



SPRING/SUMMER 1990

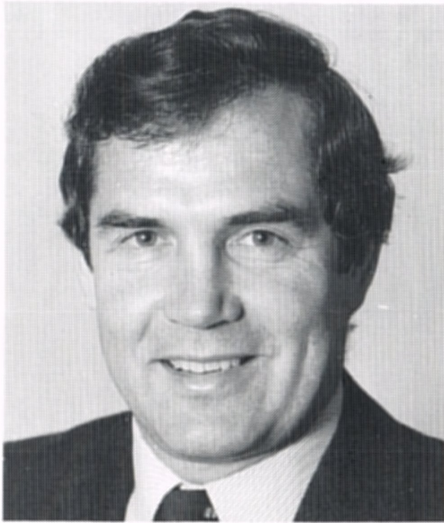
Waterview



Blithfield Reservoir, Abbots Bromley, Rugeley, Staffs.

Opened by The Queen Mother in October 1953, the reservoir covers 320 hectares (790 acres), has a maximum depth of 14.5 meters (47 feet) and holds 18146 megalitres (4,000 million gallons) at top water level.

Jim Carter announces his retirement



**JOHN HARRIS
IS TO BE OUR NEW
MANAGING DIRECTOR**

At the Board Meeting on 20th April, Jim Carter announced his decision to retire at the end of this calendar year. The Board of Directors has appointed John Harris, Director and Company Secretary, to succeed him as Managing Director.

Jim Carter said, "I think we would all agree that the Company is now in a healthy state and this is quite the most opportune time to hand over the reins. As you all know, John Harris has worked very closely with me over the last six years, particularly through the interesting times of privatisation and in building up the overseas work of the Company, so I know I am leaving the Company in good hands".

Jim Carter joined the Company in 1984 when he succeeded Bill Markham. We wish him and his wife Kath a very long, happy and healthy retirement.

We are already on the point of offering our congratulations to John Harris and Mike Richards on being appointed to the Board of Directors last November, just before our last issue was published. It is a great pleasure to extend our good wishes to John on his new appointment.



The photograph was taken after last month's meeting when Jim Lamont (General Manager 1971-80) and Bill Markham (General Manager and Managing Director 1980-84) joined the Directors for lunch. They are pictured with the Chairman (centre).



Talking of Directors, would you know them if you saw them? Here they are outside Winhill Tower, Burton, on the Directors' Visit to Works last July. From left to right: Mr. Jim Carter, Mr. Hugh Meynell, Mr. David Sankey, Mr. E.J. Thompson (our Chairman), Mr. Simon Kenyon-Slaney, Mr. Peter Giffard and Mr. Jim Carpenter. Unfortunately, Mr. Lindsay Bury was not present.

We welcome the opportunity to congratulate Mr. Hugh Meynell on recently being appointed High Sheriff of Shropshire and on becoming a grandfather for the first time.

LETTER FROM THE EDITORS

Congratulations and thanks to all Company employees who have given their spare time (and some of the Company's!) to raise funds for local charities, too numerous to list.

Many employees give to the water industry's own charity, WaterAid, through stoppages direct from their pay. Yet this has not prevented them from raising over £6,000 for charities through various fund raising schemes, such as running and walking great distances, raft racing, car washing, carol singing, organising raffles, waste paper collection, fancy-dress events, etc. etc. You name it - our employees have done it! We certainly have some very caring and generous people working for the Company.

Since our last issue, thirty-two new employees have joined the Company. We extend a warm welcome to them all and hope they will enjoy reading this magazine. If any of you would like to contribute an article, we should be more than happy to publish it.

Talking about new employees, it seems a great pity that the old courteous tradition of managers and section leaders introducing new employees around the offices has fallen into disuse. Please spare a few minutes to ensure new employees are made welcome - even if we may not remember the name at first, it is nice to be able to recognise the face and say "hello".

We have talked about our Directors on the opposite page. Perhaps we can now go from the sublime to the ...?

Below is the "Alternative Directors' Visit to Works" - the chauffeurs who carefully escort the Directors on their visit. Here they are, having a quick bite in the local transport caff. From left to right: Dave Wrighton (no longer with the Company), Dave Martin, Angi Robson on Andrew Scudamore's lap, Tim Fletcher, Harry Quick and Dean Carless.

**CAROLE HODGSON
ANGI ROBSON
RON PERKS**



Down the Garden Path

GARDEN TRIPS 1990

It is proposed to run four trips during the 1990 season, some to old stamping grounds others to new venues. Below are the probable destinations and dates. As National Trust properties feature highly on the list, suitable discounts will be available to members.

Saturday 12th May Beningborough Hall, Yorkshire (NT)
9th June Hever Castle, Kent

22nd September Dunham Massey, Cheshire (NT)

13th October Killerton, North Devon (NT)

If you would like to go, please contact John Morrall (extension 525).

Happy Birthday to the Social Club

Congratulations to the Social Club which will be 70 years old this year! To mark the happy occasion there will be a dinner dance at the Aldridge Masonic Hall on Friday 15th June. Tickets are available from Sylvia Walleat at Green Lane (extension 526) price £5.00 each.

We have not been able to find out a great deal about the Social Club, except that it was originally known as the Staff Association. Can any readers help us to build up a history?

First...

On 22nd January, we became the first water undertaking in the country to provide fully fluoridated water throughout its area of supply. The final link in the chain of 26 fluoridation stations was forged when Sir James Ackers, Chairman of the West Midlands Regional Health Authority, commissioned the plant at Fradley pumping station. As a result, 1/4 million children within our area should now have stronger and better teeth! Sir James congratulated and thanked the Company for the co-operation shown to the Health Authority in giving people the benefit of what he considered to be the most important public health development in recent years.

...And First Again

On 26th February, the nitrate removal plant at Little Hay was commissioned - the largest such plant in the country. The plant, which cost some £800,000 to build, will treat 5.2 megalitres (1.144 million gallons) of raw water per day using a process of ion exchange whereby specially treated resins filter out nitrates. The resins have a chemical affinity for the nitrates which are attracted to and form a bond with them, leaving the water cleaner.

The plant is part of a programme, which will be completed in 1995, to meet the strict limits imposed by the EC which the Company is facing along with other water undertakings in the country.

BUZZING THE MESSAGE AROUND

What do you do when you want to tell 160,000 people to whom you have been supplying water for the last 130 odd years (or at least their forebears) - Uncle Tom Cobley and all - that although they may have been totally unaware of it, they have in fact been paying for water within the rent they pay to the Council or their landlord? And NOW, they must pay for it direct to us? This was necessary following the new legislation of the Water Act 1989.

What you do is call together an enthusiastic team of staff who are determined to pull together to get the message across. Revenue Department pulled out all the stops to adjust to the new policies and procedures (too numer-

ous to mention) as well as coping with the effects of billing these 160,000 "new" customers direct.

The first I heard was when John Anderton and Arthur Worthington - wearing peaked caps and uniforms and telling everyone to "Hold very tight, please" - asked me if it would be possible for them to utilise the Waterbus for six to eight weeks, to visit various shopping centres around the area to offer advice to these customers.

But this wasn't all of it. We also had to design posters and mailshots to introduce the council tenants to the Company - not a stone was to be left unturned in the exercise to inform everyone.

During last November, the mammoth task of collecting names and addresses from all the councils began and continued through that month. The computer's ANITA system had to be radically and quickly enhanced to take on the additional information and to adapt to the correspondence management system which microfilmed every letter received by Revenue Department to record response times - all part of the new Water Act legislation.

The 160,000 mailshots went out a few weeks before the actual billing date, to introduce the Company and explain why we would now be billing these customers direct. Also enclosed was an instalment request card - by 30th March 1990, 86,262 cards had been returned completed!



Setting off to "do the business"



Sue Pedley with some of the 500,000 water bills.



I wonder what the joke was. Is it the fact that I am on the telly?



When requests for Instalment Books came in, Boy did they take some sorting!

Buzzing the message around

During the same period it was decided to mailshot all customers with the direct debit form, inviting them to pay their accounts by this method. As a result, the number of direct debit arrangements has increased from 29,000 to 48,000.

As soon as the first accounts arrived in customers letterboxes, the Enquiry Bureau team were inundated with telephone calls - here are a few statistics: over a 20 day period, 25,880 calls came in on the 12 available lines. So thick and fast did the calls come that no operator dared leave their position until another could take their place. Fortunately, no one was "caught short" when answering a call of nature! The peak day was Monday 12th March when 2,050 calls were received - 170.8 calls per operator.

Bear in mind that the Waterbus had to be manned/womanned during this same period. It was planned to cover as much of the supply area as possible and major shopping centres were the main target. Thanks go to Ron Redmond and his team for their assistance in planning the bus sites and also to Paul Gedling for guiding the bus round some tight corners. This part of the campaign itself took some organising - you have to advise and ask permission to site a double decker. There are low overhead wires and low bridges to be avoided - and plenty of them.

The bus was put through its paces during the eight week period AND it served as resting place and watering hole



Revenue taking some of the 25,880 enquiries.

for the crew (many and varied)! Their duties were many and varied too - the really lucky ones got to hand out balloons! In one eight-day period 1,346 people came to enquire about water billing.

So, the main consensus is "Well done" to all in the Revenue Department and long may you continue to achieve that high standard of efficiency and customer care which our customers always expect.

**SUE WIBBERLEY
ANGI ROBSON**



I did not make a profit either.



When they did not have any customers all that hot air had to go somewhere.

THE VOICE OF BOTSWANA

from our Southern African Correspondent

We are now eleven months on, having experienced the winter period (dry season) and now almost at the conclusion of the summer (wet season). We have now finished the family visits, our son Jonathan and his Fiance, Emma in July/August and our daughter, Joanne, for a whole two months over December and January. I must say, it was really great to have them with us and to take them on our jounries of exploration. Of course, another highlight of last year was the appearance on the scene of my ex boss, colleague and friend, Peter Griffith and his wife, Denise, and , I'm pleased to tell you that they have settled into the Botswana way of life and Water Utilities Corporation.

The first few months of our stay in Botswana were enjoyable but strange, because one goes through a series of emotions. During the first month, it is novel and new and you could well be on holiday but, after two to three months, the reality suddenly hits you and you become very much aware of the loss of friends, family and the everyday things you take for granted. Yes, homesickness, sadness at missing special occasions, the suffocating experience of wanting to get out of this overwhelming experience of a new job, a new country, new colleagues, new home, new friends, new culture, new climate, in fact, new everything. However, all of these feelings culminated in only one panic filled night, when it seemed as though the darkness and noises of Africa amplified one's emotions and feelings. That over, Jill and I will always remember, with happiness and pleasure, our secondment to Botswana and the Southern African continent.

What can I say about Botswana? It is large - the size of France. The Kalahari Desert covers 84% of the country. It has a population of 1.2 million. It is one of the largest diamond producers in the world (first in value). It has large mineral deposits including coal, nickel, copper, soda ash and now prospecting for oil. 17% of Botswana is dedicated to National parks and game reserves. It trades freely with all political persuasions of the world. It is truly free and democratic. It has an average rainfall of 400mm per year. The average shade temperatures, during the summer, of 35°/37° C, winter 22°C but can drop as low as 0°C. It has the largest beef processing plant in Africa whose main export market is the EEC. It has the only inland river delta in the world - the Okovanga. The general ground level is 1,000 m above sea level and so we can go on. It is truly a land of ever increasing statistics which has grown and developed since the country, previously the British Protectorate of Bechuanaland, became independent in 1966.

However, a casual visitor to Botswana could well be excused for missing the real nature of the country, for he would see on his travels kilometer after kilometer of flat desolate scrubland stretching as far as the eye can see in every direction, punctuated only by the small Kopjes - mounds of ancient rock - which have refused to be flattened by the affects of the searing heat of the summer and the diverse temperatures of the winter. The lucky ones who stay a little longer, will find a young country deter-

mined to make it's mark on the African map, a country full of mystery and fascinating contrasts.

In the north, the magnificent Okavango delta with its green and fertile plains which flow straight into the sands of the Kalahari desert. The east of the country running north to south, is the home of the major urban centres of Francistown, Selebi-Phikwe, Gaborone and Lobatse which continue to grow as centres of trade, providing increasing opportunities for young Botswanans in their endeavours to secure regular employment and the trappings of the twentieth century. To the west and centre, the sands of the Kalahari, which cover a huge area of the South African continent extending some 2500 km from the Orange river in South Africa, through Botswana, Namibia, Angola and Zambia, is the largest stretch of sand in the world.

For many years after Independence, Botswana was listed as one of the twenty five poorest countries of the world. However, today, in just over three decades, with prudent economic management and careful spending and planning, that tag has now disappeared and can rightly boast to be one of the most successful countries in the third world. Increased industrialisation, development of the huge mineral resources, thriving beef industries and the development of tourism, will ensure the continued economic success of this little known country of Southern Africa.

A few words about Botswana's capital city, Gaborone - where we live. Situated just 17 km from the South African border, it is located in the Southern part of the country and supports a population of 120,000. The area was selected for the capital in 1965 due mainly to the presence of a suitable site for a dam nearby across the nearby Notwane river. However, since that time, the population forecast has multiplied by a factor of 6 and the original dam soon became too small and a new dam was built down stream of the original. Several years later the second dam was again considered to be inadequate for future demands and so was reconstructed and raised by 8 m in 1986 to provide an increased storage capacity of 144 million cubic metres of water. With ever increasing demands for water, new schemes are now well advanced and by the end of March, an 80 km pipeline will bring water across the border from the independent state of Bophuthatswana. A new dam is also being constructed 30 km to the north of the city, which will collect the summer rains before being transferred to the Gaborone dam.

Vast sums of money will continue to be invested by Water Utilities Corporation to ensure that the urban centres, for whom they are responsible for supplying, will continue to be provided with the necessity of life itself.

On the domestic front, I can say we have found the heat tolerable, although we are well equipped with an air con-

THE VOICE OF BOTSWANA (Continued)

ditioned car and house and, I must admit, the small pool in the garden has been more than a useful investment during the hot summer season.

We have, and still are, making the most of our time here and are trying to see and feel as much of Southern Africa as time (and money) will allow. In July (89) we visited Zimbabwe staying in Bullawayo and Victoria Falls then across the northern border back into Botswana to visit Chobe Game Reserve, travelling back from the north via Francistown to Gaborone. In September (89) we went with a group of new found friends to the Northern Transvaal in South Africa where our accommodation was Rondavels (round thatched huts). Between Christmas and the New Year we spent several days in the vicinity of Sun City. The highlight to date, however, was our trip in January (90) to Capetown. The journey, some 1400 km, took us through the most spectacular and diverse scenery we have so far experienced. From the 700 km Karoo desert (Karoo meaning 'land of thirst') opening out at the end of a days drive into the green lush Hex river valley, which itself ranks as one of the major features of Southern Africa, before arriving at Capetown. Oh how wonderful to see the sea and smell the spray of the Atlantic rollers after so long. After four days we moved on to the Indian Ocean coast, along the Garden route, to spend a few days in Wilderness. Our return journey, was of course, equally as impressive and we could not pass by without spending a night at Kimberley and some hours browsing around the diamond exhibition and viewing the Bighole, where

some 14 m carots of diamonds were dug around the turn of the century.

This Easter, Jill and I, Griff and Denise, are venturing forth again, this time to visit Zwaziland, the Eastern Transvaal and Kruger National Park.

Keeping in touch with the happenings at home, in the UK and world wide has been easier than we thought, thanks to the BBC World Service, ITN news on Gaborone's TV (courtesy of British Airways), and my colleagues at Tipton Area Office, who monthly send out press cuttings and snippets of information (usually abstracted from Team Brief?).

Life has indeed been very hectic and, on this occasion, space will not permit me to tell you about the performances on the stage at Capital Players, the Kahalari Hash House Harriers running club, the internal flight experiences when visiting the Northern Area Office, the Egyptian cobras in the garden, Christmas Day in shade temperatures of 39° C, the eternal socialising, parties and barbeques - maybe the next edition?

Finally, my thanks to Andrew Scudamore (who is leaving Botswana shortly) for the photographs in the last edition and hope he will do the honours yet again. My term of secondment is nearing completion and it has been confirmed that we will be leaving Botswana and Africa on 17 July 1990, so we look forward to returning to the UK and South Staffs Water later in August but have to admit that life will never be quite the same after such wonderful experiences covering the last 15 months.



WATER UTILITIES CORPORATION



D A N G E R

THERE IS AT LEAST ONE CROCODILE
IN THE GABORONE DAM

STRICTLY NO SWIMMING PLEASE

BY AREA ENGINEER (GABORONE)

K O T S I

GO TLHAGISIWA FA GONA LE KWENA

MO LETAMONG LA GABORONE

KA TSWEE - TSWEE LO KOPIWA GORE LO SEKA LWA THUMA

MOENGINEERA WA KGAOLO YA (GABORONE)

09/04/1990

GABORONE - 31 MARCH 1990

"What did you do on Saturday afternoon?" I asked one of my friends. "Not a lot" was his reply. "How about you?" "Oh, I spent several hours punishing my body around the 'It's a Knockout Course' and then spent all day Sunday just 'crashed out' comforting the aching muscles, most of which I didn't know existed before that Saturday afternoon, not to mention the grazed bum", I replied.

Not surprising then that the topic of conversation in the office on Monday morning, was to relive the 10 events of the competition and consider how the two Water Utilities teams had fared in that somewhat eccentric experience imported by the Brits.

Our two teams, one from Head Office and one from the Area Office, donned their Water Utilities Corporation T-shirts and arrived at the Cricket and Hockey Club ground totally unaware, (except for Peter and myself) of the antics that were about to befall them whilst competing with the other 24 groups.



Games like 'Water Bombs', 'Through the Key Hole', 'Big Foot' and, of course, the inevitable water games. I've never been a lover of slides, even in my younger years, but this time I had to put on a brave face as my team members showed no hesitation in climbing the tall ladder to position themselves ready for the slippery descent. So with a few choice words and a nervous smile I followed them up. The sliding down was no problem, but the landing was quite something else (hence the grazed bum). The lush grass of the cricket ground had, by now, turned into a boggy, muddy mass, as water spilled from the carefully clutched buckets and feet and bodies ploughed through it. Our teams including four ladies, Lentetsee, Finance Department, Matoba, Personnel Officer, Batsho



and Wame (who you will remember spent several months with the Company last year) took on a completely new appearance, being unable to gain their feet after the descent, they emerged still clutching the buckets but bathed in mud from head to toe - not that they were the only ones - we all took our turn. The slippery pole suspended over the pool provided the next ducking, the object, of course, was to dislodge your opponent from the pole using a large foam filled pillow. We came out of that wet but a might cleaner than when we started.

The afternoon was most successful and credit must go to our team members who made such a tremendous effort to fully participate in this somewhat unique experience. The comment made to me on Monday morning by one of my team members crowned the event when he said 'it was one of the most enjoyable and memorable days of his life'.

John Bryan



Toyota Car Plant at Burnaston

Everyone will know by now that Toyota are to build a car production plant at Burnaston and that the Company was successful in gaining the prestigious contract for supplying water to the plant in competition with Severn Trent Water and other companies. Toyota will become our biggest single customer.

The car plant, which is due to be commissioned in August 1992, will eventually produce 200,000 cars per year, requiring the supply of 7 megalitres (1.54 million gallons) of water per day. Work has already started and the necessary new water network, including mains and booster stations, will be completed well before the commissioning date and will cost close to £2¾ million.

LONDON MARATHON 1990

Congratulations to Mike Kilminster

We are delighted to report that Mike Kilminster, who retired in August 1986, completed this year's London Marathon in the remarkable time of 3 hours 50 minutes 11 seconds. Mike has trained regularly each week, achieving a maximum distance of 75 miles and although we shouldn't really give his age away, surely he is to be congratulated even more warmly for such an achievement at the age of 62. We hope he'll write an article for our next issue and tell us just what it's like to participate in this event.

Team building for success - taking off with a banger



Left to right: Bill Ashwin, Bob Ellwood and Kevin Watkins

Bill Ashwin, Bob Ellwood and Kevin Watkins (members of Team-Beta at Tipton Area Office) built a marvellous bonfire last November and Steve Brettell constructed the guy. All this work was to raise funds for the team's chosen charity, the new unit for Conductive Education for Children at Birmingham University. They raised around £200 and presented a cheque to members of the unit.



**STEP UP, STEP UP -
have you seen this team?**



Not quite Tony Prendergast! (The Guy)



There seems to be a dearth of information on team building. Have you any news?

"244"* - Your days are numbered

During the month of June, all 244 locks and keys will be replaced and the security of all the Company's operational sites will be improved. Access to these sites will be severely restricted to all but authorised key holders.

The upgrading of security follows the very serious drinking water pollution incident at Camelford Treatment Works in Cornwall. Several thousand people there claim to have suffered illness and long term health effects as a result of their drinking water being polluted with acid and aluminium.

It has long been recognised that control over the issue of 244 keys was extremely lax. It appears that everyone who asked for a key, including contractors' employees, was issued with one. No one had ever been asked to hand in their key when they left the Company's employment! I'll bet that some of our retired readers still have their 244 keys.. Well, before the end of June this year, they won't fit any of the Company's locks!

You would expect the changeover of locks and keys to be a straightforward exercise. How wrong can you be! - especially as the number of new keys is being issued strictly on a personal basis and their use monitored.

The anguished cries of "I need a key to do my job" fell on deaf ears. The KEY POLICY was beginning to bite, but irate householders living on Company property wondered how the hell was the postman/milkman/coalman/dustman, etc. going to get to their houses when the gate was firmly locked. Yes, the KEY POLICY was beginning to hurt.

Then, other problems began to surface such as "We lock the gate but the fences around the location are non-existent" or "The local Electricity Board can't get in to read

their meters". No one had informed us that certain meters are read every month and that 244 keys had been given to each of the Boards so that they could enter any of the Company's stations at will: Telephone companies also had 244 keys and could enter Company premises and water towers at any time of the day or night. This was stopped overnight, without warning, and one of the companies complained. It was subsequently found that they owed the Company rent - it was surprising how fast this was paid before access was restored! Then there are the caravan owners, allotment holders, farmers and horse owners who rent fields for grazing - all of them, it appears, were issued a 244 key without a thought for the security of the Company's more sensitive locations. So, until we can sort out access problems on some of these sites, people will be inconvenienced for a short while.

It was suggested that we run a competition to find the most unusual use for a 244 padlock, but when a lock was found hanging round a horse's neck, holding on its blanket, it was thought that this couldn't be beaten - unless you know different!

The whole experience sums up the lack of security around the Company - the same lock around the horse's neck as that which prevents access to the Company's potable water!

Ron Perks

* A "Personnel spokesman" stated "The number '244' just happened to be the number stamped on the key traditionally handed to "authorised persons" and it opened every lock in the Company."

CHARITY BEGINS AT HOME

(or at the South Staffordshire Water Company, which is as much home to many of us as home, if you know what we mean)

Team building, as many know, has set tasks for its participants. Some scenarios are entirely fictitious; others have an obvious goal. One of the first teams to experience real team building - exposed to the elements for three days - the "Walsall Warriors" devised a project for the "in-

house" teams at Walsall Area Office. This was to raise money for special charities (of their own choice). So, if you ever want to know the best way to raise money, ask anybody connected with Walsall - they have organised car washing, car boot sales, street collections, appealed for and obtained donations from local business, arranged raffles, jumble sales, carol singing, games of pontoon and bazaars. Together all teams have raised to date exactly £3,301.28p. CONGRATULATIONS!



THE SPORT OF KINGS OFF



Left to right: Sue Wibberley, Karen Furnish and Chris Furnish.



A day at t

The first bit of speculation was not on the races but whether we'd actually get to Chester or not, as the coach firm booked for the trip had juggled with the arrangements, resulting in our being delayed for two hours.

Located in Peckforton Mills is one of Europe's largest manufacturers of sculpted candles - Cheshire Workshops - which was our **late** morning stop for coffee. On arrival we were shown a video documenting the history of candle making and the various sources of wax - all very enlightening. Next, the candle workshop. Here candles are dipped in different coloured waxes, building up a multi-coloured coat which is revealed to various depths when the candle is sculpted (the sculptors say they are always glad to see the wick-end!). Other products of the workshop are ornamental glass figures and animals produced with blowtorch and coloured glass rods. On now to the inevitable "Gifte Shoppe", full of things made of wickerwork, earthenware and plywood, which normally you wouldn't touch with a barge pole.

Lunch became a race in itself (well worth a flutter). Who would get to the pub in time to order before bar meals were stopped being served? Well done to Ron Perks, Karen and Chris Furnish and Sue Wibberley. Kevin and I were unlucky in our quest for hot food but found to our delight that Chester has an abundant supply of well stocked cake shops.

Hunger pangs satisfied, time to explore.

First stop was Chester's Toy Museum situated in Bridge Street, tucked away in the "Rows" built above street level. The museum holds over 1,000 toys of varying ages and sizes and proved to have wall-to-wall Dinky toys. Kevin, I'm sure, would have spent all day there (had I let him!).

Eventually prised from the allure of the Toy Museum,

ICE OUTING TO CHESTER



the races

we headed towards the Grosvenor Precinct where shops to suit every taste adorned every corner - oh! if only I'd brought my cheque book.

You cannot visit Chester without taking a walk along at least part of the City walls. A splendid vantage point on the Eastgate section, underneath the most photographed clock in the world next to Big Ben (boasts the guide book), gave us a super view of the whole of Eastgate Street with its two-tiered galleries of black and white half-timbered shops.

From here, we could just make out the Chester Town Crier proclaiming the local news at The Cross. Chris Furnish couldn't resist the opportunity, when offered, to "have a go" and did so in the style of a Yankee tourist.

On to the highlight of the trip, Chester Racecourse, situated by the River Dee and overlooked by the City's medieval walls. The races were to be held in the evening and proved to be quite a social event, with some of those attending adding a hint of Ascot to the proceedings.

Not being gambling types (!) we decided to watch how the experts did it and put bets on. Having placed a small wager on No.4 in the 3rd race we waited for the race to start, and they're off! The adrenalin began to flow, enthusiasm rose and loud verbal encouragement resulted. Come on No. 4!!

I don't think anyone made enough to retire, though Geoff Wilde from Tipton had a substantial win on the last race, which made my meagre £2.50 win on a private sweep in the coach look decidedly small fry.

A good day out proved to have been had by all with a racing finish from those lads at Tipton (having gone to celebrate Geoff's win) bringing up the rear.

SUE PEDLEY



THE PEN IS MIGHTIER THAN THE SWORD

- THE SCIENCE OF GRAPHOLOGY

In order to justify the above statement it is necessary to wander into the fascinating world of the Graphologist. For in order to understand people, one needs first to examine their hand-writing.

The sceptics will always argue that it is possible to disguise one's hand-writing according to the needs of the situation. This is not so, for like it or not, we all use the same hand style which developed in our formative years and which was influenced either by a teacher or parent, and will remain with us for the rest of our lives.

It would be far easier to change the way that we walk or breathe.

It may be possible over the years to change or alter the way in which we form a letter or word, or we may even find that we admire some other hand to such a degree that we find we want to copy that style. In accepting these changes, what we cannot alter is the pressure of the pen onto paper or the movement of the wrist action required in forming these letters, and it is into these areas that the skilled Graphologist applies the deep scrutiny and examination of the subjects hand-writing.

It should be considered that a persons hand-writing is the only visible reflection of the human brain, and what we all commit to paper through the use of a pen or pencil is only our active thoughts.

It would prove an impossible task to attempt to illustrate all the aspects of Graphology in so limited a space, but in order to whet the appetite of those who may be interested in learning more about the subject, I will try to illustrate the more common pointers to observe in assessing hand-writing.

The study of hand-writing has proved to be over the years a useful guide to the character and make up of an individual, who in certain circumstances it would be impossible to assess in any other way.

So important do the Americans consider a persons hand-writing that 88% of employers now use Graphologists in evaluating the job applicants, and it is becoming very popular amongst the more discerning British employers, particularly where industrial and financial security play a major role.

However, it is dangerous to assume that all hand-writing can be accurately analysed, for only the most experienced and highly trained Graphologist would presume to give more than an 80% accuracy.

For those who wish to have a little fun analysing their friends or colleagues hand-writing, the following points to look for are as follows:-

To get a fairly accurate picture, one requires a page of hand-written work, preferably not written expressly for the sake of analysis. Signatures are not of sufficient content and are usually developed for specific reasons ie: Show business or sporting personalities or even for egotistical minded persons, and even though the signature can be of some significance, in itself is not usually a good example.

MARGINS: The margins formed by the contents of the letter are an indication of the subjects attitude to the financial influences of their life.

The left hand margin should form a straight line from top to bottom of the page. If the margin is narrow and tight to the edge of the page that is a good indicator that the subject is miserly and sparing in money matters.

If the left hand margin starts narrowly and widens as it descends the page, this is a person who is afraid of life and the world in general, and will keep people at arms length. Does not form lasting friendships and is poor at precision work.

The right hand margin is usually formed in a broken line due to the length of the sentence, but the trend is the same as in the left hand margin with the same criteria applying.

The best way to observe the margins is to turn the page over and look along the line of the margins at eye level.

PRESSURE: As I have said previously, pen pressure is one thing that will not change throughout life, and there are many aspects of pressure to be considered. If one runs one's fingers lightly over the page between thumb and forefinger it is possible to discern how heavy the pressure really is. This will take a little practise and the thickness of the paper will need to be taken into account. There will be little difficulty in feeling the heavy hand, for this is just what heavy pressure will denote. The subject will be heavy handed in all his dealings whether it be in practical or emotional terms. If the heavy pressure is accompanied by untidy hand writing then the subject will be clumsy and awkward of gait. Light pressure will indicate a delicate person well mannered and easily pleased, something of a clinging ivy who needs to be regularly assured of their competence.

Most people apply what is regarded as normal pressure and this must be studied with any other aspects of the hand-writing. With practise it becomes easier to decide the varying degrees of "normal" pressure.

CAPITALS: Capital letters are the subjects way of how they wish the world to see them. Simple "printed" capitals are used by those people who have a distinct dislike of what the future has in store and wish to remain childlike in the past.

Flowery and bold capitals denote an outgoing and adventurous personality, extraverts bubbling over with life but who are deflated when criticised.

SPACINGS: Spacing between letters and words which are constant and tidy denote just such a person, neat and tidy in work and mind.

Narrow spacing denotes a cunning streak in which very little trust can be placed, these subjects are usually found in the criminal element or the narrow minded and sharp tongued personality.

Over wide spacing is the sign of the naive and gullible persons, and those to which one does not divulge confidences or secrets.

UPPER CASE LETTERS: Upper case letters are those which extend above the imaginary line as in the loops of h's f's l's etc.

A strong upper case letter denotes a thinking individual, philosophers and authors are common examples. The person with deep religious convictions would fall into this category. The upper case letters represent the mental attitude of the subject. A poor and indecisive upper case letter usually denotes one who finds it difficult to concentrate for any length of time, routine matters become boring and doesn't possess a good sense of humour.

MIDDLE CASE LETTERS: Middle case letters are our everyday signs, which give us an insight into the subjects routine and planning. The a's e's and o's are the major factors to be considered in this hand. Open and legible letters tell us that the subject is just that, open and above board, easy to get on with and has a good sense of humour, particularly the practical joke type.

If the o's are open at the top, beware, this hand cannot be trusted with confidences, and will though not with malicious intent, let things "slip".

Should the o's be knotted at the top, these tell us that the subject is possessive and not very forthcoming. All that belongs to this individual will remain so, and the word "share" does not enter into this persons vocabulary.

If the writing is uneven and tends to lean in all directions, this is a complex character who doesn't know one minute to the next what they will do. There is a certain mental illness associated with this tendency.

LOWER CASE LETTERS: Lower case letters deal with the physical side of the character as denoted in the loops of the letters g and y. Strong and rounded loops finishing in a flourish will tell us that this person is very much into sporting and athletic activities. Weak and unfinished loops denote a dislike of physical effort, with a tendency to be lazy and finding the menial task to be unimportant, usually making all kinds of excuses why the task to be done is unnecessary.

The lower case is a very good indicator of the subjects prowess or otherwise in sexual behaviour. The large and rounded lower loops particularly if the downward stroke of the loop is curved denotes a sexually active person, this is reinforced if the Capitals included in the next is in the form of phallic symbols. The lower loop if it swings back to the right of the letter tells us that the subject is more prone to sexual experiment. Should the loop follow an angular or arrow type line, this subject would be an aggressive lover very demanding in the quest for more excitement. This type of writing would usually be accompanied by blotchy script and the rounded letters would be filled in.

If the subjects usual hand-writing is light in pressure, faint and evenly spread with straight and orderly margins, then the chances are that this is a person to whom sexual behaviour is not important.

SLANT: It is not often that one comes across a sample of hand-writing which is perfectly perpendicular throughout, there is usually a tendency to slant or lean in one or other direction. Male hands more often than not will lean to the left. Obviously there are exceptions. Where these exceptions exist, the most accepted explanation is the influence of the teacher whether it be at school or in the home. If the dominant teacher is a member of the opposite sex the tendency will be for the pupil to accept the slant of the teacher.

There are many interpretations of the slant of the script, but in the majority of cases, the slant is interpreted along with other aspects of the writing to be more accurately analysed.

T CROSSES AND I DOTS: T crosses and i dots play an important role in analysing a hand, and care should be exercised that the interpretation is correct before committing the cardinal mistake of assessing the person purely on the basis of how or where a dot or cross-bar are placed. It is important to examine the dots and cross-bars minutely,

not only where they are placed in relation to the other part of the letter, but also the pressure and in the case of the cross-bar, whether it starts thin and becomes thicker toward the end or vice-versa. For instance a cross-bar that is not connected to the downstroke of the letter, is a good indication that the subject is somewhat absent minded and tends to forget things, whilst a cross-bar that precedes the downstroke denotes a thinking person perhaps over-cautious. Heavy sword like down stroke with a club like cross-bar would tell us that this person is aggressive and perhaps cruel, particularly so if the rest of the text is spiky and blotchy with uneven spaces and lettering.

I dots which are precisely above the downstroke and even in height and pressure portrays a person who is very accurate and precise with figures, or would be at home with a microscope or perhaps in criminal forensic work. Authors and sculptors and those people involved with classis art would place the dots high and to the left of the downstroke. Most of us tend to place our dots slightly to the right of the downstroke, because as we write our hand is moving to the right most of the time. if the i dot connects with the next letter (this is also true of the person who connects words) it usually indicates a gregarious person who enjoys others company, and has social interests. Arrow like dots facing to the right tell us to be cautious of this person, for they have a temper, if the arrow is thick at the point, the chances are the subject is liable to lengthy bouts of temper.

If the arrow point is thin and long, the temper subsides equally as fast as it rises, but will be followed by a bout of sulks.

GARLAND AND ANGULAR SCRIPT: Hand writing has many styles and facets, though basically only two styles are dominant, these are Garland or flowery and Angular or spidery writing styles. Obviously there is going to be variations of both styles or even a combination of both. A persons style of hand-writing is chosen at a fairly early stage of development and apart from minor changes from time to time, remains with us.

Garland script is usually more pleasing to the eye and for that reason is used mainly to impress rather than to express. Adorned and ornamental script, bold lettering and with an emphasis on the capital letter I, will expose the self-centred egotistical individual full of vanity and self importance. The script will be accompanied by an ostentatious and underlined flowery signature, perhaps using an unusually coloured note-paper and ink.

Angular script is favoured by the accountant, solicitor, medical practitioner and those people who deal in figures generally. If the spidery or angular script is accompanied by those traits which have been outlined above in the t crosses and i dots, and regarded as detrimental, then beware, this person is ambitious, conniving and always planning to fit a situation favourably to their ways. The angular writer makes a good planner, diplomat and organiser.

CONCLUSION: The above examples are extremes using those points which single out certain individuals. Most average hand-writing has little significance and is mundane from a Graphologists point of view, in which case, minute scrutiny is required to pick out those traits which are unique to each individual.

Matt Gold

The editors would like to hear from anyone who has an interest or hobby about which they are enthusiastic.

MENCAP CHRISTMAS PARTY



On Sunday 7th January, for the eighth year in succession, the Social Club arranged a Christmas party for the children and parents of the Walsall Society for Mentally Handicapped Children and Adults, some 150 in all. During his words of welcome, Jim Carter said how pleased he was that the party had become an annual event and he presented a cheque for £312, donated from fund raising events in the Company. Responding for Mencap, Mrs. Norah Brain said how she felt the parties became more and more enjoyable each year.

The guests spent an hour being thrilled, mystified and delighted by the entertainment and magic of Chester the Clown who also turned out to be an excellent DJ who encouraged everyone to abandon themselves to the joy of dancing. It was a wonderful party, culminating in the arrival of Father Christmas on a tractor-driven sledge - you should have seen the children's faces!



OFFICE OF WATER SERVICES

Mr. Ian Byatt, the Director General of Water Services, paid a brief visit to the Company late last year and made quite an impression on everyone who had the pleasure of meeting him as he made a quick tour of the building (he was fitting in visits to East Worcestershire, Chester, and Wrexham Water Companies on the same day!). Mr. Byatt was appointed as first Director General on 1st August 1989 (he was previously Deputy Chief Economic Adviser at the Treasury). He is an economist and an expert on the regulation of public utilities.



In February, Mr. Byatt appointed Mr. Clive Wilkinson as Chairman of the Severn-Trent Customer Service Committee (CSC) and Mr. Wilkinson will be visiting us in April. The CSC, like the consumer consultative committees which existed before privatisation, is independent of the water industry and forms part of the new regulatory system responsible for ensuring that charges are fair and reasonable and that customers receive good service. The CSC is responsible for looking after the interests of customers not only in the area of Severn Trent Water Limited but also in our own area and that of the East Worcestershire Water Company. Mr. Wilkinson will regularly meet the chairmen of CSCs for other areas of the country to ensure that, where appropriate, similar issues are dealt with consistently and also to provide a national water consumers' voice.

The future of the Company's own consumer

consultative committee has not yet been determined and it may continue on an informal basis. Much depends on whether the CSC appoints local committees to serve smaller areas.

SLIPLINING - The New Technique

As part of the Company's policy of "Hi-Tech, Lo-Dig", several innovative techniques of mains replacement have been employed. However, most of these have been confined to smaller diameter mains, from 3" to 6". The question of a new cost-effective method of renewal was raised again when two large diameter mains came up for replacement: a 12" (300 mm) diameter PVC main in Uttoxeter and an 18" (450 mm) diameter steel main in Cannock, both of which had a history of bursts. After a good deal of discussion and research it was decided to use a technique called "sliplining". This consists of cutting sections out of the existing pipe at intervals of up to 500 metres and a new MDPE (medium density polyethylene) pipe is then inserted into the old main and pulled through by means of a powerful winch. Once in position, any connections that are required can be made to the new main.

The 12" main at Uttoxeter was completed in ten weeks, using 1,800 metres of 250 mm MDPE, representing a weekly rate of approximately 180 metres, including the pressure test and chlorination. The work included passage through a busy housing estate and a section down the central reservation of the A50 without the need for a road closure. The 18" main at Cannock is nearing completion: to date 700 metres of 400 mm MDPE pipe have been inserted, including a single section of nearly 500 metres.

The main advantages of the new technique are that total costs can be reduced by up to 25%, there is a higher rate of progress with minimum disruption, and the risk of damage to other utilities' plant is reduced.

STANDARDS OF SERVICE

It's time to pull our socks up,
Efficient though we be,
We need improvements quickly,
We're guaranteed, you see.

If we receive a letter,
We've only got ten days,
We must reply, not reason why,
Because it's us that pays.

We'll never fail appointments,
We'll be there when you like,
Unless we are prevented by,
Inclemency or strike

We'll give you well planned notice,
And times we will restore,
We'll get you back on well in time,
Bring service to the fore.

We'll do it in three working days,
If vital work is needed,
But we're to blame, you can now claim,
If shut off time's exceeded.

The Consumer is important,
Our service knows no bounds,
'cos if we don't uphold your needs,
We have to pay FIVE POUNDS!!!!

Wendy Gladstone Tipton Area Office

FORTIFYING THE OVER FORTIES

Awards for Forty Years' Service



The Company has always generously presented special gifts to those employees who complete forty years' service but in the past such presentations were only made on retirement. In the good old days when long service was the norm and some employees stayed for fifty years or more, this sometimes meant a long delay. This year, the Chairman kindly agreed that these awards should be made at the completion of forty years service, even when retirement was not on the horizon, and a special ceremony was accordingly held after the Board meeting on Friday 16th March, when Jim Martin, Colin Evans and Stanley Pearce attended with their wives.

All three have seen many changes. In the early 1940s when they first joined the Company, hammers and wedges were used for opening trenches and handcarts for transporting materials and cycles for travelling around the district. In the old days the men rode around on cycles and the old "listening stick" was used before the modern-day correlator appeared. No doubt many of you have memories of the old days - why not share them by sending us a letter for publication?

Jim Martin (Superintendent at Burton Area Office) completed 47 years' service in January this year. He commenced his career in the water industry in January 1943 on leaving school at the age of 14. He started work at Lichfield Conduit lands, which ran the water undertaking for Lichfield City, at the Levetts Field Depot. The depot was in the engineer and surveyor's house and because it was a small undertaking he was required to work in the office as well as to attend burst mains and read meters. In

those days he also had to carry out internal plumbing work.

In October 1946 Jim began his National Service and joined the Royal Armoured Corps as a driver/mechanic in the Tank Regiment. He saw service during the Egyptian/Israeli war and participated in the convoys across the Sinai Desert. He returned from National Service in December 1948 to the office at Levetts Fields but on 1st July 1963 the Lichfield water undertaking was taken over by the Company and Jim became a Company employee.



In his period of service with the Company Jim has been involved in a number of projects, including the first asellus removal programme in the Cannock area, the scraping and relining of the 24" main from Newtown to Moors Gorse and, currently, the 500 mm main for the Toyota factory at Burnaston. He also made a substantial contribution to the Company's work through the suggestion scheme with a suggestion for obtaining samples from

reservoirs to comply with EC Directives. This involved the use of a submersible pump which is now installed in all reservoirs.

Jim's hobbies include tinkering with anything mechanical or electrical. He is a DIY expert at home and also enjoys gardening. He also paints in oils and watercolours and has recently taken up golf as a hobby for retirement. He will be looking for new hobbies when he actually retires.

Jim chose a handsome grandmother clock for his special gift.

Colin Evans completed 46 years' service last September. He joined the Company in September 1943 at the age of 14 years as a junior assistant turncock (Oldbury and Brierley Hill area) at Tipton depot, having previously been a messenger at the municipal offices in Tipton.

In March 1947 Colin joined the Royal Artillery for National Service and was stationed in Worcester, Chester and Dover as a member of a gunnery crew before being transferred to various locations in West Germany where he completed his service as a bombardier. He returned to the Company in 1949, resuming work as a junior waste inspector. In 1987 he joined the leakage control unit at Tipton and is now a Chief Inspector. During his career he has worked on the 45" main from Hampton Loade to Sedgley and was responsible for industrial meters at Tipton for a number of years.



Colin is a keen gardener - he purchased a bungalow three years ago and is proud of the fact that he changed an area of waste land into an attractive garden. It is not surprising that he chose gardening equipment for his gift from the Company. As retirement approaches, Colin plans to purchase a car and pursue his interest in visiting local show gardens.

Stanley Pearce completed 40 years' service last June. He joined the Company in 1949 on discharge from His Majesty's Forces and became Yard Foreman at Tipton in 1984. He served in the South and North Staffordshire Regiment in Egypt and Aden during the troubles with the neighbouring state of Yemen when he had the unenviable task of guarding ammunition.

Stan has been involved in many of the Company's important mainlaying contracts like those involved in the River Severn Scheme: the 45" diameter Hampton Loade to Sedgley reservoir main (as a mains inspector) and the twin 60" mains from Hampton Loade to Chelmarsh Reservoir. He worked on the trial holes excavated for



Chelmarsh reservoir and remembers well the large gravel deposits which were found in the area. He has also worked on the 24" main, Hayley Green to Halesowen, and on the 24" main from Hayley Green to Hagley.

Stan's long service follows a family tradition for his father, Ernest Pearce, worked as yard foreman at Tipton and completed over 25 years' service.

When he can, Stan enjoys holidays abroad. In recent years he has visited Spain, Bulgaria and Cyprus. He is keen on gardening which is his main hobby. He grows vegetables and flowers and has two large greenhouses in which he grows tomatoes but he likes to put his feet up as well and chose a portable television set as his gift.



Did you know that

The Company was granted its Coat of Arms only in 1964.

The actual Grant of the Coat of Arms is an impressive document and hangs in the Board Room.

The Blazon of the Coat of Arms extracted for the Grant is as follows:-

"Sable on a Pile Barry Wavy Argent and Azure Fimbriated Vert a Stafford Knot or all between three Fountains and for the Crest on a Wreath Argent and Vert Issuant from Water a Mount of Sand thereon a Knot (Calidris Canutus) in Winter Plumage All Proper."

If a story can be attributed to the Coat of Arms it is water coming out of the ground and feeding the Black Country - the Fountains represent the Company's Works. The Staffordshire Knot as the name implies is the symbol for Staffordshire and the Bird at the top is a pun as this Bird is also called a Knot.

Death in Service



Dennis Woolliscroft

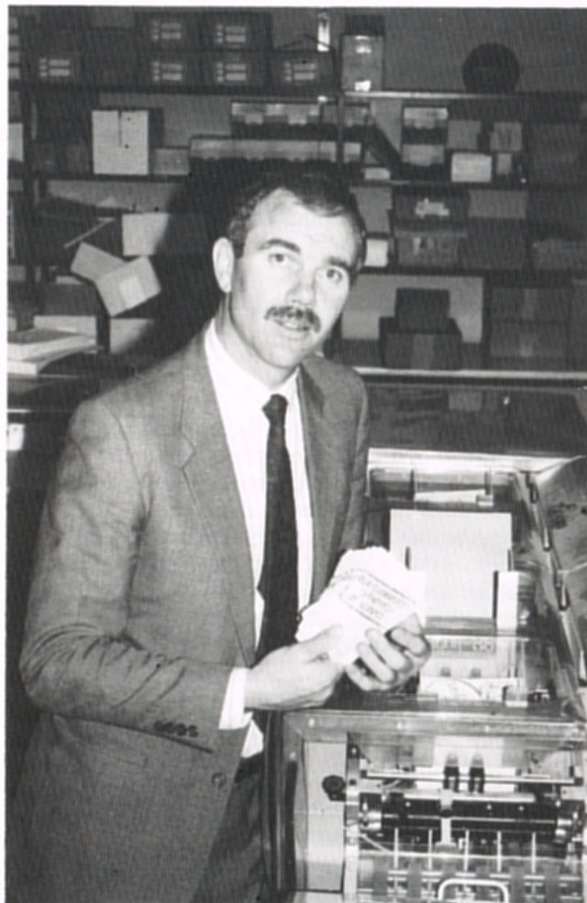
We are very sorry indeed to report the death of Dennis Woolliscroft on Sunday 25th March 1990. He was 59 years of age and had been ill for some time.

Dennis joined the Company as a pumping station attendant at Little Hay Pumping Station in 1963, later moving to Yoxall as foreman, also carrying out the duties of waterman in the district. In 1967 Dennis became area maintenance supervisor for the unmanned booster stations and water towers in the Burton and Uttoxeter area. At the time of his death he was plant operator for the northern group of pumping stations.

The Chairman presented Dennis with a gold watch on 24th October 1988, marking the completion of twenty-five years' service with the Company, a service which was as distinguished as it was long. He was a popular man, well respected amongst his colleagues and friends and greatly appreciated by the Company. He will be sadly missed and our warmest sympathy goes to Mrs. Woolliscroft and all the members of the family.

Mr. Eric Bailey

Eric Bailey sadly died on 14th December 1988. Our sincere apologies to his family for the error we made about the date in our last issue.



Mike Bowen - Quality Assurance Manager

Under the new Water Act, the Company's licence to operate includes an obligation to provide information to the Director General on levels of service. With this in mind and to improve levels of service and additional assurances of water quality to customers, the Company decided to appoint a Quality Assurance Manager and Mike Bowen was given this post in September. For those of you who don't know Mike, he has worked for the Company for 21 years, mainly in engineering, and was Quality Audit Manager before taking up his new appointment.



What a suggestion!

Terry Breeze (Walsall Area Office) receives his cheque from Mike Richards for his recent contribution under the Company's suggestion scheme. Terry proposed the development of a special blow-back tool, a device for clearing supply pipes.

No, he is not receiving his winnings following a bet about who would win the England/Wales match.

The Company is about to revive its suggestion scheme. If you have any bright ideas or require any information, please contact Mike Bowen (extension 550).

THE GUY WHO FOUND HIS DOLL



We are very pleased to announce the engagement of Alan Evers, presently working with the Lilongwe Water Board in Malawi, to Leslie Elizabeth Brock. Leslie, who was born in Washington DC, is personal assistant to the American Ambassador in Malawi, and she has travelled all over the world.

Alan and Leslie first met when they both took part in a production of "Guys and Dolls" in Lilongwe and both

later starred in "Carry on Disney", a Christmas pantomime (Alan as "Sneezy", Leslie as "Mary Poppins" - what a romantic couple!

The wedding will take place at St. Peter's Anglican Church in Lilongwe on 28th July and the reception will be held at the American Ambassador's residence.

Our warmest congratulations to them both - we look forward to seeing them in England in the New Year.

Engagement

Congratulations to Katy Tuck N.A.O. and Paul Bates who got engaged on the 28th April, 1990.

Katy said that the wedding could be in September, 1991.

Please give history a helping hand

Johann van Leerzem and Brian Williams of Tipton Area Office are nearing the completion of their history of the Company. But they need your help in illustrating the book. Do you have any old photographs or newspaper cuttings that they might use? They are particularly looking for people and activities at work and perhaps our retired members have photographs of themselves at work in their younger days.

Whatever the age or condition of anything you have, we would very much like to copy it and return it to you.

THE SOUTH STAFFORDSHIRE WATER COMPANY

Billing Enquiries

During the seven weeks prior to and during the billing period, the Waterbus covered the whole of the Company's supply area, calling at main shopping precincts in locations including West Bromwich, Lichfield, Tamworth, Sutton Coldfield, Rugeley, Uttoxeter, Stapenhill, Burton-upon-Trent, Walsall, Sandwell, Dudley and Halesowen.

A total of 4,281 people called at the Waterbus to enquire about water bills.

By 30th March, 86,262 installment request cards had been received.

To date, direct debit arrangements have increased from 29,000 to 48,000.

After the first accounts began to arrive at customers' doors, the Company's Revenue Department received, over a 20 day period, 25,880 calls on 12 lines. The peak day was 12th March when a total of 2,050 calls were received, averaging 170.8 calls per operator.

STARTERS

| NAME | DATE STARTED | DEPARTMENT |
|---------------------|----------------|----------------------|
| Jennifer Brookhouse | December, 1989 | Computers |
| Jackie Parker | December, 1989 | Computers |
| Stephen Mackellar | January, 1990 | Operations |
| David Shingles | January, 1990 | Operations |
| Karen Pardoe | January, 1990 | Water Quality |
| Frank Evans | January, 1990 | Administration |
| Michelle Crosby | February, 1990 | Revenue |
| Gillian Kelly | February, 1990 | Revenue |
| Monica Clarke | February, 1990 | Revenue |
| Teresa Earl | February, 1990 | Revenue |
| Marie Beecroft | February, 1990 | Revenue |
| Peggy Davies | February, 1990 | Revenue |
| Kevin Booth | February, 1990 | Water Quality |
| Beverley Harris | March, 1990 | Revenue |
| Julie Warrilow | March, 1990 | Revenue |
| Amanda Keogh | March, 1990 | Revenue |
| Paula Brumbill | March, 1990 | Revenue |
| Rachel Barber | April, 1990 | Revenue |
| Joanne Nardone | April, 1990 | Revenue |
| Robert Sawle | April, 1990 | Revenue |
| Christopher Hunt | April, 1990 | Operations |
| John O'Dwyer | April, 1990 | Engineering Services |
| Karen Blizard | April, 1990 | Revenue |
| John McGuckin | April, 1990 | Operations |
| Debbie Marsh | April, 1990 | Revenue |
| Marie Haycock | April, 1990 | Revenue |
| Edwin Reynolds | April, 1990 | Engineering Services |
| Joanne Brown | April, 1990 | Administration |
| Patricia Somerfield | April, 1990 | Finance |
| Joanne Meadows | April, 1990 | Revenue |
| Robert Guthrie | April, 1990 | Computers |
| David Satterthwaite | April, 1990 | Computers |

LEAVERS

| NAME | DATE LEFT | DEPARTMENT |
|------------------|----------------|----------------------|
| Nick Curtis | December, 1989 | Engineering Services |
| Dennis Bishop | December, 1989 | Finance |
| Beverley Haddon | December, 1989 | Computers |
| Ken Hannon | January, 1990 | Operations |
| Beverley Beecher | January, 1990 | Administration |
| Tracey Yardley | January, 1990 | Operations |
| Anne Quinn | January, 1990 | Computers |
| Neil Harrison | February, 1990 | Computers |



| | | |
|------------------|----------------|----------------|
| Michele Letts | February, 1990 | Computers |
| Andy Wachnianin | February, 1990 | Operations |
| Davis Hinde | March, 1990 | Administration |
| Ian Wells | March, 1990 | Operations |
| Ian Fletcher | March, 1990 | Water Quality |
| Lorraine Whittle | March, 1990 | Revenue |
| Michael Bryce | April, 1990 | Operations |
| Sue Wibberley | April, 1990 | Revenue |

RETIREMENTS

| NAME | DATE RETIRED | DEPARTMENT |
|-----------------|--------------------|----------------|
| Eddie Bevan | 23rd March, 1990 | Operations |
| Norman Rodwell | 27th April, 1990 | Operations |
| Michael Griffin | 24th January, 1990 | Administration |
| Ronald Davies | 31st January, 1990 | Operations |



Mick Griffin (right) receives a certificate on his retirement and a cartoon picture of himself by Anthony Sanders (Walsall Depot). Mick is pictured with John McManus.

Deaths in Service

| NAME | DATE DIED | DEPARTMENT |
|---------------------|------------------|------------|
| Dennis Woolliscroft | 25th March, 1990 | Operations |

DEATHS IN RETIREMENT

| NAME | DATE DIED | DATE RETIRED |
|------------------|---------------------|----------------------|
| Harry Brookes | 18th November, 1989 | 30th November, 1980 |
| Jim Jones | 29th November, 1989 | 30th June, 1979 |
| Sydney Royall | 23rd December, 1989 | 19th October, 1960 |
| Tom Richardson | 15th January, 1990 | 31st March, 1984 |
| Robert Avery | 20th February, 1990 | 30th September, 1977 |
| Robert Widdowson | 14th March, 1990 | 12th September, 1974 |
| Arthur Llewellyn | 24th April, 1990 | 24th July, 1970 |
| Jack Beech | 27th April, 1990 | 2nd August, 1978 |

BIRTHS

| | | | |
|-------------------------|----------|--------------------|--------------|
| Stephen & Michele Perks | 11.12.89 | Boy - Jake Stephen | 8lbs 5 1/2oz |
| Frank & Pauline Devey | 23.12.89 | Boy - Jason | 7lbs 6oz |
| Derek & Carol Follis | 22. 1.90 | Girl - Charlotte | 6lbs 1oz |
| Mark & Dawn Hatton | 19. 4.90 | Boy - Thomas Mark | 6lbs 8oz |

ANGI ROBSON'S COOKERY COURSE



Apart from being taken out to a special restaurant and being presented with the food of your choice, there is really nothing better than deciding to prepare and present a meal for favourite company at home. These days, we are all encouraged to run into High Street supermarkets, look around the shelves and pick up a ready-prepared meal, throw it into the microwave and eat before going out to keep-fit, squash, riding the bike, taking the dog for a walk or whatever your persuasion.

Statistics show that youngsters and newly weds are turning more and more to ready-made meals and less to good reference cookery books by Elizabeth David and Jane Grigson, for example. Here you can have a feast without turning on the oven and a good read as well - and they're crammed with exciting and easy-to-prepare mouth watering dishes, like Elizabeth David's "Omelette and a glass of wine"! Think about the egg - a convenience food, quick and easy to prepare, tasty, nourishing and satisfying. But I am not going to dwell on eggs. I am known by family and friends to be fickle when it comes to food and I have many dislikes when it comes to being offered food on a plate (due to my parents giving in to me as an only child, apparently!)

Nowadays we don't have to wait for things to be in season - most vegetables and other eatables are available, unprepared but waiting to be snapped up by budding Cordon Bleu cooks.

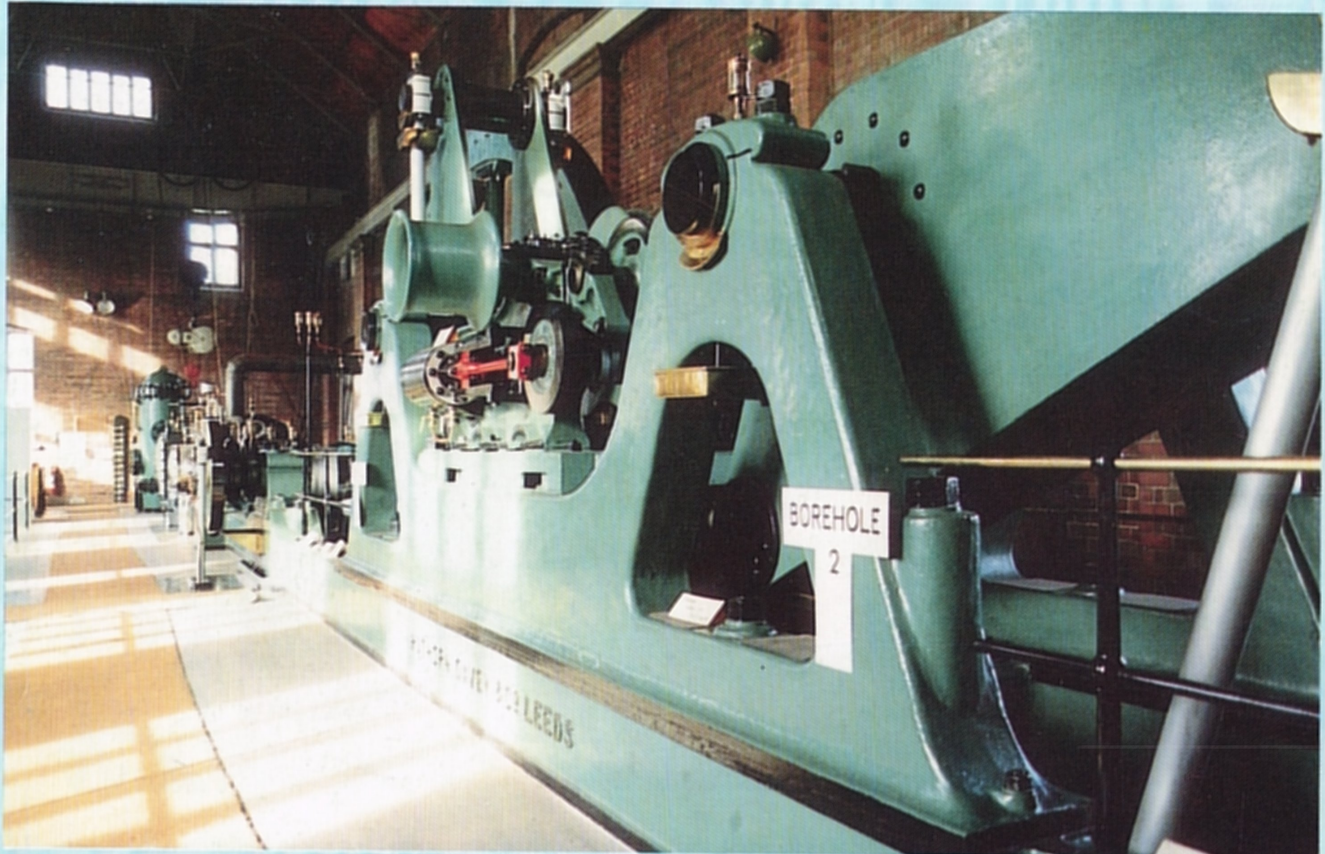
So - how about large Mediterranean prawns in their overcoats - pan fried in butter with a little white wine and plenty of garlic (or to taste) served with white bread of the French variety (you need it to mop up the juice). The wine should, of course, be dry and white and preferably French, but the Bulgarians run a close second - Chardonney or Mersault. To follow, a respectable "Steak Diane" can be created in your own kitchen - you don't need to cook at the table with a garridôn (the oil burner that appears in those fancy restaurants). What you need is one small onion and a few mushrooms per person, thin cut sirloin steak (you need to go to a real butcher for this) and you can get rid of all your anxieties as you thump it to

slim it down even more. Melt some butter in a large pan, brown the steaks on both sides, getting a bit of meat flavour in the butter. Then remove the steaks and brown the onions, then remove the onions and add thinly sliced mushrooms to the pan. All these ingredients should be kept warm while you eat the Mediterranean prawns - and take care how much wine you consume during the first course. When your guests have oohed and aahed about the first course, invite them into the kitchen to watch you assemble the main course. This is why you shouldn't drink too much to begin with! Place the steaks into the pan (or pans if you have several guests), divide the onion and mushroom between the pans and keep everything moving around the pan, adding a little wine and black pepper as you and your guests chat among yourselves. The red wine should have been opened by now and "breathing" - try the Sicilian reds that are now available - pour it into a jug as the Italians do. Perfect. Full of flavour and very Italian.

Now, take a metal soup ladle or large spoon, fill it with brandy and carefully heat the outside of the spoon on the heating element or gas flame. When the liquid begins to move with the heat, set it alight and pour it over the steaks as it flames. Serve with broccoli or French beans and croquette potatoes or whatever you fancy in the vegetable line.

A perfect pudding after Steak Diane is, in my opinion, a simple Crepe Suzette. The crepes should be paper thin, so that you can see through them (the secret is a small amount of batter in a very hot iron pan, well seasoned). Whizz the batter round the pan and cook plenty - they will always freeze - but they are usually all eaten up! For the Suzette, pour portions of fresh orange and fresh lemon mixed with sugar over the crepes, adding a touch of brandy to the sauce and warm through. Or, you can flambé the brandy as for the steaks, above. However, by this time I have usually had a sufficient amount to drink and don't trust myself with the matches. If you feel capable, then it all adds to the flavour.

Finish up with cheese, coffee and...brandy?



The Steam Driven Pumping Engine at Brindley Bank



**Brindley Bank Pumping Station
Victorian Architecture at its best**

Brindley Bank Museum and Pumping Station, Wolsely Road, Rugeley Staffordshire. Built in 1905.
In its heyday two Lancashire boilers each 7' 6" diameter and 30' long provided steam for the pumping engine which drew water from two boreholes each over 500' deep. The horizontal, tandem compound, surface condensing engine was built by Hathorn Davey & Co. at Leeds in 1907.

Horsepower: 223 at 18 revs/minute
Size overall: 90' 6" long x 12' wide
Flywheel diameter: 24 feet
Flywheel weight: 22 tons
High Pressure Cylinder: 28" dia x 5' stroke
Low Pressure Cylinder: 54" dia x 5' stroke
Borehole Pumps: 12" dia x 5' 6" stroke
Force Pump: 12³/₄" dia x 5' stroke

The Museum was opened in 1974 and houses a collection of old waterworks plant and machinery formerly operated by the Company. Interesting and varied documents and exhibits are also displayed which illustrate the history and technology of the Company from 1853 onwards.