

nationalgrid

GRIDLINE

The magazine for landowners

Spring 2019

Inside

The secret of the last brewery before Scotland

The ex-couple recreating the herbal scents of summer

A bite, a brew and a break from the fast lane – Watford Gap turns 60

WIN A £250 shopping spree

Tackling extinction head-on

The grantor working with science to keep our wildlife on earth

nationalgrid

Some useful contact numbers

The Land & Acquisition Services team are responsible for acquiring all rights and permissions from statutory authorities and landowners needed to install, operate and maintain National Grid's electricity and gas transmission networks. The group acts as the main interface for landowners with gas and electricity equipment installed on their land. Your local contacts are listed below.

ELECTRICITY AND GAS

» Land teams – all regions 0800 389 5113

WAYLEAVE PAYMENTS

» For information on wayleave payments, telephone the payments helpline on 0800 389 5113

EASEMENT ENQUIRIES

» Email box.electricityeasements@nationalgrid.com

CHANGE OF DETAILS

» To inform National Grid of changes in ownership or contact details, telephone 0800 389 5113 for electric and 01926 654844 for gas, or email grantorservices@nationalgrid.com

ELECTRICITY EMERGENCY

» Emergency calls to report pylon damage to National Grid can be made on 0800 404090. Note the tower's number – found just below the property plate – to help crews locate it

ELECTRIC AND MAGNETIC FIELDS

» For information on electric and magnetic fields, call the EMF information line on 08457 023270 (local call rate). Website: emfs.info

GAS EMERGENCY

» 0800 111 999

DIAL BEFORE YOU DIG

» Before carrying out any work in the vicinity of gas pipelines, overhead power lines or underground electric cables, you should contact Plant Protection on 0800 688588 so that searches can be made to determine the exact position of any National Grid assets

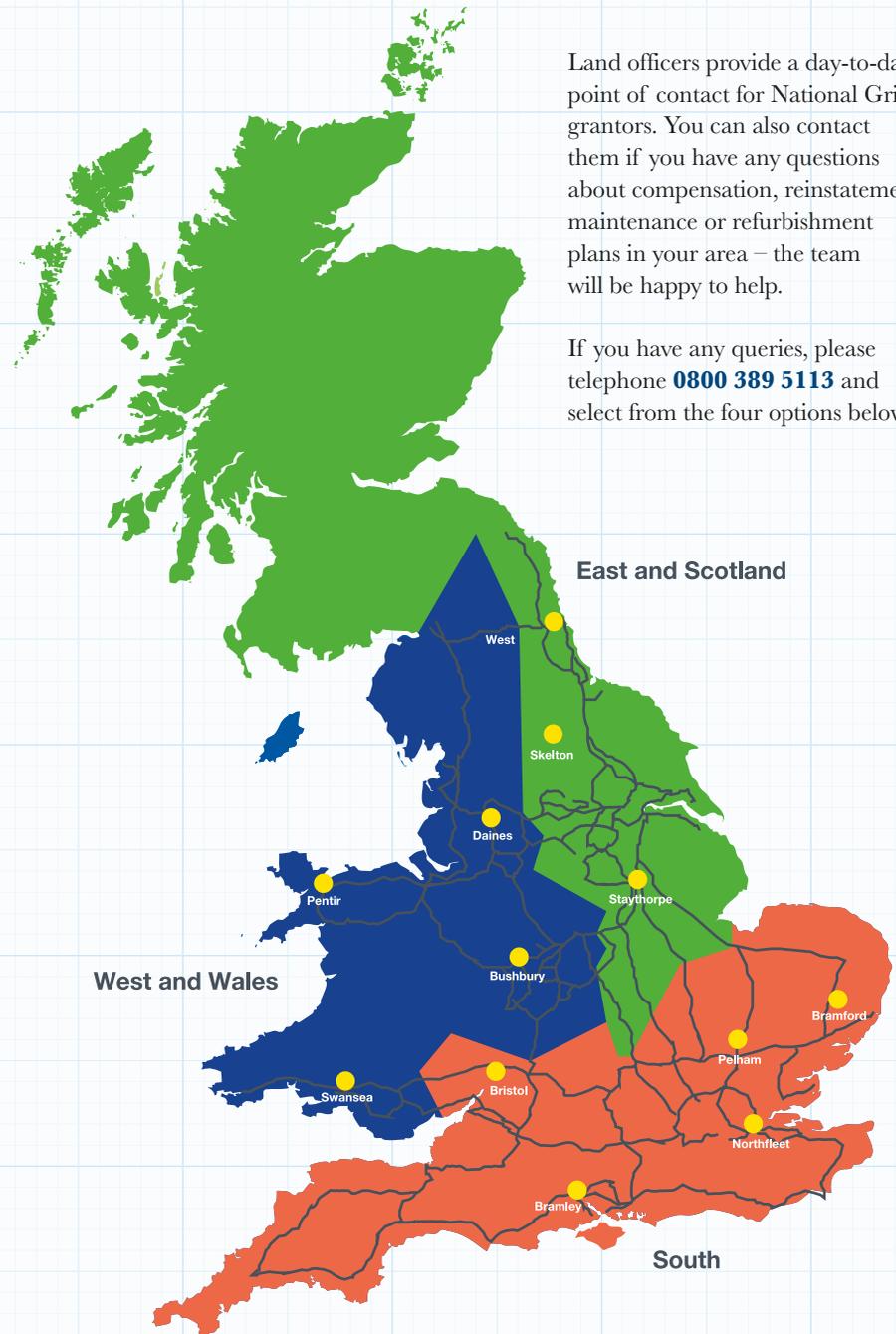
CUSTOMER COMMENTS

» Write to Land & Acquisition Services, National Grid House, Warwick Technology Park, Gallows Hill, Warwick, Warwickshire CV34 6DA. Or email ld.customercomments@nationalgrid.com

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SONDER

Victoria Court, 8 Dormer Place,
Leamington Spa, Warwickshire
CV32 5AE

How to contact National Grid if you are a grantor



Land officers provide a day-to-day point of contact for National Grid grantors. You can also contact them if you have any questions about compensation, reinstatement, maintenance or refurbishment plans in your area – the team will be happy to help.

If you have any queries, please telephone **0800 389 5113** and select from the four options below.

OPTION 1

WAYLEAVE PAYMENTS
AND CHANGE OF
NAME/ADDRESS/
OWNERSHIP OF LAND

OPTION 3

EAST AND
SCOTLAND

OPTION 2

WEST AND WALES

OPTION 4

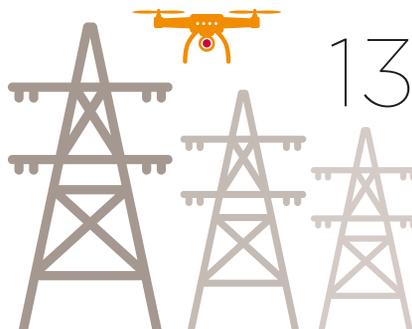
SOUTH



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NEWS AND FEATURES

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THE BEAUTIFUL SIDE OF THE BEAST

Marlyn McInnes from Glenisla in the Cairngorms snapped this wonderful shot of her dog, Quartz, at the height of last year's Beast from the East.

Her picture, with Mount Blair and Forter Castle in the background, wins the 'natural beauty' competition for £100 worth of shopping vouchers.

She said: "It was a really hard time for us on the farm that week, but when you see this photo you realise bad weather is not all bad."



Welcome...

... to my first edition as the new editor of Gridline. I hope every one of the tens of thousands of grantors who pick up this edition enjoys reading it as much as I have putting it together with the team.

As you'll see over the page, one of my main roles is to build good relationships with grantors and the wider community, which is why we're so keen to hear your answers to the survey on the back page.

If you can take a few minutes to reply, it will help shape the future of Gridline and the way we communicate with our most valuable customers... and could earn you £250 worth of high-street shopping vouchers.

Our grantors play a vital role in ensuring we can provide a safe and reliable supply of electricity to keep homes and businesses connected, so it's crucial that assets such as pylons and substations are protected. Take a look at page 13 to see how you can ensure they are.

Elsewhere, we've taken a quick break at the Watford Gap motorway services, one of the nation's most visited grantors, to find out some of the quick-stop's celebrity secrets.

Slightly more sedate and chilled out, we visited a grantor dedicated to keeping the centuries-old but slowly declining tradition of growing wonderful-smelling herbs, for everything from cooking to landscape gardening, alive.

As a business, National Grid is heavily committed to sustainability and the conservation of our countryside, so our visit to grantor Chester Zoo focuses unashamedly on the very real global challenge facing mankind to prevent the extinction of many of the animals we currently take for granted. It's a sobering read.

Hopefully, there's something for everyone in this edition, but please make sure you tell us what you want to read about on the back page.

Joe Martin
Compliance Lead, Land & Acquisitions

ONE-MINUTE INTERVIEW

NAME Joe Martin

YOUR ROLE AT NATIONAL GRID?

Ensuring long-standing payment arrangements with grantors are fulfilled as well as working on managing new initiatives to develop our relationship with the wider community. Every day is different and I'm loving the variety.



HOW LONG HAVE YOU BEEN WITH NATIONAL GRID?

Six years. From the graduate scheme I moved into a contract management role, helping to enable new generators to connect into the national grid. More recently I've been part of a team helping to ensure our substations throughout the south-west region were maintained, reliable and safe.

BEST PART OF THE JOB

I'm a people person and love solving problems and this job allows me to combine both. There are so many avenues open for me to pursue to improve our service to the grantor community.

WHAT ARE YOUR HOBBIES?

I'm married with a two-year-old son, so I don't get much time to myself these days! If I do, I try to play a round of golf with my dad and brother. I'm also a keen runner and cyclist and am dipping my toes into the world of triathlons.

WHAT'S YOUR FAVOURITE SAYING?

For every reason it's not possible, there are hundreds of people who have faced the same circumstances and succeeded.

WHAT ARE YOUR THREE MAIN CHARACTERISTICS?

Optimistic, confident and cheerful.

THREE PEOPLE YOU'D INVITE TO DINNER AND WHY

Arsene Wenger - I'm from a long line of Arsenal fans. I'd love to ask him about his career and the pressures he faced. David Gilmour from Pink Floyd to hear stories about British rock music and his life in the 70s. Sir David Attenborough would be inspirational too.

NEWSLINE

The latest news from National Grid and its landowner partners

Finding Nemo Link

A **£560 million** project that will enable the movement of renewable energy between the UK and Belgium is now up and running.

The 1,000 megawatt Nemo Link cable stretches 80 miles beneath the sea from Bruges in Belgium to Richborough in Kent, where it links into National Grid's high-voltage network via a new overhead line and converter station (right).

A further £200m has been invested in two high-voltage substations and 60 pylons between there and Canterbury, which will carry 260km of cables needed to connect the Nemo Link interconnector to the main transmission network.

Nemo Link, a joint venture between National Grid and Belgian transmission system operator Elia, began commercial operations on 31 January.

During construction, teams found 1,200 potential WWII explosives and a loaded 17th-century cannon on the seabed and beaches.



More than 1,400 engineers and project specialists worked on the four-year project, which has taken 2.6 million hours.

John Pettigrew, Chief Executive Officer of National Grid, said: "Nemo Link will bring great benefits to consumers in the UK and Belgium by offering both countries access to a broader energy mix and providing opportunities to expand into other electricity markets.

"By connecting the UK and Belgian electricity markets, we will ensure customers have access to different sources of generation and lower priced electricity."

The complex Nemo Link project – the first of four interconnector projects being developed over the next three years as part of a £2.1 billion National Grid investment package – was delivered ahead of schedule and under budget.



HINKLEY HAT-TRICK

Three businesses have teamed up on a vital project that will help bring renewable power to homes and businesses across Britain.

By routing a high-voltage electricity cable between Bridgwater and Seabank, near Avonmouth, the Hinkley Connection project will deliver new power sources to the UK, including nuclear power from Hinkley Point C.

To complete the mammoth task, which includes cabling under the Mendip Hills Area of Outstanding Natural Beauty (AONB), Balfour

Beatty, J Murphy & Sons Ltd and Siemens have been awarded contracts totalling £300m. All three will work to build the project's 57km-long infrastructure, due to be completed in 2026.

Sue Adam, Hinkley Connection Project Director, said: "We will do everything we can to minimise impacts wherever possible."



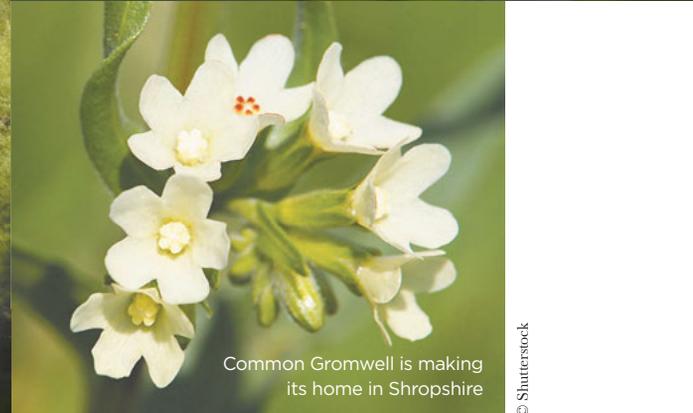
To find out more about the project and follow its progress, head to hinkleyconnection.co.uk



This 30-metre-long, cast-iron bridge built in 1781 gave the town its name



The dormouse population is thriving in the man-made corridor



Common Gromwell is making its home in Shropshire

© Shutterstock

Leading the environmental revolution

A swathe of woodland overlooking one of England's most historically significant sites is at the heart of an exciting new environmental partnership.

Sustainability experts at National Grid have joined with grantors from the National Trust and Shropshire Wildlife Trust to manage a corridor of land beneath a double circuit overhead line. The aim is to encourage vibrant habitats to a steep north-west-facing slope alongside a series of huge vertical quarry cliffs and ancient woodland overlooking the famous Ironbridge Gorge in Shropshire.

Plants, butterflies and dormice flourish in the Tick Wood and Benthall Edge Site of Special Scientific Interest, a mile from the birthplace of the Industrial Revolution.

NATURAL CONNECTIONS

Chris Plester, National Grid's Sustainability Specialist, has been working with the company's vegetation management contractor Fountains Forestry and Shropshire Wildlife Trust to explore opportunities to offer better outcomes for nature, business and visitors to the area.

The partnership is exploring ways of creating natural connections and environmental improvements in the area, which is crucial to the wider historical landscape.

Underneath the power lines, the uneven

"I was impressed by the habitat structure created below the power lines"



One of the butterflies returning to Benthall Edge

woodland of hollows and hummocks is crossed by several wayleaves, which provides a valuable habitat for plant and invertebrate species that need more open conditions.

Andrew Perry, National Trust's Property Ecologist, said: "I was impressed by the habitat structure created below the power lines. There is currently good connectivity for species such as the dormouse and a diversity of shrubs.

"I like the current approach of managing

individual trees when required rather than taking them out all at once. Many woodlands are no longer actively managed and lack glades, whereas here the clearings allow sunlight in and provide open space for butterflies and plants."

He added: "Below the power lines, we have found locally notable plants such as Common Gromwell, which is not as common as the name suggests."

SUSTAINABILITY

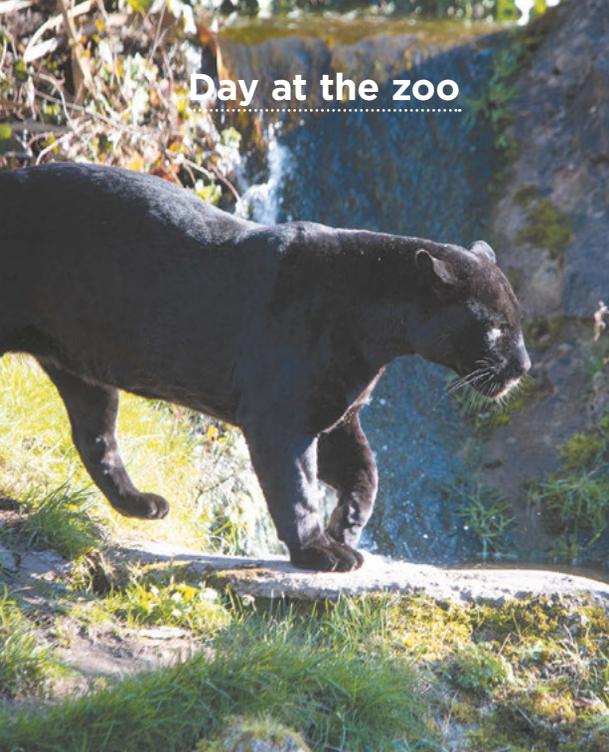
Shropshire Wildlife Trust is developing a number of options to help improve the habitats within the corridors and woodland verges for dormice and other key species, as well as providing potential opportunities for local volunteering parties and practical actions.

The Trust, which manages more than 40 nature reserves across the region, is using its expertise to ensure the partnership will deliver long-term environmental sustainability.

As part of the project, National Grid and the Trust will also consider the ecosystem benefits and services provided by the landscape, helping to inform better and more sustainable management approaches.

Chris said: "Our overhead line corridors provide a unique opportunity to create rich habitats and wildlife connections hand in hand with a safe and reliable energy network."

Day at the zoo

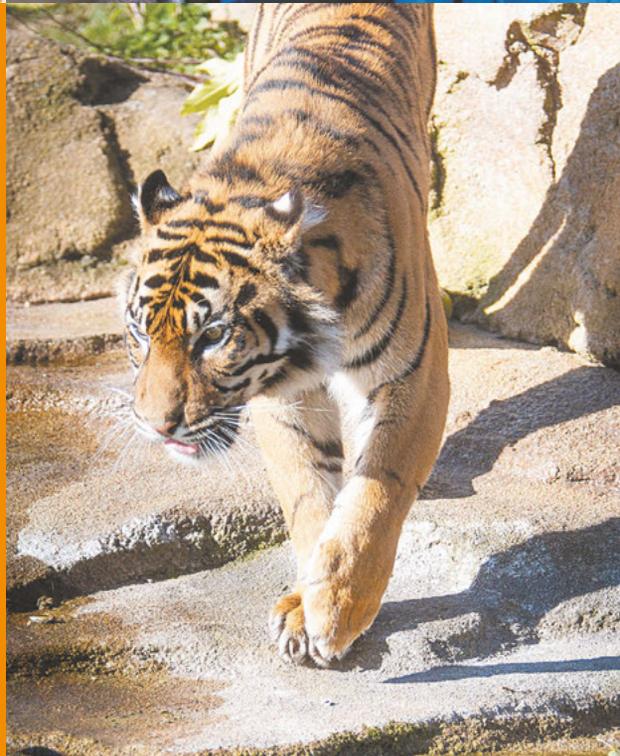


ANIMAL
MAGIC

.....

THE PASSIONATE GRANTOR
WORKING TO KEEP NATURAL
WONDERS ALIVE

.....





There's something unique and utterly magical about seeing the wonder in a child's eyes the very first time they come face to face with wildlife.

The majestic controlled power of a lion, the menacing prowl of a black jaguar, the elegance of a tower of giraffes and the sheer size of an elephant or rhino. All are utterly mesmerizing and even as we get older, there's something about the zoo that makes us feel young once again.

Bringing classroom picture books to vivid life is what the team at Chester Zoo do best, but as the red 'endangered' or 'critically endangered' markers alongside many of the residents testify, it's no foregone conclusion that the Andean bear – the 'spectacled' or Paddington bear – will still be here in 20 years.

Support from the public is vital and palpable, as the reaction after a recent fire that destroyed part of the themed Monsoon Forest and claimed the lives of some animals showed.

"The groundswell of support and emotional connection has been incredible and has shown us what a special place the zoo has in so many people's hearts," said Fundraising Manager Julie Platt. "Until the fire, a lot of people thought of us as a business, but now they know we're a charity that relies on donations and every penny that comes in from our visitors."

More than £280,000 has been raised in the wake of the blaze, all of it destined to be ploughed back into conservation along with every penny spent by visitors on tickets, coffee or lunch. After all, it's not cheap maintaining the habitats of the zoo's 27,000 animals, as well as feeding and caring for them every day.

PREVENTING EXTINCTION

While the zoo also runs on passion and dedication, the Preventing Extinction mantra embroidered on the fleeces of the 650 full-time staff underpins everything.

That's no marketing spiel either. This 125-acre site is home to some of the most groundbreaking scientific work that is and will continue to have a profound and positive effect on some of the planet's species, now on their last legs.

It will come too late for the western black rhino, declared extinct in 2011, but a gradual shift in approach to zoos and changing perceptions of a public horrified by the loss of household-name animals is making a difference.

(Opposite page, clockwise from top left) black jaguar, Malayan sun bear, Humboldt penguins, Sumatran tiger, Andean bear, Bali starling, male jaguar and (above) painted dog



"Until the fire, a lot of people thought of us as a business, but now they know we're a charity that relies on donations"

When Sue Walker joined the zoo just over a decade ago, her current head of science role didn't exist. Now she heads a laboratory team – unfortunately, tucked away near the car park out of public view – who are pioneering research into some of the greatest health challenges facing the world's animals.

When George Mottershead first opened the zoo in the face of local opposition in 1931, it was a menagerie pure and simple. But, as Sue



Day at the zoo



AMY HUMPHREYS, CURATORIAL ASSISTANT, MAMMALS

The work at Chester Zoo is having a profound effect on the lives of villagers in more than 30 nations around the world.

It's that 'ripple effect' that Amy says will empower local communities by educating them about the wildlife they once feared.

"Many endangered species are at risk because of man: deforestation destroying their habitats or direct conflict with elephants trampling through their homes," she said.

But after a visit from the zoo's field workers to show villagers how to build and maintain electric fencing or grow chilli plants – elephants hate the stuff – the two can live together.

Amy said: "We make sure keepers and other staff who work at the zoo go into the field to see the broader effect. They give workshops that engage with the communities and try to take away fear by giving them the tools they need."

The zoo works closely with anti-poaching units in Kenya, where rhino horns are ground down for keratin to be used in Chinese medicine. "It's the same material you find in nails, so killing the rhino is senseless and based on ignorance," insisted Amy.

Chester's eastern black rhinos (below), some of only 600 remaining in the species, are closely monitored by keepers who use science, innate understanding of the animals and behavioural analysis to decide the best time to pair them. Eleven calves in 20 years is testament to the scientifically based approach being rolled out from the zoo.

30

The number of countries where the zoo's field work is changing lives

One of the most popular attractions, the Rothschild's giraffes are the world's second rarest with only a few hundred left in the wild. They grow to six metres high and their tongues are 45cm long!



explains, that is changing: "Zoos back then became collections and now they are conservation centres. We're moving into a fourth era where research, education and training to create a sustainable future are key."

GLOBAL FOOTPRINT

Mottershead's dream of a 'zoo without bars' is flourishing through a thematic approach epitomised by the £42 million Indonesian-inspired Islands section, where boat trips past sun-bleached sand beaches and ramshackle huts mimic the tropical feel, as native species roam freely, almost as if you are in their space... but safe.

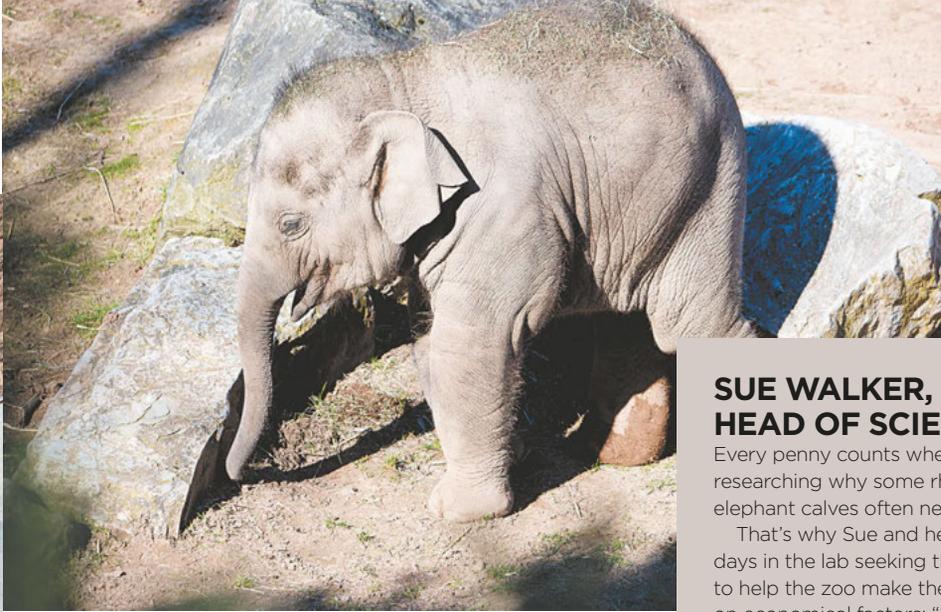
Sumatran tigers, a scruffy 'bearcat' binturong and Malayan sun bears Milli and Toni, plus new cub Kyra – mum and dad rescued from the illegal wildlife trade in Cambodia – all underline the global footprint of the work going on here.

"We are commercial because everything we generate goes back into our charitable activities, such as improving habitats, conservation work and projects, that are having a profound impact well away from this little part of northern England," said Julie.

"That can range from field projects to safeguarding Asian elephants in Assam in north-east India through to encouraging our visitors here to think about having hedgerows and not fences, or putting a bat box up in their own back garden."

"Children love it. It's that first connection with the bats or elephants that's so important in making sure these animals aren't allowed to fade away"





CHARISMATIC

Chester Zoo, whose difficult launch was serialised in the hit BBC drama *Our Zoo* and now stars in *The Secret Life of the Zoo*, boasts 117,000 members who visit as frequently as they like for a flat annual fee.

“We also have 200 volunteers whose help is invaluable when you consider we can have as many as 18,000 people through the doors in a day. Every person who engages with and is inspired by us is making a difference and helping us achieve our charitable mission of preventing extinction,” said Julie.

It’s not just the ‘charismatic animals’ that get VIP treatment either... one of the most unforgettable experiences comes in the zoo’s darkened man-made forest where 550 critically endangered Rodrigues flying fox bats (right) buzz visitors – and occasionally leave a calling card!

Julie said: “Children love it. It’s that first connection with the bats or elephants that’s so important in making sure these animals aren’t allowed to fade away. The youngsters who come here and make emotional attachments are more likely to make the changes the planet needs because they have longer to make them.”



(above top) Anjan the baby elephant is one year old; and (above) the beach scene in the Islands area recreates the Indonesian habitat and keeps the ‘zoo without bars’ vision alive

SUE WALKER, HEAD OF SCIENCE

Every penny counts when it comes to researching why some rhinos don’t breed or elephant calves often never reach full term.

That’s why Sue and her team spend their days in the lab seeking the scientific evidence to help the zoo make the best decisions based on economical factors: “Because all our income comes from the public, we have to make sure it goes a long way. If we can prove that spending money on a better-quality sand will improve an elephant’s psychological state, then that brings advantages in terms of conservation.

“That’s a simplistic take on it, but it’s about return on investment, so every project we’re involved with here and globally is based on sound data.”

Black rhino poo – or, more importantly, analysis of 10,000 samples at the zoo’s endocrinology lab – offers clues to the animals’ interaction and fertility cycles, and as a result of the research their numbers are growing back.

“We are sending rhinos back to Rwanda as part of a European-backed One Plan approach. We’ve also started training people in fertility analysis in Africa, so the whole thing is sustainable,” said Sue.

Research is at the heart of everything for Toronto-born Sue, who insists that creating the next generation of scholars and scientists will ensure today’s wildlife becomes tomorrow’s.

“We now have a large programme with research scholars at universities to encourage them to work on single goal projects, such as finding out what causes a disease called EEHV that can kill elephant calves. Research and science is unequivocally the future.”

0
The number of western black rhinos now left in the wild



To find out how you can support the zoo’s pioneering work by donating or becoming a member visit chesterzoo.org

LEAVE THEM WANTING MORE

.....
ONE GRANTOR'S SECRET TO
BREWING THE PERFECT PINT
.....



When brewery boss Andy Burrows and his wife bought the last brewery before Scotland, it was meant to be.

He is English and wife Shona is a patriotic Scot, so starting up in border town Berwick-upon-Tweed, which has passed between the two nations 13 times, was the perfect compromise.

With the firm now entering its silver jubilee year, the 30-years-married partnership cling steadfastly to their roots as their English rose and Scottish thistle logo suggests... while embracing their new and larger home a few miles south in Newcastle.

The Border Brewery Company has evolved into the Hadrian Border Brewery, named after the Roman emperor's 20-foot-high wall that stretched from Tyneside to Carlisle in Cumbria, the remnants of which are now just a short stagger from the new brewery in Newburn.

It's a success story built on quality and tradition, Andy insists, before Shona interjects: "... and tenacity". She is the former successful hairdresser turned brewing trend watcher who monitors what the industry is doing, while Andy's passion is the beer.



Andy and Shona take a stroll along the Roman wall that gave the nearby brewery its name

FULFILLING

After graduating from Heriot-Watt university in Edinburgh with a brewery degree, Andy knows what makes the perfect pint: "The secret is always to leave the consumer wanting more and to leave a fond memory on the palate."

That twin mantra is something he believes the new wave of microbreweries offering overly hoppy and flavoured beers fall short of fulfilling: "Some new ales are interesting and push the boundaries of what beer did taste like and what it can taste like, but when you've had a couple do you want more or are you left looking for a 'go-to pint'? Our beers are less hoppy, more subtle and made with the intent that you 'quite fancy another'.

"The competition is fiercer than ever now, which is why we have to focus on our unique selling points"

"They are designed for drinking in volume and are interesting and flavoursome enough. We believe people are out for a pint not a culinary exploration, that they want to enjoy good beer and good company."

He added: "There's heritage in the north-east for brewing and 100 years ago every small town like Berwick would have had its own brewery. Because we're established, we are part of history repeating itself. What really sets us apart is our traditional approach."

UNIQUE

Case in point is Andy's insistence on taking on new apprentices to join the 12-strong team and learn the art, as well as a refusal to compromise on the quest for the perfect cask conditioned ale every time.

"We use traditional methods and ingredients and operate ethically, but we also have the highest quality accreditation from SALSA (Safe and Local Supplier Approval) and were the first in the north of England to get it," he said.

"Anyone who buys our beer doesn't need to check its credentials because we have a rudimentary laboratory here and send samples to a larger one to ensure everything is right.

"We've grown organically, we're independent and proud to be in the north-east and celebrate our historic 'final brewery before Scotland' tag, even if we've had to move to increase production."

It hasn't always been easy, as Shona reminds him: >>



Only premium malting barley, such as Maris Otter, is used in Hadrian Border beers

Hadrian Border Brewery



Cellar Coordinator Mark Young loads the latest batch destined for the taps at a Newcastle pub

“It’s been a difficult ride at times and the competition is fiercer than ever now, which is why we have to focus on our unique selling points.”

But it all comes down to flavour in the end and if the 15,000 firkins containing one million-plus pints of beer the business sells each year are anything to go by, the British public are converts.

The firm sells around 80% of its eight regulars – including the long-established Farne Island, named after Lindisfarne off Northumberland, and the tongue-in-cheek but tasty Tyneside Blonde – to the free trade in the north-east, Yorkshire and County Durham.

“We have two liveried vans that deliver to Edinburgh and we also get wholesale orders from around the country, but it’s predominantly the local market that we focus on and hope that they continue to embrace the local brewing community,” said Andy.

GIMMICKY

The couple have added two pubs to their portfolio, with a third on the way, and believe the stainless steel casks are the best and most environmentally friendly way to achieve the perfectly matured pint.

Tyneside Blonde accounts for 40% of total sales and has been a staple in the north-east since it launched 12 years ago because it fits the bill as a session ale – one you can drink easily on a night out – at 3.9%.

That, said Andy, is the epitome of a perfect pint: “It should be 4%, amber in colour, subtly hopped with traditional English varieties of hops and have a good head that laces the glass as it goes down.

“We try to create traditional-tasting beers that aren’t just weird, wonderful and gimmicky. We want longevity

IN NUMBERS



1799

Sibbit, Dickson & Co, Berwick, which became Border Brewery, launched



1994

Andy and Shona took over the Border Brewery



For more information:
hadrian-border-brewery.co.uk

by focusing on traditional flavours and techniques.”

That said, solar panels on the roof, a refusal to use one-trip plastic kegs that end up in landfill and an apprentice brewer programme are proof that they’re also unafraid to move with the times.

Their last 25 years are being celebrated with a flurry of 10 limited edition Silver Jubilee beers they used to produce in Berwick.

Andy said: “We’ve had to move to increase our capacity a couple of times since then, but our principles remain the same and we will always stick to them. We’ll never grow until we’re satisfied expansion and business development will not compromise what we have, and that has been the key to our growth.”



GRANTORS: WE **SALUTE** YOU

Grantors have a crucial role to play in protecting their land and in turn the nation's gas and electricity assets and supply. In the year to March, around 425 security breaches were reported by landowners – including 155 potential security breaches and 31 reports of suspicious activity. But would you know how to protect the physical assets on your land? Would you be confident in identifying suspicious behaviour and would you know how to report it?

Prompt, detailed reporting of suspicious activity helps prevent crime, so here are some helpful tips on what to do if you see something suspicious. **Be on the lookout for anyone on or near our operational sites or assets appearing to do any of the following.**



ACTIONS

- ▶ **Making observations** from a restricted or sensitive area.
- ▶ **Taking measurements** – counting footsteps or measuring distances.
- ▶ **Drawing diagrams** or taking notes without good cause.
- ▶ **Taking photographs** that are suspicious.
- ▶ **Capturing video footage** that is suspicious.



SECURITY

- ▶ **Examining security**, security measures or access areas.
- ▶ **Using anti-surveillance techniques**, doubling back, changing appearance.
- ▶ **Testing existing security**, testing access, abandoning items.
- ▶ **Parking in a restricted area** or abandoning a vehicle without authority.
- ▶ **Driving a vehicle in an unorthodox way** or slowly, repeatedly on the same route.
- ▶ **Asking questions about security**, security levels, duty times, CCTV.
- ▶ **Providing an implausible account** – no account for suspicious behaviour.
- ▶ **Carrying suspicious material** such as photographs, video or maps of sensitive areas.
- ▶ **Failing to comply with security** – appearing to comply with security request but not doing so.
- ▶ **Unauthorised** and on your property without ID or National Grid safety equipment.
- ▶ **Physical signs** – vehicle gates or doors left open or fences cut.
- ▶ **Unattended packages** near a substation or critical gas asset or the entrance to a building.



If you're unsure, always report your concerns and for your own safety, do not confront the individuals. Simply take note of the details, remembering the acronym **SALUTE**

SIZE How many people, age, gender, description.

ACTIVITY What exactly are they doing.

LOCATION Exact location.

UNIFORM What are they wearing, including shoes.

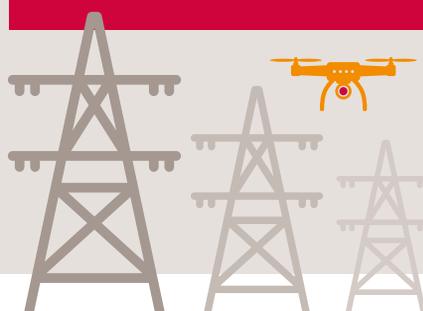
TIME Precise time.

EQUIPMENT Describe vehicle plate number, make and colour.



Contact National Grid on **0800 40 40 90** or **.box**. **GroupSecurity@nationalgrid.com** to make them aware. Or call **101** or **999** for urgent assistance

Failure to report suspicions could lead to a security incident that may impact the safety of our people, customers and communities.



For more information go to nationalgridet.com/network-and-assets



HEAVEN
SCENT

.....
THE DIVORCED COUPLE FINDING
HARMONY IN THE HERB GARDEN
.....



Lorraine and John check out the latest batch of winter-grown herbs

A fine layer of the year's first snow covers the fields around John Webster's farm, but close your eyes, inhale and you're instantly in a warm corner of the Mediterranean.

The gentle waft of orange thyme's citrus peel scent fills the air of the polytunnel's relative heat, redolent of a dusk summer walk through a dusty Spanish grove.

Herbs, insists Herbal Haven co-owner Lorraine Melton, offer a delicate yet wonderfully evocative assault on the senses of smell, taste and sight and are gaining in popularity as rapidly as the cooking and gardening television shows championing their use.

The versatility of herbs in cooking and medicinal use has been cherished by mankind for more than 5,000 years since the Sumerians recorded their beneficial qualities on clay tablets in Iraq.

But the advent of all things instant saw a decline in their use... until Mary Berry's lemon verbena drizzle cake and Delia Smith's endorsement of rocket 'zooshed' things up a little in the kitchen.

PASSION

Lorraine and business partner John, married then divorced and now finding an amicable shared passion in herbs, started the small enterprise "by accident" in 1989 and after a difficult start with turnover barely nudging £8,000 a year have gone from strength to strength.

"I kept some pigs and was growing wheat and potatoes and had a young lad working here whose Scottish girlfriend was into herbs," explained John.

"People are realising that herbs are cool because you can turn a bland dish into something special: make a pizza more fun with oregano"

IN NUMBERS



160

The number of herbs cared for all year round by the Herbal Haven team



100

The number of 9cm pots (in thousands) the company sells each year

"They set up a small polytunnel and we started selling soft fruit, spuds and some herbs from a stall by the roadside.

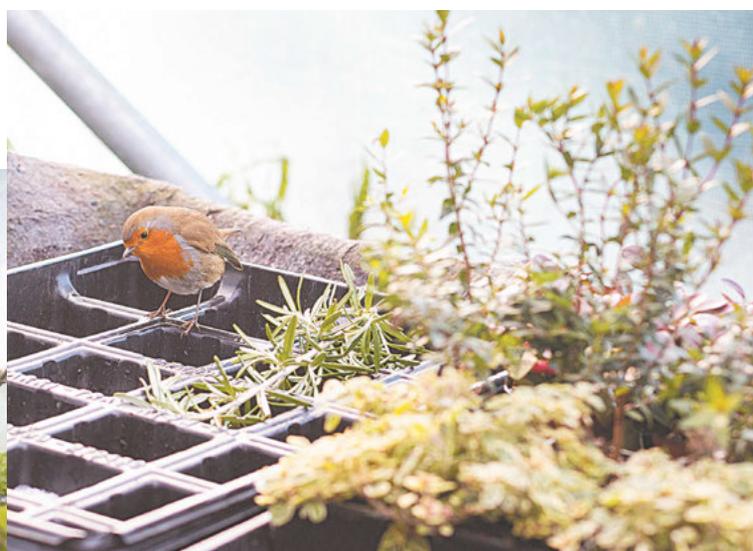
"I had no idea if people would buy the herbs, but once people rubbed and smelled them, that was enough and we realised we were on to something."

LANDSCAPING

Almost 30 years on, the aptly located Saffron Walden business in Essex sells 160 different types of herb, and in 2011 – fuelled by appearances on Gordon Ramsay's Hell's Kitchen and Alan Titchmarsh's Gardeners' World Live – recorded its record turnover of £186,000.

"When we started it was hard work. You needed to get people to smell and taste the herbs because it was pre-celebrity chef days. Now we sell around 100,000 9cm pots a year, with many people buying from us in the flesh and then reordering online," said John.

The friends waft their wares at the country's food and music festivals, agricultural shows and more obscure gatherings such as Tewkesbury Medieval Festival where the relaxants skullcap and valerian, popular at the time, sell equally well today.



Herbal Haven

The firm has supplied herbs to Typhoo Tea, worked on a kitchen herb garden for supermarket giant Tesco's development chefs, provided 600 mint plants for a gin company's media launch and created a fragrant living herb wall for a restaurant.

Lorraine said: "Herbs can be used for so many things, from food to shampoo and skin creams to landscaping your garden. They are natural and something the earth has given to us for a reason."

SPECTACULAR

While older generations tend to stick to the tried and trusted triumvirate of parsley, basil and mint, the allure of something slightly different – perhaps baking mushrooms with a sprig of thyme or even using liquorice-tasting anise hyssop in a dessert – is catching on with the millennials.

"We find that young people living in flats or with small gardens are extremely enthusiastic about herbs along with the people at shows who love the touchy-feely element of being able to smell or try before they buy," said Lorraine.

"People are realising that herbs are cool because you can turn a bland dish into something special: make a pizza more fun with oregano or recreate the chicken meal they had on holiday with some tarragon. Many of them are also absolutely spectacular in flower."

The internet has proved a boon for return customers, but it wasn't always that way. In 2002 when the herbs went online, the couple took just £282. Now it's more than £40,000 and the pair have branched out into growing chilli plants and the multi-faceted aloe vera.

It's a year-round operation that reaches a scent-filled peak in summer when a small team of five up the tempo after Lorraine's months of careful cutting, seeding, potting and painstaking cultivation through the winter.

She said: "We're a small operation and John and I get on well as business partners, despite being divorced. We've always seen our strength as selling to the public face to face, so while most herb growers have gone into wholesale, we've always resisted that."

"The joy for us is hearing people say 'wow' when they rub some sweet marjoram and smell its spicy, woody herbal scent or the hit of the black peppermint to clear the sinuses. There are so many herbs that do so many different things – you just have to look."



For more information go to herbalhaven.com



HEARTSEASE

A purple, white and yellow flower from the poppy family, its essence is used in oils to ease eczema but the flowers can also be used whole as an edible option in salads.



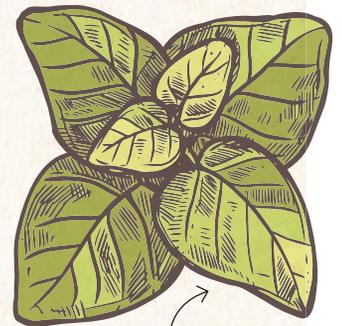
ORANGE THYME

A small pink herb that "smells like heaven", according to John. Robust and hardy to boot.



ANISE HYSSOP

Bees love this lavender flowering herb... and so do the sweet-toothed. It's a classic plant that can grow to five feet in both herb gardens and borders and gives off a minty, liquorice scent, perfect for puds.

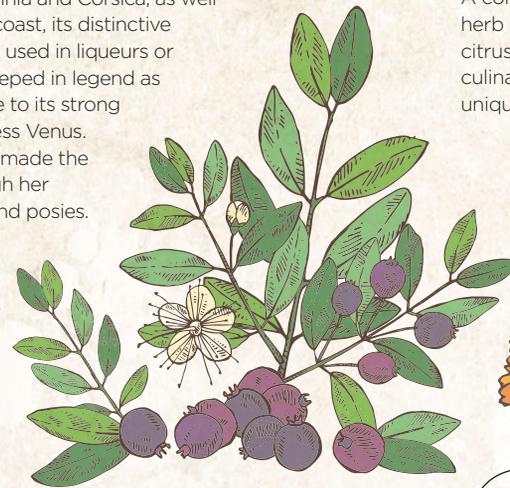


SWEET MARJORAM

A cold-sensitive perennial herb with sweet pine and citrus flavours, perfect for culinary use. It has a unique perfumed smell.

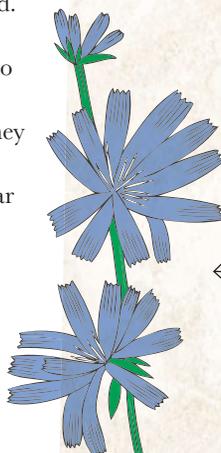
MYRTLE FLOWER

Grown in Sicily, Sardinia and Corsica, as well as England's south coast, its distinctive black berries can be used in liqueurs or cakes. It's a herb steeped in legend as the plant of love due to its strong links with the goddess Venus. Queen Victoria also made the herb popular through her wedding garlands and posies.



ORANGE FLOWER CALENDULA

Also known as pot marigold, this has a stunning bright flower and it's well known for being a core ingredient of the best hand creams.



CHICORY

Sky blue in colour, its beautiful flowers only open for around five hours a day and the stem always faces north. It was used as a substitute for coffee during the war due to its similar taste.



MINDING THE GAP

BRITAIN'S MOST ICONIC MOTORWAY SERVICE STATION TURNS 60
THIS YEAR. GRIDLINE WENT BEHIND THE SCENES TO TAKE A
LOOK AT THE GRANTOR FOR PEOPLE ON THE GO

Fancy a cuppa?

It's the place where the clipped 'a' in grass suddenly becomes grasse, depending on whether you consider yourself from up north or down south.

A haunt of some of the world's greatest rock stars, a firm favourite among families and even the subject of a musical, the Watford Gap has an unrivalled place in British culture.

So what is it that has afforded the first service station such a special place in the nation's affections and made it so culturally significant for the past 60 years? Aside from our fondness for a cuppa, cake and comfort break, there's something almost mythical about this place set in a three-mile break in the limestone ridge running from the Cotswolds to Lincolnshire.

Since opening on 2 November 1959, the services – or Motorway Service Area as they're now known – has seen millions park up in its north and south-bound bays.

Its prime location on the country's inaugural motorway that runs the spine of the country, where it meets the Roman Watling Street or today's A5, is a major factor in its popularity.

JUKEBOX TUNES

An hour and a half drive or 60 miles away (in typical traffic) is the Hertfordshire town that shares its name, but closer to home the 300-plus villagers of Watford in Northamptonshire are hugely proud of their unique landmark, even planning an anniversary party in May.

Pull in to the forecourt and the main entrance doesn't look too dissimilar from how it did on the motorway's opening day in 1959, although noodle bars, a mobile phone hut and electric car charging points were likely not on the footprint back then.



ON AVERAGE
AROUND
74,345
PEOPLE PASS
THROUGH WATFORD
GAP SERVICES
EVERY WEEK

This was the eve of the Swinging Sixties when The Stones, Beatles, Kinks and Who would meet up after their shows to make the Blue Boar Café one of the hippest names on the rock and roll roadmap, almost elevating the M1 to Route 66 status.

All the bands would meet at Watford Gap, the only place after a show they were guaranteed a sit-down, the best jukebox tunes and food at 3am. And to this day the doors are open 24/7, 365 days a year.

Back then the Blue Boar Café's status was so revered that guitar legend Jimi Hendrix wanted to visit because his British contemporaries mentioned it so often he thought it was Britain's coolest nightclub.

Site Manager Jen Roberts insists no two days are ever the same



PAPARAZZO JEN'S AB FAB

The great and the good of British music have all dined out at the Watford Gap services, from Paul McCartney to Mick Jagger.

It was the place for a 'quick late stop and a quick nosh' after a show, according to Gerry Marsden of Pacemakers fame.

Very few of the famous faces got past night shift worker Beatrice England, whose photo and autograph album now have a firm place in the Roadchef history books.

But there's a new contender in the slow lane now, with Site Manager Jen Roberts compiling a mobile phone scrapbook of the stars.

She's snapped Absolutely Fabulous star Joanna Lumley, Jimmy Osmond, world heavyweight boxing king Anthony Joshua, comedian Eddie Izzard and even Ant McPartlin to name a few.

"It's a great place to celebrity spot because everyone needs a break. Although I've probably missed quite a few people because we're often very busy, if I see them they're usually happy to pose for a picture," she said.

"It's strange though because when celebrities do come in here they tend to be left alone because either people don't want to bother them or they don't recognise them."

Magician Dynamo, football pundit Stuart Pearce, TV chef Gino D'Acampo and the entire Barnsley football team with their League One play off cup have also dropped in for a brew.

Jen said: "It's never dull and every day is different because the people we meet are different every day."

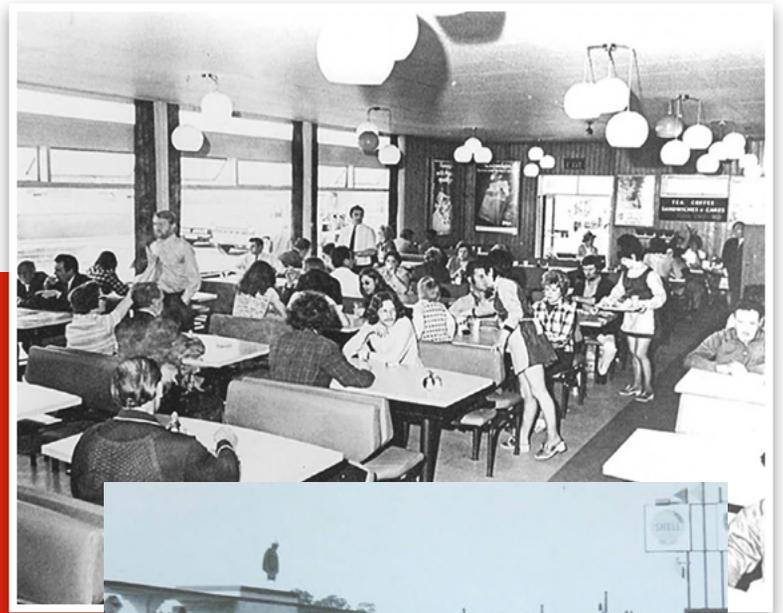


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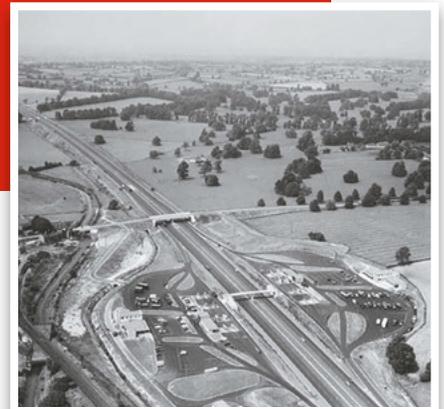


THROUGH THE DECADES

- ▶ The Blue Boar Company was named after the lake behind one of its petrol stations where legend has it a blue boar lived during the time of Robin Hood.
- ▶ BBC Radio Northampton created *Watford Gap: The Musical* as part of the 50th anniversary celebrations. **Watch it at <https://bit.ly/1LWxdHy>**
- ▶ Roadchef sells one million breakfasts and **500,000** portions of fish and chips at its 19 services each year, which have an annual catering turnover of **£60 million**.
- ▶ Design historian Dr David Lawrence said: "The Blue Boar at Watford Gap has a unique place in British cultural history. There was an air of glamour... the waitresses had bouffante hair and wore platform shoes. Try to imagine the top bands of the sixties in there eating bacon and eggs for two shillings and threepence (11p). Services are often seen as anonymous commercial machines, but they are a part of our culture."



A rare shot of the Watford Gap stretch of the M1 before roadworks began; and (above and below) how it looked in the early 1970s



"This place is like a town all on its own with constant arrivals and departures. We even have our regulars"

Site Director Ruth Sykes said: "We still have plenty of celebrities coming in, but we average around 74,345 people every week, so that's no surprise. It's constantly busy and there's always something to be done to ensure everyone's stop here is as pleasurable and relaxing as possible.

"People come in and have a meal or a drink just to break the journey, but there's lots of work that goes on behind the scenes that customers simply don't see... and that's exactly as it should be."

ICONIC

Ruth and Site Manager Jen Roberts are always there, in the background, ready to direct one of the 260 staff to move in swiftly with cleaning equipment or first aid kit in the event of a spill or worse.

"There's always something going on that needs attention," said Jen. "This place is like a town all on its own with constant arrivals and departures. We even have our regulars, but everyone is always welcome whatever the hour, night or day."

It's a far cry from the two canteens, one either side of the newly built motorway, that greeted the first visitors to the Blue Boar Company after it was offered

part of the contract as compensation for loss of business at its petrol station on the nearby A5.

"The history is fascinating and the name is iconic, so we get lots of people who come just to say they've been to the Watford Gap. We also get those who just want a cuppa in peace," said Jen.

"Mention service stations around the UK and people might have heard of them, but everyone knows us – we're the oldest and have such a rich history."

Like the reality TV shows, the services also have their fair share of tribulations, from Continental HGV drivers setting up barbecues in the car park to diesel spills and even romantic liaisons.

It might have been all very different for British motorists though, had the original plan for Watford Gap to serve trucks and the slightly more southerly Newport Pagnell to look after the car drivers reached fruition. In the end, Pagnell wasn't ready for the M1's opening, so Watford Gap stepped up and by the time it was ready the idea of a split had been abandoned.

Ruth said: "For the first few weeks travellers were served from temporary facilities inside a farmyard barn; a far cry from the quality and choice they have today."

LASTWORD



Have your say... and the chance of a **£250** shopping spree

Gridline is always striving to bring you informative stories, useful contact numbers and the latest from fellow grantors, but the team need your help to make Gridline and your experience of dealing with National Grid even better.

Please take a minute to answer the questions on the right and then pop this page, or a photocopy, in the post and Gridline will enter your response in a draw to win £250 worth of shopping vouchers of your choice.

Your opinions will help shape the future of Gridline and how National Grid communicates with grantors.

Send the completed page by post to **Sonder Gridline Survey, Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire CV32 5AE** or complete online here <http://bit.ly/Gridline-Survey>

Closing date: 4 July 2019

Name:

Telephone number:

Email address:

1 Which articles in Gridline do you read?

- News about National Grid projects
- Stories about other grantors
- Information about working with National Grid eg safety advice, land officers and contact details
- General countryside and landowning features
- Articles about the energy industry
- Competitions
- Other (please let us know which ones)

2 Overall, how interesting do you find the content of Gridline?

- Extremely interesting
- Slightly interesting
- Neither interesting nor uninteresting
- Slightly uninteresting
- Extremely uninteresting

3 Does reading Gridline help you to feel more part of the grantor community?

- Yes No
- Don't know

4 To what degree has reading Gridline changed your perception of National Grid?

- Significantly improved
- Somewhat improved
- No impact
- Somewhat worsened
- Significantly worsened

5 What improvements, if any, would you suggest for Gridline? (optional)

6 Overall, how satisfied are you with National Grid?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

7 Please could you explain a bit more about why you feel this way? (optional)

8 Would you be happy to talk about your experiences with National Grid?

- Yes No

9 Please could you provide your house name/number and postcode so a team member from National Grid can get in touch?

House name/number

Postcode

10 Do you identify as:

- Female
- Male
- Other
- Prefer not to say

11 How old are you?

- Under 24 25-34
- 35-44 45-54
- 55-64 65+
- Prefer not to say

12 Which category of grantor are you?

- Electricity transmission grantor
- Gas transmission grantor
- Don't know

READER SURVEY TERMS AND CONDITIONS: The recipient will be the first entrant selected at random and must be a National Grid grantor at the time of the draw. Editor's decision is final and no correspondence will be entered into. Gridline reserves the right to change the prize without notice. The prize is not transferable and cannot be exchanged for cash. Gridline will collect your name, contact number and email address solely for the purpose of processing, selection and feedback. Your data is not shared with any third party and is deleted after the draw has taken place and the recipient confirmed. Choice of shopping voucher prizes can be selected from highstreetvouchers.com Closing date: 4 July 2019.

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