

Charities reap the benefits of safer working

by Jackie Unsworth

Three more charities have each benefited to the tune of £200 thanks to the safe working of Manweb staff.

The Wirral-based Christopher Johnson Fund, which helps seriously and terminally ill children; the Chester Rockets wheelchair basketball team, and the Macmillan Nurses in Liverpool received cheques from Manweb. They were nominated by employees whose staff groups - Merseyside Region, Cheshire Region and 'Other Functions' (Non Head Office) - achieved their monthly targets within the Safety First campaign.

In the picture (top) representing the 'Other Functions' group, Phil Ramsey (right), Central Operations Manager, presents a cheque to Alan Johnson, of the Christopher Johnson Fund, while in the picture (right) Warrington-based Electrical Fitter Adam Fowler (2nd right) hands over Cheshire Region's cheque to wheelchair basketball players James Blyth (right) and Mark Young, of Chester Rockets, watched by Regional Manager Steve Wood.

Adam nominated the Rockets because of his long-standing friendship with James Blyth, who lost his leg in a motor cycle accident last year. Adam was amongst the first on the scene after the accident, when, travelling home from work, he spotted his friend lying in the road.

"It was a terrible shock," said Adam, "but James has come through it really well and, despite being in a wheelchair, is very keen on participating in sports."

Below, Merseyside Region's Business Support Manager Shaun McGuinness, surrounded by colleagues, presents a cheque to a representative of Macmillan Nurses.

The charity was nominated in memory of one of their colleagues, former Liverpool-based Jinter Andy Haskayne, who died recently.



CONTACT

NEWSLETTER FOR MANWEB PEOPLE

FEBRUARY 1997

THE SENSIBLE WAY AHEAD

By Jackie Unsworth

As the final stage of Manweb's integration into the ScottishPower group gets under way, Chief Executive Charles Berry has described the new structure of the company as 'the sensible way ahead'.

In a special briefing to his senior managers before the recommendations of the task groups were announced to all staff on Monday, 24 February, Charles said the over-riding message was that we need to operate as a team both in Scotland and Manweb.

The task teams, he said, had been working in a whole host of areas - Energy Supply/Customer Service, Power Systems/Distribution Operations and in the Corporate functions - to achieve all the benefits of being part of a large group.

Their recommendations would enable the group to build on the considerable achievements which have already been made. These changes would help Manweb to keep up the momentum and ensure we achieve our targets.

The measures will also help the ScottishPower group to continue its drive to compete successfully and build businesses.

Charles described Manweb's performance as strong, both in financial and customer service terms.

The focus on customer minutes lost has paid dividends, and customers were reaping the benefits of the efficiencies already achieved, including the first price cut in three years for small businesses.

"This all stands us in good stead for 1998 when there is freedom of choice for all customers," said Charles.



The successful implementation team check the final product after working round the clock.

MSP spells success

Close teamwork has meant that the flagship MSP has gone live without a hitch.

After two years of planning and preparation the system is now working - although neither users nor customers should notice any difference.

Chief Executive Charles Berry said: "This seamless transition has been achieved through team work and commitment."

John Griffith, MSP Project director, added: "I am delighted that phase one has been implemented so smoothly. The teamwork

between ISD and customer service staff was exceptional

Andy Pooley, MSP implementation manager, said: "This will give us the building block to make changes for all customers to provide what they want. We are now well-placed to cope with 1998 and deregulation."

"It has been a team effort. I want to thank everybody who took part for their help and their dedication."

The database will form the basis of multiservice billing for the ScottishPower group.

Full story - turn to pages 3, 4 and 5.

Blueprint for a healthy

Special report by Sarah Batley

Manweb's occupational health unit and programme is so well regarded it will form the blueprint of Southern Water's overhaul of its service.

ScottishPower's group medical adviser Dr. Les Smith revealed his plan at the official opening of Manweb's occupational health unit's new suite of offices and consulting rooms at Rhostyllen.

Chief Executive Charles Berry cut the tape to open the suite and then officially launched the Wellscreen van, which will soon be a familiar sight at Manweb's offices around the region.

The department, which was previously based at Sealand Road, plans a new proactive programme of health promotion and education, therapeutic intervention and rehabilitation and resettlement.

The team comprises Monique Clifton, Andrea Snagg, Giuliana Christmas and new doctor Joe Tattersall. They plan to assess each Manweb worker's individual needs over the coming year.

Andrea told the assembled managers at the launch: "It is a challenging time ahead for the department, and we have undergone a great deal of change."

Staff take on average seven days sickness leave a year, which costs the company almost £1m. Therefore it makes economic sense to find ways of ensuring that staff stay healthy, said Charles Berry.

He added: "ScottishPower is committed to providing a positive working environment. Occupational

health is a key component of that environment. A company's assets are only as good as the people working in them. Wellscreen is going from strength to strength, and I would urge everybody to take the chance to use the facility."

Dr. Smith said: "It is all part of a jigsaw that fits together. There are many benefits to improving the health of an



Chief Executive Charles Berry cuts the ribbon to launch Manweb's new Wellscreen vehicle. Also pictured (l-r) are the Occupational Health team: Dr Joe Tattersall, Andrea Snagg, Giuliana Christmas and Monique Clifton.

employee, not just to him or herself and their family but to the company as well. If they are fit and healthy they are more resistant to the pressures, stresses and strains that can come with the job."

The unit offers counselling along with alternative and complementary treatment, such as aromatherapy and Chinese-style massage, he added.

The team is planning to work with a physiotherapy and ergonomics company to offer help and advice to those with work-related health problems, and look at how such problems can be avoided in the future by using different working methods or

tools. Although the unit does not carry out first aid, part of its task is to supervise the provision of first aid. The unit's services can be used either by self-referral, contacting the team for help, or via a line manager.

Monique said: "All information will be treated with the strictest confidence. Specific information on the health of individuals is not declared to managers without the written consent of the individual concerned."

The department aims to promote the physical, mental and social health, safety and well-being of employees to enable employees to achieve their potential and maximise their contribution to the achievement of the company's objectives.
Occupational Health Mission Statement

Fact file

Manweb workers take an average of seven days sick leave a year. That costs the company £332 per person.

In 1995 the main reason for days off in Manweb was due to back or spinal disorders, with 2,257 days in total.

Staff took 101 days off due to hernias.

In 1989 there were 30 million lost working days in the UK due to illness, compared with 250,000 lost days due to industrial action.

Nationally each day 11 people die from asbestos related illness, that's 4015 a year. In the UK up to 100 deaths a year occur at work.



Charles Berry checks out the equipment inside the Wellscreen vehicle, with Monique Clifton and Dr Joe Tattersall.

workforce



Dr Joe Tattersall (left) has taken over from Dr Peter Burke as company medical advisor. He has previously worked in the National Health Service and as occupational physician for Ford Motor Company and Severn Trent Water. He will be available on Tuesdays and Wednesdays at the unit.

Wellscreen van gets on the road

Wellscreening is part of the occupational health team's belief that prevention is better than cure.

This is part of a move away from traditional MOT style check-ups and towards a forward looking lifestyle planning approach.

Wellscreening is a lifestyle assessment that checks a range of health issues, such as heart activity, blood pressure, eyesight, cholesterol, and a person's diet and exercise levels.

A list of carefully selected questions are posed and the answers are used to calculate a personal risk score and then to compile a risk profile.

Andrea Snagg and Giuliana Christmas will work with the person being assessed to plan simple lifestyle changes to improve the risk prediction.

Exercise

This could include taking more exercise, perhaps by using the fitness centres at Manweb's regional offices. A full exercise assessment and programme can be drawn up at the centres, in conjunction with trained staff. More details on this are available from Fitness Centres Co-ordinator Sue Linton on 700 2081.

The information is gathered together in a Wellscreen personal report and lifestyle plan, which is handed to the employee.

Although all the information is confidential, the screening results can be analysed anonymously to build up a company health profile.

The Wellscreen van, which will soon be a familiar sight at offices in the region, has been adapted from an ordinary van under the guidance of Transport Manager Doug Hardy.

It includes a soundproofed hearing booth for auditory tests. This blocks the view out of the rear view windows, so the driver has to rely on wing mirrors for manoeuvring. Both Giuliana and Andrea have received advanced driving training.

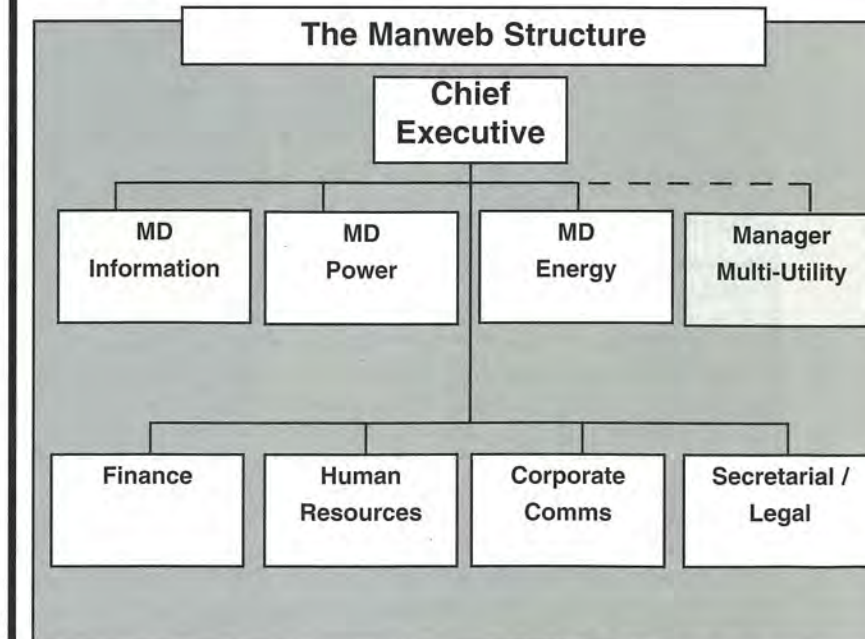


Charles Berry, Chief Executive of Manweb, with, left, Bill Landels, Managing Director, Energy Supply and, right, Alan Richardson, Managing Director, Power Systems

The top team

As Chief Executive of Manweb, Charles Berry will continue to have prime responsibility for the overall Manweb performance, with Bill Landels and Alan Richardson being accountable for Energy Supply and Power Systems, respectively.

Charles said: "We have already made a significant contribution to the ScottishPower group and we can all be justifiably proud of the achievements made in the last year. I am looking forward to Bill and Alan playing an even more active role in our region and helping Manweb continue to go from strength to strength."



TASK TEAM RECOMMENDATIONS

Distribution Operations

Within Distribution Operations, the task team looked at the following areas:

- Design and Projects
- Logistics
- Quality, Safety and Environment (QSE)
- Finance
- Central Operations (System Control and Applications Support)
- Information Systems
- Training and Development
- Multi-Utility Development

The main recommendations are that from 1 April 1997, Distribution Operations will become Power Systems, Manweb.

The three regions, Merseyside, Cheshire and Wales, will be strengthened on ScottishPower lines through the devolution of central and corporate activities. This means that each region will have its own Design and Projects, QSE, Finance and Human Resources staff.

The concept of 'lead regions' will be introduced for particular speciality functions. For example, Wales will be the lead region for hands on live line working.

Safety is of major importance, and the company hopes to improve its record in this field by giving the three regions direct responsibility.

Central Operations, Training and Development, and Information Systems will be merged into a single group managed from Scotland but operating in Manweb.

Key projects such as AM2000 (Asset Management) will be led from Manweb.

There will also be greater focus on multi utility development in Manweb.

"We have been continuing to look at ways in which we can operate more efficiently now that Manweb is part of a large multi-utility group. Cost reductions have been identified through improved efficiencies and job savings have been found, 17 in Scotland and 57 in Manweb, which we are confident will be achieved voluntarily.

We will share the benefits with customers in the form of future price cuts and by strengthening our activities in our regional centres. These measures will also help the ScottishPower group continue its drive to compete successfully and to build businesses. "

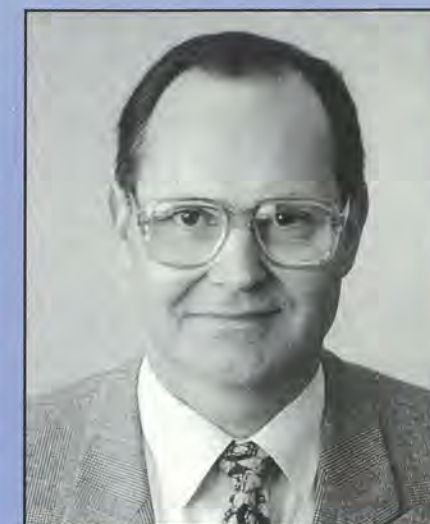
- Chief Executive Charles Berry

- Further integration
 - Strengthening the regions/closer to customers
 - Removal of additional duplicated costs
 - Build on teamwork already established
 - Further transfer of best practice
- The changes will affect both ScottishPower and Manweb.*

The task groups were set up during November and early December 1996 with the goal of maximising ScottishPower group performance from the integration of Manweb.

The teams were asked in particular to identify best practices, cost and manpower savings, the main issues in their areas and to make recommendations.

Ten teams were established in Distribution Operations/Power Systems: two in Energy Supply and three in Corporate. They comprised managers from both Manweb and ScottishPower and they were given a target of 31 January 1997 for the completion of their reports.



Geoff joins the Board

Director, Distribution Operations, Geoff Abel has been appointed to the Board of Manweb plc.

Geoff (pictured above) has led the Distribution Operations team at Manweb since January 1996 and in the new integrated Power Systems structure will become Director, Central Operations for Scotland and Manweb.

Announcing the Board appointment, ScottishPower Chief Executive Ian Robinson said: "Geoff's appointment is the latest in a career with Manweb which has included spells as General Manager Business Support Services, Head of Management Services, District Manager and Purchasing and Services Manager.

"I am sure everyone will join me in wishing Geoff well in his new appointment."

In his new role as Director, Central Operations for Scotland and Manweb, Geoff will report to Power Systems Managing Director Alan Richardson.

His responsibilities will include the operation of the Systems Control Centres at Hamilton and Prenton.

A key task will be to develop the strategic plan for new investments.

In the early months of his new role, Geoff will act on behalf of both Alan Richardson and Manweb's Chief Executive Charles Berry to ensure a smooth and successful integration is achieved.

* Stewart Saunders, General Manager in Distribution Operations, is also on the move. He left Manweb on 28 February to be seconded to China Light and Power in Hong Kong.

His role will be to lead a task group of senior managers within China Light and Power to achieve full integration of their Transmission and Distribution/Customer Services businesses.

Corporate functions

The Corporate task team has recommended the following:

HUMAN RESOURCES

- The progressive devolution of HR staff into the divisions.
- The establishment of a Joint Consultative Council for the businesses and a new common interest forum.

This means that Power Systems and Energy Supply will each have their own HR teams based in Manweb.

In Power Systems, Personnel Managers with their own HR teams will be appointed to Merseyside, Cheshire and Wales Regions, reporting to Regional Managers Bill Tubey, Steve Wood and Alan Laird. The move will enable regional personnel and administration work to be consolidated.

Energy Supply division will also have a small HR department based in Manweb. The team will consist of one HR Adviser and one HR Admin Support, reporting to a Manager, Human Resources Operations.

Corporate HR staff will be appointed to Power Systems and Energy Supply divisions with effect from 1 April 1997, but will remain at Manweb House until 1 October 1997.

FINANCE

A revised corporate organisational structure is to be adopted, covering management forecasting, financial accounting, Business Planning and Forecasting, Financial Systems development and support, Regulation and Secretarial Services.

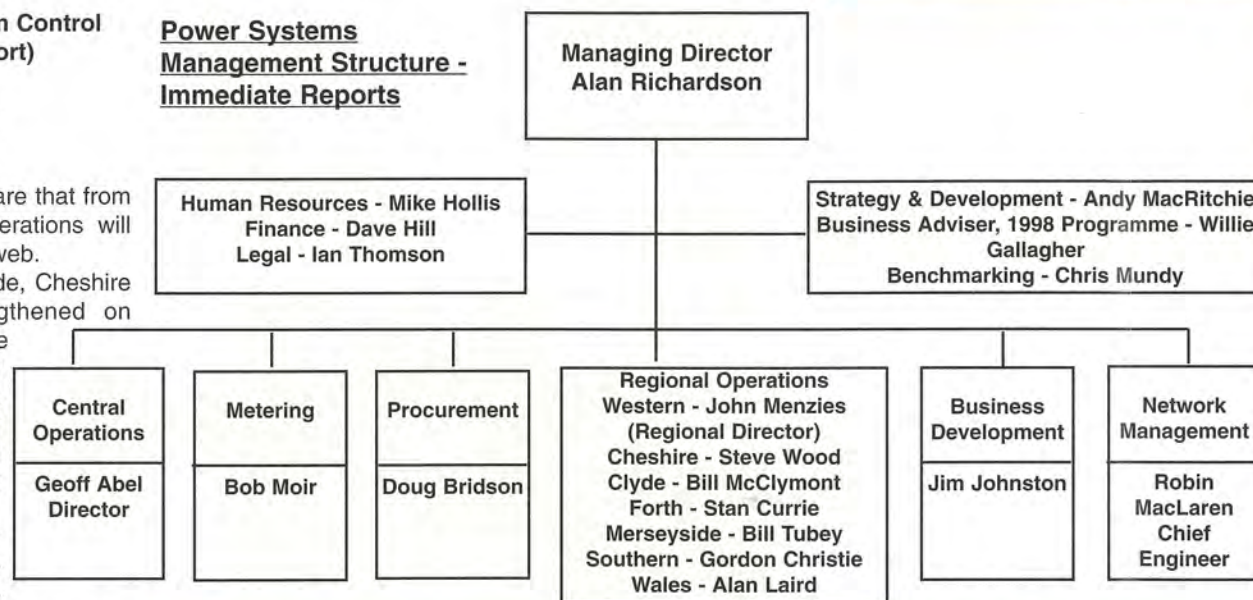
The Distribution Finance function will be progressively integrated within the regions, while Energy Supply's finance function will still be based in Chester.

Manweb will continue as a separate entity to report and account for its financial results.

BUSINESS DEVELOPMENT

There will be an increased focus for multi-utility development in Manweb, including closer contact with economic development agencies. This post, which has not yet been filled, will report to Chief Executive Charles Berry.

Power Systems Management Structure - Immediate Reports



Customer Service consolidates

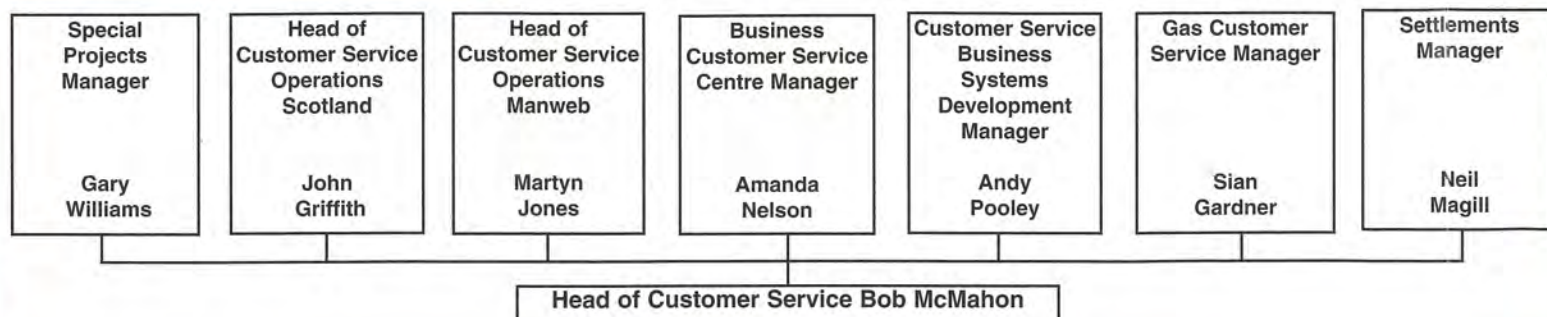
The main theme within Customer Service is to consolidate, wherever possible, taking the route of least change that will deliver the required benefits and improvements.

The task team has recommended:

- A singly managed group customer service operation with Bob McMahon at the helm, supported by regional heads.
- The retention of two regional call centres, with Warrington becoming a 'fast track' centre for new initiatives, for example opportunities in the gas market.

Bob McMahon said: "The whole of the Customer Service operation has been through a great deal of change in the last few years and 1997/98 will see no downturn in that rate of change.

"We have to implement the Multi Service Project (MSP) and be ready for 1998 and in all normal circumstances that would be enough for anybody. We have also got the great new challenge of taking on, for the first time in our history, a large quantity of new customers."



CONTACT READERS' OFFER

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You will stay at the well-appointed 3-sun graded Ambassadeur Hotel, close to the beach on Jersey's sunny south coast and about a mile from St Helier.

Our Jersey Spring Minibreak can be taken any time between 4 and 27 April and extra nights are also available. The price of £99 per adult for two nights includes:

Return sea travel from Poole to Jersey on any sailing, Saturday to Thursday; bed and breakfast accommodation in a twin/double room with private facilities at the Ambassadeur Hotel; self-drive car hire* or transport of private car**; services



Picturesque St Brelades Bay in Jersey.

of a local Travelsmith courier. Children under 12 can stay for half price if sharing a room with two adults, or free if under two.

Extra nights, including car hire if required, are available for £22 each, half board can be provided for an additional £6 per night, a bedroom with a sea view for an extra £3 per night and, should you wish to travel out or back on a Friday, you can do so for an additional £10 per person. Package insurance cover for up to six days is also available for £15.

To book your Jersey Spring Mini-Break, just telephone the Travelsmith reservations line on 01621 784666 and quote Reference C30 to qualify for the special rates.

* Free self-drive car hire for full duration, based on minimum two adults sharing and excluding insurance payable direct.

** Based on two adults sharing a private car not exceeding 2.4m in height, 5.5m in length or two tonnes in weight.



Taking the Mickey!

Bet you can't guess where this photo was taken! The unusual shaped electricity pole was spotted by Neil Hunter and his wife Cathie on a recent holiday to Florida.

Learning Business Manager Neil, who is based at Manweb House, could hardly believe his eyes when he realised the pole was Mickey Mouse-shaped.

He said: "The areas around the Disney parks are continually being developed and this was part of the new power and roads infrastructure.

"You'd think they would have better things to do, wouldn't you?"

Top marks for the schoolboy 'good citizens'

Four schoolboys whose prompt actions could have saved lives have each received Good Citizen awards from Manweb.

The framed awards, devised by Liverpool-based Community Liaison Representative Moira Renwick, were presented to the youngsters after they raised the alarm about potential hazards.

Moira was approached by eight-year-old Neil Phillips while she was giving a safety talk to pupils at English Martyrs RC Primary School in Kirkby.

Neil told her that 'big boys' had placed a swing on a pylon and that all the children were playing on it.

Pinpoint

With the help of Neil's older brother, 10-year-old Joseph, Moira was able to pinpoint the location of the pylon and Manweb staff were quickly despatched to remove it.

During a similar visit to St Joseph's Junior School in Kirkby, Moira learned about two more highly dangerous incidents.

Mark Lowles, aged nine, told her he had seen children playing on straw bales stacked near to an electricity pylon, and nine-year-old Ian Smith-Hardie reported a broken fence around an electricity substation.

When Manweb staff investigated, they discovered a burnt patch below the pylon. The straw bales had been set on fire but fortunately the electricity equipment was undamaged.

Ian's tip-off about the fence confirmed there was a security problem at the substation, but the damaged fencing did not belong to Manweb. However, the private owner was contacted and asked to carry out repairs.

Moira said: "When visiting the schools to give 'Play Safe' talks,



Manweb Community Liaison Representative Moira Renwick presents 'Good Citizen' awards to brothers Neil and Joseph Phillips.

I often receive helpful information. I came up with the Good Citizen award for the children as a way of acknowledging their help.

"The information these four boys in Kirkby provided could have prevented serious injury or death."

Moira, who visits schools throughout Merseyside Region to reinforce Manweb's safety message, had been targeting the Kirkby area in particular because of a recent incident when, during school holidays, children had thrown a tape measure across a 132kV line.

"The metal ends of the tape were only three feet from the ground and anyone who touched it would almost certainly have been killed," said Moira. "Fortunately a passing motorist saw it happen and reported it to us."

PRIZE DRAW WINNERS

The £300 prize in the EEIBA's January draw was won by retired employee V Hughes.

Second prize of £200 went to R P Thompson, also retired, with the rest of the cash awards allocated as follows:

£100 - J F Perry, retired; £75 - A J Wilcock, retired, and E E Thomas, of First Hydro; £50 - E

Jones, retired; £30 - K T Banks, retired, B M Hampton, retired, S Evans, Aberystwyth, F Deakin, retired, and M Potter, retired; £25 - I W Thomas, retired, K Humphreys, First Hydro, A F Vidler, retired, F G Whisker, retired, A Mairs, retired, D J Scott, retired, L Townsend, retired, and A B Jones, retired.

New meeting place

The Manweb (Chester) Sports and Social Club Retired Staff Association has a new venue for its monthly meetings.

Members will now meet at 2pm on the last Wednesday of every month at the United Reformed Church in Hoole Road, Chester.

Refreshments are provided and the programme of events includes interesting talks and outings.