

No.86

ON THE MOVE JANUARY 2025

otm[®]

PENSIONERS' EDITION



There's a new
train in town

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ON THE COVER.

Ruislip Depot Team Leader **Mark Partridge** (L), and Ruislip Production Process Manager **Jon Hirst** alongside the first 24s train in town (**page 3**).



A NOTE FROM THE EDITOR



With the bang, pop, whoosh, and whistle of New Year's Eve fireworks a fast-fading memory, and 2024 in our rear-view mirror, I'd be interested to know how many of us have dropped resolutions we made just weeks ago. Less booze, more exercise and lose weight... they're all up there with the most popular promises we make ourselves.

Something I'm going to do in 2025 is to get my personal affairs in order. It's often the case partners take on different roles when it comes to home admin – but this can mean it's fiendishly hard to navigate through the paperwork when needs must. While it might sound a bit morbid, it makes sense to get this sort of stuff documented.

Back in October, we went along to the TfL Annual Members' Meeting in Westminster. It was lovely to chat with members – many who'd given decades of service to the organisation – about the magazine. While most of the feedback was positive, we still heard (from both camps) there's too much bus or Tube content. As I've mentioned in previous editions, you get to decide what goes in. If you write in, it'll go in – it's as simple as that.

Finally, this quarter's paperless subscriber prize goes to **Ian Gledhill**. If you'd like to go paperless – and get the staff edition as part of the bargain – sign up at cutt.ly/paperless.

Gordon McDonald
Editor
[✉ otmpe@tfl.gov.uk](mailto:otmpe@tfl.gov.uk)



**Thanks for reading and,
until next time, stay safe.**



Retirement looms... for London Underground's Piccadilly line 1973 stock.

The first new 24 stock train arrived on a wet and gloomy October morning and – despite the pouring rain – enthusiasts were out in force to get a glimpse. Hauled by the London Transport Museum-wrapped Bachmann 32-979T 66 718 loco, pictured, the units were bound for West Ruislip, ahead of a programme of rigorous testing.



The new trains will start entering service by the end of 2025, with the full fleet of 94 expected to be rolled out by the end of 2027.

The state-of-the-art trains will revolutionise travel for millions of passengers who've relied on the 73 stock, pictured on the production line in 1974, that's been a workhorse for London since 1975.

The new walk-through units feature air conditioning (a first for deep Tube stock), wider all-double doorways, improved accessibility, on-train CCTV and enhanced digital screen displays.

Siemens Mobility is building 94 Piccadilly line trains for TfL, with around 80 per cent set to be assembled at the new UK-based manufacturing train facility in Goole, Yorkshire. Up to £200m is being invested in developing the rail village, which will create around 700 skilled jobs, 1,700 in the supply chain and 250 during construction.

Subject to TfL funding, Siemens Mobility would also build new trains for the Bakerloo line out of the manufacturing facility in Goole.

Share your Piccadilly memories with us:

✉ otmpe@tfl.gov.uk



THE RESPECTABLE WARRIOR (THE No.9)

After reading about Tony Hayter's brush with fame (otm PE edition 85, page 6), TfL pensioner **David Boulton** got in touch to tell us about his screen time back in the 70s.

"I started as a conductor on my 18th birthday in 1973. I worked alongside my dad – the driver – as the only father-and-son crew out of Mortlake Bus Garage. Our route was the No. 9 – between Mortlake and Liverpool Street."

After getting a 'tap on the shoulder', David and his dad signed up to be in a film London Transport was making. As well as illustrating the route, 'The Nine Road' explained the intricacies of keeping the service running.

"Was I happy to be in the film? For £15 a day, cash-in-hand, and free food at the canteen... take a guess, especially as my weekly pay was only £12.75!"

While David's dad didn't make the final cut (his hair being blown around in the wind didn't fit with the director's 'vision'), the film went on to win an award.

David played for London Transport's snooker team, winning many trophies at tournaments across England. He also featured in the UK Excellence magazine's centre spread.



© Mike Harris

After 42 years on the buses, David – now 70 – lives in Teddington, just a few miles from the garage he has fond memories of.

If you'd like to watch the nostalgia

-filled film (keep an eye out for young David), head to cutt.ly/thenineroad or scan the QR code.



A DAY OF REMEMBRANCE

As we do every year, our nation remembered those who we and other countries lost during World Wars I and II, as well as all subsequent conflicts. There was a two-minute silence at 11:00 on Remembrance Sunday (10 November) and one at the same time on Remembrance Day (Monday 11 November).

London Transport Old Comrades Association – made up of former and current colleagues who served in the armed forces – laid a wreath at St James's Park station below our former Broadway head office, before joining the main Remembrance Sunday march.

The Old Comrades Association was given the right to march in the Remembrance Day parade by **King George V** in honour of the men of the London General Omnibus Company, who drove buses to the front line in France during WWI to take supplies and bring home injured soldiers.

TfL Chief Operating Officer **Claire Mann** joined the Old Comrades for the wreath-laying at St James's Park station, before inspecting and seeing them off to the Remembrance Sunday parade to the Cenotaph.

©TfL from the London Transport Museum collection



CASH ISN'T KING

Visit any Tube station in 2025 and you'll see customers streaming through the gateline with nothing more than a 'beep' as they do so. And attempting to board a London bus with a few coins in your hand won't get you 'a ticket to ride'.

While the 2015 Tube station ticket office closure programme still rests uncomfortably with many, the writing was on the wall long before the first window shut up shop.

In 2022/23, 65 per cent of fare payments on the TfL network were made by contactless cards

(this doesn't include 23 per cent of journeys via Oyster).

However, a few hours in one of the more touristy stations can often paint a different picture, especially with those reticent to succumb to contactless, even if it'll save them pounds (euros, or dollars).

Germans – for instance – cling on to a 'cash is king' culture for dear life, with 58 per cent of their purchases paid for in cash (versus just 16 per cent in the UK). And while we do all we can to encourage

everyone to use contactless, some refuse to budge, despite the savings to be had.

We've come a long way since the days women sat and sorted tickets at Earl's Court, pictured in 1936... and what a job that must have been! But while there are advantages – especially when it comes to crime – some of the more elderly might be uncomfortable with the switch from physical currency.

Share your memories from the 'old days' in ticket offices and operations ✉ otmpe@tfl.gov.uk



London Transport Museum's Patrons Circle

Join a welcoming community of people who share a passion for London, its iconic transport, and its future.



As a TfL pensioner, you've dedicated years to keeping London moving. Whether you're looking to reconnect with familiar faces, deepen your knowledge, or simply support the history you helped build, London Transport Museum's Patrons Circle is a rewarding way to stay involved.

Become a Patron today to enjoy a range of exclusive benefits, including an exceptional programme of special and behind-the-scenes events. Highlights from the last 10 years have included tours of the Crossrail project, a visit to one of Thames Tideway's construction sites, and a trip to the Isle of Wight to the factory manufacturing London Underground's enamel signs. Patrons also get early access to new Hidden London sites before tours open to the public.

Beyond your benefits, your support is crucial to supporting the Museum's work as an independent education and heritage charity. You can feel proud to give something back – helping the Museum to preserve and grow a 200-year-old collection and ignite young people's curiosity to shape the future.

Join the community and choose from three levels of support starting at £1,500 per annum.

ltmuseum.co.uk/patrons

patronscircle@ltmuseum.co.uk



For anyone interested in London's transport, the Patrons Circle provides some fascinating behind-the-scenes trips with key decision makers. It enables you to 'give something back' by promoting transport for the next generation.

David Brown

Patron & former CEO of Go-Ahead Group

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FREE entry

when you show your TfL Retired Staff pass (Oyster) at London Transport Museum



That's right, TfL pensioners in possession of a TfL Retired Staff pass, pictured, get in for free and qualify for 20 per cent off most purchases made in the gift shop (and online with discount code RETIREDSTAFF).

We recommend booking timed tickets at ltmuseum.co.uk/visit/tickets

Don't catch a cold with energy fraud

With the current gas and electricity high prices, fraudsters can masquerade as a major energy supplier – or the industry regulator, Ofgem – with enticing 'offers'. They'll send an email explaining you're entitled to a refund because of a 'miscalculation' or offer an 'exclusive deal' if you switch supplier.

The fraudsters provide a link asking for your bank details to process the refund or move to another supplier. If they succeed in obtaining your personal/banking information, you'll be left vulnerable to fraud.

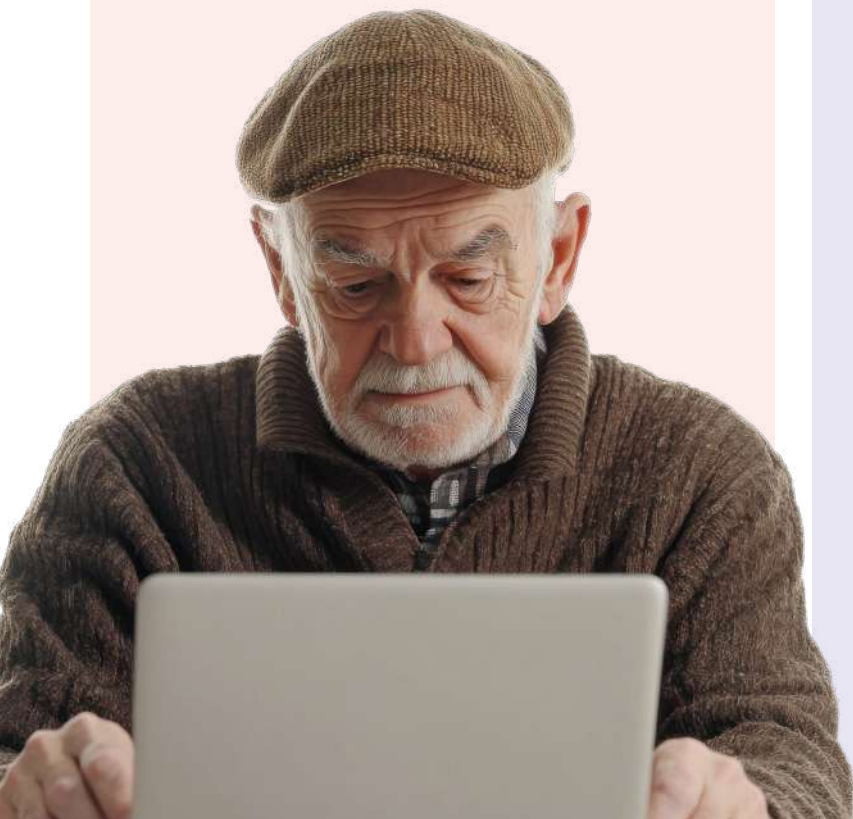
Spotting an energy scam

The fraudsters are very adept at tricking people, so you need to be vigilant. A request for personal information should always raise red flags. If you're in any doubt, look up the legitimate energy company's contact details online and call them directly to find out if the contact was genuine.

What should I do if I'm a victim?

Report the matter to Action Fraud
🌐 [actionfraud.police.uk](https://www.actionfraud.police.uk)

If you've lost money or have concerns over the security of your bank information, contact your bank or financial provider immediately.



LASTING POWER OF ATTORNEY



Something you'll often hear when someone's had to apply for a lasting power of attorney (LPA) is they wish they'd done it earlier. While relatively easy to set up in 'normal' times, life events – like accidents, illnesses, or old age – can make the process trickier.

What difference does an LPA make?

It means someone you trust is in charge of your affairs when you need it the most. It provides peace of mind that someone's looking out for you when you might be unable to yourself.

There are two types of LPA:

- **A health and welfare LPA** gives your attorney the power to make decisions about your daily routine (washing, dressing, eating), medical care, moving into a care home and life-sustaining medical treatment. It can only be used if you're unable to make your own decisions
- **A property and financial affairs LPA** gives your attorney the power to make decisions about your money and property. This includes managing your bank or building society accounts, paying bills, collecting your pension or benefits and, if necessary, selling your home.

You can choose to make one type or both and, once an LPA is registered with the Office of the Public Guardian, it can be used immediately or held in readiness until required. There's a different process in Scotland and Northern Ireland.

Don't leave it until it's too late. Find out more at
🌐 [gov.uk/power-of-attorney](https://www.gov.uk/power-of-attorney)

DOODLEBUG DEVASTATION

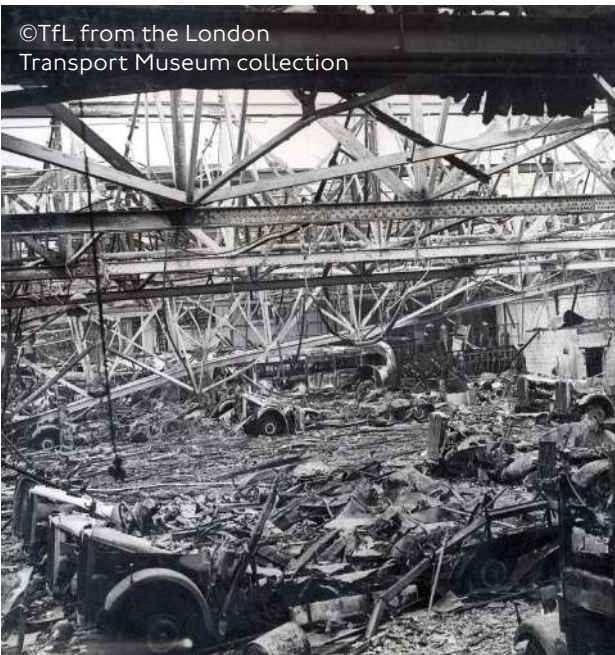
On 18 July 1944, Elmers End Bus Garage was hit by a V1 'doodlebug' flying bomb. It was said to have cut out over the nearby cemetery and glided into the open door of the garage. Ten staff were killed and 39 vehicles destroyed. **Jean Bellinger**, of 'Ding Ding' fame (otm PE issue 85, page 16) shared details of the day in question: "My father (**Richard Stimpson**) and his clippie had finished work and collected their week's pay. The clippie had taken off her jacket and hung it on a hook.

"They must have heard the warning [given by **John Cunningham** – who died after sounding the alarm] as my father said he pushed the clippie under the bus as he slid his way under it himself.

"Their injuries were caused by glass, she in her legs and back, he in his face. When the commotion subsided, the clippie's jacket was still on the hook, but its pocket – along with her pay packet – had been blown away.

"I remember small pieces of glass working their way out of my father's skin for a very long time after."

©TfL from the London Transport Museum collection



Despite the sheer devastation, pictured, – and somewhat incredibly – normal services resumed the next day.

Jean said: "When I looked at the photos, I only saw one bus in what was left of the garage; I imagine my father and the clippie were under that, right at the back."

Do you have memories of wartime London on the transport network? We'd love to hear about them: otmpe@tfl.gov.uk

MEMORIES OF DALSTON BUS GARAGE

The garage – in Shrubland Road – was originally built in 1908 on the site of a former cavalry barracks. My late husband, **Roy Fox**, (nicknamed the 'Flying Fox') joined the garage in 1959. He'd been a driving instructor in the Royal Engineers and was looking for a job. We were living with my parents at the time in Holly Street.



Among his memories was Conn's Caff, where you could get a hot meal and a mug of strong tea. You could also buy leaf tea and other commodities cheaply from the canteen. There were various sporting activities, and he joined the fishing club – winning the 'Best Specimen Fish' award, 1960–61.

There was a great deal of camaraderie among the drivers/conductors. Life was so different then. One of the terms used then was 'measuring off', you could also help each other by 'going round' the bus in front. One of Roy's conductors was **Jean Barrie** and, during the dense fogs of the time, there was an occasion when she had to walk in front of the bus with a flare.

Vicki Fox

A RIGHT ROYAL TRAIN

Following some signalling alterations between Great Missenden and Amersham, it became a requirement for the guard to confirm the train had arrived complete at Amersham, this being achieved by the pressing of a plunger provided on platform No.3. To enforce this procedure, the starting signal at the end of platform No.3 was maintained at danger until the plunger was operated.

Following the Brighton bombing (12 October 1984), we heard that **The Duke of Edinburgh** (returning from another engagement) would take the opportunity to visit (now The Rt Hon, the Lord) **Norman Tebbit** who was being cared for at Stoke Mandeville Hospital.

The news was subsequently received that the Royal Train would soon be coming through Amersham and that it mustn't be required to stop. It was decided a minor wiring modification would be made to allow the starting signal to clear without the operation of the plunger. The modification was brought into use by a signalling inspector



upon the approach of the Royal Train. Immediately after the passage of the train, the modification was decommissioned to restore the original arrangement.

As far as I am aware the operation was successful, and the Royal Train suffered no delay!

John Phillips
LU Signalling Principles Designer (retired 2009)

QUICK THINKING JIM AVERTED DISASTER

I worked at Wembley Park and Baker Street for 20 years between 1972-1992 in the Signals dep. I was involved in an incident in December 1991 on a train between Moor Park and Northwood. As mentioned in the newspaper article, I didn't know it was an incendiary device at the time, but I'd put out a couple of fires in the past, so I knew what to do.

James Bradbury



HEAD PROTECTION



In 1971, I started as a driver at Southall garage which was a short distance from AEC in Windmill Lane. It wasn't unusual to see a chassis being driven by a driver wearing a crash helmet out of the works. I believe it was heading to Alderman Works to be reunited with a body. Apparently, the chassis and body were made with such precision they did not have to be the same one they were with originally. We always had a good laugh on a rainy day.

Dave Boyce

Got a memory or tale to tell? The best win a prize.
 ✉ otmpe@tfl.gov.uk
 ✉ **otm, IIG6 Palestra, 197 Blackfriars Road, London SE1 8NJ**

APRIL 2025 PENSION INCREASE

The pension increase payable under the Rules of the TfL Pension Fund is based on the rise in the Retail Price Index over the 12 months to September 2024 which was 2.7 per cent. Depending on the period of membership of the TfL Pension Fund, your pension may comprise of various components, some of which aren't increased by the Fund at the above rate, but may be increased by the State.

Fund members fall into one of two categories; Existing Members – those who joined the Fund on 1 April 1989, and New Members –

those who joined the Fund on or after 2 April 1989. For the part of your pension that is increased by the Fund, there is a 'cap' of five per cent for New Members.

If you've been receiving your pension for less than a year, you may receive a pro rata increase, as shown below.

Effective date	Existing Members Increase (%)	New Members Increase (%)
Up to 1 April 2024	2.700	2.700
2 April 2024 – 1 May 2024	2.475	2.475
2 May 2024 – 1 June 2024	2.250	2.250
2 June 2024 – 1 July 2024	2.025	2.025
2 July 2024 – 1 August 2024	1.800	1.800
2 August 2024 – 1 September 2024	1.575	1.575
2 September 2024 – 1 October 2024	1.350	1.350
2 October 2024 – 1 November 2024	1.125	1.125
2 November 2024 – 1 December 2024	0.900	0.900
2 December 2024 – 1 January 2025	0.675	0.675
2 January 2025 – 1 February 2025	0.450	0.450
2 February 2025 – 1 March 2025	0.225	0.225

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PCC ELECTION RESULTS 2024

The term of office for the longest serving quarter of the TfL Pension Consultative Council (PCC) ended on 30 November 2024, with the new appointments commencing 1 December 2024, ending on 30 November 2028.

In Section One (representing pensioners and deferred pensioners) **Paul Kilius-Smith** and **Chris Miller's** terms ended. Both stood for re-election. As no other nominations were received, Paul and Chris were duly re-elected. They have served on the PCC since 2012 and 1997 respectively.

In Section Two (representing TfL and its subsidiaries or contractors, excluding London Underground Limited) **Cathy Oates'** term ended, and she stood for re-election. As no other nominations were received, Cathy was duly re-elected, she has served on the PCC since 2020.

In Section Three (representing London Underground Limited and its subsidiaries), **Eddie Darroch** and **Jane Gwynn's** terms ended, and both stood for re-election. Three nominations were received and, following a postal ballot,



Eddie and Jane were re-elected. They have served on the PCC since 2011 and 2020 respectively.

For more information about the PCC, visit the TfL Pension Fund tfl.gov.uk/pensions or contact PCC Secretary **Qudsiyyah Tahir** [020 7126 1298](tel:02071261298) or qudsiyyah@tflpensionfund.co.uk

otm PE in Unusual Places

Inquisitive, or plain nosy... you decide, but we do like to see where you've been with your otm Pensioners' Edition. Here we have **Graham Vaines** and his grandson taking a break in the South of

France. Although Graham is now retired, he worked as a guard on the Underground in the 80s and a train operator at Hainault before spending many years on the buses as a driver and controller.



We've then got **Jenni Cluskey** who got this shot at the 2024 Croatian Open Masters Diving Championships in Rijeka. Jenni told us she passed on the opportunity to dive herself in case the photographer missed her moment! Send us a shot of you with your otm in an unusual place, exotic or otherwise, to otmpe@tfl.gov.uk



THE MAN, THE MYTH, THE LEGEND

World War II veteran and retired bus driver **Ian Aitchison**, 101 died on 19 September 2024. Ian – who marched with the London Transport Old Comrades – was hugely respected and admired by all who knew him.

London Underground Skills and Development Trainer **Liam Doyle**, pictured alongside Ian, said: “Sometimes, the monicker ‘legend’ is overused, but when it came to Ian, it was truly fitting.

“I’d been lucky to call him a friend for 30-odd years, having

met him during my previous London Transport occupation. We had a long-standing agreement to meet at 55 Broadway after he’d marched – something he continued to do until he was 96 – with the London Transport Old Comrades on Remembrance Sunday.”

TfL Consents & Environment Advisor **Paul Southward** added: “The first time I

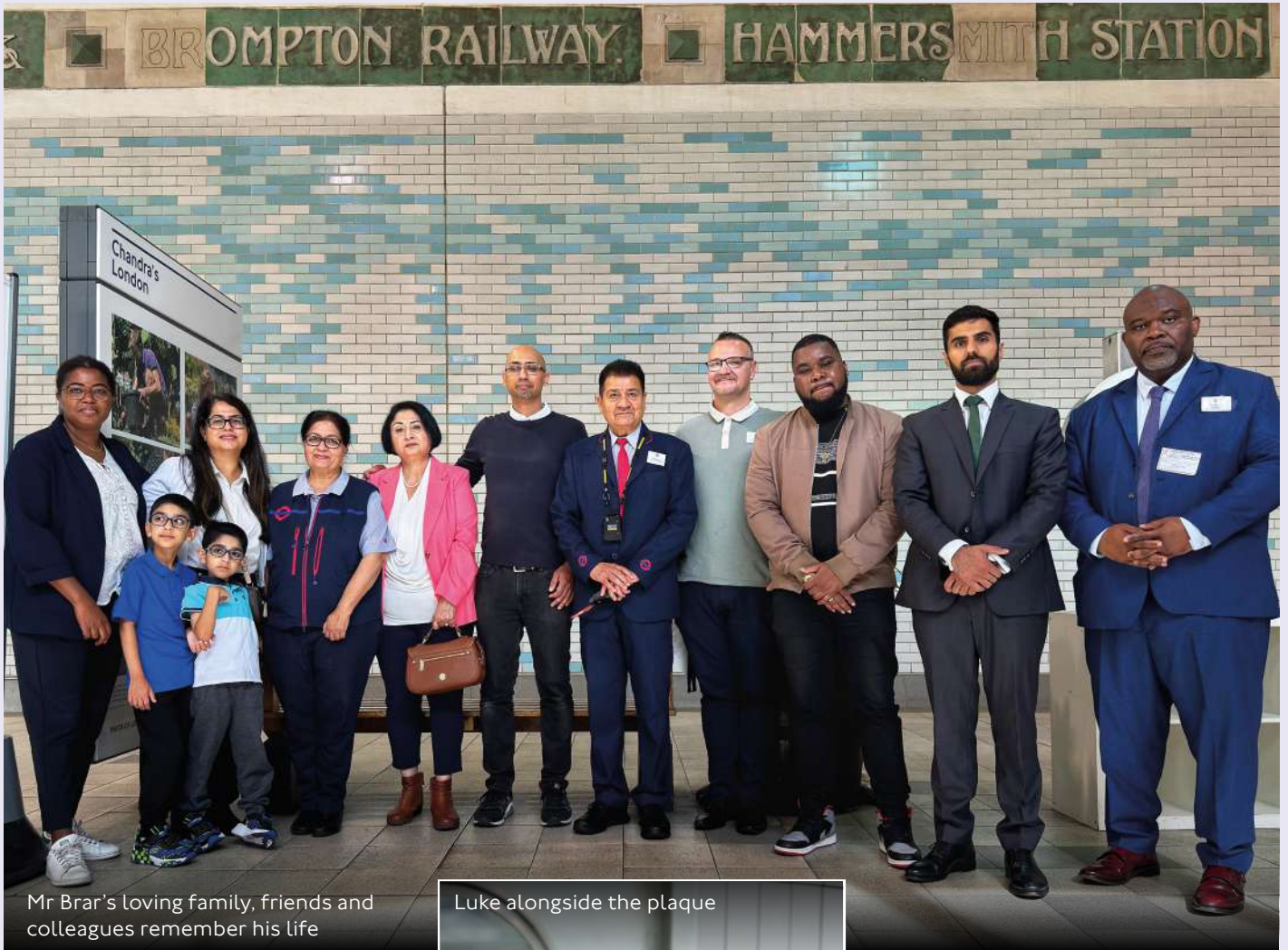
marched with the LTOCA I was stood next to Ian. A kinder more fascinating man you could not imagine, and certainly someone I was privileged to know.”

Ian served in the Royal Signals – attached to the 53rd Heavy Regiment RA – from 1942. He’d been based in Normandy and survived the heavy bombing of Calais before moving on to Belgium and finally on to Germany on New Year’s Day 1945. He returned home in 1947.

Our heartfelt condolences go out to Ian’s family and friends.



REMEMBERING MR BRAR



Mr Brar's loving family, friends and colleagues remember his life

Luke alongside the plaque

After joining London Underground in 1977, **Gural Brar** clocked up an incredible length of service. Working at Hammersmith for more than 30 years alone, he'd become 'part of the place'. He was universally respected, loved, and admired.

Mr Brar died suddenly in May 2024, leaving colleagues profoundly shocked and saddened. With a heartfelt desire to remember



Mr Brar and the impact he'd had on so many, and with the permission of his family, a fitting and lasting memorial now stands proud at Hammersmith's operations room door.

A plaque – inscribed with a beautiful poem written by Customer Service Assistant **Luke Anderson** – will ensure Mr Brar remains part of the fabric of the Hammersmith family for years to come.

FONDLY RE



Alfred Welch, 93, died on 7 October 2024. Born in Barbados, he joined London Transport in 1963, dedicating 34 years to his career. He began as a bus conductor on the 77A and 77C routes from Stockwell bus garage, later becoming a driver on the 88 and 155 routes, before transitioning

into a role as a TGWU representative, where he excelled as an advocate for his colleagues. Alfred even brought his charm to a Heinz advertisement, seamlessly incorporating the product into his role as a bus driver. He will be deeply missed by his loving wife of 65 years and their four children.



Eric McFadzean, 66, died on 9 August 2024. Eric worked for LU in the Scientific Services division as a metallurgist from the mid-80s, until leaving and moving back to Scotland in the mid-90s. Eric also took on tasks at LU such as heat gun testing of painted surfaces (a method of assessing the

flammability of painted surfaces in the aftermath of the King's Cross fire). After spending a few more years as a metallurgist north of the border, Eric retrained as a teacher; a career he continued until retirement. Eric leaves wife Mairead and daughter Christina.



Helen Shoy BEM, 92 died on 30 June 2024. She joined London Transport – where she'd spend 36 years – after her brother, a crane operator for London Transport, told her they were looking for workers. Beginning as a station cleaner, she worked in the canteen and eventually

worked her way up to be a revenue collection inspector. During her career, she was based at White City, Lambeth North and Wembley Park. Her dedication to work and her local community was recognised in the Queen's Birthday Honours List in 1992. Helen continued to work for transport even in her retirement as a TfL Pension Liaison Officer, visiting former employees. Helen was friendly, humorous and a great listener. She'll be greatly missed by family and friends.



Kevin Ljubojev died unexpectedly on 6 September 2024. Originally employed by London Transport as a bus driver – then inspector – Kevin transferred to another company when the London operators were 'split up'. He returned to London Buses as a bus station controller in

1998, then a Network Traffic Controller, before retiring in 2016. Kevin's family and friends will always remember his infamous line: "I don't wanna finish late". Kevin was dearly loved and will be missed by all who knew him.

MEMBERED



Bernard 'Ben' Benham, 98, died on 14 September 2024. He began his career with LU as a porter at Swiss Cottage before spending 44 years as a driver on the Bakerloo line. Ben was an ardent Watford FC supporter and was in regular contact with his old work colleagues. He's sadly missed

by his loving family and all who knew him.



John Floodgate, 77, died in December 2023. He started work for LU in January 1962 as a 'box boy'. He worked his way up to a senior signalman on the Piccadilly line at Earl's Court. He retired in 2004 and spent his time travelling with his wife and living at their Cyprus holiday home. John

leaves his wife and two daughters, as well as many friends, who miss him dearly.



James 'Jimmy' Shelton died on 6 September 2024. He joined London Transport as a porter in 1956, left and re-joined in 1965. Jimmy retired as a station inspector at Embankment in 1992. He was a keen member of the Central line angling team and was always organising social

events at Loughton. He'll be sadly missed.



Edward 'Ted' Alfred Meaker, 87, died on 10 June 2024 after a brief stay in hospital. He was based out of Turnham Green bus garage – along with his late wife, Judith – where they formed a husband-and-wife team on the buses. He'll be greatly missed by his two daughters, five grandchildren

and seven great-grandchildren.



Hilary 'Pat' Kelly, 71, died on 16 March 2024. Pat began his 30-year career in maintenance with LU before moving into apprentice training at Acton Railway Engineering Works. Pat is missed by everyone who knew him, especially his wife Joan, who he did absolutely everything for.

If you'd like us to include an obituary, please send us a paragraph and a photo
✉ otmpe@tfl.gov.uk

CONTACT DETAILS

PENSION FUND

TfL Pension Fund Office colleagues are always pleased to answer your questions. While they can't provide financial advice or deal with tax matters, they can tell you who to contact for help. Get in touch via the following options:

✉ helpdesk@tflpensions.co.uk

🌐 Submit an enquiry (if registered) on the Pensions Web Portal pensions.tfl.gov.uk

✉ **TfL Pension Fund**
8G7 Palestra, 197 Blackfriars Road, London SE1 8NJ

☎ **01737 235298**
Lines open 09:00-17:00, Mon-Fri. Have your member and NI number to hand before calling.

📅 Personal appointments at Palestra are available but must be booked in advance (by phone or email).

STAFF TRAVEL

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PENSION PAY DATES

Bank and building society accounts will be credited on **13 January, 10 February, 10 March, 7 April** and (Tuesday) **6 May**.

More info and future dates at cutt.ly/pensionpayments

PENSIONERS' FORUM SUMMARY

MEETING HELD ON
TUESDAY 12 NOVEMBER 2024

We met with senior TfL managers to discuss the latest position with the Pensions Review. There has been no change since the last update in September 2024. No further working group discussions have taken place. We are waiting to see how the new Government intends to progress with the review. TfL managers are committed to keeping representatives informed and involved with any developments.

The draft results of the 2024 Actuarial Valuation were presented and explained by the Scheme Actuary. The fund is expected to have a healthy surplus once the valuation has been finalised. Having discussed in detail the options to use this surplus, representatives concluded the prime objective should be to further reduce investment risk and protect the fund from adverse changes in the economy to ensure that the long-term security of the fund is maintained.

The Fund office presented proposed changes to pensioners' annual payslip and P60 which incorporate a breakdown of the different elements of each member's pension and the actual increase in percentage and cash terms that applies to each part. This would make it easier for members to understand how their pension has changed following the annual increase. For those members that have a variable pension, the annual update will be incorporated into the payslip replacing the separate letter currently sent to those affected. Representatives welcomed these improvements which will be included from April 2025.

The Staff Travel team was impacted by the actions taken by the business to ensure the continued safe operation of their systems following the cyber incident TfL experienced at the beginning of September. This impacted their telephone and email systems leading to delays responding to members' enquiries. They are currently working through a backlog but assured us that all enquiries will be responded to and that response times will improve as the backlog is reduced.