UKRI-GCRF Sustainable Energy and International Development: Beyond Technology

Call specification

Version: 16 April 2019

Summary

On behalf of UK Research and Innovation (UKRI), ESRC, NERC and Innovate UK are pleased to invite applications for the 'UKRI-GCRF Sustainable Energy and International Development: Beyond Technology' call. Funding has been allocated from the Global Challenges Research Fund (GCRF), which is a £1.5 billion fund to support cutting-edge research and innovation which addresses the problems faced by developing countries.

This call expects to contribute to the achievement of SDG7 and contribute to the development of the most disadvantaged. Funding of up to £5.5 million is available, and we aim to fund up to four proposals varying in scale of up to £1.5 million per grant. Each grant’s duration should not exceed 36 months, and each project funded will be expected to produce interdisciplinary work across at least two of this call’s research priority areas related to sustainable energy development, environmental impact, international development and poverty reduction.

Applicants from all disciplines are welcome to apply. All proposals will have to make a clear case for how they comply with ODA guidelines.

A short expression of interest should be completed by those intending to submit to this call by 16:00 UK time on 15 May 2019.

An information webinar for potential applicants will take place on 2 May 2019 from 13:30 to 15:00. Potential applicants are strongly encouraged to participate.

Full proposals should be submitted via the Joint Electronic Submission system (Je-S) by 16:00 UK time on 11 July 2019. Projects should commence between 1 February 2020 and 1 April 2020.

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 follows 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 Collective 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 UKRI. Further information about the ESRC’s approach to GCRF and details of other current GCRF calls is available on our website.

The 2030 Agenda for Sustainable Development has as one of its main Sustainable Development Goals to “ensure universal access to affordable, reliable, sustainable and modern energy services for all” (SDG7). Energy is crucial for achieving almost all of the SDGs, from eradicating poverty through advancements in health, education, water supply and industrialisation, to combating climate change. To date, however, 41% of the world’s population still cooks with polluting fuel and stove combinations, over 80% of the current final energy consumption relates to non-renewable energy sources, and the lack of laws on renewable energy within and across countries remains an obstacle to faster deployment of renewables.

With one billion people still lacking access to electricity, research on sustainable energy and international development has become a global priority, and research funders have supported various multiple initiatives, including:

- EPSRC’s GCRF ‘Resilient and Sustainable Energy Networks for Developing Countries’ grants, a £5.5 million investment primarily focused on technology development.
- A variety of DFID research programmes, including the £65 million Transforming Energy Access programme, the £19 million Modern Energy Cooking Services programme and the £15 million Energy and Economic Growth programme.
- The European Union’s PRE-LEAP-RE programme which is in the process of developing a European Joint Programme (EJP) that will set the foundation for future
collaborative African Union-European Union activities in the field of renewable energy (RE).

- ESRC’s The Nexus Network which supported three partnership grants to research groups aiming to advance understanding of food-energy-water-environment interactions, and support actions to improve their sustainability. These were the first GCRF awards made by ESRC in 2016.

These investments, often centred around technology development, have produced impactful results. However, there is a need to prioritise more multidimensional and interdisciplinary approaches that frame research more effectively within the broader socio-political, behavioural, environmental and technological challenges affecting sustainable energy production, access and use.

UN-Energy has recognised the necessity to promote coherence in the interdisciplinary responses to the SDGs, and effective data management is crucial for building efficient responses. Data analyses need to promote and develop holistic and longitudinal assessments of existing energy interventions and their interactions with the environment and society at the urban-rural, metropolitan, national and regional levels.

The UK is world-leading in the delivery of interdisciplinary science that tackles global challenges, deeply embedded in the real world and local communities. Championing research that integrates energy, technological, environment and social sciences will not only add value to existing UK research and aid investments, but will also produce new knowledge, evidence-based policymaking and innovative solutions to put the world on track to meet the energy targets for 2030.

Call details

This call expects to fund four proposals of up to £1.5m per grant. Each grant’s duration should not exceed 36 months, and each project funded will be expected to work across at least two of this call’s research priority areas. The priority areas relate to the interface of sustainable energy development, international development and poverty reduction (including that generated by past GCRF grants), but where there is potential for further systematic and, more importantly, interdisciplinary research and capacity-building.

The four priority areas for this call are:

1) Energy technology interactions in societies, communities and with users.
2) Natural resources, their sustainable use and interactions with energy systems.
3) Resilient energy systems.
4) Effective governance and political economy of sustainable energy.

This call will fund research proposals that reach across the physical sciences, arts and humanities, social and environmental sciences by, for example, drawing on socio-technical and whole systems integration research approaches. Proposals must be focused on the development of the most disadvantaged and be interdisciplinary in nature, notwithstanding the research priority areas involved in the research proposal. The proposed projects and their expected impact must benefit the most disadvantaged and across at least three countries from within the same geographical region (although there is no priority region for
this call, and proposals could also relate to additional countries from other regions). Proposals must also demonstrate both awareness of existing research and surrounding contexts (e.g. socio-political, economic, environmental and technological contexts) and a clear connection towards the leverage of existing funding streams.

Funded projects will be expected to develop a critical mass of understanding in at least two of this call’s priority areas, which could include but is not limited to: technological mapping, identification of knowledge gaps, the barriers to the adoption of sustainable energy systems (which might include societal, cultural, environmental, behavioural and economic barriers), and the mechanisms for improving data flows to optimise the operation of energy systems. They will also generate the capacities and leadership required to bring coherence to research and add value to the area of practice of the participating researchers and stakeholders. Projects could also utilise data from existing interventions, drive innovation for new technologies and produce new knowledge to deliver sustainable development and improve societal understanding of sustainable energy.

Grants funded under this call must comply with ODA regulations, primarily contribute to the development of the most disadvantaged in DAC-list countries, create effective equitable north-south and south-south partnerships and foster capacity-building in the global south.

The four priority areas for this call are:

1) **Energy technology interactions in societies, communities and with users.**
   - This can include, but is not limited to:
     - Users’ decisions, behaviours and values in energy consumption.
     - Differentiated impacts of low carbon energy interventions upon women and other marginalised groups.
     - Energy access and its influence on livelihood generation, SME and community development.
     - Financial mechanisms and tools to access clean energy technology and consumption. This could include IT tools for micropayments for energy access.
     - Grid and off-grid interconnection.

2) **Natural resources, their sustainable usage and interactions with energy systems.**
   - This can include, but is not limited to:
     - Clean cooking, biomass and resource use: social and environmental impacts of use and choice of fuels, stoves and cooking styles.
     - Technology impacts on health.
     - Understanding trade-offs and synergies between energy resources, including their role in land use change (and the associated impacts).
     - Water-energy-food nexus.
     - Intersections between energy, environment, health, security, education and social justice.
     - New energy technologies and greenhouse gas emissions; their contribution to future climate impacts and/or mitigation potential. Sustainable energy for productive uses in rural areas and agricultural value chains.
3) Resilient energy systems.
   This can include, but is not limited to:
   - Managing risks associated to energy trade and market volatility.
   - The impact of a changing climate on new energy systems (e.g.,
     hydrometeorological hazards).
   - New fuels for innovative and sustainable uses to tackle the SDGs.
   - Shocks and their impact on energy systems, e.g., climate change, long-term
     funding expiration, political and supply shocks.
   - Inclusion of data and data tools for the energy sector.

4) Effective governance and political economy of sustainable energy.
   This can include, but is not limited to:
   - Governance frameworks for off-grid developments at different scales.
   - Localising sustainable energy policy, new business models and questions of
     community ownership.
   - Capacity barriers to transiting to sustainable energy.
   - Tensions surrounding in-country innovation and concepts of technology
     transfer from North to South.
   - The geopolitics of global, international, regional and national energy policy
     and its local impacts.
   - Corruption, transparency and good governance in the low carbon energy
     sector.

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, and/or to define and drive
    forward the agenda for the role of interdisciplinary research in international
    development?
• **Quality and coherence of the proposed activities**
  o 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.
  o 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?
  o 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**
  o 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.
  o 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?
  o 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**
  o 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?
  o 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?
  o 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**
  o 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.
  o 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**
  o Assessment will consider whether the proposed research is good value for money, i.e. the optimal use of resources to achieve the intended outcome.
  o 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?
  o Is there a clear plan for maintaining the project and/or its outputs beyond the period of the award?

• **Research ethics**
  o 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 moderate 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 December 2019 and awards are expected to commence between 1 February 2020 and 1 April 2020.

**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.

Projects funded in this call must demonstrate how they have enhanced the abilities of individuals, organisations and/or institutions from DAC-list countries to effectively carry out and disseminate high quality research. The focus is on long-term change, where individuals and organisations from DAC-list countries learn and develop to become first-rate
researchers and research institutions, with the capacity to deliver their own high quality research. This should also include identifying the barriers that Southern researchers face in developing these capacities and developing effective strategies to overcome them.

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:

1. 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).
2. How the partnership represents a true collaboration between the transnational research teams, and the added value of this collaboration.
3. 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 up to £5.5 million is available and we aim to fund up to four proposals of up to £1.5 million and of no more than 36 months duration each. We expect the overall costs of each application to 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 (ie staff costs, T&S, conferences) occurred by that organisation.

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

Please note that international NGOs are not eligible to be included as co-investigators on proposals

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 (i.e. those part of the DAC list). 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’ ODA Compliance Statement attachment addressing the following three questions:

1. Which country/countries on the DAC list will directly benefit from this proposal?
2. How is your proposal directly and primarily relevant to the development challenges of these countries?
3. 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.

**Gender equality**

Official Development Assistance provided by UKRI, including funding from this call, must comply with the requirements of the International Development (Gender Equality) Act 2014, which states the “desirability of providing development assistance that is likely to contribute to reducing poverty in a way which is likely to contribute to reducing inequalities between persons of different gender”.

Applicants must submit a one pager Gender Equality Statement and instructions are provided in the JeS guidance and the Gender Equality Application Guidance.

**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.

**Use of NERC services and facilities**

In case applicants wish to use NERC services and facilities they must contact the facility, prior to submitting a proposal, to seek agreement that they could provide the service required. Most NERC facilities will require applicants to submit a quote for the work which the facility will provide. A full list of the facilities requiring this quote can be found on NERC’s website. If this is the case, the costs for the service or facility (excluding NMF and HPC costs) must be included within the Directly Incurred Other Costs section of the Je-S form and also within the facilities section of the Je-S form. Please contact gcrfenergy@esrc.ukri.org if you are considering requesting the use of these facilities for specific guidance.
Expression of interest

We strongly encourage that those considering applying under this call to submit an expression of interest, using the short online form, by the 16:00 UK time on 15 May 2019.

How to apply

The closing date for proposals is 16:00 UK time on 11 July 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. Read UKRI’s full GDPR Policy.

Commissioning timetable

- Call for proposals opens: 9 April 2019
- Webinar: 13:30-15:00 on 2 May 2019
- Closing date for Expression of interest: 16:00 on 15 May 2019
- **Closing date for proposals: 16:00 on 11 July 2019**
- Commissioning panel meeting: November 2019
- Decisions announced: December 2019
- Grants start: Between 1 February 2020 and 1 April 2020

Further enquiries

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

- gcrfenergy@esrc.ukri.org

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

- Je-S helpdesk Email: jeshelp@je-s.ukri.org
  Telephone: 01793 444164

If you experience difficulties using Je-S or have questions regarding its use, helpdesk staff can be contacted Monday to Thursday 8.30am to 5pm and Fridays 8.30am to 4.30pm (excluding bank holidays and other holidays). Out of hours: please leave a voicemail message.