

# Weekly policy update from London Chamber of Commerce and Industry

*A round-up of key policy changes from the past seven days – 8 April 2024*

---

## *Expansion in energy contract dispute support for small businesses*

- The Government has [announced](#) that small businesses (those with up to 49 employees) will receive free support from the Energy Ombudsman on disputes with their energy supplier.
- The Ombudsman has the power to order suppliers to provide compensation of up to £10,000 or take action to resolve issues – such as raising standards for their customers, or to credit or amend customer accounts.
- The move will also enable businesses and other organisations to settle disputes with their energy broker via the Ombudsman, without the need for legal proceedings - as part of changes set out by the Government and Ofgem.
- The expansion to this service coupled with the reforms from Ofgem will come into force later this year, helping small organisations to seek redress from both suppliers and brokers over any unfair terms in their future energy contracts.
- Other changes include requiring energy suppliers to only engage with brokers who are part of the redress scheme, and signposting for small businesses to other redress routes in addition to the Energy Ombudsman.

## *Capital 500 Q1 2024*

- Join LCCI as we launch the Q1 2024 Capital 500 – London's Quarterly Economic Survey of

business conditions in the capital.

- Our expert panel will review the latest findings, which show how London companies have performed in the past three months and their outlooks for the rest of 2024.
- The launch event will be held in-person at haysmacintyre's offices on **23 April 2024**, from 1:00-3:00pm. You can sign up [here](#).

### *Analysing London's borough economies*

- On **15 May 2024**, LCCI will be launching our analysis of London's borough economies.
- This report will consider the individual characteristics of each local authority in London (excluding the City of London), and how they perform across a range of indicators including the labour market, housing affordability, transport connectivity, and job creation.
- The event will be hosted at LCCI's offices in our Members' Lounge, from 9:30-11:00am. You can sign up [here](#).

### *£2.9 million funding to enable cyclists to use Hammersmith Bridge*

- The Department for Transport has [announced](#) a further £3 million in funding for resurfacing the Hammersmith Bridge, which will provide a new cycle lane.
- The London Borough of Hammersmith and Fulham owns the bridge and is responsible for its maintenance, with this new government funding enabling the introduction of a new, fully resurfaced cycle lane expected in November this year, until further strengthening work can begin. This cycle lane will be a significant upgrade on the existing temporary cycle lane.

If you have any queries, please contact the LCCI Policy Team at [policy@londonchamber.co.uk](mailto:policy@londonchamber.co.uk).