



Customer Contact,  
Correspondence Management, Cash Control,  
Quality Assurance, Personnel,  
Water Regulations, New Supplies,  
Certificate No F.5.21278

# WaterWhat ?



Quarterly Magazine  
of

## SOUTH STAFFORDSHIRE WATER PLC

Issue No 2 Summer 1993

### **Congratulations** – Over the last 12 months we have achieved BS5750 in Customer Contact, Correspondence Management, Cash Control, Quality Assurance, Personnel, Water Regulations, New Supplies.

The Centre deals with up to 1,000 telephone enquiries every day. During the last eleven months the Company has established systems and procedures to ensure all Customer enquiries are dealt with speedily and efficiently.

A new automatic call distribution system means incoming telephone calls are handled through a queue system. Sarah Morris who manages the Centre says "It's one thing saying you deliver a quality service, but we must make sure it doesn't stop here. We shall continue to make improvements to the service on an on-going basis."

**We're the best on all counts!** According to the OFWAT REPORT we are providing our Customers with a water supply which is amongst the cheapest and most effective in the Country. Our customers pay just 39p per 1,000 litres per day compared to a Regional average of 51p and a National average of 50p.

To quote from the report: "The cost of water delivered to Customers in 1991-92 revealed that South Staffordshire Water is among the best in Central Eastern Region for reducing the amount of water lost from its distributions systems. 87% of all water reaches the taps - that's 10% higher than the National average."

We always say we put the Customer first. Well in the Director General's Report on levels of Service in 1991-92 it proves that our

Customers are receiving some of the best levels of service in the region. For instance; South Staffs received fewer complaints per number of Customers than other water suppliers in the Central Region - 1.6 per 1,000 Customers.

Customer Services responded to 66% of billing queries within two working days and no less than 99% were answered within 20 working days. A staggering 97% of written queries were answered within 10 working days but almost 60% were within 5 days. This along with our streamlined Cash Office and Enquiry Desk at the new £200,000 Customer Centre gives us more opportunity to give our Customers an even better service.

At the end of the day, no matter how good the service - how's the product? Well we've done it again! The Drinking Water Inspectorate produced a highly detailed report of a most thorough survey. Within the report the D.W.I. found that 99.5% of water quality tests complied with the rigorous standard set. It also stated that the water supplied was of a very high standard. Not only were we higher than the National average of 98.7% - we were also higher than the standard set last year.

Ample proof that we supply a product second to none!

Angi Robson



Staff of the Customer Contact Centre left to right are: Catherine Murphy, Chris Albutt, Kathryn Morris, Teresa Earl and Lisa Bretnall.

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## WaterWhat



WaterWhat is produced by the Public Relations Department of South Staffs Water

Editor Angi Robson  
Ass. Editor Kathryn Morris  
Sue Rogers

### H.Q. LOCAL CONTACTS

Operations Dept. ?  
Engineering Dept. ?  
Personnel Dept. ?  
Admin Dept. ?  
Computer Dept. ?  
Finance Dept. ?  
Customer Services ?  
Quality Assurance ?  
Water Quality ?  
Burton Area Office ?  
Cannock Area Office ?  
Northern Area Office ?  
Sutton Area Office ?  
Tipton Area Office ?  
Walsall Area Office ?

Not forgetting treatment works and pumping stations.

Ha! Ha! So much for the list of contacts!  
Many have asked "Where's this Magazine Angi?"  
Help me produce it regularly - Volunteer to be the contact for your department NOW!

# WATERWHAT COMMENT

It took a long time to get the first "Waterwhat" off the ground didn't it!

I'm sitting here at my tidy "New Year" desk, determined to tackle the next issue with a few contributions from some interested folk. Not as many as I would have hoped for, but it is a trickle - what I want is a deluge!

I reiterate, we would like to cover as many aspects of

Company News as possible. I will accept anything but reserve the right to amend and adjust as I think fit. I received 49 suggestions for the Magazine's name from one person!!! Mary Parker's (Accounts) studious daughter Victoria and 3 from Mike Day at Tipton. A few of you might say I'm sure in the dim and distant past I sent in a suggestion. Well I really have to admit I

have lost them - well I have moved twice. I could come across 'em one day.

T.Q.M.

I hope T.Q.M. has made an impression on you - yes you!

The first steps have been taken with enthusiasm; current problems are being analysed and the Teams are now in place to address those problems. More about T.Q.M. later.

## Japan beckons for South Staffs Water Analyst

Links between South Staffordshire Water and Japanese industry have been further strengthened following a scholarship award to Japan for one of our young analysts.

David Harris, a 23 year-old quality assurance analyst, won the trip of a lifetime after he was chosen by Japanese industrial giants Omron in a joint venture with Telford College of Technology where he is studying industrial management.

David's scholarship trip, to study Japanese industry including their water companies, follows hard on the heels of South Staffs Water's multi-million pound contract win to supply the new Toyota plant near Derby.

To win the scholarship, David submitted an essay on how his personal development would benefit from a visit to Japan. He then gave a presentation on the differences between the UK and Japanese water industries.

He spent six weeks last summer visiting major Japanese cities and industrial complexes as the guest of Omron.

But there was also time for relaxation, including a tea ceremony and a trip up Mount Fuji.



David Harris receiving his prize from Omron Divisional Manager MR. KUNIIHIKO NAKAMURA

David, who lives in Mount Pleasant Drive, Stirchley, Telford, had to brush up on his Japanese through a series of evenings set up by Omron on how to behave in Japan.

"I'm absolutely delighted to have won the scholarship as it gave me the opportunity to study the

Japanese water industry to see if there's anything we can learn for South Staffs," says David.

"Japan is obviously playing a greater role in our industrial life and this award together with the Toyota contract helps us to benefit from this new growth."

Note I am expecting contributions from John Bryan when he is settled in Nepal best of luck we look forward to hearing from you

# WATER AID

Worldwide 25,000 Children die every day from water related diseases. More than one in three of the world's people lack access to safe water or basic sanitation. Water Aid helps bring safe water and basic sanitation to poor communities in the developing world.

The communities help to plan and manage the work and take on the physical labour of mixing concrete carrying pipes and digging trenches. Water Aid projects use simple technology, easy to operate and maintain, like wells with hand pumps that can be repaired by the villagers themselves using basic tools.

More than a million people in Africa and Asia now have access to safe water, thanks to their

own efforts through Water Aid funded projects. Many more need safe water that will bring a healthier future.

The Wessex Water Aid City of Bath, 13 mile half-marathon took place on 21st March 1993. Fit and able employees of South Staffs who participated were:-

Mike Lewis	(Recovery)
Wayne Powell	(Recovery)
Patrick Waldron	(Estates)
Jack Carnell	(Engineering Services)
Mike Bowen	(Supply)
John Linley	(Telecom's)
David Fifield	(Engineering Services)
Adrian Sabin	(Recovery)

Chris Whittaker	(Networks)
Ray Stanier	(Engineering Services)

A coach full of supporters joined the lads to cheer them on (also making a few stops at the pub)!

Anyone wanting further details should contact Mike Lewis direct.

Last year £10,000 was raised from the event. This year they are hoping to do better. (Women athletes or runners from the Company are sadly lacking; the lads would like to see some volunteers for next year).

**£250 raised by our lads! Well done!**

Mike Lewis

# All in a Days Work

Ever snatched a brief pause from that horrendous work load - looked at somebody from another Department and thought "why can't I work for them? They never seem to have the hassle we get here ....!"

But is the grass really greener . . . ? Well read on and find out more about the . . . TELECOMS UNIT.

This is the Section that looks after all of the Company's telephone systems, fax machines, pagers, radio and telemetry equipment.

It was suggested that we re-name ourselves The CIA (Control, Instruments and Automation) but we thought this might be misinterpreted - not in the least by our own Staff. To be seen lurking in a dark corner of Green Lane Headquarters wearing a dirty mackintosh and a large wide-brimmed hat, wouldn't exactly enhance the Department's image - would it?

So instead we lurk around the Green Lane Control Centre peering intently at our colour VDU's which display information on every Reservoir and Source Station. A multitude of instruments and sensors gather data which is then fed into fifty control computers connected to our nerve centre by radio, telephone links and land lines.

Then there's a network of private radio transmitters for communication with our mobile employees, the aerials for which are conveniently sited on our Water Towers. The locations of these aerials have proved so successful that we now rent out space to other radio users such as the Police, Ambulance Service and cellular operators - quite a profitable enterprise!

Telecom Staff maintain all our own equipment and design new works. Being called out of bed at three o'clock on a freezing winter morning to carry out emergency repairs is no joke, so we are very careful to build in reliability when we design our own systems.

We do our best to keep abreast of the rapidly advancing technology in the telecom field. For example when the telephone system was recently replaced at Green Lane, we used the Mercury microwave link system via a dish on the Tower Block. Another innovative aspect of the system incorporated glass fibre telephone links no thicker than a human hair. Now whenever you pick up your telephone the chances are you will be speaking via such a link which is capable of carrying thirty conversations simultaneously.

Our Telecom Section is justifiably proud of its expertise and our Engineers have been assisting

the Authorities in Malawi and Botswana on the African Continent and have given presentations at Conferences in the U.S.A. and Japan.

There's a complement of ten personnel headed up by Manager Robin Comley. He is assisted by two Senior Engineers, John Lindley and Garson Cummings who are ably supported by six Engineering Technicians and Sean Smith, a Trainee Engineer.

It is reliably reported that Sean "The Mole" Smith's fame as an expert in inserting electronic data loggers into holes in the ground, is becoming legendary throughout the entire South Staffs area. You'll have to take our word for this, however, as like his furry namesakes, nobody has actually been able to snap him at his work . . . yet!

Robin Comley

## Footnote from the Ed!

Come on folks - let's find out how the other half functions!

We want to feature your Department under "All In A Day's Work".

All contributions to the Editor!

# TQM - Working for success

What we all have to realise is that by the introduction of T.Q.M. no one individually is being criticised for not doing their job well.

We all reject innovation or change and the thought that others may think we are not doing our job well. It's a matter for all of us, gently moving to a way of working that we know is right; improving, helping, motivating - it's called "culture change" and it doesn't happen overnight.

Let's be positive. The Company-wide improvement does not lie solely with one Department or function - but with us all.

Angi Robson

Projects being looked into are:

Rechargeable works

Photocopying

Stores

Infrastructure

Payment Facilities

Issue of refund Cheques

Planning at Depots

Further updates will be given on the T.Q.M. Broadsheets.

## Whats in a Name ?



# Pipelining without 'The Red Book'

The following article is a 'light hearted' account of the operations sequence on site during installation of a welded steel pipeline across countryside. This type of main is required for high pressure, large volume transfer of various fluids such as gas, oil and water.

Many of these now 'snake' across the U.K., hopefully with more to follow, this reducing the environmental and safety hazards caused by the extensive use of road tankers.

Picture a peaceful country scene, birds singing, cattle grazing in the field. "If you think we're going in there to erect boundary fencing with that bloody big bull charging around you can think again" is the cry of the Right of Way crew; the Foreman speaks to the farmer. Farmer tells him "the bull's only just gone in with the heifers; come back tomorrow he'll be alright." The next day the bull's lying under a tree with a wonderfully contented look on his face; he couldn't care less who goes into his field.

Another pipeline has started. The crew moves in, fencing is erected, trees and hedges knocked down, water trough for the bull, topsoil pushed to one side and they're gone. Peace returns.

Time passes and then the stringing crew hove into view; pipe is hauled in on trailers, skids spaced out and pipe carefully 'dropped' on top. The lads stop to admire the view and the bull.

"Come on you get a move on, we're on bonus" cries the ganger, and they are off.

Now is the time for the locals to have their main treat, nay honour. Over the horizon appears a golden haze, glinting and glowing all around. An aura of wonder descends. Yes, those prima donnas of the pipeline world have arrived, THE WELDERS, resplendent in gold chains and Rolex watches. Now you know why they always wear dark glasses.

With welding rod in his hand and gently led to the pipe joint by his mate the welder dons his face shield to protect against the glare. He stabs skillfully at the joint, fizz, flash; another weld complete he stands back for his due applause. Then on to the next butt with his gang.

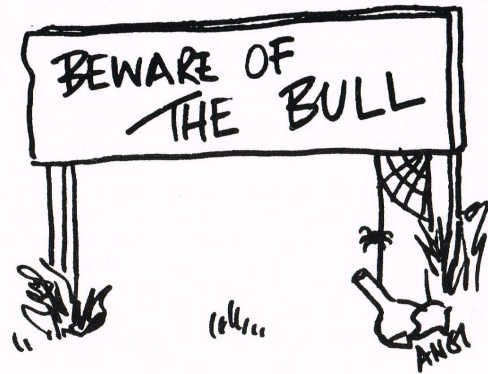
With much affectation the wondrous golden glow proceeds over the horizon, leaving a continuous line of pipe snaking into the distance.

The coating crew slowly pass by, complete with specialised heating and spraying equipment. "Why are they behind programme?" The foreman tells the Spread Boss. The Spread Boss tells the Agent, who tells the Client, "Coatings being delayed due to wind and rain; claim, claim."

"Why are you not using protective covers for coating as allowed for in your rates?" asks the Clients Q.S.. "Bugger" replies the Agent and goes on his way.

The days pass by, weeks, nay months! Where's the excavation crew? The grass starts to grow, birds nest in the pipe and fledglings fly. Something must be amiss!

A Landrover is seen on the horizon; brave men quake and hide behind topsoil heaps or under their machines! What can



this horror be? Behold! The Client's Representatives.

They scurry about, prodding at this, kicking that and a great deal of head shaking takes place. A meeting is called. "Why the delay" asks the Representative. "Not our fault" says the contractor - pipes out of round, too thick, bevel too big; ground's too soft, ground's too hard; too much sand fill, not enough sand fill; not what we expected, not what we allowed for or foresaw. Too much of this, not enough of that, claim, claim, claim. The engineers scour the line, a decision is made, an instruction sent - "There is not a portaloo at the road crossing. Have one placed immediately."

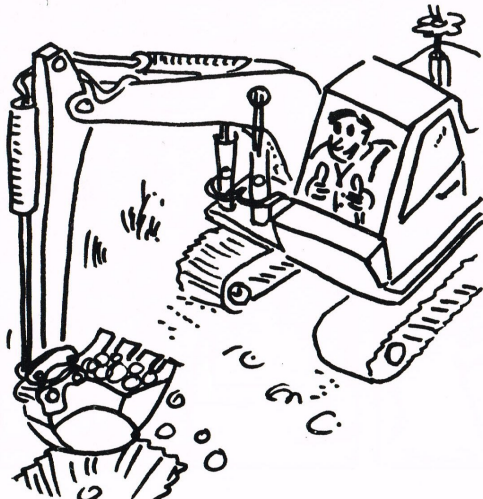
At last they arrive, the real RTPs' (Roughly Toughy Pipeliners). The excavation and lower/lay crews swing into action; the lads who dwell in the mire.

They are the characters of pipeliners with names like Rubber Gob, Gypsy George, Suitcase Simpson, the crane driver Supergib and his mate Gibblet. Men who love to work up to their necks in mud and water, in all weathers, day and night, seven days a week, across mountains and through rivers.

They assemble as dawn rises with their heavy specialised plant all set up ready to 'throw pipe in the ground'. Then just as everything is ready for the big effort, they all disappear! The cause of this occurrence is the mobile canteen. Filled with such gourmet delights as huge lean steaks, mushrooms, eggs, bacon, sausage, hare, pheasant, trout, salmon or whatever can be purloined, this is the domain of the youngest member of the crew; the tea lad. His only role along the spread is to tender to the needs of the all consuming. He is abused, cajoled, cursed and rarely thanked. He finds ways of getting his own back; such as the time that a certain D8 driver started up his machine after breakfast and at the first mighty cough of the exhaust was showered with baked beans.

Travel along the spread at any time of the day and you will rarely find the excavation and lower/lay crews working. They are always in the tea hut. Yet in some mysterious way, unexplained by the elders, the pipe burrows its way underground. Thus the gangs can move the canteen to a new location and commence their mystic ritual all over again.

Now is the time for the Gardeners. To them is awarded the responsibility to recreate that which existed before the invasion of man and machine. They drain the wet areas, rip the hard packed ground, replace topsoil, reinstate river and ditch banks, plant up gaps in hedges, repair gaps in fences and leave the





## Pipelining Before "Redbook"

### Glossary of Terms:-

Right of Way.....	Agreed route of pipeline across private land.
stringing.....	Offloading of pipe lengths along spread.
skids.....	Padded supports to keep pipe off ground.
butt.....	Welded joint between two lengths of pipe.
Spread Boss.....	Contractors employee controlling operations along the fenced off pipeline route (spread).
Agent.....	Contractors employee liaising with the client.
claim.....	An attempt by the contractor to get more money from the client.
Q.S.....	Quantity Surveyor maintaining records of chargeable work and items.
pipes out of round.....	Cross section of pipe not a perfect circle, therefore ends not fitting together smoothly.
PIG.....	Equipment propelled along pipeline to carry out various tasks from cleaning to measurements.



landscape a perfect scene! This is the only part of pipelining that is left open to view and criticism by all; especially in today's 'green minded' world.

There is a thankless task, with everyone on their backs complaining. The contractors management consider that since the pipe is in the ground the job is done, therefore "get rid of the plant and labour and why the hell haven't the Gardeners finished?" The Clients Representative says "Why the hell haven't the Gardeners finished, we're running into winter". "Oh yes" says the contractor, "winter working, unforeseen, not allowed for, claim, claim".

The next, and very important, ritual is testing of the pipeline. Is there a leak, was it damaged during backfill operations or has someone left a gap?

For this operation the pipeline industry uses Pigs! These animals are specially bred and trained. They are hardy, tough and used to working in the dark. They are placed in one open end of the pipe and slowly make their way to the far end, their snouts pushing before them any water and debris that is in their path. The length of the line is often too much for one Pig to cope with. Therefore several are sent through in a 'train' until WATERWHAT? Spring 1993

the pipe is clean. Rubbish taken out usually consists of soil, stones, welding rods, skids, and ah! yes, there's a missing member of the lower and lay crew!

The pipe is filled with water, all air extruded and then pressurised. After a suitable time the water is removed, again using the gallant band of Pigs. Finally 'El Supremo' of pigs is sent down the line. Having been to University this one is called an 'Intelligent Pig'. He wanders down the line, checking for dents and bulges, recording his findings as he goes.

The pipe having been successfully tested a certificate of substantial completion is given to the Client. "Job's finished now" says the Contractor and immediately demobs. "We'll finish the bits and pieces during the maintenance period, half a dozen men should do it." Six months later the bits and pieces may be finished.

All is complete, the men and machines have gone and are already forgotten. The new hedging and grass is developing well. Spring is in the air; the bull gazes over the fence at the heifers with a glint in his eye, unconcerned that there are thousands of 'megs' of water flowing under his feet.

**Paul Sheppard and Associates**

# SWIMMING AWARDS



Youngsters from all over Walsall were presented with certificates by Tony Woodward

## Special services from South Staffs put more customers first

South Staffordshire Water has launched a range of special services to enable people who are elderly, disabled or ill for long periods of time to benefit from specific help, especially tailored to their individual needs.

More than 5,000 booklets giving details of the services the company is offering are being sent to customers who have registered as requiring special services, and to local council social services departments and community liaison officers, to ensure no customer who is eligible is over-looked.

The new services include special emergency supply arrangements for kidney dialysis patients and others whose health could be at risk if maintenance work meant disruption

to the water supply; a password system to allow customers additional security when a visit to their homes by South Staffs Water personnel is necessary and the introduction during 1993 of bills in large print and braille for blind or partially sighted people.

Customers who are hospitalised are now able to nominate a person of their choice to pay their bills, whilst a special meter reading service is being offered to those who are unable to check their water meter themselves. There is also a special services advisor who will deal with customers' problems in confidence and visit them in their homes if required.

And in addition, at South Staffs Water's new customer centre at the company's head office in Green Lane, Walsall, a text tele-

phone (minicom) facility has been introduced to help people who are deaf or hard of hearing.

Said Tony Woodward, South Staffs Water's director of customer services and quality, "We have received a tremendous response from our customers - in terms of people registering with us and general support for the new scheme. We hope it will enable more of our customers to benefit from specific help tailored to their individual needs.

"We are committed to putting our customers first and we see the introduction of these new services as playing a major part in the on-going improvement of our services in general."

Angi Robson

## England Call Up for Michelle?

Michelle McLellan, Customer Services Assistant from the Customer Contact Centre, is currently training to participate in the World Championship Triathlon which is due to be held in Manchester on 22nd August of this year.

Michelle is confident of being chosen for the England Squad after recovering well from a stress fracture last year. (Many people working in Customer Services will remember Michelle hobbling around for some time).

Solgar Vitamins have recently agreed to sponsor Michelle for the World Championship and she is currently seeking further sponsorship.

Recent successes include winning a Triathlon in Telford - beating a current member of the England Squad. 220 Magazine for Triathletes commented on her excellent performance.

Michelle is currently undertaking auditions for the television challenge "Gladiators". (Watch this space for progress).

Kathlyn Morris

## Forth coming Events

<b>June</b>	
Garden Trip	- John Morrall
Sports Day	- Rob Sawle
<b>July</b>	
Saturday 17	
COMPANY FUN DAY	- Tim Fletcher
Country & Western Theme	- John Morrall
<b>August</b>	
<b>September</b>	
Garden Trip	- John Morrall
19 Hoar Cross	
<b>October</b>	
Sunday 17	
Clent Hills Walk	- Tim Fletcher
Trip to Granada Studios	- Joan Hewitt
<b>November</b>	
Company Review	
<b>December</b>	

# Gone with the Wind - South Staffs style

The company has entered into energy conservation, be it only in a small way, by installing a wind generator at Stanton Reservoir. Stanton Reservoir is one of the most isolated sites in the area North of the district, almost due west of Ashbourne. It has been installed by the telemetry department to solve problems of providing electrical energy at remote sites without power. The generator is of the type used by yachtsman to charge on board batteries. The idea came while on holiday, watching a yacht sail by with a propeller on the mast! On arriving back to work I contacted our company yachtsman, Andy Willmott for catalogue information and was soon on the trail. The charging circuit is designed by the telemetry department and is unique, as it not only

cycle charges a battery that provides energy for the radio telemetry link. When not charging it supplies energy to keep a small electrical heater warm, which will help prolong the life of the telemetry equipment in these remote hostile environments.

The radio link being calibrated by Nigel Lubke, one of our telemetry technician engineers, replaces two B.T. lines that were continuously breaking, due to high winds. This link transmits reservoir levels back to control via Stanton booster and also controls the start/stopping of the pumps which supply water to the reservoir.

Come on Ron Lawrence, how about a full size wind generator to provide power to drive Stanton booster?

**John Lindley -Telecom**



Nigel Lubke busy calibrating his 'black box'



The wind generator in operation

## A helping hand from South Staffs

\* Jointly with Walsall Metropolitan Borough Council, we have provided the printing costs of the new Swimming Award Scheme which is linked to the National Curriculum.

The awards are achievements which will have been earned over a period of time - developing understanding to enable pupils to become confident and proficient in the water from aged 5 to Secondary School age.

\* The Needwood Singers needed assistance to stage a Concert for St. Paul's Church (Burton) Restoration Fund. A very successful evening of choral music took place during October 1992. A major boost for the arts again in Burton!

\* We decided to link up with the Brewhouse Arts Centre and sponsor several family shows. Our funds have been matched by the Government Business Sponsorship incentive scheme, bringing a partnership of business, the arts and Government together for the benefit and enjoyment of everyone.

The Brewhouse is well worth a visit; something is happening every night and apart from Shows and Music there are Classes and Courses.

# Water What? Snippets

## Wildlife in Action

Casually thumbing through her newspaper some time ago Barbara White suddenly found herself gazing at a picture of a fox in an oxygen mask and a badger in an incubator.

It transpired that the fox was a victim of a hit and run accident whilst the badger had been rescued in the nick of time from badger baiters. Both animals were in the care of St.

Tiggywinkles, in Aylesbury - Europe's first Wildlife Teaching Hospital.

Barbara from the Customer Service Department decided to act and raised £180.00 for the hospital by running a craft stall.

Apparently since moving into their new hospital eighteen months ago their intake of casualties has quadrupled and they now have over 1000 patients

with more arriving every day.

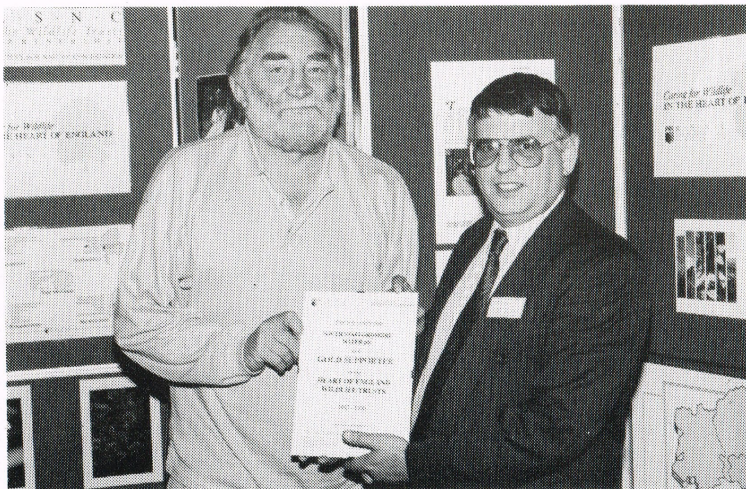
Barbara is now encouraging others to join the St. Tiggywinkles Trust which is extremely busy trying to care for wildlife that has fallen prey to man's abuse of the environment.

Congratulations to Barbara and Neil Wood (computers) who recently married (each other!!)



St. Tiggywinkles

● Tony Woodward receiving The Wildlife Trust Supporters Certificate from television personality, David Bellamy. The presentation was made at Willey Park Shropshire, home of Lord Forester



SOUTH STAFFORDSHIRE  
WATER PLC  
A  
GOLD SUPPORTER  
of the  
HEART OF ENGLAND  
WILDLIFE TRUST

Photography by Nick Burch

## Company Wins National Safety Award

South Staffordshire Water plc has been honoured with a British Safety Council National Safety Award for its accident record throughout 1992.

This prestigious award is presented each year to those companies who achieve an accident rate which is 20% or more below the national average for their industry. Receiving the award certificate on behalf of the Company, Safety Adviser Dennis Walley explained that the water supply industry had a national average last year of 28.6 "lost time" accidents per 1000 employees, whereas South Staffordshire Water plc achieved a figure for the same period of 10.1, considerably better than many other water supply companies. At a time when work related injuries and ill health account for 29 million lost working days each year, companies with a good safety record have a positive advantage. Congratulating this year's winners, James Tye, Director General of the British Safety Council, said: "Few companies qualify for National Safety Awards, but it is those few who promise so much for this country and its future. With the new EC Directives that come into force this year, it is a company's duty to plan its future with health and safety in mind. It is the National Safety Award winners that are setting the example for others to follow."

The award certificate has been mounted and framed, and is displayed in the main Green Lane Reception area as an accolade to our achievements last year, and a reminder to all that safety in the workplace must continue to be an important feature of our everyday working practices.

## BRITISH SAFETY COUNCIL



Achievement of Arms granted by Her Majesty's College of Arms

## SAFETY AWARD



# Ode To Mother.

Oh, ancient lady of the lamp,  
 the one with the golden heart,  
 the guiding light in body and soul.  
 Thine old age ways creates,  
 a shadow that surpasses all other beings.  
 Your minds ablaze with long forgotten thoughts.  
 Your soul gave birth to three Angels,  
 gifts given from that divine being from up above.  
 The first Angel brought you,  
 joy and longing satisfaction in an extension of herself.  
 The second heartache,  
 but blossomed to become a flower blooming with health.  
 The third misery and that air of mystery,  
 that surrounds her in a cloak of imaginations.  
 A tribute fitting to your loveliness and gentleness,  
 that has breathed life into these three Angels,  
 can only be given in one pleasant way.

Thy Mother.  
 Thy giver of life.  
 Thy center of all universe.  
 The guiding light to our futures of all futures.  
 The central flower that has graced all our lives.  
 Our Mother.

Victoria, 1992

Mary Parker, in accounts is mom

# The Winds

From the gentlest breeze on a summer day  
 That brings the scent of flowers or sweet smelling hay  
 From the gale force ten on a stormy night  
 That blows so strong with all its might  
 Comes a changing world from a force to respect  
 Whether we like or not, we must accept.

From a gentle breeze can come a wind so strong  
 It can blow us over, or blow us along  
 Sometimes friend, sometimes foe  
 From a cooling breeze to the strongest blow  
 A gift to please, a source of power  
 It can bring raging storm or refreshing shower.

A moving world with racing cloud  
 Of swaying trees and flags to be proud  
 Beauty of movement with sounds to hear  
 A part of life to bring us cheer.

A world without winds is a world without air  
 It is not for us, so have a care  
 To winds we yield, to winds we bend  
 Without them our world would surely end.

C. E. Hooper  
Cheslyn Hay

Cliff Hooper Retired Member



*A BIG  
 Thanks from Cliff Jones*

(just recently retired  
 after 30 years)



Thank you for my present  
 It is a lamp with Books and Owl  
 My first choice was a mountain bike  
 But that only made you howl

It is a thing that will remind me  
 Of the friends I have left behind  
 And even when I look at it  
 South Staffs will come to mind

After 30 years I will miss my job  
 The paper work as well  
 My life in this retirement  
 Is going to be hell

I will have to stay in bed till nine  
 Then take a gentle stroll  
 After a leisurely breakfast  
 Of coffee and a roll

I will then peruse the papers  
 Until it is time for lunch  
 No do not feel sorry for me lads  
 You all know that I can stand the crunch

In the afternoon I may get time  
 A little book to write  
 You know the tales, that I may tell  
 Will probably start a fight  
 So goodbye Waterworks  
 Goodbye men  
 Signed Clifford Jones B.E.M.

**We wish  
 cliff  
 All the BEST  
 THAT  
 RETIREMENT  
 CAN BRING**

*After all he's  
 earned it*

# R.E.A.

What do the initials stand for? What sort of organisation do they represent? Well it stands for the:-

South Staffordshire Water PLC, Retired Employee's Association. Now that we are clear on what we are the next question could be "what does it do, and who runs it".

The Association is managed by a committee comprising of a Chairman, Vice Chairman, Secretary, Treasurer, and nine committee members. All members are elected annually at the Annual General Meeting and the committee also hold monthly meetings.

The objectives are to enable retired company members to:-

Maintain friendships and make new ones.

Organise regular meetings and leisure activities.

To provide Welfare facilities to members who may require assistance.

To organise in conjunction with the company the Retired Members outings.

And finally we have started to produce a "Newsletter" which is biased towards Retired Members.

The primary objectives of the Newsletter is to keep old friends in touch with one another.

To inform members of "what's going on", we also list each month the names and addresses of Area Representatives who can be contacted at most times if help or advice is required.

Area representatives also carry out numerous "social and

or hospital" visits to retired members. As a general rule a small gift is taken to the retired members and further recommendations may be made to the committee.

We publish news about retired members, any unique hobbies they may have, notable wedding anniversaries, the latest list of retirements and finally a very personal item of obituaries. Here we would stress that committee members can usually respond to a "help call" very quickly.

Bill Winter



## News from the Depots - Featuring Burtons Rising Star!



● KARATE experts Steve Chittim (left) and Pete Simmett have become the first holders of a second and third dan in Shotokan karate at the Meadowside Karate Club. Both men, who teach at the club, have spent years rigorously training for the internationally recognised awards.

Pete, who gained a third dan said: "I trained for three years to pass this exam and Steve worked for two years on his. Before taking the exam we both had to spend a final week of intensive training at Crystal Palace.

"I'm now going to try for a fourth dan which is going to take me four years."



● Karaoke experts Steve Chittim (left) and Pete Simmett have become the first holders of The Midland's Pub Singer Trophy at the Meadowside Karaoke Club. Both men, who sing at the club, have spent years rigorously training for the internationally recognised awards.

Pete, who gained a false tan said: "I trained for three years to pass this audition and Steve worked for two years on his. Before taking the audition we both had to spend a final week of intensive training at Wheel Tapper & Shunter "I'm now going to try for a record which is going to take me to the top."

# Motor sport - The BJB Rally Project

BJB Motorsport was established in February 1992 after a group of close friends, who all have a very keen interest in the sport of rallying, decided to participate and fulfil their ambitions.

Once the decision was made to participate the first priority was to contact the sport's governing body, The Royal Automobile Club Motor Sport Association (RAC MSA) to establish the rules and regulations governing the different groups, these being Group A and Group N. Group N was chosen because unlike Group A where regulations allow a greater flexibility over the modifications allowed, thus escalating costs beyond reasonable limits, Group N allows only very limited modifications, keeping the car in a basic specification.

These modifications include full body strengthening and uprated replacement suspension components for durability, a roll cage, a fully plumbed in fire extinguisher system, competition seats and safety harnesses for personal protection. The choice of Group N enabled us to be competitive on an acceptable budget.

## BUILDING THE VEHICLE

After completing the financial appraisal a budget was established. Further discussions with competing teams confirmed our plans.

Prior to the project start, discussion with various traders identified the level of support to expect. In order to obtain workshop facilities, Martin Windsor, Transport Manager, South Staffs Water plc was approached and, following indepth discussion and strict guidelines, permission was given to use Burton workshop out of operating hours.

We commenced by purchasing a Vauxhall Nova 1.2L in a damaged state. It was stripped to a shell and sent away for straightening and replacement of body parts. Then came the lengthy process of preparing the shell for rallying. This entailed seam welding the vehicle inside and out and fitting a full body strengthening kit.

Next a multi-point roll cage was fitted inside the shell. This is the most important safety feature as it protects the occupants in the event of an accident. Nova Challenge suspension components were purchased which will greatly improve the handling of the vehicle.

The outer body was prepared for spraying and sent away to Paul Thomas Motorbodies who kindly offered to complete the preparation and respray the car. On return from respraying the car was taken to Autoglass who donated and fitted a new windscreen.

The final stages of preparation were the fitting of the trim, engine, competition seats and harnesses, plumbed in fire extinguisher system and re-routing of brake and fuel lines through the inside of the vehicle.



We are now the proud owners of a Group N Vauxhall Nova 1.3 SR and 'raring' to go.

## FUTURE AMBITIONS

We hope to be competitive and gain recognition and experience in the lower levels locally, building up through the grading system to national level and finally achieving the aim of international status.

At present we are pursuing a 1300cc single class championship held over 9 events on a restricted basis.

We will also be selecting various one day events that will gain us experience and extended recognition.

We are extremely grateful to Martin Windsor and all at South Staffs Water who have helped us so far. Obviously any assistance we can get especially at the early stages to enter events would be most welcome and we hope all SSW employees will follow our progress with great interest.

Bob Smith  
James Daniels  
Bob Stokes

## NEWS IN BRIEF

### Hampton Loade Facelift

Automation and refurbishment of the filtration equipment at South Staffs Hampton Loade treatment works has been completed four months ahead of schedule at a cost of £1M.

Situated near Bridgnorth on the River Severn Hampton Loade is a major plant treating on average 180 million litres a day - nearly 35% of all water supplied to the Company's 1.25 million customers.

The work included the installation of a new filter automation programmable logic controller, control panels and numerous electrical actuators, butterfly valves and flow meters.

WATERWHAT? Spring 1993

### New Water Book-aids the Schools

For many years the "Water Bus" has been crying out for the right sort of practical book on water.

The Water book has been specially written for the 11-13 year old age group who, as a result of recent changes in the National Curriculum, now encounter the subject of water in no less than six subjects in the key Stage Three Syllabus.

The Water Bus Team will be handing out library sets to all relevant Schools it visits throughout our area.

The main topics covered include: How we use water, The water cycle and resources, its treatment and supply.

### Cawney Hill New Booster Plant

Turner's Hill Water Tower has been taken out of service following the commissioning of a new booster plant at Cawney Hill. The investment of £145,000 will ensure that water supplies for new houses near Dudley will be safeguarded.

Angi Robson



# South Staffs - Sports News.

14th February 1993

Held at Willenhall Rugby Club

Kick off 2.00 p.m.

Final score: South Staffs 12 M.E.B. 10

Despite not having played together before and many of our players not having played Rugby for many years, the Team put in an excellent performance.

M.E.B. took an early lead with a try in the first 10 minutes. However, South Staffs came back with an equalising try.

M.E.B. spent most of the second-half in S.S.W. 22 and their constant pressure eventually enabled them to break through our defence to score a second try.

The score appeared settled in the closing stages of the match, but a quick penalty taken by John Stone saw him brush aside the bewildered M.E.B. defence to score a try under the posts. This was converted and South Staffs claimed victory.

The Team was not fully represented by South Staffs employees (probably due to the Match being arranged at such short notice). Therefore "outsiders" had to be recruited at the last minute.

A second Match was played on Tuesday, 6th April 1993 at Lichfield Rugby Club versus Winterton's Estate Agents.

Anyone interested in playing for the Team should contact Rob Sawle or Tim Fletcher at Green Lane.

Supporters would be most welcome to cheer on the lads - and the bar will be open after all matches!!!

## Watch the Notice Board! South Staffs Employees Team

Rob Sawle	Paul Minto
Wayne Powell	Keith Edwards
David Noakes	Paul King
John Stone	Micky Marsh
Steve Lane	



## Soccer - South Staffs Water vs Choice Personnel

Following a recent telephone conversation with Steve Salt the Managing Director of Choice Personnel (who supply the Company with temporary staff) a challenge was thrown down for a friendly football match ..... if we could provide a team! Well, when someone is offering to provide a floodlit pitch, referee, linesman and a bar and buffet afterwards you just can't refuse can you?

A 7.30 p.m. kick off was arranged for Monday 26th October at Blakenhall F.C.'s pitch just up the road from head office. All we needed now were the shorts and socks to complete the new football strip purchased by the Social Club in the summer, so John Morrall got to work on the suppliers with threats of retribution and visits from the team should the aforesaid kit not be provided PRONTO. The very next day a box of shorts and socks was awaiting collection in John's office (enough said).

After much phoning around the team was starting to take shape, the majority of the team had played together before (ooh..err missus!), with much success, in fact being previously unbeaten.

The night of the match was drizzly with a chill in the air, although the pitch looked in excellent condition. Prior to kick-off Choice Personnel presented the Company with an engraved silver salver to commemorate the evening.

The game started at a quick pace with South Staffs putting an experienced Choice Personnel team under some early pressure and in about 10 mins, we were awarded a penalty after John Webb went down in the penalty box in true "Klinsmann" style. John took the kick and placed it perfectly into the right hand corner of the net (although he did admit afterwards that he'd meant to hit it the other way) 1-0.

Choice Personnel were by no means out of the game and were on level terms within minutes after a perfect chipped goal left Pete Winwood our keeper grasping at fresh air.

A very even first half ended with the score at 1-1 but minus Martin Stokes (groin strain) and with Steve Perks playing with a broken nose after his face met an opponent's boot.

The second half resumed with South Staffs again causing problems for the opposition with Brian Robinson scoring an excellent headed goal from Dave Garrard's pinpoint cross (2-1). However the opposition were not deterred and were quickly back on level terms (2-2) and then took the lead with the goal of the match a 25 yard effort which flew into the top corner giving our keeper no chance (3-2). As our team faded a couple of mistakes



created easy chances for the opposition who scored two more goals, the final score 5-2.

A very enjoyable evening, thanks to the hospitality of Choice Personnel, was rounded off with a superb buffet, much alcohol and the promise of a return match.

TEAM:- Pete Winwood, Bob Stokes, Bob Smith, Steve Perks, John Webb, Brian Robinson, Dave Garrard, Paul Morgan, Bob Ellwood, Terry Garbett, Steve Baker, Lee Cartwright, Martin Stokes.

Dave Garrard