



COLLEAGUES SAY NO TO RACISM

London Underground (LU) colleagues have taken the initiative in the fight against racism by organising their own events to discuss the impact of the Black Lives Matter movement.

Conference calls and roundtable events have been held across the organisation in response to the heightened awareness of racism following the death of George Floyd at the hands of police in the US city of Minneapolis.

Hainault depot's Train Operations Manager **Kieran Dimelow** organised an online video discussion to allow colleagues to share

their views and experiences. "People are often scared to give their opinion on racism, but we won't make any progress unless we talk about it and get people's thoughts and ideas out there," he said. "We need to learn from each other."

Customer Service Supervisor **Jennifer Pattison-Blane**, who was on the call, said: "It was great to hear different ideas and perspectives. It's only by having difficult conversations we're going to move forward."

Head of Line Operations, Bakerloo and Victoria lines, **Frank Ibe** ran a roundtable event on how to make LU a

more inclusive place.

"We all need to think about what we can do in our day-to-day lives to make sure racism has no place in our working environment," he said. "We want to increase the number of active anti-racist allies."

"It is clear there is a lot of concern about the need for more race equality awareness, and about raising the importance of our Diversity & Inclusion policies demonstrated in everyday activities - from leadership through to the frontline."

Frank's work is continuing, with a proposed race-equality charter being worked on.

CASH PLEA

London Transport Museum is appealing for donations after losing £1.5m due to being closed during lockdown.

It costs the charity £25,000 per day to run the facility, with 80 per cent of its income coming from ticket and gift shop sales, venue hire and fundraising activities.

The 40-year-old museum in Covent Garden, which welcomes 400,000 visitors annually, finally reopened to the public on 7 September.

To donate, visit www.ltmuseum.co.uk/appeal

WORKING REMOTELY FOR YOU

The TfL Pension Fund team has been finding creative ways of working remotely while our offices remain closed.

Our 20 customer-facing service delivery team members deal mostly with handwritten letters and phone calls when fielding queries from 42,000 pensioners in 84 countries, as well as 44,000 current or past members not yet claiming a pension.

Head of Pensions **Tim Handley** (right) says his team adapted quickly after a sudden office closure.

"We embraced paperless working almost overnight," he said. "Having made COVID-19 safe arrangements, a few colleagues drive into the office each week to open letters, then scan

and upload so we can work remotely."

Tim sourced 24 new laptops and arranged for all calls to be diverted to mobile phones so pension and benefits payments continued to flow and investments were monitored.

Despite a 13 per cent increase in workload, the team has paid out £98m on time, invested a further £290m and completed the annual audit.





RAMPING UP

Surface Transport colleagues pulled out all the stops to get as many of London's iconic red buses back into service as lockdown restrictions were eased.

Running as many services as possible was vitally important as people returned to the network so we could manage additional demand and support customers to follow social distancing guidelines.

Bus Station Controllers like **Farhan Rahman**, from West Croydon, worked within restrictions required

to prevent the potential spread of the virus. These included limiting the numbers of people who could travel on buses and changes to boarding. People across Surface Transport also encouraged customers to wear face coverings. Part of this work included handing them out at key locations across the city.

Performance Manager **Onyemachi Chico Uche**, who liaises with bus contractors to ensure regular service, said: "There have been challenges. Some operators needed to recruit

additional temporary drivers to make up the shortfall."

For Business Services Manager **Holly Rendall**, whose team manages rotas, annual leave and training for bus station employees, the crisis has been eye-opening.

She said: "I joined 18 months ago and everyone told me how good we were in a crisis. Now I've been through this, I can see what they were talking about. There's been regular communication, fast-paced changes and a constant focus on people and welfare."

CHECK YOURSELF

A train operator who was diagnosed with bowel cancer is urging others to check for symptoms of the disease which nearly killed him.

Ken Hampson, who has worked for LU for more than 30 years, ignored intermittent fevers for six months before visiting his GP.

A colonoscopy identified a tumour, leading to surgery and three months of chemotherapy to kill cancerous cells in the lining of Ken's bowel.

After a year off, he was given the all-clear to return to work in August.

Bowel cancer symptoms can include:

- Dark blood and/or mucus in your stools
- Unexplained changes in bowel habit
- Abdominal pain

"If I'd been aware of the symptoms, I could have got help much sooner," Ken said. "I made excuses for months as to why I was experiencing issues. You think these things won't happen to you, but they can.

"During COVID-19, people could be avoiding going to the doctor. But if you have any of the symptoms, don't think twice. You're not clogging up the NHS. Your health is a priority."

SAFE AS HOUSES

Colleagues at High Barnet depot are learning to use mess rooms and other shared areas safely as services return to normal levels.

With 120 train operators and 12 management employees, there are often up to 20 colleagues present on meal reliefs, meaning many are required to take breaks in other locations while social distancing measures remain in place.

Train Operations Manager **Tim Bean** calculated the busiest times in the depot and then produced an information pack and map of available rooms for visiting train operators, showing them where they could take their breaks.



MAKING SPACE ON OUR STREETS

RECLAIMED ROADS GIVE ROOM TO WALK AND CYCLE

Our Streetspace programme continues to transform London's streets, reallocating significant amounts of roadspace to people walking and cycling their journeys.

Across the city, on our network, 22,516 sq m of road space has been reallocated to people walking and 9.2km to people cycling, with 40 projects completed to date.

Thanks to our Streetspace initiative, walking space has been reassigned from roads at more than 40 high streets and station interchanges since 6 May, while a further 20 Cycleways are being physically shielded from traffic to encourage more sustainable journeys and reduce public transport and car use.

"The first site we completed was Brixton Road, where the proximity of supermarkets, banks and bus stops

meant queueing people found it hard to maintain enough distance," said Head of Roads, Streets and Places **Helen Adlington**.

"After we widened the footway, locals took to chalk artistry, filling the footways with amazing and touching pictures and phrases, saying 'This space is amazing, thank you'. It was really well-received.

"From then on, we developed designs at another 40 high streets with footways narrower than 3m, and at interchanges where people start and end their journeys."

Twenty cycle routes have either been upgraded or are about to be. These include Park Lane, where three northbound lanes have been reserved for cycling and buses. This scheme was conceived and completed within just four weeks, at a fraction of the usual cost and with minimal disruption.



CAMERA TRIAL FOR BUS TEAMS

Frontline bus colleagues are following their LU counterparts in trialling bodyworn video cameras to help protect them from violence and aggression in the workplace.

Teams at Stratford and Canning Town have reported a positive effect on such incidents since they began wearing the devices at the beginning of the year.

Stratford Bus Station Controller **Elizabeth Legac** said: "Wearing the camera has really reduced anti-social behaviour in the bus station. In the past I've been punched, kicked and spat at, but there haven't been any incidents since these cameras were introduced.

"If you say you're going to turn it on, most customers change their speech and behaviour, or just walk away. They are a great way to

combat workplace violence – they are lifesavers."

Following a consultation period, we hope to roll the cameras out to all our bus station colleagues.



BETTER PLACE

A project to change Highbury Corner into a people-friendly interchange has won the 'Creating Better Places' award at the Chartered Institute of Highways and Transportation annual awards in June.

The area has been transformed into a two-way road with improved pedestrian crossings, segregated cycle lanes and public space for all to enjoy.

A new station forecourt for Highbury & Islington station was also created.

Principal Sponsor **Tola Fatusin** said: "I'm delighted to have sponsored this project.

"The award celebrates how outstanding design and implementation of schemes in towns and cities improve the places around them."

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FONDLY REMEMBERED



Patrick Brennan, 79, passed away on 1 April 2020 after a long illness. Pat worked for TfL for almost 34 years. He started as a conductor but quickly passed the test to become a driver. He rose to inspector and then achieved a gold badge. Pat loved his job and was a brilliant husband for 56 years. He will be sadly missed by his wife, children, grandchildren and great-grandchildren.



Hugh Joseph 'Nobby' Clarke, 78, died of COVID-19 on 30 April 2020. He worked as a bus driver based at Middle Row and South Croydon garages, and was promoted to bus inspector at Chalk Farm garage. He is sadly missed by many friends, his wife Jan, children, grandchildren and great grandchildren.



Matthew Conroy, 75, died on 12 June 2020. He worked as a track maintainer on the Northern line until he became a chargehand. He retired in 2010 having never had an unplanned day off in his 32 years. This impressive record won Matthew an award for his service which was presented to him at the Natural History Museum.



Roger Courchée, 75, passed away on 5 March 2020 at The Christie in Manchester with his wife Carol by his side following a 10-year history of cancer. Roger had a long career with London Transport (LT) and on leaving Chiswick Works in 1988 continued to have a fulfilled and enriched life, enjoying an exciting and innovative career. A much-loved husband, father and grandfather, he will be greatly missed by all.



John Dunsford, 87, died on 16 August 2020. John worked on the District line, based at Acton. He was an active member of Belgrave Harriers race walking team. He leaves wife Barbara and children Jonathan, Wendy and Barbara Junior.



William Herbert Evans, 93, passed away on 26 March 2020. Bill worked for 36 years at both Chiswick and Aldenham works, retiring to Shropshire in 1984. He spoke fondly of his working life and his colleagues. He will be greatly missed by his daughter Norma and all those who knew him.



Reginald John Gaston, 87, passed away on 21 July 2020. Known as ET because he always did early turns, John drove routes 77, 77A, 157 and 200 out of Merton garage, as well as driving outing buses for the social club and the union. He retired in 1987 after 26 years' service. John was a loving husband, father, grandfather and great grandfather.



Brian Gibbins, 73, passed away on 8 April 2020 after a long battle with Parkinson's disease. He joined LT's Building department at Parson's Green in 1965 and worked there for 22 years as a scaffolder. He was also a keen member of the trade union. After a period with a private company, Brian returned to LT in 1993 as a bus driver, working at Fulwell garage until retirement in 2002. He is dearly loved and missed by his wife Diane, and his children, grandchildren and friends.



Clement Gittens, 80, sadly died on 7 April 2020. Clem started working for LT in 1977 at Chiswick Works. He transferred as a general hand to Tramway Avenue bus garage in Edmonton, and then Tottenham garage. He retired in 1995 but enjoyed meeting up with former workmates. He was a loving husband, father and grandfather and is greatly missed.

Barry Jepps, 76, passed away on 8 August 2020 after a long illness. Barry joined Cricklewood garage as a painter after working on Routemasters for Park Royal Vehicles. After 28 years with TfL, he went on to work for Metroline.



Alan Jones, 73, passed away on 23 June 2020. Alan began his 45-year career in 1965 as a guard, then motorman at Upminster, becoming a station inspector on the new Victoria line. He worked in station supervisory and management roles on the Central and Metropolitan lines, finishing as a duty operations manager on the Met. He was very much involved in social and sporting activities, including the Central line football team. A loving husband, father and grandfather, Alan will be greatly missed by wife Rita, daughters Nicola and Karen, colleagues and friends.

Denys Jones, 93, died after a short illness on 12 June 2020. He worked at Acton Works for 43 years. His father, William, worked for LT for 44 years while his son, Robert, passed 40 years' service in August, completing more than 120 years of service over three generations of the same family.



John Small, 89, passed peacefully away on 11 February 2020. He worked at Lots Road power station at a job he loved. The atmosphere

MEETING THE CHALLENGE

Colleagues in our Transport Innovation directorate have pulled off some truly inspired projects since the start of lockdown.

Head of Commercial Innovation **Rikesh Shah** is proud of the imagination and tenacity demonstrated by his team during a challenging six months.

“This has always been an incredibly innovative organisation,” he said. “Whether it’s going back 150 years to the first traffic light at Parliament Square, or the service which started on the Metropolitan line in



1863, trying new things is part of what we’re about.

“That spirit has continued as part of our response to COVID-19 and the restart and recovery activity.”

Examples of this creativity include the design, testing and installation of hygienic covers for Oyster card readers which protect bus drivers from exposure to the virus, and the creation of a system providing real-time information to medical staff using temporary shuttle bus routes serving the Nightingale Hospital in Docklands.

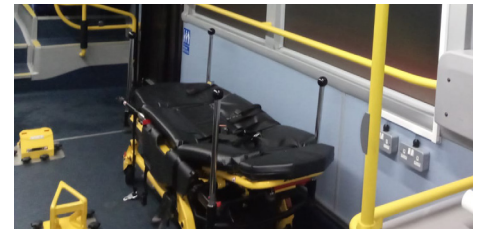
Commercial Innovation Manager **Waqas (Kye) Hussain** (pictured left) led a ground-breaking project to convert an electric single-

decker bus into a non-emergency ambulance capable of transporting up to three ventilated patients.

A vehicle manufactured by Alexander Dennis and owned by bus operator Go-Ahead was fitted out, tested and certified within one week.

“Fortunately, we didn’t have to use it, so that bus is going back to its usual operation and will be ready to be deployed again as an ambulance if needed,” said Kye.

“Engineers now know they can retrofit additional buses at short notice if there is a second wave.”



and the people he worked with were superb. He did not want to retire at 65, but rules were rules. His funeral was a multicultural gathering of 120 friends, relatives and neighbours. John was truly ‘a man of the people’ and sadly missed by many.



Brian Staines MBE passed away on 11 June 2020 after a long illness. After National Service, he followed the example set by

his father (a bus driver) in joining LT, where he had a very successful career in Supplies, retiring in 1987 as Purchasing Manager (London Buses). He was not only responsible for purchasing, but also for Sales, travelling overseas to sell the unpopular Merlin and Swift vehicles. In retirement, Brian became involved with the LT Museum Friends and ran the Corporate Friends scheme, which gained the support of many TfL suppliers for the Museum. He is survived by his wife, Claire, daughter Amanda and son Robert.

TOP OF THE LEAGUE

The new London Underground Football League champions are set to return to action in an eye-catching kit inspired by an iconic train seat fabric.

Piccadilly FC will start the 2020-21 season in a predominantly blue strip closely resembling the moquette found on Piccadilly line trains.

The shirt was designed by team manager **Cem Toygar** (right) based on an idea from LU football league fan Owen Williams.

A red goalkeeper’s version has also been created at the request of Finsbury Park Customer Service Assistant **Wesley Jackman**, who plays ‘between the sticks’.

Response to the design has been overwhelming, with almost 50 of the £40 shirts sold to football and train lovers so far. The London Transport Museum has also added an example of the kit to its archive.

To buy a shirt, email Cem on CToygar@aol.com



SOUTH LONDON ICONS

CELEBRATING 20 YEARS OF THE
NEW GENERATION OF TRAMS



London's history with trams goes back 160 years, with the very first London tram journey taking place in 1860.

The current generation, London Trams, running from Croydon to Wimbledon, Beckenham Junction, Elmers End and New Addington, opened two decades ago, in 2000.

This mode was reintroduced in an effort to reduce traffic volumes in the area. As well as running on streets, the new network made use of disused railway lines, with one section following the route of the Surrey Iron Railway, which opened in 1803 with horse-drawn trains.

Fleet and Depot Manager **Alex Barry** has been involved with the network since it opened.

"It is a small team, which brings a close-knit family feel to everyday working," he said. "We are all passionate about trams, which maintains the atmosphere."

One pivotal period in the tram

system's history stands out as a proud memory for Alex.

"We successfully integrated a second fleet, the Stadler fleet, from 2012 onwards," he said. "Operating two fleets brings significant challenges, including managing training requirements and differing maintenance schedules."

London Trams General Manager **Mark Davis** worked in Croydon before construction of the tramway started. "The transformational impact the system had when it opened showed just how effective light rail systems can be," he said. "When TfL took direct responsibility for the system, our additional investment improved the service delivery and reliability immeasurably and the team keeps this going today."

"I am genuinely proud to head up the team, given the trams' vital role in keeping the local communities connected in a reliable and affordable way."

LETTERS

Dear otm,

The letter of Ehsan Yazdani (issue 67) reminds me of my time at Victoria garage. Between 1985 and 1989, as a bus conductor on routes 52, 11 and 19, I met the following staff: Mr Murphy, Arnold, Lez and a lady with glasses (not sure of her name). These people used to work behind the counter.

Mr Murphy lived in Pimlico. I am not sure if Mr Magrath was also called Murphy. Perhaps Mr Yazdani would like to confirm it?

As for bus drivers and conductors, I still remember Matah, Kashmiri, Vince, Penny, Griffith (my trainer) and Khan. I transferred to LU as a booking clerk in 1989 and later retired as station supervisor.

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WELCOME BACK

Colleagues and customers enjoyed getting acquainted when 37 temporarily closed stations came back to life.

With many colleagues unavailable during lockdown, the sites were taken out of service between March and June so resources could be focused on stations with higher demand.

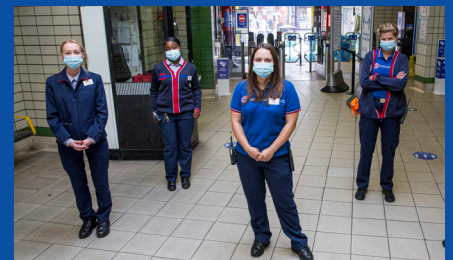
Head of Piccadilly line Customer Service **Allan Gardner** oversaw the reopening operation.

"Everyone went the extra mile to get these stations back open," he said. "The people in Asset Operations are absolute heroes. I'm not sure our customers realise how

much work went into making sure the stations were clean and safe to be reopened for them."

Russell Square Customer Service Manager **Jane Brough** said staff at nearby Great Ormond Street Hospital (GoSH) were clearly delighted to see them reopen.

"They brought us chocolates and hand sanitiser," she said. "We've done a lot of charity collections for GoSH over the years, so it was lovely of them to think of us."



Get in touch: Send your comments, memories and letters to: otm Pensioners' Edition, AB, Gemini House, 180-182 Bermondsey Street, London, SE1 3TQ (enclosing a stamped addressed envelope if you'd like photos returned) or email otm@abcomm.co.uk, putting 'Pensioners' Edition' in the subject header.

FRAUD CAMPAIGN NEEDS YOUR DATA

The Cabinet Office has requested payroll and pensions information from the TfL Group, including the TfL Pension Fund (and other public bodies), as part of the National Fraud Initiative. Data will be collected from TfL Group in October 2020

WHAT IS THE NATIONAL FRAUD INITIATIVE (NFI)?

The NFI is the Cabinet Office's data-matching exercise which takes data from a range of public bodies, analyses it and cross-checks it to detect fraudulent and erroneous payments from the public purse. We are required under Section 6 of the Audit Commission Act 1998 to participate.

WHAT INFORMATION WILL BE GIVEN?

Where relevant, the following data will be collected by the Cabinet Office:

- Employee reference number
- Title or gender
- Surname and forename
- Home address
- Date of birth
- Date started pension
- Date employment ended
- Leaver indicator
- Pensioner's widow indicator
- National Insurance number
- Gross pay to date so far this year
- Date last paid
- Pension abatements

WHAT HAPPENS WITH OUR INFORMATION?

The data we provide is cross-checked with that supplied by other public bodies to see if there are any anomalies which might indicate fraud. For example, the data will show if someone is in receipt of a payment that only an unemployed person can claim, or in receipt of a pension when other records indicate the person is deceased.

WHAT IF I DON'T WANT MY DETAILS TO BE GIVEN; AREN'T I PROTECTED BY THE GENERAL DATA PROTECTION REGULATION (GDPR)?

It's a legal requirement and this is allowed for by the GDPR. The Cabinet Office obviously needs to comply with the GDPR in its use of the data.

Further information on the NFI process can be obtained on the Cabinet Offices website: www.gov.uk/government/collections/national-fraud-initiative

JET POWERED

Keeping LU's rails clear of slippery leaf mulch will be easier this autumn, thanks to the introduction of five new pressure washing devices.

Build-ups of rail head contamination can now be hosed off by motorised track trolleys which have been cleverly adapted by Asset Operations Manager **Craig Ward**.

These battery-driven vehicles dispense pressurised jets of water and weedkiller from 1,000l tanks.

"Instead of relying solely on the weedkilling train, we can now put this out at short notice," Craig said. "It's a massive money saver as they don't have to cancel engineering hours for the whole line."

LTSA CONTINUES

Sadly, due to COVID-19, the Palestra building in Southwark is not available for use by the London Transport Superannuitants' Association (LTSA) for the foreseeable future.

However, the LTSA Committee is continuing to work remotely. Further information and updates may be obtained from LTSA Chair **Sandi Barnes** on valdexia68@gmail.com or 01273 412011.

UNION MEMBERS STAYING IN TOUCH

Retired RMT members meet online every other month and would like to hear from other retired members.

Please contact Membership Secretary **Kate Byrne** on k8ebyrne@gmail.com or Branch Secretary **Oliver New** on LTretired@rmt.org.uk

CONVALESCENT HOME TO CLOSE

MUCH-LOVED DEVON FACILITY 'NO LONGER VIABLE' DUE TO EFFECTS OF COVID-19

A charity which has provided facilities where transport industry veterans can recover from illness for more than a century has been forced to close its final property.

Railway Convalescent Homes has announced Bridge House at Dawlish in Devon is no longer viable.

"After a steady decline in volume over the last 10 years, the impact of COVID-19 has been a stretch too far, and it is no longer viable for the charity to continue to operate in its



traditional manner," said chairman of the board of trustees **Colin Mills**.

"To the many who have experienced the exceptionally high level of hospitality afforded at Bridge House and left with high accolades for its staff, a big thank you from us all."

The trustees are now considering how to redefine the charity to accommodate changing care needs and continue serving its beneficiaries in the future.

CONTACT DETAILS FOR PENSIONER ENQUIRIES

The pensions team is working remotely. All numbers are being diverted and the team continues to take calls. This is reliant on the mobile phone network and at times a weak signal can cause difficulties in getting through. The team can also be contacted via helpdesk@tflpensions.co.uk or, if you have registered, you can submit enquiries via the Pension Web Portal at <https://pensions.tfl.gov.uk>

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4th Floor, 200 Buckingham Palace Road, London SW1W 9TJ
Email: helpdesk@tflpensions.co.uk
Website: www.tfl.gov.uk/pensions
020 7126 4000

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Transport for London,
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North Greenwich,
London SE10 0ES
0800 015 5073
stafftravelservices@tfl.gov.uk

HOSPITAL SATURDAY FUND
020 7928 6662

TRANSPORT BENEVOLENT FUND & STAFF WELFARE FUND
0300 333 2000

TRANSPORT FRIENDLY SOCIETY
020 7833 2616

TAX QUERIES – HMRC
0300 200 3300
(quote ref 083/LT7 and your NI number)

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PENSIONERS' FORUM SUMMARY

MEETING HELD ON THURSDAY 3 SEPTEMBER 2020

The Forum was held 'virtually' due to social distancing measures.

Representatives provided TfL with a range of suggestions to improve the way members can access staff travel information. These will be considered and, where practicable, introduced.

Representatives welcomed the continued efforts being made by Pension Fund staff to maintain full operations and services while working remotely. Improvements have been introduced to the telephone systems being used. If you need to telephone the office,

sometimes it may take a little longer to deal with your enquiry and your patience in these circumstances would be appreciated.

The Annual Members' Meeting will be held on 16 October 2020. This meeting will be conducted virtually using the widely available and easy-to-use application 'Zoom'. Members will be able to join the meeting from home. There will also be a facility to ask questions in advance of the meeting. Please look out for full details in the Annual Report, which will be posted out to all members later this month.

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PENSION PAY DATES

- 28 September 2020
- 26 October 2020
- 23 November 2020
- 21 December 2020
- 18 January 2021
- 15 February 2021