cameron personally, however, there were periods during the walk where I recalled the presentation that Evan delivered at Bablake, especially Cameron's love for walking. I shared this with Harry & Sophie and we also talked about the importance of sharing thoughts and feelings. Thank you both for all that you are doing in honour of your son, Cameron, and to help reduce the stigma associated with mental health.

I am not online at home and I always use the public computers at Solihull Library. This week I have been inundated with telephone calls starting at 8.30am and continuing throughout the days. They all wanted to speak to me about my computer and one even said he was calling on behalf of my online service provider. They didn't believe me that I do not have a computer. This is the first time that I have ever paid for anything online and when I gave my donation by this method I had to give all of my details, including date of birth and telephone number. From the volume of these unwanted calls I can only deduce that "Total Giving" have sold my details to outsiders. *Please see Note below.*

Very well organised. Enjoyed the walk on such a lovely evening. A happy event, despite the tragedy behind it.

Well done to you!

It was a pleasure to do - great idea

No other comments

Thank you very much for a well organised event.

*Note (with reference to comment beginning "I am not online at home ..." above)*

TotalGiving are very important to us as they enable us to accept online donations without paying the significant charges others, like JustGiving, impose on charities (see, for example, [Comparison of online charity donation services in the United Kingdom](#)). I asked TotalGiving for their response to this feedback, and this is what they said:

Thank you for your email.

When donating with us the minimum we require is their name, email, and address. Telephone number is not a mandatory field and we never ask for their date of birth.

The only place we can think of that would ask for their date of birth is if they are creating a PayPal account, most of the payment providers do not require your date of birth.

I can also confirm that we never sell any of the charity's data to third parties, you can find out more here:

<https://www.donationmanager.co.uk/privacy>

If you are able to provide more information about the donation then we can look into it further for you.

I hope this helps. Any other questions please do not hesitate to ask.

One of the features of TotalGiving – I think it is unique to them – is you make your donation direct to the charity via a payment provider; your donation does not go first to TotalGiving to get bundled up with other donations before getting passed to the charity on some fixed schedule (eg. monthly). This is good for us as we get your donation immediately, and, because you use the payment provider to pay Cameron Grant Memorial Trust and not TotalGiving, it means TotalGiving do not have your payment details.

We have authorised 3 payment providers: PayPal, Stripe (for credit cards) and GoCardless (for direct debit). If, for whatever reason, you don't trust one of the payment providers, you can use another. While we encourage online donations because it simplifies claiming GiftAid and other admin for us, if you trust none of the payment providers, you can donate "offline" by cheque, by bank transfer or with cash. We are always delighted to receive any donation, at any time, by any means, offline or on! Many thanks, *Evan Grant*