

# ACCESS ALL AREAS

### New TfL initiatives make travelling in London easier for everyone

**It's a great time of year to get outside and enjoy what London has to offer. But if you have reduced mobility, it's important to plan an accessible route – and two new TfL initiatives are making this a lot easier.**

First is Getting around London: Your guide to accessibility, the first guide to accessibility on all forms of public transport in London. Developed by TfL and disability organisation Scope, the guide contains fold-out maps of the Tube, DLR, Tramlink, River Services, key bus routes in central London and Victoria Coach Station. It includes details of ticket hall access, platforms and interchanges for all Tube and DLR stations and all passenger service piers on the River Thames.

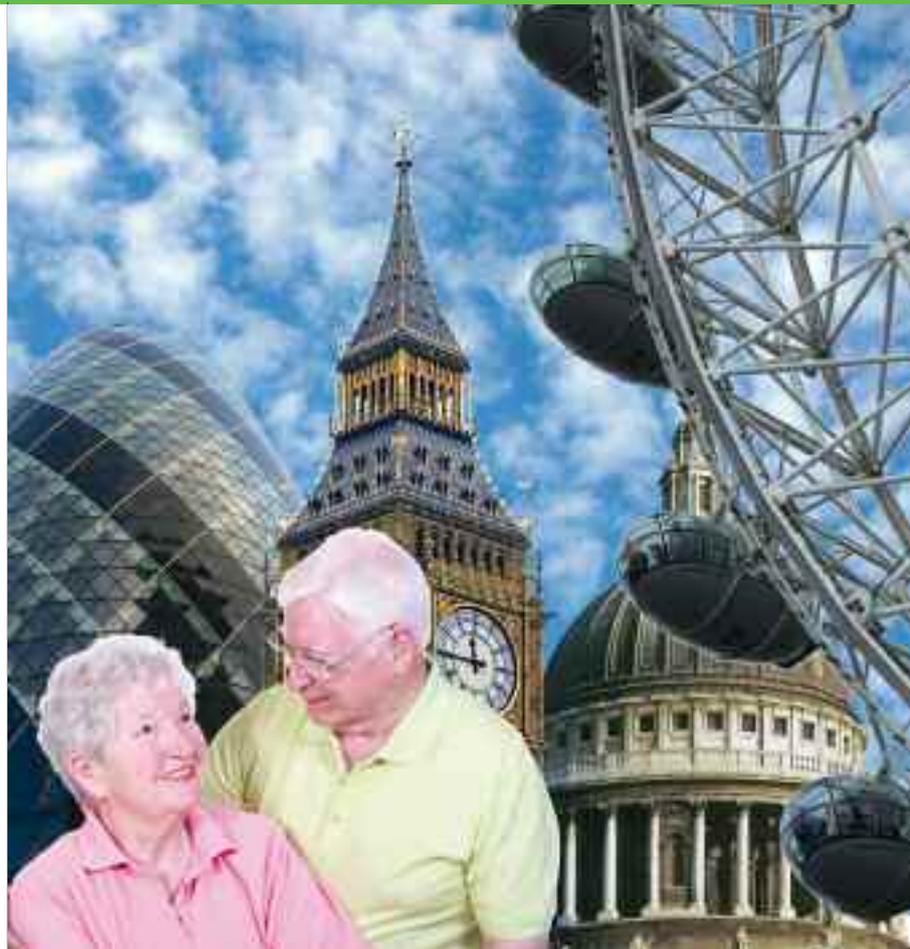
The A5 guide is comb-bound, so the selected pages stay open, with colour-coded content dividers. Audio, large print and Braille versions are also available.

And if you have internet access, have a look at the LU accessibility information at [www.directenquiries.com](http://www.directenquiries.com). The service allows customers to search for information about each LU station, showing the number of steps, lifts, escalators and ramps, as well as walking distances and platform-to-train step height. It includes details on car parking, toilets, induction loops and services for visually impaired people. Users can also register to receive updated travel and access information on stations.

Wayne Trevor, LU's Accessibility and Inclusion Manager, said: "The new service will be a real benefit for all our customers showing them the best routes through stations for their individual needs, not just wheelchair users, but the elderly, travellers with heavy luggage and parents with buggies, as well as passengers with visual and hearing impairments."

It will soon be integrated with the TfL Journey Planner at [www.tfl.gov.uk](http://www.tfl.gov.uk)

To get a copy of the guide, call the travel information helpline on 020 7222 1234. Audio, large print and Braille versions are also available.



## Wide-aisle gates get the go-ahead



**Forget Posh Spice and Coleen McLoughlin, LU now has its own WAGs – wide-aisle gates to allow customers with reduced mobility or large items of luggage to pass the gateline without staff assistance.**

There are currently four WAGs in operation on a trial basis: two at Canary Wharf, one at London Bridge and one at Westminster. Positive feedback from customers and staff means a further 140 WAGs are on order and set to be installed across the network from December 2007, including at major stations such as Victoria, King's Cross St Pancras and Liverpool Street.





# FORUM UPDATE

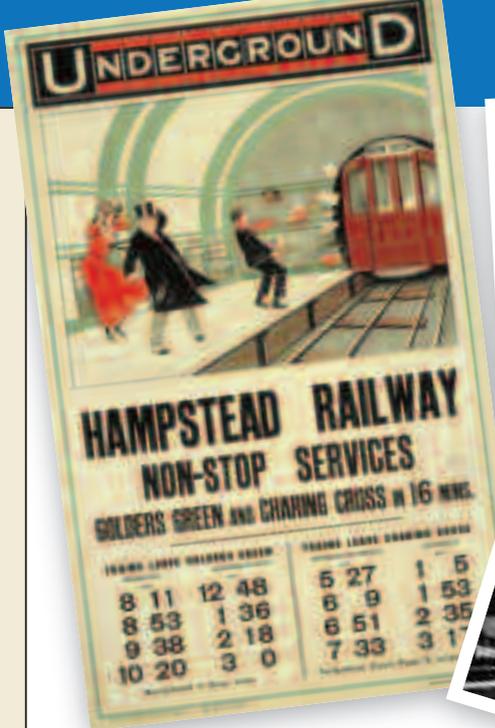
## PENSIONERS' FORUM: MAIN POINTS OF THE MEETING HELD ON 3 MAY 2007

■ The meeting was given a presentation on the progress of the 2006 Actuarial Valuation, as it affected the public sector, and the pensioners' representatives were consulted on the steps TfL were proposing to deal with the deficit.

■ The pensioners' representatives expressed their continuing satisfaction with the pensioners' edition of **otm** produced by Trident Communications. They discussed the article in the April pensioners' edition on Privilege Rate Oyster cards and how the issue of refunds should be addressed. They asked for clearer instructions when PTACs were next renewed (see Noticeboard, page 4).

■ The timing of the issue of the annual pay slip was discussed again, and in particular the matter raised by a pensioner in the April pensioners' edition of **otm** regarding the need for some government agencies to know the income of their clients by March every year. Management agreed to consider the issue further.

■ Yvonne Kerchhoff, Pensioner Liaison Manager, updated the meeting on the arrangements for the relaunch of the Pensioner Liaison Scheme (PLS). The pensioners' representatives discussed ways to better publicise the scheme and put people in touch with their PLS representative (see Yvonne's new column on page 4).



# Centenary celebrations

**There were birthday celebrations on the Tube again last month, as 22 June marked the centenary of the Charing Cross, Euston and Hampstead railway, which now forms part of the Northern line.**

The 'Hampstead Tube', as it came to be known, was planned in 1892 to connect Hampstead High Street with the southern end of Charing Cross Road, with a 'spur' from Euston Road to serve the mainline stations of King's Cross and St Pancras.

Permission was granted for the main route in 1893, and after further Bills were presented to Parliament to extend the route to Golders Green and Highgate in the north, the line opened on 22 June 1907.

Centenary celebrations included birthday parties on Friday 22 June, with staff dressed in period costume handing out chocolate coins to the public.

Alstom held an open day at Golders Green depot on Saturday 23 June, and on Sunday 24 June an original 1938 Tube train was released from London's Transport Museum to take staff and members of the public on a one-off trip up the original line.

## 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 000 0172/3

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**  
Engage Group Ltd  
3 Selsdon Way, City Harbour,  
London E14 9GL

Email: [otm@engagegroup.co.uk](mailto:otm@engagegroup.co.uk)  
Tel: 020 7536 8936

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# EUSTON STATION'S SENIOR SUPERSTAR

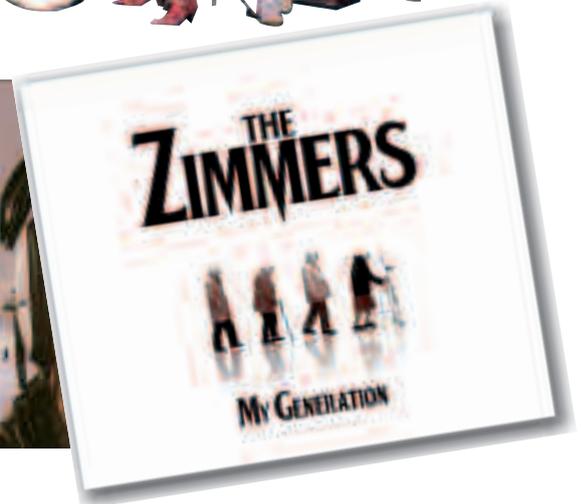
**A Station Control Room Assistant has reached the top of the pops with a charity single for Help the Aged.**

Peter Comerford, who has worked at Euston station for 22 years, sings with internet sensation The Zimmers. The group's charity cover version of 'My Generation' by The Who has already been downloaded more than two million times, and has reached No. 26 in the Singles Chart.

The band is mostly made up of senior citizens, and was the subject of a BBC2 documentary called *Power to the People* shown on 28 May, the same day the single was released in the shops.

The band recorded the single at the historic Abbey Road studios, while the video was filmed by Grammy-winning director Geoff Wonfor, the man behind Live Aid and Band Aid.

Peter said: "It was fantastic, just to be in the studio with the headphones on. We were in studio two [at Abbey Road] where the Beatles recorded, and we had the whole VIP treatment, limousines, champagne and everything."



For more information visit the band's website at [www.myspace.com/thezimmersband](http://www.myspace.com/thezimmersband)

Rock of ages: Peter (left) and other members of the band (top) are enjoying the rock 'n' roll lifestyle

## Music to your ears

**Another 35 Tube stations have been earmarked to begin playing classical music this year, after customers at stations already doing so said it improved the atmosphere.**

MP3 players programmed with classical music will be linked to speaker systems installed at these stations, which include Charing Cross, Clapham Common and High Street Kensington.

The scheme was pioneered at Brixton and 24 other stations last year. A recent survey found that 85 per cent of Brixton station users thought classical music improved the station's general environment.

Bob Thorogood, General Manager of the District line, said previous experiments with music at stations had proved successful.

"This scheme was first used at the east end of the District line," he said. "Staff tell me that it continues to make a difference to stations. We installed music recently at West Brompton and staff say that they have seen a marked improvement in reducing anti-social behaviour in the ticket hall."

The music will only be heard in ticket halls and some walkways and should not be audible from outside the station. The music will automatically mute when other announcements are broadcast over the PA, and between 11pm and 7am.

The first new batch of stations playing music is expected to be up and running by the summer, with the rest following later this year. Stations were selected on criteria such as size, the number of staff assaults and level of customer use.

## LU staff meet national treasure

**LU's Film Office worked with a British legend recently, when David Jason filmed scenes for the second series of Diamond Geezer, shown on ITV1 in April.**

The Jubilee line complex at Charing Cross was used in the comedy drama, including a scene in which David, dressed as a magician, escapes along one of the service tunnels. In another

scene David bursts through a fake doorway on a platform.

The filming took place in September last year. Shirley Cody, LU's Film Office Manager, said: "It was a fun day working on Diamond Geezer – David Jason was a lovely man and I was delighted to meet him."

"It was very successful with everything running to plan."



Diamond Jubilee: David Jason was happy to pose with employees

# NOTICEBOARD – privilege travel update

→ If you discover you are being charged the full rate on your Privilege Rate Oyster card because of the way the discount entitlement was set up on the card even though you hold a valid PTAC then an application for a refund can be made via the Oyster helpdesk. Please note that a refund will not be made if you were charged a full rate because you failed to renew your Oyster card when your PTAC expired. To request a refund you should contact the Oyster helpdesk on 0845 330 9876. You will then need to fax or send a copy of your PTAC to them to prove that you were entitled to the discounted rate. The helpdesk will then process a refund where applicable. To ensure that your privilege entitlement is restored, go back to an LU station with your Oyster card

and your PTAC and request that the privilege rate be added to your Oyster card.

→ Recently, some people who hold TfL retired staff or dependant Oyster travel passes have tried to claim LU Customer Charter refunds in respect of delayed Tube journeys. Refunds are only available for fare-paying customers – staff, retired staff and nominees are not entitled to claim refunds and all such claims will be void. Please ensure that all retired staff passes and nominee passes issued to you are used appropriately and that you and any nominee pass holders are familiar with the Oyster retired staff and nominee pass conditions of use, as well as TfL's Conditions of Carriage. The Oyster retired staff and nominee pass conditions of use are

available from TfL Staff Travel, 4th Floor, Western House, 237-239 Oxford Street, London, W1D 2LS. Staff Travel can be contacted on 080 0015 5073.

TfL's Conditions of Carriage are also available at [www.tfl.gov.uk/assets/downloads/May2007.pdf](http://www.tfl.gov.uk/assets/downloads/May2007.pdf)

→ The PTAC Restrictions guide for May-December 2007 is now available. These restrictions apply to free and privilege travel (including privilege season tickets) on ATOC (National Rail) and Stena Line. If you would like a copy, please contact the Staff Travel Office on 080 0015 5073 or write to: Staff Travel (see address, left). The restrictions are also available online at [www.tfl.gov.uk/assets/downloads/pensioners-guide-sept06.pdf](http://www.tfl.gov.uk/assets/downloads/pensioners-guide-sept06.pdf)

## Could YOU be a PLS rep?



Yvonne Kerchhoff

Welcome to my regular column, about the Pensioner Liaison Scheme (PLS), and other items of interest.

The PLS representatives (reps) are meeting on 20 July at 55 Broadway, where they will share their experiences and knowledge. Some of them are now in their 80s and still visit members regularly. On behalf of TfL and its members, I thank them.

Are YOU a potential rep? Are you still active enough to get around your area, and willing to make a difference to members who are not so fortunate? Could you give a few hours a week

enjoying the company of other ex-employees or their dependants? If you would like to know more, please contact me at the address below and I will send you details and an application form.

When you move, TfL need the new address and postcode (UK) or country, and where you moved from, so that we can keep in touch. The PLS has members in more than 56 countries. If you have just moved to a new area or country, you could make friends and meet other local people by becoming a rep.

If you have been visited by your rep, and want to share what it means to you, I would love to hear from you. You can also write to your Committee reps Linda Arwood, Alexandra Barnes and John Ingleton at the address below and I will forward them on.

Best wishes,  
Yvonne



Mrs Yvonne Kerchhoff  
Pensioner Liaison Manager, 4th Floor, Western House,  
237-239 Oxford Street,  
London W1D 2LS  
(UK only) Freephone 0800 015 5074

## 'You need to be a good listener'

John Ingleton, former Personnel Director at London Buses, became a PLS representative shortly after his retirement in 1993. He lives in Haywards Heath and represents an area from Shoreham-By-Sea and Hassocks in West Sussex to Crowborough, Uckfield, and Heathfield in East Sussex.

"I have around 60 pensioners in my area, of whom I see 40-45 annually," says John.

"Every six months I receive a list of new retirees in my area and I arrange an appointment to visit. I spend around half a day per week visiting, except during the summer and Christmas season when people have lots of other things to do and are less likely to want a visit.

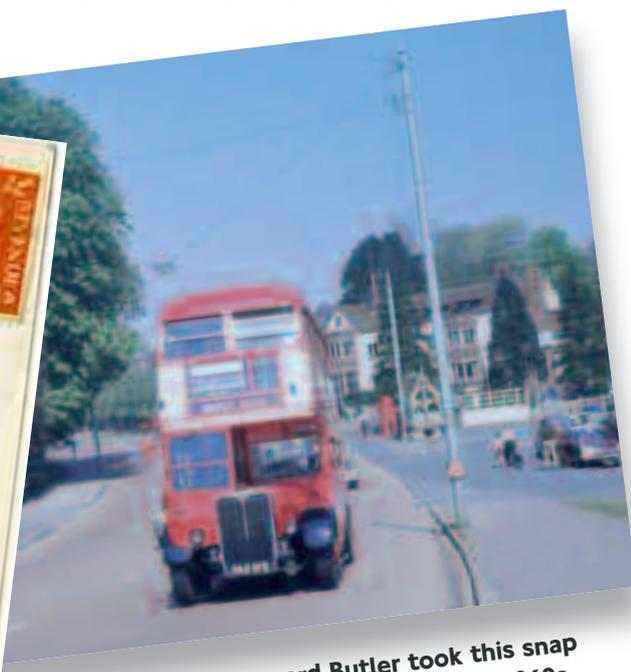
"My role is mainly to have a chat and keep in touch. Occasionally I help people with travel concessions – I find that some of the widows are confused about their entitlement. I sometimes get queries about pensions, housing and state benefits, and I point them in the right direction for help.

"To be a rep you need to be reliable and turn up when you're expected. You also need to be careful at timetabling – you'll get to know which visits will take 15 minutes and which ones could take an hour. You have to be a caring person, communicate well and most importantly, be a good listener. And you need to be conscientious and attend to problems promptly.

"What I enjoy most is meeting a variety of people, some of whom I used to work with, and listening to their tales about their interesting careers. Around a third of the people I visit are widows, who need a bit of extra care. They appreciate the visits so much."



# Summer outings remembered



Busman's holiday: Howard Butler took this snap of an LT day trip to Brighton in the early 1960s

“My husband was a driver at Merton Garage for 26 years and he drove the bus almost every week for these outings. We had four children so these outings were a godsend. We took all our own drinks and food, then we sat on the beach all day. We sang songs during the journey and always returned home tired out.”  
**Mrs S.F. Gaston, Morden, Surrey**

“In the 1960s I was a driver at Bromley Garage and drove the buses on summer Sundays to the coast. We ranged from Southend to Bournemouth and we often came back laden with fish or strawberries. We were still recovering from the war in many senses, I suppose.”  
**Mr Eric L Sinden, Selsey, West Sussex**

“My husband was a driver at Hanwell Garage for more than 30 years. We had some enjoyable times and always went on the trips. We did a trip to Blackpool for the weekend, leaving when the staff finished their turns. We returned the next day after we'd seen the illuminations, finishing off a lovely trip.”  
**Mrs E Hagyard, Whitchurch, Shropshire**

“Those outings were great and people were so happy to be able to get to the seaside with their families.”



Not many people had cars then. After a great day out coming home the singing started, all the old songs, everyone joining in. It sounded lovely on the bus but gosh, I dread to think what it sounded like to others outside!”  
**Mrs M Warnes**

“During my days at Charlton Works I used to help arrange trips to the coast. We would hire buses from Plumstead Garage, pay LT around £8 a bus and charge passengers five shillings – half a crown for children. The buses were always full. We'd run a raffle and have a few games of bingo. The children loved it and saw most of the coastal towns at an early age.”  
**Mr Frank Catlin, Romney Marsh, Kent**

“My father was a conductor on trams and trolley buses before and during the war. Stonebridge Park was our depot and I remember the days out and also the lovely Christmas parties we were given. Fancy dress too – I was a lucky winner more than once.”  
**Mrs Una Thatcher, Fareham, Hants**

“I was a driver at Hackney garage from 1965-1975 and I used to drive quite a lot of these outings. They were a good cheap outing for a lot of families who could not otherwise afford a day at the seaside. Ready and willing were the party, but the buses were always breaking down. Many a Sunday evening was spent waiting for a local bus garage to come out and get us on our way.”  
**A. Davis**

“I became Sports & Social Secretary of Catford Garage Sports Club in 1964. By the late 60s and 70s we were organising a '17 Sundays Coast Bus Programme' from May until September. Most weeks we had at least two buses; if the weather was very hot it could be three. At Catford we still have a wonderful social side to garage life, with many outings that members both past and present enjoy today.”  
**Mr Dennis Stally, Catford**

“My husband worked at Well Street Garage, Hackney and we went out nearly every week on the buses. One night we were coming back from Ramsgate when our bus shook – a plane had just missed us as it came down for an emergency landing at Manston airfield. But we still had our sing-song coming back just the same.”  
**Mrs D. Stacey, Laindon, Essex**

“I grew up in Brighton and during the late 1950s and early 1960s would spend most Sunday mornings watching all the coaches and particularly the LT buses arriving in the town. There could be as many as 60 buses from various LT garages. In the evenings the whole process would repeat itself in the opposite direction, but everyone was then looking a lot happier and often a little sunburnt after a day on the beach. It may have been the impression these buses made that led me to joining LT in 1962. Happy days!”  
**Mr Howard Butler, ex-Advertising & Publicity Office, Griffith House**

## FONDLY REMEMBERED

 **Ian Bound**, 18 April 2000, aged 46. Ian worked in the ticket office at Camden Town station and had 21 years' service with LU.

 **David Burt**, 31 March 2005, aged 76. Bus driver for many years on the 8,25 and 69. He worked at Bow Garage after West Ham.

 **Frank Carpenter**, 1 April 2007. Frank joined London Transport in 1936 and started his apprenticeship as

a railway signal engineer in March 1938. He completed his apprenticeship after serving with the RAF during the war Frank retired in 1980 and moved to Cornwall.

 **Harry Feathers**, 27 April 2007. Retired member of staff (Central line) with more than 40 years' service.

 **Aldo Fidighelli (Tony)**, 7 April 2007 at home in Italy. He last worked at Ferry Lane Garage to the end

of 1988. Tony worked for LT for 18 years and was buried in his home town, wearing his uniform and badge, as per his request.

 **Frank Fisk**, 11 April 2007, aged 91. Frank joined LT as a conductor in 1954, then driver at Willesden, Middle Row and Elmers End Garages. Retired in 1981 from Inside Staff at Elmers End. Served as garage representative on LT Benevolent Fund and HSA for 10 years.

 **Leslie Hipkins**, 25 May 2007, aged 84. Leslie worked for LT for over 38 years and was based at Upton Park, Barking and Romford Garages.

 **Thomas Lister Coulson**, 19 March 2007, aged 88. Thomas worked for LT (buses) for over 33 years as a driver, inspector and area traffic inspector, eventually working on bus routes 8 and 11 in the computer rooms in Baker Street.

 **Ted Kilby**, March 2007, aged 73. Ted was a senior member of Bus Engineering based at Chiswick Works.

 **Ted Lloyd**, 4 November 2006. Ted worked as a bus driver at Southall Garage.

 **Ronald Wilfred Walters** 25 December 2006, aged 78. Ronald worked for many years in the Bus Schedules Office. He retired in 1984.

# Nominations for TfL Pension Consultative Council in 2007



### Nominations are being sought for this year's TfL Pension Consultative Council (PCC).

Five representatives are needed to replace those who have to retire on 30 November 2007 under the PCC's constitution.

Representatives due to retire are Christopher Sullivan and Alan Taylor from Section One (representing pensioners and deferred pensioners), Trevor Haynes from Section Two (representing employees of TfL, its subsidiaries or contractors) and Paul Murphy and Terry Wilkinson from Section Three (representing employees of LU, its subsidiaries or contractors).

Any TfL Pension Fund member may nominate another member as a candidate for election or re-election to the section that represents them both. Retiring representatives can also be nominated.

Nominations must be in writing, countersigned by another Fund member represented by the same section. The information listed below and a personal statement of up to 100 words including the reason for standing for election, or re-election, to the PCC, must accompany them.

- Name, as nominee wishes it to appear on the ballot paper
- Dates, if nominee has previously held office as a Councillor
- State whether pensioner or deferred pensioner if from Section One

A passport-sized photograph may also be provided for inclusion in voting papers.

Completed nominations must be sent to the PCC Secretary Sarah Pascall, TfL Pensions Directorate, 4th Floor, Wing Over Station, London, SW1H 0BD by Friday 17 August 2007. Copies of the PCC constitution are also available from the same address.

If there are more nominations than vacancies, elections will be held by postal ballot among Fund members in the relevant sections.

## TfL Pension Fund Annual Members' Meeting

**TfL Pension Fund members are invited to attend the Annual Members' Meeting being held on 2 October 2007 at 11am at:**

**One Great George Street (off Parliament Square)  
London  
SW1P 3AA**

Please bring some form of identification with you, such as a staff pass or privilege ticket authority card. You will need to show this identification on arrival.

You will be able to ask questions on the day, but if you cannot attend you may submit questions to the Trustees, which will be answered as soon as possible after the meeting, by writing to:

**Sue Timbrell  
Director of Pensions and Fund Secretary  
4th Floor, Wing Over Station  
55 Broadway  
London  
SW1H 0BD**

**Or by email to: [helpdesk@tflpensionfund.co.uk](mailto:helpdesk@tflpensionfund.co.uk)**



# Like father, like son, daughter, nephew...

**Working on the Underground must run in the blood. In the case of one family, who have given the organisation nearly 300 years of service across three generations, it's integral to their family tree.**

Harry Madden joined LU in 1949 and worked until his death in 1974, serving a quarter of a century. Ken Bonney joined in 1955 and remained for more than four decades. Harry and Ken were to become related by marriage years later.

Harry's son Dave and Ken's daughter Carol both followed in their fathers' footsteps and worked for LU. Dave joined in 1973 as an apprentice – he is now an Emergency Planning Manager based at Broadway.

Carol was also an apprentice, a Guard and then a Train Operator at Rickmansworth Depot. They met when Dave was a Train Operator at Rickmansworth and Carol was doing her depot training as part of the apprentice scheme. They later married.

Carol left in 1986 to have their two sons, one of whom, Richard, has now started his two-year Operational Apprenticeship Scheme at LU – the same course his parents did.

Dave's nephew Peter Clarke joined LU in 1985 as a Guard at Queen's Park and is now working as a Service Manager at Wood Lane Control Centre. He has already served 22 years with the organisation.

Dave's brother John also worked for the organisation and left three years ago after 37 years.



**The LU Generation Game: (from left) Dave Madden with his brother John, son Richard and nephew Peter Clarke**

John's father-in-law, Len Honey, and his two brothers Elbert and Eddie Honey, served at LU for 114 years in total. Here's to the next generation!

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# letters **Have your say**

This is the page dedicated to you! Write a letter to: **otm** pensioners' letters, Trident Communications, 3 Selsdon Way, City Harbour, London E14 9GL or email: [otm@tridentcommunications.net](mailto:otm@tridentcommunications.net) – marking your email “otm pensioners' edition”

## DEAR EDITOR

As a Mechanical Engineering Apprentice at Acton Works in the late 1940s, I was given a task by my then instructor – do any of you remember (Little) Curley Gardener? It was to make an item that was about 6” square in Gauge Plate, the centre had to have an accurate 2” square cut out of it. Then another 2” square, with a knob for a handle, it had to be made to fit the centre square so that one could not see, when held up to the light, any light penetrating through any of the eight positions available, front or back, the centre was heat-treated to a steel blue, in contrast! On this I minutely inscribed my signature!

The task completed, it impressed Curley enough to recommend that it be installed in the Apprentice Exhibition Showcase (a double-fronted glass padlocked case), in the main Acton Works canteen.

There it remained for the next four years. When I finished my time, I asked for its return, and upon checking the case it had vanished. Somebody coveted my craftsmanship enough to claim my accomplishment as their own.

To this day I still wonder what happened to it. As I now have a grandson, who is a third-generation LT Apprentice, and has just won 'Tube Lines Apprentice of the Year' award, following in his father's footsteps!

I would like to see if the item could be retrieved in some way (no questions asked!). I would like to present it to my grandson to show skills of a bygone year!

**Andy Tweedy**

Editor's note: please send any confessions to the address above and we will let Andy know!

## DEAR EDITOR

I joined LT in 1947, on leaving service with the Parachute Regiment. My career was in railway signalling (operating), ending in Cobourg Street Control Room.

Since retiring in 1990 my hobby has been travel, most of which has been cruising. On our most recent trip my wife and I spotted an old LT bus. It was taken in Ushuaia, a town in Argentina known as the 'end of the world'.

I have seen our old buses in many places, but how on earth did this one get to where we found it?

**Les Heartfield**



## DEAR EDITOR

What a lovely surprise to see the picture of Bob Thorogood and the other gentleman who were recognised for their contributions to public transport in London.

I worked with Bob on the Central line when he was the Train Service Manager and have very happy memories of my time with him and all the other managers and staff. I still keep in touch with him after leaving TfL nearly four years ago; he even came up to Norfolk, where I am now living, with Sheila his wife to celebrate my 60th birthday with me a few weeks ago.

**Pam Winter**

## DEAR EDITOR

Looking through the April **otm** and seeing the cover picture of the book *Power Without Glory* brought back memories of seeing my old colleague at Neasden Bakerloo, Fred Ridout, at the controls of a Watford-bound 1938 stock at Piccadilly northbound platform with Divisional Inspector Atkinson standing near.

**Mr B.R. Benham**

## DEAR EDITOR

I thought you might be interested in a photo I've had for many years.

I was a rest day cover booking clerk at the time, covering Grange Hill, Chigwell and Roding Valley. The foreman at Roding Valley had truly green fingers, winning an award most years. I think his surname was Hallet.

I medically retired from LT in 1992 after serving 35 years. I thoroughly enjoyed my time with LT, serving at a time when things were at their best.

**Derek Budd**



## DEAR EDITOR

I am 87 years of age and I worked for LT for over 20 years. My last depot was Lillie Bridge. I would like to hear from any old mates that are still around. My phone number is 01303 265634.

**A Brown (known as Bill Brown at work)**