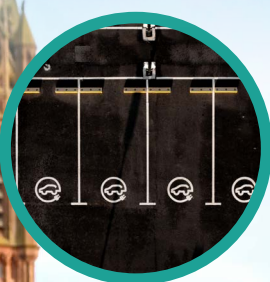




Westmorland  
& Furness  
Council

# Electric Vehicle Strategy

## Part Two 2025 - 2030



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# 1. Foreword

As a council, we are committed to supporting a greener, cleaner, and more connected future for our communities. The transition to electric vehicles (EVs) is not just an environmental imperative but also an economic and social opportunity. Moving away from fossil-fuelled vehicles will help reduce carbon emissions, improve air quality, and ensure our area remains forward-thinking and competitive. With the UK Government phasing out the sale of new petrol and diesel cars by 2035, the way we fuel our travel is facing a fundamental shift and it is vital that we have the right infrastructure in place to support this transition and give people the confidence to make the switch to EVs.

This transition requires a transformation in refuelling habits, as traditional petrol station infrastructure is not suited to the charging needs of EVs. Instead, a network of accessible, convenient chargepoints is needed to support individuals charging at home, businesses refuelling fleets, and visitors accessing charging facilities while travelling.

Part One of our Electric Vehicle Infrastructure (EVI) Strategy laid the groundwork by assessing the current landscape, identifying challenges and opportunities, and providing us with a clear picture of where we are today and the key factors shaping the transition to EVs.

This Part Two now sets out our ambition for the next five years, detailing how we will facilitate the shift to EVs by expanding and improving charging infrastructure, working collaboratively with partners to ensure no community is left behind in this transition. It outlines a phased approach to delivering chargepoints - starting with on-street solutions for households without off-street parking and installations in key car parks. Rollout will begin this year, informed by engagement with residents, businesses, and visitors to ensure that solutions meet local needs. The feedback gathered through our comprehensive survey has provided valuable insight into the priorities that matter most to our communities and will shape our implementation plan.

The coming decade will see a significant increase in the number of electric vehicles on our roads as these become adopted by the majority of drivers. As such, we recognise our role in ensuring that the right infrastructure is in the right places to support residents, businesses, and visitors in making the transition with confidence. We also recognise that delivering a robust EV network requires strategic investment, innovation, and collaboration.

This document is more than just a plan; it is a commitment. A commitment to working with partners and stakeholders to provide the infrastructure and support needed to help residents and businesses make the switch to EVs when they are ready to. A commitment to sustainability, cleaner transport, and a greener future for Westmorland and Furness.

We look forward to continuing to work with partners, stakeholders, and our communities to turn this ambition into reality. Together, we will build electric vehicle infrastructure that is fit for the future - one that supports economic growth, environmental responsibility, and the needs of everyone who lives, works, and travels in our area.



**Councillor Peter Thornton**

Cabinet Member for Highways and ICT,  
Westmorland and Furness Council

## 2. Introduction

In November 2023, Westmorland and Furness Council approved the Electric Vehicle Infrastructure Strategy Part One, demonstrating its commitment to delivering a widespread reliable and accessible charging network throughout Westmorland and Furness.

This Part Two Strategy document outlines our approach to developing and implementing additional public Electric Vehicle Infrastructure ('EVI') across the Westmorland and Furness Council ('WFC') area from 2025 to 2030. It provides clear objectives and detailed plans for use by our residents, communities and stakeholders.

To facilitate the phase out of petrol and diesel vehicles, (known as 'ICE', or Internal Combustion Engine vehicles), the UK Government have developed a Zero Emission Vehicle Mandate, known as the ZEV mandate, which was announced in 2024.

The ZEV mandate requires 80% of new cars and 70% of new vans sold in Great Britain must be zero emission by 2030. This means the sale of cars wholly powered by petrol and diesel will be banned from 2030.

### Annual ZEV targets have been set from 2024-2030

2024	2025	2025	2027	2028	2029	2030
22% ZEV mix	28% ZEV mix	33% ZEV mix	38% ZEV mix	52% ZEV mix	66% ZEV mix	80% ZEV mix





From 2030 onwards, only ZEVs and hybrid vehicles will be sold. From 2035 all new cars and vans sold must be fully zero emission at the tailpipe, meaning hybrid vehicles powered by a mix of battery and internal combustion engine will also be banned.

The ZEV mandate means that car and van manufacturers are now required to meet targets for the percentage of ZEVs sold or face significant financial fines for each non-ZEV sold in breach of the annual target.

This is currently the most ambitious regulatory framework for the switch to electric vehicles in the world.

Westmorland and Furness Council has a Net Zero target date of 2037, with key priorities to drive sustainable, inclusive, and green growth in the region. Supporting a transition to low-carbon transport is a key component of achieving these targets. Westmorland and Furness Council is working to improve options for shared travel, active travel, and public transport, and this, combined with the replacement of fossil fuel vehicles with electric vehicles, will help individuals and businesses to decarbonise their transport.

Westmorland and Furness Council is committed to promoting the uptake of electric vehicles, for residents, visitors and businesses and across the Council fleet. Developing a convenient and accessible network of charging infrastructure both on-street and in car parks is essential to help our communities be prepared for the major changes ahead. Making the switch to electric vehicles will help tackle climate change and improve the quality of life for those who live in, work in, or visit Westmorland and Furness.

Part Two of our Electric Vehicle Infrastructure Strategy sets out how and why this will be delivered.

## 3. Strategy Vision and Objectives

We will deliver EV charging for those who live in, work in and visit Westmorland and Furness driven by the vision and priorities set out in the Council Plan. We commit to provide a network of charging infrastructure that is:

<b>For people</b>	Our charge points will be accessible for all and residents will be confident they can recharge EVs conveniently
<b>For the climate</b>	We will explore opportunities to make use of renewable energy to power our chargers
<b>For communities</b>	We will work with parish and town councils to provide chargers at a local level
<b>For the economy and culture</b>	We will work to scale up EV charging to support businesses to more confidently adopting EVs
<b>For our customers</b>	We will ensure that ease of payment and customer service is at the heart of our procurement strategy
<b>For our workforce</b>	We will provide chargepoint accessibility to our employees

This Strategy includes the following targets, which will be reported on annually.

### Targets

#### 1) Provision of a comprehensive, equitable chargepoint network to ensure:

- 30% of households without off-street parking will be within a 3-minute walk of chargepoint on-street or in a car park by Summer 2027
- 60% of households without off-street parking will be within a 3-minute walk of chargepoint on-street or in a car park by 2030

#### 2) All Westmorland and Furness Council car parks to have electric vehicle chargepoint infrastructure by 2030.

#### 3) Combining the total number of new chargepoint sockets on-street and in car parks will bring:

- 500 additional chargepoint sockets by Summer 2027; and
- 1548 additional chargepoint sockets by 2030

#### 4) Collaboration with partner sites to increase chargepoint availability in third party car parks including Town and Parish Councils, public sector bodies and community groups.

#### 5) Westmorland and Furness Council commits to holding an annual 'Electric Vehicles and Chargepoints Open Day' for residents and businesses to share knowledge and to encourage the uptake of electric vehicles amongst those who live in, work in, or visit Westmorland and Furness.

## 4. Strategic Context

The UK government's Electric Vehicle Infrastructure strategy aims to support the transition to zero-emission vehicles by ensuring that a robust and accessible charging network is in place across the country. The EVI strategy focuses on several key areas, including:

- **Expansion of Charging Points:** The government plans to increase the number of charging points of varying speeds to support the growing number of electric vehicles (EVs).
- **Investment and Funding:** Significant public and private investment is being directed towards building new charging infrastructure.
- **Improving Accessibility and Reliability:** Ensure that charging points are accessible to all users, including those with disabilities, and provide reliable and interoperable charging networks, which increases the number and range of compatible charging options for the EV driver.

Overall, the national EVI strategy is designed to accelerate the adoption of electric vehicles by removing barriers to charging, ensuring that the UK's infrastructure keeps pace with demand, and supporting the broader goals of sustainability and decarbonisation.



## Funding

To support Local Authorities in delivering electric vehicle infrastructure in residential areas, the government is providing a Local Electric Vehicle Infrastructure (LEVI) capital fund of £343 million.

A total of £3.9 million (£700,000 pilot funding and £3.2 million main funding) has been allocated to Westmorland and Furness to:

- Deliver a step-change in the deployment of local, primarily low power, on-street charging infrastructure across England.
- Accelerate the commercialisation of, and investment in, the local charging infrastructure sector.

The main purpose of the LEVI funding is to deliver infrastructure in residential areas, with a focus on houses without off-street parking. This will improve access to chargepoint infrastructure for EV drivers who cannot charge from their home. As a result, a significant proportion of all charging infrastructure delivered by the Council will be through this funding and in these areas.

Any future public charging infrastructure after the LEVI funding has been used will be delivered through concession agreements with CPOs across the whole WFC area, requiring no capital input from the council.

## National and Local Policy Context and Regulatory Framework

Electric vehicle infrastructure is a rapidly developing sector with numerous competing chargepoint operators (known as 'CPOs') and equipment types. National regulatory frameworks and policies seek to formalise the minimum standards of the equipment, future areas of development and how quickly and where this equipment will be installed. A summary of the key national regulations and policies is below, all of which guide the development of Westmorland and Furness Council's electric vehicle infrastructure network.



## National Policy and Regulatory Framework

The 'Public Charge Point Regulations (2023)' introduce new standards for transparency, reliability and accessibility in public EV charging, with critical requirements implemented on November 24, 2024. The regulations are part of a broader strategy to encourage the adoption of EVs and help the UK achieve its climate goals. By addressing critical issues such as pricing clarity, ease of payment and reliability, these measures, by design, build consumer confidence and promote greener transportation. [Public Charge Point Regulations 2023 guidance - GOV.UK](#)

The Department for Transport (DfT)'s 'Taking Charge: The Electric Vehicle Infrastructure Strategy' focuses on creating a robust, fair, and scalable charging network across the UK. The strategy aims to have at least 300,000 public Electric Vehicle charge points by 2030.

Local Authorities must develop and implement local charging strategies, including on-street charging and ensure everyone can find and access a reliable public charge point. On and off-street charging should be effortless, with a reliable network of high-powered charge points along major roads. Public charge points will be priced fairly and inclusively designed, with infrastructure seamlessly integrated into a 'smart' system, and ongoing innovation to meet drivers' needs.

The Department for Transport (DfT)'s 'Decarbonising Strategy (2021-2050)' underscores the commitment to banning new petrol and diesel vehicles. It outlines key initiatives for decarbonising various modes of transport, including road, rail, maritime, and aviation in the UK. Key commitments include the development and the implementation of a zero-emission car and vans delivery plan, consultation on Zero Emission mandates and a 100% zero-emission status for the government car and van fleet by 2027, with a package of financial and non-financial incentives to support the transition.

The 'Net Zero Strategy: Build Back Greener' report outlines the UK's plan to achieve the 2050 Net Zero target. Interim milestones include a 68% reduction in emissions by 2030 and a 78% reduction in emissions by 2035 and to ensure all new cars and vans are fully zero-emission at the tailpipe by 2035.

Under the 'National Planning Policy Framework (2024)', the vast majority of on-street EV charging infrastructure is classed as permitted development when installed by or for the local authority for both construction and maintenance of chargepoints and associated infrastructure, under Schedule 2, Part 12, Class A (The Town and Country Planning (General Permitted Development) (England) Order 2015).

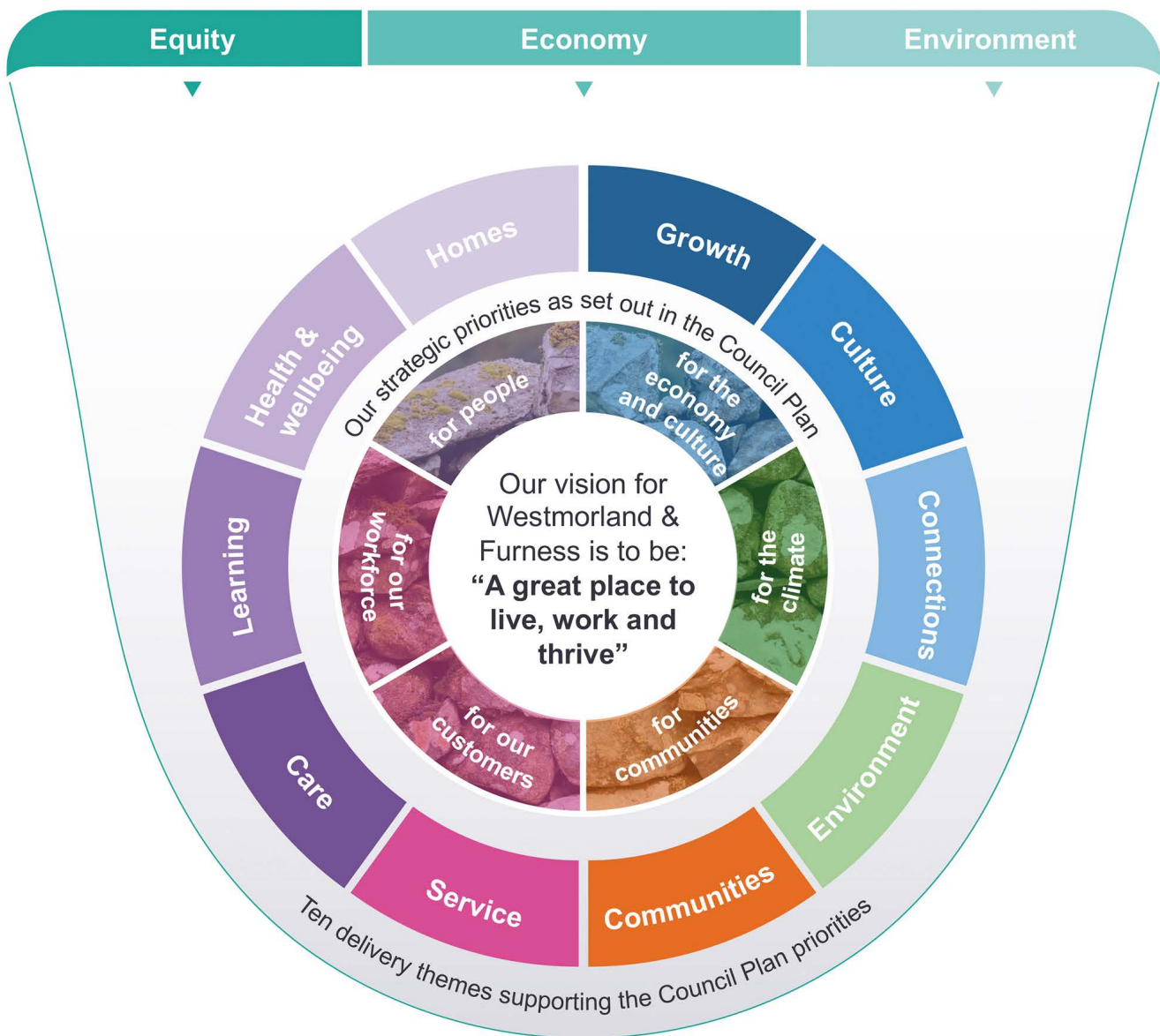


## Local Policy

### Westmorland and Furness Council Plan

Transport supports all 10 delivery themes outlined in the Council Plan Delivery Framework, playing a vital role in providing access to health services, education, culture, social participation, wellbeing and employment.

Specifically, decarbonised transport will be supported by increasing the number, variety and geographical spread of EV charging infrastructure in our streets and car parks across the area. The EV Charging Infrastructure Strategy Part Two directly supports Environment, Growth, Connections and Health and Wellbeing, all key elements of the [Delivery Plan](#).



## Westmorland and Furness Council Policy

The Council's Environment Mission states:

*'Our environment impacts on health, wellbeing and economy and together we build our resilience to climate change and take action to reverse biodiversity loss and to achieve carbon net zero'.*

The Council recognises that we face climate and biodiversity crises that will have far reaching effects on our economy, society, and environment. As such, the council is committed to reducing its own carbon emissions and working with others to target a net zero carbon Westmorland and Furness by 2037.

## Westmorland and Furness Climate Action Plan Parts One and Two

These documents identify several actions required to deliver on this commitment. Implementation of this strategy has the potential to deliver on or contribute to several of these actions, specifically in terms of the following 2 key themes:

The way we work:

- Integrate climate and nature ambitions into the delivery of government funding. See [WFC Climate Action Plan Part Two.pdf](#)
- Support the Zero Carbon Cumbria Partnership's sector groups and wider work.
- Integrate low carbon energy and biodiversity into the work of Team Barrow

The way we travel:

- Deliver on the council's EV strategy through working with partners.
- Develop and approve Part Two of the EV Strategy.
- Deliver £3.9 million LEVI funding for EV infrastructure.

In addition, we can integrate other strategies and goals into this work and support wider sustainability goals. This creates not only the essential EVI charging network but improvements to our wider sustainability aims.

Fairly priced, accessible EV Charging Infrastructure, located in the right places across the area supports all four Co-Benefit themes (health, equality, rurality and green growth) outlined within the Climate Action Plan, which will underpin and inform our collective climate action.



Health



Green Growth



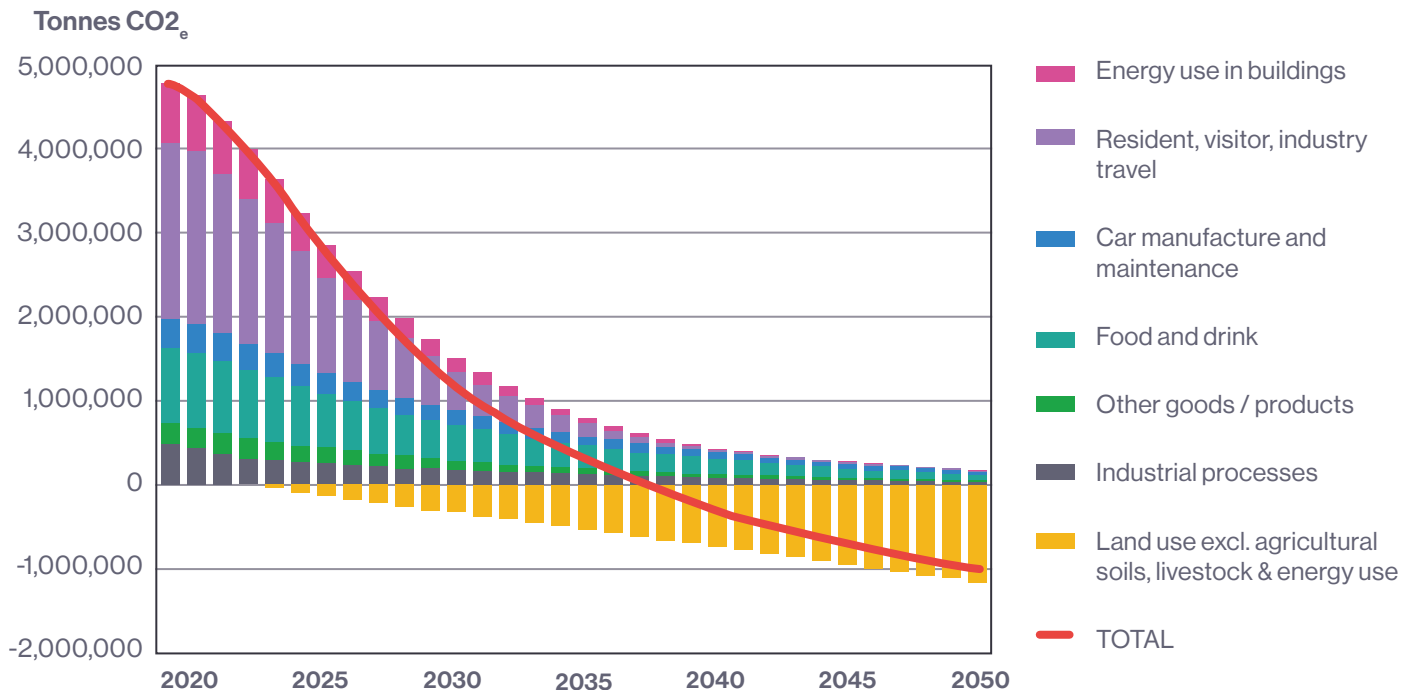
Equality



Rurality

Locally, in Westmorland and Furness, transport accounts for over a quarter of our residents' carbon footprint, and over 75% of our visitors' carbon footprint (see [A Carbon Baseline for Cumbria; February 2020](#)). A breakdown of the total 339,630 tonnes of greenhouse gas emissions associated to the way we travel and the pathway to net zero by 2037 in Westmorland and Furness are shown in the figure below.

### Trajectories to net zero by 2037 - Westmorland & Furness



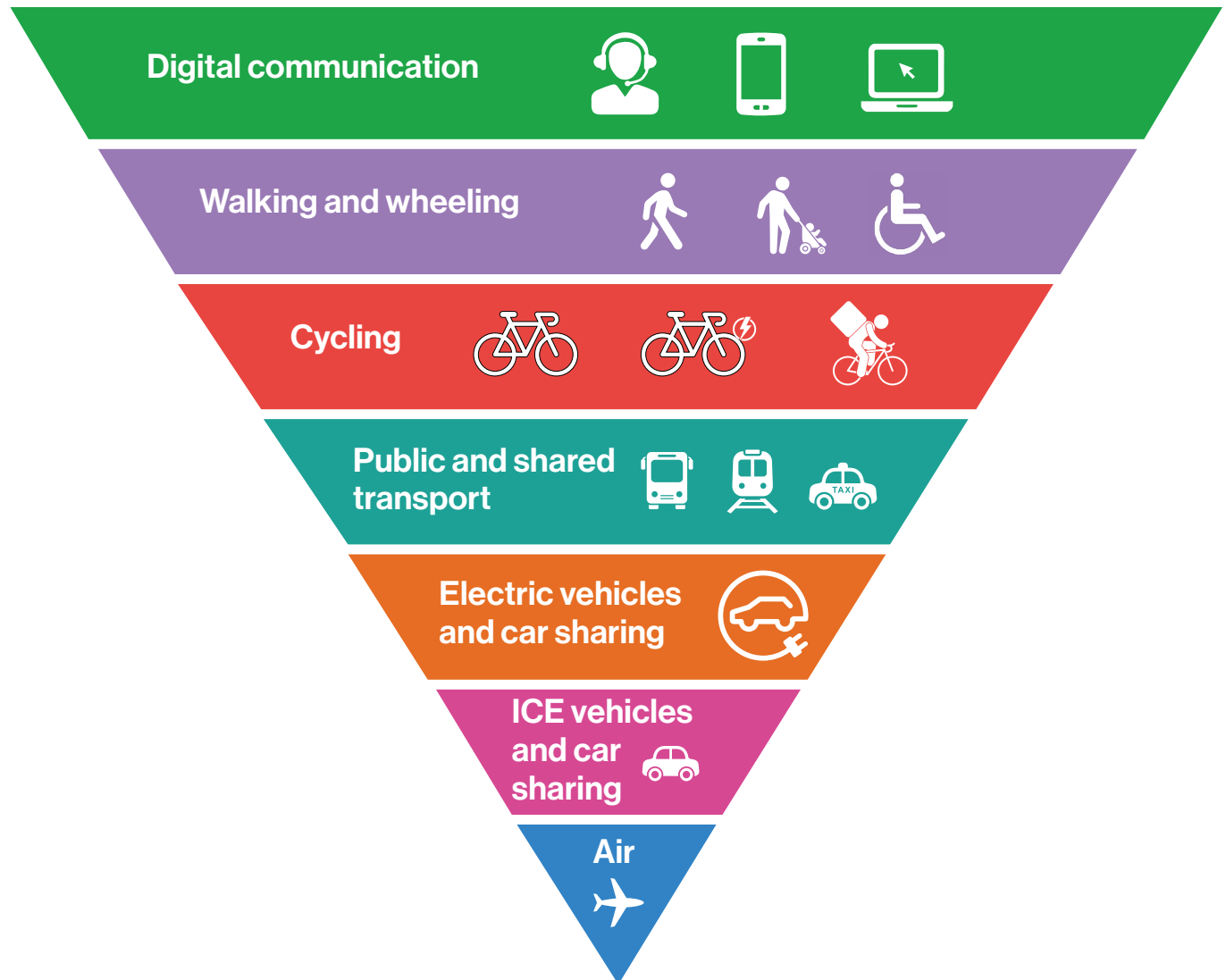
**Figure 1: Westmorland and Furness' trajectories to net zero (Small World Consulting data from a 2019 baseline)**

The delivery of this critical EV Infrastructure, as part of Highways and Transport, within the Thriving Places directorate, will deliver on £3.9 Million LEVI funding for EV infrastructure and support the delivery of a fleet decarbonisation strategy.



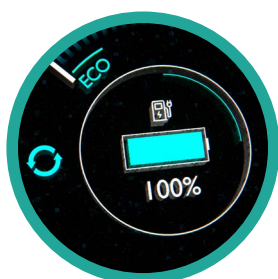
## 5. Benefits of Increased EV Charging Infrastructure

The sustainable travel hierarchy is a useful tool to help us think about improving the impact of our journeys. The higher up the hierarchy, the more sustainable and greener the travel option.



[Source: Energy Saving Trust]

Electric Vehicles, and electric vehicle car sharing, form a small but significant part of our efforts to decarbonise transport.



The provision of electrical vehicle charging infrastructure will support the transition to electric vehicles for those who live in, work in or visit Westmorland and Furness. This transition will provide numerous local and international benefits including:

- **Improved Air Quality:** Eliminates emissions of nitrogen oxides and soot-like particulate matter from exhausts, reducing respiratory and a wide range of other illnesses and associated healthcare costs. A reduction in emissions will assist compliance with national air quality targets across Westmorland and Furness in particularly within the Kendal Air Quality Management Area.
- **Environmental Impact:** Vehicles powered by fossil fuels emit various greenhouse gases (GHGs) and air pollutants from their tailpipes, including carbon monoxide (CO), carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), and nitrogen oxides (NO<sub>x</sub>). These emissions are often expressed as CO<sub>2</sub>e (carbon dioxide equivalent), which converts the range of GHGs into an equivalent amount of CO<sub>2</sub>.
  - There is an almost unanimous scientific agreement that human activities have increased CO<sub>2</sub>e emissions, trapping heat in the earth's atmosphere. This global warming effect is causing climate change, rising sea levels, and more frequent extreme weather events.
  - Reducing greenhouse gas emissions is widely agreed to help mitigate the effects of climate change. Therefore, decreasing the amount of CO<sub>2</sub>e emitted is crucial.
- **Quieter Roads:** Traffic noise has been identified by the World Health Organisation (WHO) as a major source of environmental stress. Their data shows that long-term exposure to traffic noise contributes to 48,000 new cases of ischemic heart disease annually in Europe and leads to 12,000 premature deaths. Additionally, over 6 million Europeans suffer from chronic severe sleep disturbance due to noise. The WHO identifies traffic noise as the second most harmful environmental factor for public health after air pollution, with considerable impacts on mental and physical well-being. Electric vehicles (EVs) operate more quietly than internal combustion engine vehicles at low speeds typical of residential areas, significantly reducing traffic noise.
- **Easier Adoption:** A comprehensive network of electric vehicle charging infrastructure accelerates electric vehicle adoption by reducing range anxiety and enhancing convenience. An extensive, reliable network of chargepoints boosts consumer confidence and supports sustainable transportation.

The Council will significantly improve provision of standard speed, lower cost chargepoints throughout residential areas, in addition to rapid chargepoints in car parks where required. The ambition of this is to provide charging infrastructure within an easily walkable distance for the majority of households.

- **Visitor economy:** Ensuring visitors with electric vehicles can easily visit our area, bringing significant financial benefits and jobs.
- **Electric vans** can offer economic benefits for businesses by reducing total cost of ownership (TCO). While upfront costs may be higher, savings on fuel, maintenance, and taxes can make them more economical over time. Charging an electric van can cost less than refuelling a diesel equivalent, depending on when and where you charged, and maintenance costs tend to be lower due to fewer moving parts. This can make electric vans a financially and environmentally sound choice for many operations.

## 6. Where are we now

### Electric Vehicle Uptake in Westmorland and Furness

Based on the data provided for Westmorland and Furness as of Q1 2024, here is a summary of electric vehicle (EV) uptake:

Vehicle Type	Number of Vehicles	Percentage of Total Fleet	Year-over-Year Growth (Q1 2023 to Q1 2024)
Battery/Full Electric Vehicles (BEVs)	3,582	2.34%	41%
MHEVs/PHEVs/HEVs	3,954	2.58%	40%
<b>Total EVs &amp; all hybrid vehicles</b>	<b>7,536</b>	<b>4.9%</b>	<b>40%</b>

Note: MHEVs = Mild Hybrid Electric Vehicles; PHEVs = Plug-in Hybrid Electric Vehicles; HEVs = Hybrid Electric Vehicles.

The following table which shows the number of fully electric vehicles in the 3 former districts of Westmorland and Furness Council area, as of Q1, 2024.

Area	Q1 '23	Q1 '24	Annual Increase
<b>Westmorland and Furness</b>			
Number of Battery EVs	2,556	3,582	40%
<b>Barrow</b>			
Number of Battery EVs	570	826	45%
<b>Eden</b>			
Number of Battery EVs	636	895	41%
<b>South Lakeland</b>			
Number of Battery EVs	1,350	1,861	38%

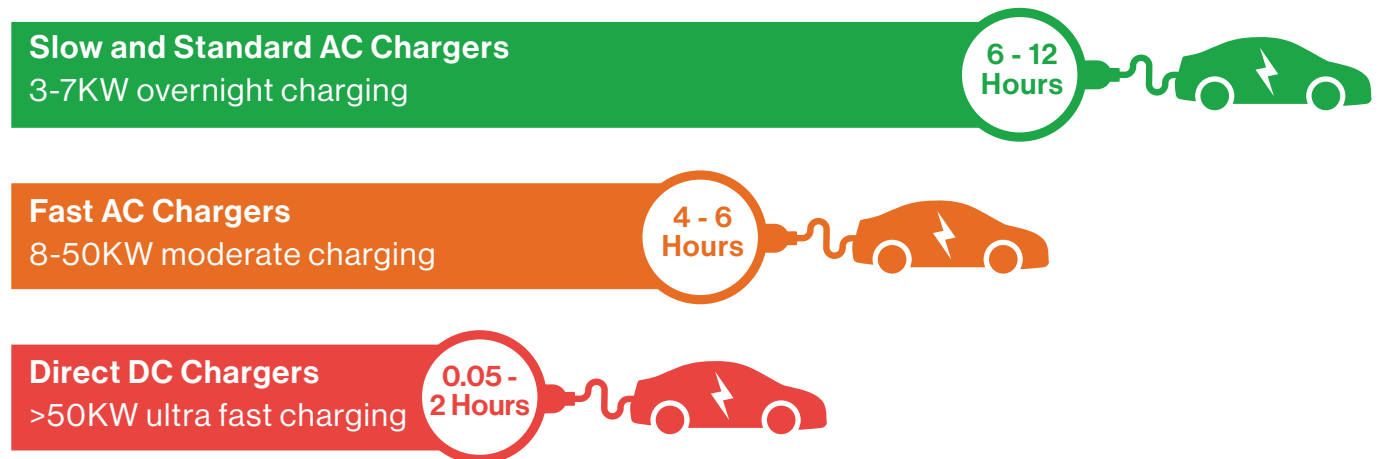
This data indicates that, while EVs still constitute a modest portion of the total vehicles in the region, there has been significant growth over the past year, particularly in the adoption of Battery/Full Electric Vehicles (BEVs). As a result of the ZEV mandate, we expect the number of electric vehicles in Westmorland and Furness will continue to increase significantly throughout the life of this strategy.



## Chargepoint Types and Power

Electric vehicle chargepoints come in a range of sizes, types and speeds to suit different use cases. Chargepoints are typically classified into the below speeds, and speeds and can be grouped into Alternating Current (AC) and Direct Current (DC).

### Charging times for Electric Vehicle Chargers



**Figure 2: Chargepoint speed and AC/DC classification**

AC and DC power serve different functions in EV chargepoints. AC chargers deliver electricity to the vehicle's onboard charger, which then converts it to DC to charge the battery. These chargers are generally slower but more common as they utilise the existing electrical infrastructure.

DC chargers, by contrast, bypass the onboard charger and directly supply DC power to the battery, enabling much faster charging. However, DC chargers are typically more expensive and are mainly found at rapid charging stations along motorways or in commercial settings.

The time it takes to charge an EV also depends on the maximum power that the vehicle's onboard equipment can handle. Some chargepoints are designed to provide high levels of power, but not all vehicles can accept that level of power. Vehicles have a maximum AC and DC charge rate. For example, if a vehicle is limited to a maximum AC charge rate of 11 kW, it will not be able to fully utilise an AC 22 kW chargepoint.



Chargepoint Power	Time to charge an average EV Battery (60 kWh)	Comments
<b>Low Speed (AC)</b> Below 3.7kW	12-15 hours	Fully charging from approx. 0-100%, most vehicles will be charged sooner.
<b>Standard (AC)</b> Between 3.7 – 8kW	5.5-11 hours	Fully charging from approx. 0-100%, most vehicles will be charged sooner.
<b>Fast (AC)</b> Between 8 – 50kW	1-5 hours	Charging rate will reduce above 80% charge.
<b>Rapid (DC)</b> Between 50 – 150kW	15 – 75 minutes	Charging rate will reduce above 80% charge.
<b>Ultra Rapid (DC)</b> Over 150kW	10 – 30 minutes	Variable, as vehicles can typically accept between 50-150 kW, but some charge-points can reach up to 350 kW currently.

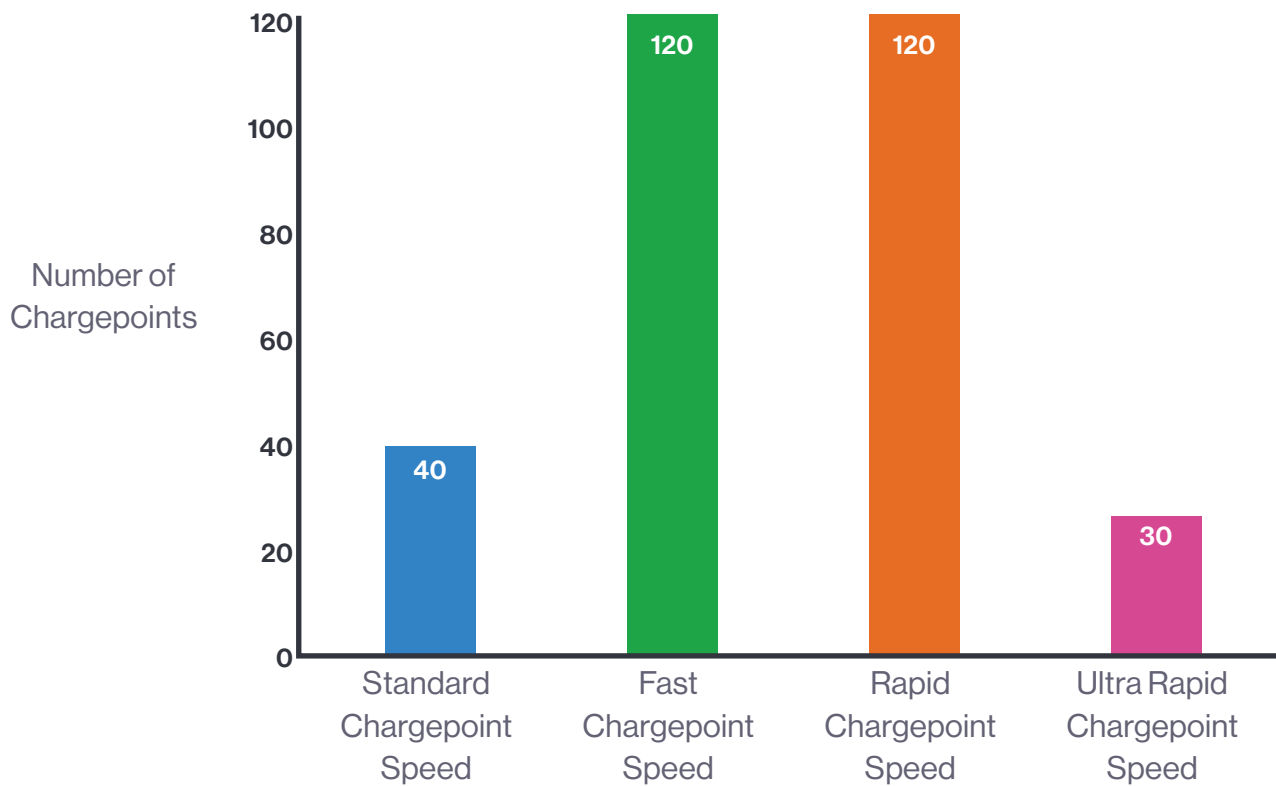
Westmorland and Furness Council's £3.9 million Local Electric Vehicle Infrastructure fund aims to support near-home charging, which will typically be 7kW chargers, located on the street, which have a longer dwell time. In car parks, we will be looking to install a mixed solution of charging infrastructure to suit different use cases with a mix of standard, fast and rapid chargepoints. It is also expected that commercial operators will also be installing significant volumes of rapid chargepoints in coming years at private car parks and commercial businesses.

## Existing Chargepoint infrastructure

As of September 2024, there are 336 publicly accessible chargepoints in Westmorland and Furness, with 65 at Westmorland and Furness Council assets. Of these, the Council owns and operates 39 chargepoints across 11 sites within our car parks, while the remainder are managed by various Charge Point Operators (CPOs).

The spread of these chargepoints is also not distributed equitably, resulting in some areas having no provision which is impacting on EV uptake and ease of charging for existing EV owners. This was evidenced through 52% of respondents to our 2025 EV Infrastructure survey stating that there were not enough chargepoints available to meet their charging needs, and 35% of respondents stating that existing chargepoints in Westmorland and Furness were not reliable and well maintained.

Figure 3 highlights that most of the infrastructure is fast/rapid, with a small amount of standard speed chargepoints which offer the most affordable tariffs for the end user at the expense of charging speed.



**Figure 3: Number and speed of chargepoints in Westmorland and Furness (September 2024)**

## Resident Chargepoint Access

In the Westmorland and Furness Council area, significantly more than 35,000 homes (30%) do not have off-street parking to charge their electric vehicles at home, so these households must rely on the public charging network.

However, currently only 12% of residents without off-street parking live within a 5-minute walk of a public chargepoint. This means that based on the available data, nearly 31,000 homes lack both off-street parking and easy access to a public chargepoint, but the overall number may be significantly higher. Considering that around 14% of current EV owners also lack off-street parking, this is already a significant challenge. As the number of EV owners continues to rise, this issue will likely become more pronounced.

(source: CatchmentModeller - Field Dynamics)

We recently conducted a survey which had areas that focused on those who park on-street and off-street with a view to see how their requirements differ. We asked questions to find which barriers are most prevalent to using an EV and looked to see if those barriers differed for those with on-street and off-street parking. Below are our findings:

## Barriers to EV Adoption (Percentage Ranking as 'Very Significant')

Barrier	Off-Street Parkers (%)	On-Street Parkers (%)	Key Difference
Chargepoint Availability and Reliability	58%	75%	On-street parkers struggle significantly more with finding chargepoints.
Vehicle Range	58%	52%	Less of a concern for on-street parkers, possibly due to shorter journeys.
Chargepoint Tariffs (Cost of Charging)	52%	56%	Higher concern for on-street parkers who rely more on public charging.
Affordability of EV Purchase/Lease	54%	53%	Similar concern across both groups.
Ongoing Running Costs	35%	37%	On-street parkers slightly more concerned about long-term costs.

**Key Takeaway:** On-street parkers face bigger challenges with chargepoint availability, cost, and reliability—major hurdles for EV adoption.



## The Visitor Economy

In 2023, Cumbria and the Lake District attracted 42 million visitors, contributing £4.65 billion to the region's economy and supporting 45,882 full-time equivalent (FTE) jobs. This underscores tourism as a pivotal economic driver, bolstering thousands of jobs and local businesses.

In 2023, Westmorland and Furness alone welcomed 24.1 million visitors, both within the Lake District National Park and in the increasingly popular areas beyond its boundaries, which also includes parts of the Yorkshire Dales National Park.

These visitors spent £2.84 billion and supported nearly 28,000 FTE jobs in the Westmorland and Furness area, which makes up around 60% of the overall total for Cumbria.

To cater to the growing number of electric vehicle (EV) drivers and promote sustainable travel, it is essential to provide the necessary infrastructure. Visitors need assurance that EV charging points are available and accessible, enabling them to confidently plan their routes. While specific EV visitor data for Westmorland and Furness is currently unavailable, trends from the Lake District National Park suggest a similar pattern of EV usage throughout the area.

The Lake District National Park alone received approximately 18.1 million visitors\*, generating around £2.3 billion in tourism revenue. Current trends indicate that about 9% of these visitors travelled in electric vehicles. As EV adoption rises nationwide, this figure is expected to grow, mirroring broader UK trends.

Investing in robust EV infrastructure in the Westmorland and Furness Council area is crucial for sustaining and enhancing its appeal to tourists. This investment not only aligns with the region's commitment to sustainability but also significantly contributes to the local economy by attracting and retaining visitors. As EV adoption continues to increase, such infrastructure will become increasingly vital in maintaining the Lake District, Yorkshire Dales National Park and surrounding areas as key destinations, thereby supporting the visitor economy across the whole of Westmorland and Furness.

\* NB: The Lake District National Park sub-area spans parts of Allerdale, Copeland, Eden and South Lakeland Districts - rather than being an additional component of the Cumbria County total.



## 7. Projections

### EV Uptake Scenarios and EV Infrastructure Projections

Scenarios provide a range of possible outcomes based on various factors such as policy, technology, consumer adoption, infrastructure development and funding. The actual uptake of EVs in the UK by 2030 and the corresponding infrastructure requirements will depend on how these factors evolve over the next decade.

National projections indicate that by 2030, battery electric vehicles (BEVs) and other electric vehicles will constitute a significant portion of the vehicles on the road in Westmorland and Furness.

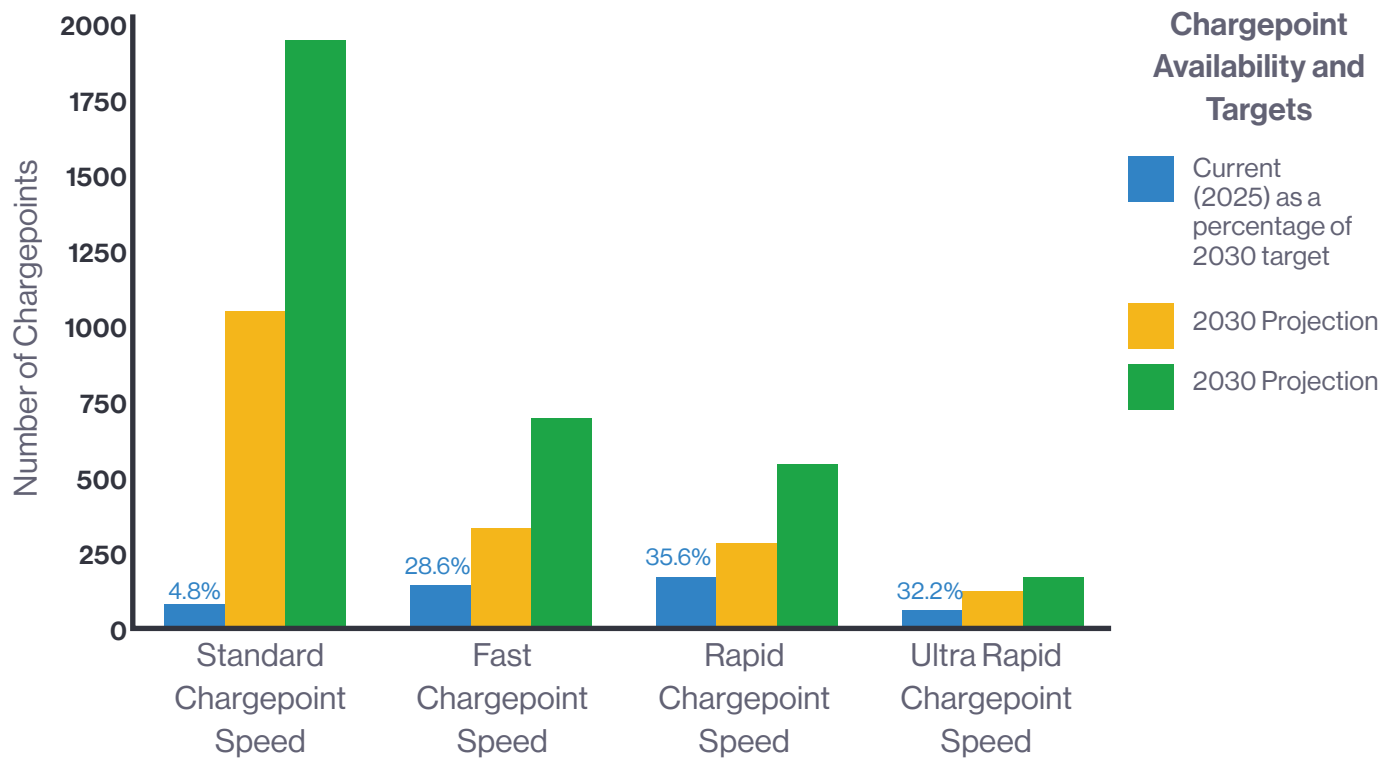
Vehicle Type	Projected Percentage of Fleet (2030)	Projected Number of Vehicles (2030)	Notes
<b>Battery Electric Vehicles (BEVs)</b>	~35-40%	~175,000-200,000	Significant growth driven by the 2035 ban on new ICE and PHEV sales.
<b>Other Electric Vehicles</b>	~5%	~25,000	Includes plug-in hybrids and other electric options.
<b>Petrol Vehicles</b>	~30%	~150,000	Decline in use expected due to regulatory changes and consumer preferences.
<b>Diesel Vehicles</b>	~25%	~125,000	Expected to decline but will remain significant among existing fleets.

Source: Projections based on the Cenex NEVIS toolkit, which models the impact of the UK Government's 2035 ban on the sale of new internal combustion engine (ICE) and plug-in hybrid electric vehicles (PHEVs). Projection generated in January 2025.

**EV Infrastructure Needs:** By 2030, Westmorland and Furness will require an estimated 1,860 chargepoint sockets to meet the projected growth in Electric Vehicle adoption. By 2035, this number is expected to rise to approximately 3,388 chargepoint sockets.



## EV Infrastructure Needs and Progress in Westmorland & Furness



**Figure 4: Data sourced from Zapmap and Cenex NEVIS toolkit. Projection generated in January 2025. Percentages reference the current % of chargepoint infrastructure against the 2030 projected requirement – calculated per chargepoint type.**

The above Figure highlights existing vs projected required infrastructure in Westmorland and Furness. Significant investment in standard chargepoint speeds is required to enable more vehicle owners to transition to electric vehicles, with an increase in all other chargepoint speeds required also to provide faster charging options for a variety of use cases.

While progress has been made, especially in deploying Fast and Rapid chargers, there is still a significant gap to close to reach 2030 targets. The Council is dedicated to ensuring a robust and equitable charging network, integrating government funding and collaborating with local partners to accelerate this transition.



## 8. Role of the Local Authority

Westmorland and Furness Council is uniquely placed in the area to lead the delivery of electric vehicle infrastructure within the area. Our role as owners of the public highway and numerous other parking and building assets within the community means we are equipped to deliver infrastructure at community level and oversee the strategic rollout of the electric vehicle infrastructure network across the area.

We are committed to ensuring that electric vehicle infrastructure (EVI) serves all communities, including those that are underserved, rural, sparsely populated, and low-income. Our priority is to create inclusive infrastructure for all residents, including those with disabilities. By integrating EVI deployment with urban planning, we aim to support the transition to electric vehicles and facilitate local improvements.

Unlike the private sector, Local Authorities can install and expand the EV charging infrastructure network in locations which may not be commercially viable on a standalone basis. Public funding, such as the LEVI fund, provides stable financial support for this essential infrastructure, ensuring that underserved areas are not left behind. Westmorland and Furness Council has benefited from this initiative, receiving £700,000 through the LEVI Pilot Fund and an additional £3.205 million through the LEVI Capital Fund.

WFC will enforce regulations and quality standards for EV infrastructure to ensure quality control. Consumer protection is a priority, and we are committed to ensuring fair pricing and reliable services. By working with private companies through concession contracts, we benefit from their expertise to better meet the needs of our communities.

## 9. Partners

Westmorland and Furness Council will be rolling out EV charging infrastructure across our area and have the advantage of both scale and dedicated, in-house expertise. Smaller partners can benefit from WFC's commercial partnerships to help them achieve climate and social equity goals and provide critical infrastructure for their communities.

Westmorland and Furness Council will use its specialist contract management and project delivery experience to facilitate installations at locations such as Town and Parish Council assets, Village Halls, Community Centres and other non-profit venues, where a publicly accessible chargepoint would benefit the local area.

In addition, the Council is keen to support shared transport initiatives, such as EV car clubs, to increase the diversity and effectiveness of our overall decarbonisation strategy.

We will develop a strategy to deliver at these partner locations, using a mix of public and private sector funding to reduce costs and improve outcomes for our communities.

If your organisation is interested in becoming a partner, please get in touch via:  
**[evchargingpoints@westmorlandandfurness.gov.uk](mailto:evchargingpoints@westmorlandandfurness.gov.uk)**

# 10. Chargepoint locations, types and tariffs

## Choosing a site

We recognise that local communities and their representatives can provide valuable insight into their current and future needs, alongside the Council considering the technical feasibility of installing at specific locations. As a result, engagement and collaboration will be central to site selection and delivery, and we are committed to developing tailored solutions for each location.

Deploying the right chargepoint in the right location is crucial to ensuring the effectiveness and accessibility of electric vehicle infrastructure. Several factors must be considered:

- **Site Selection:** Where feasible, locations for on-street charge points will be on 'neutral ground', not directly outside a resident's house, with each chargepoint conveniently situated to serve the maximum number of households. Those areas with little or no off-road parking will be considered a priority, regardless of how urban or rural the setting.
- **Dwell Time:** The length of time people typically spend at a location guides the type of charge point installed. In locations where dwell time is short, such as in high-turnover car parks or near shopping centres, rapid chargers are more appropriate to allow quick top-ups. In contrast, residential areas where vehicles are parked overnight might benefit from slower chargers, which are more cost-effective and suited for longer charging periods. These slower chargers are the focus of LEVI-funded installations.
- **Use Frequency:** Frequent users of public chargepoints, such as those without access to home charging, need a tariff that is economical and consistent, ensuring that public charging remains a viable and cost-effective option.
- **Accessibility:** For on-street infrastructure, we will retain a minimum of 1.2 metre pavement width following installation of the chargepoint. We will ensure all chargepoints are 'Accessible Ready' - compliant with PAS 1899:2022 Clause 5 (physical chargepoint design) and that accompanying digital software is either compliant with, or working towards compliance with, PAS 1899:2022 Clause 8. In our car parks, we will ensure that a proportion of chargepoints are Fully Accessible with physical infrastructure, bay sizes and markings designed to ensure all users can safely use the charging equipment.
  - By 2035, 2.7 million disabled drivers in the UK will rely on public Electric Vehicle Charge Points (EVCPs) due to limited private parking. Motability Scheme vehicles will comprise a significant share of EV users by 2030, as Zero Emission Vehicle sales rise with government mandates.
  - EVCPs are just one part of the wider built environment and must not create an additional and unnecessary obstruction for existing users of our roads and pavements. Careful site selection and placement can help mitigate the overall impact of this new street furniture, and consideration of the walking / wheeling distance from the EVCP to seating, accessible toilets, car park exits or pathways to the street can make a meaningful difference.
  - Each EVCP location, whether on-street or in a WFC car park, will bring its own opportunities and challenges, including the availability of electrical grid connection, but we will work with the Charge Point Operator (CPO) and our communities of place and experience to improve outcomes at any given site.

- **Pavement and Road Width:** The feasibility of installing on-street chargepoints depends on the existing highways infrastructure. Adequate pavement and road width are necessary to ensure that chargepoints do not obstruct pedestrian or vehicular traffic, and that they can be safely and conveniently used. In some circumstances, it may be necessary to construct a small build-out into the highway to mount the chargepoint.
- **Existing Infrastructure:** Utilising existing infrastructure, such as lamp posts, can be an efficient way to install chargepoints while minimising street clutter. However, most of our lampposts are at the back of the kerb, preventing their use as an EV chargepoint. They also typically only provide 5kW charging speed, which may not be a functional solution for some users. As a result, it is not expected that a significant volume of lamppost chargepoints will be installed.
- **Aesthetics:** In visually sensitive areas, such as National Parks or Conservation Areas, the design and placement of chargepoints will be carefully considered. More discrete, sympathetic chargepoints may be required to maintain the character, history and appeal of these locations.
- **Grid Availability:** The capacity and proximity of the electrical grid are critical for site selection when installing EV infrastructure. Locations with adequate grid capacity reduce the need for costly grid upgrades, enabling faster installation and more reliable operations.

By carefully considering these factors, the deployment of EV chargepoints can be optimised to meet the needs of different users and in a variety of locations, ensuring a smooth and efficient transition to electric vehicles.

## Chargepoint tariffs

Chargepoint tariffs typically vary in line with the speed (kW) of charging the chargepoint can provide. The faster the chargepoint speed, the greater the pressure placed on the electrical grid. As a result, typically there are significantly higher costs of both the equipment and electrical grid connection when installing rapid chargepoints. As a result, a higher tariff is required to ensure that payback is achieved for the project. The use of rapid and ultra-rapid chargepoints is feasible when used as destination or en-route charging, but if having to use this as a regular solution to charge your vehicle leads to increased costs compared to refuelling a petrol or diesel vehicle. 56% of respondents to our 2025 EV Infrastructure survey stated they would prefer more high speed, higher tariff chargepoints – we recognise this demand and will be increasing our provision of this infrastructure.

Our network of standard speed on-street chargepoints will offer lower tariffs than existing rapid chargepoints, with delivery at scale providing cost efficiencies and consistency across Westmorland and Furness Council chargepoints. We will also aim to deliver variable/dynamic tariffs where prices change at day/night as requested by the majority of respondents in our EVI Survey.

A small amount of revenue will be paid from chargepoint operators operating equipment on our assets to the Council to be reinvested in further EV infrastructure, and to pay for the staff time required to manage these contracts to ensure continued value for residents.

# 11. Delivery Plan

## Home Charging

### With off-street parking:

Approximately 70% of Westmorland and Furness households have access to a private driveway or garage. This percentage varies significantly by region, with more rural areas having higher proportions of properties with driveways compared to urbanised areas. These residents benefit from permitted development under planning regulations to install electric vehicle chargepoints, with no approval required from the local authority. Residents with off-street parking situation can access low-cost electricity tariffs which can make fuelling an electric vehicle as cheap as 3p per mile.

As part of the Electric Vehicle Strategy Part Two, Westmorland and Furness Council will seek to improve confidence in electric vehicles through delivering annual open days where residents can attend to:

- Learn more about electric vehicles
- Trial electric vehicles
- View home and public electric vehicle chargepoints
- Meet home chargepoint installers

### **TARGET: Annual Electric Vehicles and Chargepoints Open Day**

### Without off-street parking:

Whilst most households benefit from off-street parking, a significant minority of more than 35,000 households (30% of total housing stock) in Westmorland and Furness lack access to off-street parking.



According to data from the 2021 Census, the housing stock in the former districts which make up the Westmorland and Furness Council area is as follows:

- **Eden:** 19.7% of housing stock is terraced.
- **South Lakeland:** 23.2% of housing stock is terraced.
- **Barrow-in-Furness:** 45.4% of housing stock is terraced.

(source: [nomisweb.co.uk](https://www.nomisweb.co.uk))

Terraced houses in these areas rarely have off-road parking. Additionally, each district has a significant number of semi-detached houses, many of which are former Local Authority estates that lack off-road parking provision. A distinctive feature of many of our rural communities are small rows of terraced properties, often with narrow or no pavement, which also present difficulties for electric vehicle charging

This illustrates the range of housing types in the area which currently have no means to charge electric vehicles at home and must rely on the public charging network. In January 2025 less than 12% of households without off-street parking in WFC are located within a five-minute walk of any type of chargepoint, either council or commercially owned.

Westmorland and Furness Council, as the owner of the public highway, is uniquely positioned to provide 'near-home' charging infrastructure. The proposed solution is to install a range of on-street charging options to provide near-home charging to allow residents to charge their vehicles from home.

Since there is no one-size-fits-all solution, Westmorland and Furness Council will be deploying and permitting various types of on-street chargepoints, including:

- On-street bollard chargepoints on-street or build-outs
- On-street lamppost chargepoints

Cars are typically in use for just 4% of the week and remain unused, parked at or near home, for approximately 73% of the week. Therefore, the most appropriate solution for many is a standard speed chargepoint to charge overnight, which can typically provide a 20% to full charge in 4-12 hours, depending on the chargepoint type and vehicle battery size. The benefit of providing this speed chargepoint is that these are relatively low-cost to install in comparison to rapid charging infrastructure. This allows for the lowest cost tariffs to increase the affordability of public charging infrastructure for those who are reliant upon it.

In some cases, on-street chargepoints may not be feasible due to insufficient, or non-existent, pavement widths or excessive electricity grid upgrade costs. In these situations, chargepoints may be located in the nearest Westmorland and Furness Council or partner car park. We are also exploring the permitting of charging gullies to enable households without off-street parking to benefit from connection to their home electricity supply and to provide from home charging.

## How We Determined the 3-Minute Walking Distance for New EV Charge Points:

Westmorland and Furness Council has used third-party specialist software called Field Dynamics to map out the areas that can be reached within a 3-minute walk from each proposed new EV charge point. This calculates walking routes based on a standard walking speed of 3.1mph (5 km/h or approximately 1.39 m/s), which is a typical for an average adult.

A 3-minute walk (approximately 250m real-life walking distance on the street) was chosen to provide chargepoint infrastructure as near-to-home as is feasible, and to provide a high degree of accessibility for those without off-street parking.

### TARGET:

- **60% households without off-street parking to be within a 3-minute walk of chargepoint by 2030**
- **30% by Summer 2027**

### TARGET:

- **1548 additional chargepoint sockets within Westmorland and Furness by 2030**
- **500 additional chargepoint sockets by Summer 2027**

In 2025, installations will begin across the full extent of Westmorland and Furness Council area to ensure an equitable approach. The volume of chargepoints required to meet our targets inevitably means that some communities will face longer waits than others, however we will engage regularly with Locality Boards and resident engagement groups to ensure that communities are kept updated of our plans.

## Resident Chargepoint Sharing

Public on-street infrastructure will be delivered by Westmorland and Furness Council. However, residents with existing domestic chargepoints may choose to support the transition to electric vehicles in their area.

There are several ways for residents to allow other EV owners to book and use their chargepoint at agreed times, in exchange for payment set by the chargepoint owner. The chargepoint owner can decide the tariff they want to charge another user and can also 'lock' their charging facility outside of pre-agreed times.

By using existing community infrastructure, we can expand access to charging more rapidly than just deploying public infrastructure, and provide a network of chargepoints that are:

- Affordable, with lower tariffs than public charging infrastructure
- Resident-owned, which empowers communities to make the switch to electric vehicles,
- Private chargepoint owners can add their facility to a chargepoint sharing app within days (compared with the months it takes months to plan, consult, apply and deliver new public chargepoints), making this a quickly scalable part of the EVI solution

## Destination Charging

The Westmorland and Furness Council area contains several destination hot spots, attracting visitors from across our area, nationally and internationally. Destination charging infrastructure enables you to conveniently charge your electric car while spending time at locations and attractions, returning to find it topped up or even fully charged. Destination chargers, with power ratings between 7-50kW, are designed to make use of the time spent away from your vehicle, which typically varies between an hour and a few hours depending on the location.

As of the latest Cumbria Visitor Research survey (2022), only 49% of visitors felt there were enough charging points, highlighting a demand for better electric vehicle infrastructure, especially as uptake is increasing.

Most visitors (57%) come from the Northwest region, with 91% of visitors arriving by car, including 9% in electric or hybrid vehicles. Of these, a significant proportion are day trippers for whom Fast or Rapid chargepoints will be required to provide a top up charge before returning home.

In line with this, Westmorland and Furness Council has set a key target of ensuring that each of our 73 car parks includes a chargepoint by 2030 where feasible. Given the varied nature of visits, from short day trips to extended stays, the Lake District National Park and other key destination areas require a mixed provision of chargepoint speeds across car parks and key locations. 56% of respondents to our 2025 EV Infrastructure Survey requested more high-speed, higher tariff chargepoints with 85% requesting more chargepoints at transport locations, service stations and tourist destinations. Car parks with nearby households without off-street parking, and where on-street chargepoint infrastructure is unfeasible, will be prioritised for delivery.

Westmorland and Furness Council can work with commercial enterprises that support the visitor economy, such as campsites and hotels, to provide guidance for the provision of Electric Vehicle Infrastructure (EVI) at these locations.

**TARGET: All Westmorland and Furness Council car parks to have electric vehicle chargepoint infrastructure by 2030**

**TARGET: Delivering at partner sites to increase chargepoint availability in third party car parks**

- Town and Parish councils
- Other Public Sector Bodies
- Community groups



## En-Route Charging

En-route charging infrastructure is a fast-growing area of the UK's public charging network. It's designed for electric car drivers looking to recharge their vehicle as quickly as possible on longer journeys. These chargepoints are often located at motorway service stations such as Tebay Services, and on key arterial routes. For those taking longer journeys, being able to access rapid and ultra-rapid charging is key to allow those travelling to spend less time waiting for their vehicles to charge.

We aim to strategically facilitate the placement of rapid and ultra-rapid chargepoints on key arterial routes and in car parks where dwell time is typically low and frequented by day-trippers.

It is expected that the private sector will play a significant role in expanding the rapid and ultra-rapid charging network using private car parking areas, such as hotels, pubs, supermarkets, and bespoke electric vehicle charging hubs.

The area's diverse visitor profile and the increasing use of electric vehicles necessitate a comprehensive mixture of EV charging infrastructure. As EV adoption continues to rise, addressing this issue will become even more critical. By strategically placing a range of chargepoint speeds, incorporating the council's 2030 target, and fostering private sector involvement, Westmorland and Furness can better meet the needs of its visitors, support sustainable tourism, and maintain its status as a leading destination in the UK.



## Workplace Charging - For our Businesses and Workers

72% of respondents to our 2025 EV Infrastructure survey highlighted that chargepoints at work or their place of education should be a high or medium priority. This demonstrates that vehicle users consider their place of work to be a key potential solution to charging their electric vehicle, and that it could alleviate some pressure on the public charging network.

Westmorland and Furness Council will support businesses transitioning to electric vehicles through our public chargepoint network for use while their vehicles are en-route or recharging between shifts. The chargepoint network can be especially beneficial for businesses whose employees take their work vehicles home, taxi and private hire vehicles, or sole traders requiring on-street chargepoint infrastructure. We will provide a proportion of charging bays that will accommodate van sized vehicles in our on-street and in car park charging facilities.

Although Westmorland and Furness Council has no available funding to support the installation of charging infrastructure on business' private land, the UK government currently offers the Workplace Charging Scheme (WCS), which provides financial support to businesses that want to install electric vehicle chargepoints at their workplaces.

As part of the Electric Vehicle Strategy Part Two, Westmorland and Furness Council will seek to improve confidence in electric vehicles through delivering annual open days where businesses can attend to:

- Learn more about electric vehicles
- Trial electric cars and vans and meet manufacturers
- View workplace and public electric vehicle chargepoints
- Meet workplace chargepoint installers

### **TARGET: Annual Electric Vehicles and Chargepoints Open Day**



# 12. Implementation

## Delivery Partners

In Spring 2025 we will be procuring two chargepoint operators (CPOs) for our area, with a structured approach to ensure success. Individual chargepoint operators will have responsibility for the following chargepoint locations:

- On-street charging infrastructure
- Car parks and community assets (including partner assets)

A key element of our strategy is to use concession contracts, which will attract private investment by allowing chargepoint operators to invest in, build, and operate the chargepoints. This arrangement leverages private sector efficiency and capital, reduces the fiscal burden on public resources, and accelerates project completion. Strict compliance monitoring, and penalty clauses will be incorporated into the contract to ensure high standards of service.

## Engagement

Effective resource management and community engagement are central to the project. We recognise that this transition to electric vehicles is a journey which will not be successful without detailed engagement with our residents and businesses to ensure that we put the right chargepoints in the right place based on the specific needs of communities.

To begin this engagement with communities, we delivered our 2025 EV Infrastructure Survey which had 835 responses providing a valuable insight into the priorities of current and potential chargepoint users. Importantly, 378 responses flagged that if a comprehensive network of residential chargepoints were installed then they would plan to purchase an electric vehicle within the next 3 years, highlighting that a significant barrier to the EV transition is the lack of convenient public chargepoints. The below tables summarise the priorities of responses split into whether they have a property with/without off-street parking as this can impact the priorities of each group.



### Priorities for EV Infrastructure (Percentage Ranking as 'High Priority')

Priority	Off-Street Parkers (%)	On-Street Parkers (%)	Key Difference
More Chargepoints	74%	71%	Strong demand across both groups.
Right Chargepoints in Right Places	79%	<b>82%</b>	On-street parkers prioritise better location placement.
Chargepoint Usability	72%	66%	Off-street parkers value ease of use more.
Chargepoint Reliability and Safety	<b>85%</b>	80%	Top priority across both groups.
Reducing Carbon Footprint	44%	<b>46%</b>	Slightly higher priority for on-street parkers.

6.7% of respondents (23 people) reported having a disability that impacts their driving or the vehicle they use. A minimum accessibility standard will be applied across all our chargepoints to ensure no groups are excluded. Below is listed common suggestions to support ease of access, which we will be utilising where feasible for a proportion of chargepoints that will be classed as Fully Accessible:

- Larger parking bays for easier movement around the vehicle
- Better screen visibility and lower height for usability
- Dropped kerbs or better accessibility from parking area to chargepoint
- Lowered height of chargepoint socket for easier reach

#### Additional Comments and Unique Suggestions:

- Back wheel stops to help reverse into charging spaces.
- Sheltered chargepoints, similar to petrol stations, to protect users from the weather.
- Lighter charging cables for ease of handling.
- Easier payment methods (e.g., universal contactless payment rather than multiple apps).

We welcome proposals for new sites through the Westmorland and Furness Council website.

[Electric vehicle charging infrastructure | Westmorland and Furness Council](#)

We will conduct detailed site selection and feasibility studies, engage with stakeholders and the public to gather input and secure necessary approvals. Residents living near to proposed electric vehicle chargepoints will be consulted on their installation in all cases and given the opportunity to support or raise concerns regarding proposed installations. Updates will be provided to inform residents of upcoming installations.



## Enforcement

On-street infrastructure will have designated, marked EV bays. The bays will have no Traffic Regulation Order (TRO) restrictions and will remain usable for parking by any vehicle. The application of a TRO will be considered as and when demand for the charging infrastructure increases, or if local communities demonstrate a clear need to restrict the space to 'EVs Only'.

Car Parks will have designated EV bays, which will be restricted to 'EVs Only' (which must be actively charging, or within a certain time post-charge) with enforcement to complement the general parking conditions of the facility.

## Chargepoint Performance

As we move into the operational phase, we will implement key performance indicators (KPIs) to measure success and ensure the infrastructure meets user needs. These KPIs will focus on charger availability, ease of access to support, installation speed, and fault resolution times. Monitoring these indicators will help us provide reliable and accessible charging infrastructure, enhancing user satisfaction and supporting the growing adoption of electric vehicles. We will also consider sustainability by integrating green technologies and practices into the installation and operation of the chargepoints and plan for future expansion to accommodate increasing demand. The entire process, from site design to operational status, is expected to take approximately 3-12 months dependent on site specifics, consultation, and any electrical grid improvement requirements.

## 13. Next Steps

Westmorland and Furness Council is committed to leading the way in the provision of public electric vehicle infrastructure, ensuring that all residents have access to sustainable and efficient electric transport options.

### Monitoring, Evaluation and Reporting

We will continually monitor and evaluate the progress of this Strategy, reviewing and refining it based on lessons learnt. The plan is intended to be a live document, and annual updates will be provided against our key measurable targets, with reporting to WFC Cabinet on an annual basis, and progress against targets updated on the website each quarter.

Once we have selected our chargepoint operators, we will begin engaging with communities on proposed sites. It is expected that installations will begin on-street and in our car parks by Winter 2025/26.

If you want to stay engaged with our work, please visit our website which will be updated quarterly with details of new EV charging points we have installed and an overview of those in the pipeline.

[Home electric vehicle charging | Westmorland and Furness Council](#)





Westmorland  
& Furness  
Council

## Translation Services

If you require this document in another format (e.g. CD, Braille or large type) or in another language, please telephone: **0300 373 3300**.

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