



APRIL 2008
NUMBER 19

otm PENSIONERS' EDITION

ON THE MOVE

EASY ACCESS

Every member of London Underground staff can play a key role in making the Tube accessible to all of our customers

London Underground is changing. As we transform the Tube, significant improvements on access for everyone are being made, from new rolling stock, better employee accommodation and to the way stations are being upgraded.

Restricted access for key user groups is an area that the Accessibility and Inclusion team are working hard with the rest of the business to improve.

Sarah Varnham, Accessibility and Inclusion (A&I) Manager, explained: "Much of London Underground was built more than a 100 years ago, when accessibility was not considered an important factor in transport planning. Now, however, it's incredibly important, and the Disability Discrimination Act of 1995, which focuses on ending the discrimination that disabled people face, ensures we do the right thing.

"It's not just building expensive lifts for wheelchair users that's important; there's a whole range of small-scale operations that will

have a huge impact. Things such as tactile floor strips, contrasting coloured hand rails to aid our visually impaired customers, and induction loops or improving toilets are hugely beneficial to those we represent."

But the A&I team know that employees on the frontline are also essential for positive customer travel experiences. Sarah explained: "Staff training is a key part of what we do. When you speak to the organisations that represent people with disabilities or people from excluded communities, and you ask what the biggest thing we can do to help, they'll say staff training."

Projects in progress that are also part of our drive to improve the customer experience include:

Priority Seating Trial

■ In 2005, a Customer & Stakeholder Insight survey showed only 71 per cent of customers were aware of the location of priority seats on trains; as a consequence, LU began looking at how this figure could be improved.



Wide aisle gates offer customers greater independence

In August 2007, a three-month trial began, showcasing different eye-catching seating moquettes (patterned coverings) to help determine which designs stood out. With CCTV helping to collate results, it was found that the new moquettes increased awareness of priority seating. TfL's Independent Disability Advisory Group is now giving its view on the trial, and the new moquette may be rolled out across the network.

Platform Humps

■ A key factor for disabled customers who want to travel on

the Underground is the wish for greater independence. The Rail Vehicle Accessibility Regulations addressed this point directly, offering LU guidelines for a maximum step and gap between the train and the platform. LU has since ensured that all trains introduced after 1999 complied with these requirements, and as one method to achieve level access, 'platform humps' have been introduced.

To give level access, a section of platform is raised to create a hump which brings the platform to the same height as the train.

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FORUM UPDATE

Here are the main points of the meeting held on 10 March 2008

- There was a distribution problem over the last issue which was due to the Royal Mail, where large quantities of post had gone missing. It affected the distribution of calendars etc, and LU had to deal with more than 1,800 calls. This had a positive effect, however, in that the distribution address lists were updated. LU is in talks with Royal Mail over compensation.
- Gerry Duffy stood down as chair, handing over initially to Martin Boots, who will arrange for a timetable and administration of future meetings. However, the Pensioners' Representatives felt that any items requiring a decision to be made would have to be referred to a Transport for London Director. After some debate, Maria Antoniou, TfL HR Director agreed to chair the meetings immediately for a limited period.
- There was discussion about pension slips for Pensioner Liaison Representatives and how expenses and arrears were defined, as some of the money was taxable and others were not. There are limited categories on the pension slip as it's not technically a pay slip. A solution would possibly be to pay expenses via a remittance. Steven Field will look into the options.
- Members also brought up the Pensioners Liaison Committee, believing that more should be done to promote interest in it. Information will be made available on how this should be done at the next meeting.
- The Status Pass cannot open barriers as they don't contain the magnetic strip for the automatic barriers – this will not be available until 2010. This is under review.
- Finally, the committee thanked Gerry for his hard work over the past three years and expressed gratitude to Maria for agreeing to chair future meetings.

Pension rise due this month

The full increase from 1 April 2008 was 3.9 per cent and was based on the rise in the Retail Prices Index over the 12 months to September 2007. This will be paid to eligible pensioners on 28 April 2008. If you have been receiving your pension for less than a year, you may receive a pro-rata increase, and you can find out how much this is by visiting www.tflpensionfund.co.uk or by looking on the reverse side of your annual payslip when you receive it. Annual Payslips and P60s will be issued to pensioners on 23 April 2008, and the payment will be made on 28 April 2008. The staff in the Pension Fund Office are happy to answer any questions you may have about your pension, and can be contacted on 020 7918 3733.



continued from front cover

EASY ACCESS

Some were recently installed on both the northbound and southbound Northern line platforms at London Bridge, following earlier installations at Waterloo and Bank stations. A roll-out programme for level access locations is currently being developed.

Induction Loops

■ Wayne Trevor, A&I Manager, explained: "Induction loops are devices that enable hearing-aid wearers to hear the person they are talking to more clearly, without

background noise.

"They are new to ticket offices and help points, and the Royal National Institute for Deaf People came in to test if they worked, and to see how they were used by frontline staff.

"They identified a few issues, and now, we're bringing everyone together to try and rectify these problems.

Staff are now gradually being made aware of the existence of the loops, which is particularly welcome for people who rely on this technology.

Dear Member

As always, I would like you all to consider whether you could take up the challenge of becoming a Pensioner Liaison Scheme Representative for your area.

As a volunteer, you will be paid £4 for each successful visit, and you will be reimbursed any reasonable expenses, such as postage, petrol, etc. Many parts of the country still don't have any Representatives, and some of those who have been active for the past 15 years or more would soon like to step down and be replaced by somebody younger. Could that be you? Call me on Freephone 0800 015 5074 to discuss further, or write to the Pensioner Liaison Manager, 4th Floor, Western House, London W1D 2LS. To our current reps, I'd like to say thank you, your efforts are appreciated.

If you and your partner are over 55 and want or need to move house, why not speak to someone at the Elderly Accommodation Counsel on 020 7820 1343? Their service is free, and they can offer you advice and information to help you make the right choice. They can also help if you want to stay in your property, or are looking to rent or buy a sheltered one. If you are looking to find out about care homes, they can send you details of properties matching your preferred style and area, and give information about useful organisations.

Kind regards

Yvonne Kerchhoff, Pensioner Liaison Manager

CONTACT DETAILS FOR PENSIONER ENQUIRIES

TfL Pension Fund
020 7918 3733

Staff Travel
0800 015 5073

Pensioner Liaison
0800 015 5074

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)

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Just skidding

London buses are probably the most recognisable in the world, but they take a bit of skill to handle when it is wet.

The skid pan circuit in Chiswick was famous as the training ground for all London Transport bus drivers until its closure in 1987. Its key feature was a circuit sprayed with jets of water, around which trainees had to send a bus into a spin, tilting it one way and then another, and then bringing it safely under control. No one remembers that part of the training more vividly than former instructor Mark Hughes.

Mark worked at the circuit on and off from 1978 until its closure, and sadly, he is the only former instructor around to tell the tale.

Mark recalled: "By the end of a day's training, your arms would ache. It was physically hard work. The old Routemasters had none of the fancy power steering that buses have today."

It wasn't all hard work, though, and during the 1960s, when there was a love affair with all things London, the skid pan played host to several TV and film crews, and group parties. Its popularity led to skidding buses appearing in films like Ian Fleming's *Live and Let Die* and the classic Cliff Richard movie *Summer Holiday*.

"We did have a good time," said Mark, "but it did get a bit



monotonous once the novelty wore off."

Mark recalled one memorable incident when a group of sea cadets came to visit: "One of the chaps completely lost control when he went into the skid and crashed the bus into the training manager's office. He completely wrote it off! The paint marks are probably still there today."

The site closed because it was becoming too expensive to run. Back then, the water wasn't regenerated.

Mark said: "Drivers always drove with more confidence after they had passed the training; it's such a shame that they had to abolish it. I am proud that I worked there, though, and it definitely gave me the experience I needed."

Manners maketh man

A new campaign asking customers to think about the way they behave towards their fellow travellers on London's transport network was launched recently.

Branded 'Together for London', the initiative aims to show customers, through a poster campaign on buses and the Tube, that inconsiderate behaviour is not acceptable on public transport.

The campaign launched in cinemas with a three-minute film by Oscar-nominated director Mike Figgis, which showed four separate stories on a multi-split screen, including one in which an elderly woman looks on as youths play loud music on their mobile phones.

The campaign is being supported by Age Concern London and the National Child Helpline. Samantha Mauger, Chief Executive of Age Concern London, said: "Transport for London's innovative approach to dealing with inconsiderate behaviour is to be welcomed, and we hope that passengers of all ages begin to realise that their behaviour can at times be annoying."

"It's about Londoners talking to Londoners," said John Coupe, TfL Information Development Manager. "If we all take responsibility for our actions, it can make a difference to life in the capital."



Chiltern Railway accepts Oyster

The world is definitely becoming your oyster with another railway service signing up to accept the Oyster card.

Chiltern Railways now offers customers easy-to-negotiate travel to the English countryside, after they accepted the Mayor of London's offer to purchase and install Oyster equipment.

The offer, which was made to all train operating companies, will allow passengers to benefit from all the advantages of the Oyster prepay system.

Other stations that have already accepted the offer include Marylebone, Northolt Park, Sudbury and Harrow Road, Sudbury Hill Harrow and Wembley Stadium. The

implementation of Oyster equipment means that almost three times as many passengers can pass through the gateline than when using printed tickets, that's 40 per minute compared with 15 per minute previously.



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Food, glorious food!

In our last issue, we asked for your memories of the Croydon Food Production Centre – here's just a selection

"I well remember the Croydon Food Production Centre (CFPC), having visited it in the 1960s while working in the Drawing Office at Chiswick Works. In fact, our wedding cake was made there in 1960, and although it suffered a slight mishap being transported home, in that the double horseshoe on the top snapped in half, it certainly did not bring us any bad luck, as 48 years later we are both here to tell the tale!"

Margaret Black

"I remember the sausages, Christmas cakes and pudding for sale, and 'Griffin' Divi tea (you collected the stamps), and a curious-looking biscuit stamped 'L.T.E.' that went with the 'special' menu."

Brian Thomson

"I was impressed with the number of items that were prepared at the Factory for Home Sales, including Special Cakes, Welsh Rarebit, which was delicious, and their famous Christmas pudding, which were the best you could get."

Hazel Thompsett
Manager of (the former) South Kensington Dining Club

"My husband used to bring home the most delightful sausages, Welsh Rarebit and, at Christmas, out-of-this-world Christmas puddings, purchased in the canteens wherever

he was working at the time. All were much missed when this source of food ceased."

Patricia Kelland

"My mother, Ellen Stevenson (Nelly), worked in the Bakery section of the Food Production Centre for 26 years, until her retirement in 1981. She would tell me about all the thousands of bread rolls and loaves they would produce each week for the garage canteens. Apparently, there were occasional panic moments when it was thought a foreign body had got into the mixture, resulting in the disposal of a lot of produce.

The staff worked most Bank Holidays, and at Christmas it was a tradition that the manager, Mr Spencer, and his team would prepare, cook and serve the staff with their Christmas dinner."

John Stevenson

"I was a trainer under Eric Gazelle, Director of Catering, and served at the Baker Street Training Centre, where I taught thousands of catering personnel. I was also the last person to leave and lock up the factory. It was a sad day."

William Fenn

"I was a member of the LT Internal Audit team and had to call at the centre to conduct an asset check of kitchen equipment. My visit was timed to start after the cooking for the day had finished, to minimise any contact



An article in praise of the centre from a 1975 edition of LT News

Examples of Items produced or handled at CFPC (Annual Totals)

Bread rolls	2,548,000
Individual cakes (various types)	2,995,000
Individual meat pies	1,043,000
Raw beef purchased (lbs)	435,000
Raw chicken purchased (lbs)	100,000
Raw fish purchased (lbs)	72,000
Cook-freeze portions	1,045,000
Eggs (dozen)	189,000
Corned beef (tins)	28,000
Tea (lbs)	23,000

Thanks to David G Thomas from the Greater London Industrial Archaeological Society for this table showing the centre's output in 1979

with the food. My escort for the day arranged for kitchen 'whites' (a coat) to be worn over street clothes and a special hat for my long hair. To my horror and amusement, we then proceeded to walk round the kitchens stepping over trays of 'uncovered' cooked food laid out on the floor in our street shoes, having just walked through a very messy yard area!

Theresa Ellmer

Good old days



The 70th anniversary of the introduction of 1938 tube stock to the Northern line takes place on 30 June.

To celebrate, there will be three return trips from Morden to High Barnet via Bank of the London Transport Museum's four-car 1938 stock train (pictured) on 29 June. It will leave Morden at 11.00, 14.30 and 18.00, and each journey will last just over two hours and be non-stop, except for a photo call at High Barnet.

Tickets cost £15 and are available by writing to Pat Dennis, 38 Tube Stock Anniversary, 5th Floor, 20 Cranbourn Street, London WC2H 7RQ. She has reserved 10 tickets each for the 11.00 and 14.30 trips for readers, just mark your envelopes 'otm pensioners'.

NOTICEBOARD

- Kirk Martin, Charity Co-ordinator, LU Customer Services, and John Scott-Morgan (not LU) have written a book called *Red Panniers – The Last Steam Locomotives on London Transport*. Kirk worked on these engines in 1968 at Neasden and Lillie Bridge. A book launch is planned at the London Transport Museum on June 23. For more information, contact Kirk on 020 7027 8611, or email kirk.martin@tube.tfl.gov.uk
- The London Transport Pensioners from Romford North Street bus garage are having a reunion on 17 May 2008 for friends and family from the garage. It will be held at the Aveley Sports and Social Club, Purfleet Road, Aveley, South Ockendon, Essex RM15 4DT. For more information, contact Ted Bott on 01493 721572.
- For the many of you who have asked, the pictures on this year's calendar are: **January** – Tower Bridge. **February** – Piccadilly line, Hammersmith. **March** – Heathrow Airport. **April** – Hungerford Bridge. **May** – Grand Union Canal, Middlesex. **June** – Tram Croydon. **July** – (Cover) Houses of Parliament. **August** – Westminster by night. **September** – Westminster Bridge. **October** – Docklands Light Railway. **November** – Eastcote station, Metropolitan Line (approx 1923). **December** – Ealing Common.

Safe as buses

A recent London Assembly report has concluded that crime on London's buses is low and getting lower as a result of the 'impressive efforts' that have been made to tackle the issue by Transport for London (TfL) and its partners.

TfL, for its part, believes that it will be able to deliver a continued downward trend, adding that the vast majority of passengers are unlikely ever to be the victim of a crime on a London bus.

Jeroen Weimar, Director of Transport Policing and Enforcement at TfL, said: "Crime on London's buses is low and getting lower – there has been an 11 per cent reduction in crime levels and there are now just 15 crimes for every million passenger journeys on the bus network."

The reduction in crime levels is the result of targeted and highly visible policing through improved intelligence gathering and increased police numbers. For instance, there are now an extra 440 police and community support officers on the buses, whose work complements that of the TfL-funded Transport Operational Command Unit, which is made up of 1,200 uniformed police officers dedicated to patrolling on and around the bus network.

TfL has also installed CCTV on every London bus, and there are now around 60,000 cameras on the fleet of 8,000 buses.



In addition to CCTV, bus drivers now have instant radio connection to police support and are also better trained in conflict management, enabling them to defuse potentially difficult situations. From

September 2008, they will refresh their training annually.

These and other measures will ensure that the bus network continues to provide an overwhelmingly safe environment.

FONDLY REMEMBERED

Norman Bennett (Wiggy) 3 July 2007, aged 87. He joined London Transport (LT) in 1946 as a conductor at the Croydon garage and retired in 1985.

Philip Cavill 1 February 2008, aged 94. He started out as a tram driver, before moving over to become a bus driver for the next 32 years, retiring in 1978.

Gordon Ewan 15 January 2008, aged 59. He worked as a bus conductor at Victoria, Battersea, Wandsworth and Putney garages for 25 years.

Bill Fisher 10 March 2008, aged 89. Worked at Merton garage and for LT for 50 years.

Cheriben Fontaine (Alan) 11 February 2008, aged 68. He joined LT in the early 1960s, becoming station foreman, inspector, supervisor and duty station manager working on the Bakerloo/Jubilee line.

Stan Heed 22 November 2007, aged 92. He completed 26 years working for LT as a conductor at Bow garage and a counter hand at Dalston.

Ronald Hohbein (Ron) 10 May, 1998, aged 67. Ron was medically retired in January 1988 after serving 25 years as a bus driver at Finchley garage.

George Kenton 30 January 2008, aged 91. He was formerly a train driver on the Central line and later divisional inspector at White City.

David McGivern September 2007, aged 65. He moved down from Scotland to become a driver at Peckham garage. He soon moved on to become a revenue

protection inspector and worked for LT for 13 years.

Michael Scott 20 February 2008, aged 80. He retired in 1986, after working as a signalman/regulator for 32 years.

Jack Taylor 9 February 2008, aged 91. Jack had a career in bus operations, culminating in the role of operations manager at Leaside Bus District.

Patrick Ernest Turner (Ernie) 9 December

2007, aged 90. He worked on maintenance at Hainault Depot.

Samuel Weller January 2008, aged 84. He worked for LT for more than 40 years at Aldenham Works and drove workers' buses.

James Whelan (Jim) 15 January 2008, aged 80. Jim worked in the Strip and Clean Department at Chiswick Works for 37 years.

Gerald Williams December 2007, aged 78. He retired as a bus driver from Willesden Garage in 1992.



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New bus pass opens up England

The Department for Transport brought in a change to bus passes from 1 April this year. The good news is that if you are 60 or over, or eligible disabled and live in England, you can now enjoy free off-peak travel on local buses anywhere in the country.

Off-peak hours are 09.30 – 23.00 on weekdays, and all day at weekends and bank holidays. The new scheme works slightly differently according to where you live, so if you are located inside Greater London and

already have a Freedom Pass, you don't need a new pass until 2010. However, you will need to get your existing Freedom Pass re-stickered to allow free off-peak travel.

If you live outside of Greater London, it will depend on your local authority. Some have upgraded passes automatically by contacting you directly to advise that you fall into that category. Other local authorities have written to their residents asking them to return application forms. If you've received one, all you need to do is make sure you return it to the address on the form to ensure you receive your new pass.

Another benefit that comes with the new incentive is that some local authorities will choose to fund additional benefits to their residents such as free train, tram or peak-time bus travel, but this will only be available to local residents.

To find out more about this new bus pass, visit www.direct.gov.uk/buspass, or by calling your local council.



letters

Have your say

This is the page dedicated to you! Write to: **otm pensioners' letters**, Engage Group, 4th Floor, 1 London Bridge, London SE1 9BG or simply email: otm@engagegroup.co.uk – marking your email “**otm pensioners' edition**”

We would like to thank all of you who send us letters. We do read them all, but due to a limited amount of space we are only able to publish a selection of them in each issue.

Dear Editor

I refer to the article *All our yesterdays* in the January Pensioners' Edition. At that time (1969) I was employed in the Works and Building Department, as a carpenter and joiner, based at Parsons Green Depot in Fulham.

When the train carrying the Royal party arrived on the southbound platform at Victoria, a demountable and removable small staircase was installed. This was to give access from the end of the platform to track level. This access was required to allow the Royal visitors to view an Interlocking Machine Room (IMR), situated a few metres from the platform via the running tunnel.

I was privileged to have constructed this temporary access staircase (in the joiner shop) and, along with two other operators, positioned it into place for access on the day, and removed it on completion. My happy memories of a bygone era.

John Goodwin

Dear Editor

It was with pleasure that I saw the Victoria line souvenir copy of the *London Transport Magazine* on page 5 of the January Pensioners' Edition. For 39 years I have kept my copy. I was employed as an inspector in the Signal Engineers Department, and my duties took me to the Victoria line.

When the Queen made her speech to open the line at Green Park station, I was in the signal apparatus room at the end of the platform, just a short distance from Her Majesty. To gain access to the area I had been issued with a lapel badge, on one side it bore the Underground logo, on the other side was my name and an authorisation. This is still in my possession.

On page 13 of the *LT Magazine*, the Queen is being introduced to Chief Officers. In the middle is Robert Dell, Chief Signal Engineer, and a very good engineer he was too. After the opening, all signal supervisors received a letter from Robert Dell. I still have mine.

The supervisory staff also received a pewter tankard bearing the Victoria line emblem as seen on the front of the train. I continue to make good use of mine.

F J Webb

Dear Editor

I was interested in the piece in the July Pensioners' Edition regarding disabled



people's accessibility. I can give you one easy way to help people like me, recently termed disabled, who use a stick: replace handles on the District line carriages – inside, this time.

Years ago, a young tearaway hurt himself by being dragged along the platform holding on to the outside handle. Within days all handles were removed. It never occurred to anyone to put them 'inside' the carriages. But when rolling stock was replaced on the Central, Hammersmith & City lines, handles were fixed inside carriages.

I am retired (from Office Services), but because the stations I use have steep steps, it has long been a problem for me. Now I am disabled, the Underground is 'out' for me. I wonder how the lady in the wheelchair manages?

Irene Matthews

Dear Irene

We take the accessibility of our network to all very seriously - the District line refurbishment was carried out to the spirit of the Rail Vehicle Accessibility Regulations well in advance of them becoming law - showing our commitment to an accessible Tube.

Handles to make boarding easier are available on District line trains – see picture – and located on the Multi Purpose Area doorways – on the two middle cars of the trains, identifiable by the blue wheelchair pictogram. We hope this will enable you to continue to use the Tube.

Gary Pulford

Operations Manager, District line

Dear Editor

I feel I must mention a few things that bother me while travelling on buses.

They say children are obese these days – but does free travel help? No – they only get on for one stop. When I was younger, we walked everywhere. Now, when they get on buses, they sit on seats when old people have to stand up.

Also, bendy buses are ideal for people dodging fares. Honest people watch in horror as they get on without touching in.

Mrs Denton

