

Employees and volunteers at Hatch End station presented with 'Heart of Gold' Team Award

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Employees and community volunteers at Hatch End station have been presented with a Heart of Gold Award by charity the Railway Benefit Fund and award sponsors Amaro.

The group, made up of employees who work at the station and local volunteers, won the Team Award in November after receiving a record number of votes.

Claire Houghton, CEO of the Railway Benefit Fund, said: "Everyone here at the Railway Benefit Fund is so impressed by the Hatch End teams' amazing dedication to their station, colleagues and community. We are delighted to present them with a Railway Benefit Fund Heart of Gold Award."

The award recognises the outstanding teamwork of Liam Nixon, Andrew Hallisey and Neha Patel from Arriva Rail London, Anthony Parker from Carlisle Support Services, Lucy Halliday from Headstone Horticultural Society, Sheila Reid from the Hatch End Association and the many other local residents who volunteer at the station.

Neha Patel, customer host at Hatch End station, said: “It is a privilege to be a part of a great team and work in a great station. We are proud to receive this award and I am sure we will continue to do great work and do the company, community and station proud in years to come.”

The team were nominated for the award because of their commitment to Hatch End station, which they have transformed into a thriving community hub. They operate a book exchange, raise money for charity and have created beautiful, award-winning flower displays at the station.

Charlotte Whitfield, customer experience director at Arriva Rail London, said: “The team at Hatch End have built fantastic relationships within the community and have worked hard to ensure the station both brings together and gives back to local residents. Winning this award provides them with well-deserved industry recognition and I am absolutely thrilled for them.”

They have also set up a station allotment, where they grow fresh fruit and vegetables that they give away to the public. Each year, they run a community day where locals have the chance to visit and enjoy tea and cake, meet Hatch End employees and community partners, and join tours of the floral displays.

The team’s next project is a ‘Garden of Peace’ in memory of colleague Phil Palmer who sadly passed away in 2019.

Elaine Kenny, SHQE Manager at Amaro, said: “I had wonderful time meeting everyone at Hatch End and what worthy winners of the award they are. The team have a fabulous working environment.”

The Railway Benefit Fund Heart of Gold Awards, which include the Team Award sponsored by Amaro, celebrate those in the rail industry who go the extra mile and make a real difference. Nominations and voting are made by the everyday people who work in rail, giving them the opportunity to thank the colleagues they appreciate, value and who inspire them.

Photo credit: Arriva Rail London