

Your Children in Need photo album

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Volunteers at Cabot

Financial Group, West Malling, answered more than 3,800 calls, resulting in donations worth over £116,000. Fund raising activities, which brought in another £2,500, included a fancy dress day, Miss Cabot 2010 (males only), cream cracker eating competition, two hardy volunteers, dressed as a lion/gorilla, running for miles on a treadmill; and leg and back waxing for the bravest male employees.

The group chief executive, Ken Maynard, said: "The success could not have been achieved without our employees giving up their own valuable time to raise money for such a worthy cause. Everybody gave their all to make the event as successful and as much fun as possible. I am extremely proud of our employees' generosity, financial and personal, leading up to the event."

Pictured – baristas Mr Maynard (left), and Tony Lazell, director of risk; Chris Bowyer (red sweater), chief operating officer; Grant Young (blue shirt), IT director; and John Randall (Pudsey T-shirt), group finance director.



DHL staff from around the country joined their colleagues at the company's call centre at **East Midlands Airport** to handle 3,000-plus calls, resulting in donations worth £84,385. The largest was £700; another, of £5, came from the piggy bank of a five-year-old boy who was assured by Karen Piesley that the money had gone to Pudsey.

Among the 180 people on duty were the CIO for DHL Express UK and Ireland, Steve Robinson, and the director of customer services, Gary Schaffer. Mr Schaffer said: "This is the second year in a row that we have supported the appeal. The response has been fantastic. People did a full day at work and then were ready to spend another six hours on the phone taking pledges and donations. I was proud of how the team worked together." And Mr Robinson said: "Having sat and taken calls myself, I appreciate the professionalism of our contact centre staff all the more and I cannot wait to be back next year."

The organiser, Melanie Taylor-Fergusson, head of customer service programmes, said: "A huge amount goes into organising an evening like this, but it is worth it when you see how well everything comes together. We also raised over £2,000 in the call centre through everything from pyjama parties to raffles. Our corporate charity, the DHL UK Foundation, will be adding to the total through their matched giving scheme."

While his colleagues took calls, Sanjay Talpote, from customer services, was outside in the dark and cold as he undertook a seven-hour basketball marathon, shooting 8,000 hoops and raising £500 in the process.

Pictured – T-shirts (from left): Jenny King and Francis Hall, customer services agents, Mr Schaffer and Lisa Bates, premier customer services manager; painted faces (from left): Karen Mellor, Nicola Reeson and Nick Charlesworth, customer service agents.



Fundraising started early at the HQ of **Carnival UK, Southampton**, which houses 1,200 staff, including a 200-strong call centre.

Dressed in a Pudsey outfit, Trevor Slade, customer solutions senior executive, spent a day collecting cash and throughout November passengers embarking on P&O Cruises and Cunard ships also gave generously to staff with collection buckets at the cruise terminals. And a week-long series of events included sales and an auction of "promises".

On the day of the telethon staff were invited to dress up with a back-to-school theme, there was a fete in the central atrium with traditional games. Donations of "promises" included dog walking, baby-sitting, a stay in a holiday home, 40 pints of home-brewed ale, diving and swimming lessons, acrylic nails, a bespoke wedding tiara, vouchers and tickets to sports events. The total raised was £10,100, including £3,045 from the auction.

During the telethon, 90-plus staff handled 3,462 calls, resulting in donations worth more than £137,800.

Giles Hawke, sales and customer service director, said: "Carnival UK is thrilled to have been so involved in Children in Need. I am proud of the team for really getting behind the challenge to raise so much money for such a good cause. Last year we raised around £8,000 through our fundraising activity and this year we really wanted to beat that. I'm happy to say that we certainly did."

Pictured – from left: Angela Grinsell, CRM acquisitions assistant, P&O Cruises, Giles Hawke, sales and customer service director, Carnival UK, Jacqui Ball, reservations cruise consultant, Alex White, trading manager, Carnival, Haydon Williams, IT director, Carnival, Rowan Crease, reservations cruise consultant, and Philip Price, head of brand marketing, P&O; Trevor Slade as Pudsey.



Volunteers travelled from as far away as London and Dundee to take calls at the **Department for Work and Pensions and Pension, Disability and Carers Service** helpline centre in **Blackpool**. A total of 142 people took calls, resulting in just over £94,000 in donations – more than last year.

Their own fundraising events included: Peran Ainscough, who had legs waxed; Alan Clitheroe, Burnley Pension Centre, was sponsored to wear his Hawaiian shirt; Paul Morris played his tin whistle and juggled; and Simon Kennedy, PDCS security team, collected on the door. Michelle Thornton, HR communication account manager, PDCS, commented with a grin: "Whether this was to hear him sing and play his guitar or to stop him, I'm really not sure."

Martin Moore, head of Disability Living Allowance/Attendance Allowance Helpline and Benefits enquiry line, said: "I am delighted by the positive and enthusiastic response from all parts of DWP to make the night a real success. Everyone has thrown themselves into the spirit of the event and had a lot of fun along the way."

Pictured – Alex Marsden as one of the Pink Ladies, operational manager, Disability Living Allowance/Attendance Allowance (DLA/AA) Helpline and Benefits Enquiry Line (BEL), and Mr Moore (as Danny Zuko from Grease); pirates, from left: Jayne Baker, DLA/AA helpline team leader, Donna Fleetwood, DLA/AA helpline command manager, and Alison Roberts, DLA/AA helpline team leader; and Alan Burke, DLA/AA helpline performance manager.