

# penfriend:

the newsletter for railway pensioners



Summary of the  
2022 Report and  
Accounts

Rail Staff  
Travel updates

Your new-look  
RPS member  
website

# Message from your Trustee Chair

**A warm welcome to the autumn issue of your Penfriend newsletter.**

I hope the wonderful stories in this issue bring back some happy memories from your time working in the railway industry. Alongside your regular pension news and Rail staff travel updates, we share our tips to help you stay well this winter and a summary of the 2022 annual accounts.

There's also a useful guide to your new-look member website and where you can find the information you need online. We've listened to your helpful feedback and given the site a brand new design which makes finding what you need easier, quicker and simpler. Make sure to take a look if you haven't already!

Please stay vigilant for pension scams. Sadly scams are on the increase, and scammers are adopting new tactics to cash in on money worries during the cost of living crisis. You can find out how to spot a scam and protect your pension on page 17.

The Trustee and Railpen work tirelessly to ensure your pension savings and personal data are secure, and are managed with extreme care and attention. You can learn about how we prioritise safety and security on page 5.

If you'd like to share your thoughts on this newsletter, please fill in our short survey. You'll find the details on the back page.



I hope you enjoy what this issue has for you.

With best wishes,

**CHRISTINE KERNOGHAN**  
Chair of the Trustee

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This year we celebrate 100 years since the famous locomotive the Flying Scotsman was built in Doncaster, 1923. Our front cover is a recent picture taken at the centenary day held by the National Railway Museum at Edinburgh Waverley.

You can join the celebrations at the National Railway Museum's exciting programme of events, showcasing the locomotive on the tracks, visits to heritage railways and their museums. Details are on page 11.

If you'd like an audio version of your newsletter please email [penfriend2@railpen.com](mailto:penfriend2@railpen.com). To get a copy of your newsletter in large print, please email [format@railpen.com](mailto:format@railpen.com). Or, you can write to Penfriend, **Railpen, Stoooperdale Offices, Brinkburn Road, Darlington, DL3 6EH** with your request.



## Pension news:

### in summary

**This regular feature looks at developments in pensions that may be relevant to you or your pension.**

#### State Pension age review published

On 30 March 2023, the government announced the outcome of the second review of the State Pension age (SPA), which had to be published by 7 May 2023. Under the Pensions Act 2014, the government is required to review the SPA at least every 6 years.

The main conclusions from the review were:

- The SPA rise from 66 to 67 between 2026 and 2028 remains appropriate, and will therefore take place as planned, and
- The government plans to reconsider when the SPA will rise to 68 in a further review, within 2 years of the next Parliament.

The government has stated that its plans to review within 2 years of the next Parliament will allow it to consider the latest information. This will include the 2021 Census data, which was not available to the independent reviewer at the time of the review.

If any changes to the SPA are proposed, they would then need to be put into law by Parliament.

#### New connection deadline for pension dashboards

Pension dashboards will allow people to access information on all of their pensions in one secure online place. Pension dashboards are seen as a major step forward in getting people engaged with pensions, and supporting better retirement planning.

Although pensioners are not the target audience for pension dashboards, there will be Penfriend readers who may have lost trace of pension pots from elsewhere. If this applies you, one of the purposes of pension dashboards is to help people find lost or forgotten pension pots.

In March 2023, the Department for Work and Pensions (DWP) issued a statement. The statement explained that while the framework set out in the regulations for pensions dashboards remains fit for purpose, "additional time is required to deliver the complex technical solution to enable the connection of pension providers and schemes".

In June 2023, the Pensions Minister, Laura Trott, confirmed the deadline for pension schemes to connect to the pension dashboards will now be 31 October 2026. This is the final connection date, however dashboards could be up and running earlier or later than this date.

## Would you like to feature in Penfriend?

If you have happy memories of working in the railway industry we'd love to hear them! Please send your fond memories, letters and photos to [penfriend@railpen.com](mailto:penfriend@railpen.com).



## Your RPS website has a brand new look!

We've listened to your feedback and improved your RPS website to help you find what you need much faster. Here's how to find what you're looking for online.

### What has changed?

One of the biggest changes is a new menu that lets you see almost all of the pages on the website in just one click. Using the menu, you can see what's available and where you need to go at a glance.

We've reviewed and revamped the information on your website to make it clearer and more relevant to you. You'll find handy links at the bottom of each page to direct you to other information you might find useful.

There's also a new area where you can find information specifically for retired members.

### Where can I find information for retired members?

On your website home page, select 'Defined benefit members' and 'I'm already taking my pension'. This is the new area for retired members of the Scheme.

It's packed with valuable information on a range of pension topics, including:

- Your pension payments and P60s
- How to update your bank details
- Your annual pension increase
- What happens to your pension when you die
- The State Pension

### Using your myRPS account

Don't worry, if you're already registered with a myRPS account you won't need to register again, and you can

log in as normal. If you're struggling to log in, there's a troubleshooting guide to help you on page 5.

The [btppensions.co.uk](https://btppensions.co.uk) site isn't changing just yet, but we're planning similar changes in the future.

### Meet your accessibility toolbar

Your member website now has an accessibility toolbar to make using your website easier for you.



We're dedicated to ensuring our website and services are accessible to everyone, by acting in line with the most up-to-date web accessibility guidelines and standards.

Using the accessibility toolbar, you can have webpages read aloud, and change how the website looks to suit you.

You can also:

- change the font size
- change the language
- change the text colour

### How to use the toolbar

You can use the toolbar on your member website at any time. Simply click the blue circle icon with a person in it, on the right-hand side of your screen. Give it a try at [railwayspensions.co.uk](https://railwayspensions.co.uk) or [btppensions.co.uk](https://btppensions.co.uk).

# Over 30,000 of our retired members have an online account! **Are you one of them?**

**Register online to see your P60, check your pension payslips, update your contact details and more. You don't want to miss out!**

Simply visit [railwayspensions.co.uk/register](https://railwayspensions.co.uk/register) or [btpensions.co.uk/register](https://btpensions.co.uk/register)

To register, you'll need your:

- Pension Reference Number (you can find this at the top of any letters we have sent you)
- email address
- National Insurance number

## Having trouble logging in?

If you've forgotten your login details, we're here to help.

Firstly, go to the login page at [railwayspensions.co.uk/login](https://railwayspensions.co.uk/login) or [btpensions.co.uk/login](https://btpensions.co.uk/login) and select 'Having trouble logging in?'

### 1. I know the email address I used for my account

- Enter the email address you use for your myRPS or myFund account

- We'll send an email to you. You can use this email to create a new password and memorable information
- If you can't find it, please check your junk folder
- Follow the link in the email we sent you to choose a new password
- Go back to your RPS or BTP Fund website and log in using your new password

### 2. I don't know the email address I used for my account

- Go to 'Forgot your username?'
- Enter your Pension Reference Number, National Insurance number and date of birth
- Then, select 'Show my username'
- Go back to your RPS or BTP Fund website and log in using your details

## Securing and protecting your data

**At Railpen, take our responsibility to protect and secure your information very seriously. Our goal is to ensure your information remains confidential, intact and accessible to you at all times.**

We have a comprehensive cyber security strategy that uses multiple layers of security. This approach, known as "defence in depth", is a strong method of protecting your data and the systems it sits on.

'Security controls' are measures used to protect and safeguard against security risks or threats. Our security controls are based to industry best practice, and are continuously assessed by internal audit teams, external auditors and security assessors, including tests that simulate real world cyber-attacks.

This approach provides assurance where security controls are effective, or allows us to protect against newly-discovered vulnerabilities. The IT infrastructure is monitored 24/7 through many IT and security tools

and services. This allows our teams to respond quickly to any event, from a system outage to a potential security incident.

We have many preventative controls to protect our systems and network from malicious or suspicious activity. We stay up to date with the latest security threats, and implement enhancements to our security tools to protect against new risks and threats. These tools are integrated to provide extended capabilities and enhance our overall security strategy.



By **John Robson**  
Chief Technology Officer

## The perks of retirement

### Did you know there are a number of discounts, offers and government benefits especially for you?

Every year, millions of pounds are not claimed by those who are eligible for it. Make sure you don't miss out on what you could get as a retired member.

#### The State Pension

The State Pension is a 4-weekly payment from the government which is based on your National Insurance contributions. It's separate to the pension you have with the Railways Pension Scheme (RPS) or British Transport Police Force Superannuation Fund (BTPFSF), and any other workplace or private pensions you may have.

The full amount of the new State Pension is currently £203.85 a week.

You'll need to claim your State Pension from the government once you reach your State Pension age (SPA). You can find out more about the State Pension, including how to claim it on your member website, and at [gov.uk/state-pension](https://www.gov.uk/state-pension).

#### Pension Credit

You could be entitled to Pension Credit if you're over SPA (currently 66), live in Britain and on a low income. It's separate to your State Pension, and is an extra payment from the government to help cover the cost of living. Pension Credit could top up your weekly income to

£201.05 if you're single, and £306.85 if you have a partner.

You'll need to meet certain criteria to claim Pension Credit. You can learn about the criteria, and see if you can claim it at [gov.uk/pension-credit](https://www.gov.uk/pension-credit).

#### Winter fuel payment

You may be eligible for a payment from the government to help you pay for your heating bills. Depending on your circumstances, you could get up to £600 on top of any other cost of living payments you already get.

See if you can claim it and learn how it works at [gov.uk/winter-fuel-payment](https://www.gov.uk/winter-fuel-payment).

#### Grab a bargain with these savings

- Explore the outdoors with 25% off National Trust membership if you're over 60
- Hop on board with 1/3 off rail travel using your Senior Rail Card
- Over 60s can enjoy a film with reduced cost cinema tickets at Vue, Showcase and Odeon cinemas
- Take a trip to the theatre with a discounted senior ticket
- Get free NHS prescriptions and eye tests if you're over 60
- Save with store card discounts for over 60s at major retailers, including Boots and B&Q

## Tell us what you think – join Platform

**Pensions can be complicated. That's why we work hard to make our communications the best they can be, and we'd love to hear your opinion.**

Platform is our online feedback group for members of the RPS and the BTPFSF.

As a thank you for joining Platform, you'll be entered into a prize draw to win **£150 worth of shopping vouchers** at the end of 2023.

We ask Platform members for their opinions on new ideas, communications or design materials we're working on. Your opinion then shapes the way we communicate other members.

#### Can you help us out?

If you'd like to be part of the conversation, all you need to do is sign up at [railwayspensions.co.uk/platform](https://www.railwayspensions.co.uk/platform) or [btpensions.co.uk/platform](https://www.btpensions.co.uk/platform).

To sign up you'll need:

- your full name
- date of birth
- Pension Reference Number





**Looking after yourself is important any time, but even more so during winter.**

A few small changes to your routine could make a huge difference to your health, your mood, and even your sleep!

### Lift your mood with exercise

Staying active is scientifically proven to boost your mood, improve your sleep and your energy levels.

Exercising looks different for everyone. It could be as simple as standing up from your chair regularly and walking between rooms, or a 20-minute walk in the park to breathe in the fresh air.

Research shows you're more likely to stick to exercise if it's part of your routine. You could walk to the shops instead of taking the bus, or join a light exercise class. You might be surprised at how much healthier and happier you feel!

### Protect your health with vaccinations

Vaccinations could keep your body equipped with what it needs to fight off winter viruses. It's a good idea to stay on top of them so you're protected. The free flu vaccination could help increase your immunity, even if you're feeling well. Speak to your GP if you'd like more information on the vaccinations you can get.

When you're out and about, washing your hands regularly, using anti-bacterial hand gels and wearing a face covering are top tips to keep the germs at bay.

### Stay connected with loved ones

It's important to look after our minds in winter, too. As the days get shorter, we tend to reduce the time we spend socialising outdoors and spend more time on our own.

At the start of each week, take some time plan things in your diary to look forward to. Why not schedule a phone or video call with an old friend or family member? It could be a 10-minute chat, or a regular part of your weekly routine. Alternatively, you could invite a friend over for tea, or enjoy a coffee at a local café together.



## Blackberry and apple oat bake

**Why not try something new? Serve this delicious dish as a nutritious breakfast or a tasty dessert treat.**

This recipe uses pecan nuts, but you can replace these with pumpkin or sunflower seeds if you prefer.

**15 min prep, 50 min cook**

#### Ingredients (serves 6)

- 500ml semi-skimmed milk
- 2 small cinnamon sticks
- 6 cardamom pods, bashed
- 2 Gala apples, peeled, cored and cut into 1cm cubes
- 200g jumbo porridge oats
- 1 egg, beaten
- 1 tsp vanilla extract
- 1 tsp baking powder
- 100g pecans, roughly chopped
- 320g blackberries
- Milk or fat-free yogurt and maple syrup, to serve

#### Instructions

1. Heat the oven to 200C/180C fan/gas 6. Put the milk, spices and apple in a small saucepan. Cover, gently bring to the boil and simmer for 10-12 minutes. Set aside to infuse for at least 15 minutes.
2. Remove and discard the spices, then pour the apples and milk into a large bowl, and roughly crush the apples with the back of a fork. Mix in the oats, egg, vanilla, baking powder, pecans and blackberries.
3. Tip into a 2-litre ovenproof dish and bake for about 30-35 minutes until piping hot in the middle. Serve with milk or yogurt and maple syrup, if you like.

Recipe taken from BBC Good Food [bbcgoodfood.com/recipes/blackberry-apple-oat-bake](https://www.bbcgoodfood.com/recipes/blackberry-apple-oat-bake)



## Your letters

### George Crawford and the Edinburgh and Glasgow Control

I thought readers would be interested to know that my father, George Crawford, died on 25 December 2021 after a long retirement.

Dad was one of the many railwaymen who dedicated their working life (for 41 years) to the service; one of the many "unsung heroes" who kept the trains running. I still recall from my childhood the gruelling 3 shift working pattern that dominated family life. Early shift was best for us, because Dad was at home when we finished school!

George Crawford started work with the LNER during the war, aged 14, on the 6 September 1943 in a temporary clerical position at Prestonpans Station. He quickly progressed to work at many of the small and isolated stations in the east of Scotland and the Borders before his National Service, after which he returned to the railways. He then worked in Control for the rest of his career, mainly in Edinburgh but also at Glasgow, where he finished as a Senior Controller.

George moved to Somerset during his retirement, with his wife of 65 years Valerie, and lived there for 25 years. Although, he never lost his long-standing (and frustrating!) interest in Hibernian Football Club.

I enclose a picture of George (on the right) meeting BRB Chairman Sir Peter Parker in Glasgow on 29 April 1981. The following day, Sir Peter named locomotive 47711 "Greyfriars Bobby".

**Malcom Crawford**



### Royal Inniskilling Fusilier, Arthur

When I worked in the Telegraph Office and Switchboard at Leeds City Station in 1956 or 1957, I used to speak to a Gilbert and an Arthur at Huddersfield Station, only knowing them by their personal names. When I said I'd be on holiday during the first 2 weeks of August, Arthur asked where I was going. I replied, "To Fermanagh, the wettest county in Ireland." Arthur enquired if I knew a district called Florence Court and asked if I knew Marlbank House.

I then knew he must be one of those who had served with the RIFs. I asked if his surname was Naylor, and had he carved his name twice on doors in that house. That was the only name I associated with one of the names carved on the door of the room that I had been born in. Arthur asked me to try and find a RIF Cap Badge and button for him, which I said I would.

Upon my return to Leeds City Station, I went to phone Huddersfield and Gilbert answered. I asked him to leave Arthur a note. Gilbert said Arthur had died and had been buried the previous day.

I do know, through research, that Arthur had served with either the Royal Artillery or Royal Engineers, and the Kings Own Yorkshire Light Infantry, before transferring to the Royal Inniskillings. The present occupiers of Marlbank House painted those names out, so they are lost for ever, unless this story rings a bell with someone reading this.

I always regret not going to Huddersfield to meet Arthur on the day after I discovered who he was, and have spent since 2010 trying to trace his service records, and records of those other 9 or 10 other men, without success.

**Viola M A Wiggins**



### 90th birthday celebrations for William Trotter

William was enlisted into Army National Service with the Royal Engineers (Army - Sapper) on 8 April 1954 at Malvern. He served 2 years and 22 days at Longmoor Military Railway Camp.

William served 47 years in the Railway Industry, joining the Cowlaers Workshop, Glasgow in 1948, St Rollox, British Rail Engineering Ltd, British Rail Maintenance Limited. He retired in 1995 when working at the Glasgow Charles Street Works, aka The Caley.

The Trotters have a long railway history:

William's father, William, started his railway career in 1916, as a fitter in Carlisle for the North British

Railways Company, carrying on his work in Hawick, Galashiels and Elgin. He was also Shed Master at Polmont and Parkhead, Glasgow.

William's grandfather, James, joined the Highland Railway in the 1890's, and became a train driver, eventually moving to Springburn, Glasgow and then Carlisle.

I am the son-in-law, John Steele, having spent 38 years in the railway from 1976 to 2014 in financial departments in Blythswood and Buchanan House, Glasgow.

#### John Steele



## Photo album

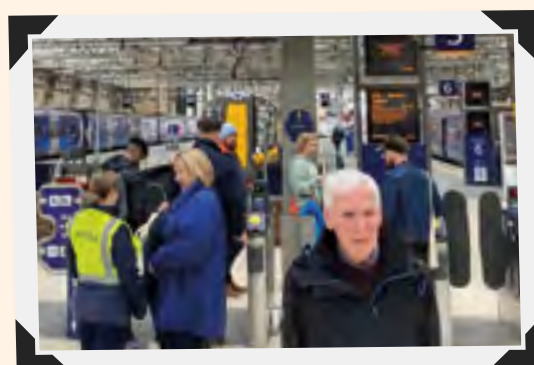
### My father-in-law, William Trotter

John Steele sent us some photographs of his father-in-law, William Trotter, celebrating his 90th birthday at Glasgow Central Station, accompanied by tour guide, Paul Lyons of Network Rail Scotland.



### Happy memories in the railway industry

This image – supplied by Malcom Crawford – is a retirement certificate his father, George Crawford was given on his retirement in 1984. It includes many signatures from friends and colleagues from the Scottish Region. Malcom's letter with details of his father's happy years in the railway industry can be found on page 8.





## Staff travel updates:

### for retired safeguarded staff – from Rail Staff Travel (RST)

#### Elizabeth line

National Rail staff travel facilities are valid on all sections of the Elizabeth line, with the exception of Blue Status Passes which are not valid on the whole line. More details are available below.

#### Singles>Returns

Fares between Paddington and Abbey Wood are based on the London Underground zonal fares. The easiest way to travel at staff discounted (priv) rate is to use an Oyster Card with the priv discount set. If you require a privilege oyster form to be approved, please complete the xx19 form at [raildeliverygroup.com/rst/forms](https://raildeliverygroup.com/rst/forms).

However, Oyster pay as you go cannot be used west of West Drayton. So, a ticket must be purchased to obtain staff discounted (priv) rate for journeys starting or ending west of West Drayton.

With a Staff Travel Card, staff discounted (priv) paper singles and returns are also available, but cannot be purchased at stations in the central core. If you are using a single or return ticket, break of journey is not permitted at stations between Paddington and Abbey Wood.

#### Status Passes and Staff Travel Cards

Gold Status Passes, Silver Status Passes and dated Staff Travel Cards are valid across the whole of the Elizabeth line.

Blue Status Passes are valid as follows:

- Eastern Region – between Shenfield and Farringdon, and London Liverpool Street and Custom House for Excel
- London Midland Region – between Paddington and Whitechapel
- Southern Region – between Abbey Wood and Farringdon
- Western Region – between Reading, Heathrow and London Paddington
- Scottish Region – not valid

#### Staff travel restrictions

A very small number of train services cannot be used by those holding staff travel facilities. Please make sure to check the Staff Travel Restrictions document before you travel. You can find the document at [raildeliverygroup.com/rst/where-can-i-go.html](https://raildeliverygroup.com/rst/where-can-i-go.html).

#### Travel on Eurostar

If your Staff Travel Card has endorsement NIL, 1, 2, 3 or 8 printed on the front of the card, you can use it to benefit from 'safeguarded' fares on Eurostar services, from St Pancras to Lille, Paris, Brussels, Rotterdam and Amsterdam.

You can find information on the prices, and how to purchase tickets on the 'Offers and Concessions' page of the RST website, at [raildeliverygroup.com/rst/offers](https://raildeliverygroup.com/rst/offers).

Bookings can be done in advance at Eurostar at St Pancras or via international Rail.

### How to buy priv rate tickets if the ticket office is closed

The rules around purchasing staff discounted (priv rate) tickets are unchanged. If the ticket office is closed at the station where you start your journey, and there is no local 'promise to pay' in use, you can buy a priv rate ticket on board a train.

If there is a penalty fare area in force, you must obtain the same permit to travel facility as a member of the public, which can be surrendered when you reach the point where you are able to purchase a priv rate ticket.

You may also be aware of RST Online, where you can purchase priv rate tickets and book seats online at [railstafftravel.com](https://railstafftravel.com). You can have tickets sent as an eTicket, collect at the station from a ticket machine, or have them posted to you.

If you have yet to register for an account, please email [rst@raildeliverygroup.com](mailto:rst@raildeliverygroup.com) with your request to access RST. Please include your full name and address, and use 'RST Online' as the subject of the email.

### Fares simplification - single leg pricing trial

On some routes, operators are beginning to remove return fares, and only single fares will be available. This cuts out the confusion of the 10p or £1 difference between some singles and returns, and also enables

passengers to pay only for the level of flexibility they need.

The £4 flat fare for accompanied children aged 5-15, which safeguarded retired staff over 60 are eligible to purchase, is available for either single or return journeys, where public fares are available. On journeys where only single fares are available, the £4 flat fare can only be purchased as a single.

### Moving house?

If you are moving, you must let RST know your new address, as well as the RPS or the Fund.

You can do this by completing the Change of Address form (XX15) online at [raildeliverygroup.com/rst/forms](https://raildeliverygroup.com/rst/forms). Or, you can write to **RST, P.O. Box 80612 LONDON EC4P 4NH** confirming your old and new address.

### Where can I use my Staff Travel Card?

The RST website has detailed information on where you can use your Staff Travel Card. Visit [raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG](https://raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG).

When you have the website open, please press 'CTRL' and the 'F' key together. Then use the box to type in a word that you are searching for to help with your enquiry.

### RSTL New Address

RST have a new P.O. Box address. For correspondence please use:

**Rail Staff Travel**  
**PO Box 80612**  
**LONDON**  
**EC4P 4NH**

## Fill your calendar with these events

### Celebrate the Flying Scotsman

The National Railway Museum is holding a centenary programme of events, all over the country. The events include visits to heritage railways and their museums, featuring the locomotive on the tracks. Check their centenary calendar at [railwaymuseum.org.uk](https://railwaymuseum.org.uk).

### Fun for the whole family

Hop on board a colourful adventure with Thomas the Tank Engine at a railway station near you. There'll

be activities, photos and live entertainment. Events are suitable for all ages, and details are available at [dayoutwiththomas.co.uk](https://dayoutwiththomas.co.uk).

### Enjoy the festivities

STEAM's Christmas extravaganza returns this year. Set within its fantastic museum displays and incredible GWR locomotives, you can explore over 50 market stalls. Find out more at [steam-museum.org.uk](https://steam-museum.org.uk).



## In conversation with

### Penfriend reader, Margaret Hobb

In your retired years, you have the benefit of more time and freedom to enjoy the things you love most in life.

Life after work opens opportunities to explore new hobbies, and discover different interests. Perhaps you'll start a project you've been dreaming about for the last few years, or finally book the holiday you've had your eye on.

One of our Penfriend readers, Margaret Hobb, has kindly shared what she loves most about retirement, and some of the exciting experiences she's had along the way.

#### **Q: Margaret, please tell us a little bit about yourself**

A: I am Margaret Hobb, happily married with the joy of my life, 2 sons (one with family nearby) and 2 grandsons. I have enjoyed good health, and am still in touch with 4 lifelong friends. I am fortunate to be able to drive to necessary venues. At present recovering well from hip replacement.

My husband Maurice Hobb (and his father) worked for the railway, first as a Goods Agent at Dunston, then York and Newcastle running freight movement. As his widow, I had the privilege of free travel – I was even able to take 2 young grandsons all over the country, plus regularly travel to see friends (Cambridge and York) and also now to Southampton to join cruise ships.

#### **Q: Did you have a vision about retirement while you were still working?**

Yes, although I enjoyed the chosen career of medical secretary in Newcastle hospitals, I looked to spending more time at our caravan at Beadnell. We had the same site on the North East coast since 1970.

#### **Q: How valuable is your pension now that you're retired?**

A: Absolutely essential to allow me to still be able to pay the increasing cost of living, and still book cruises.

#### **Q: What do you enjoy most about being retired?**

A: The freedom to take my time, especially in the mornings.



*Margaret & Maurice*

#### **Q: Is there any advice you could offer to people about to retire?**

A: I would recommend the retirement group U3A, which you can join if retired. It is nationwide, with good monthly speakers and small groups you can join covering numerous interests – each one run by a member who offers to pass on their knowledge of their subject. Or to become a volunteer.

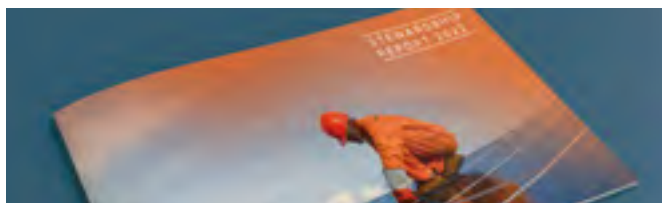
#### **Q: Since you've retired, have you got any new hobbies or had any exciting experiences you would like to share?**

A: Attended Buckingham Palace garden party – reward for life-long volunteer work.

### **Would you like to be part of the conversation in your next issue of Penfriend?**

Send your answers to these questions to [railpencommunications@railpen.com](mailto:railpencommunications@railpen.com).

- Have you found a new interest, started a new hobby or learning something new since you retired? Tell us about how you keep busy.
- What are the things you enjoy most about retirement? Have you been on any exciting holidays, or had any wonderful experiences?



## Stewardship and how it's used to give you a retirement income

**The Stewardship Report for 2022, produced by Railpen – the investment manager of the railways pension schemes – is out now.**

The report details how Railpen and the Trustee invest thoughtfully and sustainably to give you a secure income in retirement.

### How does Railpen invest pension money?

Investments are managed sustainably in a few ways. Firstly, those ESG (environmental, social and governance) issues that are most likely to have a financial impact on company performance, such as climate change and workforce treatment, are integrated into investment decisions.

It then uses influencing tools – such as meeting with the companies it invests in, or publicly expressing dissatisfaction through voting at annual general meetings – to persuade companies to improve their behaviour. We call this influencing work 'stewardship'.

We do this because we believe that investing contributions in companies that are well-run, and that seek to address all the risks and opportunities they face, is the best way to give you a secure retirement income.

### What does the Stewardship Report include?

The Stewardship Report details the influencing efforts undertaken in 2022. It includes examples and case studies that show the progress made at the largest companies that Railpen invests in.

It also gives an update on progress against Railpen's 4 thematic stewardship priorities for 2021-2025, which are:

- Climate transition
- The worth of the workforce

- Responsible technology
- Sustainable financial markets

### What are the main points raised in this year's report?

1. Leading new initiatives to address gaps in the market. Railpen regularly works with industry peers to address key issues. New initiatives launched or developed in 2022 include:
  - The Investor Coalition on Equal Votes (ICEV)
  - The Workforce Directors initiative
  - The Institutional Investors Group on Climate Change (IIGCC) Bondholder Stewardship Initiative.
2. Alignment between Railpen's stewardship work and operational development. Discussions and the sharing of expertise between the Sustainable Ownership and HR teams helped to support progress internally at Railpen, and with companies Railpen invests in.

The Stewardship Report, and more information on Railpen's approach to sustainability is available in the Knowledge Hub at **Railpen.com** and **railwayspensions.co.uk**.

Do you have a question about Sustainable Ownership? Please email your queries to **SO@railpen.com**, we're happy to help.

## Have you recently moved house, or changed your details?

**It's important we have your correct contact details, so we can get in touch with you about your pension quickly if we need to.**

If you've changed your address, phone number, email address or the bank account your pension is paid into, you need to tell us straight away.

It's easy to do online. Simply log in to your myRPS or myFund account and go to the 'My details' section.



# Summary of Report & Accounts 2022

The 2022 Annual Report for the railway pension schemes is available now. Here is a short summary of key figures from the schemes, and their membership figures.

## Railways Pension Scheme (including 1994 Pensioners Section) £m

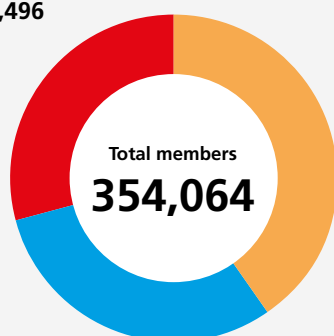
**Net assets on 31 DECEMBER 2021 36,707**

INCOME	
Contributions <sup>1</sup>	803
Transfer values received	5
<b>TOTAL PAID IN</b>	<b>808</b>
EXPENDITURE	
Pensions and other benefit payments <sup>2</sup>	(1,312)
Transfer values paid <sup>3</sup>	(25)
Administration expenses <sup>4</sup>	(78)
<b>TOTAL PAID OUT</b>	<b>(1,415)</b>
Net investment returns <sup>5</sup>	(3,267)

**Net assets on 31 DECEMBER 2022 32,833**

### Total membership at 31/12/22

- Pensioners - 142,518
- Preserved members - 112,050
- Active members - 99,496



## 1994 Pensioners Section £m

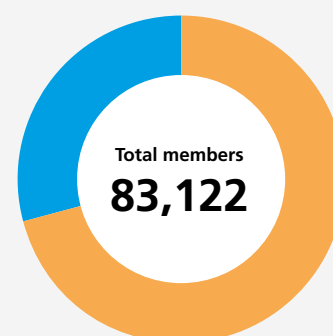
**Net assets on 31 DECEMBER 2021 3,289**

INCOME	
Contributions <sup>1</sup>	8
Transfer values received	-
<b>TOTAL PAID IN</b>	<b>8</b>
EXPENDITURE	
Pensions and other benefit payments <sup>2</sup>	(243)
Transfer values paid <sup>3</sup>	(1)
Administration expenses	(3)
<b>TOTAL PAID OUT</b>	<b>(247)</b>
Net investment returns <sup>5</sup>	(209)

**Net assets on 31 DECEMBER 2022 2,841**

### Total membership at 31/12/22

- Pensioners - 57,170
- Preserved members - 25,952



**British Railways Superannuation Fund (BRSF) £'000**

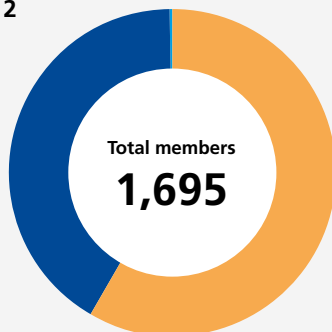
**Net assets on 31 DECEMBER 2021 189,947**

INCOME	
Contributions	-
Transfer values received	-
TOTAL PAID IN	
-	
EXPENDITURE	
Pensions and other benefit payments <sup>2</sup>	(16,366)
Transfer values paid	-
Administration expenses	(183)
TOTAL PAID OUT	
(16,549)	
Net investment returns <sup>5</sup>	(15,555)

**Net assets on 31 DECEMBER 2022 157,843**

**Total membership at 31/12/22**

- Pensioners - 1,008
- Dependent Pensioners - 685
- Preserved members - 2



**Footnotes:**

1. Members + employers + benefit support
2. Pensions + lump sums + death benefits + taxation where Annual Allowance exceeded

**British Transport Police Force Superannuation Fund (BTPFSF) £'000**

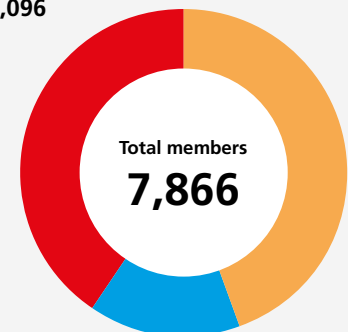
**Net assets on 31 DECEMBER 2021 1,754,058**

INCOME	
Contributions <sup>1</sup>	33,337
Transfer values received	637
TOTAL PAID IN	
33,974	
EXPENDITURE	
Pensions and other benefit payments <sup>2</sup>	(61,204)
Transfer values paid <sup>3</sup>	(744)
Administration expenses <sup>4</sup>	(2,646)
TOTAL PAID OUT	
(64,594)	
Net investment returns <sup>5</sup>	(120,829)

**Net assets on 31 DECEMBER 2022 1,602,609**

**Total membership at 31/12/22**

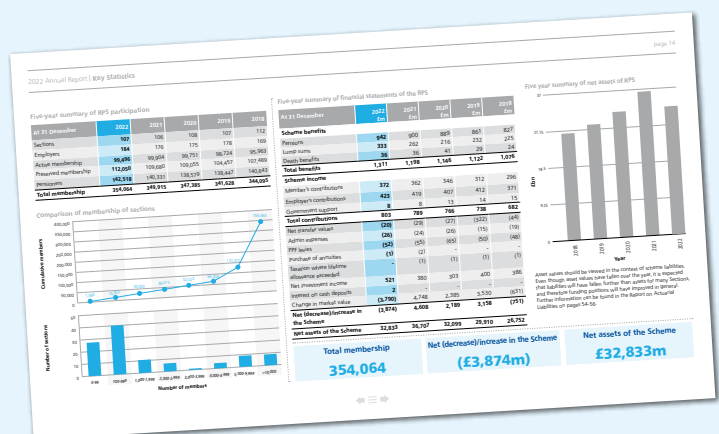
- Pensioners - 3,414
- Preserved members - 1,356
- Active members - 3,096



You can view the full report online.

Download the **RPS** report and accounts at [railwayspensions.co.uk/knowledge-hub/about-the-scheme/scheme-documents](http://railwayspensions.co.uk/knowledge-hub/about-the-scheme/scheme-documents)

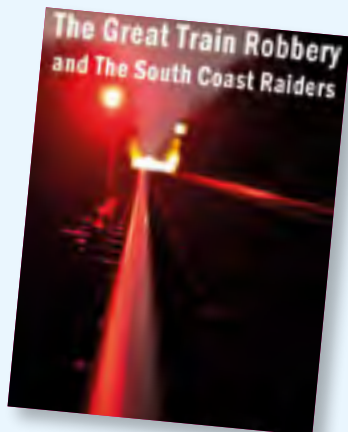
Download the **BTPFSF** report and accounts at [btppensions.co.uk/reports](http://btppensions.co.uk/reports)



## Book corner

### The Great Train Robbery and The South Coast Raiders

Graham Satchwell has had reasonable success in writing following his lifetime investigating crime.



August marked the 60th anniversary of the crime that shocked the nation, and a previous 60 year step backwards in time takes us to Victorian times. 'The Great Train Robbery and The South Coast Raiders' is thus a work of historical fiction.

It is often assumed the Great Train Robbery was a one off, and it seems to follow train robberies before it had hardly ever taken place. Yet nothing could be further from the truth. In reality, it was only the scale and audacity of the Great Train Robbery that made it unique.

The book tells their story through the eyes of an honest young man who, owing to poverty and his determination to provide for his family, is drawn into serious and violent crime, and ultimately, The Great Train Robbery.

So how much of my story is true? Most of it, but don't expect to read an account you are familiar with. To get the most from it, park what you know about the robbery, but hold in the back of your mind just how normalised police corruption was in that time.

This novel contains a lot of true information about the Great Train Robbery that will probably be new to you. Only one central character is entirely fictitious (identity revealed at the end of the book), but all other central characters really did take part in the 'Crime of the 20th Century'.



## Tell us what you think of your P60

**We've recently improved your P60 with a new look and feel, and we'd like to hear what you think.**

Your P60 has been improved with a new design which makes it easier for you to understand how much you've been paid in the tax year.

You get a P60 in April, at the end of every tax year. Your P60 confirms your final tax code for the year, and has details of:

- Your pension and/or earnings from a job
- Tax paid
- National Insurance contributions paid by you and your employer (you shouldn't be paying any if you've reached State Pension age), and
- Your final tax code

You can find a copy of your P60 in your myRPS or myFund account inbox.

### Help us improve your P60

Do you feel your P60 has improved? Would you like to see more changes to your P60?

Tell us your answers to these questions in our short survey at [www.surveymonkey.co.uk/r/P60feedback](http://www.surveymonkey.co.uk/r/P60feedback) or by scanning this QR code.





## Don't let a scammer enjoy your pension

If you're not sure about something, take your time and seek advice.

As many of us tighten our purse strings, it's more important than ever that you know the warning signs of a scam. Scammers can target anyone, but as retired members, you may be at increased risk.

Although you've taken your pension, you must stay alert if you have savings elsewhere. Scammers are offering fake cost of living payments and energy rebates, so it's not just your pension which is in danger.

Here some of the signs to look out for:

- **Cold calling** or **unexpected contact** via telephone or social media, pretending to be a well-known organisation
- Offers of a **'free pensions review'**
- Phrases like **'pension liberation'**, 'loan', 'loophole', 'savings advance', 'one-off investment', 'cashback'
- Guarantees of **better returns** on pension savings

- **Early access to your pension**, before age 55 with no mention of the HMRC tax bill that can arise
- Promises of **limited time offers** on the 'best deal'
- **High-risk investments** which tend to be overseas, unregulated, with no consumer protections
- **Complicated investment structures**
- **Fixed-term pension investments**, which often mean people who transfer in do not realise something is wrong for several years

If you're suspicious, report it to Action Fraud at [actionfraud.police.uk](https://actionfraud.police.uk) or call **0300 123 2040**. If you're in Scotland, call **0808 164 6000**. It's better to be safe than sorry.

There's also plenty of safety and scams information at [railwaypensions.co.uk/scams](https://railwaypensions.co.uk/scams) or [btpensions.co.uk/resources/safety-and-scams](https://btpensions.co.uk/resources/safety-and-scams).



Registered charity no. 1120447

**Here at Woking Homes, the warmth of our welcome is matched only by the highest standards of care**

Woking Homes is a railway charity providing residential and respite care primarily for former railway employees and their close family members.

We provide a secure, relaxed and homely environment in which the care, wellbeing, comfort, and safety of our residents is of prime importance. Our philosophy emphasises the individuality of everyone within our home.

Prospective residents are encouraged to visit the home to sample the atmosphere and level of service. Sometimes a short stay of two or three days can be arranged to "feel the way".

Please call us for more information and a brochure or visit our website:

Telephone: 01483 763558

Woking Homes, Oriental Road, Woking, Surrey, GU22 7BE

Email: [administration@woking-homes.co.uk](mailto:administration@woking-homes.co.uk)

Web: [www.woking-homes.co.uk](http://www.woking-homes.co.uk)





## How to report a death

**Losing a loved one can be very difficult. On top of that, there are many things you'll need to take care of – one of them may be their RPS or BTP Fund pension.**

We're here to help with this practical guide to reporting an RPS or BTP Fund member's death.

If you have any questions or if you need any support, there are places that can help on page 19, and on your member website.

### How do I report a death?

If the member was still paying into their pension when they died, you will need to contact their employer. Their employer will then report their death to the Scheme's administrator, Railpen.

If the member stopped paying into their pension before they died, or if they have claimed their pension, you need to report their death to us yourself.

If you're not sure whether they were paying in or not, please contact us directly to be safe.

### How can I tell the RPS or the Fund about a death?

You should tell us about a member's death as soon as possible, particularly if they've already started taking their pension. If they have, we need to stop their payments quickly, otherwise we may ask for it to be paid back later.

You can tell us about a death by:

- calling **0800 012 1117** and selecting **Option 2: Bereavement**. If you're calling internationally, please dial **+44 1325 342 800**

- emailing **csu@railpen.com** or
- writing to the Scheme's administrator, **Railpen, PO Box 300, Darlington, DL3 6YJ**

### What do I need to report a death?

To report a death, you'll need the following information to hand:

- the member's full name and date of birth
- the member's Pension Reference Number and/or National Insurance number
- the member's date of death
- the name and address of whoever we should contact about the member's pension moving forward. You should also tell us how this person is connected to them, for example next of kin or executor of their estate.

### What happens after the RPS or the Fund is told about a death?

Once we're told about a death, we will write to whoever is dealing with the member's affairs.

The person dealing with the member's affairs will be asked to complete and return some forms to give us the information we need.

The person dealing with the member's affairs will need to send us:

- their death certificate
- a copy of their will, if one is available. Being named in the will does not mean you are automatically entitled to any of the member's pension, but it will help us to identify who might benefit from their pension.

#### There's more information on reporting a death on your website, including:

- what potential beneficiaries need to do
- who gets money from the member's pension
- how long it takes for death benefits to be paid
- where you can get help following a member's death
- bereavement support and queries

Visit [railwayspensions.co.uk/reporting-a-death](https://railwayspensions.co.uk/reporting-a-death) or [btppensions.co.uk/resources/reporting-a-member's-death](https://btppensions.co.uk/resources/reporting-a-member's-death)



## Where to get support

It's been a tough year, but you're not alone. If you're struggling, or if you'd simply like someone to talk to, help is at hand.

### Financial support

- **Gov.uk/cost-of-living** – The government website has details of financial support that may be available to help you with the cost of living, eligibility for Pension Credit, discounted travel and the State Pension.
- **Age UK advice line** – The Age UK advice line is a free, confidential national telephone service. Their trained team will give you reliable and up-to-date information to help you get the advice you need. Call them on **0800 678 1602**, lines are open every day 8am-7pm.
- **Railway Benefit Fund (RBF)** – The RBF is a charity for current and former railway employees and their families. It offers help and support with debt advice, a grants programme, a family fund, a legal advice helpline and bespoke advice and signposting. Visit [railwaybenefitfund.org.uk](https://railwaybenefitfund.org.uk) or email [support@railwaybenefitfund.org.uk](mailto:support@railwaybenefitfund.org.uk)
- **Moneyhelper.org.uk** – MoneyHelper offers free, practical advice on managing your money, including dealing with debts and setting a budget.

- **Citizen's Advice** – Citizens Advice is a charity which gives confidential advice online, over the phone, and in person, for free. You can chat to a trained adviser online, call **0800 144 8848** or find your nearest Citizens Advice on the website.

### Mental health support

- **Samaritans** – Offers free support for anyone who is struggling to cope. Samaritans is free to call on **116 123** and you'll get an immediate response, any time, day or night. You can also email [jo@samaritans.org](mailto:jo@samaritans.org) for a response within 24 hours.
- **Shout** – Is a free and confidential service, offering support over text message. All you have to do is text the word **SHOUT** to **85258** to start a conversation with a trained volunteer. All texts are free and will be answered 24/7.
- **Mind** – Gives mental health advice and support. Email [supporterrelations@mind.org.uk](mailto:supporterrelations@mind.org.uk). You can also call **0208 215 2243** Monday to Friday, 9am-5pm.

## Your annual pension increase in 2024

Your railways pension is reviewed each year, and increases according to orders published by the government.

You can learn how your pension increase works on the dedicated annual pension increase page. You can find it in the 'Defined benefit members' area

at [railwayspensions.co.uk](https://railwayspensions.co.uk) or the 'Retired' section at [btppensions.co.uk](https://btppensions.co.uk).

Keep an eye on your member website, as we'll be publishing news updates on pension increases nearer the time. More details will also be available in the Spring-Summer issue of Penfriend, 2024.

# Competition



## UK Railway History

The railways as we know them today are a product of 200 years' worth of innovation, modernisation and development. Are you a railway history expert? Join us in our Penfriend pub quiz to put your historical knowledge of the railways to the test.

When you have your answers, send them to [penfriend@railpen.com](mailto:penfriend@railpen.com) to be in with a chance of winning **£60 worth of shopping vouchers!** The winning entry will be drawn at random. The competition will close at 5pm on 31 December 2023.

1. What was the first ever locomotive-hauled railway in Great Britain, founded by Edward Pease?
2. What was the name of the Act of Parliament which nationalised the Great British Railways?
3. Who designed the first Tube map, back in 1933?
4. What was George Stephenson's 'Rocket' designed and built for?
5. In 1863, The Metropolitan Railway opened the world's first underground railway. Which stations did it run between?
6. In what year was Transport for London (TfL) formed?
7. What was the first railway in Scotland?
8. In 1934, the Flying Scotsman was the first locomotive to hit a certain record speed. What was the record speed it hit?

## Penfriend Spring 2023 competition answers

Thank you to everyone who entered our Spring 2023 Penfriend competition.

Congratulations to Robert Taylor, who was randomly selected as the winner. The answers were:

1. Grand Central Terminal
2. A4 class locomotive Mallard
3. Broughty Ferry
4. Brick train
5. Edinburgh
6. Shinjuku
7. Horse
8. Cross Country
9. Flying Scotsman
10. Leo Tolstoy

## Help us improve Penfriend

If you found this newsletter helpful, or if you have any suggestions on how we could improve it, please complete our survey at

[www.surveymonkey.co.uk/r/PenfriendAutumn2023](http://www.surveymonkey.co.uk/r/PenfriendAutumn2023)

You can also use your phone camera or QR code app to scan the QR code on the right.



## Follow us on 'X'

Formerly known as **Twitter**.

We share the latest updates and information to help you get the best from your pension. Please take a moment to visit [Twitter.com/RPSPensions](https://www.twitter.com/RPSPensions) or [Twitter.com/BTPPensionFund](https://www.twitter.com/BTPPensionFund) and select 'Follow'.



## Contact us



### Write to:

Customer Services Team,  
Railpen, PO Box 300,  
Darlington, DL3 6YJ



### Email:

[csu@railpen.com](mailto:csu@railpen.com)



### Helpline

**0800 012 1117**

Open Monday to Friday  
8am - 5pm

If you are calling from  
outside the UK, contact  
**+44 1325 342 800**.

**You will be charged at  
normal overseas call rates.**

Some telephone calls may be  
recorded.