

Contact

January 1979



Winner and Judges (see page 7)



Trevor Astley, second from right, has a handshake—despite his injury—for his friend and colleague Ken Dyke, the man who saved his life. Looking on are Norman Maden (Group Manager), second from left, and Richard Owen (Oswestry D.E.)

Quick Thinking First-Aider Saves Friend's Life

KEN DYKE, a jointer's mate employed in Oswestry District, proved to be a real 'mate' when he rose to the occasion and saved the life of jointer Trevor Astley a few weeks ago.

No words of ours could tell the story better than those in the following letter to Richard Owen (District Engineer) from Trevor's wife Norma who writes . . .

"May I express my grateful thanks to jointer's mate, Kenny Dyke, who recently saved my husband's life, Trevor Astley, cable jointer, in his accident on Friday, 8th December 1978, in Welshpool.

"It is thanks to Kenny's prompt action that I still have got a husband and Oswestry a cable jointer.

"Trevor slipped into the muddy hole in which he had been working and grazed his head and grabbed onto only to grab a live cable, which due to the wet conditions, promptly gave him a very bad electric shock and burned his right hand just below his thumb.

"Swift thinking Kenny got a broom and tried to pull Trevor off the live cable but to no avail as he had passed out. He then found a pair of insulated gloves in the van and with the help of a young man from a nearby building site managed to haul him out of the hole. When they had got him out Kenny found that Trevor had literally died on him so he was able to put

his training of mouth to mouth resuscitation to very valuable use.

"Trevor was then taken to Welshpool Hospital where he was detained over-night for observation in case there was any irregularity of his heart caused by the shock.

"Many thanks also to his fellow work-mates and bosses who showed me a great deal of sympathy and help in transporting myself and Trevor out of hospital on Saturday afternoon.

"Also I would like to thank the management of F. W. Woolworth, Oswestry where I work for their concern and swift transportation to the hospital.

"Once again, many thanks Kenny; it's good to know that Trevor has got a good mate and one that he can count on in an emergency."

Trevor has worked for the Board for the past six years or so and his favourite pastime is searching for hidden treasure with the aid of a metal detector. He and Norma have two sons, Peter (15) and Neil (14).

Ken joined us about eight years ago and he too goes out and about with his metal detector with the hope of unearthing a fortune. He is married to Joan and they have a seven-year-old daughter, Amanda.

When he was presented with a silver tankard recently from members of the District LAC to recognise his humane act, Ken praised the work done by Sid Warburton (administrative assistant) in his determined and sustained efforts organising first aid classes in the District.

He also voiced his sincere thanks to our nursing sister Dorothy Davis for her expert tuition, especially in emphasising the four minute time limit in which mouth-to-mouth resuscitation should be used in order to get an adequate supply of oxygen to the vital centres of the body.

Although the adrenaline must have been rushing through his own body, Ken was able to stay cool and think quickly and clearly. This well and truly illustrates the tremendous value of first aid training.

It may be your turn next!

Every member of the staff—at all levels—should take the opportunity of first aid training under expert guidance. Like Ken, you may be called upon to save the life of a colleague, or maybe a member of your own family. Courses can soon be organised. Get in touch with your District Administrative Officer or, at Head Office, with Nurse Davis.

Do it now! Tomorrow may be too late!!

Contact

THE STAFF MAGAZINE
OF THE
MERSEYSIDE AND
NORTH WALES
ELECTRICITY BOARD

Vol. 31 No. 1

January 1979

TAPPING GRASS-ROOTS

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pages . . .

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RECENT years have seen an ever-increasing trend towards centralisation in industry, commerce, and many other aspects of life. Armies of people at one time carried out all kinds of routine tasks which are now performed by that electronic master of life in the Seventies—the computer. Hundreds of tasks which once involved the interest and intervention of human beings are now carried out from beginning to end by automatic processes.

As this change has developed it is inevitable that the 'human touch' should have disappeared from many situations. In some cases this is all to the good. Human frailty produces mistakes which can be largely eliminated by foolproof (if soulless) machines.

But we remain human beings—individuals, each different from his neighbour. And every one of us likes to feel that when it really matters we *count* as people.

The fact that we all resent the idea of being regarded as 'computer fodder' is recognised by the "Customer Care" campaign now spreading throughout the electricity supply industry. A report of progress within MANWEB is included elsewhere in this number of *Contact*.

Our "Customer Care" campaign, supported right from the top, does not imply any criticism of our employees. The sincere effort of our people to do the best possible job was fully recognised before the first "Customer Care" meeting was held.

Rather "Customer Care" is designed to encourage all MANWEB people—at every level—to take a long hard look at our working methods, to spotlight problems which may frustrate us just as they may annoy our customers.

The job of the people at the top is to organise, to evaluate, and to take action. The real driving force must be the "front line troops"—those who deal with the customer all day and every day during the course of their work. We ask you to look at the way we do things, to identify sources of frustration and resentment, and to give us the benefit of your experience and ideas.

Editorial Staff

Phone H.O.

Keith Baldwin 2164
John F. Perry 2167
Sam Doughty 2166

Please let the Editorial staff know of any large-scale or unusual engineering schemes or commercial projects going on in your department. We are interested in people too! Contact us about your interesting personalities with a story to tell.

“CUSTOMER CARE”

—the Theme for '79

A MAJOR drive to consolidate and—where possible—to improve good relations between our customers and ourselves will be carried through during the coming year.

The theme of the new campaign—mentioned briefly by the Chairman in his Christmas message to staff—will be “*Customer Care*.”

The aim will be to ensure that our customers feel that their needs, as individuals, really matter to MANWEB, that we realise they are people just like ourselves, and not just numbers stored in the computer's records.

Steps to be taken will involve a thorough examination of all our methods of working. Any bureaucratic obstacles which may lead to misunderstanding will be swept away. Situations leading to delays, bottlenecks, and failures of communication will be rooted out. And the most important people who will be involved will be those of you who are in

direct contact with the customer during the course of your daily work. YOUR views will be sought And they will count!

The wheels were set in motion some time ago when a decision was taken at national level to promote “*Customer Care*” throughout the industry. As a result a MANWEB Customer Relations Working Group, led by Board Secretary John Scudamore, was set up. The Group, which includes senior representatives of all Departments, and which is now being strengthened by representatives of District management, has been charged with the job of seeing the “*Customer Care*” campaign through from beginning to end.

Right from the outset it was recognised that the people who know what the problems are—and what the solutions are likely to be—are those members of the MANWEB team who deal directly with the customers during the course of their daily work.

MANWEB Customer Relations Working Group, left to right, Messrs. Ken Leach, (Deputy Chief Accountant), Norman Maden, (Group Manager), Tom Hamilton, (Assistant Secretary, Administration), John Scudamore, (Secretary), Gerry Haughan, (Deputy Chief Engineer), Derek Holman (Deputy Chief Commercial Officer), and Des Lock, (Management Service Officer.)



The first task was to draw senior people at Head Office and Districts into the spirit of the thing, and a broadly-based conference of management representatives was called to explain the objects of "Customer Care," to seek a free and frank exchange of views, and to spread the idea into every area of MANWEB activity and service.

This process is now well advanced. Local Advisory Committees have been involved, and the process of consultation and report is being carried through.

As a result the following steps are being taken—and these are expected to be just the first wave of activity as "Customer Care" gathers momentum:

- * A "Customer Care" booklet, with humorous illustrations by well-known cartoonist Bill Tidy, is being provided to all employees.
- * Our Education and Training section has prepared a special course on telephone and letter-writing techniques. This will be made available to staff dealing direct with the customer, and staff will be encouraged to 'personalise' their communications with customers.
- * All the Board's standard letters and forms are being carefully examined with a view to removing all traces of bureaucratic jargon and to make

them more acceptable and easily understood.

- * Our working procedures are being reviewed to ensure that proper attention is being given to the important human contact necessary for good "Customer Care."
- * Facilities for "Customer Care" in shops and offices are being reviewed.
- * Posters and other publicity aids are being prepared so that the idea of "Customer Care" will be kept before us as we go about our work.

These are just the beginnings. All opinions—on problems and solutions—gathered through the process of consultation now under way will be fed back to the main Customer Relations Working Group, which will spare no effort to transform ideas into effective action.

In addition to organised consultation there will be a "Customer Care Ideas" competition promoted in the near future by 'Contact.' This will give every member of the staff the chance to put forward his or her views in an informal way.

All suggestions—no matter how they are made—will be carefully evaluated, and those making them will be kept informed as to whether they are practical or not, with reasons.

Our Customers Care too . . .

A very grateful church secretary wrote the following letter to our Mid-Cheshire District Engineer . . .

"I write on behalf of the church members to express our sincere thanks for the way in which your repair teams worked in bitter weather in December and ensured that we had electricity both for our Christmas Fair—our main money-raising activity of the year—and for our Sunday service of worship.

"Please convey our thanks to all concerned."

Yours sincerely (Signed)

And those hardy men concerned were Messrs. Ted Pickstock, Lol Stenton, Brian Tench, Bill Yarwood and Jock McGuire.

* * *

From a Chester customer (who now sleeps soundly!)

"I am writing to express my appreciation of the two engineers' work when they recently installed an Intruder Alarm at this address. "Mr. Bird and Mr. Sullivan have made an excellent job of the

installation. It is hardly visible and they worked efficiently, with the minimum of inconvenience to my wife and myself. We are both delighted with their work and would like our appreciation to be noted."

* * *

. . . and from a Porthmadog customer:

"The shower which was installed is working very well . . . I would like to mention your willing engineer who was extremely efficient, accommodating as to time, and tidy. He made a very good job of concealing and tidying up the wiring as well."

Man who did the 'very good job' was electrician T. J. Roberts, of Blaenau Ffestiniog.

* * *

In a letter to one of the team of System engineers in our Clwyd District, Mr. John Selwyn Evans, comes praise from a firm of London architects. It reads as follows:

Dear Mr. Evans,

Castell Gryn, Llanbedr.

I visited the site this week-end and was delighted with the way in which the laying of the electricity cable has been undertaken. The work has been done quite impeccably and the site left immaculately and I am enormously grateful to all those concerned for the trouble that has been taken on my behalf.

Perhaps you would thank all those who were involved and say that it has given me great pleasure to see a job really well done.

* * *

And another customer who has been happily re-wired wrote to North Mersey District office in the following terms:

"We wish to express our complete satisfaction with regard to the quality of the work done and particularly for the neatness and tidiness. Your electrician, Mr. T. Prendergast, was very diligent in following our requirements in respect of siting the points and arranging for the shower fitting when we decided to add this to our list."

Appointments...

Assistant Chief Accountant

Mr. Peter Falcon has been appointed as Assistant Chief Accountant (*Finance and Stores*) in succession to Mr. Glyn Dodd, now Group Manager.

After leaving Oldershaw Grammar School, Wallasey, Mr. Falcon worked for the former Wallasey Borough Treasurer's Department prior to his National Service in the RAF. In 1957 he went to the Atomic Energy Authority as an internal auditor and twelve months later joined MANWEB to work in the costs office at Derby House in Liverpool prior to becoming a trainee accountant with the Board in 1959.

He worked for a while in the Personnel Department at Head Office before taking up appointments at District Administrative Officer as Mid-Cheshire and then Liverpool District where he has worked for the past two-and-a-half years.

"While I look forward to my new challenge," commented Mr. Falcon, "I do regret leaving the Liverpool District where I really enjoyed working with such a great staff."

He is married and has three lovely daughters. His main interest is his family life and in his spare time he plays a little golf at Leasowe Golf Club. He is interested in all kinds of sport, enjoys gardening and re-

Move-up

Mr. Desmond Lock, formerly Productivity Services Officer at Head Office, has now been designated Management Services Officer, with wider responsibilities. This follows the incorporation of computer services within the Management Services department, and the appointment of Mr. Colin Leonard as Management Services Controller.

Mr. Lock represents the department on the Board's Customer Relations Working Group and is pictured with the rest of the group on page four.



Mr. Peter Falcon



Mr. Dennis Hughes

laxes by listening to all kinds of music.

Mr. Falcon is a member of the Chartered Institute of Secretaries and Administrators and a member of The Association of Cost and Management Accountants.

D.A.O. Liverpool

Mr. Dennis Hughes (33) leaves his post as Gwynedd District Administrative Officer on his recent appointment as Liverpool District Administrative Officer.

Born in Caernarfon, Dennis left the Sir Hugh Owen Grammar

School to work at the Board's Gwynedd District offices. Later he took up appointments at our Wrexham, Chester and Birkenhead offices.

A Welsh speaker, he and his wife Beryl have an eight-year-old son, Karl.

Dennis is an Associate Member of the Cost and Management Accountants and in his spare time he enjoys a round of golf and plays table tennis and chess. He is also a philatelist and is a keen 'do-it-yourself' man about the house.

Board Member Retires

Mr. David Morley-Smith, a part-time member of MANWEB since November 1972, has relinquished his appointment on his impending retirement to Padstow in Cornwall.

Born in the South West of England, Mr. Morley-Smith spent the early part of his career in Cambridge before moving to Wrexham in 1954. He has made a successful contribution to the world of commerce and, on his move to Cornwall, will be giving up many appointments in the Wrexham and North Wales area, including Membership of the Wales and Marches Telecommunications Board and of The Welsh Arts Council.

For many years he was Vice-Chairman and subsequently Chairman of the CBI Wales

Regional Central Council and a representative for Wales Central Council on the CBI in London. During this period, he worked with Mr. Denis Dodds, former Chairman of MANWEB.

Mr. Morley-Smith is a past Chairman of the Wrexham and District Chamber of Trade and Commerce, Chairman of The Central Hall and Institute Trust and President of the Gwenalyn Youth Council.

His main interest outside his work is music. For many years he was the Conductor of the nationally-known Pentre Broughton Choral Society.

In retirement he hopes to be able to devote some of his spare time to literary activities and to a spot of sea fishing.

"GIRL FROM MANWEB-1979"

AT her second attempt at gaining the coveted sash and title, Miss Lynne June Joyce, a nineteen-year-old typist working in our Dee Valley District offices at Rhostyllen has been selected as our 'Girl from MANWEB-1979'

Originally from Reading, she came to Wales at an early age and now lives with her parents at Beechwood Farm, Bersham.

She left Ysgol Bryn Offa in 1975 and joined the Board as a mailing clerk. Since then she has worked at various jobs including spells as a switchboard operator.

Lynne enjoys cooking and knitting and breeds dogs. She is a keen driver and has applied for her advanced driving test.

Runner-up in this our twelfth competition was Miss Beth Owen (20), an energy sales demonstrator from Liverpool District and in third place was Mrs. Joyce Morris (25), a clerk in work control at Gwynedd District.



OUR COVER PICTURE shows a very happy 'Girl from MANWEB', Miss Lynne Joyce receiving congratulations from Deputy Chairman Mr. Richard Gales who was one of the four judges who made the selection. The other judges, from left to right, are: Miss Peggy Woodcock (*Chester Chronicle*), Mr. William Shires (*Chief Commercial Officer*) and Mrs. Betty Hassall (*Principal, The Hammond School, Chester*).

This year's finalists, from left to right: Mrs. Joyce Morris (*Gwynedd*), Miss Susan Mary Jones (*Gwynedd*), Miss Beth Owen (*Liverpool*), Miss Joyce Cleaton (*Mid-Mersey*) and Mrs. Claire Marchesi (*Dee Valley*).



End of an Era— MANWEB Moves House

AN 86-year link between Aberystwyth's Mill Street and the town's electricity supply came to an end recently when MANWEB's District office moves to Lluest, Llanbadarn Fawr, on the outskirts of the town.

Since 1948, when the industry was nationalised, the Board's customers in the District have increased from an estimated 5,000 to nearly 22,000, while over the past 20 years sales of electricity have increased from 33 million to 148 million units.

This big increase in workload has meant that the cramped and out-dated premises in Mill Street have become more and more inadequate. The new District complex at Lluest—in the grounds of the 132,000-Volt substation which supplies the town—comprises offices, stores, workshops, and a materials

compound, bringing the whole of the District's functions together.

The MANWEB shop in Pier Street will continue to serve the needs of the Board's customers, and is linked by internal telephone to all departments at the new District office to facilitate the speedy resolving of customers' problems.

Five years ago, under pressure on space, the District engineering staff moved out to temporary accommodation at Lluest. The building they have been using will now serve as a staff canteen.

The local government Aberystwyth and District Plan provides for major road widening in Mill Street, ruling out the possibility of MANWEB re-developing their existing premises. The town offered no suitable alternative which could also provide space for a storage compound. In the end the Board had only the alternatives of moving to the Llanbadarn Industrial estate (where we would have had to lease land) or to Lluest, where we already owned the land.

Reflections and Recollections

by Arthur Miller

(Arthur, who is 80 years of age, was formerly a consumers' engineer, and knows more about the history of the electricity undertaking than anyone else. He still takes an active interest in MANWEB affairs, and makes a point of attending the annual staff gathering to renew old friendships.)

My father (who died in 1914) was appointed Charge Engineer at Mill Street in 1900, and my recollections of visiting him as a young boy go back over 70 years. In the year 1892 a firm named Bourne and Grant Limited installed a generating plant. Three years later the undertaking was acquired by the Chiswick Electricity Corporation.

The equipment consisted of three steam engines (total capacity 260KW). When the station shut down, usually at midnight, accumulators took over the load. In the Chiswick's first year the maximum load was 187KW with an output of 157,600KWh. The first departure from steam was in 1910 when a Sultzer diesel set

(80KW) was installed. My father was responsible for its erection. Three other sets of Williams and Robinsons diesels followed (100KW, 170KW and 225KW). The Sultzer, I believe, ended its days in the Braich Goch Slate Quarries, near Machynlleth.

Between the years 1936 and 1938, three English Electric diesels were added (1 x 520KW, 2 x 700KW), the engine room was extended for this purpose. Later on a further extension was built, in this was installed a Fullagar design English Electric set of 650KW. This was followed by two General Motor Brush generators each of 750KW.

It is interesting to note that at one time Aberystwyth was entirely isolated from the national grid—a distinction which it shared with no other oil engine power station of the B.E.A. In the year 1936 the undertaking was acquired at a cost of £46,000, by the Aberystwyth Corporation who carried on until Vesting Day.

In the earlier years, to encourage residents to instal electricity, four lights free of charge were installed. The system of wiring was cables enclosed in

wood capping and casing. The lamps at that time were 16 and 32 candle power carbon filament. What few radiators there were consisted of elongated carbon filament lamps.

Street lighting, mainly in the strategic parts of the town and on the North side of the promenade, was by means of carbon arc lamps. The attendant who used to renew the carbons was an old "windjammer" sailor, affectionately known as "Bill Carbon." He went about his work carrying on his shoulder a long ladder hooked at one end to put over the arms of the lamp standards.

In the steam days coal was transported from the railway goods yard by means of horse and cart, and was tipped down manholes in the pavement to the stokehand below.

My father's hours of work were from around nine in the morning, an hour for dinner, tea on the job until shut down at midnight, seven days a week.

We hope to publish pictures of the staff exodus and settling-in at the new offices in our next issue of *Contact*.



Talking Notes

SO LONG SUE!

THE very popular, attractive and efficient receptionist at Head Office, **Susan Jones**, has now left us as she prepares for motherhood for the first time. Husband **Trevor**, is a service electrician based at Chester in our Dee Valley District.

Sue joined the Board at Sealand Road as a junior clerk in 1969 and became our receptionist the following year.

For most of this time, her chief was Eddie Lunt, who is now principal assistant-Admin.

At a special farewell ceremony



Sue and Trevor

he thanked Sue for her helpful, cheerful and pleasant execution of her duties over the years. He then made the presentation of a host of well-chosen gifts bought with contributions from her many friends in MAN-WEB. Among the gifts were a play pen, baby chair, relax chair and a carry-cot.

Our best wishes go to both Sue and Trevor.

Target

Commenting on the Government's newly-set financial target for the electricity supply indus-

try—ten per cent on average net assets (before interest) the Electricity Council states:-

"The electricity supply industry welcomes the Government's setting of a financial target for 1979/80. We accept this as realistic, coupled with our intention to keep electricity prices on average within the expected general inflation rate of up to nine per cent, provided that coal prices to us do not rise by more than that percentage during 1979/80."

Slimmers Unite

If you feel the need to shed a few pounds, it might stiffen your resolve to join in the Super Spring Slim organised by the

Royal Association for Disability and Rehabilitation (RADAR). The idea is to raise a few £££££ to help meet some of the needs of disabled people in this country.

The RADAR slimmers are asked to start their efforts any time in March or April and continue for at least four weeks, getting friends to sponsor them at a given rate for each pound (weight) lost. Write or telephone for a sponsor form and full details to: Hilary Taylor, RADAR, 25 Mortimer Street, London WIN 8AB. Tel 01-637-5400.

The scheme is being run in conjunction with 'Successful Slimming' magazine and each participant will receive a 'kit' containing several slimming diets and an exercise chart.

As an added incentive, there are also numerous attractive prizes (for those who lose the most and those who raise the

Sign of the Times

Our colleagues at Oswestry, turning up for work at the Maesbury Road District Office one Monday morning recently, were surprised to see a new vehicle in the reserved space for VIP cars. Some said it was the transport for the Board's new Economy 7 campaign while others said it was obviously an Oswestry District plan to beat the petrol shortage.



Have you anything
FOR SALE?

Do you
WANT TO BUY
ANYTHING?

Have you any
HOLIDAY ACCOM-
MODATION?

Advertise in 'Contact'
There is no charge.
Send your advertisement,
printed in block letters,
to: The Editor.

most). These include a week's holiday for two in Italy from Swans Ltd., a two-week canal cruise for two by High Line Yachting Ltd., a week for two people at the Inglewood Health Hydro (to get you even thinner?) and a Hotpoint tumble-dryer. To qualify for a prize, sponsor forms must be returned by 31 July, 1979.

Money Raisers

Our team of talented typists at Head Office held their annual Christmas Fayre to raise £302.12 which they donated to the Mayor of Chester's Appeal Fund.

The money came from the

sale of the goods made and donated by the girls and their friends and from a number of raffles including "Guess what time the clock stopped"

Many needy old folk living in and around Chester had a happy Christmas thanks to our typists.

Dad

Congratulations to our Clwyd District 'Contact' correspondent **Rod Taylor** (2nd engineer—System) and his wife Marlene on becoming Mum and Dad to a beautiful baby boy, David John.

He weighed in at 7lb 12oz—(three-and-a-half kilograms)

Action Line

A former MANWEB customer who had moved over to Norweb's area telephoned our Mid-Cheshire District office asking for a check on the final account for property he had recently vacated.

The clerk dealing with the enquiry **Mary Schofield** said that she would attend to the matter and asked for a telephone number to ring back-meaning in a couple of days time. The customer thinking

she would ring back in a few minutes gave his telephone number.

True to form, in a couple of days Mary had the necessary information and telephoned the customer. After receiving the answer to his enquiry he thanked her then said, "How did you know that I would be in this telephone box in Manchester at this particular time?"

It transpired that when the original telephone call was made—from a call box—the customer had assumed he would be getting a quick return call. This did not come so he had gone home.

Two days later he went to the call box again to make another call. He completed this and, as he was about to leave the telephone bell rang. He picked up the receiver and heard our **Mary** ask for him by name and then proceed to answer his original query.

We wonder what this customer thought of MANWEB's second sight service!

On Cue

In the final round of North Mersey District's Annual Pool Tournament held at the Social

The dedicated team of money-makers from Head Office with some of their home made and donated goods. From left to right we see, Pat Cross, Sylvia Hughes, Eve Partridge, Janet Roberts, Diane Bellis, Maureen Jones, Lorraine Pickering, Denise Hewitt, Lynda Roberts, Doris Holland, Linda Tomkow and Joan Andrews.



Club at Bridle Road a short time ago, **Fred Hartley** (brick-setter) beat **Leo Moylan** (clerk Amendments) by three frames to two.

Both finalists were presented with trophies and cash prizes.

Prize-Winner

At the 8th International Festival of Documentary Film for Youth held in Paris recently, the film "Play Safe" was judged the best in the Safety category.

"Play Safe", an Electricity Council film, alerts children to the dangers of playing near overhead power lines and electricity substations.

Wedding

Our congratulations and best wishes for a happy future go to a young lady working in our



Mr. and Mrs. Huxley

Picture by Michael Hall

Marketing section at Head Office **Linda Harris**, on the occasion of her recent marriage at Chester Registry Office to Stephen Huxley, a process worker at the Shell Oil refinery.

Perfect Drive

In a golf match played over the beautiful course at Betws-y-Coed a short time ago, **Emyr Rowlands** (2nd engineer-Service) from our Gwynedd District had a hole-in-one at the 189-yard 14th. He used a four wood.

Although he went on to win

the competition, this hole-in-one cost him about £12 in the bar!

EAW on DIY

Rising costs have helped to increase amateur interest in doing electrical jobs in the home. A new booklet "Common Sense and Electrical DIY", published by the Electrical Association for Women, is designed to help people to judge for themselves whether they should consider tackling electrical DIY tasks.

The guidelines aim to help electrical amateurs to check their own competence and fitness before embarking on any job—large or small, complicated or simple.

Also included is a list of easy checks which can be carried out safely by unskilled and unqualified people before sending for professional help.

"Common Sense and Electrical DIY" is available at 20 pence (in stamps or postal order) plus a large stamped-addressed envelope, from: **EAW** (Publications) Ltd., 25 Foubert's Place, London W1V 2AL.

Putter Prize

Winner of a recent competition in 'Golf Monthly' is **Dennis Jones** of our Work Control section in the Dee Valley District.

His prize was a Golden Goose putter by John Letters of Scotland, which, hopes Dennis may help bring his handicap down.

He took up the game about three years ago and is now a member of the MANWEB Head Office Golf Society and of the Llangollen Golf Club.

For the past 25 years he has been very active in youth work and has been a leader at a number of local clubs during this period. At the moment he is with Wrexham Victoria.



Prizewinner Dennis Jones

We look forward to reports from Dennis of some really fabulous putts!

Mum to Come

After eight years with MANWEB, energy sales demonstrator in our North Mersey District **Lesley Ratcliffe** has now left us to start a family.

Lesley received lots of 'appropriate presents' from her many friends in the Board together with everyone's good wishes for a happy future.

PUBLIC SPEAKING COMPETITION

Enter the 1979 Public Speaking Competition. You've nothing to lose, everything to gain—money, prestige and a lot of fun. Anyone, male or female, in the Electricity Supply Industry and under 35 can enter.

Get in touch with **Norman Kenyon**, Marketing Department, Head Office (Tel: 2607) Closing date 7th February 1979.

CONFERENCE ROUND-UP

Seven pages of reports and pictures of the recent Employees Annual Conferences around the Area.

Nos. 3 & 6 LAC's

Personnel Manager at Two Meetings

THERE was a considerable similarity between the annual employees meetings of the two 'Mid' Districts. Both were chaired by their new Group Manager, Mr. Norman Maden, and the guest speaker was the recently appointed Personnel Manager, Dr. Jim McLennan.

The Mid-Mersey Meeting was held at the Wilderspool Leisure Centre, and the Mid-Cheshire District at the Alvaston Hall, Nantwich. A fair cross section of all departments attended each of the meetings, with a number of pensioners and senior management from Head Office.

Dr. McLennan told his audiences of his objectives as Personnel Manager. He intended to promote safety and efficiency in Board procedures. By planning, training and recruiting he hoped to ensure the right people with the right experience and knowledge were in the right jobs and that they received the 'right' salaries. It was by consultation that he could achieve the contentment of staff with their work.

By using slides he introduced the individuals in his department and briefly detailed their particular part in the departments operation. In the Personnel work his second in command was Mr. Cliff Shepherd who was responsible for Industrial Relations, some aspects of safety and pensions. Other members of Dr. McLennan's staff dealt with NJC, NJB, advertising and recruitment for staff, and maintaining personnel records.

The Board's Education and Training programme was also in Dr. McLennan's charge, but was managed by the Board's Education and Training Officer, Mr. Denis Kernan, and his staff.

Concluding, he pointed to four areas he planned to improve: training of non-industrial staff, joint consultation, relating staff recruitment and development to the Board's needs, and improving the existing excellent safety record.

Mr. Maden, commenting on the Board's Report for the year, selected one aspect for both audiences. He was greatly concerned about the massive theft of electricity by a tiny minority of customers. He urged staff to help the Board stamp out this dishonest practice which was costing as much as £3 million a year, a cost which had to be borne by the honest customer.

The Board were doing all they could to prevent the thieves stealing electricity, and to detect them. New steel seals, security meters with no links to drop and teams to inspect consumers premises to discover the fiddlers.

In the new year, the Board intended to introduce a campaign directed at Board employees with the aim of improving customer relations. 'Customer Care' as it would be known asked for self-criticism by staff and suggestions on how better customer care could be achieved.

Both meetings concluded with "Open Forums" followed by dancing to disco music.

No. 4 LAC

'The Next Five Years'

THE guest speaker at the Dee Valley employees annual meeting was MANWEB chairman Mr. Ben Hastings, who spoke at the request of the meeting on the subject 'Your job in the next five years.'

The meeting, in the Head Office restaurant, was chaired by Mr. Jim Barraclough, (Group Manager) who spoke about the encouraging year of trading, with the Board returning a healthy profit. The Local Advisory Committee secretary, Mr. Keith Griffiths, presented the report of the Committee and urged delegates to apply for a place at one of the Spring and Summer Schools.

Mr. Hastings was a little surprised at the choice of subject for his talk, he thought there must be some strange rumours that the District Office was being moved to Blackpool or that there were to be Go-Go dancers in the shops.

More seriously he told the Dee Valley staff, "I know of nothing unpleasant or nasty ahead of us. There are no plans to move the location of Dee Valley District or close any of the District depots or shops."

Having reassured the audience that the District would remain intact for the next five years he then spoke about the immediate future plans and progress of MANWEB.

Already the sales of electricity were increasing, the interim figure for the current year was about 1½%, and over the next five years the Chairman anticipated only about 2½% annual growth.

It was essential to keep prices down, by reducing costs and achieving greater efficiency. To offset unemployment there had to be greater productivity.

Where viable more jobs would be created, such as the inspection teams to detect theft of electricity. Increasing the service and installation markets would provide extra jobs for electricians.

A new powerful computer, with more District terminals, and direct access for updating records would mean decentralisation and more jobs in the District.

Finally the Chairman said that the Board's staff must make the customer feel that MANWEB do care. That we give them a superb efficient service and so encourage them to use electricity believing that they received value for money.

The evening ended with an Open Forum followed by a disco dance.

No. 11 LAC

Lord Sefton at Head Office

LORD SEFTON of Garston was the guest speaker at the annual meeting of Head Office staff held a short time ago at Sealand Road.

Chairing the meeting Mr. John Scudamore, Board Secretary and Chairman of the No. 11 LAC, introduced Mr. Ben Hastings (*Chairman*) to comment on the years activities.

Mr. Hastings, taking account of current increasing energy sales anticipated a similar profit to last year, around £7½ million. Appliance sales, too, were rising, with a 27% increase, it appeared there was a consumer boomlette. The contracting section were also increasing their share of the market. With the measures taken to prevent and detect theft of electricity the results had proved encouraging.

Despite a complete new top management team, a new chairman, deputy and five new chief officers, nothing terribly exciting, sensational or painful was planned. It was intended to continue as before making minor changes as and when required.

However, the new team were determined to improve customer relations. A programme of Customer Care was being planned to go on for years ahead, to ensure and convince the customer MANWEB is a caring, efficient organisation which gives good service and value for money.

'The Community and us' was the title of the talk given by MANWEB Board member Lord Sefton of Garston. He said that he was delighted that he should be considered one of the 'us.'

Born and bred in Liverpool, the young Bill

Sefton, an apprentice plumber, joined the Labour Party. He became a councillor for Speke, eventually heading his party and leading the Liverpool City Council. Among his many interests he is a member of the Runcorn Development Association and the North West Economic Planning Council. He joined the MANWEB Board in 1975 and was made a life peer in 1978.

The reputation of the public sector depended on the man in contact with the public, and as a widely travelled man, Lord Sefton considered the British community had the best public sector in the world, and this applied particularly to the electricity industry.

MANWEB's rural electrification programme had given a transfusion of new life to North Wales unequalled in the Western world. It was a proud achievement of MANWEB staff due to their devotion and work which had completed the programme ahead of schedule. Fighting blizzards and hazardous conditions to erect and maintain lines was not just carried out for money but with a sense of public service.

He knew MANWEB would adapt to the change and challenges of the developing community. He believed society was changing and the demand for public ownership was satisfied.

The public sector and the private industry had to work together, and this applied to the workers and their demands. He condemned individual sections of the community seeking sectional interest and not relating back to work in the public sector.

The energy field was a matter for the whole community and the electricity industry had built a foundation on which to lay down the collective economic society of the 1980's.

The business of the meeting ended with an open forum in which a variety of questions were placed for senior management to reply to.

MANWEB Chairman, Mr. Ben Hastings, *left*, who addressed Dee Valley Delegates, Lord Sefton, who spoke at Head Office, and Mr. Richard Gales (*Deputy Chairman*), *right*.





Mid-Mersey District Employees' Meeting





Delegates at Mid-Cheshire Staff Conference





Dee Valley District Staff Meeting





**Pictured at
the Annual
Meeting for
Head Office
Staff**





Above: At the rostrum—Jim Barraclough, left, and George Williams—making things easy to understand.

Below: Not Dracula's apprentices, just Trevor Bartley, left, and Les Griffiths, explaining the principles of the generation of hydro-electricity with the aid of coloured water!



CLWYD STAFF CONFERENCE

*Light on our darkness
from the engineers*

"*A Plain Person's Guide to Electricity*" was the theme of a talk and demonstration laid on to entertain and educate our Clwyd District colleagues at the District's annual staff conference organised by the Local Advisory Committee. But anyone who thought this might involve a dull and boring technical lecture was in for a pleasant surprise.

The two main "teachers" were District Engineer Les Griffiths and Head Office technical engineer George Williams, aided by a demonstration set which would have done credit to the imagination of Heath Robinson.

As George made his explanatory points from the rostrum, Les, aided by Trevor Bartley (also from Head Office engineering), scurried among the scenery throwing switches, moving magnets, and ringing bells. At the end of it all even the most non-technical among the audience felt that they had at least acquired a basic understanding of the mysteries in which our engineering colleagues are wrapped up during the course of their work. Also much involved in setting up the demonstration machinery was 2nd engineer John Welsh, of Head Office.

Presiding over the proceedings was Group Manager Jim Barraclough, and, true to form, the conference produced a vigorous *Open Forum* debate covering a wide range of topics.



A section of the interested audience at the meeting.

PARTY PAGE



Liverpool

The annual Christmas Party for Liverpool District Staff was held at Thingwall Road Sports and Social Club. With the prospect of a surfeit of turkey in the Yuletide celebration it was decided that spareribs would be the main dish on the menu.

This was followed by a good helping of 'Grease' a la Travolta, served up by the Ted Potter Disco. A good time was had by all, thanks to organiser Mrs. Vicky Roberts.



Aberystwyth

Batman and Wonderwoman, pictured left, teamed up at the Aberystwyth Fancy Dress Party before Christmas (what no Robin?). This dynamic duo are a real life team, husband and wife, Geoff and Marion Thomson. For his Batman outfit Geoff and Clown, Ann Jones, pictured right, were pronounced winners of the fancy dress contest.

The Kaos Disco provided the music for the dancers, the ladies of the sub-committee the meal, with the credit for organising the event going to Glenda Jones, Marion Thomson and Jackie Lewis.



Oswestry

Around the MANWEB area there were a number of Christmas Parties for the children of Board employees. That busy man Father Christmas, took time off from his preparations to visit each child's home on the 24th December, to bring a sort of interim gift, or to make sure he had the right presents being made.

Here our picture shows Father Christmas (Ken Heppinstall) with a group of children of the employees from Oswestry. There were 70 youngsters who ate the party food and enjoyed the party games thanks to the organiser Mrs Joan Griffiths. She was helped by colleagues Jean Hall and Pat Mortimer, and wives of committee members Margaret Butler and Jean Mason.





Our 'Economy 7' girls who took on 'Front of House' duties and sold the menus and raffle tickets. They are from left to right, back row; Christine Rodgers, Alison Roberts and Edna Courtney (clerks), Front row: Lyn Richardson (clerk) Anne Snelgrove and Pat Cloney (typist)—all from our North Mersey District office.

Southport Spectacular

A novel presentation was held a short time ago in the Arts Centre at Southport when our North Mersey District energy sales team put on a show as a fund-raising effort for the Southport Chamber of Trade and Commerce.

Smartly-dressed master of ceremonies for the evening, John Walker (energy sales engineer) gave a highly-professional 'warm-up' speech prior to introducing Mr. Ted Roberts (Head of Food Technology), Colquhoun School of Confectionery, Liverpool who, with his colleague and students, demonstrated

the art of sugar confectionary.

Then the MANWEB girls took the stage to show the audience the magic of micro-wave cooking. Beth Owen (Liverpool District) did an excellent job ably assisted by Judith McIntyre (Mid-Cheshire District) and trainees Cearys Jones (Liverpool) and Margaret Boyle (North Mersey).

At the conclusion of the evening, proceeds from the sale of MANWEB menu sheets and a couple of raffles was handed over to the Mayoress of Southport for her Christmas appeal.

CHRISTMAS CROSSWORD WINNERS

There was a bumper entry for our mammoth Christmas Crossword—but most people managed to make one or two mistakes.

The first three all-correct solutions to be drawn from the hat came from:

Terry Morley, Corporate Development, Head Office.

Les Thomas, Drawing Office, North Mersey District.

Mr. G. Warburton, 5 Field Way, Highbridge, Somerset (MANWEB pensioner formerly with Oswestry District).

Each will receive a prize of £5.

We are glad that so many of our readers found the puzzle enjoyable, and something of a teaser, and especially happy to receive such a good response from our retired colleagues.

Who knows these Widows?

Staff in our Superannuation Section at Head Office are anxious to trace any widows who married MANWEB pensioners during their retirement. These ladies may now be entitled to a pension.

If a former member of either the Electricity Supply (Staff) or (Industrial Staff) Superannuation Schemes was unmarried at retirement but subsequently married during his retirement, his widow will now be entitled to a pension if he contributed for a widow's pension at any time during his service with the Board.

We have no records to assist us in tracing these widows. It would be helpful therefore if any members of our staff, or anyone else who may read this magazine, who knows of a widow who may benefit from these provisions, would pass on the details to the Superannuation Section at Head Office or to the Administrative Officer at any of the Board's Districts.

RETIREMENTS

MR. W. DAVIES

After nearly 25 years' service with the Board, Mr. William Davies has now retired from his job as meter reader/collector based at the Whitchurch depot in our Oswestry District.

Friends in the District subscribed to present Bill with a carriage clock to mark the occasion. This was handed over by Mr. Ted Large, a colleague who wished Bill and his wife many years of happy retirement—part of this time spent listening to good music and perhaps icing the occasional cake!



A typical beaming smile from Mr. Bill Davies, centre, after receiving his farewell gift from friends in Oswestry District. Colleague Mr. Ted Large and Mrs. Davies complete our picture.

Miss M. ROWLES

Customers in the Warrington area who call in to pay their accounts at our shop in the town will no longer be served by Miss Margaret Rowles who has now retired from her job as cashier. She joined MANWEB at Eversley in 1953 working there for twelve years before moving to Warrington shop.

Friends and colleagues in the District subscribed to present Margaret with a radio/cassette and Wedgewood ornaments. In retirement she will be able to devote more time to her interests in cooking, reading and listening to classical music.

Mr. F. W. BALL

A few months short of half-a-century of service with the electricity supply industry is the proud achievement of Mr. Frank Ball, now retired.

He joined the Liverpool Corporation Electric Supply Department in 1929 as a messenger, prior to taking up an apprenticeship as an electrician. During the war years he was transferred to work in munitions factories and on air bases. Later he returned to the Corporation and transferred to MANWEB in 1948.

Frank was known as 'Mr. Fixit' around the North

Mersey District workshops because of his inventiveness and ability to repair almost anything.

He is a man with many interests and hobbies—a 'do-it-yourself' addict, he keeps tropical fish, likes tinkering with cars, he makes his own wine and beer—to list but a few.

Frank and his wife Irene have a grown-up family and several grandchildren. One of his sons, Graham, works for the Board in the Liverpool District.

At a special farewell ceremony at Bridle Road just before Christmas, Mr. Les Appleton (*installation engineer*) presented Frank with a cine projector, a parting gift from friends and colleagues.

Could this be the start of yet another hobby for the ever-active Mr. Ball?

Mr. W. M. WOOD

After a lifetime of service in the electricity supply industry, Mr. William M. Wood retired from his job as Executive Officer (Management Accounts) a few weeks ago.

A former member of the Liverpool Corporation Electric Supply Department, where he began as a junior clerk in 1938, Bill was soon to join the RAF. He served from 1941 to 1946, part of this time as a cypher sergeant in the Middle East.

Mr. Frank Ball, centre surrounded by some of his friends at his retirement ceremony.





Colleagues from all departments at Head Office look on as Mr. Bill Wood, centre left, receives their farewell gifts from Mr. Geoff Barnes.

After demobilisation he returned to the Corporation for a short time prior to transferring to MANWEB in 1948, to work for the Financial Department at Derby House in Liverpool. He then qualified as a Cost and Works Accountant and was soon in charge of our former Area 1 Accounts section.

He moved over to the former Area 4 offices at Rhostyllen in 1966 and on the reorganisation of the Board four years later, he was appointed to the post he held on his retirement.

Many of his friends gathered at a farewell ceremony held at Head Office when Mr. Geoff Barnes (*Chief Accountant*) thanked Bill for his long and valued service. He then presented Bill with retirement gifts of a barometer and a special bedroom chair.

Mr. W. E. ROBERTS

A very popular member of the Clwyd District staff based at the Narrow Lane depot at Llandudno Junction, Mr. W. E. (*Gwilym*) Roberts, retired from his work a few weeks ago.

Friends and colleagues contributed to present him with gifts of an electric shaver and a leather wallet containing a note or two. The presentation was made on their behalf by Mr. Dennis Atkinson (*material controller*). Many of the staff employed at the depot then drank to Gwilym's good health with wishes for a long and happy retirement.

After service during the last war with the Royal

A happy group of Men from MANWEB at our Llandudno Junction depot give a memorable 'send-off' for Mr. Gwilym Roberts, centre right.



Navy, Gwilym joined our industry in 1946 as a joiner's mate. In 1965 he moved to take over the job as caretaker at the former Conway Valley District office at Llandudno.

A few years later on the merger of two Districts, he went to work at Narrow Lane stores from where he has now retired.

Mr. T. A. ROBERTS

One of the last men to be taken on the staff of our former Anglesey District at Llangefni in 1965, Mr. Thomas Alun Roberts, has now retired from his job as linesman's mate.

At a simple ceremony held to mark the occasion Mr. A. R. Shaw (*District Engineer*) made the presentation of a portable radio on behalf of friends and colleagues and a gardening book on behalf of the Local Advisory Committee.

Mrs. J. MITCHELL

Liverpool District's Sports and Social Club at Thingwall Road was the venue for the party held to mark the occasion of the early retirement of Mrs. Joan Mitchell from her job as clerical assistant at Lister Drive.

Joan began her service in the industry with the CEBG in 1953. Six years later she came over to MANWEB to work in the former Liverpool South District where she met and married Mr. Norman Mitchell, now principal assistant-Admin. After the

A few of the friends at the farewell party for Mrs. Joan Mitchell, fourth from right. Husband Norman, still working for us, is on the left.



wedding Joan was transferred to Central District! In 1970, the Districts were amalgamated and Joan was able to return to Lister Drive.

Friends in Liverpool District subscribed to present her with a number of farewell gifts and wished her every happiness for the future. With more spare time Joan will be able to produce more of her excellent embroidery and (hopes Norman) will take over the task of keeping their garden in order.

Mrs. I. P. BUTTERFIELD

The North Mersey District Sports Club was the venue for the farewell party for Mrs. Irene 'Pip' Butterfield who, after 38 years' service in the industry, took advantage of an early retirement.

Possibly the longest-serving shop supervisor in our Merseyside area—if not throughout MANWEB, Pip began her sales career in 1940 at Whitechapel shop in Liverpool.

Then she served in the Army Pay Corps for three years before returning to her job with Liverpool Corporation Electric Supply Department in 1946. She worked at the Huyton and the Prescott shops spending three days each week at each shop. In 1955 she was appointed as supervisor at Allerton Road shop and there she stayed until 1971 when

Another of our ladies who has now retired, Mrs. Irene 'Pip' Butterfield, seen here with her husband Billy. Yes, he too is still working for us!



she took over at the Formby shop.

Her husband Billy, a shift electrician in our Liverpool District, is also a long-serving member of the Board with almost 40 years service. It was during his apprenticeship in 1940 that he first met Pip—in the lift at Whitechapel shop!

Among the many parting gifts from her friends at MANWEB was a radio which was presented to her, on behalf of her colleagues, by Mr. Dennis Noad (*District Commercial Engineer*).

Mr. W. PARKER

One of North Mersey District's most popular personalities—who everyone spoke to at one time or another—telephonist Mr. William Parker, has now retired after 45 years' service.

He started work with the former Liverpool Corporation Electric Supply Department on the first day of 1934 and for many years manned the Hatton Garden switchboard. During the war years he did many spells of night duty during the bombing blitz on the City.

When the Board was reorganised Bill moved to North Mersey District at Marsh Lane and later at Bridle Road.

At an informal ceremony held to mark his retirement, a farewell gift of a cheque from his many friends was presented by Mr. George Shoemsmith (*District Administrative Officer*) who thanked Bill for his long and loyal service and wished him many years of happy retirement.

Messrs. D. E. JONES and R. S. GOODBAND

Retiring on the same day from the same depot at Narrow Lane, Llandudno Junction, were two colleagues from our Clwyd District.

Mr. David E. Jones, a labourer at the depot, was joined by Mr. Robert S. Goodband, a former joiner's mate and latterly a labourer. Their friends subscribed to present both with a farewell gift and wished them a happy retirement—and in Bob's case—improved health.

Around our Retired Members Groups . . .

Liverpool . .

The Annual General Meeting of the Liverpool Electric Power and Lighting Sports and Welfare Club Retired Employees' Group will be held on Wednesday, 14th February, at the Thingwall Road Sports Pavilion, commencing at 3 p.m.

On the same afternoon there will be an exhibition of paintings by Group member Mr. George Parsons.

. . Mid Mersey . .

The last outing of the 1978 season for the Mid-Mersey Pen-

sioners' Association was to Kendal—where they were guests of the local Norweb pensioners group for lunch—and Blackpool, with a tour of the illuminations.

True to form this group of much-travelled adventurers are already planning their 1979 programme, starting with a trip to Dunoon, Scotland, in March.

. . Dee Valley . .

About 150 members of the Dee Valley District Retired Staff Association enjoyed a splendid Christmas dinner at the Rhostylen staff canteen, followed by a

concert presented by a local group of ladies—the "Party Pentredwr."

Senior Head Office and District personalities were among the special guests.

. . Clwyd

Our Clwyd District retired colleagues held their Christmas get-together at the Cefndy Road canteen, when 80 members and guests enjoyed an excellent dinner. The meal was followed by the annual draw, with entertainment provided by Association members Mrs. Mills and Mrs. Townsend.

Obituary

It is with deep regret that we report the deaths of the following former colleagues:

Mr. H. C. Barr, who was the District Engineer at our former St. Helens District prior to his retirement in 1970.

He served his apprenticeship with St. Helens Corporation Electricity Department and stayed in the area for all his working life.

Mr. Barr took a great interest in the Gas and Electric Recreation Club and was a former President in the 30's and 40's he ran the Lyrics dance orchestra.

In retirement, Mr. and Mrs. Barr spent much of their time in Scotland. Mrs. Barr died a few weeks before Mr. Barr passed away.

Stuart Alan Clark, aged 38, who was found dead at his home before Christmas. He was a programmer in the Head Office Computer Section, and a qualified accountant. He was also the Secretary of the Electricity Branch of NALGO and a member of the National Electricity Committee.

John Gordon Davies, aged 37,

who died in a road accident in early December. John was an electrician with Aberystwyth District. A tribute from former Consumers Engineer, Mr. Arthur Miller, now aged 80, told of the fine qualities of his former apprentice, a tribute which was echoed by the large attendance at the funeral, at which MANWEB colleagues were bearers.

Cyril Jones, aged 60, was the supervisor at the Dolgellau shop, and had been employed by the Board for 20 years. He was well-known in the Dolgellau area and was a popular member and sidesman of his local church.

Joseph Hughes, aged 77, retired in 1966 from his job as senior storekeeper at North Wirral's Seaview Road Depot. He joined Wallasey Corporation in 1937 on the cable gangs, then became a meter fixer and later a storekeeper.

Reginald James, aged 71, was until his retirement in 1972 a storekeeper in the Mold Depot of Clwyd District. He had also been a meter reader and labourer in the District prior to moving to Mold.

Robert King, aged 57, was a meter reader in the North Mersey District, and had just completed 40 years service in the industry. He started work with the Liverpool Corporation Electric Supply Department, then joined the Cheshire Regiment at the outbreak of the war in 1939. He fought as a Desert Rat in the West African Desert, in Sicily and on the Anzio Beach-head with the invasion of Italy. He was wounded in the advance from Anzio and returned to England.

Bob was a craftsman with wood and the pen, and many of his colleagues have mementos, some practical, such as cupboards and window frames, and some ornamental in the form of beautiful hand lettering, to remember their very popular colleague.

John Ogden, aged 72, who was a linesman's mate until his retirement in 1971 in the Rhuddlan operations section of Clwyd District.

We extend our sincere sympathy to all the relatives and friends who have suffered the loss of these, our former colleagues.