

A fun night out for, left to right, Pam Clarke, Jenny O'Brien and Helen Brammell.



Safety record earns days out

A RECORD-BREAKING safety run has earned a series of free days out for Merseyside staff.

They have become the first out of all the Regions to go 52 weeks without a lost time or reportable accident – in fact, when *Contact* went to press, they were approaching 70 weeks accident-free.

Power Systems Managing Director John Menzies decided the employees deserved a morale-boosting bonus – and Merseyside Regional Manager Gerry Halas, with support from the HESAC Health and Safety Committee, offered the staff the chance to choose from a list of leisure-time activities.



Enjoying a round at Blundells Hill Golf Club are, left to right, Ian Walsh, Paul Stevenson, Dave Berry and Ronny Cleary.

“They were special treats and everybody deserved them,” said Chris Parker, Safety and Environment Co-ordinator for Merseyside. “By working safely and taking care of themselves the staff really earned the days out. A lot of them have come back and said

they appreciate the company’s gesture. Those who did not want to take a trip were given the chance to enter a raffle.”

The treats included visits to a dogs night at Belle Vue, Manchester, Hollywood Bowl in Edge Lane, a French restaurant and Blundells Hill Golf Club.

Dressing up for charity

A FUND-RAISING event was staged by Credit Management at Pentre Bychan to benefit the Nightingale House Hospice cancer centre in Wrexham.

Organised by team managers Paul Cormack and Jason Neil, both Champions for the ScottishPower Customer Crusade, the charity drive – on the theme of cross-dressing – was inspired by the experience of Sara Morris, who works in the losses team.

Sara’s aunt has been in the hospice since last November and she has



Snow White and the Seven Dwarfs... Credit Management fancy dress fun.

nothing but praise for the care she is receiving. “The nurses are doing a brilliant job and we all felt we should contribute something,” said Sara.



Digging for environmental victory – pupils at Towyn Junior School plant prickly shrubs which they hope will deter vandals from attacking their “green zone” in the school grounds.

Pupils plant prickles to placate their prickly problem

YOUNGSTERS at a school in north Wales are creating a new conservation area thanks to Manweb.

The pupils at Towyn Junior School are hoping that special prickly shrubs and bushes will help to deter vandals who destroyed their previous “green zone” which they created after serious floods a decade ago.

Manweb is making the new area to replace several trees within the school grounds which have to be removed to safeguard overhead power lines, under the £20 million Rural Care initiative.

Hywel Jones, Towyn Junior School Head Teacher, said: “I am pleased that Manweb is tackling the problem of the trees and that this initiative means a new lease of life for our conservation area.”

Contact



NEWSLETTER FOR MANWEB PEOPLE

Millennium Special: January 2000

Millennium planning pays off on the big night

MARK OF TRUE COMMITMENT



Boat lift light up

THE Anderton Boat Lift, a scheduled Ancient Monument linking the Weaver Navigation and Trent and Mersey Canal near Northwich, entered the Millennium in a blaze of light thanks to Manweb’s support for an innovative floodlighting project.

The structure has been brilliantly lit throughout Christmas and the New Year and beyond prior to its renovation. *Contact* readers

voted to support the project along with a number of other environmental and floodlighting ventures for the Millennium, including the lighting of Bangor Cathedral and the Mersey River of Light Festival.

John Marsh, Cheshire Region Manager, is pictured above, at the lights switch on which he jointly performed with Derek Cochrane, Regional Director for British Waterways.

‘HAPPY New Year to everyone. All the planning and actions to prepare for the Millennium throughout Manweb and the Scottish-Power group were finally put to the test on New Year’s Eve.

Thankfully, everything went without a hitch and that’s due, in no small part, to the effort you all put in, with lots of work behind the scenes.

I appreciate that many of you gave up your own celebrations to work or be on stand-by during the roll over and that is a mark of true commitment to the company and our customers.

Together with the rest of the management team, I was at Prenton and as we watched the clock change to mark the start of a new century, we welcomed it as one that will bring plenty of fresh challenges to the company.

Of course, just because we’ve passed the big night doesn’t mean that we can fully relax, as there are trigger dates yet to come, such as 29 February and 1 March this year, and the effects an extra day this Leap Year may cause.

So I would urge you to be careful during the coming



By Manweb Managing Director Stewart Saunders

months and double-check to ensure that our service to customers is not affected.

Most of all, though, I would extend to you and your families my sincere best wishes for good health and happiness in the years which lie ahead.

Christmas miracle

A ROUSING rendition of *Hark the Herald Angels Sing* by carol singers from Manweb in a hospital ward helped to spark a “Christmas miracle”. SEE FULL STORY CENTRE PAGES.

Win a short-break family holiday – see page 9



MANWEB STAFF BACK THE BBC CHILDREN IN NEED APPEAL



Above, Pentre Bychan receptionist Nan Lightfoot, second from left, and three friends dressed as the Blues Brothers to join the Children in Need Appeal live TV audience at Pebble Mill, Birmingham.

Right, Warrington Call Centre staff dressed up with a rags to riches theme as a fund-raising stunt.



MANWEB staff made their usual effervescent contribution to the annual Children in Need Appeal.

They dreamed up a host of inventive ideas for fund-raising – and one of them even travelled to join the studio audience at Pebble Mill in Birmingham.

Pentre Bychan receptionist Nan Lightfoot went with three friends to be present as singer Michael Ball and BBC TV's arts reporter Nina Nannar led the festivities.

Backstage Nan handed over more than £400 raised by herself and her husband Roy, a Troublecall despatcher at Prenton, in a sponsored cycle ride from Chester to Little Neston.

Warrington Call Centre staff dressed up with a rags to riches theme, while team leaders went in the stocks to receive wet sponges and managers provided waiter service during coffee breaks for the staff.

At Crewe Customer Service Centre a bumper raffle was held with prizes including a hamper and toiletries. Rhyl Customer Service Centre staff dressed as saloon girls and staged a raffle.

A Teddy Bear's Picnic was staged at Aberystwyth Customer Service Centre which also held a children's photo competition and a treasure hunt. Customers

Putting the fun in charity fundraising



If you go down to the Customer Services Centre you're sure of a big surprise... staff at Aberystwyth CSC staged a Teddy Bear's Picnic to the delight of their young customers.



were asked to donate pennies into a picturesque "wishing well."

At the SuperCentre on Tithebarn Street, Liverpool, staff dressed up as doctors and nurses. A raffle and quiz night were arranged.

Badges of the BBC Children in Need character Pudsey Bear went on sale at Wrexham Customer Service Centre, and there was also a Pudsey raffle.

Staff live up to record with no dignity spared

A HOST of ideas were dreamed up to help raise cash for the massive charity event which was held on Friday November 26.

Money raised by the staff was matched by Manweb from its Charity Chest up to £300 for each person, thus increasing the value of the fundraising. No dignity was spared in the stunts and once again Manweb lived up to its proud record of raising substantial cash for the appeal.

MP says new facilities further strengthen Manweb in Wales

MANWEB'S new Welsh language call centre in Caernarfon was officially opened by Dafydd Wigley MP in a special ceremony.

Mr Wigley, who is also the Assembly Member for the area, toured the call centre at the St Helens Road offices before doing the honours.

The call centre, with locally recruited, Welsh-speaking staff, complements the service already being offered by the Pentre Bychan offices.

Calls from the mainly Welsh-speaking areas of Manweb region will be handled by the new call centre, giving the opportunity for all calls to be dealt with in the language of the customers' choice.

Advice

The refurbishment of the office includes a new reception area where customers can make payments or chat to staff. The office is also the base for staff who provide advice surgeries for customers across north Wales.

Mr Wigley said: "The opening of this new call centre in Caernarfon is excellent news for the local area, with the creation of new jobs.

"It also further strengthens the service Manweb provides to its customers in Wales."

Welsh language call centre opens



Caernarfon AM and MP Dafydd Wigley tours the new Welsh language call centre with Centre Team Leader Jennifer Moss-Ellis and 24-hour Manager Ieuan Davies.

Manweb Managing Director Stewart Saunders said: "We recognise the importance of a bilingual service to our cus-

tomers in Wales and this new service will complement our present services." Manweb had the honour of

being the first non-public utility to have a Welsh Language Scheme approved by the Welsh Language Board.

Power Systems bid for coveted Charter Mark

POWER Systems has made an application for the prestigious Charter Mark – and if the division is successful, ScottishPower will become one of the few companies in Britain with a total of three Charter Mark accolades.

Following visits by the assessors, who need to be satisfied in a number of customer service areas, the result is expected in early February.

"The emphasis is on standards of service," said Dave Grady, Customer Service Manager for Power Systems who co-ordinated the application. "To gain a Charter Mark everybody in the company is involved – it is a measurement of the customer service that everybody provides. If we win the award it will be a confirmation of the continuing improvement in our services to our customers."

In Wales Region, the assessors visited the Regional Call Centre and were informed about the

handling of Troublecall and telephone monitoring. Other areas that were examined included the Wrexham High Street Customer Service Centre, the ROC and Emergency Room with a discussion of handling faults with control engineers and despatchers, the Goddess system, customer service provision at Caernarfon, and Metering Business activities. A visit was made to the CSC outreach service at Llandudno library.

In Cheshire and Merseyside, the spotlight fell on Power Systems customer service with visits to Prenton office and the Customer Service Centre on Tithebarn Street, Liverpool.

Charter Mark criteria include being open with customers, consulting and involving them, treating them fairly and putting things right if they go wrong, and providing user satisfaction.

Manweb as a whole and ScottishPower already possess Charter Mark awards.

Citizenship awards

MERSEYSIDE Region is sponsoring two Good Citizenship Awards in local schools in association with the *Liverpool Echo*.

One youngster will be selected from each school for the Award and will receive a bronze statuette at a special ceremony.

Another school, Cowley High, has given a Good Citizenship Award to former pupil Michelle Lewis, a previous winner in the *Chronicle-Manweb Community Champions Awards*, who now works as a Skillseeker for Manweb and is well on the way to raising her personal target of £1 million for cancer research by her 18th birthday in July.

Christmas with a taste of the Caribbean

PEOPLE of all ages in Liverpool enjoyed a Christmas meal with a difference thanks to support from Manweb.

The company sponsored the annual party meal for local people laid on by the Liverpool Afro Caribbean Club at Hector Peterson Court, Danube Street.

Councillor Joe Devaney, Lord Mayor of Liverpool, called in to join in the cele-

brations and get a taste of the alternative Christmas lunch, which included saltfish, fritters and Caribbean fried chicken, as well as roast turkey. Music came from local schools and cabaret acts accompanied by a steel band.

Manweb also sponsored hampers for the local community. Community Relations Manager John Kennedy said: "I

know that this is a great event which is enjoyed by many people in Liverpool and I am delighted that we are able to help and so benefit the local community."

Herbie Higgins MBE, who organised the party, said: "We are grateful to Manweb for its support and I know that everybody had a great time celebrating Christmas with an Afro Caribbean theme."

A MAJOR scheme to bring extra power to a top north Wales factory has boosted the latest stage in its expansion.

A new substation supplied by Manweb will enable Toyota to be supplied with up to 13.5 megawatts of electricity, enough to power a small town the size of Mold. The work is part of the infrastructure of the firm's new engine casting and assembly facility.

Manweb Managing Director Stewart Saunders helped Toyota Director Royan Anthony switch on the new substation at Toyota's base at Deeside.

Manweb has carried out extensive work to its power network, including laying new cables, diverting existing cables and moving a transformer and extensions to its substations, to enable the extra capacity for Toyota.

This included using pioneering trenchless technology under nearby roads, rail lines and the Dee Estuary, a Site of Special Scientific Interest, to minimise disruption to customers and the

Powering Toyota to drive forward



Manweb Managing Director Stewart Saunders with Mr T. Matsuzaki, Deputy MD, Toyota UK, and Royan Anthony, Director Toyota Deeside, plus staff who worked on the project.

environment. Royan Anthony said: "Our current expansion phase is crucial to Toyota's European plans as it sees the introduction of a casting plant and a new engine line which

will support the manufacture of Toyota's new small car, the Yaris, at its manufacturing plant in France.

"It was critical, therefore, that the schedules for the installation

of the new power supply were met and I am grateful to Manweb for its co-operation and support in ensuring a safe, smooth and timely introduction."

Major work but little disruption

AN INNOVATIVE method of working ensured that the power stayed on during a busy tourist period when Manweb replaced a section of its network in the Betws-y-Coed area of north Wales.

Representing a £1 million investment in the power network, the project around the Penmachno beauty spot replaced more than 130 kilometres of overhead line which serves more than 1,000 customers including hotels, outdoor pursuits centres, a quarry and tourist attractions as well as homes.

A generator was linked into the line during the improvement work to ensure that power during the height of the tourist season did not go off.

The overhead line, which carries 11,000

volts, has been replaced with wires designed to withstand more severe weather. They have been insulated where possible to minimise the effect of wind-blown debris causing power interruptions.

Working with Snowdonia National Park some parts of the lines have been put underground in strategic locations to improve the quality of electricity supply.

Routine

In addition, pole mounted reclosers have been installed, which put the power back on within seconds after a transient fault, such as birds or branches hitting the line. A secondary supply has also been installed so that power supplies can be kept on during routine maintenance work or quickly re-

routed during a problem with the network.

Stewart Saunders, Manweb Managing Director, said: "We have made a commitment to target investment to those areas worst served by our network. This part of our electricity network had experienced a high number of faults, due to its rural location.

"We recognised that maintaining power to our customers in this tourist area during a busy holiday time was essential and so we used innovative methods of working, including a generator, to ensure the power stayed on. Strong teamwork by staff on the project has meant that it has been completed on schedule bringing benefits for those living and working in the area."

Thrillennium prize draw

THE PowerPartners Challenge to raise money for five national charities is going from strength to strength – and is being boosted by the Thrillennium Prize Draw.

ScottishPower has worked with some of its major suppliers to come up with five great prizes. The £1 tickets went on sale in December and the winners will be drawn by ScottishPower Chief Executive Ian Robinson on January 18. The prizes on offer are:

- Six months free lease on a brand new Toyota Celica, donated by Toyota
- A weekend for two in New York, donated by Portman Travel and Continental Airlines
- A home computer package, donated by Computacenter
- A weekend for two at a top Scottish Hotel, donated by MacDonald Hotels
- A DVD player, donated by Retail

Paul Pagliari, Chairman of Power Partners Charitable Trust, has passed on his thanks to staff for the brilliant fund-raising



response so far. He said: "I've been amazed at the response and would like to say a big thank-you to all Manweb, ScottishPower and Southern Water employees for their magnificent efforts in raising £12,545 so far. This money will be matched by ScottishPower raising the total to over £25,000."

- Wendy Ellison, PowerPartners Co-

ordinator, left, with the Toyota Celica on a tour of Manweb offices to publicise the Thrillennium Prize Draw. Also pictured are, left to right, RNIB representative Paul Cammaerts, Community Relations Co-ordinator Jane Hall and Administration Team Leader Janet Ford.



Tracey Done (centre left) hugs Pam Wallace as they collect the Overall Millennium Champions award for the West Bank Community Forum, Widnes, at the Chester ceremony, with Ken Vowles, Manweb Chairman and Guest of Honour Helen Worth looking on.

TWO glittering ceremonies at the Chester Grosvenor Hotel and the St Georges Hotel, Llandudno represented the culmination of the Chronicle Newspapers/Manweb Millennium Champions Awards.

As in previous years, the 11th Awards singled out unsung heroes and heroines – exceptional men, women, young people, organisations and groups – who have made special contributions to benefit their communities.

Guest of Honour at the Chester ceremony was Helen Worth, known to millions as Gail Platt in Coronation Street, with Granada TV presenter Trevor Green acting as Master of Ceremonies.

Overall Millennium Champions Award went to the West Bank Community Forum, Widnes, whose members have boosted educational, arts and community facilities in

Accolades for true champions

a tireless campaign in their area. Category winners were John Rushworth (Man of the Year), Christine Pickthall (Woman of the Year), Byley Community Association (Group of the Year), Friends of Moel Findeg (Environment Group of the Year) and Christopher Dennett (Young Person of the Year).

Guest of Honour at the Llandudno Ceremony was celebrity Vince Earl with HTV News Weather Presenter Dilwyn Young-Jones doing the honours as Master of

Ceremonies. Category Awards went to Susie Conway (Woman of the Year), Gwilym Roberts (Man of the Year), the Ogwen Valley Mountain Rescue Organisation (Group of the Year), George Barnes (Environmental Champion of the Year) and Samantha Overend (Young Person of the Year).

Samantha has looked after her three younger sisters and her brother, who suffers from cerebral palsy and epilepsy, on and off since she was eight.



Youngsters from Roby C of E School, left to right, Suzanne Nugent, Sarah Cami, Dylan Pycroft and Oliver Berry, place a time capsule in the ground with headmaster Mike Cooper, right. The Manweb team which organised the digger are, left to right, Dave Berry, Steve Durney, Phil Rush and Tony Redhead.

Digger loan is timely help for school project

YOUNGSTERS at a Merseyside primary school buried a time capsule for the Millennium – with a little help from one of the parents who works for Manweb. Lister Drive jointer Dave Berry, who is on the committee of Friends at Huyton with Roby C of E School, stepped in when it became obvious assistance would be needed to dig a hole for the capsule. Dave, whose four-year-old son Oliver is at the school, obtained a mini digger from Prenton Depot for the ceremony which was planned as part of the Friends' fund-raising drive. Three bins which had been sprayed silver and which con-

tained toys, colouring books, photos, coins and teddy bears were lowered for burial. A plaque is to be placed on the wall nearby exhorting the head teacher 50 years from now to open the capsule to find out the "way things were." Dave said: "The lowering of the capsule was a festive occasion with two Santas in attendance. There was no way the school could have excavated such a big hole without help." Headmaster Michael Cooper said: "The loan of the digger was a tremendous help to us and the four Manweb employees who attended were extremely efficient and courteous."

SEASONAL GOODWILL CHALLENGE BRINGS FESTIVE CHEER IN MERSEYSIDE AND CHESHIRE

Manweb staff capture true spirit of Christmas

THE challenge from Business in the Community to "light up someone's Christmas" was answered with enthusiasm by Manweb staff in Merseyside and Cheshire regions. Merseyside rose to an impressive 11 challenges, all of them devised to bring festive cheer to those in need.

Volunteers from Lister Drive delivered a van-load of food hampers to the Nugent Care Society at Brownlow Hill, Liverpool, as a contribution to their Help at Christmas project.

The food went to help homeless people who were moving into new homes. "We raised money to buy the food by having raffles and a 'wear jeans to work day,'" said Pam Clarke, Management Accountant team leader who worked on the Challenge alongside organisers Ian West, Procurement team leader and Nigel Jones, Regional Finance Manager.

A Santa's Grotto was created for children visiting the Acorn Adventure Urban Farm, a charity in Knowsley which provides an educational and leisure facility for the community and day care facilities for people with disabilities.

Volunteers supplied and decorated a Christmas tree for the Methodist Centre's Junior Club on Beaconsfield Street. The 7-12 year-olds, who meet four times a week, were delighted by the seasonal gift.

Disney

For the Merseyside Play Action Council, a central resource centre for children's play and leisure time activities in Liverpool, Manweb volunteers took a group of 10 children to see a Christmas Disney film, with sweets and drinks provided.

A Christmas Challenge from Liverpool Carers Forum was met with enthusiasm. Manweb staff organised Christmas presents and food parcels for carers who are either house-bound or whose role as carer prevents them getting time for themselves. They gave the forum 26 parcels – more than double what was requested.

At the Whitechapel Centre, a day centre providing services to people who are homeless or in danger of becoming so, Christmas Challenge volunteers delivered and set up a Christmas tree with decorations.



Pensioners from the Wirral community enjoying a day out visiting Hoylake 132 substation.

In Cheshire Region, Prenton office responded to a Christmas Challenge from Age Concern Wirral to give a day out to 10 deserving male pensioners who are either full-time carers or who are former carers.

The party began their day with coffee in the Hoylake House training facility before listening to a talk from John Marsh, Power Systems Regional Manager, on the subject of electricity distribution.

They also learned about the Rural Care scheme before going on a tour of the

training centre. Following a visit to the Hoylake 132 substation, they returned to Hoylake House for lunch and then went on a tour of the Power Systems Management Centre.

Jane Hall, Manweb's Community Relations Co-ordinator, said: "Some of the party were in their 80s and they don't often get the opportunity for a day out. They all deserved a trip – and they will go back and tell their friends and relatives about Manweb."



Left to right, Marie Reynolds, Volunteer Manager of Nugent Care Society, John Kennedy, Society Director, and Manweb Finance Manager for the Merseyside Region Nigel Jones with hampers.



Stroke victim Gerry McGlinchey, centre, with nurse Helen Kirkham, left, and members Manweb volunteer choir, left to right, Jenny O'Brien, Claire Keating and Martin Deehan.

Carol singers in hospital Christmas 'miracle'

A Christmas miracle happened while carol singers from Manweb toured a hospital ward in Liverpool.

Stroke victim Gerry McGlinchey, until then virtually speechless, suddenly burst into song as the singers launched into *Hark the Herald Angels Sing*.

Gerry, aged 66, had hardly spoken a word since suffering a brain haemorrhage while on holiday in Cyprus in September – and doctors on the island had told his wife he was unlikely to fully recover his power of speech.

But when the volunteer choir from Manweb's Lister Drive office gave their seasonal rendition at his bedside on the stroke rehabilitation ward at

University Hospital, Aintree, Gerry took a dramatic turn for the better.

Gerry's wife Maureen said: "This is a real Christmas miracle. He's hardly said a word since the brain haemorrhage but the carol singing really brought him to life."

Manweb's Martin Deehan, who organised the Lister Drive choir as part of the Christmas Challenge scheme, said: "When we started singing *Hark the Herald Angels Sing* we saw the reaction on Gerry's face change and he started singing it word for word.

"When we stopped the nurses were very emotional. It is a wonderful thing that happened and we were really glad to have played a part."

First aid training helped to save a life

DURING the run-up to Christmas a shift electrician from Cheshire Region, Steve Lewis, saved a life as he went about his duties on the Noctorum Estate, Birkenhead.

As he drove along Noctorum Avenue he saw a woman aged between 55 and 60 in a distress following a seizure.

When Steve stopped to monitor her

recovery she went into another violent seizure, striking her head on the pavement, and stopped breathing. At this point Steve was able to bring into play the First Aid training which he had completed only four days before at Hoylake House, under the guidance of instructor Graham Rudd.

"Using my training I was able to regain

her airway and give her comfort until an ambulance arrived," said Steve. "I believe she would have died if I had not done so. On previous occasions I have discovered a corpse and witnessed someone dying of a heart attack in Moreton. That has lived with me, so it is especially good that I was able to save the lady in these circumstances."

Pay packet donations help charities

THREE charities have benefited from Manweb staff giving up part of their pay packets.

The employees have collected more than £7,000 by contributing each month from their salaries to their own Workplace Trust, which is administered by the Liverpool-based charity United Trusts.

The Workplace Trust has made a gift of £2,455 for the relief of individual cases of hardship and poverty in Merseyside through the local charity United Merseyside Trust.

In addition a gift of £2,500 has gone via Wirral Council for Voluntary Service towards a fund to buy a new minibus for Woodchurch High School, Wirral, to provide transport for pupils with special needs.

The final share will go to a toy library for youngsters with special needs in north Wales.

Helping group stay in touch

MANWEB has stepped in to ensure that a Merseyside support group will be able to stay in touch.

The company is sponsoring newsletters for Merseyside Lupus Group, the patron of which is Ken Dodd, OBE. Lupus is an incurable auto immune condition which mainly affects younger women.

The newsletters, sent to sufferers and their families throughout the region, keep members up to date on the latest information about the condition as well as passing on helpful tips.

Serving up tasty Yuletide festivities

FESTIVE fun was on the menu at the various staff Christmas Parties that took place throughout Manweb's Regions.

At Prenton the managers turned waiters along with two police constable guests who also helped serve up the traditional Yuletide fare - Pc Mal Reston and Pc Andy Bide.

A total of 165 revellers from Cheshire Region Power Systems donned paper hats and pulled crackers during the festivities.

In Merseyside Region Dave Winter, Personnel Manager, Steve Lloyd, Operations Manager and Chris Parker, Safety and Environment Co-ordinator, did the honours with the serving.

The meal was free but staff were charged an optional £1 towards a charity donation, with the recipient of the resulting £90 to be decided in due course.

Energy Supply and Power Systems combined for their Christmas lunches over two days at Pentre Bychan, with a total of 215 traditional meals served. Managers and team leaders fulfilled the traditional role of servers. As in Merseyside, an optional charge of £1 went to charity - and the cash raised was donated to the Hope House children's hospice near Oswestry.

Among the Christmas "do's" organised independently by staff were visits to dinner dances at the Grosvenor Arms, Pulford, by Power Systems, and the Mollington Banastre Hotel,



Above, serving lunches at the Prenton Christmas party are, left to right, Pc Andy Bide, Pc Mal Reston and General Manager of Cheshire Region John Marsh. Enjoying the service are, left to right, Barrie Murphy, Lynn Cooke, Glyn Jones and Robbie Jardine.

Left, at the Lister Drive Christmas party, Personnel Manager Dave Winter serves the main course to Andy Miley.

Chester, by Energy Supply.

Manweb Sports and Social Clubs in several regions also

organised parties for the children of employees, featuring visits by Santa and games.

August cash prize winners

THE following were winners in the August E.E.I.B.A. Prize Draw: £300 M.O. Hughes, retd. £200 L. Ryder, Gwynedd. £100 D.M. Martlew, retd. £50 M. Hickey, First Hydro. £30 J.W. Evans, retd; D.C. Birchall, retd; J.P. Parrish, Prenton; S.Martin-Paton, retd. £25 D. Rogers, Oswestry; D.G. Owen, First Hydro; B. Johns, retd; E. Fishwick, retd; E.C.Capp, retd; H.I. Dumbell, retd; M.E. Barker, Clwyd; D.L.Henstead, Contracting; G.Lewis, retd; J. McGibbon, retd; G.A. Cain, retd; G.C. Wilcox, Contracting.

Awards ceremony for long serving staff

LONG service awards were given to staff in Merseyside area during a special presentation at the Devonshire House Hotel, Liverpool.

Those receiving 30 year awards were Tommy King, Senior Joiner, pictured shaking hands with Regional Manager Gerry Halas, Dave Winter, Regional Personnel Manager (holding clock on left) and Charlie Boileau, storekeeper (holding clock on right).

Receiving 25 year awards were Christine Parker,



Lynn Fitzpatrick, Kevin Eccles, Duncan Jones, Andy Miley, Gary Waterhouse, Mark Kemp and Phil McCann.

Chance to win a Pontin's holiday

READERS have the chance to win a great short-break family holiday at any one of Pontin's six mainland self-catering centres: Southport, Prestatyn Sands, Brean Sands in Somerset, Wall Park in Devon, Camber Sands in Sussex and Hemsby in Norfolk.

At each site there are heated pools, Captain Croc's Adventureland for the youngsters, go-karting, abseiling and zip wires, restaurants and takeaways, fun discos, new pubs and cabaret acts. The holiday is for four nights for four persons in a one-bedroom Classic apartment to be taken at any one of the centres. Offer valid until July 3 subject to availability, excluding Bank Holidays and Special Interest holidays.

To enter, simply answer the following question and send your answer to Sarah Batley, Corporate Communications, Manweb House, Chester Business Park, Wrexham Road,



Chester

CH4 9RF by January 18 2000:

How many mainland self-catering centres does Pontin's possess?

In conjunction with the above offer *Contact* is also giving readers the chance to go on a cut-price Pontin's half-term break in Southport.

The whole family can enjoy a great three or four-night party full of fun and entertainment from only £18 per person (based on four people sharing a Popular apartment). Dates are from February 18-21 (three nights) or February 21-25 (four nights).

While the youngsters enjoy a full range of activities specially designed for them mum and dad can soak up the atmosphere in Southport's Lunars cabaret bar. Meals are not included but the

holiday centre has a Daily Choice convenience store stocked with all holiday needs.

Pontin's famous Bluecoats lead off a dazzling array of Star Cabarets and entertainments in the evenings.

The newly-refurbished self-catering apartments feature fully-fitted kitchens, double bed settee, colour TV and private bathrooms. Choose either a Popular apartment or a more luxurious Classic apartment.

Offer subject to availability. Prices are based on a minimum of four people sharing a one-bedroom apartment or five people sharing a two-bedroom apartment. Excludes Special Interest Holidays and Breaks.

To book call Pontin's on 08705 331199 quoting special code DMAN, offer advertised in *Contact*.

Festive fun comes early

MEMBERS of the North Wirral retired staff association pictured on their "Christmas Cracker" weekend in December during which their hotel treated them to a mock Christmas Eve, Christmas Day and Boxing Day with all the trimmings.



A fond farewell

NORTH Mersey retired staff association combined their Christmas Party at Old Aintree British Legion with an affectionate send-off to one of their members who is going to live in New Zealand.

Marie Parkinson is going to be near two of her sons in Howick, Auckland, after losing close relatives in England.

Music on the menu

A CONCERT singer serenaded the members of the Dee Valley retired staff association at their Christmas Party in the Manweb offices at Pentre Bychan.

The traditional meal was also accompanied by a free raffle with 23 prizes. Members are now looking forward to their trip to see the Dick Whittington pantomime later this month.

Turkey and Tinsell

A VISIT to Electric Mountain was a highlight of Mid Cheshire retired staff association's week-long stay at the Royal Victoria Hotel, Llanberis, during which they enjoyed a "Turkey and Tinsell" mock Christmas and New Year's Eve.

The group held their Christmas Party according to tradition at the Crewe Golf Club. "Everybody had a great time - we find that the Club always treat us very well," said secretary Walter Walker.

Kate's puzzle

THE winner of the competition in the November edition of *Contact* to win the mind-boggling new puzzle Eternity is Katie Goulding of Christleton Close, Prenton, Wirral.

Finance stalwart bows out after 28 years' service

CHRIS Shepherd has left Manweb after 28 years, the last 15 of which were in the Finance Department.

She joined the Sealand Road HQ as a student from Manchester University in July 1971, ostensibly for a summer job - but she stayed on and has joked ever since that her time with Manweb has been "one long summer holiday."

Chris' first post was as a clerk in the pensions department after which she went on a three-year junior administration trainees' course, one of the first of its kind, during which she learned the ropes in Audit, Finance and the Regions.

After studying accountancy on day release, she then became a supervisor in the credit management section and from 1984 filled a series of posts in Financial Accounts at Sealand Road.

Voluntary

By the time she took voluntary severance Chris was working at Prenton as Financial Projects Manager for the financial ledger of the company.

Chris, aged 47, begins a part-time job in credit management this month. She will stay on as voluntary treasurer for the Merseyside, Cheshire and North Wales branch of the E.E.I.B.A. and as Treasurer of the Manweb (Chester) Sports and Social Club.

She said: "I had a very happy 28 years at Manweb and I would not like to lose touch. I am looking forward to spending more time with my husband Michael, who is a solicitor and a rugby union referee - maybe now I will have more time to accompany him on his trips and support him when he is refereeing."



Manweb staff pictured after collecting their Supervisory Management (NEBS) certificates during the presentation at Manweb House.

A SPECIAL "celebration of success" was held at Manweb House in Chester for staff who have successfully completed academic studies through ScottishPower's Open Learning.

The courses involved included HNC Business Studies, Supervisory Management (National Education Board for Supervisory Management or NEBS), Personnel, Association for Accountancy Technicians (AAT) and Management Studies.

The tuition has been accessed through local colleges and in-house at Bridle Road where, due to demand, a course was run at the offices. In most cases, work is done in the students' own time, with costs paid by ScottishPower Learning.

By taking up the opportunity

Celebrating successes

of Open Learning staff have been able to enhance current skills and develop new ones to add value to their current roles or prepare them for their next position.

Because students have completed work-related projects during the courses, business areas have also benefited directly from the programmes.

The certificates were presented at the ceremony by David Linton, head of Manweb Legal Service.

Steve Gauller, ScottishPower

Learning Open Learning Co-ordinator, said: "The beauty of the courses is that involvement does not have to be job-specific. Staff can choose a subject of their choice and any qualification which they achieve then gives them an opportunity to develop their career."

"Lifelong learning widens people's horizons and at the same time benefits the work they do in the company. All credit to the staff who have achieved these latest qualifications."

Alan says farewell after distinguished career

ALLAN Littler has moved on after 35 years of distinguished service to pursue his career outside ScottishPower group.

Allan, aged 51, rose to become Marketing and Property Director for ScottishPower Contracting Services after joining Manweb in 1965 as an apprentice electrician at Hoylake training centre and serving his time at Warrington in Mid-Mersey District until 1970.

He is Chairman of the Electrical Contractors Association for the North-West Region, and serves on the National Committee of the ECA in market intelligence.

Allan worked in North Wirral District in a number of engineering posts before becoming second engineer in energy sales from 1975 and in 1980 he became first engineer in the supply division.

After serving as senior engineer in energy marketing he became senior engineer in electrical installation at Bridle Road in North Mersey from

1986. Moving to the Chester HQ, Allan became senior engineer in management services working on corporate strategy in 1987, followed soon by the post of Head of Department for Contracting and Services.

From 1992-95 he was Managing Director of Manweb Contracting Services Ltd at Redwither followed by Regional Director for ScottishPower Contracting Services until he took up his last post in 1998.

Allan, who is married to wife Christine and has a law graduate daughter Lindsey aged 24, said: "In the 35 years that I have been with Manweb and ScottishPower I can count on the fingers of one hand the number of days I have not enjoyed."

"I don't think there's any better company in the country. People can aspire to any position for which they are qualified by their talents. It has been brilliant for the last 12 years working with the Contracting Services team and seeing the business develop from strength to strength."

Dayle scoops prize in millennium challenge

A MILLENNIUM Challenge competition to design an illuminated festive message for the Mathew Street substation met with an enthusiastic response from youngsters on Merseyside.

The challenge went out to five schools - Dovedale Junior School, Orrell Primary School, Lister Drive Junior School, St Cecilia's Junior School and Ashfield special needs school. The winning design, chosen from the many worthy contributions received, came from 10-year-old Dayle O'Hara from Norris Green who attends St Cecilia's School.

Dayle, a gifted young artist who has already won a competition to design a school bag, devised an ingenious logo with the message Year 2000, featuring the noughts cleverly represented by lightbulbs.

Dayle's response to the Millennium competition will be exhibited at the substation over Christmas and the New Year, adding still more magic to Manweb's award-winning Mathew Street illuminations. She wins a personal CD and cassette stereo and £100 in vouchers for her school.



Winner of the festive message competition Dayle O'Hara is presented with her prize by Manweb Community Liaison Officer Moira Renwick. Looking on with Dayle's successful design is school headteacher Charles Coyne.

A UNIQUE rugby development scheme for youngsters in north Wales is continuing to reap rewards thanks to sponsorship from Manweb.

The sponsorship assists the development of youth rugby in the six counties of north Wales. Rugby development officers visit all rugby clubs in the area to increase participation and enhance performance amongst youngsters between the ages of 10 and 19.

Squads chosen from the counties to represent North Wales at all ages meet weekly at Colwyn Bay for additional coaching. Youngsters travel from as far afield as Dolgellau, Mold, Llangefni and Wrexham to attend the coaching sessions. The development officers also continue their work at county level, ensuring that all young rugby players benefit from the scheme.

Manweb also sponsors the annual North Wales Rugby Senior Cup, played for by all senior clubs in the area.

Tony Bainbridge, Operations Manager for Manweb in Wales, said: "Manweb is very pleased to be sponsoring the development of youth rugby in north Wales. The enjoyment that the youngsters get from the scheme is obvious to see, and they also learn a great deal about the game, which will strengthen the playing of rugby in the area for years to come."

Austin Thomas, North Wales

Boost for youth rugby in Wales

District Director of Rugby, said: "We are delighted at Manweb's continued involvement in the development scheme. The sponsorship from Manweb has enabled the north Wales youth squads to become very competitive compared to similar squads from other areas of Wales."

● Pictured with the North Wales Under 13 squad, from left to right, are Geraint Parry, rugby development officer, Tony Bainbridge, Manweb's Operations Manager in Wales, Mark Roberts, rugby development officer and Austin Thomas, North Wales District Director of Rugby.



Theatre treat for Cheshire pupils



YOUNGSTERS in Cheshire were given a theatrical treat thanks to Manweb.

The company sponsored visits to three schools in the county by the Bitesize Theatre company which performed Beauty and the Beast for the children.

Bitesize took their show to Russell School in Weaverham, Oaklands School in Winsford and Springfield School in Crewe.

● Pictured left are staff and pupils at the Springfield School waiting for the performance to begin.