

## RECENT ACHIEVEMENTS

CALL has recently gained the following accreditations on account of good business practice:

### Investors in People



INVESTORS IN PEOPLE

This was awarded to CALL on account of good support practices for staff and volunteers.

### ISO 9001



REGISTRATION NUMBER 185993

This was awarded to CALL by the British Accreditation Bureau, due to excellent business processes and high-quality practice.

### Quarterly Statistics

(July-September 2009)

Last quarter, CALL had a total of 139 new referrals.

Overall, the most prominent service user groups within our client-base were those with learning disabilities and/or physical disabilities. Other service user groups included older persons, those with visual and/or hearing difficulties and mental health for over 65s.

The main issue faced by our clients during the last quarter was financial, with other issues including choices, health/care, housing,

legal/wills and benefits.



REGISTERED CHARITY NO. 1092986

ISSUE NO. 1

### CALL to be Official Training Satellite



CALL is dedicated to making constant improvements to our service; we have recently been recognized as a new training centre for an NVQ Level 3 qualification in Advocacy, by the British Institute of Learning Disabilities. This training is open to all CALL staff and volunteers, as well as members of the public wishing to obtain the qualification. CALL's CEO, Debra O'Neill, said:

"CALL is one of only three other organizations operating as a satellite training centre for BILD. We are very excited about this fantastic opportunity, and look forward to working with BILD and improving our service."

### Quote of the Week

"Being a volunteer at CALL is great; I love meeting new people and the challenge of lots of different cases. I am treated as a valuable member of the team."

Bill Booth, Volunteer Advocate

### News

#### New Advocacy Booklet to be Created

CALL volunteer Sarah Howis is helping to create an advocacy booklet for people with learning disabilities. The booklet will use a mixture of text and images, and will come with an audio CD to aid learning. The booklet will teach people with learning difficulties about the service CALL provides. We are also working on a Braille version of the book for the visually impaired.

#### Christmas Dates

CALL will break up for Christmas on 23/12/09, and will re-open on 04/01/2010.

### CALL Welcomes New Trustees

CALL is pleased to welcome four new Trustees to our ever-growing team. We are pleased to introduce them in our 1st quarterly newsletter:

#### Alan Middleton

Mr Middleton currently works as a freelance journalist, Lincoln Magistrate, and lecturer in governance, finance and democracy. With vast experience in the charitable sector, we are sure he will prove to be an invaluable member of our team.

#### Sharon Cox

Mrs Cox is a barrister specialising in family law, in particular care and adoption; she passionately believes that every individual should have a voice and has experience invaluable to CALL's objectives.

#### Chris Burke

Mr Burke is a current Service Manager who has been strongly committed to the voluntary sector throughout his working life. His experience and knowledge will enable him to be a valued Trustee.

#### Tam Solven

Mr Solven is a self-employed Financial Advisor, with extensive knowledge of people management. His experience of being a volunteer, together with his business know-how, ensures he will be a great asset to CALL.

We look forward to working with our new Trustees, and thank them for the dedication they have shown towards CALL so far.



### Client Feedback

At CALL, we pride ourselves on providing a thorough and trustworthy service; we work hard to help our clients achieve the best possible outcome. Below are some client quotes about our service:

"I found that, from start to finish, a great deal of thought and help was given by CALL"

"Your advocate is a credit to your organisation"

"The advocate was friendly, professional and caring. Thank you so much for a wonderful service"

"The help I got from CALL improved my life"

"I don't speak English and it's good to have CALL to help me with my problems"

"I like having someone to talk to about my problems and how I feel. We all need someone to talk to about our worries."

### Volunteer Section

## A BIG THANK YOU!

CALL would like to thank all its volunteers for the invaluable support they provide to this charity. Whether they do volunteer advocacy, or provide admin support from within the office, their input and dedication is a huge help to CALL, and helps make the charity what it is today.

If you would like to volunteer with CALL, please feel free to contact us, and we will send you a volunteer pack:

Phone: 01522 511 114

Fax: 01522 510 215

Email: [office@calladvocacy.org.uk](mailto:office@calladvocacy.org.uk)

Web: [www.calladvocacy.org.uk](http://www.calladvocacy.org.uk)