

otm

on the move

Future trains are on track

Staff got a first look at the Victoria line's new carriages at a preview at Euston in July.

The trains, due to come into service in 2009, benefit from increased capacity, better acceleration, improved accessibility, CCTV in every carriage, and enhanced in-carriage customer information.

The improvements will be especially welcomed by drivers. The cab will now have its own door, so operators will no longer have to access it through the passenger car. The trains will also have right-hand drive, as most Victoria line platforms are on the right-hand side, and the driver will be able to select any CCTV image from the train in the cab.

Testing on the first pre-production train will begin in Spring 2007. By the middle of 2008 the trains will be tested during passenger hours, with delivery of the 47 trains beginning in 2009.



Just sign here please: recruiting in Barbados in 1956

HISTORY IS MADE

Celebrating the 50th anniversary of Caribbean Recruitment



Ms Hart on the buses in 1962

When London Transport (LT) first brought its direct recruitment scheme to the shores of Barbados in February 1956, little did people know that this migration would massively influence the changing face of Britain's society for generations to come.

Not only did it change the image of London Transport, but the influx of men and women from Britain's former colonies would help bolster LT's booming workforce which topped 87,000 in 1956.

This year, TfL's Generations Project celebrates the 50th anniversary of the scheme and the contribution made by the thousands of Caribbean men and women to make the capital's transport system one of the most effective in the world.

In response to an appeal, many of you came forward to tell us about your own experiences.

One of the many faces to turn up to Barbados' LT recruiting office to sit an assessment back in 1956 was John Mascoll, then 18 years old.

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FORUM UPDATE

Here are the main points from the meeting held on 10 August 2006

The meeting discussed progress on the restructuring of the Pensioner Liaison Scheme and the appointment of the Pensioner Liaison Manager (PLM), who would drive the changes forward. In response to the pensioners representatives' concern at the time it was taking to appoint the PLM, management indicated that they would expect the process to take a further two to three months. It was noted that a pensioners representative would have the opportunity to participate in the selection procedure.

- The pensioners representatives were given a presentation by Steve Young of Trident Communications, the company who would be taking over the contract for all LU house magazines, including otm. The pensioners' representatives outlined the type of articles they would like to see included in the pensioners' edition of otm.
- It was noted that the transfer of the Staff Welfare Fund to the Transport Benevolent Fund was expected to take place by 1 September 2006. [see Late News on p7]
- A request for "no timescale" Freedom Passes for pensioners who held LU/TfL retired staff passes was rejected by management.
- In response to an enquiry on how frequently the TfLPP website was updated, management indicated that it was updated regularly and monitored every two months. However, a caveat had been placed on the website saying it was not up to date with regard to recent pensions legislation.



Notting Hill Carnival

It's a sizzling August day and the Notting Hill Carnival is cranking up. Over a quarter of a million people are on their way and you're facing what seems like the biggest human traffic jam in history.

Feeling nervous? Well, you needn't be. Not if you've been trained to meet the challenge of handling massive events, like our staff at Notting Hill Gate and Westbourne Park stations.

Every year they smooth the way for vast crowds of revellers who come to West London for the Carnival.

And every year they're ready. The heat is on but they're as cool as ice!

The sheer numbers involved means that safety is key. "About 600,000 people go through the station over the two days. That's more than 30,000 people an hour. It's the biggest street festival in Europe," points out Notting Hill Group Station Manager, Tony O'Donnell.

"To cover the size of the crowds, we have in the region of 300 staff working for Carnival, including staff coming in from elsewhere to help us out." In fact, London Underground ably faces the challenges of all the capital's key events, such as New Year's Eve and the London Marathon.

TV advertising

To raise public awareness of the drive to improve the Tube, London Underground Managing Director Tim O'Toole spent a day filming three 10-second ads.

The ads, shot at Tufnell Park, show what happens behind the scenes when a station is closed for planned works and encourage customers to

check their route before travelling on weekends. "The ads demonstrate to the public the breadth of work being carried out across the Tube network," says Elizabeth Norris, Head of Marketing Communications. They feature until 14 November on Carlton, LWT, Channel Four (London) and Channel Five (London), timed to link with the news.

CONTACT DETAILS FOR PENSIONER ENQUIRIES

TfL Pension Fund
020 7918 3733

Pensioner Liaison & Staff Travel
0800 015 5073

Other useful numbers:
Hospital Saturday Fund
020 7928 6662

Hospital Savings Association
01264 353211

Simply Health
0800 072 6719

Transport Benevolent Fund
0870 0000 172/3

Transport Friendly Society
020 7240 8886

Tax queries – HM Inspector of Taxes
0845 300 3939 (quote ref 083/LT7 and your National Insurance number)

We're always keen to hear from you, so send us your news, story ideas and letters by writing to:

otm pensioners' edition
Trident Communications
3 Selsdon Way, City Harbour,
London E14 9GL

Email:
otm@tridentcommunications.net
Tel: 020 7918 3388 or 020 7536 8900

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➔ continued from front cover

NEW GENERATION

However, unlike the majority of others who went there to land themselves a job and a one-way ticket to London, John had an entirely different agenda – he wanted to find a way to help his colleagues pass the test.

“I never said anything to my parents about my intentions. I sat down and did the exam paper. I was very relaxed about it... there was no way I would be going on a train and plane – I was just thinking that I could remember the questions and tell my mates. But by the time I got to my village, I had received a postcard saying I was going to England.”

Leaving the island on the Sunday of that week, by the following Tuesday, John was stationed at White City

to do nine weeks’ training before starting off as one of LU’s station men. He would eventually be promoted to station guard and then train driver for the Northern line.

However, coming to terms with harsh reality and seeing past the ingrained colonial myths of the West Indies’ ‘motherland’ turned out to be more of a shock than John imagined.

He says: “It was cold and it was foggy. The grime on the buildings was black... I found the people OK though.”

John retired in June 2005 from his position as DSM at Edgware after a 40-year career.

For more information on TfL’s Generations project, visit the website: www.tfl.gov.uk/generations



Pedal power

Brian Frampton goes for the healthier option and gets on his bike

When Westminster station Customer Service Assistant Brian Frampton decided to quit smoking 16 years ago, he replaced it with another much healthier addiction – cycling.

The 67-year-old, who works part-time since retiring in 2004, always cycles to work, whatever the weather – rain, shine or snow.

Brian, who commutes to Westminster from Kennington, first began cycling when he was working the night shift at Piccadilly station in 1984. “I started riding to

work to save me the hassle of waiting for the night bus to get home each night.”

He admits that although it took a little getting used to at first, after the initial week it became second-nature. “A bike is for life, not just Christmas,” he laughs, urging new cyclists to stay committed.

“It saves me the hassle of parking – I just come in to work and put my bike in my locker,” he says, adding that other more obvious benefits include a reduction in travel costs, environmental benefits and improved health. Brian is now planning to buy a new racing bike. “I intend to keep on biking, but you won’t see me wearing Lycra anytime soon!”

“I started riding to work to save me the hassle of waiting for the night bus to get home each night”

Brian Frampton

Customer Service Assistant, Westminster

Happy birthday Elephant & Castle

Staff at Elephant & Castle threw a party for their customers on 4 August to celebrate the station’s 100th birthday.

Balloons and streamers lined the station to mark the occasion, while staff handed out birthday cake and lollies to customers passing through. A plaque, recording the centenary, was put up in the station.

Bakerloo line General Manager Kevin Bootle, told us the birthday celebrations were a fun way of connecting staff and customers. “We’re very excited to be celebrating this special occasion. It’s great to be able to involve the customers.”



Anna Smith, Group Station Manager

Anna Smith, Group Station Manager, says the festivities were great: “Normally our customers pass

through the station for their journeys, and that’s it. It’s good to see some of them stop for a chat.

It’s important for the customers to feel part of the birthday celebrations.”

Kevin also used the centenary as an opportunity to hold a Meet the Manager event, explaining to customers about the refurbishment underway at the station.

- The work includes:
- new CCTV cameras
 - an improved public address system
 - new lifts
 - additional help points
 - a new control room
 - new lights and tiles.

“Everything from the floor up is being improved. This investment will allow the station to continue for another 100 years,”

he says. Kevin expects the refurbishment to be finished early next year. “Our customers will really benefit. The station is going to look absolutely fantastic.”

“The work is going along well. The station will look nice and the customers will be very impressed”

Olugbenda Aroloye

Customer Service Assistant

NOTICEBOARD

→ The new Travel Services and Pensioner Liaison Manager is Niki Malik. Niki has taken over from Veronica O'Leary after working for TfL for over two years in Human Resources. She has been a Resourcing Team Leader managing a team of 14 employees, and more recently a People Management Advice Specialist dealing with complex HR queries and employment law. For any Pensioner Liaison queries, please call 0800 015 5073.

→ A quarterly publication featuring personal memories of World War II may interest you. *Wartime News* was launched in 1995 following the 50th anniversaries of D-Day and VE Day to ensure the events of the war would be told to future generations. Call 01202 557200 or send an email to wartime@wartimenews.co.uk

→ The Audit Commission has requested payroll and pensions information from the TfL Group, including the TfL Pension Fund, as part of the

National Fraud Initiative to detect fraudulent and erroneous payments from the public purse. You don't have to do anything, as data will be automatically collected from TfL Group in October 2006. TfL are legally obliged under the Audit Commission Act 1998 to provide information, and so want to inform those in receipt of a pension from the TfL Pension Fund what is happening. The Audit Commission will comply with the Data Protection Act in its use of the data.

The art of detrainment



James Mitchell, Victoria line (left), and trainer Anthony Hudson at a detrainment session at Electra House

It's the travel nightmare no passenger wants, so how do staff make a difference?

The temperature is rising, each car is crammed with commuters and the train is stalled in the tunnel.

It's the moment when quick thinking can provide a solution to a potential situation by detrainment passengers and leading them to safety. In the last 12

months, there have been few detrainments but it is something that London Underground staff are trained to cope with and for which they always need to be prepared. Here, we take a look at best practice, employees in action and how staff are making sure each detrainment is as safe and swift as possible.

Making the decision

"Each case is dealt with individually," says Network Co-ordination Manager Andy Barr. "We have to consider the temperature on the train, the number of passengers involved and the time of day before we can make the decision to detrain." Andy oversees

activity at the Network Operations Control Centre, making sure that everything is running smoothly and managers across the network are following operational procedures correctly.

"It's important to remember that detrainment is not a frequent occurrence. But there is heightened sensitivity to trains stopping in the tunnel for extended periods of time, particularly during the summer months."

Best practice

Andy says, "The safest place for passengers to be is on the train. If we can't move them through the train or through two trains on to the platform, then walking them along the track is a last resort."

What about time limit?

Different times have different approaches. If it's quiet with few people on board, we have a larger time threshold to act than during peak periods. Speed is of the essence, with hundreds of passengers on board and temperatures rising.

Our aim is always to get customers off the train as fast as we can.

Model training

"We're introducing more user-friendly scenario-based refresher training to help develop all competencies," explains Training Delivery Team Leader Sean McArdle. "We use model trains to work through different problems, adapting them to a particular line's environment."

"The safest place for passengers is on the train. If we can't move them through the train or through two trains on to the platform, then walking them along the track is a last resort"

Andy Barr Network Co-ordination Manager



How I helped catch a killer

Station Control Room Assistant George Stoddart is to be given an award by the Metropolitan Police for helping them catch a brutal killer who modelled himself on horror movie bogeyman Freddy Krueger.

It was a day that began just like any other on the ticket window of Tottenham Court Road station. That was until George, then an SAMF, locked eyes on his next customer: killer Daniel Gonzalez. Gonzalez was in the midst of a three-day killing spree that had already left four victims dead. Already that day – 17 September 2004 – he had killed three people in frenzied knife attacks in Tottenham and Highgate. A few minutes earlier,

one of George's colleagues had read out a police description of the wanted man. "At the time it almost

went in one ear and out the other but then within 10 minutes Gonzalez was standing at my window," says George

"He had scratches on his hands, and the description fitted. When he gave me a bloodstained £20 note I knew for sure he was the man the police were after. I told him that I needed to get a new ticket roll, to stall him, and once I was out of earshot I said to my supervisor: 'The bloke at my window is wanted, call the police.'"

"When I got back to the window I knew that the police needed more time to get to us so I tried to stall him. I took an elastic band out of my pocket and started fiddling around with the machine as if I needed to fix it, to delay him for as long as possible."

George's delaying tactics worked. By the time he handed Gonzalez his ticket all trains in the station had been immobilised and CCTV was following the killer's every move. The police arrived on the scene within minutes and Gonzalez was arrested before he could carry out any more attacks.

Without George's intervention, Gonzalez may have escaped from the area and gone onto kill more people, as part of his crazed mission to become an infamous serial killer. Gonzalez was eventually sentenced to six life sentences for four murders in Sussex and London during his three-day rampage.



Access all areas

Now that we've got the world's largest wheelchair-accessible bus fleet, people with disabilities have no problem getting around, right? Well, not quite.

While it's a move in the right direction, certain issues still remain. Do the ramps work effectively, for instance? Are children's buggies being put in the wheelchair space? And are drivers stopping if they see somebody in a wheelchair at a bus stop? It was questions like these that

prompted TfL to support disability rights group Transport for All (TfA) when they organized a "Claim the Buses" event on 21 August.

The aim was to encourage as many wheelchair users as possible out on London's buses and get them to highlight any concerns or satisfaction on questionnaires. Some 200 people took part, and their feedback will now be used to improve further accessibility across the network.



Did you know...?

All new buses are fitted with retractable ramps at the middle doors. Inside there is a designated space for wheelchair users, and a blue button on the handrail next to this space to alert the driver.

The history man

An LU pensioner – a former librarian of the London Transport Museum – has published a biography of one of the 20th century's most infamous figures.

Michael Fitzgerald's *Adolf Hitler: A Portrait* (Spellmount Publishers) uses the latest research to analyse the origins of Hitler's ideologies. According to a customer review on one Amazon website: "This book helps the reader to understand Hitler and his Reich without in any way making them feel sympathetic. It is one of the most original and thought-provoking works ever written on this difficult subject."

Michael (pictured right) tells us: "There is a perennial fascination with Hitler, and more biographies of him have been written than any other person.

"Many of London Transport's pensioners either fought in the war themselves or heard tales of it from their parents. The book will be of great interest to all of them." Michael is a member of the Society of Authors, and *Adolf Hitler* is his fourth published work. Recently Michael was a delegate at the Cambridge History Festival.



Tackling bendy bus fare evaders

One or two readers have asked what's being done to prevent fare dodgers boarding bendy buses without buying tickets or using a valid Oyster card. Mayor of London Ken Livingstone has answered a similar query (see www.london.gov.uk/londoner/06july/letters.jsp) as follows: "On average only seven per cent of passengers on the 12 routes operated by bendy buses do not have a valid ticket. While bendy buses don't have on-board inspectors, London Buses' 250 Revenue Protection Inspectors check a million tickets every month. Anyone without a valid ticket must pay a £20 penalty fare or go to court. Ninety-nine per cent of cases Transport for London prosecutes results in a conviction. Transport for London also mounts operations across London around 50 times a month with large numbers of inspectors, supported by the police, to tackle fare dodging. Next year, the number of revenue inspectors will increase by a third. And there are plans to increase penalty fares as well."

Cricklewood calling!



Tom O'Callaghan tells us Cricklewood Garage is holding a reunion on 10 November 2006. This photograph was taken during the 2003 reunion and features bus drivers, engineers, canteen staff, managers, inspectors, and supervisors – some retired and some still working in the bus industry. For more details of the reunion, simply email Tom at: tomocall1@yahoo.co.uk

FONDLY REMEMBERED

☀ **John (Jock) Black**, 7 December 2004, aged 69. He worked as a bus driver at Edmonton Garage and then at Ponders End.

☀ **Lionel George Burke**, 7 June 2005. He worked as a driver at Thornton Heath Garage.

☀ **Arthur Creed**, March 2006, aged 92. He was in Bus Engineering.

☀ **Bob Forster**, 14 July 2006, aged 88. A former Dunkirk and Monte Cassino veteran, he then worked as a ground shunter at Hammersmith and Stonebridge Park depot and guard at Watford depot.

☀ **Norma Francis**, 31 March 2006, aged 56. Norma worked in the Fares and Charges Office at 55 Broadway and later Works and Buildings, Parsons Green.

☀ **Gertrude (Gertie) Hanlon**, 14 July 2006, aged 64. She joined London Transport at Putney Garage as a conductress in 1962 and retired in 2004 after 42 years of service.

☀ **John (Jimmy) James**, 20 October 2003. Employed at Chiswick works before retiring in 1984 after over 36 years service.

☀ **Ron Larkin**, 4 July 2006, aged 70. He worked as a conductor on the trolley buses at Stonebridge Park in the 1950s and then a bus driver at Putney Bus Garage, for a total of 35 years.

☀ **Terry Lowe**, 24 June 2006, aged 71. Terry's career was spent in Railway and then Bus Engineering.

☀ **Winston (Mac) MacTaggart**, 15 July 2006, aged 71. Worked as a bus driver and an inspector in

south London then as a driver/operator at Tottenham and Leyton Garages. He retired in 1994.

☀ **Mrs C G (Babs) Manville**, 16 July 2006. She worked at Norbiton Garage.

☀ **Patrick Joseph McGinley**, 22 April, 2006, aged 76. He was a conductor at Thornton Heath Garage for over 27 years.

☀ **Leonard Merry**, 2 June 2004, aged 76. He worked as a bus driver and driving instructor in Streatham Garage for 20 years.

☀ **Barry Osborne**, 7 August 2005, aged 61. Worked as a bus driver at Stockwell Garage for 23 years before early retirement in 1993.

☀ **Fred Panton**, 17 August 2006, aged 80. Worked as a motorman at Golders Green depot.

☀ **Gerry Pearse**, 19 July 2006. Gerry was a railway operator and his last post before retirement in the late 1970s was Staff Relations Officer.

☀ **Patrick (Pat) Joseph Power**, 1 June 2005, aged 62. Pat worked on the Northern line for 18 years as a guard and booking clerk.

☀ **Eileen Rowan**, 21 March 2006, aged 68. She worked at Leyton, Loughton, Upton Park and Bow Garages.

☀ **Henry (Harry) Thomas George Sanders**, 18 September 2006. Harry joined the service in 1958 and was a motorman on Bakerloo line before retiring in 1986.

☀ **Ellen (Nellie) Stevenson**, 21 June 2006, aged 90. She worked at The London Transport Food Production Centre in Croydon.

☀ **Reg Sweet**, 26 December 2006, aged 52. Reg worked as an asset manager at London Underground.

☀ **Ernest (Ernie, or 'Dick') Tagg**, 1 March 2006, aged 93. Ernie retired in 1969 after 43 years service on London buses, starting in Holloway Garage and working for most of his career as a senior mechanic at Chalk Farm Garage.

☀ **Albert Ross Taylor**, 23 June 2006, aged 93. He had been a London Transport bus driver for 36 years, his last garage being Abbey Wood.

☀ **Christopher Wilcox**, 20 May 2006, aged 78. He worked as a bus electrician in Riverside Hammersmith and Shepherds Bush for 42 years. After retirement he was a Pensioner Liaison Representative for six years until 2000.

LATE NEWS...

→ TfL has transferred the Staff Welfare Fund (SWF) to the Transport Benevolent Fund (TBF), so that it may acquire tax-free status and be more accessible to staff and pensioners. Certain staff now working for (or retired from) PFI/PPP contractors are also eligible for help, as are dependants. TBF Director Chris Godbold told otm that staff and pensioners in payment do not have to be TBF members to apply for help from the SWF, though its resources are necessarily limited as it has only investment income to use.

However, this would be available for the relief of need, hardship or distress among beneficiaries. The money was 'ring-fenced' so that it was kept separate from the main TBF funds. All requests for help are dealt with in complete confidence and details are not given to employers. **A full list of potential beneficiaries may be found at www.tflswf.org.uk, by calling TBF on 0870 0000 172 or 173 or writing to TBF at 87A Leonard Street, London, EC2A 4QS. Further information about TBF is available at www.tbf.org.uk**

→ The TfL Festival of Carols will be held at St Martin-in-the-Fields, Trafalgar Square on 6 December at 7pm, doors opening at 6.15pm. All staff and pensioners are invited. The service is organised by the Transport Benevolent Fund (TBF) and features London's Transport Choir. For further information about the choir, please visit www.londonstransportchoir.org.uk



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letters **Have your say**

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DEAR EDITOR

On reading my otm July edition, I fully support what Tony Owen said about LT, except to go one step further and say that we were more like one big family.

Let me give you one instance, I was one of the early LT pensioner Liaison Reps, I sent out the card to notify pensioners when I would call on them, on this particular afternoon I called on a lady in a bedsit, I knocked on the door and she said to come in. There she was in bed, all dressed up to the nines and I wondered what I had let myself in for. After the introductions she told me that she was suffering from terminal cancer and had only months to live and, seeing as this was one of her better days, decided to make herself up to meet the man from London Transport.

We had a good old chat, she was very cheerful all the time, and when I left I was choked but very impressed. When I got home I called Gordon Marsh [then the Pensioner Liaison Manager] to tell him the story. A couple of days later I got a phone call from the lady saying that Gordon had sent her a big bunch of flowers, and that made her day.

Unfortunately I never saw her again; she died about six weeks later. As I saw it I think we were one big (not always happy) family, but family, so there must be lots of similar stories like this.

Keep up the good work.

Harry Oliver

DEAR EDITOR

The article “Last stop for Shoreditch” in the otm July edition brought back many fond memories of my period of service as station master at Whitechapel, with responsibilities for Shoreditch. Perhaps the following may be of interest...

In 1966, the following article was printed in the East London Advertiser: “Passengers gaped as the driver and the guard of the 4.10pm rush-hour Shoreditch to Whitechapel Underground train overtook them on the 600-yard downhill run. The train ran away while the men filled their billycans at Shoreditch to make tea. They caught up with it and took over the controls. An inquiry will be held by London Transport.”

The first time I knew about this train was when the Line Controller rang to inform me that a train was on its way without its driver and guard. “Do your best to board the train and stop it!” he said. “Some hopes of that,” I replied. Accompanied by the duty foreman with a loud hailer, red and green flags and hand lamp at danger, we informed the waiting passengers that the next train will “probably” be non-stopping. The train appeared travelling very fast, and completely ignored my signals.

The runaway train proceeded on its way through Shadwell and Wapping, picking up speed, descending under the Thames through Rotherhithe, slowing to a halt on the rise to Surrey Docks, and then reversing back to Rotherhithe, then back and forth until it finally came to a stop under the Thames!

John T Reeves

DEAR EDITOR

I agree 100% with the letter in July's edition of otm saying how TfL/London Transport look after their staff in retirement. They also look after dependants also. After developing cancer and subsequent surgery, I was much in need of a convalescent holiday. As my late husband was a former employee of TfL, I found the convalescence at Bridge House in Dawlish a great help with my recovery and I felt much better after a week with sea air and good food.

We were cared for by helpful staff and TfL is lucky to have such a good home to visit. The beautiful and comfortable surroundings of Bridge House enables you to have a relaxing convalescence.

My late husband would be gratified to know that TfL takes care of their dependants so well.

Mrs J Armour

DEAR EDITOR

With reference to Bill Brown wanting to track down an old colleague: Arthur Tuckfield from the clock section at Lillie Bridge and Earl's Court depots. Sadly he died aged 83 on 12 November 1988.

JR Harrison
(daughter of Mr Tuckfield)



WOULD YOU LIKE TO RECEIVE THE OTM STAFF MAGAZINE?

If you are a retired employee and you wish to receive the staff edition of otm every month, you can subscribe for £12 and receive issues from November 2006 to October 2007. Please fill in your details and send with a cheque or postal order (not cash or credit cards) for £12 payable to “London Underground” to: otm subscriptions, Employee Communications, 5th Floor, East Wing, 55 Broadway, London SW1H 0BD.

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