

# MAYOR OF LONDON



## **Warmer Homes Advice Service Prospectus 2019/2021**

APRIL 2019

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# Foreword

It's shocking that in 2019 more than 341,000 households in London can't afford to heat their homes properly. This fuel poverty leads to poor thermal comfort and deepens health inequalities. It can even lead to death. At the same time, older people and families with children are feeling the pinch. This is due to the squeeze on social security, stagnating wages and rising housing costs. As a result, thousands more Londoners are finding it hard to make ends meet.

The Mayor wants to address fuel poverty so every Londoner can feel comfortable at home. He also wants to make London a zero-carbon city by 2050. However, it's going to be a challenge, particularly around home energy performance. The national policies needed to help London do so either haven't happened or have been scaled back.

The London Environment Strategy and Fuel Poverty Action Plan set out the Mayor's ambitions to create a world-class homes energy efficiency programme. He is working with boroughs and other stakeholders to roll out projects to both reduce CO<sub>2</sub> emissions and help Londoners living in fuel poverty. These will help achieve positive health outcomes through retrofitting homes which are struggling with high energy costs.

In the absence of government action, the Mayor is taking the lead through his Energy for Londoners programme which is addressing fuel poverty and scaling up home energy retrofits. We have tendered for an energy supply company to offer fairer energy tariffs to Londoners. We have also established a cross-sector Fuel Poverty Partnership. The Partnership is not only assisting the Mayor in advising on the delivery of fuel poverty support but also on working across support services to identify households living in fuel poverty.

The Mayor has earmarked over £10m for new energy efficiency programmes to reduce carbon emissions and help alleviate fuel poverty. This has included the Warmer Homes programme, delivering heating, ventilation and insulation improvements to hundreds of households and which boroughs have played a central role in promoting to fuel poor Londoners.

The first round of the Fuel Poverty Support Fund supported services in Croydon, Islington, Kingston and Lewisham and assisted over 2,000 vulnerable London households to cut their energy bills, including through 1,400 home visits. These boroughs helped to support hundreds of applications from low income households to the Mayor's Warmer Homes programme and the new powers that the Mayor gained to deem a wider group of households eligible for the Energy Company Obligation through Local Authority Flexible Eligibility have been delivered through these boroughs.

We're now inviting London boroughs to apply for the second round of the programme, now called the Warmer Homes Advice Service. You can read about it in this prospectus. Together, we can ensure our energy efficiency programmes reach those in greatest need.

Shirley Rodrigues

Deputy Mayor for Environment and Energy

# 1. Introduction and background

Fuel poverty in London remains at unacceptable levels, with 341,000 households affected. Rising housing costs and energy prices, alongside declining incomes and reductions in benefits for the most vulnerable households, means that Londoners have been hit hard by fuel poverty. A legacy of underinvestment in energy efficiency programmes in London means improvements in the capital lag behind other regions. The Fuel Poverty Action Plan sets out the actions the Mayor is taking to address fuel poverty, as a way of improving the living conditions of fuel poor households. These include supporting the rollout of existing local advice and referral networks, through his funding for the Warmer Homes Advice Service.

Historically, London boroughs have been a key provider of fuel poverty support programmes, with several being delivered at significant scale. Such support programmes have been particularly successful in seeking to understand and address the often-complex circumstances of fuel poor homes and the links to income, health, wellbeing and wider housing issues.

Effective local advice and referral programmes have delivered outcomes that go far beyond energy saving, providing a range of interventions, including fuel and water debt alleviation, enrolment for social tariffs, benefit checks, home accessibility adaptations and fire safety checks. The links that local authorities have with local health and social care services are vital, as is their role in enforcing housing standards and accessing Energy Company Obligation funding. We also believe that local authorities and their partner organisations are well-placed to reach populations at greatest risk of fuel poverty.

However, many boroughs face several challenges including the resources to develop and expand these programmes and around co-ordinating activities with partner organisations that operate across borough boundaries.

## **The purpose of this fund**

This fund aims to help boroughs overcome these challenges and deliver a pan-London fuel poverty advice and referral network on behalf of the Mayor. This second phase of the programme in 2019/2021 will enable boroughs to reach a larger number of fuel poor clients, deliver more home energy visits, recruit a greater number of network partners, or to enhance their support offer to vulnerable households.

In addition to this fund the Mayor has launched a pan-London energy efficiency scheme for homes, Warmer Homes. In 2019 he will also pilot an income maximisation service. Activities conducted through the Advice Service should complement these and other relevant programmes.

## 2. Warmer Homes Advice Service 2019/21

- 2.1 The Fuel Poverty Action Plan outlines the actions the Mayor is taking to address fuel poverty, as a way of improving the living conditions of fuel poor households.
- 2.2 The second round of funding for the Warmer Homes Advice Service will deliver a pan-London fuel poverty advice and referral network by building on and integrating established and successful borough programmes. This will help ensure fuel poor households access income maximisation advice, social tariffs, fuel debt relief assistance, energy and water saving measures and advice, fire safety checks, and referrals for free heating and insulation measures, including through the Mayor’s Warmer Homes programme. **We will only accept applications that propose to expand existing and effective programmes.**
- 2.3 Warmer Homes Advice Service funding for 2019/21 will offer grants to boroughs, to support established services with a proven ability to reach fuel poor households, from June 2019 to March 2021. A total budget of £450,000 is being made available this round.
- 2.4 Applications to deliver the Warmer Homes Advice Service may only be submitted by London boroughs and the City of London
- 2.5 The funding round for Round Two is now open. **The closing date for applications is 7 May 2019 at 5.00pm.** Funding will be available to successful applicants from 1 June 2019 after grant agreements with the Greater London Authority (GLA) are finalised. A proportion of the grant will be paid upfront with remaining instalments paid when certain funded activities are completed. Funded activities must be completed and claimed for by 31 March 2021.
- 2.6 Further details of bid timelines can be found in Section 4 below. Details of selection criteria and scoring can be found in Section 5.
- 2.7 If you wish to apply, there is an application form accompanying this prospectus on the GLA’s website at [www.london.gov.uk/fpsf](http://www.london.gov.uk/fpsf).
- 2.8 To discuss any aspect of this fund, please contact one of the following:

<p>John Kolm-Murray Principal Policy &amp; Programme Officer</p> <p>Tel: 020 7983 4451 Email: <a href="mailto:john.kolm-murray@london.gov.uk">john.kolm-murray@london.gov.uk</a></p>	<p>Sarah Fletcher Principal Policy &amp; Programme Officer</p> <p>Tel: 020 7983 4300 Email: <a href="mailto:sarah.fletcher@london.gov.uk">sarah.fletcher@london.gov.uk</a></p>
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### 3. What are we looking for?

The Mayor wants to help existing borough referral and advice mechanisms to expand and reach more Londoners. Projects should be operated by or on behalf of boroughs and provide a range of services including telephone advice and home energy assessments (backed up by home visits), and fuel debt relief assistance. They must also have the facility to either provide, or refer people on to, other support including benefit checks, fuel and water debt support, social tariffs, fire safety checks, water saving advice and measures and free heating and insulation measures. We will look favourably on bids that can demonstrate onward referral pathways for relevant non-energy interventions such as befriending services, falls assessments etc. Boroughs should demonstrate the breadth of their existing referral networks and how networks are able to reach those most vulnerable to the impacts of fuel poverty. Boroughs should also be able to sign ECO Flexible Eligibility declarations on our behalf.

How many boroughs we fund to deliver the Warmer Homes Advice Service depends on the number and quality of applications we receive. We will assess projects on the application form provided.

We are seeking applications which:

- can complete the proposed activities **by 31 March 2021**
- propose efficient use of the funding, such as leveraging in other funds, partnerships or working with others to maximise efficiencies and share knowledge
- propose to expand established services in London, either to reach a greater number of households or to cover a wider area, for example through partnering with other local authorities
- cover at least three London boroughs
- reach groups at greatest risk of fuel poverty
- integrate with the Mayor's other programmes and refer clients to them
- propose to deliver funded activities solely within London
- collectively cover the entirety of London
- demonstrate the additional benefits the proposed project will bring to local people
- maximise the impact by sharing learning and knowledge.

We want our fund to support projects that attract other sources of funding (public or private), such as local carbon offset funds or Warm Home Discount Industry Initiative funding. We would expect any water saving devices to be provided free of charge by water companies.

## **What can grant funding be used for?**

Grant funding can be used to support a range of activities, such as:

- staff costs. This can be for managing the project and/or direct delivery of services, e.g. paying for advice or home visit support. These should include pension and NI costs
- telephone, postage and travel costs
- small energy saving measures, such as:
  - draught proofing
  - LED lighting
  - reflective radiator panels
  - electricity use monitors
  - standby saver devices
- overheads e.g. storage, office accommodation
- marketing materials
- outreach events aimed at referral partners.

Grant funding can also be used for: legal advice and registration fees related to the proposed project; project management costs; and other costs associated with the above. It cannot be used to buy or install equipment (that is capital expenditure).

We ask applicants to show value for money and the efficient use of potential funding. Our funding should be used to provide additional services and not substitute for existing resources. You must clearly demonstrate that this is the case.

We expect applications that show your organisation is working collaboratively with, and involving, other local authorities or local organisations. However, you must nominate a single lead local authority to submit the grant application. The successful lead local authority will receive the funding, distribute it to other partners and complete project monitoring.

We also expect applicants to demonstrate how they will reach groups at greatest risk of fuel poverty, specifically:

- private tenants
- single parents
- BME communities
- those suffering from long term illness or disability
- older people

## 4. Application requirements

Applicants must agree to the following:

- funded activities must commence by 1 June 2019 and be completed **by 31 March 2021** at the latest
- the fund for the Warmer Homes Advice Service is open to boroughs proposing to expand established services in London, either to reach a greater number of households or to cover a wider area, for example through partnering with other local authorities
- successful applicants agree to promote and make referrals to the Mayor's other fuel poverty programmes
- successful applicants agree to issue declarations for ECO Flexible Eligibility on behalf of the Greater London Authority in accordance with the relevant Statement of Intent and associated guidance
- successful applicants agree to attend regular review meetings with Greater London Authority officers
- successful applicants agree to collaborate with other funding recipients to deliver an integrated service
- funded activities must be delivered solely within London
- funding through this programme must not substitute for existing funding from any source
- application forms must be completed in full and returned in electronic format

- use Mayor of London branding as directed. This may be used alongside local branding

## 5. Assessing applications

An evaluation panel will assess the applications received. The evaluation panel will be comprised of City Hall staff.

Applicants should find out whether their application has been successful by 13 May 2019.

### Funding terms

Any award(s) of funding will be made subject to your acceptance of the GLA's standard funding terms, which are set out in Appendix 2 of this prospectus.

The terms are non-negotiable and attempts to, and proposals for, changes may result in your application being rejected.

## 6. Timetable for the Warmer Homes Advice Service 2019/21

Applicants have four weeks to complete and submit grant applications. All funding must be claimed by 28 February 2021.

Funding opens for applications	5 April 2019
Deadline for submissions to GLA	7 May 2019
Assessment of applications	8-9 May 2019
Successful applicants informed	13 May 2019
Deadline for return of signed funding agreements	24 May 2019
Warmer Homes Advice Service operates	1 June 2019 – 31 March 2021

<p>Funding milestones*</p> <p>*Funding will be released to successful applicants depending upon the achievement of relevant milestones and provision of evidence agreed as per funding agreements</p>	<p>20% of funding by 31 May 2019 – or earlier upon clear evidence of scheme fully in place</p> <p>40% of funding by 29 February 2020 – or by completion of 50% of project milestones</p> <p>40% of funding by 28 February 2021 – upon completion of project milestones</p>
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## Appendix 1 – application assessment criteria

<b>Criterion</b>	<b>Key elements</b>	<b>Weighting</b>
<b>Q1</b>	<p>Who are the applicant’s key representatives?</p> <p>Does the applicant meet the essential project criteria?</p> <p>Has the applicant signed the funding declaration?</p> <p>Does the applicant have the ability to issue ECO Flexible Eligibility declarations in accordance with the Londonwide Statement of Intent and associated guidance?</p> <p>Does the applicant propose to cover at least three London boroughs?</p>	<b>Pass/fail</b>
<b>Experience (Q2a)</b>	<p>What experience does the applicant have of successfully delivering a fuel poverty advice and referral service, fuel debt relief activities and home energy visits?</p> <p>What experience does the applicant have of working jointly with key stakeholders, including other local authorities, health and social care services and the community/voluntary sector</p>	25%

<p><b>Project management (Q2b)</b></p>	<p>To what extent has the applicant investigated opportunities for expanding existing referral partnerships?</p> <p>Does the applicant have the ability to run a contact centre (telephone and e-mail) that will respond to enquiries during normal office hours?</p> <p>Does the applicant demonstrate how they will reach groups at greater risk of fuel poverty e.g. single parents, BAME communities, people with disabilities or long-term illness, older people?</p> <p>Does the applicant demonstrate how they will reach private tenants and ensure that enforcement options are pursued where appropriate?</p>	25%
<p><b>Project outcomes (Q2c)</b></p>	<p>How many clients does the service expect to assist?</p> <p>How many partners does the applicant intend to engage?</p> <p>Does the applicant demonstrate that this funding will allow them to achieve greater outcomes than with their existing funding?</p>	15%
<p><b>Project plan (Q2d)</b></p>	<p>To what extent is there a clear project plan in place, supported by a timetable of milestones to develop the project?</p> <p>Does this seem deliverable based upon the resources they have identified – whether existing or that they have bid for?</p> <p>Have they clearly identified the risks, put in place sufficient mitigation and are the remaining risks manageable?</p>	10%
<p><b>Additionality (Q2e)</b></p>	<p>To what extent is the funding being used to provide additional benefits?</p>	5%
<p><b>Maximising impact (Q2f)</b></p>	<p>Is there an ongoing process of review to feed into scheme delivery?</p> <p>How does the scheme seek to capture lessons learned?</p> <p>Is there a dissemination plan to spread the learning?</p>	5%
<p><b>Project budget (Q3)</b></p>	<p>Are the proposed budget and associated costs reasonable?</p>	15%

\* Scores for range from 1-5 (1 = Low, 5 = High). Where:

- 1 Does not meet the minimum aims of the programme, does not describe the details of the project.
- 2 Meets the minimum aims of the programme, describes some details about the project but does not explain wider context
- 3 Meets the minimum aims of the programme, clearly explains the project and puts it in context.
- 4 Goes beyond the minimum aims of the programme, clearly explains and evidences the project and puts it in context
- 5 Ambitious programme or project which exceeds the minimum aims of the programme, detailed explanation and evidence of the project, includes elements of innovation in approach

## Appendix 2 – GLA Funding Terms

Funding granted by the GLA is subject to the following standard terms and conditions:

1. The Funding must be used exclusively for meeting the Objectives and for no other purpose and be applied in accordance with the provisions of Appendix 1. In the event that you wish to utilise the Funding in different proportions from those set out in Appendix 1 You must obtain prior written consent from the GLA.
2. The GLA shall, within 30 days of receipt of a funding claim (accompanied by a written report detailing Your progress in relation to meeting the Objectives and any other information the GLA may require), pay You a sum not exceeding [ ] pounds sterling (£[ ]). Where, at any point in the opinion of the GLA, satisfactory progress has not been made by You in meeting Your obligations or You are in breach of Your obligations as set out in this letter and appendices to it, the GLA shall be entitled to reduce, suspend, withhold and/or require re-payment of the Funding.
3. You must ensure that the requirements set out in this letter, and in any clarification or guidance issued from time to time by the GLA, are complied with. In particular You shall:
  - a) agree in writing in advance with the Authority any changes to any of the Objectives;
  - b) establish, implement and utilise effective monitoring and financial systems, so that as a minimum the costs funded by the Funding can be clearly identified and the propriety and regularity of all payments and handling of the Funding are ensured;
  - c) notify the GLA of the monitoring and financial systems in place, and comply with the GLA's reasonable requirements for these systems;
  - d) notify the GLA immediately if any financial irregularity in the use of the Funding is suspected, and indicate the steps being taken in response. Irregularity means includes (but is not limited to) any fraud, impropriety, mismanagement or use of the Funding for anything other than approved in this letter and appendices to it;

e) notify the GLA immediately if any other financial irregularity is suspected, and indicate the steps being taken in response;

f) notify the GLA immediately if You are Insolvent (as defined at clause 17 below), or have no reasonable prospect of avoiding Insolvency in the future;

g) keep a record of all expenditure incurred in meeting the Objectives together with full supporting evidence and Additional Funding (as defined at clause 13 below) received, and You shall deliver to the GLA a report setting out a detailed analysis of how the Funding has been spent, with such report to be approved by the Authority within 30 days of its receipt. All evidence of expenditure incurred such as original invoices, receipts, timesheets and other relevant documents must be kept for at least 6 years after the date of this letter;

h) make all relevant documents available and provide access at any time for:

i) inspection visits and scrutiny of files by GLA or anyone acting on their behalf and by the Audit Commission, and

ii) an external audit and review of the Objectives and of financial appraisal and monitoring systems.

4. You must ensure that, where appropriate, publicity is given to the fact that the GLA is financially supporting you in the Project and the Objectives. You must comply with any guidance on publicity given by the GLA and all publicity referring to the GLA, the Mayor of London and/or any third party partner or sponsor of the GLA shall be subject to the prior approval of the GLA.

5. You must ensure that the GLA's logos (as set out in Appendix 2) are used in any marketing activities undertaken in respect of the Project, including all fliers and posters. You should also incorporate the GLA's logos into the credits of each film that is produced as part of the Project. You must also ensure that you use such other logos specified by the GLA in marketing the Project and incorporate the same into the credits of each film that is produced as part of the Project.

6. In acknowledging the GLA's grant of the Funding, you must comply with any guidance on publicity provided by the GLA in respect of the use of the GLA logos and/or any logos of any third party partner or sponsor of the GLA and ensure that any use of the GLA logo or any third party partner or sponsor of the GLA is approved by the GLA in writing in advance of its use.

7. You must not do anything (in the opinion of the GLA) that may place the GLA, its third party partners and/or sponsors in disrepute or harm the GLA's reputation and/or that of third party partner or sponsor of the GLA.

8. You will be liable for and indemnify and keep indemnified the GLA against any loss or damage incurred and any injury (including death), suffered and all actions, costs, demands, proceedings, damages, charges and expenses whatsoever arising in connection with the management (including financial management) and carrying out of the Project and the Objectives to the extent that such actions, costs, demands, proceedings, damages, charges and expenses are due to Your negligence or default in carrying out the obligations as set out in this letter and appendices to it.

9. The GLA may at its sole discretion terminate this Agreement at any time whether for breach or convenience by giving two weeks' written notice and in the event of such termination the GLA shall not be obligated to make any further payments of the Funding.

10. You must ensure that You maintain in force policies of insurance with an insurance company of long-standing and good repute in respect of public liability and such other insurance as may be required in order to comply with its obligations set out in this letter and appendices to it.

11. You must ensure that your organisation, all sub-grantees, suppliers, sub-contractors and anyone

else acting on Your behalf, complies with all laws for the time being in force in England and Wales including, for example (without limitation) the provisions of Bribery Act 2010 and any guidance issued by the Secretary of State under it (whether or not so obliged expressly by that act or such guidance).

12. For the avoidance of doubt both the GLA and You acknowledge and agree that Your Project costs exceed the Funding and that the GLA shall not provide any additional funding and shall not be liable for any sums in excess of the Funding provided under this agreement.

13. You shall use Your best endeavours to secure satisfactory funding from other sources to meet your Project costs ("Additional Funding") and keep a record of your activities to raise such additional funding. Records of all additional funding You secure, expenditure You incur, and purposes to which additional funding is put shall, if requested, be provided to the GLA

14. The GLA may at its absolute discretion reduce, suspend or withhold the GLA Funding, or require all or part of the GLA Funding to be repaid if:

- a) You fail to deliver the Project or meet the Objectives and/or the delivery of the Project is reasonably adjudged by the GLA to be unsatisfactory;
- b) there is a substantial change to the Project or the Objectives which the GLA has not approved, or any attempt is made to transfer or assign any rights, interests or obligations created under this letter of agreement or substitute any person in respect of any such rights, interests or obligations, without the prior consent in writing of the GLA;
- c) any information provided in the application for funding or in a claim for payment or in subsequent or supporting correspondence is found to be incorrect or incomplete to an extent which the GLA reasonably considers to be material;
- d) You fail to comply with any of the terms and conditions set out in this letter of agreement;
- e) Your composition, ownership or control changes, or the You become Insolvent or are dissolved in any way;
- f) any other circumstances significantly affect Your ability to deliver the Project and/or meet the Objectives or result in or are in the reasonable opinion of the GLA likely to lead to the Project and/or the meeting of the Objectives as approved not being completed;
- g) any of the events referred to in Clause 3 (d), (e) or (f) occur;
- h) insufficient measures are taken by You to investigate and resolve any financial irregularity or the GLA reasonably concludes the Funding is at risk of being misapplied; and/or
- i) there are any other reasons why in the reasonable opinion of the GLA the Project is being carried out in such a way as to conflict with the objectives of the GLA or bring the GLA into disrepute.

15. You shall notify the GLA immediately and provide the GLA with a full written explanation, if any of the circumstances in clause 14 above arise.

16. If the GLA becomes entitled to exercise its rights under Clause 14 it may nevertheless decide not to exercise those rights, or not to exercise them to the fullest extent possible, or to delay in exercising those rights. Any decision not to exercise the GLA's rights under Clause 14, or to exercise them only partially or to delay in exercising them, may be made on conditions which will be notified to You provided always that any such decision by the GLA shall not prevent the subsequent enforcement of any subsequent breach of that provision, and shall not be deemed to be a waiver of any subsequent breach of that or any other provisions.

17. “Insolvent” means:

a) where You are an individual (or if more than one individual than any one of them):

i) the subject of a bankruptcy petition;

ii) is the subject of an application for an interim order under Part VIII of the Insolvency Act 1986 as amended by the Insolvency Act 2000 and the Enterprise Act 2002;

iii) enters into any composition, moratorium or other arrangement with its creditors, whether or not in connection with any proceeding under the Insolvency Act 1986 as amended by the Insolvency Act 2000 and the Enterprise Act 2002; and

b) where You are a body corporate (or if more than one body corporate than any one of them):

i) a proposal for a voluntary arrangement is made under Part 1 of the Insolvency Act 1986 as amended by the Insolvency Act 2000 and the Enterprise Act 2002 or Your Directors resolve to make such a proposal;

ii) a petition for an administration order is presented under Part II of the Insolvency Act 1986 as amended by the Insolvency Act 2000 and the Enterprise Act 2002 or Your Directors resolve to present such a petition;

iii) a receiver (including a receiver under section 101 of the Law of Property Act 1925 or manager or administrative receiver of Your property (or part of it) is appointed;

iv) a resolution for its voluntary winding up is passed under Part 1V of the Insolvency Act 1986 as amended by the Insolvency Act 2000 and the Enterprise Act 2002 or a meeting of Your creditors is called for the purpose of considering that You be wound up voluntarily (in either case, other than a voluntary winding up whilst solvent for the purposes of and followed by a solvent reconstruction or amalgamation);

v) a petition for its winding up is presented to the court under Part IV or by virtue of Part V of the Insolvency Act 1986 as amended by the Insolvency Act 2000 and the Enterprise Act 2002 or a resolution is passed that You be wound up;

vi) an application is made under section 895 of the Companies Act 2006 or a proposal is made which could result in such an application;

vii) entry into or a proposal to enter into any arrangement, moratorium or composition (other than any referred to above) with its creditors; or

viii) Your dissolution or removal from the Register of Companies or Your ceasing to exist (whether or not capable of reinstatement or reconstruction).

18. For the purposes of Clause 19:

a) **“Agreement Information”** means (i) this letter of Agreement in its entirety (including from time to time agreed changes to the letter of Agreement) and (ii) data extracted from the claims made under this letter of Agreement which shall consist of your name, the expenditure account code, the expenditure account code description, the document number, the clearing date and the claim amount; and

b) **“Transparency Commitment”** means the transparency commitment stipulated by the UK government in May 2010 (including any subsequent legislation) in accordance with which the GLA is

committed to publishing its agreements, contracts, tender documents and data from invoices and claims received.

19. You acknowledge and agree that the GLA:

a) is subject to the Transparency Commitment and accordingly, and hereby give your consent for the GLA to publish the Agreement Information to the general public; and

b) the GLA may in its absolute discretion redact all or part of the Agreement Information prior to its publication. In so doing and in its absolute discretion the GLA may take account of the exemptions/exceptions that would be available in relation to information requested under the Freedom of Information Act 2000. The GLA may in its absolute discretion consult with you regarding any redactions to the Agreement Information to be published pursuant to this Clause 19. The GLA shall make the final decision regarding publication and/or redaction of the Agreement Information.

**Other formats and languages**

For a large print, Braille, disc, sign language video or audio-tape version of this document, please contact us at the address below:

**Public Liaison Unit**

Greater London Authority

City Hall

The Queen's Walk

More London

London SE1 2AA

Telephone **020 7983 4100**

**[www.london.gov.uk](http://www.london.gov.uk)**

You will need to supply your name, your postal address and state the format and title of the publication you require