

UKRI-GCRF Equitable Resilience call for ensuring resilience enhances the Sustainable Development Goals Call specification

Version: 21 February 2019

Summary

ESRC, on behalf of UK Research and Innovation (UKRI), are pleased to invite applications for 'Equitable Resilience: ensuring resilience enhances the Sustainable Development Goals'. Funding has been allocated from the [Global Challenges Research Fund](#) (GCRF), which is a £1.5 billion fund to support cutting-edge research which addresses the problems faced by developing countries.

The ambition of the [UNISDR Sendai Framework](#) is to 'build back better' by harnessing the opportunities of disaster preparedness, response and reconstruction to enhance and accelerate development. However, there is a lack of evidence to identify policy and interventions which are effective at addressing both disaster management and sustainable development together. A particular challenge of the [Sustainable Development Goals](#) (SDGs) is to support the poor and marginalised at risk, including women, children, the aged and disabled and those of minority ethnic backgrounds, to achieve sustainable and resilient livelihoods. The focus of this programme is to provide a systematic and rigorously researched evidence base on the ways in which climate change adaptation, humanitarian action, risk management and resilience can enable pathways for transition to sustainable development - ensuring equity across poor and marginalised communities in developing countries.

Funding of £9 million is available, and we aim to fund 10 proposals of up to £1 million and up to 36 months duration.

All proposals will have to make a clear case for how they comply with [ODA guidelines](#). A short [Expression of interest](#) (EOI) should be completed by those intending to submit to this call by **16:00 UK time on 7 March**.

Full proposals should be submitted via the Joint Electronic Submission system (Je-S) by the **deadline of 16:00 UK time on 17 April 2019**. Projects should commence by **1 November 2019**.

Background and scope

The [Global Challenges Research Fund \(GCRF\)](#) is a key component in the delivery of the [UK Aid Strategy](#): tackling global challenges in the national interest. The fund aims to ensure that UK research and innovation takes a leading role in addressing the problems faced by developing countries through:

- Challenge-led disciplinary and interdisciplinary research
- Strengthening capacity for research and innovation within both the UK and developing countries
- Providing an agile response to emergencies where there is an urgent research need.

GCRF forms part of the UK's Official Development Assistance (ODA) commitment, and will be awarded in a manner that fits with [ODA guidelines](#).

The Collective Programme under the UKRI GCRF Collective Fund is a series of calls designed to enhance the coherence, strategic focus and overall impact across the six strategic GCRF Challenge portfolios:

- Cities and Sustainable Infrastructure
- Education
- Food Systems
- Global Health
- Resilience to Environmental Shocks and Change
- Security Protracted Conflict, Refugee Crises and Forced Displacement

The programme is being delivered by UKRI and steered by the [GCRF Challenge Leaders](#). Interdisciplinary research excellence is central to the GCRF, and researchers from all disciplines are encouraged to apply for calls within the parameters of each call regardless of the host function. All proposals received will be shared with other constituent parts of UKRI as necessary to assist with processing. This call will be managed by ESRC on behalf of all UKRI research councils. [Further information about the ESRC's approach to GCRF](#) and details of other current GCRF calls is available on our website.

Call details

The World Bank calculates that 3.4 billion people, more than half the world's population, are exposed to natural hazards, such as earthquakes, flooding and hurricanes. This is a considerable challenge to meeting the Sustainable Development Goals (SDGs), but also a significant opportunity for enhancing development – ie if disaster response and preparedness investments can be oriented towards enhancing sustainable development outcomes, [the challenge of the SDGs that no-one should be left behind](#) can also be addressed.

However, contemporary resilience policy and practice aims to reduce risk to stabilise development, while humanitarian action aims to return people, economies, and infrastructure to pre-disaster conditions. Development of policy and interventions which address both disaster management and sustainable development together is currently a missed opportunity at global scale.

The UNISDR Sendai Framework champions the ambition that development and humanitarian actors should [Build Back Better](#) – by using technological, policy, and social interventions to strengthen development process and outcomes through disaster preparedness, response and reconstruction. The combined pressure of the SDGs and

Sendai Framework is a demand for transformation in the relationship between development and resilience. Resilience is no longer only an outcome of good development, or a mechanism to protect development gains, it is now also being seen as a policy mechanism to steer development drivers towards an equitable and sustainable development. Supporting the poor and marginalised at risk, including women, children, the aged and disabled and those of minority ethnic backgrounds, to achieve sustainable and resilient livelihoods is the desired outcome of the programme.

There is very little systematic evidence to inform policy and practice on how best to respond to this challenge. Current experience includes more inclusive long-term governance arising from survivor-led reconstruction; and benefits to social cohesion and access to markets as resilience-building simultaneously bridges community tensions and invests in critical infrastructure, with benefits for development as well as risk management. Systematising this experience is the objective of the Equitable Resilience call. The UK research community already has international leadership in resilience and humanitarian sectors. Championing research to show how development and humanitarian interventions can be reoriented to meet the challenge of the SDGs will add value to UK aid investments and enhance this leadership role.

Realising these opportunities requires working at the interface of resilience and development as part of interdisciplinary projects (covering social and economic, environmental, physical and engineering sciences, or the arts and humanities) and working very closely with policy or practice – from local actors to global development and humanitarian organisations, and private sector concerns active in Low- and Middle-Income Countries (LMICs). The programme builds on pump-priming grants made under the NERC-ESRC-AHRC GCRF [Building Resilience programme](#), although it is not a prerequisite to be a grant holder to apply to this call.

The call will fund projects of 36 months duration that will each work across at least one of the four programme priority areas below. Priority areas outline practice and policy domains where a baseline of evidence and academic research exists at the interface of poverty alleviation, sustainable development and resilience (including that generated by past GCRF Building Resilience funding), but where there is yet to be systematic research and capacity building. The proposed research will not only develop a critical mass of evidence and understanding in each priority area but also generate the capacities and leadership required to learn across, bring coherence to research and add value to each area of practice and policy.

Each funded project will need to demonstrate awareness of local contexts and communities including the natural hazard histories, which have affected the communities historically and are likely to affect them in the future, as well as close practical collaboration with the poor and marginalised populations at risk, including women, children, the aged and disabled and those of minority ethnic backgrounds. Partnership with development or humanitarian stakeholders and the private sector, for example in the fields of engineering and insurance, working with these populations are encouraged.

The four priority areas for impact oriented research are:

- **Transformative adaptation**

Climate change adaptation has embraced the concept of transformative adaptation since the IPCC Special Report of the Intergovernmental Panel on Climate Change in 2012. There remain conceptual ambiguities and a lack of empirical evidence to demonstrate the social and technological pathways through which climate change adaptation can be transformative, how such transformations might be measured and supported for lasting change. The focus of this call is on social equity, and research should focus on experiences and developing solutions through which social equity can be enhanced through the lever of adapting to climate change risk, impacts and policy interventions to better serve the needs of the poor and marginalised. This may include modelling infrastructure and potential impacts of climate on that infrastructure. There are parallels in non-climate risk management sectors, including disaster risk reduction, with lessons to learn across these and other communities. [The United Nations Framework Convention on Climate Change](#) identifies Transformative Risk Management as a mechanism for responding to the Loss and Damages agenda of the Paris Agreement, and there is opportunity for further conceptual development and empirical underpinning to explore links with Transformative Adaptation as part of a global climate change policy architecture that can support transformation for social justice. Collaboration to jointly learn and develop what technological, policy or social solutions to transformative adaptation looks like, where it can be deployed and how outcomes can be evaluated will require working with those advocating alternative development pathways as well as established local actors, policymakers and the humanitarian and private sector.

- **Survivor-led humanitarian response and reconstruction**

The humanitarian sector's [Grand Bargain](#) directs global reform. A key goal is to reorient the sector towards strengthening local capacity to increase the local benefit and sustainability of humanitarian interventions. This rests on an ambition for survivors to retain decision-making power in response and reconstruction activities, to minimise the negative effects of humanitarian action pulling human resource and initiative from local institutions. The UNISDR Sendai Framework similarly emphasises the goal of Building Back Better as one of its four Priorities for Action. The recovery, rehabilitation and reconstruction phase is seen as a critical opportunity to 'build back better', including through integrating disaster risk reduction into development measures. The humanitarian sector is experimenting with survivor-led actions including local budgeting, self-help education and psychological support, local reconstruction planning and collaboration with agencies. This has promoted the inclusion of indigenous knowledge in the design, planning and delivery of housing and local infrastructure, and of local institutions to hold governments and humanitarian actors to account. However, these policy and practical interventions have been ad hoc. Systemic and contextually sensitive analysis is needed to bring coherence and strengthen the humanitarian sector's response and reconstruction activity and to re-orient decision-making power to survivors.

- **Enhancing local capacity through understanding and reducing risk**

Strong local capacity is key to delivering inclusive sustainable development. Individual resilience-building research projects, often described as participatory or community-led, have the potential to contribute to the enhancement of local accountability, leadership and technical capacity, with implications for wider sustainable development gain. This can include changing narratives of adaptation and response through the application of citizen science, community-based resilience action

planning and organisational learning, and technological advances including novel sensor, drone and satellite technology, smart data systems and mobile phone systems. The relationships between interventions made in the name of development and those made in the name of disaster risk reduction require further systematic analysis. Research may include analysis of relationships between legislation, administrative organisation, technical training, policy and budget that frame local investment decisions by government and others; but also relationships across technology, livelihoods, social and cultural relations that unfold in the deployment of formal and informal risk-reduction activity. Collaborating with policy and practice actors to better understand the interface between development and disaster risk reduction at global, national and local levels is central for impact leading to locally sustainable and resilient futures.

- **Risk management-development co-benefits**

Large infrastructure investments offer a strategic opportunity to embed resilience and factor climate change and other natural hazard risks into wider development. This depends on the ways that climate change risk is modelled and conceptualised; the responsibility of developers codified in law and guidance across the project cycle from selection, design and implementation; and the use of strategic infrastructure projects to feed back through accountability frameworks to donors and the public. Can decision-making support tools capture underlying processes of social and ecological vulnerability impacted by large development projects? Do tools operate only within legally defined development sites, or do they incorporate impacts including with connected communities and environments? There are scalable opportunities for sustainable development through risk management research projects undertaken in collaboration with policy and practice partners, including risk financing, the protection of at-risk heritage, and flood management infrastructure development. Projects will have positive feedback through reducing social and physical vulnerability and building capacity. Building development decision-making tools such as cost-benefit analyses and social and environmental risk assessments undertaken as part of large civil engineering projects offer opportunities to integrate climate change and natural hazard risk into development planning, maximising scope for co-benefits through adjusted design.

Note that UKRI will seek to use the available budget to support an overall balance of proposals across the call priority areas.

Assessment criteria

Applications to this call will be assessed in accordance with the following criteria:

- **Research quality of proposal**
 - Anchored by a well-integrated interdisciplinary approach which demonstrates both research excellence and the ability to think across, between and within the Sustainable Development Goals (SDGs), the research must add significant value to existing global research efforts.
 - Does the proposal develop novel methodologies for interdisciplinary working, knowledge exchange and innovation, including where appropriate, disciplines that haven't traditionally been oriented towards international development challenges, and are they suitable to the aims and objectives?

- Does the proposed research have the potential to act as an example of research excellence and innovation in the field, to define and drive forward the agenda for the role of interdisciplinary research in international development?
- **Quality and coherence of the proposed activities**
 - Assessment will consider the quality and coherence of the proposed activities and determine whether they meet the requirements of the GCRF, particularly in relation to ODA compliance.
 - Are the proposed activities appropriate to the identified impact opportunity? Are the aims of the project realistic/achievable? Is there a clear explanation for the scale, timing and resources that are requested?
 - Does the proposal demonstrate flexibility to adapt over the lifetime of the award and respond with agility to opportunities arising? Does the proposal outline an appropriate framework for monitoring and evaluation, and identify a robust set of deliverables, indicators and measures for success?
- **Capacity-building and international partnerships**
 - Assessment will consider the degree and quality of engagement with appropriate developing country partners (including researchers, practitioners and policymakers) and the role they aim to play in the design and implementation of the proposed approach.
 - The proposal should identify an appropriate range of relevant partners, demonstrating how these partnerships are ethical, equitable and sustainable beyond the initial award. For example, is their engagement meaningful, substantive and clear?
 - The applicant should clearly articulate to what extent the award will develop new or enhanced research capacity for addressing international development challenges in the relevant partner countries.
- **Impact**
 - Assessment will consider the clarity and significance of the impact from the proposed activities. Does the proposed award identify realistic pathways with the potential to deliver a breadth of significant and measurable impacts?
 - Have the applicants taken into consideration the relevant developing country context and demonstrated local interest and capacity to implement solutions? Is there potential for the partnerships, resources, capacity and capability developed throughout the course of the project to be sustained and strengthened beyond the end of the award?
 - What are the benefits for the researchers and non-academics taking part? Will the project inform future research, establish or strengthen relationships with partners, or increase impact from research already undertaken?
- **Management capability**
 - Reviewers and panel members will assess the applicant's capacity to manage the project by considering whether they have demonstrated the appropriate skills and experience to deliver the proposed vision and effectively manage the proposed network.

- Is there a demonstrable expertise across the relevant disciplines the proposal draws on? Is there an appropriate balance of leadership and management between the researchers, including an appropriate balance between developed and developing country partners?
- **Value for money and sustainability**
 - Assessment will consider whether the proposed research is good value for money, ie the optimal use of resources to achieve the intended outcome.
 - Is the scale of impacts reasonable for the amount of funding and staff time that is requested? Are activity costs reasonable? Is the impact-generating potential of the project, the likely contribution to the utilisation of knowledge, and the wider societal benefits commensurate with the requested resources?
 - Is there a clear plan for maintaining the project and/or its outputs beyond the period of the award?
- **Research ethics**
 - Consideration of potential ethical issues within the project.

Applications will undergo peer review before being considered by a specially convened panel of academic and non-academic experts at a meeting in September 2019. The panel will be asked to assess the proposals against the fit to the call and the assessment criteria above. The panel will then make formal recommendations to the funders. The funders may wish to apply some conditions on grants, and there may be subsequent negotiations on the details of the support offered. Funding decisions are expected to be announced in October 2019 and awards are expected to commence on 1 November 2019.

Research ethics

All GCRF projects must be underpinned by a strong research ethic based on mutual respect and understanding for different cultural, ethnic, social and economic beliefs and practices. Solutions to any development challenge(s) must be rooted in, and acceptable to, the institutions, communities and societies where they will operate.

Ethical issues should be interpreted broadly and may encompass areas where regulation and approval processes exist as well as areas where they do not. Applicants must ensure that the proposed research will be carried out to a high ethical standard and must clearly state how any potential ethical and health and safety issues have been considered and will be addressed, ensuring that all necessary ethical approval is in place and all risks are minimised before the research commences. More guidance can be found in the [ESRC Framework for Research Ethics](#).

Capacity-building

An important aspect of GCRF is capacity development, and UKRI strongly encourages all proposals to this call to identify research capacity-building activities as part of, and not separate to, the stated research approach. The focus should be on the quality and impact of the research, and how increasing capacity contributes to this. Examples of building capacity include:

- opportunities for those with relevant skills who have not previously worked on development-relevant research projects to orient their research towards global issues
- support and mentoring for more junior team members
- co-design of research and implementation with developing country partner staff.

Please note that studentships are not eligible under this call. [Further information on capacity-building in relation to GCRF](#) is available on the ESRC website.

Equitable partnerships

Partnerships are a key pillar of the GCRF strategy. Partnerships should be transparent and based on mutual respect. They should aim to have clearly articulated equitable distribution of resources, responsibilities, efforts and benefits. Partnerships should recognise different inputs, different interests and different desired outcomes and should ensure the ethical sharing and use of data which is responsive to the identified needs of society. Applicants should detail the following in the case for support:

- The nature of the collaboration, including how much it is new or builds on existing collaboration, how the partners complement each other, and how this proposal builds on previous joint work (where applicable).
- How the partnership represents a true collaboration between the transnational research teams, and the added value of this collaboration.
- A description of how the proposed project will be managed across the international project team, including communication strategies, project leadership and decision-making.

Funding

Funding of £9 million is available and we aim to fund 10 proposals of up to £1 million and up to 36 months duration. We expect that the overall costs of applications will be determined by the nature of their activities. Please see the call-specific Je-S Guidance for more information regarding costs and eligibility.

Funding of international co-investigators

GCRF calls will follow standard ESRC policies in that the ESRC will fund 100% of the justified costs for international co-investigators from research organisations of comparable standing with UKRI-recognised UK research organisations. ESRC's policy on the [inclusion of international co-investigators](#) will apply, with the exception that for the GCRF Collective Fund Programme calls **there is no cap on costs** associated with international co-investigators' contribution relative to the total project cost; no upper limit will be applied. This applies to all international co-investigators from all countries, whether on the [DAC list](#) or not, but all costs need to be fully justified and principal investigators must be based at an eligible UK research organisation.

The scheme is intended to fund work in DAC countries; international co-investigators from countries not on the DAC list are advised to keep their claimed costs to a minimum and are strongly encouraged to make a significant contribution to their own research costs. If a co-investigator is from a country flagged as likely to graduate from the DAC list during the course of the project, this should be treated as a country NOT on the DAC list.

The overhead rate for DAC list country co-investigators is up to 20% of the total direct costs (e.g. staff costs, T&S, conferences) incurred by that organisation. Please note that **only** DAC list country co-investigators are eligible for 20% of directly related costs as overheads/indirect costs and that this does not apply to non-DAC list country co-investigators

Please note that **only** DAC list country co-investigators are eligible for 20% of international salary-related costs as overheads/indirect costs, and that this does not apply to non-DAC list country co-investigators.

Further information is provided in the call-specific Je-S Guidance.

ODA compliance statement

To comply with ODA requirements, proposals must make clear how their primary purpose is to promote the economic development and welfare of a developing country or countries. There are no priority countries; proposals may relate to any country or countries on the DAC list except those which are flagged as likely to graduate from the list during the course of the proposed project. If a country is flagged as likely to graduate it cannot be the primary focus of a proposal, although it can be included as an additional case study or comparison.

Applicants must clearly demonstrate how they meet ODA requirements in their 'Case for Support' and 'Pathways to Impact' submission. In addition, all proposals must include a mandatory 'Non-UK Components' attachment addressing the following three questions:

- Which country/countries on the DAC list will directly benefit from this proposal?
- How is your proposal directly and primarily relevant to the development challenges of these countries?
- How do you expect that the outcome of your proposed activities will promote the economic development and welfare of a country or countries on the DAC list?

Further guidance on how to submit the ODA compliance statement as an attachment is provided in the call-specific Je-S Guidance. See [further ESRC information on ODA](#) and [UKRI guidance on ODA in relation to GCRF](#).

Initial ODA compliance assessment will take place within the ESRC, though final decisions may include input from commissioning panels as well as external sources of ODA expertise.

ODA transparency and reporting

As part of the government's commitment to ODA transparency and in line with DfID ODA reporting requirements, UKRI is responsible for publishing information about UKRI ODA grants, including project titles and summaries via the International Aid Transparency Initiative (IATI) registry and via DfID's national statistics.

The purpose of publishing information via the IATI registry is to make information about ODA easily accessible to governments, stakeholders and other relevant groups in beneficiary countries. All UKRI-funded projects from this programme will be published in this way. Please therefore write your project title and summary in such a way that they are

meaningful and accessible to non-specialist audiences, following publication. We would be grateful if you would ensure that the project title and summary are written in plain English and avoid the use of jargon, acronyms, puns and plays on words.

Please also make clear in your project title and summary how your project is ODA-compliant, for example by identifying the development challenge(s) being addressed, the aims of the project and the beneficiary countries.

Eligibility

Proposals are invited from research organisations (ROs) [eligible for UKRI funding](#) across the UK. Proposals may be submitted by individuals who are not established members of the proposed host institution. In these circumstances, by submitting the proposal the RO confirms that it guarantees to provide facilities for the applicant as if an established member of staff for the duration of the grant. The lead organisation will be responsible for the overall management of the grant including control, disbursement and assurance of funds, including financial reporting of funds going overseas.

Co-investigators may be based anywhere in the world, but, additionally for GCRF calls, the international co-investigator's research organisation must submit a 'Letter of Support'. Further information is provided within the Je-S guidance. This is to ensure comparability of standing between international organisations and UKRI-recognised UK research organisations, and to ensure commitment to the project. Further information regarding eligibility can be found in the ESRC's [Research Funding Guide](#) and [International Co-Investigator Policy](#), although please note that the 30% cap does not apply to this GCRF call.

The ESRC does not allow the resubmission of previously unsuccessful proposals to any schemes, unless the applicant has been explicitly invited to do so.

Due diligence

As part of UKRI funding assurance, non-UK research organisations may be requested to complete a UKRI Overseas Due Diligence Questionnaire. Please be aware that research organisations may be contacted by UKRI at any point during the review process. This is in order to expedite our assurance process. If UKRI does contact any non-UK research partner organisation named on an application, the lead organisation will be informed.

For organisations hosting non-UK co-investigators, due diligence checks are for UKRI's assurance purposes only and do not replace the [due diligence requirements](#) of the lead organisation. However, when obtaining information from non-UK research organisations UKRI will request permission to share the information provided with the lead organisation. The lead organisation can then use this information for their own due diligence processes should they wish.

Safeguarding

UKRI condemns all forms of harm and abuse, including bullying and harassment. We take a zero tolerance approach to harm and abuse to any individual employed through or associated with our programmes in all contexts; whether in humanitarian or fragile and conflict-affected settings, in other field contexts, or within the international or UK research and development community which we fund. We expect institutions to promote the highest standards in organisational culture, and have in place the systems and procedures required

to prevent and tackle all incidents of harm and abuse. Applications must detail how they will identify and manage safeguarding risks, and what policies and procedures will be in place to enable reporting and investigation of allegations if they arise.

Reporting

Successful applicants will be required to report research outcomes on Researchfish in line with standard UKRI terms and conditions. In addition to the standard outcomes all award holders will need to complete sections under the 'GCRF Collective Fund' outcomes.

Expressions of interest

We request that those considering applying under this call to submit an expression of interest (EOI), using the [short online form](#). The deadline for submitting an EOI is **7 March 2019**. It is not a requirement to submit an EOI, although we strongly encourage this.

How to apply

The closing date for proposals is **16:00 UK time on 17 April 2019**. No proposal received after this deadline will be considered for funding.

Applicants can only be principal investigator on one application to this call. There is no restriction on the number of applications an individual can be co-investigator for, but they must have the capacity to undertake all projects applied for, should they be successful.

All proposals must be made through the [Joint Electronic Submission \(Je-S\) system](#); only those proposals submitted through the Je-S system will be accepted for processing. Proposals must be costed and approved by the relevant institutional authority at the research organisation before submission.

In order to use the Je-S system, principal investigators, co-investigators and their organisations need to register on the system **a minimum of one week** before the call closing date. Registration must be completed before the proposal can be formally submitted to the ESRC.

Proposals that are not completed correctly may be rejected by the ESRC office. The ESRC may require applicants to amend parts of proposals, such as the length of attachments or the inclusion of missing mandatory attachments, as a condition of accepting the proposal for processing.

All applicants are strongly advised to follow the Je-S guidance for this call and consult the ESRC's [Research Funding Guide](#), which sets out the rules and regulations governing its funding. Where call-specific guidance provided in these call documents differs from generic Je-S help, the call-specific guidance should always be followed.

The final submission process is the responsibility of the host institution, and the ESRC cannot accept responsibility for any delays which may occur. It is recommended that applicants submit in good time before the call deadline at this stage. We strongly advise applicants to confirm with their relevant administrator that the proposal has been submitted successfully to the ESRC.

What we will do with your information

UK Research and Innovation understands the importance of protecting personal information and is committed to complying with the General Data Protection Regulation 2016/679 (GDPR). It is committed to fostering a culture of transparency and accountability by demonstrating compliance with the principles set out in the regulation.

GDPR sets out the rules for how organisations must process personal data and sensitive personal data about living individuals. It gives individuals the right to find out what personal data is held about them by organisations and to request to see, correct or erase stored personal data.

UK Research and Innovation needs to collect and process personal data about the people (including employees and individuals) it interacts with to carry out its business effectively. We are committed to ensuring that employees are appropriately trained and supported to achieve compliance with GDPR. More information can be found in [UKRI's full GDPR Policy](#).

Commissioning timetable

Call for proposals opens	23 January 2019
Town Hall event	7 February 2019
Closing date for EOIs	7 March 2019
Closing date for proposals	16:00 on 17 April 2019
Commissioning panel meeting	Early September 2019
Decisions announced	October 2019
Grants start	1 November 2019

Further enquiries

If you have any queries or would like further information about the call, contact:

- equitableresilience@esrc.ukri.org

Enquiries relating to technical aspects of the Je-S form should be addressed to:

- Je-S helpdesk Email: jeshelp@rcuk.ac.uk
Telephone: 01793 444164

Monday to Friday 09:00 to 17:00 (UK time, excluding public and other holidays)