



Manweb's Network Manager for Wales Region Don McRae, left, joins Welsh coach Graham Henry, right, at a training session for young rugby players.

## Welsh coach visits rugby initiative

WELSH rugby coach Graham Henry saw the benefits of a unique Manweb-backed rugby development scheme for youngsters on a recent visit to north Wales.

Mr Henry visited Wrexham, Mold and Ruthin rugby clubs to cast an eye on the scheme whereby youth rugby is developed across the six counties of north Wales, with squads being chosen to represent the region at all youth ages.

Manweb's sponsorship supports the work of rugby development officers who visit all rugby

clubs in the area and continue their work at county level, ensuring that all young players benefit. Manweb also supports the annual North Wales Rugby Senior Cup, played for by all senior clubs in the area, which was this year won by Llandudno.

Don McRae, Manweb's Network Manager for Wales, said: "We are very pleased to be able to sponsor the North Wales Youth Rugby development scheme, which will strengthen the playing of rugby in the area for years to come."

## Splendid days out

THE Manweb (Chester) Sports and Social Club has arranged two attractive visits for July, both open to all Contact readers.

On Friday, July 14 a River Cruise, Disco and Buffet will take place on the Lady Diana Showboat, leaving from The Groves on the River Dee in Chester at 7.15 pm.

A limited number of tickets (120) are available for the cruise and will be sold on a first come first served basis, at £3 to members, who receive a £3 drinks voucher for the on-board bar on arrival, and £5 to non members and retired members.

On Friday July 21 a party is being organised to attend the Last Night of the Proms and Fireworks Spectacular at the Grosvenor Park, Chester, which is part of the city's Summer Music Festival. Promenaders are urged to bring a picnic and then enjoy the grand fireworks finale.

The subsidised cost is £8 to members and £12 to non members and retired members. Tickets for both events available from Sue Cookson, Manweb, Wayleaves, Prenton on 0151-609 2197, internal 805 2197.

## Dedication recognised

FOUR Initial security officers, Dean Conway, David Butterfield, David Pearce and Kevin Nott, were presented with a special "Site of the Quarter" award for the outstanding dedication and service which they provide at the Queensferry Depot.

## 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.

## Outward bound courses

APPLICATIONS are invited from Manweb staff for the forthcoming Outward Bound Courses being run by ScottishPower Learning in partnership with the Outward Bound Trust.

The courses, scheduled for September and October in Aberdovey, provide a unique opportunity to work, learn and have fun alongside a diverse group of people, including those with special needs.

"The courses, which allow people to take part in a range of practical and interesting challenges, are open to all staff and applications are encouraged



An Outward Bound team, made up of staff from Energy Supply and PowerSystems, carers and people with learning disabilities, at Aberdovey on a recent course

from across all divisions," said Pat Lewis, ScottishPower Learning Vocational Learning Co-ordinator.

People interested in taking part, who have the support of their line manager, should write giving their reasons for applying

and stating how they feel their participation will help them as part of their personal development, to Pat at ScottishPower Learning, Manweb House, Chester Business Park, Chester CH4 9RF. The closing date is July 7.

# Contact



Manweb  
A ScottishPower Company

NEWSLETTER FOR MANWEB PEOPLE

June 2000



## Children learn from pavement in woods

RUTHIN schoolchildren learn about biodiversity during a visit to the Pavement in the Woods at Coed Cilygroeslwyd Education Project, an initiative in an area of woodland on limestone which has been supported by a £5,000 grant from Manweb. Company staff voted to donate cash for equipment such as nets and viewing boxes, worksheets and transport for the children, as a Millennium project.

# HAVE FUN AND HELP CHARITY

AN appeal is going out across Manweb, ScottishPower and Southern Water for enthusiastic teams of fundraisers to take part in this year's It's A Knockout in aid of PowerPartners.

Manweb is hosting the event at Widnes Cricket Club with proceeds going for the first time to the five-cornered appeal to benefit the Royal National Institute for the Blind, the Royal National Institute for Deaf People, Disability Wales (RADAR in England), the National Children's Homes' Action for Children and Age Concern.

The event takes place on Bank Holiday Sunday August 27 and a spectacular time is guaranteed, with the emphasis on family

fun. Magic shows by former Manweb employee Doug Gregg will keep the youngsters occupied during the day, the Cheshire Falconers will exhibit birds of prey and there will be live music entertainment, disco and a buffet in the evening.

"This year's It's A Knockout promises to be the best ever," said Jane Hall, the event organiser. "The format will be the same as usual, with the challenging water-based games – and Manweb participants will have the chance to recover because there's no work the following day!"

It's A Knockout is the most high-profile of a series of recent fund-raising events which have raised money for PowerPartners. The PowerPartners staff lottery has proved

highly successful with thousands signing up and with the first ever winner, from Wales Region, scooping £2,000. There's still time to sign up for the next draw – see the Intranet for details.

The Children's Christmas Show at the Gateway Theatre, Chester raised money for NCH Action for Children and an abseil at Bangor University benefited the RNIB.

"We are always looking for new fund-raising ideas from staff," said Wendy Ellison, Manweb's PowerPartners Co-ordinator. "Our Charities Forum system has now been modified so that money raised goes directly to PowerPartners charities or projects affiliated to them."

It's a Knockout entry form – page 7

Secretary of State for Wales visits Manweb office – page three



## Old insulators form sculpture for storytelling area

# A touch of glass art

**A** DAZZLING glass waterfall made out of electricity insulators forms the centrepiece of a children's storytelling area at an education centre.

The redundant insulators, donated by Manweb, have been given a new lease of life by sculptor Andy Hancock.

He had always wanted to try making a waterfall out of the ready-made art materials to be found on electricity poles and he jumped at the chance after being commissioned to create a feature for the Legacy Environmental Education Centre, near Wrexham.

After Manweb supplied the raw materials, company staff stepped in to help connect up the whole area to create a unique masterpiece.

Also featured in the sculpture is the crown of a 400-year-

old oak tree which has been turned into a storyteller's seat, while the hollow trunk has been turned into a wishing well and doubles as a bubbling cauldron.

Children visiting the centre will sit on the specially-designed benches to listen to the storyteller who, at the flick of a switch, will be able to turn on the cauldron and the water feature without moving from his or her seat, thanks to the skill of Manweb engineers.

Andy's enthusiasm helped to make the project a reality in just a few weeks but he has also had the help of 250 local schoolchildren and their teachers who were invited to work alongside him at Legacy.

Paul Devlin, Resource Manager for Wales Region, Central Area, Manweb, said: "Andy's enthusiasm is un-



**Sculptor Andy Hancock pictured by the water feature at the Legacy Centre with, in the foreground, Manweb Assistant Teamleader Lee Connah, left, and Manweb Resources Manager Paul Devlin.**

bounded and his imagination has created a spectacular feature. When he asked for our glass insulators I did not imagine he would produce

something so spectacular and we were happy to provide more help by making sure the whole area was connected up safely."

## Triple gold accolade at RoSPA awards

POWER SYSTEMS divisions have scooped triple gold in the latest RoSPA Occupational Health and Safety Awards for 2000.

Representatives from Merseyside, Cheshire and Wales areas all collected Gold Awards at a special ceremony at the Hilton Metropole Hotel, National Exhibition Centre.

Chris Parker, Safety and Environment Co-ordinator for Merseyside, said: "It is great to get recognition for all the hard work that everybody has put in throughout the year. We are always trying to improve and we have gone from bronze four years ago to our present gold, which we have now won two years running."

It was also gold for a second year running for Cheshire Region. Safety and Environment Co-ordinator Brian Waugh said: "We are more than pleased to receive this award in recognition of all the hard work by outgoing Manager John Marsh, the management team, the safety represent-



**Alan Curzon, left, lead health and safety representative, accepted a RoSPA award on behalf of Cheshire Power Systems, and Claire Anderson, Quality, Safety and Environment Support Manager, who collected an award for the Wales Power Systems.**

atives and all the staff."

Wales Region Safety and Environment Co-ordinator Min Williams said: "To have



**Martin Deehan, Construction Manager, is presented with the award to Merseyside Power Systems from the RoSPA President Lord Davies of Oldham.**

received this Gold Award, and also recently won the Power Systems SuperSafe Cup, highlights how safe we have become in the Region."

The RoSPA Occupational Safety Awards are presented not just for reducing the number of accidents and cases of ill-health at work, but are also about ensuring that organisations have good health and safety management systems in place.

# Minister flags up Manweb success

**S**ECRETARY of State for Wales Paul Murphy took a guided tour of Manweb's office at Pentre Bychan during a fact-finding visit.

Mr Murphy met Managing Director Stewart Saunders and was shown round the Regional Operating Centre and the Call Centre. The visit was arranged so that he could discover more about Manweb's investment in the network in Wales and the enhancements made to the company's call centres.

The Secretary of State also met employees who have found work at Manweb as a direct result of the New Deal, the Government jobs and training initiative.

## Quality

At the end of the visit Mr Murphy raised the Investors in People flag to mark the fact that Manweb Power Systems, Wales Region has recently won the award. Investors in People is a national quality standard which sets a level of good practice for improving an organisation's performance through its people.

Stewart Saunders said: "I was delighted to have the opportunity to meet the Secretary of State for Wales and discuss Manweb's investment in Wales."



**Welsh Secretary Paul Murphy (right) and Manweb Managing Director Stewart Saunders (left) unfurl the Investors in People flag during the Minister's visit.**

"I was pleased that Mr Murphy was able to raise the Investors in People flag, which demonstrates the commitment Manweb has in developing the skills of our employees."

"I was also glad that Mr

Murphy had the opportunity to meet the employees who have been given real work opportunities and training through New Deal."

**New deal success stories – see page four.**

**"I was most impressed by all that I saw at the Call Centre – the emergency planning and customer response operations are excellent. Impressive too is Manweb's work for the Welsh community and support for the local economy. It was my privilege to be asked to celebrate your Investors in People success."**

**Extract from letter sent after his visit by Paul Murphy to Stewart Saunders, praising the Call Centre**

## If you go down to the shops today you're sure of big surprise...

STAFF at the Manweb and ScottishPower store at Southport sure got a big surprise when a loyal customer presented them with her collection of 70 teddy bears and soft toys.

They decided to hold a Teddy Bears' Picnic for their customers – and Customer Service Representative Maureen Murphy came up with the idea of turning the occasion into an "Adopt-a-Teddy" day for charity.

Each toy was given its own unique adoption certificate and visitors to the ScottishPower store on the Meols Cop Retail Park on Spring Bank Holiday Monday were able to adopt the teddy of their choice starting at a bargain price of 25p.

The names of the adopters were placed into a prize draw and the winner received a



**At the Adopt-a-Teddy day are, left to right, Manweb Customer Service Representatives Maureen Murphy and Sue Anderson, Malvina Rimmer who donated the bears, ScottishPower store Manager Mike Rowbottom and store Team Manager Ann Lysaght.**

Radio Cassette Recorder donated by ScottishPower. All the money raised went to NCH Action for Children, one of the five charity partners in the PowerPartners initiative.

Manweb Manager Anne Lysaght said: "Malvina Rimmer, one of our regular

customers, very generously donated the teddies to us in the first place. It was Maureen's idea to say that they were orphaned and the charity auction was a great way to raise money for one of the chosen charities while also cementing our customer relations."



# New Deal passes two milestones

SCOTTISHPOWER Learning has reached two milestones of its own in its continuing support of the Government's New Deal scheme which has just celebrated its second birthday.

More than 150 people aged between 18 and 24, previously out of work for more than six months, have now been taken on by Manweb's specialist training arm for employment, training and development.

Of those more than 50 have taken up the option of permanent work with the company. Steven Evans, at the Rhyl High Street Customer Service Centre, became New Deal Employee Number 50 in March.

Neil Hunter, Regional Manager, ScottishPower Learning, said: "The support of business has been essential to the success of New Deal, and the support provided by ScottishPower Learning develops the skills and enhances the employability of unemployed people.

"Our aim is to make a real impact and raise the aspirations of New Deal participants. We will continue to offer our support as the scheme develops – more recently, we have been able to provide

training opportunities for lone parents and those over 50.

"By working in partnership with the Employment Service, ScottishPower Learning is able to make a real difference and would encourage other businesses to help where they can."

ScottishPower Learning, as a member of the Merseyside Employer Coalition set up by the Government, is currently helping with a programme to get small businesses involved in the New Deal.

## Recognition

The north-east Wales District of the Employment Service chose Manweb's Pentre Bychan office as the location for their celebratory photocall marking the second anniversary of the New Deal, in recognition of the company's sterling support for the scheme.

District Manager Ted Pinch said: "The dedication and commitment from our partners and the support that local employers like Manweb have given to New Deal have been paramount to our success."

## Marking the anniversary

**New Deal Second Anniversary Success Story: pictured at the keyboard during the special second anniversary photocall is Samantha Poole, of Plas Madoc, near Wrexham, who after a 26-week work placement under New Deal is now working as part of the Customer Service team at the Energy Supply Call Centre at Pentre Bychan. She is flanked by (left to right) Nia Parry, New Deal adviser at Wrexham**



Jobcentre, Evelyn Quayle-Hall, Manweb New Deal employee, and Steve

Owen, New Deal co-ordinator for north-east Wales.

## Geoff's challenging new role

GEOFF Major has been appointed to the new role of Customer Solutions Director, based at Warrington.

He joins ScottishPower from the N. Brown Group, a large retailing organisation where he was General Manager responsible for Service development.

Prior to this Geoff has held senior customer service positions with Freemans and Cellnet and was the Total

Quality Manager for Parcellforce.

Geoff is a passionate believer in continuous improvement and pledges to bring an energetic, people-focused approach to the company's business challenges.

The new role of Customer Solutions Director will challenge existing methods of working with both internal and external customers.

## STATE-OF-THE-ART OCCUPATIONAL HEALTH FACILITIES OPEN AT OFFICES IN LIVERPOOL



An employee has her hearing tested inside a special booth.



Nurse Margarita Burns takes the blood pressure of a staff member.

# Just the tonic for the health of staff

NEW state-of-the-art Occupational Health facilities have opened at the Lister Drive offices in Liverpool – and they are already proving very popular.

The bright yellow and soothing blue purpose-built rooms provide a welcome change from the cramped conditions that staff, seeking

advice or help, had to endure previously, while the reception has comfy sofas and a variety of reading material where staff can sit in relative privacy while waiting to see a doctor.

"Before, people had to sit by the lockers in the corridor which meant anyone waiting would get lots of comments, which could put

them off coming to see us," said nurse Margarita Burns.

"All the equipment was stored in Pentre Bychan and had to be carried up here every time we held a surgery, which is not good for the sensitive type of equipment we use as it is easily damaged if we do not have the van to transport it."

Two rooms provide space for private consultations and a safe place to keep files while the larger screening room offers an ensuite toilet and shower room as well as a specially constructed sound booth where people's hearing can be tested properly.

## Lifestyle

As well as seeing people concerned about work-related health issues, the nurses are also well underway with the Wellscreen voluntary health screen programme.

This initiative provides staff with an opportunity to assess their lifestyle and health. It is completely confidential and records are kept locked away.

Biological measurements are taken and combined with lifestyle factors to arrive at an overall score for the risk of developing medical conditions. A similar examination



Employee Relations Manager Scott Wright prepares to test his lung capacity while Nurse Margarita shows how.



Nurse Margarita reads off the results of a blood test at the Occupational Health Centre at the Lister Drive offices.

done privately would cost anything up to £300.

"We have had a lot of positive feedback," said Margarita. "People are anxious before they come because they are not 100 per cent sure what it is about and worried there will be feedback to managers but we reiterate the fact that it is their healthcheck. If they don't want to take it any further they don't have to."

Dr David Imlah, Deputy Group Medical Adviser for ScottishPower, visited Lister Drive for the official opening of the Occupational Health Centre last month. He said: "We wanted somewhere people felt relaxed and comfortable and where we could provide a professional service."

Bernie Woods, Safety Adviser for Cheshire Region, who also attended, said: "It looks very good and is certainly better than what we had before."

Anne Benson, Editor of *Contact*, went through a Wellscreen test at the new Occupational Health Centre. She gives this personal view...

## Tests are explained every step of the way

IT was with some trepidation that I arrived at the Occupational Health Centre to undergo a Wellscreen test. Getting a health assessment had seemed like a good idea at the time but when it came down to it, I worried what hideous facts and sloblike lifestyle would emerge.

But the welcome was warm and Margarita made sure the whole thing was as painless as possible, explaining what was happening every step of the way.

She also kept reiterating that no information would be passed on to anyone and special consent had to be given even to supply my own GP with the results, something most people worry about.

The first task was to give blood. "It gets the nasty bit over with," said Margarita. Then while we went through the rest of the tests, a machine, which looked a bit like a fax, worked away in a corner testing my blood. After taking weight and height measurements it was on to testing my lungs.

## Karaoke

Apparently my above average lung capacity suggests I indulge in singing or diving – news to me unless you count the occasional burst of karaoke on a night out.

After filling in a questionnaire about my lifestyle Margarita printed out a full report. The good news is that so far I am in no danger of keeling over with a heart attack.

Basically, the results were mainly what I expected and told me things I already know such as I need to exercise more and drink less.

But one interesting point did emerge and that was that my iron levels are low. Margarita recommended getting this checked out by my GP, as it could lead to feeling tired and rundown.

My check was relatively straightforward but for others it could flag up a problem before it becomes a major one, allowing for prompt treatment, and if nothing else it provides a quick reality check to stop some lazy habits before they become bad ones.



## Cash prizes for employees

CASH prizes awarded under the SuperSafe initiative were presented to deserving employees at the Lister Drive office in Liverpool.

As part of the scheme, awards are made not only to local charities but also to staff. During the past year those who did not have an accident, and who completed their site monitors in a regulated manner were eligible for a prize draw with lucky winners receiving £25 or £50.

Andrew Lloyd, QSE Support Manager, Operations, said: "The winners were drawn from a cross section of staff from Merseyside region, which demonstrates their consistent attitude and commitment towards accident prevention and near



miss reporting. The awards are also in recognition of the achievements made in delivering the Region's safety inspection and audit programme on a timely and regulated basis."

Cheques to the value of £5,785 have been presented to local charities.

Andrew Lloyd, seated right, presents cheques to staff who have won cash prizes under the SuperSafe scheme.

## Donation hits right note with centre

A MUSIC centre situated within the ancient walls of Caernarfon has received a donation of £1,000 from Manweb. Canolfan Gerdd William Mathias (The William Mathias Centre) provides tuition of the highest standard given by tutors of established reputation in all the orchestral instruments.

Tutors at the centre, which comprises eight spacious teaching rooms, include the great Welsh soprano Mary Lloyd Davies and world-renowned harpist Elinor Bennett.

The money donated by Manweb will enable the centre to buy essential equipment such as instruments for children, and chairs for lectures, lessons and rehearsal purposes.

Elinor Bennett, Director of the Music Centre, said: "We are grateful to Manweb for its generous donation and commend the company for its commitment to musical culture in north Wales."

● Pictured at the William Mathias Centre are, left to right, Centre Administrator Rhiannon Mathias, Manweb Community Relations Officer Brian Davies, Manweb Network Manager Emrys Hughes, and Centre Directors Elinor Bennett and John Hywel.



### Walking up Snowdon

A SPONSORED walk up Snowdon is being organised to raise money for PowerPartners. The walk, on Sunday, August 20, will be led by experienced guide Barry Davies.

For a registration form contact Melanie Jones, Caernarfon SuperCentre Manager, on 01978-832800, internal 840800 or mobile 07880-502028.

## Taking opera to community

A DIVERSE range of community and education projects were held across the region through June as part of the Welsh National Opera's Manweb North Wales Season.

An opera education project based on Bizet's Carmen (one of the highlights of the WNO's Manweb-backed summer season at the North Wales Theatre in Llandudno) took place at two special needs and two mainstream primary schools in Caernarfon and Llandudno.

During the WNO's performance week in Llandudno, five Concert Parties were given at homes and venues for older people throughout north Wales. At a free evening workshop in the Ocean

Lounge of the North Wales Theatre on June 19 a WNO staff director and singers worked with members of the general public who were interested in gaining more information on how the WNO mounts its productions.

WNO's Brass Consort gave a free public concert in the Victoria Shopping Centre, Llandudno and, as part of the PowerPartners initiative, a group of 50 people from the Royal National Institute for Deaf People attended the performance of Carmen at a specially reduced ticket price.

The performance was preceded by a special sub-titled presentation talk on the opera given by Carmen's WNO revival producer Robin Tebbutt.

### Exclusive offer for Contact readers

## Corfu holiday at cut-price

CORFU, known as the Emerald Island, has long been one of the most popular destinations for British holidaymakers, but there still remain areas away from the tourist trail and readers of *Contact* can discover one of them for just £269 with our money-saving offer from Travelsmith Limited.

The beautiful resort of Arillas on the north-west coast, reached through peaceful hillside villages, pine forests and olive groves, nestles between cliff tops, with spectacular views over the clean blue Ionian Sea.

Arillas which has a safe beach with water sports available, is ideal for a family holiday or a romantic getaway in a traditional Greek setting.

You have a choice of self-catering or bed and breakfast and will stay in an apartment or studio, with a well-

equipped kitchenette including refrigerator, private bathroom and balcony.

The offer price per person for self-catering, flying from Stansted, Luton or Gatwick (plus from Manchester with a £20 supplement) is: for seven nights until July 17, £269 (four sharing,) £299 (two or three sharing,) July 24-August 28, £329 (four sharing,) £359 (two or three sharing.)

### Qualify

Rates for 14 nights, and for bed and breakfast are also available. September prices on request.

To book your Corfu holiday please telephone the Travelsmith reservations hotline on 01621-784666 and quote reference C61 MW to qualify for these special rates.

The holiday is organised by Travelsmith Holidays ABTA V1290, ATOL 1917.



## IT opportunities

STAFF at an independent information technology facility being run for the voluntary sector in Sefton on Merseyside have been given the chance to boost their IT skills at ScottishPower Learning's Bridle Road Open Learning Centre.

The Sefton Neighbourhood Initiative Project (SNIP) is a community project providing a print and design service, computer training, computer technical support and web page design.

As part of its continuing support for the community, ScottishPower Learning provided access for SNIP staff to the Open Learning Centre so that they could top up their business skills training and specific IT networking skills.

In addition a telephone skills course enjoyed by Energy Sales was extended to SNIP and delivered at their base in Crosby.

● Pictured are Mark Fisher (standing) and Mark Case (sitting) at Open Learning Centre.



## Second missed brewery treat is bitter blow for unlucky duo

THE TWO members of the Liverpool retirees association who missed out on free drinks last year when the group went round the Tetley brewery have done it again this year! "Unfortunately they didn't even manage to get to the brewery this time," said secretary Shirley Roberts. "They were late putting their names forward and when they did so the trip was booked up."

## Gardeners' day trip extends their horticultural knowledge

THE KEEN gardeners in the North Wirral retirees association used a trip to Holker Hall at Grange-over-Sands to extend their knowledge of horticultural history. They were fascinated by the potting shed, the collection of gardening handtools from the past, the 1930s glasshouse and the vintage garden machinery.

## Video led to group's outing to historic Chatsworth House

DENIS ATKINSON, secretary of the Clwyd retirees association, was inspired by a video sent by the tourist authorities in Derbyshire to choose Chatsworth House as a destination for his group's outing. "The video sold it to me, highlighting the 1,000 acres of parkland and the magnificent interior of the house," he said.

## IT'S A KNOCKOUT 2000

Entries are invited from teams of eight, one of which must be female.

The teams must each be able to raise a minimum of £400 in sponsorship.

NAME OF TEAM: .....

CONTACT NUMBER: .....

TEAM MEMBERS: .....

Tick box if you wish to attend the evening entertainment as well



PLEASE SEND ENTRIES TO:

Jane Hall or Steve Walton, It's A Knockout, Manweb, Prenton Way, Birkenhead CH43 3ET.