Waltham Forest Local Plan Supporting Document



Walthamstow Town Centre Area Action Plan

Duty to cooperate Statement



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Albanian 🗆	Gujarati 🗆
يمكن توفير هذه الوثيقة أو ملخصها بلغات أخرى أو بالطبعة الكبيرة أو بلغة بريل أو على الشريط, ويمكن توفير خدمة ترجمة عند الطلب, وإذا احتجت منالا من هذه الخدمات الرجاء الاتصال معنا على العنوان المذكور أدناه.	यह पर्चा या इसका संक्षेप अन्य भाषाओं में, बड़े अक्षरों में या सुनने वाली टेप पर माँग कर लिया जा सकता है, और अन्य भाषाओं में अनुवाद की सुविधा भी मिल सकती है। यदि आपको इन सुविधाओं की ज़रूरत है तो कृपया निम्नलिखित पते पर हमारे साथ संपर्क करें।
Arabic 🗆	Hindi □
অনুরোধক্তমে এই ডকুমেন্ট অথবা এর সারমর্ম অন্যান্য ভাষায়, বড় ছাপার অক্ষরে, ব্রেইল বা অন্ধলিপিতে, অডিও টেইপ বা বাজিয়ে শোনার কেসেটে অথবা অনুবাদ করে দেয়ার ব্যবস্থা করা যাবে। আপনার যদি এসব সেবাসমূহের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের সাথে নীচের ঠিকানায় যোগাযোগ করুন।	ਇਹ ਪਰਚਾ ਜਾਂ ਇਹਦਾ ਖ਼ੁਲਾਸਾ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ, ਜਾਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ, ਅਤੇ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਤਰਜਮਾ ਕਰਨ ਦੀ ਸਹੂਲਤ ਵੀ ਮਿਲ ਸਕਦੀ ਹੈ। ਜੇ ਇਹਨਾਂ ਸਹੂਲਤਾਂ ਦੀ ਤੁਹਾਨੂੰ ਲੌੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।
Bengali 🗆	Punjabi □
我們可以按照您的要求向您提供此文件或其摘要的母語譯本、大字印刷版本、盲文版本、錄音帶或者提供其	İstekte bulunursanız, bu broşürü ya da broşürün özetinin Türkçesini size gönderebiliriz. Ayrıca broşürün iri harfli baskısı, görme engelliler için parmak ucuyla
他翻譯服務。如果您需要以上服務,請通過以下的地址與我們取得聯繫。	okunabilen Braille alfabesiyle yazılmış kabartma şekli ve ses kaseti de olup istek üzerine broşürün özetini sözlü olarak da size Türkçe okuyabiliriz. Bu hizmetlerden yararlanmak için aşağıda yazılı adresten bize ulasabilirsiniz
與我們取得聯繫。 Chinese \Box	şekli ve ses kaseti de olup istek üzerine broşürün özetini sözlü olarak da size Türkçe okuyabiliriz. Bu hizmetlerden yararlanmak için aşağıda yazılı adresten bize ulaşabilirsiniz.
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與我們取得聯繫。 Chinese □ Ce document ainsi que son résumé sont disponibles dans d'autres langues, en gros caractères, en braille et sur support audio. Une version traduite peut également être obtenue sur demande. Pour obtenir l'un de ces services, veuillez nous contacter à	şekli ve ses kaseti de olup istek üzerine broşürün özetini sözlü olarak da size Türkçe okuyabiliriz. Bu hizmetlerden yararlanmak için aşağıda yazılı adresten bize ulaşabilirsiniz. Turkish □ سد ستاویزیااس کا ظلاصده گرزبانوں، بڑے وف، یا آڈیوشپ کی شکل میں دستیاب ہوسکت ہے، یا درخواست کرنے پر ترقے کی سروی دستیاب ہوسکتی ہے۔ اگرآپ اِن سرویز تک دسائی حاصل کرنا چاہے ہیں تو
與我們取得聯繫。 Chinese □ Ce document ainsi que son résumé sont disponibles dans d'autres langues, en gros caractères, en braille et sur support audio. Une version traduite peut également être obtenue sur demande. Pour obtenir l'un de ces services, veuillez nous contacter à l'adresse ci-dessous.	şekli ve ses kaseti de olup istek üzerine broşürün özetini sözlü olarak da size Türkçe okuyabiliriz. Bu hizmetlerden yararlanmak için aşağıda yazılı adresten bize ulaşabilirsiniz. Turkish □ يد ستاويزياس كا ظا صدو گرز بانوس بر بر حروف بيا آ ژبوشي كي شكل شي دستياب بوسكت به بياورخواست كرنے پر تر يحى كى مروس دستياب بوسكتى ہے۔ اگر آپ إن مروس خكى دسائى حاصل كرنا چا جے ہيں تو برائے مهر بانی نهم ہے شي چو ديے گئے ہے پر دابطہ كہيں۔

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1. Introduction

- 1.1 The Localism Act 2011 introduced new legislation that requires co-operation between local authorities, county councils and a range of other bodies as an integral part of the preparation of planning policy. The explanatory notes to the Localism Act state that during "...independent examination of development plan documents local authorities will have to provide evidence that they have complied with the duty (to cooperate) if their plans are not to be rejected by the examiner". The Localism Act defines strategic matters as, "sustainable development or use of land that has or would have a significant impact on at least two planning areas, including (in particular) sustainable development or use of land for or in connection with infrastructure that is strategic and has or would have a significant impact on at least two planning areas". The duty to cooperate requires Local Planning Authorities to constructively and actively engage with relevant bodies, as part of an ongoing process, to maximise effective working on the preparation of development plan documents in relation to strategic matters.
- 1.2 The National Planning Policy Framework (NPPF), paragraph 178 states, "Public bodies have a duty to cooperate on planning issues that cross administrative boundaries, particularly those which relate to the strategic priorities....The Government expects joint working on areas of common interest to be diligently undertaken for the mutual benefit of neighbouring authorities." Paragraph 178 of the NPPF states: "Public bodies have a duty to cooperate on planning issues that cross administrative boundaries, particularly those which relate to the strategic priorities set out in paragraph 156. The Government expects joint working on areas of common interest to be diligently undertaken for the mutual benefit of neighbouring authorities."
- 1.3 As outlined in paragraph 156, the strategic priorities referred to in paragraph 178 are:
 - The homes and jobs needed in the area:
 - The provision of retail, leisure and other commercial development;
 - The provision of infrastructure for transport, telecommunications, waste management, water supply, wastewater, flood risk and coastal change management, and the provision of minerals and energy (including heat); and
 - The provision of health, security, community and cultural infrastructure and other local facilities; and climate change mitigation and adaptation, conservation and enhancement of the natural and historic environment, including landscape.
- 1.4 As a development plan document, the Walthamstow Town Centre Area Action Plan (AAP) is required to comply with the duty to co-operate and this statement sets out how the relevant 'Duty to co-operate' bodies have been involved in the preparation of the AAP, and how this involvement has helped shape the proposals in the submitted version of the Plan. In doing so, the Council consider that this statement demonstrates that the Duty to co-operate requirements (as set out in the Localism Act (2011) and described in the National Planning Policy Statement) have been met.

2. Waltham Forest Context

2.1 Neighbouring Borough's and Prescribed Bodies

- 2.1.1 The Localism Act 2011 states that a Local Planning Authority must cooperate with other Local Planning Authorities to maximise the effectiveness of plan making. Waltham Forest's neighbouring Local Planning Authorities are the London Boroughs of Enfield, Haringey, Hackney, Newham and Redbridge, and Epping Forest District Council. Strategic planning matters are dealt with by the Mayor of London.
- 2.1.2 Part 2, section 4, of the Town and Country Planning (Local Planning) (England) Regulations 2012 identifies additional 'prescribed bodies', that are subject to the duty to cooperate within a particular planning area. In relation to Waltham Forest these are:
 - The Environment Agency;
 - English Heritage;
 - Natural England;
 - Transport for London;
 - The Civil Aviation Authority;
 - The Homes and Communities Agency (now GLA);
 - Primary Care Trusts operating within the area (or similar bodies);
 - Maritime Management Organisation;
 - The Office of Rail Regulation:
 - Transport for London; and
 - The Highways Authority (NB Waltham Forest's trunk road are managed by Transport for London).

2.2 Local Plan

- 2.2.1 In considering the requirements of the duty to co-operate, it is important to note that the Walthamstow Town Centre Area Action Plan forms part of a wider suite documents that together form the Waltham Forest Local Plan.
- 2.2.2 As summarised in section 1 above, It is the Council view that the 'duty to cooperate' on strategic priorities and cross-border issues have largely been dealt with through the development of the emerging London Plan (2011) and the Council's Core Strategy (2012). The AAP has been prepared in accordance with both the emerging London Plan (2011) and the Core Strategy (2012).
- 2.2.3 The Core Strategy (2012) sets out the Council's overarching policy framework for growth and regeneration of the borough. Given the nature of the Core Strategy, it is in this document that the Council sets out their 'strategic priorities' and where 'cross boarder' issues are largely dealt with. For example, the Core Strategy (2012) sets out the borough's provision for retail and employment floorspace (table 10), sets out the infrastructure delivery plan (appendix 2) and provided policies in relation to water (CS4), flood risk (CS4), social infrastructure (CS3) and adaptation, conservation and enhancement of the natural and historic

environment (policies CS5 and CS12). It is in the document that Walthamstow Town Centre was designated as a 'Key Growth Area'.

- 2.2.4 Whilst the Core Strategy was not required to demonstrate meeting the duty to co-operate (as it was prepared and adopted prior to the NPPF), many of the requirements within the duty to co-operate have already effectively been met through the Core Strategy due to the rigorous consultation carried out on that document.
- 2.2.5 Furthermore, throughout the preparation of the Core Strategy, the Council has had full regard to the London Plan; which in a London context largely covers the duty to co-operate; due to the Mayor's strategic planning powers, and the consideration given to important inter- relationships between Waltham Forest and other parts of London. The London Plan (2011) clearly set out the Mayor of London's strategic priorities and covers several matters with 'cross boundary impacts'. For example, the emerging London Plan (2011) set Waltham Forest's housing and affordable housing targets (table 3.1 and policy 3.11), sets out the town centre network, where Walthamstow Town Centre is designated as a 'major' centre' and a night-time economy which is 'more than locally significant' (Annex 2) and list of major transport schemes (table 6.1). It also sets out regional policy in relation to waste management (policy 5.16) and energy (policy 5.1 5.9).

3. Working with prescribed bodies and neighbouring boroughs in the development of the Walthamstow Area Action Plan

- 3.1.1 The Council have a strong history of engagement and partnership working, particularly when it comes to engaging others in relation to all aspects of the the Local Plan. This has been the case for many years, even before the formal duty to co-operate came into force with the Localism Act (2011). The Council has proactively worked with other Local Authorities, key stakeholders, and other bodies in preparing other Local Plan documents.
- 3.1.2 Given that Walthamstow is located in the heart of the borough, it is the Council's view that the Walthamstow Town Centre Area Action Plan does not raise any significant strategic or cross-border issues. However, in order to ensure that the development of the AAP has met the 'duty to co-operate' the Council has undertaken the actions outlined below.

3.2 Development of the Evidence Base

- 3.2.1 The evidence base that underpins the Walthamstow Town Centre Area Action Plan is outlined in appendix 1 of the AAP. This largely utilises the established evidence base of the wider Local Plan; which has in many instances involved cross boundary working. The Council has working in collaboration with other Local Authorities, key stakeholders, and other bodies when developing the evidence as outlined below:
 - The Greater London Authority, working in close cooperation with all London Boroughs, completed Strategic Housing Land Availability Assessment in 2010.

- The Greater London Authority, working in close cooperation with all London Boroughs, completed Strategic Housing Market Assessment (SHMA) in 2008.
- The Greater London SHMA was later complemented by a series of subregional SHMAs which were undertaken by boroughs, at a sub-regional level in cooperation with the GLA. The east London SHMA, which covers the Waltham Forest, was commissioned by the East London Housing Partnership.
- In 2009, Waltham Forest Council commissioned an Infrastructure Delivery Plan to underpin the emerging Local Plan. During the initial stages of the study, the Council held a workshop with key stakeholders (such as utilities companies and PCT) to ensure their input.
- As part of developing and implementing its strategy for development of decentralised energy (DE) networks across the borough, the Council has worked with neighbouring boroughs to explore potential for connections across borough boundaries.
- Working with Design for London and other key stakeholders on the development of the Town Square and Gardens Masterplan.
- Working with Design for London, English Heritage, and Natural England etc on development of planning applications on Opportunity Sites within the AAP, particularly on South Grove and Arcade sites.

3.3 Development of the Area Action Plan

- 3.3.1 During the production of the Waltham Forest Town Centre AAP, as a minimum, the bodies identified under the duty to co-operate have been consulted on draft versions of the plan (in addition to higher level documents such as the Core Strategy and Development Management Policies DPD). All neighbouring authorities and prescribed bodies were also written to at the proposed submission stage specifically inviting their input on strategic or cross boundary issues (see appendix A duty to cooperate letter).
- 3.3.2 Consultation Statements for the Area Action Plan set out, in general terms, how the Council has consulted all relevant bodies during the act of plan-making. This includes schedules of all comments received on draft versions of the document and how these were considered in later iterations of the AAP.
- 3.3.3 Consultation with prescribed bodies and neighbouring authorities has been more extensive than simply inviting comments on draft versions of the plan. It has also involved less formal matters such as face-to-face meetings, telephone conversations, and participation in wider stakeholder groups.
- 3.3.4 Throughout the development of the Local Plan, Waltham Forest Council have co-operated with other neighbouring boroughs, prescribed bodies through a number of forums including:

- The Waltham Forest Strategic Partnership, which was involved in the production of Waltham Forest's Sustainable Community Strategy and Waltham Forest's Core Strategy, was established in early 2001, building on an already existing partnership. The partnership was formed of a number of organisations including the Waltham Forest Primary Care Trust, Metropolitan Police, London Fire Brigade, and the Waltham Forest Chamber of Commerce.
- Regular meetings of the Association of London Borough Planning Officers, particularly on matters associated with Development Plans. These meetings of lead planning officers are used to discuss strategic issues which affect all London Boroughs and the Mayor of London, such as transport, waste, the environment, housing and employment land.
- East London Housing Partnership is a group consisting of the Waltham Forest, Redbridge, Havering, Barking and Dagenham, Tower Hamlets, Newham and Hackney. The group looks at issues affecting the east London housing sub-market. Work carried out by this group includes preparing the joint strategic housing market assessment.
- Partner of the North London Waste Authority which deals with waste management in north London.
- It is recognised in the Area Action Plan that opportunities exist for developments in Walthamstow to connect to a Decentralised Energy Network for the Upper Lee Valley. Due to the cross-boundary nature of such a project, we have been working with the GLA, North London Strategic Alliance, and the London Boroughs of Haringey and Enfield on developing a case for such a network.
- 3.3.5 Beyond the prescribed bodies the Council recognised that there are other important bodies to co-operate with on strategic cross boundary issues. These have included:
 - Metropolitan Police Formally consulted at each stage of plan preparation.
 Walk about the town centre with Crime Prevention officer.
 - Network Rail Formally consulted at each stage of plan preparation. Included as part of the development of the evidence base particularly the Infrastructure Delivery Plan. Collaborated on implementation of the Queens Road to Walthamstow central footpath, proposals for Station Car Park site and strengthening of the rail bridge on Hoe Street.
 - The North London Strategic Alliance, a sub-regional strategic organisation representing the London Boroughs of Enfield, Haringey and Waltham Forest. The group is led by a board made up of Council leaders, and aims to influence policy on matters affecting north London and cooperate on strategic issues.

4.0 Summary of cooperation with neighbouring boroughs, prescribed and non-prescribed bodies specific bodies:

Organisation	Mean of Cooperation
Neighbouring Boroughs	
London Borough of Haringey	 Formally consulted at each stage of plan preparation. Cooperated and worked with on development of the evidence base and supporting strategies. Face-to-face meetings to discuss strategic priorities across borough boundaries, including through ALBPO, North London Transport Forum and DEN group.
London Borough of Enfield	 Formally consulted at each stage of plan preparation. Cooperated and worked with on development of the evidence base and supporting strategies. Face-to-face meetings to discuss strategic priorities across borough boundaries, including through ALBPO, North London Transport Forum and DEN group.
London Borough of Hackney	 Formally consulted at each stage of plan preparation. Cooperated and worked with on development of the evidence base and supporting strategies. Face-to-face meetings to

	discuss strategic priorities across borough boundaries, including through ALBPO, North London Transport Forum and DEN group.
London Borough of Newham	Formally consulted at each stage of plan preparation.
	 Cooperated and worked with on development of the evidence base and supporting strategies.
	 Face-to-face meetings to discuss strategic priorities across borough boundaries including through ALBPO.
London Borough of Redbridge	Formally consulted at each stage of plan preparation.
	 Cooperated and worked with on development of the evidence base and supporting strategies.
	 Face-to-face meetings to discuss strategic priorities across borough boundaries, including through ALBPO, North London Transport Forum and DEN group.
Epping Forest District Council	Formally consulted at each stage of plan preparation.
Prescribed Bodies	
Mayor of London (including Design for London)	Formally consulted at each stage of plan preparation.
	 Significant input into the development of the Council's Core Strategy and Development Management

	DPD.
	 The Council (also in collaboration with other borough's) participated in the development of the London Plan, including participation in the Examination in Public. Significant input into planning applications on 'key opportunity site, particularly South Grove and Arcade site. The development of Decentralised Energy network.
Homes and Communities Agency (Now the GLA)	 Formally consulted at each stage of plan preparation. The Council has a strong partnership with the HCA (and now the GLA) to maximise the delivery of deliver more affordable homes. Liaison and discussions with the HCA on AAP policies via the Council's Housing Association Liaison Group which meets quarterly. We jointly monitor the delivery of homes and affordable homes. Collaborative work on the delivery of the Affordable Rent Programme and Affordable Homes Framework.
Transport for London	 Formally consulted at each stage of plan preparation. The Council's transport policy team have regular engagement with TfL through a number of different channels including:

	 North London Transport Forum.
	 Working closely together on major transport improvements such as those to the Victoria Line and bus services to Walthamstow and a 'Major Scheme' for the town centre.
	Ongoing discussions on key transport development projects, including Walthamstow Bus Station, the proposed improvement to the gyratory system on Hoe Street and Hoe Street and Town Sq and gardens public realm improvements.
The Environment Agency	 Formally consulted at each stage of plan preparation. Significant input into the
	development of the Council's Core Strategy and Development Management DPD.
English Heritage	Formally consulted at each stage of plan preparation.
	 Significant input into the development of the Council's Core Strategy and Development Management DPD.
Natural England	 Formally consulted at each stage of plan preparation. Significant input into the development of the Council's Core Strategy and Development Management DPD.
1	

Primary Care Trust	Formally consulted at each stage of plan preparation.
	 Significant input into the development of the Council's Core Strategy and Development Management DPD.
	 Involved in the production of the Waltham Forest Infrastructure Delivery Plan. Jointly prepared the Joint Strategic Needs Assessment (JSNA).
The Civil Aviation Authority	Formally consulted at each stage of plan preparation.
The Highways Authority	Formally consulted at each stage of plan preparation.
Office of Rail Regulation	 Formally consulted on the proposed submission of the AAP.
London Enterprise Partnership	Formally consulted on the proposed submission of the AAP.
Marine Management Organisation	Formally consulted on the proposed submission of the AAP.
Non - Prescribed Bodies	
Metropolitan Police	Formally consulted at each stage of plan preparation.
	Walk around with the Crime Prevention officer.

Network Rail	Formally consulted at each stage of plan preparation.
	Included as part of the development of the evidence base particularly the Infrastructure Delivery Plan.
	Implementation of the Queens Road to Walthamstow Central footpath.
	Discussions on proposals for Station Car Park site.
	Strengthening of the rail bridge on Hoe Street.
Thames Water	Formally consulted at each stage of plan preparation.
	Included as part of the development of the evidence base particularly the Infrastructure Delivery Plan.
British Gas	Formally consulted at each stage of plan preparation
	Included as part of the development of the evidence base particularly the Infrastructure Delivery Plan.
North London Strategic Alliance	Formally consulted at each stage of plan preparation.
	The development of Decentralised Energy network.
	North London Transport Forum

APPENDIX A - COPY OF DUTY TO CO-OPERATE LETTER

Environment and Regeneration

Deputy Chief Executive and Executive Director: Shifa Mustafa Sycamore House, Town Hall Complex, Forest Road, Walthamstow, E17 4JF



Ask for: Planning Policy
Our Ref: SP/IBSW

Email: planning.policy@walthamforest.gov.uk

Direct line: 020 8496 3000 Date: 18 March 2013

Dear Resident, Business or Stakeholder,

Consultation of Waltham Forest Local Plan Walthamstow Town Centre Area Action Plan Proposed Submission Blackhorse Lane Area Action Plan Proposed Submission

One of Waltham Forest Council's priorities is to regenerate the Borough and make it a better place for us all to live, work and enjoy life. To do this effectively, we need to have sound planning policies in place to help determine future planning applications. The Council has prepared the 'Walthamstow Town Centre Area Action Plan Proposed Submission' and the 'Blackhorse Lane Area Action Plan Proposed Submission' as part of the Local Plan for Waltham Forest. This contains our proposed planning policies that, once adopted, will be used to regenerate, attract investment and determine planning applications in these areas.

Central government regulations require all Local Plan Documents to be subject to formal public consultation over a period of six weeks before adoption. Consequently, between 18th March and 29th April 2013, local residents and others are invited to comment on the above plans. The proposed submission document is being published to allow comments to be made prior to submission to the Secretary of State for examination. Representations received during this period will be considered alongside the submitted Area Action Plans by an independent Planning Inspector. The purpose of the examination is to consider whether the Area Action Plans complies with legal requirements and is 'sound' against the government's tests of soundness. To be 'sound' the Area Action Plans must be positively prepared, justified, effective and consistent with national policy.

Duty to Co-operate

The Council is keen to ensure that anyone with an interest on the Borough has the opportunity to comment on emerging plans and proposals. In accordance with the Localism Act (2011) and the National Planning Policy Framework (para 178), the Council has a Duty to Co-operate. This means the Council now has a duty to co-operate with bodies prescribed under regulation four of the Town and Country Planning (Local Planning) (England) Regulations 2012 on planning issues that cross administrative boundaries, particularly those that relate to strategic matters. As one such body, the Council would welcome any comments you may have regarding issues of a strategic cross-boundary nature.

How to View the Documents and Make a Comment

Those who would like to make comments on this document should consider whether the document is 'sound' and 'legally compliant'. Representations may be accompanied by a request to be notified at a specific address about the submission of the Walthamstow Town Centre Area Action Plan and Blackhorse Lane Area Action Plan for examination. Please indicate this by ticking the appropriate box on the 'Representation' form. A copy of Statement of Representations Procedure is attached herewith.

The consultation document may be viewed:

- at all Waltham Forest Libraries.
- at Sycamore House (Reception), Waltham Forest Town Hall Complex, London E17 4JF (9am - 5pm)
- by downloading from the Council's website: www.walthamforest.gov.uk/ldf
- by viewing and sending online comments at: http://walthamforest-consult.limehouse.co.uk/portal
- other alternative formats of the document are available on request at planning.policy@walthamforest.gov.uk or 020 8496 3000.

All comments must be made on a 'Representation' form. This is available at the above venues and on the Council's website www.walthamforest.gov.uk/ldf. Comments must be received by **5pm on Monday 29th April 2013.**

- PREFERRED METHOD Online response: http://walthamforest-consult.limehouse.co.uk/portal
- Email: planning.policy@walthamforest.gov.uk
- By Post: Planning Policy, Sycamore House, Waltham Forest Town Hall Complex, London E17 4JF

I hope that you will take this opportunity to comment on this important plan for Waltham Forest, and look forward to hearing from you. For further information or assistance, please contact the Planning Policy Section on 020 8496 3000.

Yours Sincerely

Gordon Glenday

Head of Planning Policy and Regeneration



Waltham Forest Town Hall Forest Road, Walthamstow, E17 4JF Tel: 020 8496 3000