



#LONDONISOPEN



Mayor Sadiq Khan has launched a major campaign to show London remains united and open for business following the vote to leave the European Union.

#LondonIsOpen aims to showcase how the creative, inclusive and entrepreneurial spirit of the Capital is still thriving, despite the outcome of the historic referendum.

In a promotional video shared on YouTube, the Mayor said: "We don't simply tolerate our differences in London, we celebrate them. I'm proud to be part of a city that is so comfortable in its diversity."

We've also been a big part of the campaign, supporting #LondonIsOpen with poster and digital campaigns on the Underground, buses and social media.

Newly illustrated Oyster cards, featuring artwork by the artist David Shrigley, have also been handed out. It has all been achieved at no cost to us, nor the taxpayer.

2017 CALENDARS

As part of the ongoing review of cost efficiencies across the whole of TfL, a decision has been taken that we will no longer issue the annual calendars to pensioners. We accept and understand that many of you may be disappointed by this decision. However, the details of TfL Pension Fund pay dates for 2017/18 are included on the annual payslip, in the April edition of *otm pensioners'* and on the Fund website.



The Jubilee line begins its Night Tube service this October, joining the Central and Victoria lines in running all night on Fridays and Saturdays.

The service helps us meet the late night demand for the Tube, which is growing twice as fast as daytime demand.

The addition of the Jubilee line to the service will also be a major help for customers travelling home from venues such as the O2 and Wembley.

To coincide with the new times, we have introduced eight new 24-hour weekend bus services to help customers continue their journeys.

- 34 (Barnet Church to Walthamstow Central)
- 123 (Ilford High Road to Wood Green)
- 145 (Leytonstone to Dagenham)
- 58 (Stratford to Chingford Mount)
- 296 (Ilford Broadway to Romford)
- E1 (Greenford Broadway to Ealing Broadway)
- W3 (Finsbury Park to Northumberland Park)
- W7 (Finsbury Park to Muswell Hill Broadway)

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 2016.

WHAT IS THE NATIONAL FRAUD INITIATIVE (NFI)?

The NFI is the Cabinet Office's data-matching exercise that 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 in the NFI.

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 (October 2016)
- Date last paid

WHAT HAPPENS WITH OUR INFORMATION?

The data we provide is cross-checked with data supplied by other public bodies to see if there are any anomalies that 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 that the person is deceased.

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

It's a legal requirement and this is allowed for by the DPA. The Cabinet Office obviously needs to comply with the DPA 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

THREE FOR ALL



The London Transport Museum, Emirates Air Line and MBNA Thames Clipper are running a three-in-one ticket offer.

A single adult ticket costs £27.50 and child tickets are £8.25, allowing access to the Emirates Air Line 360 Discovery Experience, a single journey on the Thames Clippers and Museum entry.

The new combined ticket is available online and is valid on the day stated on the ticket.

CONTACT DETAILS FOR PENSIONER ENQUIRIES

TfL PENSION FUND
4th Floor,
Wing over Station,
55 Broadway,
London SW1H 0BD
helpdesk@
tflpensionfund.co.uk
020 7918 3733

pls@tflpensionfund.
co.uk

HOSPITAL SATURDAY
FUND
020 7928 6662

TRANSPORT
BENEVOLENT FUND
0300 333 2000

TRANSPORT FRIENDLY
SOCIETY
020 7833 2616

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

STAFF TRAVEL
Transport for London,
Floor 1,
14 Pier Walk,
North Greenwich,
London SE10 0ES
0800 015 5073

PENSIONER LIAISON
Transport for London
4th Floor,
Wing over Station,
55 Broadway,
London SW1H 0BD
0800 015 5074

You can log on to
the TfL Pension Fund
website at www.tflpensionfund.co.uk

otm enquiries
otm Pensioners' Edition, AB, Unit B,
Gemini House, 180-182 Bermondsey Street,
London SE1 3TQ
020 7922 5678 otm@abcomm.co.uk

otm ONLINE

You can access **otm pensioners'** issue online on the TfL Pension Fund website at http://www.tfl.gov.uk/microsites/pensions/on_the_move.asp. You can also opt out of receiving a paper version, saving money on printing and distribution costs, by contacting the Pension Fund Office on 020 7918 3733.

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HERE TO HELP

New platform messages and our 'please offer me a seat' badge scheme are just some of the ways we are improving the customer experience.

The badges were trialled by 1,200 colleagues and customers with non-visible impairments that affect their ability to stand. As part of the six-week project, volunteers were also given a card with a similar message that can



be shown to Underground staff. Elsewhere, new station announcements are being tested to engage with customers in different ways. Personalised variations of the typical 'please stand behind the yellow line' message were the most popular, with one example being 'could everyone please take one step back to allow those in front to stand safely behind the yellow line. Thank you.'

ALL NIGHT LONG

Our highly anticipated Night Tube service has launched, with the Central, Victoria and Jubilee lines now operating trains throughout the night on Fridays and Saturdays.

The Central and Victoria lines were the first to open all night, on Friday 19 August.

Customer Service Assistant Dan-Hayden Smith was part of the team at Oxford Circus on the night, the busy station connecting the Central and Victoria lines. He said: "Things have come together really well. We've been well prepared

for tonight, and the customers are excited and grateful for the extended service."

The Jubilee Line joined the fold on Friday 7 October. The addition of the Jubilee line to the service will be a major help for customers travelling home from venues like the O2 and Wembley.

Stratford Train Operator Shaz Hussain said: "We were very well prepped ahead of the launch. I've been driving trains for the last few months to keep my skills up. Where I'm based the managers have been helpful and supportive as well."

To support the

Night Tube, we have enhanced our existing bus network. New bus services are being introduced in south east London, with a number of additional Friday and Saturday services running through the night, giving our customers flexibility about when they can travel.



TOWER BRIDGE CLOSURES

Tower Bridge will be closed from 1 October to 30 December 2016 while the City of London Corporation undertakes major essential maintenance works.

The diversion takes drivers north over London Bridge and south over Southwark Bridge. Journeys made on these routes will not incur the congestion.



Clapham Common station recently experienced a moggy makeover, with all usual advertising space replaced with pictures of cats.

Almost 700 people helped the Citizens Advertising Takeover Service (CATS) raise £23,000 to buy the advertising space. The cat pictures, which were intended to provide a 'calming' experience for customers, were sent in by the public and animal charities.



UP AND RUNNING

Bakerloo line trains are stopping at Paddington station again after escalator renewal work was completed two weeks ahead of schedule.

Engineers have replaced thousands of moving components of heavily used escalators serving the Bakerloo line at Paddington. The improvement works give the two escalators a further 20 years of life.

Everything you need to know about wiping out timeshare maintenance fees – forever!



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Julie Peasgood 2016
- Writer, presenter, & travel expert



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to make your timeshare work for you. Last year we helped 1000s of people ensure that they were still getting the most out of their investment. For whilst the sun may still shine, and the location’s still great, your needs and that of your loved ones will inevitably

change over time. Our Timeshare Health Check helps you assess if your property is still right for you – and if it isn’t, we offer straight talking and totally independent advice on what to do next. To find out more and to claim your **FREE** guide call **TODAY!**

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“Very pleased with the end result! I was chairman (of a timeshare consumer organisation) for 5 years and so I know just how difficult some of these matters can be and that there are a number of resale agents out there who are sharks and criminals. My wife and I were impressed with the service and very happy with the outcome. ” - Mr Johnson

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STEP BACK IN TIME

Exploring London's hidden history

Nine lucky colleagues were given the chance to visit Down Street station, one of the disused stations featured in the coveted Hidden London tours.

The tour happened after a suggestion on our Yammer social network about how we could run them in exchange for a donation to charity. For the first tour, we raised almost £800 for the Railway Children charity.

Located between Hyde Park Corner and Green Park stations, Down Street had a short life as a working Underground

station from 1907 to 1932, but was transformed into a bombproof bunker during the Second World War.

Prime Minister Winston Churchill often secretly took refuge in the tunnels at the height of the Blitz.

Lillie Bridge Depot Manager Dave Heron said: "The tour was fascinating. I've always been interested in history, so I was very happy to be chosen to come along."

Financial Planning Analyst Sonia Khan said: "I really enjoyed seeing the station, and was particularly interested by the wartime living quarters."



Meanwhile in Clapham, five colleagues had the opportunity to delve 11 floors under Clapham Common to a deep-level shelter.

This shelter was also built to safeguard Londoners from the Blitz.

Four tunnels, each the size of four football pitches, were built to house up to 8,000 people, with basic living conditions and beds provided in open rows of triple-tiered bunks.

"It's absolutely amazing that the whole thing was dug by hand," said Purdie Prospere, Administration Delivery Manager.

"I'm Balham born and bred and this being so close to my home has taken me completely by surprise. I can't imagine what it was like down here in 1944."

Following the end of the Second World War the shelters were closed briefly, before serving as the first stopping point for some of the migrant workers arriving from the Caribbean on the MV *Empire Windrush* in 1948.

London Underground employed 20 per cent of the Windrush contingent, who stayed at Clapham South for anywhere from a few nights to four weeks.

Customer Service Assistant Leon Rowe said: "The Windrush section made me stop and think. It's almost like connecting the dots of our ancestry, which is something that's new to me.

"I think the people who arrived in Clapham from the Caribbean were brave and I'm really glad I got the chance to come down here and relate to their journey."

ACCESSIBILITY GETS A LIFT

New lifts have been installed at Tower Hill, making it the latest Tube station to become step-free.

The station sees around 22 million customers every year and is now accessible to disabled people and those travelling with prams or shopping without negotiating steps.

Step-free routes have also been created between the Tube station and both Tower Gateway DLR and National Rail services at Fenchurch Street station.

Tower Hill serves the Circle and District lines and is the 68th step-free Tube station in London. By 2018, more than half of our rail and Underground stations will be accessible to all.

All 9,000 London buses have ramps and are fitted with low-floor platforms for wheelchairs and prams.

REEL LIFE ACTION

Station colleagues at Seven Sisters, Acton Town and Upney have been trialling body cameras to capture abusive or threatening behaviour by customers.

The cameras can be hung by a strap and securely clipped to clothing, with colleagues only recording when an incident occurs.

Once a colleague films a video, it is sent to the Revenue Protection team, who are leading the trial.

Seven Sisters Customer Service Supervisor Saj Rauff said: "We have CCTV

all over the network, but this way people know they're being recorded one-to-one, and that the camera is picking up what they are saying. It will stop aggressive customers in their tracks."



NORWOOD IN BLOOM

Green-fingered locals have transformed West Norwood bus garage into a flower and fresh produce-filled site.

Wayne Trevor, Customer Sponsor London Underground, lives in the area and approached the garage two years ago when he noticed the planters outside it were overgrown and unloved.

"I offered to tend to the flower boxes and the garage manager was happy to let me get on with it," said Wayne.

"I started with the planters on the corner of the high street but it expanded



to the street itself and is now 40 metres long."

Wayne is now part of a group of 25 people in the community who work on the site. They even recently started growing fruit bushes, corn and potatoes.

"It's great to see children getting stuck in and digging up potatoes," said Wayne. "We've grown around £140 worth of fruit and vegetables and donated it to a nearby food bank."

Gordon Elliott, Deputy Operating Manager at Norwood Garage, said:

"I would like to say a big thank you to all those who have helped."

SIGN OF THE TIMES

Our Circle and Hammersmith & City line signalling cabin at Edgware Road has been designated an item of national historic interest.

The signalling system is part of the Four Lines Modernisation upgrade, but work is in progress to protect this historical equipment for posterity.

"Built in 1926, it was originally used by the Metropolitan Railway," said Jim Carter, Service Competence Assurance Controller at Circle & Hammersmith Service Control.

"The manual signalling can be a challenge when the railway is disrupted, but it's a testament to its pioneering design and robustness that it is still in use today."



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Calling all iPad or Android Tablet owners...

If you ever find your tablet frustrating, aren't quite sure how to do things or just think you might not be getting all you should from it, read on...

Tablets are becoming hugely popular. And no wonder - they're lighter and easier to carry around than a PC. You can sit in a comfy armchair and browse the web or even video call your family around the world.

They're easier to use than PCs in lots of ways, too. But there's a catch. In fact, two.

Catch number 1:

They're different from PCs. So if you already know how to use a PC, you have to start again.

Catch number 2 (the big one!):

There are lots of important features that are "hidden". There's no button for them, saying "click here". And you simply can't work it out. You need to know to slide the screen from the left, or drag the thingy-me-bob to the right.

Someone needs to tell you these things - it's just not possible to work it out as you wouldn't even know they're there!

If I ran the world...

If I ran the world, these devices would come with a proper manual. But when they do come with a

manual, it's on the device, so you can only get at it if you already know how to use the thing! And when you do get at it, it's usually written assuming you already know how to use it - which makes it a bit pointless.

That's why I've written these books: *iPads One Step at a Time* and *Android Tablets One Step at a Time* (ideal for all Android tablets).

Plain English - that's not all...

They explain how to use the device, in plain simple language, with pictures of the screen showing exactly where to tap or slide your fingers. No jargon!

Only Half the Story...

That's only half the story, but I don't have room to explain what I mean by that here. So I've put together full information on the books - who they're for, what they cover and so on.

What's more, the books also come with a small free gift - no room to explain that here, either!

"Better than WHSmith's Best"?

As soon as these books came out, I started getting comments like...

"Thank you for producing such a superb book - it is really helping me. I had bought one (a book) in WH Smiths a short while ago and couldn't get on with it at all!" - J.S.

and *"I am delighted with the new book on tablets, so many things I didn't understand before, being of the 'retired brigade' it's a great help." - Doreen Wadsworth*

Don't buy now, do this instead

Anyway, don't buy now. Instead, you can find out the full details about what's covered, who they're ideal for and what you might be missing out on, then decide. Just ask for a free information pack.

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We won't share your details with anyone else

Thank you to everyone who has contacted us. We love your comments, memories and letters, but due to limited space we can only print a selection. Write to: otm pensioners' edition, AB, Unit B, 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. Thanks – we look forward to hearing from you.

ON THE BEAT

It was nice to see the photo of Peter Eldridge in the last issue; congratulations to him and Rosa on 60 years of marriage.

I joined *LT News* in the 1980s as a journalist and one of my jobs was to talk to Peter on the latest offers to staff through his Special Value Holidays section. This meant choosing four destinations, giving details



of how to book through Peter and how to get discounts.

I was a corporate reporter, meaning I covered everything and anything that wasn't confined to buses and Underground. I always look on my spell with *LT News* as a very enjoyable time in my life.

Geoff Sawyer

CHILDHOOD MEMORIES

My father Wally Bryan was at Southall garage from 1957 until 1986, and sadly

passed away in 2009.

His first position was driving the 92 bus to Wembley. I remember going to the garage canteen to watch him play snooker and enjoyed the day trips to Canvey Island and Chiswick Empire for shows.

Our family has happy memories of our visits to the Welsh Harp for the sailing competition days.

Sending our family wishes to all staff past and present.

Maria Gardiner (née Bryan)

otm

FONDLY REMEMBERED

Peter Bernasconi
10 June 2016, aged 76

Peter was Garage Manager at Finchley Garage and worked for TfL for over 25 years. He joined as a Bus Driver, working his way up to Inspector before entering the management team.



Clive Hodson
3 October 2016, aged 74

Clive was well known throughout what was London Transport. He worked in a number of senior posts in finance before retiring as Managing Director, Buses, and was a member of the LT Board. He held a pivotal role in the privatisation of the London Buses.



John Levey
21 March 2016, aged 66

John started working as a Conductor at Palmers Green bus garage, rising through the

ranks to become a Garage Supervisor Assistant (GSA).



Peter Scammell
11 August 2016, aged 86

Peter worked at Victoria Coach Station for over 40 years, joining in 1954 as a Traffic Clerk in the enquiry

office and retiring in 1995 as Assistant Commercial Manager. After retiring, he moved to New Zealand with his wife Esther.

Lucy Searle,
aged 100

Lucy was a Ticket Collector at Aldgate and Bank, but spent much of her 30-year service at Whitechapel.

Victor Smith OBE
16 July 2016, aged 91

Victor was a senior Signal Engineer before retiring as Director of Signal and Electrical Engineering.



Peter Trippick
23 August 2016, aged 86

Peter joined London Transport as a Mechanical Fitter, firstly at Potters Bar Bus Garage and

later at Wood Green Bus Garage. He retired in 1989 after 37 years of service. Peter was a third generation London Transport employee, following in his father Ernest's footsteps.