



### LT CENTENARIAN DOREEN BEATS COVID-19

**A** retired London Transport accountant has made a miraculous recovery from COVID-19 at the age of 104.

Doreen Smith tested positive for the virus at her care home in Seaford, Sussex, in mid-December.

But according to long-time friend Maureen Ellwood, a second test in late January confirmed Doreen had beaten the disease without hospital treatment.

"She will be 105 on 25 March, so it's truly amazing," said Maureen.

Doreen survived the Spanish Flu pandemic of 1918 as an infant, and served in the Women's Auxiliary Air Force during the Second World War (below, right).

After demobilisation, she joined LT's Special Duties section at 55 Broadway, moving on to the Rents Received and Capital sections, where she met Maureen in 1953.

"I worked with her for two years, and we became great friends," said Maureen. "However, as we couldn't go on holiday together while working on the same section,

I transferred into the Accounts office."

Doreen (picture right) retired from LT in the 1970s, but continued holidaying with Maureen into her 90s.

Now deaf and suffering from dementia, she moved into a nursing home five years ago.

"I haven't seen her for about a year, and can't contact her in any way," said Maureen. "It's killing me, really."

"She looked right through me the last time I went there, but she seems happy. She has been a wonderful friend."



### FACING THE NUMBERS

**M**ore than 136,000 people have been stopped from boarding TfL services before putting on a face covering.

Enforcement officers have been carrying out targeted operations across all modes to ensure customers are complying with the law.

From 14 July 2020 to 7 February 2021, 136,658 people were stopped before boarding and asked to put on a mask, with most complying. Over the same period, 9,759 people were prevented from boarding, 2,106 have been ejected from services and 2,079 fines have been handed out.

Officers have been issuing Fixed Penalty Notices to people who refuse to comply with the law.

Police have also been carrying out similar work, talking to people without face coverings. The figures quoted do not include police enforcement.



### HEAVY LIFTERS

**T**rack work on the London Underground is being made safer and more efficient thanks to a pair of powerful new cranes.

The Kirow cranes can be transported through Tube tunnels and are designed so their booms – the lifting arms – can work while parallel to the ground. This means they can lift in the Underground's tight spaces.

The cranes are complemented by eight new tilting wagons – the first of their kind to run on the network – which can transport whole sections of pre-fabricated track up to 18 metres in length.





# TALKING SHOP

## Vacant space in bus termini and Overground stations set to become profitable retail outlets

**E** mpty units and unused spaces on concourses across the network are about to be transformed to host new shops under innovative plans to boost TfL's coffers.

The Station Retail team is leading the programme to make the most of potential space across the estate.

Pre-fabricated kiosks and indoor and outdoor retail carts will soon be trading at stations, including those on the Elizabeth line and at bus terminals. Buildings will also be repurposed to make way for new shops.

The programme aims to generate extra revenue for the company while boosting the customer experience.

Retail Development Manager **Paul Street** is overseeing the scheme for London Overground and buses.

He said: "There are different types of retail we're looking to implement, depending on the location and the space. By and large, these are currently empty spaces, or something we make empty by moving street furniture around."

Locations for the new units, which will primarily sell food and drink,

are being chosen carefully to ensure they don't interfere with operational safety or passenger movements, and do not block evacuation routes or CCTV camera sightlines.

Service Delivery Manager, Bus Operations **Andy Calder** said: "We've reviewed 26 bus stations to see what's suitable at each location, basically asking ourselves 'what would fit there?'"

He's already found perfect spots at Aldgate, Canning Town, Edgware and Stratford bus stations, where trading is expected to start by the summer.



## TESTING, TESTING

**T** he extension of the Underground's Northern line passed a major milestone when a test passenger train completed a return journey between Kennington and Battersea Power Station.

Trains entered the new 3.2km tunnels and travelled through a recently constructed junction that connects existing Northern

line routes to the extension.

They then ran up to the new stations at Nine Elms and Battersea Power Station, before turning around using a crossover junction to make the return leg.

The test runs marked the completion of a number of complex milestones including switching on a permanent electricity supply to the new stations and successfully commissioning the latest edition of signalling software.

Works are scheduled to finish in the autumn. The team is now focusing on upgrading signal software and fitting out the new stations.

Director of Major Projects **Stuart Harvey** said: "Seeing a train travelling through the extension for the first time is a really significant milestone and demonstrates the commitment of our brilliant team."

## SUPPORTING ROUGH SLEEPERS SAFELY

**R**ough sleeping in the Capital is sadly on the rise – and when the temperature dips, TfL's networks can see an increase in homeless and vulnerable people seeking warmth and refuge.

Supporting colleagues in managing this rise remains a priority while making sure rough sleepers are directed to the right help.

Colleagues across all modes are being encouraged to report persistent or aggressive rough sleepers, so outreach teams can collect information to help them.

TfL works with support services to help vulnerable people and collaborates with the Metropolitan and British Transport Police to escalate cases where needed.

Reports from colleagues have recently helped a number of rough sleepers at Walthamstow bus station, including a woman being housed by a local council and a man being provided with accommodation. Neither have been seen sleeping at the station since.

## CALL TO ARMS

Colleagues share vaccine trial stories while testing centres open for frontline teams

**A** pair of Underground colleagues have spoken about being part of medical history, after volunteering for COVID-19 vaccine trials.

Area Manager **Jane Black** trialled the Oxford-AstraZeneca vaccine, while Senior Assurance Engineer **Helen Carrington** joined the Novavax programme.

Jane (pictured right, top) had her first jab in June, and her second four weeks later. Because it's a 'blind study' Jane doesn't know whether she received the vaccine, or a meningitis jab.

She explained: "They don't tell you which because they don't want you to change your behaviour. If I'm offered the Oxford vaccine I have to let them

know [I took part in the trial] and then they'll 'unblind' me."

Like Jane, Helen also doesn't know if she's received a vaccine, but hopes the American-developed Novavax shot will soon join the roster of approved jabs.

Helen (below, right) got her jabs in November. She said: "I'm very pleased to take part, three vaccines have already been approved and that could only happen because people put themselves forward."

## REASSURANCE

Since December, TfL has been testing hundreds of frontline colleagues for COVID-19 – giving them peace of mind that they're safe at work.

We launched antigen testing centres at King's Cross, Pier Walk and Palestra, in partnership with the Department for Health and Social Care.

They offer tests to people without symptoms, with results sent to individuals within an hour. The

centres are set to remain in place throughout March.

Area Manager **Mike Guy** said: "We're focusing on operational colleagues and are keen to have as many taking part as we can accommodate."



## CAMERAS ARE WELCOMED ON THE FRONTLINE

**P**ublic-facing colleagues across the Surface Transport and LU networks are noticing a reduction in aggressive behaviour since they started using body worn video cameras.

The devices give team members the chance to record evidence of violence and aggression towards them, such as abuse, threatening behaviour or physical assaults.

Bus Station Controller **Ramiz Raza** (right) welcomed them, having been verbally abused by a customer at Finsbury Park last year.

"Just wearing them is a great deterrent," he said. "When

people see the camera, they automatically think they're being recorded and most times they just turn around and walk away."

Wearing a camera is voluntary for bus station controllers and LU stations colleagues, but for enforcement teams in Compliance, Policing, Operations and Security (CPOS), wearing it comes with the uniform and the role.

CPOS Operations Officer **Adrian Rideout** said: "I know from experience how good they are and how people's perceptions and behaviour can change when they see a camera.

"Courts like camera evidence because it's not just one person's word against another's. With recorded footage, you can see and hear what happened."

On the Underground, 218 stations are now fully equipped with the devices.



## ON THE MAP

**T**hameslink services have been added to the Tube map for the first time since 1999 to give customers more options for travel as we continue to live with COVID-19.

The TfL Go app, pocket maps and diagrams on the TfL website have all been updated to show Thameslink services through Zones 1 to 6, as well as to Dartford and Swanley.

This is primarily to spread the passenger load on trains and aid social distancing.

It is also hoped that highlighting extra lines and alternative routes using all available modes will encourage more people to use public transport, thus reducing the risk of a car-led recovery, post-COVID-19.

## otm

## FONDLY REMEMBERED



**Derek Bryant, 73**, died on 30 December 2020 with COVID-19. He joined London Underground from a career in retail and worked as a railman, a guard and then a driver on the Piccadilly line, based at Wood Green and Arnos Grove depots. His hobbies included attending airshows and dancing, and he was a talented photographer. He supported many charities.



**Herbert (Fred) Cook, 93**, passed away peacefully on 27 August 2020. He began his career with London Transport (LT) in 1948 as a bus conductor, working his way through the ranks to garage operating manager at various South East bus garages including the new Plumstead garage from its opening in 1981. After leaving LT in 1988, after serving more than 40 years, he enjoyed spending many hours tending his allotment. He is greatly missed by his wife Marjorie and family.



**Michael Lee, 71**, died suddenly on 13 December 2016. He joined LT as a bus driver at Holloway garage, and became a payroll manager at Holloway, Archway and Cricklewood garages for both LT and

Metroline. He is greatly missed by his wife, children and grandchildren.



**Robert (Bob) Noon, 87**, sadly passed away on 13 February 2021. After leaving the Army, Bob joined LT in his early 20s as a signal operator. He then moved to the signal office in Cobourg Street where he worked as a senior signal operator until his retirement in late 1992. He will be sorely missed by his family and friends.

**John Charles Summers, 80**, died in hospital on 15 June 2018. He joined LT as an apprentice, working in maintenance and then as a bus driver before moving into a management role. In 1982, he left to become a shopkeeper in Devon. He is greatly missed by family and friends.



**Paul Sutherland, 77**, passed away on 18 January 2021, having contracted COVID-19. He began his career as an administrator at Midland Red buses, but found this boring and sought action by moving to London to join LT as a bus driver. Starting at Chalk Farm, he transferred to Holloway before gaining promotion to the supervisory grades where he ended his career at Edgware bus station

after 35 years' service. Paul had many interests including cinema organs and - especially - trolleybuses, being a strong supporter of the National Trolleybus Association. He was a City of London Liveryman and parish clerk to St Ethelburga's Church in the City which was seriously damaged by the IRA and leant on the then-Bishop of London to have this rebuilt rather than be demolished. It is now a church devoted to reconciliation and peace. He is survived by his cousins, including Juliet to whom he had been very close for 70 years, and his long-term fellow trolleybus enthusiast Peter Goddard.



**Sybil Yates, 89**, passed away on 20 January 2021 having suffered with dementia for several years and, more recently, breaking a hip and contracting COVID-19 in hospital. She worked on the LU ticket inspectorate team, conducting audits at ticket offices, and really enjoyed her time with the company. In retirement, she dedicated her time to the community and numerous charities and support agencies in Wapping, for which she received recognition in the form of a commemorative bench. She was an exceptional person, much loved by her family, friends and colleagues. Though sorely missed, she will certainly not be forgotten.

## AT A GOOD CLIP

➤ **Service reliability on the Central line is set to improve thanks to a £450m engineering programme.**

The Central Line Improvement Programme (CLIP) to upgrade traction and data transmission systems on the 92TS CL Tube stock will allow

the poorest-performing train on the network to complete its service life.

CLIP will also provide new wheelchair positions for improved accessibility, on-board CCTV and LED lighting systems, and an improved passenger information system, as well as structural repairs.

## SHED FIRST

➤ **A state-of-the-art workshop for LU's Trains Modification Unit at Acton Works is set to be completed this summer.**

The £40m facility – known as 'The Shed' – will allow four trains to be worked on at once. It also features an accommodation block

with offices and welfare facilities for up to 200 people.

Senior Project Manager **Chad Frankish BEM**

**FIHE** said: "There are multiple advantages to the investment: work on upgrading trains is cheaper, quicker and more efficient, and turnaround times to get trains back in service are reduced."

# DATA DRIVEN

Ex-bus driver is on a mission to supply computers for needy school kids

**A** big-hearted former bus driver has come to the aid of Kent schoolchildren struggling with home-schooling during the pandemic.

Steve Shears began refurbishing and distributing used laptops in Rainham after his primary school teacher wife Mary found 18 of her 30 pupils had no access to computers at home.

Third-generation driver Steve trained at Plumstead garage and drove out of Catford, Putney and Bromley for four years before becoming an IT contractor in 1994.

At the start of the third lockdown, he used his IT skills to rebuild donated machines for 15 youngsters at Oaklands Primary School.

After reading that the problem affected up to 1.8 million children nationwide, Steve launched a local

appeal which brought in another 110 laptops. These were sanitised and refurbished, before being distributed to schools by Kent estate agents Robinson Michael and Jackson.

"We aim to continue this initiative for as long as possible, to allow schools to build up a stockpile of equipment in case of another lockdown or failure of other donated items," he said.

"I'm sure there are many unused laptops and tablets within the transport network that could be given a new lease of life to help bridge the digital divide that exists for families without adequate internet access.



"If any readers would like to set up a similar scheme, I am more than willing to assist. Also, if anybody would like to donate equipment, it is always gratefully received. It will make a difference."

To contact Steve, email [laptops4schools@marshallsoft.co.uk](mailto:laptops4schools@marshallsoft.co.uk)

# CARE FOR CARERS

**A** retired London Transport executive assistant says help is at hand for those who look after partners, parents or children who would struggle without them.

Paul Fennell (below), who worked in LT's Audit office between 1976 and 1984, is now a trustee at support charity Carers First, which provides tailored information and advice to adults who look after a relative or friend.

The organisation can offer help in a range of areas, including how to access funding for sitting services, which give carers vital respite,

and how to navigate sensitive conversations with health and social care professionals.

"While caring can be a very rewarding experience, it can leave people feeling overwhelmed, exhausted and isolated," said Paul.

"At Carers First, we understand that caring can be hard, but believe getting the right help shouldn't be."

The charity currently serves seven areas in the South East, London, East Midlands and East of England.

For more information, call freephone 0300 303 1555 or visit [www.carersfirst.org.uk](http://www.carersfirst.org.uk)

You can also find your local carers' charity at <https://carers.org/help-and-info/introduction>





# VOLUNTEER VACCINATOR

**A** retired Tube train operator is ready to play his part in the fight against COVID-19 after volunteering to become a vaccinator.

Steve Spurgin, from Redhill, completed a one-day course in administering

the life-saving injections after answering a St John Ambulance appeal.

"It's important for people of my age group to be seen in vaccine centres," he said. "I wanted to do my bit."

Steve (right), who was on the Bakerloo line from

2000 to 2018, could have applied to 'meet-and-greet' patients, or monitor people for 15 minutes after their jab, but chose vaccinator as he is first-aid qualified through his hobby as a rescue diver.

"I'll probably be brought

in when they start giving out second doses to the over-70s, because they'll have to double capacity," he said.

Steve thanked Julian Collins at the Pension Consultative Council for supporting his application.

## RECOGNISING AND AVOIDING A PENSION SCAM

**➤ Pension scams are serious. You could lose some, if not all, of your pension savings, or end up with a large tax bill.**

Fraudsters will try different ways to persuade you to part with your pension. They might:

- contact you out of the blue (cold calling about pensions is illegal)
- promise high or guaranteed returns
- offer free pension reviews
- suggest you access your pension before age 55 (unless you meet specific conditions, you'll be charged a substantial amount of tax)
- pressure you to act quickly.

So, if you're planning to take your pension early, check whether there'll be any penalties. If it's a workplace pension, you may need your employer's agreement to do so.

**➤ Do you know Michael 'Mick' Hennessy?**

Formerly a bus conductor and then trained to become a driver, he worked at Middle Row garage from 1966 to 1971. When the garage closed, staff transferred to the new garage at Westbourne Park. Pauline Pym (Meade) wants to contact Mick, and would greatly appreciate any information available via [paulineian4@gmail.com](mailto:paulineian4@gmail.com) or phone 01603 880984.

## TRAVEL UPDATE

**➤ A decision has been made that the Staff Travel Card issued to colleagues for the year 2020/21, which is printed with an end of validity date of 30 June 2021, will be extended to 30 September 2021. This will give holders an additional three months in which to use the allocation of date boxes for free travel on National Rail services.**

The 2020/21 Staff Travel Cards will not be re-issued with a new end of validity date. National Rail ticket inspection staff will be briefed of this change to allow you to use dated boxes until 30 September.

## LETTERS

Dear **otm**,

I was sad to read of the death of Dick Forty in January's *otm Pensioners' Edition* (Issue 70).

In the mid '60s, he pestered me to join the District line tug-o-war team, and eventually I joined and had a wonderful time there.

We used to go to the sports ground at Acton Works, run around Gunnersbury Park before our training sessions and then go in the bar afterwards. Great times were had.

We played tennis and squash

together, and when I left Acton Works to go to lifts and escalators, we lost touch. I have great memories of our time together.

If any of the team are still around, I would like them to get in touch via [rgthomas100@gmail.com](mailto:rgthomas100@gmail.com).

My sympathies go to his family.  
**Bob Thomas**

Dear **otm**,

I very much appreciate your magazine, as it keeps me updated with helpful and important information.

I am not cyber literate, and don't have a laptop or smartphone. As *otm* is trying towards the paperless practice, I am concerned as to how I will keep updated in the future.

**Victoria Khan**

**Editor's note:** There are no plans to stop printing the magazine. However, we want to encourage as many readers as possible to take the digital edition. This will reduce the environmental impact of production and ensure *otm's* future viability.



Get in touch: Send comments, memories and letters to TFL Employee Communications and Engagement, Floor 10, Palestra (10B4), 197 Blackfriars Road, London SE1 8NJ (enclosing a stamped addressed envelope for the return of photos) or email [otmpensioners@tfl.gov.uk](mailto:otmpensioners@tfl.gov.uk)

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# PENSIONERS' FORUM SUMMARY

## Meeting on 11 February 2021

**T**he Forum continues to be held 'virtually' due to social distancing measures.

Representatives received an update on the timetable for conducting the 2021 Pension Fund Actuarial Valuation, which takes place every three years. The Forum will be consulted on the draft outcomes later in the year, before the valuation and future funding arrangements are finalised.

The TfL Pension Fund team continues to work from home and while some enquiries may take a little longer than usual to respond to, representatives welcomed the efforts being made by

all colleagues to keep a high level of service operating and to ensure the payment of pensions on time.

The content of the latest *otm Pensioners' Edition* was discussed and suggestions regarding future articles made. After a year of COVID-19-related restrictions, representatives are aware of an increasing level of loneliness being experienced by members and in particular those who live by themselves. See the article on wellbeing below, which includes contact details for some national and transport-related support groups for retired colleagues who can be contacted by members for any help they need, or just to have a friendly chat.

## STAYING SAFE IN THIS DIFFICULT TIME

**T**here has not been an experience like the current pandemic in most of our lifetimes.

In such a tough time, it's important to stay safe and focus on your wellbeing, so try following these tips:

- Keep useful contact numbers to hand: GP, family, friends, plumber etc.
- Contact your GP with any concerns about your health - they are still there to support you
- Stay in touch with other people by planning regular calls with friends and family
- Keep a routine to give your day a

sense of order, including chores, reading and light exercise

- Limit your intake of daily news about the virus to reduce stress.

If you're struggling, here are a few organisations who can help you during this period:

**The Samaritans** are available 24/7 for free on 116 123 (UK)

**The Silver Line** - 0800 4 70 80 90

**Age UK Telephone Friendship Service** - 0800 678 1602

**London Transport Superannuitants' Association (LTSA)** - Chair Sandi Barnes on valdexia68@gmail.com or 01273 412011.

**Retired RMT members monthly online meeting** - Membership Secretary Kate Byrne on k8ebyrne@gmail.com

**Retired TSSA members** - call 020 8450 1233 or email TSSA.LT.Retired@gmail.com

### Unsubscribing from printed copies of otm Pensioners' Edition

We've changed the way in which you can opt out of receiving a printed copy of *otm Pensioners' Edition*. If you would like to unsubscribe from having the magazine posted to your home address, please send an email directly to [otmsubscription@tflpensions.co.uk](mailto:otmsubscription@tflpensions.co.uk), quoting your member number.

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## 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](mailto:helpdesk@tflpensions.co.uk) or, if you have registered, you can submit enquiries via the Pension Web Portal at <https://pensions.tfl.gov.uk>

**TfL PENSION FUND**  
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Email: [helpdesk@tflpensions.co.uk](mailto:helpdesk@tflpensions.co.uk)  
Website: [www.tfl.gov.uk/pensions](http://www.tfl.gov.uk/pensions)  
020 7126 4000

**STAFF TRAVEL**  
TfL, Floor 1, 14 Pier Walk, North Greenwich, London SE10 0ES  
0800 015 5073  
[stafftravelservices@tfl.gov.uk](mailto: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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Email: [otmpensioners@tfl.gov.uk](mailto:otmpensioners@tfl.gov.uk)

## PENSION PAY DATES

- 15 March 2021
- 12 April 2021
- 10 May 2021
- 7 June 2021
- 5 July 2021
- 2 August 2021
- 31 Aug 2021
- 27 Sep 2021
- 25 Oct 2021
- 22 Nov 2021
- 20 Dec 2021