

GOOD CUSTOMER AND STAFF RELATIONS

Appliance sales rocket

SALES of appliances from MANWEB shops, spearheaded by dramatic increases in demand for microwave cookers, washing machines, clothes driers and storage heaters, showed a massive increase in value of 37.2 per cent in September, compared with the previous year.

Present trends seem to indicate that the traditional free-standing cooker, supplemented by a microwave, may be winning the day against split-level hobs and ovens. During the month, traditional cooker sales were up by 16 per cent and microwave sales by a staggering 140 per cent, while split-levels declined.

Other categories which did well (increases in parentheses) were washing machines (86 per cent), freezers (26 per cent), clothes driers (64 per cent), space heaters (19 per cent) and storage heaters (51 per cent).

For the six-month period April to September, overall sales were up by 12.7 per cent compared with 1984, with most of the appliances mentioned in the previous paragraph doing well over the longer-term also.

2000th 'MEDALLION'

MANWEB Chairman Bryan Weston, left, presents a "Medallion Award" framed certificate to Julian Murray, Divisional Director for Wimpey Homes Limited, for their development in Liverpool which marked up the Board's 2,000th award-winning home.

(See story on page 7)



Chairman's aim—a caring industry

"I SEE my job, in simple terms, as creating a climate for good customer and staff relations. If these two exist, then everything else falls into place," commented our Chairman, Bryan Weston, when addressing MANWEB senior staff at the recent Management Conference.

He said that, coming into any organisation, one would find that 80 per cent of the functions would be in good order, ten per cent would be already subject to improvement, and the final ten per cent would need work to be done.

"I will support the changes already being made in MANWEB and at times, bearing in mind my five-year term as your Chairman, put my foot on the accelerator," he went on.

In providing for our customers and giving good value for money, Mr. Weston stated that, as a Board, we do excellent work and have an active staff. "The public should be made aware of this," he continued. "My watchword is 'Customercare', for they pay the bills!"

He intimated that this message would be loud and clear when, early next year, The Electricity Council would be launching a corporate publicity campaign to show that we are a caring industry. Referring to his initial visits to some of the Board's Districts and his tour around Head Office, Mr. Weston said that staff efficiency is reflected in how we do our jobs, and the quality of our work depends a great deal on the environment in which it is carried out.

"Good customer relations cannot be achieved without good staff relations,"

He went on to speak about the Board's management team being responsible and accountable for consulting staff at all levels, and keeping them fully informed about what is expected of them.

"Before any final decision is made, the views of the staff who will be affected should be taken into consideration," he stated, suggesting that a system of

"bottom-up, top-down" planning be adopted.

Management theory and business planning were topics next covered by Mr. Weston. He said that the work of the Board could be divided into three parts: the formulation, then the direction and finally the implementation of policy. He expressed his total commitment and belief in all aspects of planning.

He revealed that he would be establishing a new Executive Committee for formulating MANWEB policy and a General Management Committee

for implementation. The direction and monitoring was to be the responsibility of our Chief Officers.

"Getting the work done," he explained, "is split into two sections. Some will be best done centrally by Chief Officers, assisted by functional Head Office managers. Other work will be carried out at District level under the responsibility of local management keeping in close touch with Head Office on all functional matters."

● TURN TO PAGE 2

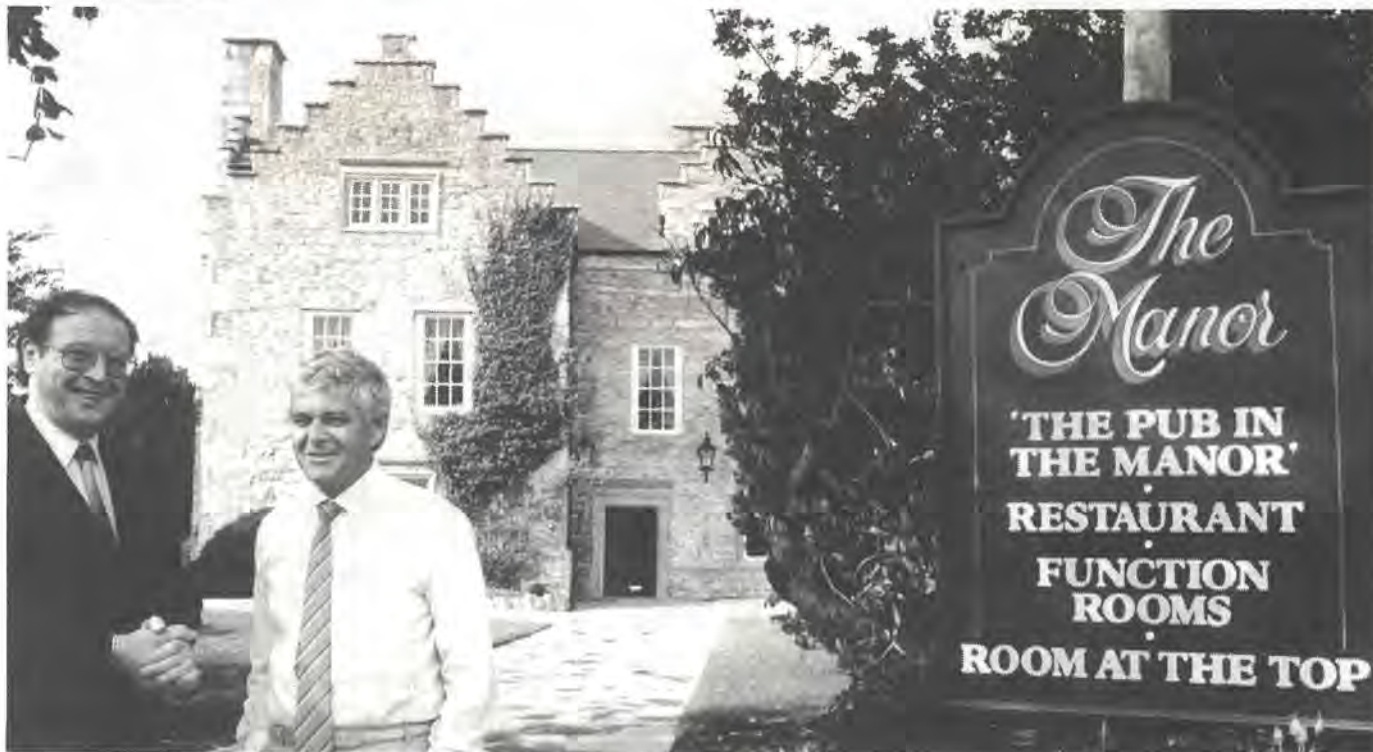
PHOTO CONTEST WINNERS

The winning entry, pictured right, in the Black and White section of the 1985 'CONTACT' Photographic Competition, "Playing for time", was submitted by Alan Meade, from our Mid-Mersey District. The other, colourful, prizewinning pictures are reproduced on pages four and five.

CLEVER CAMERA KIDS

Joint winners in the special Junior section, eight-year-old Jennie Smyth, left, and six-year-old Helen Currie.





General Manger of "The Manor", Chris Burns, left, with Jim Brierley (3rd engineer—Installation), outside the beautiful 16th Century building in its lovely setting at Bodelwyddan.

TO THE MANOR RE-BORN

AFTER the disastrous fire last year, which nearly destroyed Faenol Fawr, the 16th Century Welsh manor house at Bodelwyddan, renovations, at a cost of £500,000, have now restored the building to its previous elegance and original antiquity. Renamed "The Manor", it is again open to the public as a top-class restaurant and conference centre.

Men from MANWEB—to be precise, from our Clwyd District—have played their part in its transformation. Having previously successfully carried out installation contracts to the complete satisfaction of the owners, brewers Lloyd and Truncer Limited, they were immediately called in again.

This time, a complete electrical installation was required, to include the supply and fixing of an entirely new lighting system, with special fittings to blend with the decor and character of The Manor.

Working on the elegant lighting fittings are Phil Parsons, left, and Brian Thomas.



The architects also specified special gas fittings in designated places inside the building and on the facade of the building. Alive to the opportunity, our Contracting section quoted for and supplied these replica old-style fittings.

Electricians also installed a fire-alarm system—to help to prevent a repeat performance—emergency lighting, and a computerised till system.

The attractive and inviting lighting effect on the stone facade of The Manor was achieved by the cleverly-placed yellow-toned floodlights. Illumination of the main driveway and the large car parks is by the tasteful use of replica gas street-lamp standards—with electric bulbs in place of gas mantles.

The original contract to MANWEB was worth over £40,000 and additional installation work brought in an extra £5,000.

Plans are now going ahead for the provision of another conference room and function area on the upper floor.

CRAFTSMEN AT WORK

THE following electricians from our Clwyd District worked on the installations at The Manor from time to time.

Peter Espin, Ray Haywood, John Humphries, Mike Jones, Tony McGuinness and Paul Sweeney, all from Rhyd depot.

Keith Jones, Guy Miller, Phil Parsons, Roy Robinson and Brian Thomas, from the Llandudno Junction depot.

Their colleague Peter Glyn Jones, who died tragically a short time ago, also worked on the contract.

Over the past few years, our colleagues in Clwyd District have contracted on this site for over £80,000-worth of work.

The whole complex of The Manor now includes a main restaurant; a particularly interesting bar room, providing another area for eating; a first-floor banqueting and function room, approached by a magnificent carved staircase, now restored to its original beauty; and two popular night-clubs, "Poppeys" and "Spooks".

The Manor is certainly well worth a visit!

New lease of life for this 16th Century Manor

FAENOL FAWR translates from Welsh into "Big Manor". It has been described as the barometer of architectural design throughout four centuries since it was built in 1597.

At that time, the then Registrar of St. Asaph decided to build an Elizabethan-style manor within the 450 acres of land at Faenol.

Extensive alterations were made to the domestic quarters in 1650—the date inscribed on a huge hearthstone.

In 1725, the entrance to the mansion was moved and made to look very ornate. At the same time, an elaborate staircase was built.

Tudor originals have been undisturbed.

The only famous link with history is Cromwell, who was said to have stayed at the Manor.

A previous owner of the property said that a ghost of a young woman dressed in French fashion was seen on the upper floor. This makes Faenol Fawr the only Welsh mansion with a French ghost!

All the latest renovations have been carried out under the supervision and to the satisfaction of the Welsh Office, as Faenol Fawr—The Manor—is a Grade II Listed Building.

(Our thanks to Jane Pugh for this information).

● FROM PAGE 1

GOOD RELATIONS

"With the Executive Committee formulating and co-ordinating corporate activities, each function is subservient to the Board as a whole," he continued. "The concept assumes that authority is delegated to Districts for work best done on a dispersed basis and achieving measurable results with tight accountability."

Mr. Weston said that Deputy Chairman Richard Gales would take on the role of General Manager, looking after the Board's activities on a day-to-day basis. "My job is Chief Executive responsible for overall policy," he commented. "Speed in getting necessary changes introduced will show that we have responsive staff and good management."

He went on to say that everyone working for the Board had an important role to play. "We should all know where we stand now, where we are heading and when we can expect to get there."

Looking to the future, on the topical subject of privatisation of our industry, our Chairman expressed a view that this would not happen in the lifetime of the present Government. He suggested that we wait and see how the gas industry would be structured, and then make up our minds whether or not we would be at a competitive disadvantage.

He believed that alternatives lay in whether we would operate better under private ownership with public regulation or public ownership with political control.

He spoke briefly about the Board's financial targets, commenting that we should now plan our budgets against a three-year horizon. Touching on tariffs by target rather than by costs, he said that we would see an increase in other ways to measure efficiency.

"However, whether public or private, we still have to learn to live with interference," he went on. "It is a way of life and we must be prepared to argue our case."

Well-managed staff

Bringing his remarks to a close, Mr. Weston said that it was essential that MANWEB has a flexible, motivated and well-managed staff, who expect, accept and welcome change. "Staff who know where we are going and who see working for MANWEB in our changing world as an exciting challenge," he continued. "We must show everyone that we are an efficient, effective and caring organisation. "The talent in the Board is enormous, and you have my support to create an exciting, dynamic environment."

The brief question-time that followed raised points on involvement with trade unions, staff recruitment and training, group committee systems and re-organisation within MANWEB. On the last item, the skeleton was quickly returned to the cupboard!

Special guest speakers at the Conference were Dick Campbell-Robson from The Industrial Society and Bernard Benson, Secretary of Norweb.

Mr. Campbell-Robson said that motivation had been described as the art of getting people to do willingly, and do well, those things that have to be done.

Leaders

He stated that, for many years, managers have said that they cannot get their supervisors to manage their people. "I respond with the question—'Do we encourage our supervisors to act like leaders?', because in the final analysis, they are the leaders and they have to achieve results through the people they lead."

"If we want to achieve people's commitment and their involvement at work, the first priority must be to inform them of what is required—this is the vital job of first-line managers or supervisors. The concept of team briefing, simple though it is, requires discussion on a regular basis about what is to be done and how they, as a team, are going to do it."

Mr. Benson spoke of Norweb's investment in new technology, to help customer service facilities. In an interesting talk, he explained how customer service had been improved, by using new telephone techniques with staff trained and organised around the system.

Dedicated lines

He traced customer calls at District level from the "Wheel" system through to today's telephone/VDU link with a series of dedicated lines whereby the customer caller deals directly with a person who, with the help of the VDU, can immediately attend to the enquiry. In a slide presentation, Mr. Benson then showed statistics of logged calls to avoid bottlenecks at peak periods, the maximum times of delay before a call was answered, and the time taken for an average query to be resolved.

The presentation and the figures projected were quite impressive.

The Conference was opened with a welcome from Deputy Chairman Richard Gales, who then went on to review MANWEB's year to date. Other speakers making up the two-day programme were Derek Holman (Deputy Chief Commercial Officer), Warwick Saunders (Appliance Marketing Manager), Denis Farquhar (Assistant Chief Engineer, Technical), Bob Hodson (Clwyd District Manager), Alan Wadcock (Assistant Chief Accountant, Income) and Nick Williams (Assistant Secretary, Legal).

On the second session, short papers were presented by three District Managers: Ron Williams (Oswestry), Des Lock (North Wirral) and Gerry Haughan (Liverpool).

Best wishes for a Happy Christmas
to all our readers from the
'CONTACT' Editorial staff

A DECISION by the Halton Borough Council to "Stayelectric" in Churchill Mansions, their attractive 11-storey block of high-rise flats in Runcorn, was the satisfying result from years of advice and persuasion by members of our Mid-Mersey District Load Development staff.

The 44 flats were all-electric when they were built by the side of the Manchester Ship Canal nearly 25 years ago. Electric under-floor heating was installed at that time, under landlord control. Over the years, this gave a very high level of comfort, and preserved the quality of the flats. However, recently it began to present the Council with a subsidy problem. Also, the floor-warming system was coming to the end of its useful life.

Some time ago, our Mid-Mersey District became involved when a consortium of tenants and some councillors wished to change the basic fuel used in the flats. Their initial choice was coal—followed by gas. Solid fuel was a real possibility, despite the fact that a silo, 60 feet long, would have to be built for storage purposes.

Load Development engineers Allan Hill and, later, Alan Fox worked hard in presenting the Council, and the tenants, with economic appraisals. Most of the tenants were well satisfied with their experience of the comfort levels of electric heating, but did not like the equal heating supplement in their rents. Other obstacles were overcome and, by the end of last year, the Council conceded that the only solution was to stay with electricity.

Then, on to the scene came Fred Houghton (2nd engineer), who shrewdly set about establishing electricity's hold for the next 15 years or so. He offered a series of trials over a 12-week

period, covering the coldest days of the winter. He gained the co-operation of the Council's Energy Efficiency and Housing Officers responsible for liaison with the tenants.

The highly successful tests involved flats with no alterations at all, others with mixed storage and floor-warming systems and a third set involving total replacement with storage heaters. Other advantages included extra insulation, tenant control and the cheap-rate Economy 7 tariff.

Through individual and group meetings, the tenants were won over.

Eventually, after much hard work and persistence, storage heating was accepted at a public meeting attended by representatives of the Halton Borough Council and the Churchill Mansions Tenants' Association.

The icing on the cake came when MANWEB was awarded the contract to install the space- and water-heating systems. A total of 176 storage heaters and 44 immersion heaters brought an off-peak load of 525 kilowatts.

HIGH-RISE, LOW-COST all-electric Council flats

Direct heating accounted for a 94 kilowatt load. The whole contract was valued at nearly £40,000, and had to be completed in six weeks. This very tight schedule was kept to, with the job being carried out in the MANWEB manner—by experts in a thoroughly professional way. In charge was John Forber (3rd engineer) and Rod Goodall (acting foreman electrician) from the District's Installation section.

The projected running costs indicate savings for the tenants as well as a decrease in the Council subsidy.

"We don't see this as an end of the story," commented Dave Tinsley (Load Development Engineer). "On this occasion we convinced Halton Borough Council and the tenants of Churchill Mansions that electricity has the solution to their problems, and at a competitive price. Over the next few months, when a full assessment of the savings are made, we hope for greater penetration into the housing market in the future."



Chatting with John Alderson (Senior Technical Assistant, Halton Borough Council), left, are Fred Houghton, centre, and Frank Kelly (senior Commercial assistant).



Above: Electricians Simon Vernon, left, and Rob Farrow.

Right: Installation Engineer Bill France, left, with Rod Goodall and John Forber.

Below: Working on a storage heater we see electrician Ian Downey.



MANWEB EARLY RETIREMENT POLICY

A DECISION made at a recent Board Meeting to formalise early retirement arrangements means that any employee, males over 60 years old and females over 55 years of age, who has completed 25 years of contributory or continuous service in the electricity supply industry, may take early retirement as soon as they wish.

This arrangement does not involve any redundancy or severance pay. Any member of the staff taking early retirement on these grounds will receive a pension based solely on their years of superannuable service up to the time of their leaving.

Anyone wishing to take advantage of early retirement should apply in writing to their District, or Departmental manager.

Long Service

WE offer our congratulations to the following members of the Board's staff who have completed, during the month of November, their 20 years of service in the electricity supply industry.

North Mersey District: **Norman D. Carlson** (general duties assistant).

Mid-Mersey District: **Norman Rawthorne** (foreman, Engineering) and **Anthony Webster** (craftsman joiner).

North Wirral District: **John Devon** (craftsman joiner) and **Roy Whitehead** (craftsman painter).

Aberystwyth District: **Dilwyn Evans** (salesman, Aberystwyth shop).

Head Office: **Emyr Miles** (draughtsman).



"If he brings those reindeer in here again, I'm leaving!"



"You're going to a lot of trouble just to get the Queen's speech on Christmas Day!"

Cartoons by GAB



A SUPERB STANDARD

—judge's verdict

JUDGING our competition this year was George Green, a staff photographer for the "Evening Leader" in Chester. George, a master at his craft, writes articles on photography and teaches techniques of the art at night classes in a local school.

"MANWEB's competition was refreshing in the variety of subjects covered," he commented. "I was really impressed with the very high standard, especially of Alan Meade from Mid-Mersey District, whose entries were excellent. In many cases much thought had gone into making the picture. On the whole, the technical standard, composition and focusing were very good."

After selecting the prizewinners, George requested two extra consolation awards. "On the Waterfront" was a picture which merited a prize and "Still using electricity" was a great opportunist picture.

◁ Best Picture from the whole entry
"Trail Blazing" by Alan Meade, Mid-Mersey District Reporting Centre.

PHOTOGRAPHIC CO



△ COLOUR PRINTS—SCENES ▷

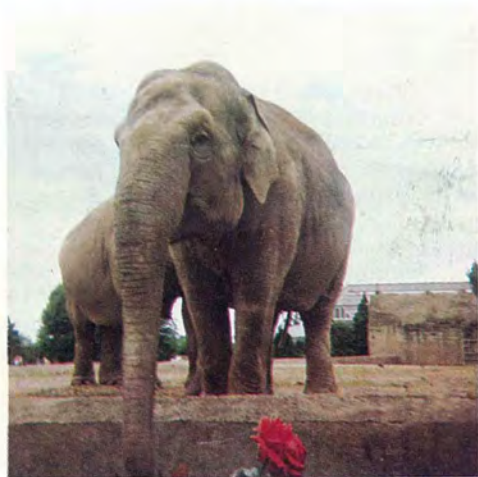
Above: Runner-up—"Lakeland Tranquility" by David Roberts (nephew of Mary Burdis, Mold Shop).

Right: Best Picture—"Dockside Diagonal" by Alan Meade, Mid-Mersey D.R.C.

SPECIAL JUNIOR PRIZE (joint winners sharing the prize)

"My Funny Pop" by Helen Currie, aged six. Her Dad is Philip Currie, Transmission section.

"Gardening Elephant" by Jennie Smyth, aged eight, whose Dad is Ken Smyth, Mid-Mersey District.

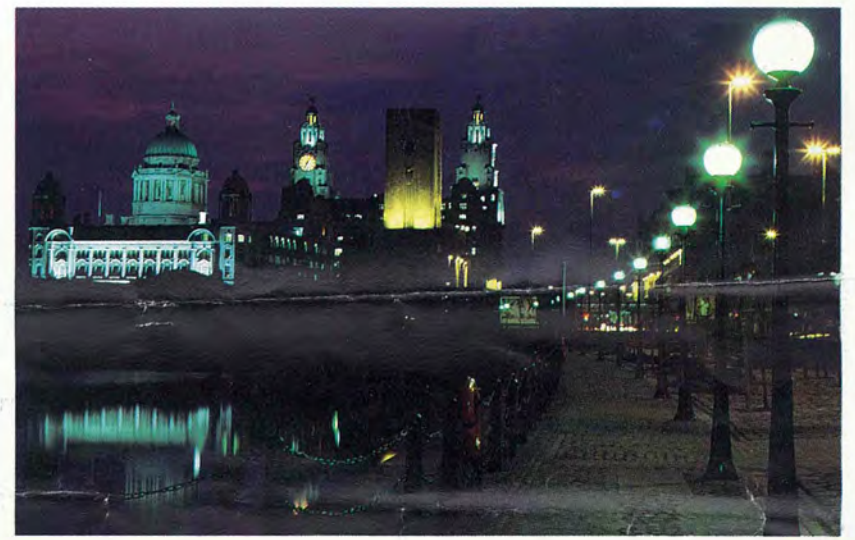




△ TRANSPARENCIES △

Runner-up—"Our Blackie"
by **Allan Hird**
(husband of Helen Hird, Liverpool District).

Best Picture
"Caernarfon Castle"
by **David Evans**, Gwynedd District.



MPETITION WINNERS



COLOUR PRINTS—ANY OTHER SUBJECT

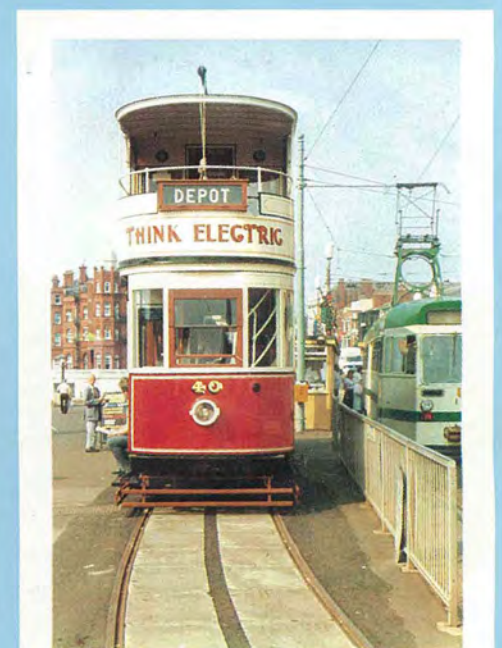
◁ Left: Best Picture—"Tea Picker, Sri Lanka"
by **Geoff Thomas**, Aberystwyth District.

Below: Runner-up—"I've washed behind my ears, Mum!"
by **Philip Currie**, Transmission section. ▷

△ △ △
"On the Waterfront"
transparency by **Alan Meade**,
Mid-Mersey D.R.C.

CONSOLATION AWARDS

"Still using electricity"
print by **Philip Hughes**,
Mold Stores.
▽ ▽ ▽





WELL, that was the year, that was!

"What year?" a few may ask. Hopefully, most of the Board's staff will say that it was the "Safetywise" year—the year of the electricity supply industry's campaign to encourage a positive attitude to safety and safe working practices throughout the industry.

"Safety Scene" this month looks at the year-long campaign to see how it has been tackled in MANWEB and to discover how effective "Safetywise 85" has been.

This year began with the launch of the campaign. An interesting video, made by The Electricity Council and lasting approximately 15 minutes, outlined the background to, and the content of, the campaign. This was sandwiched between opening and closing remarks of encouragement from the Chairman of The Electricity Council, Philip Jones, and the Chairman of the National HESAC, Fred Howell.

At the MANWEB JCC HESAC at that time, the Trade Union Side members expressed concern at the Board's approach to the campaign, that it was important that the commitment should apply at local level and that the Trade Union Side should be in a position to make some input to the campaign itself. A meeting was then

Colin Herbert, (1st engineer, Safety), the man who wrote all the "Safety Scene" articles for 'CONTACT' during the past year.



arranged at Head Office for Chairmen and Vice-Chairmen of the local HESAC. The meeting was held to ensure that both management and trade unions were fully aware of their responsibilities during "Safetywise" year.

After a shaky start then, the campaign gained momentum—this momentum being greater in some parts of the Board than others.

During the year, nearly all Districts held group safety meetings, often with film and video presentations. Some of the meetings were of a specialised nature—for example, an office safety film for NJC staff and operational safety for NJB staff.

One of the campaign topics in this Board has been home safety, and this subject has been emphasised in many of the local campaigns. The topic has been extended to outside bodies, including Women's Institutes, Young Farmers, schools, fire brigades, etc.

Hopefully then, more of the Board's employees have greater safety awareness than they had before. Sadly, however, this

Seminar for Managers and Safety Representatives

THE second of two seminars for MANWEB safety representatives and managers was held at Head Office a short time ago.

awareness has not been reflected in the number of reportable accidents for the first nine months of 1985—this figure shows an increase compared with the first nine months of 1984. However, it is always difficult to assess the effectiveness of a safety campaign, and perhaps it is too early to judge. It may be better to wait until the New Year to determine if attitudes and behaviour have changed and if lessons have been learned.

One thing is certain—for it to be a worthwhile campaign, then the effect must be felt in 1986 and the years ahead.

The seminar was chaired by Jim Barraclough, chairman of MANWEB JCC Health and Safety Committee. Philip Smith, assistant chief safety officer (North) for The Electricity Council, and Bernard Scott, our own safety officer, gave papers on the electricity supply industry and MANWEB safety performances and trends, and Fred Howell, trade unions' members' chairman, NJCC (GB) HESAC, reviewed the national safety scene in the industry.

The Assistant Chief Engineer (System Management), John Powell, gave a progress report on the Safetywise '85 campaign, and the seminar was closed by the vice-chairman of MANWEB JCC HESAC, Bob Blackburn.

An important part of the seminar was the work of the

discussion groups. Five discussion topics were examined, these being: *Workplace Inspections, Local Health and Safety Committees, Availability of Health-and-Safety-Related Information, The Role of Safety Representatives and Implementation of the Organisation and Arrangements for Carrying Out Local Safety Policy.*

The reporting back of all the groups proved to be most stimulating. It was obvious that each subject had been approached in a very objective manner and had been thoroughly examined by the groups' members.

Most of the safety representatives in the Board have now attended one of the two seminars. A training course for new representatives in MANWEB is to be held at Head Office this March.



Ian and Susan Hall
Happy duo

OUR congratulations go to two members of our Head Office staff, Ian Hall, a clerk in the Revenue section, and Susan Thomas, a telephone operator, on the occasion of their marriage a short time ago at St. John's Parish Church, Great Sutton.

We join with their many friends at Sealand Road in wishing them many years of happiness ahead.



DINORWIG VISIT

MID-MERSEY District hosted a trip to Dinorwig Power Station for 24 local industrial customers. The massive underground engineering structure in a hollowed-out mountain which houses the pump-storage scheme never fails to impress visitors.

The MANWEB guests, who spend a total of £60-million annually on electricity, were

impressed, not only by the physical spectacle, but by its implications for keeping power prices below the level of inflation.

In addition to the technical information, the industrialists were able to see the extent to which the industry was going to ensure security of supply and stability in pricing.

ON YER BIKE!

No! Amlyn ab Iorwerth is not searching for work, he is taking part in a fitness test. The Mersey Regional Health Authority "Health Bus" visited Head Office at the LJCC's request, as part of the "Safetywise 85" campaign. Many members of the Sealand Road staff took the opportunity to check their health.



Awards at Aberystwyth

District Manager Dewi Parry, left, pictured with members of his staff who were recently presented with their First-Aid Certificates. From left to right are: Andy Stubbs, Ron Davies, Bob Lovell, Gordon Pugh, Dave Grady, John McTavish and John Reed.

LIVERPOOL FIRST-AIDERS WIN TROPHY

OUR Liverpool District First-Aid team picked-up a superb trophy — The Gibson Shield — as runners-up in the prestigious St. John Ambulance Competition held at St. Helens recently.

The Liverpool lads, George Deakin (*joiner*), Alex Eden (*installation inspector*), Rob Hilton (*electrician*) and John Howson (*chargehand storekeeper*), were pipped into second place by a mere eleven points.

Ten top teams from around the area took part in this tough, open competition.

Our quartet hold on to the Shield for the next twelve months but retain their individual trophies to add to their already large collection displayed in their respective homes.

The team has worked together for a number of years and diligently put in regular practice sessions in order to keep up their high standard.

Another cause for celebration came with the news that Rob has now qualified as a lay instructor and joins George.

Congratulations from Gerry Haughan (*District Manager*), left, to Liverpool District's talented first-aid team, who are, from left to right: George Deakin, *captain*, Rob Hilton, Alex Eden and John Howson.



Keeping warm in a former fire station

WHEN functioning as the Frodsham Fire Station, the building at Park Court was often the scene of bustling activity whenever the call-out bell rang. Following the Fire Service move to another site near the village centre, the old premises have undergone a dramatic change, to become peaceful retirement homes—with not a fire in sight!

Some time ago, the Vale Royal District Council took a decision to renovate the derelict site. They planned to refurbish the buildings and establish ten one-bedroom flats and one two-bedroom house within the

pleasant walled area. At that time, the Council definitely had gas heating in mind.

However, our Load Development team from Mid-Mersey District had other ideas. They managed to persuade the Council architects that "Civic Shield"

was the ideal choice. They pointed out the advantages of the cleanliness of electric storage heating, its efficiency and low installation and reasonable running costs.

A package of space- and water-heating, which included

Seated outside the refurbished fire station at Frodsham, Fred Houghton reflects on a job well done, with the conversion to "Civic Shield" dwellings.



Business Exhibition

A JOINT venture between colleagues in our Clwyd and Gwynedd Districts resulted in an attractive and inviting exhibit at the "Window on North Wales" two-day business exhibition held recently at the Aberconwy Centre in Llandudno.

Organised by the North Wales Business Club, this, their first exhibition, was an outstanding success.

The Clwyd District team of Walter Jones (Installation Engineer), Graham Monks (2nd engineer) and Noel Walley (Work Study assistant) busily engaged with visitors to the MANWEB stand at the Llandudno exhibition.

A great deal of interest was generated by commercial customers on their visits to the MANWEB stand, which concentrated on our Installation and Service sections. The Board's message was: "We are the professionals, we are the experts."

The exhibit was manned on opening day by the Clwyd District staff, with Gwynedd taking over for the final session.



David Garner chatting with two of his favourite customers in the new flats, Dorothy Davidson, left, and Sheila Beech, who both expressed their appreciation for his kindness.

"Weatherwatcher" controllers, was accepted, and soon the Men from MANWEB were working on the installations.

Helping to clinch the contract with the Vale Royal District Council was Fred Houghton (2nd engineer). He told us that, when he first visited the site, the "firemen's pole"—quicker than the stairs—was still in place running through what is now Number Five!

From the time that the first tenant moved in, Commercial assistant David Garner has worked to ensure that all the customers in the development know how to get the best out of their heating and other electrical appliances, by utilising the Economy 7 tariff.

Commented Sheila Beech, from Number Six: "David explained everything so simply."

He returned on a number of occasions to see how we were managing. He was very patient. Through his guidance, I have found that the electric heating is so economical and my flat is beautifully warm.

"A lot of other businesses and service organisations would do well if they would follow MANWEB's shining example. This is true service to the customer!" she concluded.

2000th 'Medallion'

Recently, a MANWEB milestone was reached, with the 2,000th "Medallion Award" home sited on the attractive Wimpey scheme at Tudor Court, in Liverpool. The 48 retirement flats are the City's first development of privately-built, sheltered housing accommodation.

"Medallion" Home No. 2000 is owned by Allan and Jane Lawson, who have been married for 53 years. They were presented with a commemorative personal gift, on behalf of the Board, by Chief Commercial Officer Peter Hopkins.

A framed certificate, for the whole complex of luxury flats built to the industry's "Medallion" standard, was presented to Julian Murray, Divisional Director for Wimpey Homes Limited, by MANWEB Chairman Bryan Weston.

At the ceremony held on site, Mr. Weston commented that, in the early '60s when he was with the South Western Electricity Board, he had been instrumental in persuading the Wimpey Company to build their very first all-electric home.

This special occasion also revealed that our



Peter Hopkins, left, congratulates Allan Lawson and his wife, Jane, on becoming the owners of MANWEB's 2,000th "Medallion" home. Also pictured is Roger Critch (1st engineer), who saw the whole contract through.

Chairman had been "in at the beginning", converting an American idea into the first British "Medallion Award" for all-electric homes.

With more and more dwellings being granted the "Award", it proves that building to the high "Medallion" standard has now become an established practice in the home construction industry.

There is no doubt that they have contributed to the massive increase in sales of electric storage heaters, which have jumped from around 80,000 annually less than ten years ago to an expected 600,000 this year.

CAPENHURST MINI-EXHIBIT

HELPING to get "Industry Year '86" off to a flying start, Carbolite Furnaces Limited, one of our Board's trade allies, arranged a mini-exhibition of their products on the premises of British Nuclear Fuels at Capenhurst a short time ago.

A considerable proportion of the energy used by industry is utilised in drying processes. The exhibition, which included laboratory ovens, high-performance units and specialised tube furnaces, raised a number of useful enquiries from visiting industrialists.

Roger Glover (1st engineer, Industrial), left, at the exhibition, with Ken Watson, Sales Manager for Carbolite Furnaces Limited





Pictured, above, are the "Contracting Electricians" team with their trophies.

Liverpool Bowls Winners

THIRD-TIME winners of the Liverpool District Annual Bowls Competition, "Contracting Electricians", were awarded the Championship Shield and individual trophies at a presentation ceremony held a short time ago at the Thingwall Road Clubhouse.

Trophies were also presented to the winners of the Pairs Competition, Jim Parry (Contracting) and Harry Branegan (Meter Test), and to runners-up Bill Tomlinson (jointing) and Steve Price (Load Development).

The Individual Trophy, introduced this year, was won by Phyllis Watkinson (Prescot shop), a player of some distinction.

After the ceremony, a buffet was served and the rest of a very pleasant evening was taken up with disco dancing and the occasional visit to the bar.

Thanks are due to Jim Parry and Ron Woods (Stores), who prepared the refreshments and organised the evening's events.

ARTISTS' EXHIBIT

Five artists displayed over 60 pieces of their work at a week-long exhibition at Sealand Road. Many of them impressed the Head Office staff so much that quite a number were sold. In front of some of their work are, left to right, Hugh Hughes, Tom Garmory, Angela Hughes, John McInerney and Steve Dunning.



'200 Club'

WELFARE Officer Jim Wilcock supervised the Annual Draw for the EEIBA '200 Club'. Over £1,300 in 15 prizes was given away to the lucky members whose numbers came out of the drum. A similar sum had already been presented in monthly prizes over the year.

The three top prizes went to Head Office staff. There are few District staff contributing to the '200 Club', and Jim Wilcock would welcome more members—just £1 per month.



A "grand" gesture from the winning trio, who are holding more than £1,000 in prize money, left to right, Kathy McHugh, £150, Anwyn Hughes, £600, and Eddie Lunt, £300.



Tennis Winners

Harry Foreman, the Chester Sports Club Chairman right, congratulates the winners of events in the Club's Tennis Tournament at their annual buffet luncheon. From the left are Mo Donaldson, Carol Gorman, Gren Roberts, Mike Gibbs, Ken Sinclair, Sandra Johnson and Joan Hughes.



BRAINS, SKILL AND CHANCE

The Chester Sports and Social Club's annual "Brain, Skill and Chance" competition was won by a team of Estates and Wayleaves Officers, much to their surprise. Pictured, from left to right, top row: Bob Douglas, Gareth Owen and Mike Budd. Below: Edwin Davies, Pete Baron and Steve Macaulay (captain).

Building cars of their own

THE powerful roar of sports car engines turned heads in the Sealand Road car park. Revving up were two Head Office engineers in their self-built open-topped two-seaters.

With his foot pumping the accelerator of the sand-coloured Dutton Phaeton, causing its 2,000-cc engine to give that throaty racing sound, was senior engineer John MacDonald.

At the wheel of a Dutton Melos in British Racing Green was 2nd engineer John Brown. Both cars were built by their drivers from basic kits.

The two Johns decided that they would like to own something a little different, as well as the challenge of putting a complete car together.

They chose kits from Duttons

—one of the oldest and largest self-assembly car manufacturers in the country.

John MacDonald selected the two-seater Phaeton and John Brown the two-seater-plus Melos. Their kits consisted of a glass-fibre body and a steel chassis, with suspension, bumpers, side-lights, seats, etc., but no engine or running gear.

Dutton's design their cars to be compatible with the Ford Escort MkI or MkII. Both the MANWEB car-builders bought second-hand Escorts MkIs. John Brown was fortunate to find one with a recently-replaced 1,500-cc engine, so he was able to cannibalise most of the Escort for his Melos.

John MacDonald rescued a 2,000-cc Cortina engine from a scrap-yard, and rebuilt it. With the refurbished parts from the Escort and one or two new bits and pieces, he was able to complete his Phaeton! The total cost, they both estimate, is around £2,500. The Phaeton

took about six months to complete, but John Brown went at a more leisurely pace, taking 18 months to put his Melos together.

Now both cars are taxed, tested and are on the road with their special 'Q' registration plates. Both Johns are delighted with their project results. They are great to drive, excellent at cornering, with a low firm suspension. The ride is a little harsh—something like a basic Mini—and a little bit noisy. But, with the top down on a summer's day and the open road with the wind rushing by, both believe their toil has been worthwhile.

John MacDonald, left, and John Brown, with their self-built sports cars.



TOP DARTS TEAM

Chester Sports Club Darts Contest winning team, left to right: Dave Callister, Derek Hughes and Gerald Davis. We failed to get the two lady team members in the picture—Linda Goode and Sharon Taylor.



Mr. J. BROWNE

MANY former colleagues, now retired, joined present-day staff at Bridle Road to say farewell to John (Jackie) Browne, when he retired from his post as a craftsman overhead linesman a short time ago, after nearly 40 years' service.

Jackie began his working life with a Kirkby firm, prior to joining the Forces during the last war. He served with the Army in the Burma Campaign.

On his return home, he was employed as a cablehand by the former Liverpool Corporation Electric Supply Department. He was with the 33-kV construction gang working all around the Liverpool area.



Saying farewell to Jackie Browne, right, is Paul Wilkinson.

For ten years he served with the Territorial Army, and rose to the rank of sergeant.

Gifts from his many friends included a portable colour television, which was presented to him by Paul Wilkinson (*Production Engineer*), who thanked him for his long and loyal service.

In reply, Jackie said that he had enjoyed his time working with a group of mates who had all pulled their weight and, through teamwork, had overcome many difficulties. "I will miss you all, and I will miss the job," he concluded.

All wished Jackie a long and happy retirement.



Transport section staff at Lister Drive gather round to say their goodbyes to colleague Arthur Petch, seated centre.

Mr. A. PETCH

A FORMER "Desert Rat", as a member of the Eighth Army in the Middle East during the last war. Arthur Petch, a craftsman mechanical fitter employed in the Transport section at Lister Drive, has now retired after nearly 30 years with MANWEB.

Arthur still travels to attend Eighth Army Re-unions around the country.

A camera and a watch were farewell gifts from his colleagues. Following his last day at work, a retirement party was held in his honour, at the Montrose Social Club in Liverpool.

RETIREMENTS

Farewells to friends and colleagues

FROM NORTH MERSEY

TWO popular members of the North Mersey District staff recently said their farewells to friends, as they went into retirement.

Harold Sandys started work for the Board as a labourer in 1955. After a spell with the Engineering section, he moved over to Commercial and worked in the District shops. About ten years ago, he became a meter fixer—in the honest sense!

A keen gardener, Harold was employed in this capacity by the former Crosby Council, prior to joining MANWEB. He has a daughter living in Canada and he visits her as often as possible.

A former member of the ATS, Joan Quadrio, a cleaner at Bridle Road, held a hilarious "hen party" to mark her retirement. Husband Bill was the chauffeur!

FROM DEE VALLEY

THREE members of the Dee Valley District staff retired a short time ago.

J. W. (Johnny) Pierce started work for the Board with the Vauxhall Construction team just over 30 years ago. He retired as a HGV driver, based at the Legacy garage.

R. C. (Bob) Lanceley, a meter operative at the New Crane Street depot in Chester, following a spell as a street lighting

attendant. He took retirement on ill-health grounds after 18 years with the Board.

W. Arthur Roberts, a craftsman mechanical fitter in the garage at New Crane Street depot. He was previously em-



Engineering Manager John Parry, left, makes a farewell presentation to Johnny Pierce.

played as a Work Study observer and at the Queensferry garage. Arthur has been a staff representative on the former LAC and NJAC, and was a member of the Works Committee and LJCC up to his ill-health retirement after 36 years' service.

ELECTRICITY SUPPLY PENSION SCHEME

The Third Annual Meeting of members of the above Scheme will be held in the offices of The Electricity Council, 30 Millbank, London, on Wednesday, 11th December, 1985, at 2.30 p.m.

* * *

The Annual Reports and Accounts of the Scheme have now been printed and copies of the booklet are displayed on MANWEB notice-boards. Board pensioners may obtain copies, on request, from the Pension Section, Room 1E1, MANWEB Head Office, Sealand Road, Chester CH1 4LR.

OBITUARY

IT is with sincere regret that we record the deaths of the following former colleagues.

Mr. James Curran, aged 64, a clerk in the Meter Stores at Lister Drive, prior to his retirement in 1978.

Mr. J. Reg. George, aged 61, a linesman's mate at Aberystwyth before he retired due to ill-health in 1977.

Mrs. Marjorie Hill, a former

typist with the Board in Liverpool. Her widower is Jack Hill, principal engineer, Transport at Head Office.

Mr. Peter Jones, aged 90, a painter at our Legacy depot, prior to his retirement in 1960.

Mr. John A. Nichol, aged 67, a foreman in the Commercial section at Aberystwyth, before he retired due to ill-health in 1975.

Mr. H. E. Oscar Stubbs, aged 76, an administrative assistant in the Cash Office at Sealand Road, prior to his retirement in 1976.

Informative leaflets and booklets relating to farming and horticultural activities, together with safety aspects, have also been widely distributed to our special group of customers.

Courses are now being organised by the Board, in conjunction with specialist staff from The Electricity Council, for students at the Northop College of Agriculture.

It's all go down on the farms — and in the greenhouses — in the MANWEB area!

CROSSWORD PRIZEWINNERS

WINNERS of our October puzzle were:—

Betty Reading (*Clwyd District*)

Ron Trowler (*Tech, workshops, Chester*)

Elizabeth Lewis (*retired*).

Each received a £5 prize.

FARM ELECTRIC, GROW ELECTRIC

SELECTED members of our Commercial staff from each of the Board's ten Districts, together with Roger Glover (*1st engineer*) from Head Office acting as co-ordinator, recently attended a special three-day introductory training course at the Farm Electric Centre at Kenilworth, Warwickshire.

Opening the course was Dave Fisher (*2nd engineer*) from our Mid-Cheshire District, who has extensive experience with the agricultural community. He spoke of the various types of agricultural and horticultural customers dealt with by MANWEB staff and emphasized the advantages of day/night tariffs and the help and assistance which could be obtained from equipment suppliers. Dave also spoke of some of the supply problems to be encountered and quoted a number of local case histories.

Over the three days, an array of interesting speakers addressed members of the course on their specialised subjects. The first day was devoted to horticultural aspects, livestock on the second day and, on the

final session, talks and discussions on crop production.

The course was basic and not intended to make the delegates into instant experts. They did however gain a wealth of knowledge on the cost-effective utilisation of electricity which will, no doubt, prove useful when dealing with customers in this special market sector.

Over the past few months, our Board's staff has made considerable progress in the development of the agricultural and horticultural industries in our area. This effort has promoted a very significant gain in load and, at the moment, we are well over 300 per cent ahead of target.

A successful conference concentrating on cost-control for dairy farmers was held at Theatr

Clwyd in Mold with a gratifying attendance of 131 interested customers. They learned, among other things, of the benefits of low-cost tariffs to suit their particular programmes of work.

MANWEB specialist staff continued to co-operate with trade allies and Joint Study Group meetings with members of the National Farmers Union

have proved beneficial all round.

Liaison with the Agricultural Development Advisory Service within the Board's area has been expanded and they have agreed to circulate a new list detailing all the current Farm Electric and Grow Electric publications. To make it easy for the customers, a reply-paid request card will be enclosed.

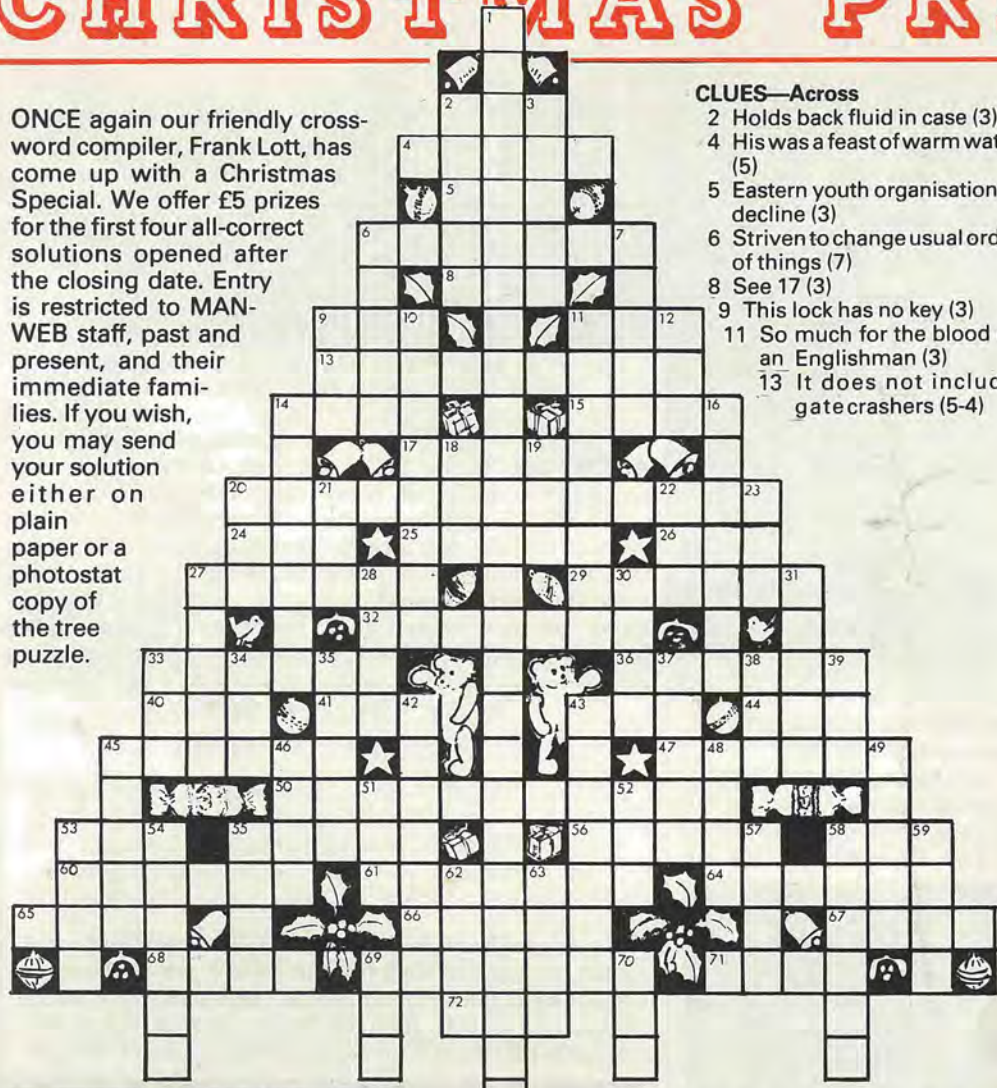
MANWEB delegates "on course" at the Farm Electric Centre. From left to right: David McCann (*Mid-Mersey*), Doug Houlbrook (*Dee Valley*), Leo Purcell (*North Mersey*), Alan Dickinson (*Aberystwyth*), Geoff Willcock (*Mid-Cheshire*), Roger Glover (*Head Office*), Alan Smith (*Liverpool*), Hamish Paterson (*National Crop Specialist*), Terry Dunne (*Clwyd*), Mark Roberts (*Gwynedd*), Bob Isherwood (*Oswestry*) and Dave Makin (*North Wirral*).





CHRISTMAS PRIZE CROSSWORD

ONCE again our friendly crossword compiler, Frank Lott, has come up with a Christmas Special. We offer £5 prizes for the first four all-correct solutions opened after the closing date. Entry is restricted to MANWEB staff, past and present, and their immediate families. If you wish, you may send your solution either on plain paper or a photostat copy of the tree puzzle.



CLUES—Across

- 2 Holds back fluid in case (3)
- 4 His was a feast of warm water (5)
- 5 Eastern youth organisation in decline (3)
- 6 Striven to change usual order of things (7)
- 8 See 17 (3)
- 9 This lock has no key (3)
- 11 So much for the blood of an Englishman (3)
- 13 It does not include gatecrashers (5-4)
- 14 One ingredient of Othello's glorious war (4)
- 15 Turn pale but take the plunge (4)
- 17 8 turns back current to produce betel nut (5)
- 20 Moralist can go haywire when it comes to food... (13)
- 24 ... like wood sorrel tubers (3)
- 25 Little left out of the heading (5)
- 26 Henry V's boy wished to be in such a house in London (3)
- 27 Bird who sounds Edgar Allen (6)
- 29 "Think what our... stands for, Books from Boots' and country lanes." (*Betjeman*) (6)
- 32 Cooked the bean down under (7)
- 33 Nourish clues about kappa (6)
- 36 Operatic alternative to *The Elf-King's Oath* (6)
- 40 For discount from a reprobate (3)
- 41 Affirmative half of a Madagascan lemur (3)
- 43 Here in a Scottish holiday resort (3)
- 44 Charm of Eastern dress (3)
- 45 Such bands are not serviced in church (6)
- 47 Leave out and expect a change (6)
- 50 Metrical group permit the men to take part (11)
- 53 Of which the end is infernal (3)
- 55 Trieste normally produces singers like Pavarotti (5)
- 56 Old asses' ears (5)
- 58 Its tail is timothy-grass (3)
- 60 *A plusieurs reprises s'il vous plait!* (6)
- 61 A feather could alter it (7)
- 64 Gives way to productin (6)
- 65 Shaw said he was only this teetotaler (4)
- 66 Shed Ted (5)
- 67 Part of what you pay a home help in Delhi (4)
- 68 Yemen port (4)
- 69 To do this, says Samuel, is better than the fat of rams (7)
- 71 Opera prince captured by the Polovtsians (4)
- 72 Lamellibranch mollusc (3)
- 73 Repeat to mother in a monastery (3)
- 75 They run round Keats' thatch-eaves (5)
- 77 Vacuous in one in Scotland (5)
- 78 "But oh, good Lord, the... you make It gives a chap the belly-ache." (*Housman*) (5)
- 79 A this man's daughter is an Indian (5)

- 42 Immoderate meeting Rex without a mixed gin (7)
- 43 In a way, meant a three-toed sloth could liven things up (7)
- 45 Chief pine tree state? (5)
- 46 Weapon in the peep-show (4)
- 48 Shown from X to Y in the Gunners photograph (4)
- 49 Like an A. A. Milne character (5)
- 51 Back weight negative (3)
- 52 Measure a thousand and forty-nine (3)
- 53 Think it sounds like a drink's on the way back (4)
- 54 Such capers could cause trouble (6)
- 55 "Indeed, unless the billboards fall I'll never see a... at all." (*Ogden Nash*) (4)
- 57 Emulate Chibiabos (4)
- 58 Colourful drink (6)
- 59 Red star turn (4)
- 62 Sounds like the place where I meander (4)
- 63 "And... bird sang of its love." (*Burns*) (4)
- 69 Lady Pertelote (3)
- 70 Indicate point round 500 (3)
- 73 Ride around pole at table (5)
- 74 Clever constellation (5)
- 75 Live in Spain (4)
- 76 Observed backward bridge partners about a point repeated (4)

CONTACT FREE ADS

ELECTRIC OVERBLANKET OFFER
 A limited number available. Slight imperfections in the blanket fabric which in no way impairs their efficiency or reliability. They have full BEAB electrical approval and are guaranteed for two years.
SINGLE (79 ins. x 55 ins.)—£18.95
DOUBLE (79 ins. x 72 ins.)—£20.95
 Offer open to past and present employees. No staff note required. First come, first served. Apply through your local MANWEB shop or to Alison Dentith at Head Office. Tel: Int. 2637, Ext. 250.

Please send your entry to:—**'CONTACT' CROSSWORD, MANWEB HEAD OFFICE, Sealand Road, Chester CH1 4LR** to arrive not later than **31st December, 1985** Please do not forget to add your own name and office address, home if pensioner or family member.
CLOSING DATE: 31st DECEMBER, 1985.

FOR SALE

CAMERA—Olympus Trip 35mm camera with flash and case. £40. Tel: Prestatyn 7605.

CARAVAN—Lunar Meteorite 1982/83. Two-berth, 11 ft., lightweight (11.5 cwt.). Aluminium chassis. Oven, fridge, heater, double-glazed, lined curtains, mains electrics. Excellent condition, £2,800. Tel. 051-625 9335 (Maurice Grisenthwaite, Hoylelake Training Centre).

CARAVAN—Sprite Alpine 'S'. 1977. 12 ft. 3 ins., 4/5 berth, unladen weight 10.70 cwt. Good condition. £850. Tel: Frodsham 33862.

COOKER—Belling Compact Super IV, with timer clock, glass door, four rings. Excellent condition. £95. Tel: HO internal 2319.

DINGHY—Mirror 59206, including road trailer, launching trolley, oars, tarpaulin. Excellent condition. £500. Tel: HO internal 2065 (Jeff Morgan).

ELECTRIC FIRE with fan heater. Regency style. Hardly used. £35. Tel: Liverpool District internal 591 (J. Parak).

ELECTRIC KILN—"Trufire" top-loading. 1.2 cubic feet. Stand and furniture. 13 amp socket. Used once. Cost £250 when new. Will accept £150. Tel Deeside (0244) 817866.

GUITAR—Ideal for beginner. Very good condition, £20. Tel. Dee Valley District Int. 258 (John Goulding).

HI-FI—Quad 33/303 pre-amp and amplifier plus EM2 tuner. Housed in low-level coffee table type cabinet. Space for turntable, etc. £150. Tel: Oswestry internal 316 (A. M. Ellis).

HOOVERMATIC twin-tub washing machine. New condition. £160 ono. Tel: Chester 381673.

KNITTING MACHINE—Jones Brothers (new). Table, wool-winder, etc. £200. Tel: 0942 720817.

OLYMPUS OM30 Camera (body only). Auto/manual, auto-focus facility. Mint. Boxed. £110 ono. Tel: HO internal 2849 (Gordon).

SINGLE DIVAN—"Relyon". Never used. £90 ono. Tel: Chester 381673.

CARS, ETC.

HONDA C50 Motor Bike, with screen and carrier box. 4,000 miles recorded. 150 m.p.g. Excellent condition. £250 ono. Tel: Gwynedd internal 2208 (Howard Hughes).

RENAULT FUEGO TX—1983. Silver, low mileage, tinted glass, electric windows, sun roof. Careful lady owner. Immaculate. £3,000. Tel: HO internal 2386.

TRIUMPH ACCLAIM CD—July '82. Electric and tinted windows, stereo cassette, radio, five-speed, under 40,000 miles, superb condition, beautiful runner on two-star. Taxed and MOT. £2,500 ono. Tel: 051-355 7697.

1760 ENGINE—Audi 100. Fully reconditioned. Part reassembled. Abandoned project. £100 ono. Tel HO internal 2849 (Gordon).

SPARES—Many spares for Viva, Maxi and Citroen. Doors, bonnets, etc. Very cheap. Tel St. Helens internal 214 (Tony Brown).

WANTED

CAR—Small runabout. Cheap. Tel. Liverpool District Int. 512 (Ronnie Sands).

METAL DETECTOR—£15 available. Tel: Oswestry internal 315 (Roger Restieaux).

MORSE KEY and Oscillator. Tel: HO internal 2143 (Jim Wilcock).

HOLIDAYS ABROAD

FRENCH RIVIERA—Cote d'Azur. Six-berth mobile home to let. Fully equipped, shower, toilet, cooker, fridge. Easy reach of Monaco, St. Tropez, Nice and Cannes. On-site swimming, tennis, shop, bar. 18-hole golf course six miles. Discount for electricity supply industry staff. Booking for 1986 now. Tel: 0544 267579 (M. Williams, Midlands Electricity Board).

TENERIFE—Playa de las Americas. Luxury apartment in superb location. Two bedrooms. Terrace, pool. Tel. Chester 674871 or Head Office 2386 (Mrs. G. Littler).

YUGOSLAVIA—10 days (7 nights) coach holiday. 24 May to 2 June. £145 plus £10.50 insurance. Tel: New Crane Street internal 419 (G. S. Postle).

MITCH'S YULETIDE HUMOUR

- Down**
- 1 Judges' (but not an O.T.) reference book? (8, 9, 7, 10)
 - 2 Lear boat (5)
 - 3 A little firm feminine support with a hat on (5)
 - 6 Helen's topless towers were here (5)
 - 7 Put in legal possession (5)
 - 9 Since part of the Galapagos Islands (3)
 - 10 Not what you thought of later (8)
 - 11 Find me a flint to light the lamp (8)
 - 12 When is the Greek letter coming? (3)
 - 14 "Now droops the milk-white... like a ghost." (*Tennyson*) (7)
 - 16 Flawed pearl in a sweet (7)
 - 18 *De par le...* (3)
 - 19 Delete from a low-cut dress, pass what's left (3)
 - 20 Sentimental slosh (3)
 - 21 But he's not silly in the Royal Engineers (3)
 - 22 Beatrix Potter's Simpkin (3)
 - 23 Constellation sign (3)
 - 27 Ponchielli made them dance (5)
 - 28 Call to eastern ruler (4)
 - 30 Call of the sea (4)
 - 31 Unhappy daughter of Tantalus (5)
 - 33 Half-spaced at Bath? (3)
 - 34 Mathematical veg (3)
 - 35 Loaded and the Spanish troubled (5)
 - 37 Bring up second-class music maker (5)
 - 38 Fabulous elephant-carrier (3)
 - 39 Snipped outsped drink (3)