



It's a real knockout for our appeal

NEIL Mason of Manweb Power Systems dives for victory at the It's A Knockout competition held at Widnes Cricket Club to raise money for the PowerPartners charity appeal.

For a special report on the event, see the four-page PowerPartners Update delivered with this issue of Contact.

FINDING ROOT OF COMPLAINT

A NEW approach to customer care based around "root cause" analysis is on course to change the way complaints are treated and managed within ScottishPower.

By identifying the underlying reasons behind complaints, special teams of root cause experts within the company and customer care staff themselves, will ensure that the same problems do not recur.

John Kennedy at Pentre Bychan, John Flatley and Barbara Kelly at Warrington and Jan Maddock in Scotland are heading up the new regime under which underlying issues are identified by analysis of the complaints which have previously been logged by staff on the complaints database.

A company-wide campaign of "Zero Tolerance of Complaints" has been launched, with Paul Archer, Managing

Director of ScottishPower Customer Services, setting the goal of halving regulatory complaints by February 2000.

He said: "Everyone can make a difference to the customer by handling complaints well. Changing the customer's experience is a task for us all."

Paul Dorrian, Business Development Manager of ScottishPower Customer Services, outlined the triple structure of the new strategy on complaints:

PREVENTION: All Customer Services staff attempt to stop the customer from having a complaint in the first place, by preventing the query escalating and thus winning back customer confidence.

CONTAINMENT: Staff respond to the complainant by fixing their problem, and then identify the root cause of the complaint.

CURE: Experts across the business analyse the information generated by the previous two stages, and work out what would have prevented the complaint arising.

"By focusing on the incident and the trends behind it we can cure the problem for the next people in the line for evermore," said Paul.



Why is Wolfie flying the flag for Manweb?

See Centre pages



More bike safe sessions

THE Manweb site on Chester Business Park is proving such a successful venue for the Bike Safe course that it has been chosen for a further two sessions.

The latest course, organised by ScottishPower Learning Open Learning and run by Cheshire Police, was attended by 16 motorbike riders (pictured left). Bikes ridden by Manweb staff wishing to enhance their driving skills included a Blackbird, a Kawasaki ZXR and a Yamaha Classic RD 250.

A one-to-one assessment by a police assessor was delivered to the bike riders who had previously attended two-hour theory sessions given by a police instructor at Manweb House.



Call Centre Director

ANNE Marie Stagg, pictured, above, has been appointed Call Centre Director of ScottishPower – and she is based in the Manweb region.

A major player in the call centre field, she joins the company from Vertex where she held a senior management position in their commercial call centre business.

Previously she worked for several years at the Automobile Association.

Anne Marie, based in Warrington, will be responsible for all call centre operations in Scotland and Manweb including the relationship with Thus.

She is a former UK Call Centre Manager of the Year and the current chair of the Call Centre Managers Association.

Support for UK's first cold alarm

SCOTTISHPOWER is providing support for the marketing of the UK's first Cold Alarm, a device which alerts elderly people and their carers to dangerously low household temperatures.

Joan Young, a 50-year-old carer from West Lothian, Scotland, invented the alarm after she discovered her parents close to death from hypothermia and was shocked to find such an item was not already available on the market.

She gave up her job and invested life savings of

£8,000 into designing the Cold Alarm. Her design, sketched out on the back of an old envelope, was modified and perfected when she linked up with a heating and insulation company.

ScottishPower became involved in the competition having spotted the Cold Alarm at an exhibition. The company has secured worldwide distribution rights. There are in excess of 30,000 winter deaths in the UK each year. After approximately two hours at below 9 degrees C, deep body temperature falls leading to hypothermia.



Staff join party in the park

MANWEB Mersey Region employees welcomed more than 450 special needs children to the Party in the Park at Walton Gardens, Warrington which was attended by TV host Matthew Kelly. Staff are pictured giving demonstrations to the youngsters in the park.

New Skillseekers enjoy open evening

THE new intake of ScottishPower Learning Skillseekers enjoyed an Open Evening at Hoylake Training Centre.

Managing Director Stewart Saunders greeted the 24 new arrivals who were joined by their parents at the reception.

The Skillseekers, 12 from Wirral and 12 from Merseyside, were introduced to the facilities at the Centre and attended a

question and answer session with Andy Sturgeon of ScottishPower Learning. They were also given a demonstration of First Aid techniques.

● Craft Skillseekers working with ScottishPower Learning are to rewire and help renovate a community hall for elderly people in Hoylake. Melrose Hall is a drop-in club for retired people, but until recently

was delapidated and without facilities.

The Craft Skillseekers will work towards their NVQ Level 2 Electrical Installation while they carry out the much-needed practical work.

They are answering an SOS from the Club, whose organisers still need crucial help despite much-appreciated recent redecoration by Prince's Trust Volunteers.

RESCUED IN A FLASH

Sparks fly when bird hits pole and cuts power

SPARKS flew when Flash the kestrel crashed into a terminal overhead line pole – the resulting power cut hit supplies in the Marchwiel area of Wrexham and the bird itself ended up injured in the middle of a bush.

Luckily a passing Manweb team, led by 33 Kv project manager Ian Barraclough, was on hand to phone through information about the incident and rescue the unlucky bird of prey.

After sustaining burns to all his trailing edge feathers and losing part of his tail Flash – so named by linesman John Taylor who together with linesman's mate Graham Pritchard and engineer John Knott was also on the scene – is now recovering at the Gower Bird Hospital near Swansea.

A £500 Manweb donation to the RSPCA will help the stricken bird with his rehabilitation. When they arrived on the scene of the incident, the charity's officers were amazed that the falcon



Manweb employees Graham Pritchard, left, and John Taylor hold the injured kestrel after the rescue.



The overhead line pole where the kestrel crashed.

had survived flying through the 11Kv line.

"There was extensive damage to the conductors and the cable termination," said Ian, whose team were travelling out of the Wrexham Industrial Estate when they saw a large flash 300 yards away at the top of the overhead line terminal pole.

"At first we thought the explosion and the smoke were connected with the 33Kv fault we had been working on elsewhere. Then we realised that it was an 11Kv pole. We called control and we searched in the undergrowth round the base of the pole.

"It was here that we discovered the kestrel, badly burned and perched on a branch. We threw a T-shirt over him to stop him thrashing around and put him in a



Flash the kestrel is now recovering.

bucket covered with a gauze mesh until the RSPCA arrived."

Huw Evans, RSPCA officer at the Stapeley Grange wildlife centre near Nantwich to which

Flash was first taken, said: "The Manweb staff did a superb job. It's thanks to them that the kestrel should be flying again in four months time."

MD calls on businesses to work in partnership to benefit region

MANWEB Merseyside Region's proud record of running the best-performing electricity network in the whole of the UK was highlighted by Managing Director Stewart Saunders at the CBI North West Celebration Dinner in Liverpool.

Taking the podium in St George's Hall, at the Manweb-sponsored annual event, he also emphasised that Manweb recognises the need to work in partnership with others to regenerate local economies.

Issuing a call for the region's businesses to work in partnership he told the audience,

which included the North West's top business people and CBI members: "Just imagine what we, as a region, could achieve if the same energy, commitment and focus that we put into our own businesses could be translated into a business plan for the whole region.

"Many opportunities are opening up both in the North West and in Wales for the private sector to become more involved in shaping the economic future of the region."

● Pictured right is Stewart Saunders delivering his speech to the CBI North West Celebration Dinner at St George's Hall.





Pupils Abbie Doran and Sian Reilly wander in the Manweb wildflower garden

Local youngsters enjoy wildflower wonderland

LOCAL schoolchildren enjoyed a magical visit to the wildflower meadow which has been created by Manweb on the site of a former power station off Lister Drive.

Pupils from St Cecilia's School in Tuebrook spent time at the flourishing site which is home to 100 species of wildflowers including corncockle, campion and ox-eye daisy and is a paradise for butterflies and insects.

Moira Renwick, Manweb Community Liaison Officer, said: "The meadow looks wonderful and it was great to see the children enjoying themselves. They can learn so much, right in the heart of Liverpool."



Phil Currie presents the charity cheques

Positive safety culture

SAFE working by Lister Drive staff during the last year has earned £5,785 for local charities.

Phil Currie, Mersey Network Manager, Operations, presented cheques to 18 local recipients including Zoe's Place, Acorn Venture Farm and KIND, at a luncheon awards ceremony.

The awards were made under

the SuperSafe initiatives. Phil Currie said: "The staff at Lister Drive have worked extremely hard to achieve as much as they have over the last year.

"I am encouraged by the enthusiasm and values which they have demonstrated towards a positive safety culture - they reached 69 weeks without a lost time accident."

Manweb sponsor scheme for Wa



Warrington Wolves players take the field by bursting through a paper poster promoting Primary Link.

Flying the Warrington

MANWEB'S active presence in the community which it serves has been boosted by the launch of its participation in a unique community development programme.

Sponsorship of a grassroots scheme being run by the world-famous Warrington Wolves professional rugby league team will ensure that youngsters new to the sport receive encouragement and coaching - while at the same time Wolves stars will help put over Manweb's electrical safety message and help with ScottishPower Learning's skills training in schools.

The decision to form a partnership with the Super League club - which has been in existence for more than 120 years and has been situated next door to the Manweb offices on Wilderspool Causeway for 103 years - is based on Manweb's commitment to develop and enhance its links with the Warrington community.

Officially launched at half time during the Super League match against Wigan Warriors on September 3 with soccer legend Nat Loft-house as guest of honour, the development programme is based around the Primary Link initiative in which top Wolves players such as Allan Langer and Tawera Nikau go into schools to give talks and provide coaching.

The Wolves are already well known in Warrington for the dynamic way they have piloted Primary Link in Warrington over the last year, and Manweb was happy to be given the opportunity to become partners with Sportsmatch, the Government-backed institute of sports sponsorship, in supporting that scheme.

In parallel the other elements of the development programme, also aided by a Sportsmatch grant, will target grassroots participation in rugby league by motivating young players.

The main aim of the programme is to help youngsters get more involved, with its effectiveness enhanced by being

Back at g

concentrated on schools and clubs within the same geography. The Wolves plan to team up with ScottishPower Learning, so existing "School to Work" schemes. Neil Hunter and his team will be known as "Wolves to Work," with players helping in the skills assessment.

"When their inter-personal communication skills have been mastered at the schools in question, a training plan will be drawn up for the pupils which will then carry out that training at the Learning Centres.

Benefits

Wolves players will also be available for promotional events and match tickets will be available as prizes in competitions for staff.

Manweb managing Director Saunders said: "We are very pleased to be sponsoring Primary Link, which will benefit so many youngsters in Warrington and the surrounding areas.

"We see the initiative linking our extensive community programme with safety messages to highlight the need to be safe at work, especially around any equipment."

Adam Jude, Warrington Community Development Manager said: "It is marvellous news for schools and amateur clubs in Warrington to be able to partner with Manweb and Sportsmatch in Primary Link.

"The support of these two

concentrated on schools and amateur clubs within the same geographical area.

The Wolves plan to team up with ScottishPower Learning, so that the existing "School to Work" scheme run by Neil Hunter and his team will become known as "Wolves to Work," with the players helping in the skills assessment of pupils.

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Warrington Wolves players to coach in schools



Flying the Manweb flag – Wolfie, the Warrington Wolves mascot.



Members of a local youth and community group donned Manweb T-shirts to provide half-time entertainment.

Bringing rugby league to grassroots level

Schools and amateur clubs in the geographical area. We are going to team up with Primary Link, so that the "Work" scheme run by Primary Link will become "Primary Link to Work," with the aim of providing the skills assessment of

Personal and community events will be monitored at the launch, a training plan for the pupils and they will be trained in Open

Benefits

will also be available to provide promotional events, and will be available to use as a resource for staff.

Managing Director Stewart Saunders are very pleased to be part of Primary Link, which will help youngsters in Warrington and surrounding areas.

Primary Link linking well with the community programme and sending messages to children, we need to be safe all the time around any electrical

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These two organis-



Manweb Managing Director Stewart Saunders and Warrington MP Helen Southworth present a Manweb-branded rugby ball to guest of honour Nat Lofthouse at the launch of the schools coaching scheme.

Options for this project will provide an exciting and powerfully motivating opportunity for all youngsters to learn. Our partnership with Manweb is very much a two-way thing and we would urge any staff who are requiring promotional back-up to contact us."

Robin Hodgkinson, Scheme Manager for Sportsmatch, said: "I am delighted that Sportsmatch will be partners in Primary Link as I believe this initiative will help to enthuse, retain and develop young players in the game of rugby league."



Match-day programme sellers Zak Lithgoe, left, and Danny Matthers wore Manweb T-shirts on Primary Link sponsorship launch day.

Roy's first aid training helps in emergency

LISTER Drive maintenance fitter Roy Palin sprang into action when an emergency occurred at a model aircraft event that he was attending.

Roy, a member of the Liverpool and District Model Aircraft Society, was quick on the scene when one of the special effects crew got into trouble while setting an explosive charge for a World War Two display at RAF Woodvale base near Southport.

While one of the man's colleagues removed his burning clothes, Roy doused the flames all around and prevented the situation from worsening. He then helped with the first aid until the paramedics arrived.

"The first aid training which I received as part of my job enabled me to react quickly," said Roy.

New challenge for Scott

SCOTT Wright, Group Employee Relations Manager, has taken up a new assignment which means he assumes responsibility for the new Training and Development Group, Transport Business and the Manweb Corporate office.

Scott is now Human Resources Manager within UK Power Operations reporting directly to Jim McLaughlin, Human Resources and Admin Manager based at Cathcart House.

Helping firms beat crime

MANWEB Business Marketing Manager Adam Taylor has issued advice to private businesses on avoiding the risks of crime. He advocates a risk assessment and the setting-up of key preventative procedures.

These include talking to neighbouring firms about setting up shared initiatives to beat crime and ensuring clear procedures are in place for placing and paying of orders.

Prompt action

Customer R. Lee has written to thank Manweb staff for their prompt action in removing bricks and rubble which had been dumped at the Charles Berrington Road substation in Liverpool.

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No hiding their heads in sand at sight of Ostrich

WALES Region linesmen Keith Mason and Bill Geary didn't hide their heads in the sand when they were suddenly confronted by an ostrich while they were on duty supervising tower painting near Connah's Quay.

As they approached a tower on the AB line near the Dock Road they were shocked to find the unlikely bird patrolling the base of the structure.

They made immediate enquiries – and learned that the landowner previously ran an ostrich farm producing the birds for meat.

On retirement he had kept the ostrich in question and grown quite fond of it, allowing it to occupy his garden at the base of tower AB 148.

"The lads were obviously quite surprised to find the ostrich and sensibly enquired if it was safe to approach," said Steve Davies, team leader for 132Kv maintenance section, Wales Region. "They were told the bird was more likely to be amorous than aggressive – but they nevertheless proceeded to inspect the tower with great caution!"

CAPTION COMPETITION

What do you think the ostrich in the picture is saying? Answers please on a postcard to Anne Benson, Ostrich Comp, Corporate Communications, Manweb House, Chester Business Park, Wrexham Road, Chester.



Checking the newts are Gary Davies of Denbighshire Countryside Service, Andy Churchman of Manweb's RuralCare and Moira Young, Denbighshire's county ecologist.

Bringing back the Natterjack

A bid to bring back the natterjack toad to the North Wales coast has been backed by Manweb.

The RuralCare initiative has provided the funds for eight new shallow ponds at Gronant Dunes on the Talacre Reserve near Prestatyn.

The ponds, built by Denbighshire Countryside Services and supplied with special liners to prevent them drying out together with covering nets to protect spawn, are needed by the toads to grow and develop. This type of habitat has disappeared locally with the development of caravan parks and other facilities around the sand dunes.

Andy Churchman, of RuralCare,

said: "This is a good, practical project and exactly the type of biodiversity scheme we are keen to get involved in."

The ponds have been created following the successful introduction of the toads at Talacre using spawn from the Ainsdale Nature Reserve in Merseyside.

● The RuralCare team has helped to create two new ponds for Great Crested Newts, which will form part of Flintshire's first Local Nature Reserve.

The ponds are in the Llwyni reserve, an area of mixed woodland and water on the edge of the Wepre area of Connah's Quay.

Putting our T-shirts on road race

THE T-shirts for the Liverpool Road Race on Wheels round Sefton Park in Liverpool were sponsored by Manweb.

The race provides a unique opportunity for local people to see some of the world's best wheelchair athletes in action. The event was the largest road race in the UK to date and featured a wheelchair race, a handcycle race and a rollerblade race.

● Michelle Lewis, the Manweb Skillseeker who was voted Fundraiser of the Year at the Pride of Britain



A competitor receives his prize at the Road Race

awards, has had a letter published in the *Liverpool Echo* thanking Manweb employees for their gift of a new scooter on her 18th birthday, as featured in the last issue of *Contact*.

Nostalgic look at past newsletters

THE format of the *Contact* newsletter has changed dramatically over the years – as witness these photographs of old editions pictured right.

Reader Kenneth Thomas, retired Production Supervisor at Rhyl Depot, has encouraged us to take a stroll down memory lane by sending in a selection of the mostly monochrome back-copies which he keeps stored alongside his old football programmes.

"I still get *Contact* and I enjoy reading it – we couldn't do without it," he said. "But occasionally I like to look back at all the people I knew and enjoy re-reading the stories from bygone days."

First day

Kenneth, who lives at Glan Conwy, remembers that three of the winners of the Miss Manweb competition, which is mentioned in the old editions, came from the Rhyl office. "I suppose the competition would be badly thought of now, but I remember that all those who took part wanted to do it," he said.

Kenneth's 1960 edition includes a picture of him on his first day, one of "a group of new boys from this year's intake at Hoylake."

The 1975 edition features winners of a public speaking competition.



October 1960



October 1970



May 1975



April 1981



Above, left, Kenneth Thomas pictured at Hoylake in 1960 and, right, as he is today with his wife Carol.

PENSIONERS NEWS

Popular mystery trip

THE Dee Valley retirees association chose Anglesey for their annual July trip, making a stop in Beaumaris before exploring the island and stopping off in Llandudno for shopping on the way back.

Their annual mystery trip in October will be followed by a meal. "This is one of our most popular events," said chairman Albert Roberts. "Our members enjoy not knowing where they are going to end up. A previous mystery trip to Liverpool Cathedral and Aintree was one of our most successful ever."

From castle to distillery

A TRIP to Ireland was enjoyed by members of the North Mersey retirees association. Their four-day Irish Ferries holiday included a visit to Kilkenny Castle and a tour round a distillery. "About 30 members went on the trip and they all found it was the ideal way of taking a break before the winter set in," said secretary Winnie Haskayne.

South coast holiday

BOURNEMOUTH beckons for the members of the Mid Mersey retirees association. They are to spend seven days in hotel accommodation, with two trips planned to nearby tourist attractions.

Packed schedule of club activities

NORTH Wirral Sports and Social Club have the following events scheduled for this year:

Bowl N Bite - September 8; Annual General Meeting - September 11; Alton Towers Trip - October 29; Theatre Trip, Liverpool Empire - October/November; Annual Cheshire Region Party - November 10; London Christmas Shopping Trip - December 9; Christmas's Christmas Party - December.

Further information from Helen Gaier on 805 2443 (internal) or 0151-609 2443.

Former 'Nan's girls' plan an informal get-together

THREE former Manweb staff are hoping to arrange an October reunion get-together for all those who worked in the Billing Room at Rhostyllen between 1960 and 1970.

Kath Sadowski – then Kath Griffiths – issued this call to readers of *Contact*: "Do you remember the good old days in the Billing Room? Do you remember Nan

Davies, our supervisor? If you do, then we would love to hear from you with a view to arranging an informal get-together to catch up on all the news and gossip."

Former "Nan's girls" interested in meeting again are asked to contact Kath on 01978-710503, Mary Jones (now Lightwood) on 01978-356160 or Pam Jones on 01978-841827.

Walking tall in the Himalayas

A WALK to the base camp of the world's highest mountain is the latest breathtaking exploit of three employees from Merseyside-Region.

Jointer Mark Pearson and jointer's mate Brian King have already been walking in the Peruvian Andes – and now, accompanied by linesman Mick Ray and Mark's brother-in-law Ian Roberts, they are tackling an extended trip to Nepal.

Highlight of their ultra-strenuous walking tour, which began on September 17, is arrival at Everest Base Camp, the starting point for Sir Edmund Hillary's world-beating climb in 1953.

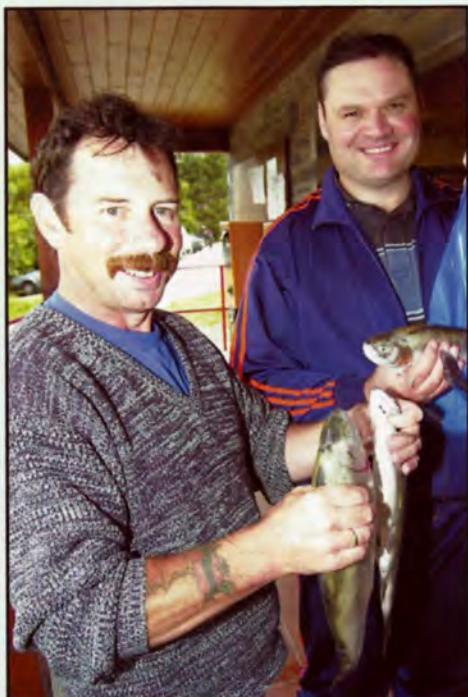
Mark is accompanied on the adventure by his mascot teddy bear Mallory – named after another famous climber in the Himalayas.

He said: "We plan to walk up to 12 miles per day and reach an altitude of 5,800 metres. We will stay in tea houses along the route and survive on a diet of vegetarian food."

The trip is raising money for Whiston Hospital Burns Unit.



Preparing for their Everest base camp walk are, left to right, Ian Roberts, Mark Pearson and Brian King.



Anglers Len Hicks, left, and Gareth Price, both of Manweb's Caernarfon Depot proudly display their day's catch at Llyn Brenig.

Anglers make charity catch

STAFF from the ScottishPower companies gathered at a North Wales lake to battle it out to become ScottishPower Angler of the Year.

Sixty people from ScottishPower, Manweb and Southern Water travelled to Llyn Brenig to take part in the annual competition, now in its fourth year, which this year raised £120 for PowerPartners.

Top team were R Barden and J Garratt from Southern Water, and top individual was D Wickens from Southern Water. The heaviest fish, weighing 2 lbs 3 oz, was caught by T Dalglish of ScottishPower.

After the weigh-in the anglers enjoyed a special presentation dinner where the winners were awarded their prizes by Manweb Managing Director Stewart Saunders.

Steve lands hole in one!

STEVE Davies organised a golf tournament for the Clwyd Sports and Social Club – and played a starring role himself by landing a hole in one on the ninth during the competition!

As a result Steve, team leader for the 132Kv maintenance section, Wales Region, bought drinks all round at the end of the day in the clubhouse at Denbigh Golf Club.

Modest Steve played down the

significance of his own achievement – the third time he has recorded a hole in one in competition. He said: "We decided to resurrect the annual golf event, and it was a great success with 14 people taking part. Hopefully it will now become a regular fixture once more."

Steve's exploit was not enough to win him the tournament. Overall winner was Paul McGuinness, who works at the PSMC, Prenton, with 39 points.

Have you got news for us?

IF you have a story for Contact please get in touch with editor Anne Benson on 800 2098 (internal) or 01244-652098, or Ron Quenby on 01244-678575 or fax 01244-678749.

Manweb create clear view across Mersey

WALKERS and cyclists visiting the new TransPennine Trail near Widnes will now have a clear view across the Mersey thanks to Manweb's agreement to shift a pole-mounted substation.

The substation, which feeds an Environment Agency monitoring site, was previously situated on the route of the trail.

By moving it a few yards away

next to a fence, Manweb engineers have ensured that there is now an unspoilt vista from West Bank.

Dave Swift, Manweb Wayleave Officer, said: "We work in partnership with Halton Council and when they asked if we could move the pole-mounted substation we were happy to help and thus preserve the vista."

Chance to watch ladies soccer

THE feeder team for the prestigious Liverpool Ladies Football Club, based at Anfield, is to play its home matches on the Manweb (Liverpool) Sports and Social Club ground on Thingwall Road.

The under-12s and under-14s teams will stage their round robin competitions on the ground against sides which are feeders for Manchester United, Bolton Wanderers and other big-club ladies' teams.