

ONE for ALL

NEWSLETTER OF CAMBRIDGE HEATH AND LONDON FIELDS RAIL USERS

DECEMBER 2006

'Absolutely disgraceful'

That was the verdict of passengers at Cambridge Heath on the standard of cleaning at their station.

For months we have been complaining to ONE Railway about the increasingly filthy state of the station.

Then, for seven days at the end of November, hundreds of passengers – including toddlers being held by their mothers – were having to step over a pile of human faeces on the stairs to the up platform at Cambridge Heath.

Many complained to ONE but amazingly nothing was done until a brave volunteer from the user group brought some cleaning materials from home and did her best to clean up the mess.

Before the clean-up – during a passenger count at the station by members of the user group on Tuesday 28 November – we watched passengers cover their noses and screw up their faces as they tried to negotiate the stairs.



*BIOHAZARD:
The needle bin at Cambridge Heath station which should be taken away*

The user group made official complaints to ONE as far back as August in response to pleas from concerned passengers.

We were told by ONE that the practice of using cleaning contractors had changed and that the cleaning was being taken "in house".

Considering that a pile of human mess was left at the station for seven days, we are

not convinced any proper cleaning has been done for months.

The station – both walls and floors – is now in need of a heavy clean with industrial equipment.

ONE has also failed to remove a bin for drug users' discarded needles despite sticking tape around it warning of a "biohazard".

ONE is owned by National Express which is bidding to run more rail franchises and describes itself as the "leading international passenger transport company".

The appalling conditions at Cambridge Heath come just eight months after ONE Railway invited VIPs to visit the area to admire the improvements to Cambridge Heath and London Fields stations.

Among the guests were some of the key people who helped to bring CCTV and train information systems, largely funded by Transport for London and Hackney Council. It was a positive occasion after years of neglect.

The improved train service, with 500 extra trains, introduced in December last year is much appreciated.

Initial figures show that the number of people using Cambridge Heath doubled over the past 12 months.

Most of the temporary service cuts have also now been restored, with the latest improvements in October.

Only the Sunday service is now too sparse to be much use.

The CHLFUG campaign

Improvements so far:

Off-peak train services. Saturday trains. Sunday trains. Help points at Cambridge Heath and London Fields. Passenger information system and CCTV. Telephone in the foyer at London Fields. Ticket machines installed in January 2001. New seats on the Liverpool Street-bound platforms at Cambridge Heath and London Fields. More official timetables and printed information. Re-paint-

ing. Improved lighting. Efficient graffiti removal. New signs. Stair edge repairs.

Our aspirations:

Proper cleaning and washing of the stations every day, a regular, reliable service every 10 to 15 minutes, every day of the week. Oyster card readers. Real-time train information screens at ground level. Efficient ticket machines providing a full range of tickets and railcard discounts. Removal of needle bin.