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### **SCREWFIX TEAM HELPS TO RAISE OVER £50K FOR BBC CHILDREN IN NEED**

Screwfix, the Yeovil-based national supplier of tools and building materials, helped to raise over £50,000 for Children in Need last week, when it pulled out all the stops and donated the services of its award-winning call centre to take the region's pounds and pledges in aid of the popular BBC appeal.

Over 70 Screwfix employees generously gave up their Friday night and volunteered to man the phones from 6.30pm until the early hours of the morning, to take pledges from residents from all over the UK as well as those from across the South West. Over the course of the evening, the team handled around 2,000 calls, helping to secure a grand total of £51,405 for the fantastic cause.

John Mewett, marketing director at Screwfix, said: "This is the sixth year Screwfix has supported Children in Need and we are delighted to have been able to provide both our services and staff once again.

"We all had a brilliant time and are thrilled to have raised such a fantastic amount of money. We would like to thank everyone who took the time to donate and kept us busy during the evening as they pledged such a generous amount."

In addition to donating their time, Screwfix employees also added to the total by donning school uniforms for a 'Back to School' themed fundraising day, which included buying snacks at the Screwfix Old Skool Tuck Shop, and braving exams in Maths, Science, History and English.

Residents in the region wanting to make a last minute pledge should visit [www.bbc.co.uk/pudsey/donate](http://www.bbc.co.uk/pudsey/donate)

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## **Note to editors**

### **About Screwfix:**

Recognised as being “where the trade buys” and promising a fast, reliable service, Screwfix is the UK’s leading multi-channel supplier of thousands of high quality screws, fixings, hand tools, power tools, plumbing and electrical supplies. Combining trade prices and a massive range of leading brand name items, Screwfix offers over 18,000\* products and is fully committed to customer care and support.

### **About the Screwfix Contact Centre:**

The Screwfix Contact Centre handles approximately 35,000 inbound calls and 7,000 outbound calls a week. There are also approximately 3,000 internet related actions completed per day. It also supports local and national charities and opens up its Contact Centre for Children in Need donations each year  
Customer service has been recognised by accolades at awards in 2011.

- Recognised in four categories at the South West Contact Centre Awards 2011
- Ranked in the Top 50 Call Centres for Customer Services 2011

### **PRESS** information:

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