INFORMER

THEATRE

PLAYHOUSE 709 8363
Until 16 June. THE WOMAN IN WHITE. Wilkie Collins' famous detective novel adapted by Guy Slater.
19–23 June. A TASTE OF HONEY by Shelagh delaney.
26–30 June. LITTLE MALCOLM. Story of a would-be revolutionary art student, by David Halliwell.

EVERYMAN 709 4776
Until June 30. MIND YOUR HEAD. New musical play by Adrian Mitchell. A simple little extravaganza with the whole truth about life on a London Transport bus.

NEPTUNE 709 7844
20–23 June. RAPE OF THE BELT by Ben Levy. Neptune Theatre Co.
26–27 June. JESUS FOLK. Salvation Army.

GATEWAY Chester 40393
Until 23 June. DRY ROT. Second time round for John Chapman's Whitehall farce.

21–23 June. THE MAN FROM THE EAST. Stomu Yamash'ta's Red Buddha Theatre. Mountford Hall, Liverpool University Students' Union.

FILMS

20–27 June. FILMAKTION – experimental films and events by the London Film-makers' Co-operative. At the Walker Art Gallery, daytime and evening, including weekend. Details: Tel 207 1371 or 709 0671.

A FILM of the Fakenham women's factory occupation is available for hire. Details: Pat Masters, Flat 3, 20 Queens Gardens, London W2.

Fri 15 June. KES by Ken Loach. Norton Priory Comprehensive School Castlefields Ave East, Runcorn. 7.30 p.m. (Runcorn Film Society).

CONCERTS

Not a lot on at the moment. The Sweet are playing at the Stadium on June 16 and Gary Glitter at the Empire on June 24.

SPORT

LEARN GOJU KARATE at the Liverpool Okinawa-Goju Karate Centre, Broadway Hall, Utting Ave/ Broadway Bridge. Enrol any Mon or Fri, 7–10 p.m. to learn this fascinating physical/mental art.

FISHING in Newsham, Stanley, Calderstones, Princes and Walton Hall parks. Lakes open every day from 9 a.m. Adults 10p a day, children 5p. Season tickets £1. For details phone 724 2371.

STOCK CAR RACING. Kirkby Stadium, Sundays from 3 p.m.

WRESTLING. Every Friday at Liverpool Stadium, Bixteth Street. For details phone 236 6316.

GREYHOUND racing: Thursdays and Saturdays, 7.30, White City Stadium, Lower Breck Road. Tel: 263 4721.

ATHLETICS: Liverpool Harriers – cross-country running for boys and girls, every Sunday, 11 a.m. Woolton Park Wood. Tel: 722 2026.

Liverpool Boundary Harriers – Training ever Wed from Old Roan, Aintree, 7.45. Races every Sat, ages 13–50. Coaching for beginners. Tel: 526 8139.

FOLK

ATLANTIC HOUSE Folk Club, Hardman Street, Liverpool 1. Every Friday at 8.30.

JACQUI & BRIDIE'S Folk Song Club now meets in the Lancashire Suite, Holiday Inn, Paradise St, Mon at 8. at 8 p.m.

SPINNERS Folk Club, Gregsons Well, Brunswick Rd, Liverpool 6. Every Monday at 8 p.m.

POTS O' FOLK at Gregsons Well, Brunswick Rd, Fridays at 8 p.m.

MELLING Folk Club. Horse and Jockey, Melling. Every Monday at 8.30. Details: Mrs Walmsley. phone 546 2532.

Wed 20 June. FOLK COMPETITION. For newcomers to the folk scene. 1st prize £5. RAFA Club, top of Bold St, 8 p.m. If you want to compete phone 428 5607.

JAZZ

MERSEYSIDE JAZZ SOCIETY at Bucks Club (behind British Home Stores) every Monday. For details phone 236 3909.

COFFEE HOUSE, Church Road, Liverpool 15. Every Tuesday at 8.30. Blue Magnolia Jazz Orchestra.

NEW COURT BAR, Sir Thomas St, Liverpool 1. Every Monday at 8.

MERSEYSIPPI Jazz Band at the Sportsman, St John's Precinct, every Wednesday evening.

BLUE MAGNOLIA Jazz Band at the Star and Garter, St John's Precinct, every Thursday at 8.

MODERN JAZZ at the Abberley Hotel 105 Ullet Road, Liverpool 17. Every Thursday at 7.30 p.m.

ART

THE PALETTE. Permanent exhibition of art and craft. 104 St Mary's Road, Garston. Mon–Fri 10–5. Closed 1 p.m. Weds.

GAZEBO Coffee Lounge. Exhibition of paintings. Daily 10.30 a.m. to 11.45 p.m. (except Mon evenings) 21 Duke Street.

PAINTINGS on the railings at St Luke's Church, Leece Street. All day Saturday. St Luke's Art Group invite new members. Sec: Nina Kenworthy. Tel: 733 6125.

WORKER Artists' Association. Secretary: Len Walker. Tel: 709 8055 (during daytime).

FREE ART GROUP. Musicians, writers, artists, poets, photographers. Meetings every Saturday evening in the Garret Room, Mitre Hotel, Dale Street. Details: Geoff Hudson (924 4904, evenings) or Cathy Paul (428 2798, daytime).

Until 22 June. BOB FRITH – paintings, drawings, ceramics. Bluecoat Gallery.

Until 24 June. WHISTLER – etchings and lithographs. Williamson Art Gallery, Slatey Rd, Birkenhead.

23 June – 7 July. Wirral Society of Traditional Painters summer exhibition. Central Library, Earlston Road, Wallasey.

Gingerbread!

GINGERBREAD is an association for one-parent families – anyone who is bringing up children single handed- It includes the widowed, separated, divorced, unmarried, parents whose partner is in prison, seriously disabled or hospitalised.

Gingerbread started in London in 1970 and is now a nationwide organisation. It gives encouragement to one-parent families and tries to ginger up the authorities (such as Social Security). It can help with particular problems, and information sheets are available on family law, social security, evictions etc.

Organiser of the Runcorn group is Mrs Joan Lucas, herself bringing up four children single handed. The group aim to give their children the outings, parties and holidays that other children have with two parents.

In February they had a sponsored walk which raised about £100. With some of this money they gave 48 children a terrific Easter party.

Many of the children feel less isolated when they realise they are not the only ones without a mother or a father.

For the address of your nearest branch write to Mrs Lucas at 17 Picton Avenue, Runcorn.

WOMEN'S LIB

NEWCOMERS' meetings last Tues every month. GENERAL meetings first Wed every month. At 2 Rutland Ave, Liverpool 17. Tel: 733 2100.

NATIONAL CONFERENCE in Bristol, 13–15 July.

A FUND has been set up to help pay the fines of those arrested in connection with the family allowance campaign. Eight people were fined a total of £350 after sitting in at Mothercare in Lancaster, plus £60 for fly-posting. Seven were arrested during a post office sit-in in London. They are charged with assault and obstruction... case comes up at the end of June. Donations to: Family Allowance Defence Fund, c/o Lancaster Women's Centre, 59 Grasmere Road, Lancaster.

WORK

UNCAREERS. Directory of alternative work. Information about people getting together to do work for its own sake and controlling their own work situtation. 20p from 298b Pershore Road, Birmingham 5.

IN THE MAKING. Directory of proposed projects in democratic work or alternative technology. 10p a copy (40p a year) or s.a.e. for details. 71 Thirlwell Rd, Sheffield S8 9TF.

VOLUNTARY WORK. Digest of Vacation Voluntary Work Opportunities. 1973 edition out now. Lists short-term jobs in community service and social action all over Britain. Send s.a.e (10in x 7in) to Jeanne Williams, Volunteers' Advisory Service, London Council for Social Service, 68 Chalton St, London NW1.

OUTDOORS

FOOTBALL COACHING for boys aged 10–14 under qualified FA coaches. 9–26 June. Details from Liverpool recreation dept, 724 2371.

ATHLETICS MEETINGS. The Parks Amateur Athletics Championships in Wavertree Playground. June 20 (evening).

CANOEING. Courses of six weekly lessons in basic canoe handling are held at William Roberts Baths, Utting Ave East, Norris Green. All equipment provided. Phone 226 1661.

CALDERSTONES Park Festival. June 22–24. Folk, tennis, bowls, floral display.

STANLEY PARK. Anfield Community Festival in the park. June 23 to July 7.

MUSIC IN THE PARKS
OTTERSPOOL: Sat 16 June–Caliban. Sun 1 July – Jacqui and Bridie.
WALTON HALL: Sat 23 June – Pepperbox. Sun 8 July– Jacqui and Bridie.
CALDERSTONES: Sun 17 June – Liverpool and Bootle police band (mind how you go!). Sun 1 July– Bradford Victoria Band.
SEFTON: Sun 24 June – Liverpool Premier Banjo, Mandolin and Guitar Orchestra. Sun 8 July – Stretford Old Band.

POETRY

POETRY at the 'Wht Not' pub, Harrington Street. Last Thurs every month. Sidney Hoddes, Harold Hikins, David Porter and friends. 7.45 p.m. Admission: 15p.

LIVE poetry and folk platform. Gazebo, Duke Street. Third Tuesday every month, 8 p.m. Details: Jim Blackburn, 2 Kintore Drive, Warrington.

POETRY at Spellow Library, County Road, Walton. Usually once a month. Details: Harold Hikins, 14 Harringay Ave, Liverpool 18 (733 4497).

JABBERWOCKY poetry nights. Second Wed every month. Poetry and music ancient and modern, from Horace to Henri. At the Old Schoolhouse, Parkgate, Wirral. Details: Peggy Poole (625 8957).

ENVIRONMENT

LIVERPOOL FOOD Co-operative has moved to 3 Sandstone Road, Liverpool 13 (Tel: 220 1540). Open every Thursday from 5 o'clock onwards. Organic cereals, flour etc. available at cost price. New members welcome.

MANY PEOPLE think the Family Planning Association only deals with families. Although the name is misleading, the FPA does see and give contraception to ANYONE over the age of 16. More and more single people are attending FPA clinics and this is surely a sign that young people have a better attitude to their own ability to create life and their social conscience in wanting to stop unwanted conception.

For details of the FPA services in Liverpool ring 709 7648.

FRIENDS OF THE EARTH meet every Wednesday in the McAusland Lounge, Liverpool University Students' Union at 8 p.m. Their environment exhibition, which was a popular part of the Trades Council anniversary celebrations, is now available on loan. Phone 727 2456 for details.

'UNFAIR RENTS' MEETING

LIVERPOOL Trades Council and tenants' organisations are holding a national conference of trades councils and tenants' groups on Sunday June 24 to discuss the campaign against the Housing Finance Act.

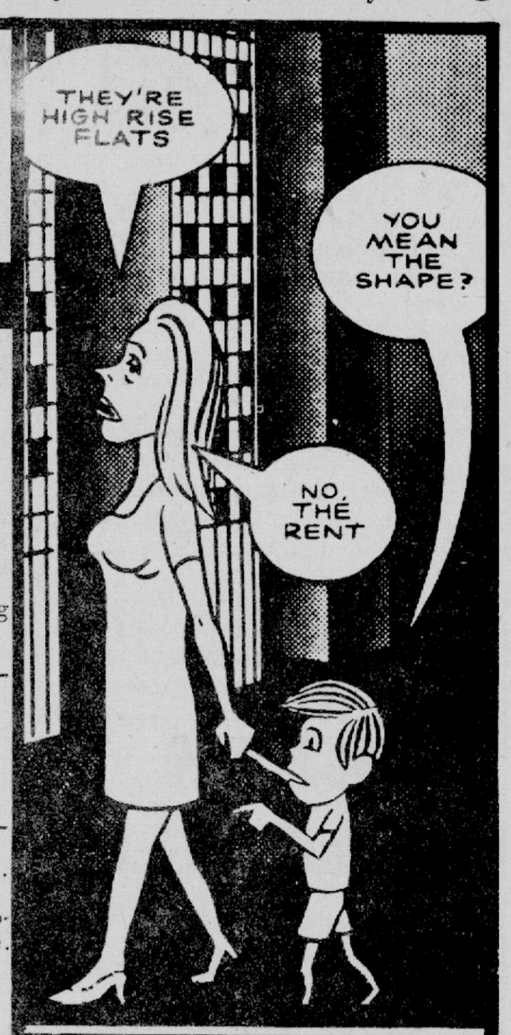
The North-West Region Co-ordinating Committee believe the time has come for a complete re-appraisal.

Delegates' cards available from Liverpool Trades Council, 33 Hatton Garden, Liverpool L3 2AA.

TRAVEL

BIT information service produces the only travel guide to all Africa – minimum price 75p (proceeds to BIT and Operation Omega for Liberation of Namibia). Guide is for the hitch hiker and cheap traveller. Also 'Overland to India and Beyond' (50p minimum) covers the route from Turkey to Indonesia. Both guides regularly updated. From 132 Great Western Road, London W11.

YOUTH AND STUDENT TRAVEL 1973. Guide for young people going abroad. Covers accommodation, touring, camping, cycling, archaeology, music, exchanges. 35p inc postage, from Central Bureau for Educational Visits and Exchanges, 43 Dorset St, London W1N 1JR.



SMALL ADS

HELP BUILD a world community based on common ownership with production solely for use – not for profit. Send for details and free literature to: The Socialist Party of Great Britain, 52 Clapham High St, London SW4 7UL.

BIG FLAME. Revolutionary paper on Merseyside. Latest issue: articles on Fords, analysis of rent strike, the Liberals, the struggles in Spain, the Croft Seafoods women's strike in Netherley, etc, etc. 5p per copy from 22 Woburn Hill, Liverpool 13.
ALSO OUT SOON: A Big Flame pamphlet on the recent struggles at Fords.

INTERNATIONAL Voluntary Service run youth clubs for the mentally handicapped. playschemes for kids, teach English to immigrant mothers, visit and decorate for old people. Open meeting (speakers and discussions) every Wed, 8 p.m. at David Lewis Youth Club, 1 Upper Parliament St, Lpool 8 (709 6726).

WE ARE NOT an organisation. P.N.P. means people, not psychiatry, a way people (like you?) meet and help each other. Contact Bob Hughes 41 Belmont Road, Liverpool 6. Tel: 263 5574.

CROSBY Labour Party Young Socialists meet on second and fourth Tues each month at Labour H.Q. in Crosby Road South, Waterloo. New members and friends always welcome Several big campaigns planned.

STRUGGLE – Revolutionary paper of the Communist Federation of Britain (Marxist-Leninist). Available from 54 Alderfield Drive, Lpool 24.

COMMUNITY ACTION is a magazine about planning, housing and community schemes. Well worth reading. 15p from 7a Frederic Mews, Kinnerton Street, London SW1.

You can advertise free on this page. Just fill in the form below and say which classification you want. If you haven't room here use a separate sheet of paper. For box numbers please enclose a large, stamped addressed envelope.

Please write clearly
NAME.....
ADDRESS .....
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PHONE .....
AD (Limit 50 words) .....
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Do you want this inserted once only, or regularly? ...
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CONDITIONS
- Ads which involve buying, selling etc are included free on the understanding that the advertiser does not make a living from this kind of transaction.
- Where legal difficulties arise, publication may be refused.

THE 20 COMMANDMENTS

THESE are the secret instructions issued by the Department of Health and Social Security to all their clerks. Claimants should insist that they keep to these rules. If they don't, complain to the office manager or phone the regional office (922 7101) and ask for Mr Riste, Mr Stanton or Mr Jones – in that order. Let the Free Press know what happens.

THE RULES

1. Keep the reception desk manned. Don't leave it without asking someone to take your place.
2. Don't give cause for public criticism of time wasting.
3. Remember the office is on show. Keep it looking tidy and efficient.
4. Put the caller first. You may have other work to do also, but while at the reception desk or public counter your first job is the caller who is not to be treated as an unwelcome interruption in the day's work.
5. Give the caller your whole attention. Let him feel he has your alert and friendly interest.
6. Meet rudeness with firm politeness, not retaliation or servility.
7. Try to see yourself in the other person's place. Apparent truculence or slowness may be caused by nervousness or embarrassment. Remember too that to each one of these people his own case is the most important in the world.
8. Let the caller state his case. Don't cut him short because you think you know what he is trying to say. Speed in dealing with people is of no value unless they feel they've had a hearing. Help him to define his problem. He may find it difficult to express himself or be too shy to ask directly for what he wants.
9. Don't humiliate the enquirer who makes mistakes in our technical terms or procedure.
10. Speak to the public in language they can understand, not technical phrases or official jargon. Legal phrases may sometimes be necessary in official forms, but need translating for the average enquirer.
11. Help the caller to understand our official procedure and reasons behind our 'red tape' regulations.
12. Tell the caller what happens next. If you are going to look for his papers tell him, so he waits, If there is nothing further for him to do until he hears from us tell him.
13. Show interest but avoid forced heartiness. Indifference can be even more irritating than actual rudeness, but remember insincerity is quickly detected by the public.
14. Don't criticise another department in public hearing.
15. Confirm that the enquirer has understood. However brief your follow-up must be, make sure that the caller has received an answer to his problem, as far as it can be given, and has understood it.
16. Don't lose all interest in a caller if you find he has come to the wrong office. Direct him to the right place, or, if it will save him a journey, telephone the other office for the information he wants.
17. Make sure any explanatory leaflets you issue are up to date.
18. If you have to refuse a request, express regret and tell the caller why.
19. Cultivate a professional manner.
20. See ourselves as others see us. Sometimes we are the caller in offices or shops. This is our opportunity to understand how the other person feels and to learn the kind of treatment to avoid and to copy.

Social Security

"Meet rudeness with firm politeness"

● This information has been supplied by CHECK! the Liverpool organisation to help claimants. Contact them at the University Settlement, Nile Street (Tel: 709 4811/2).