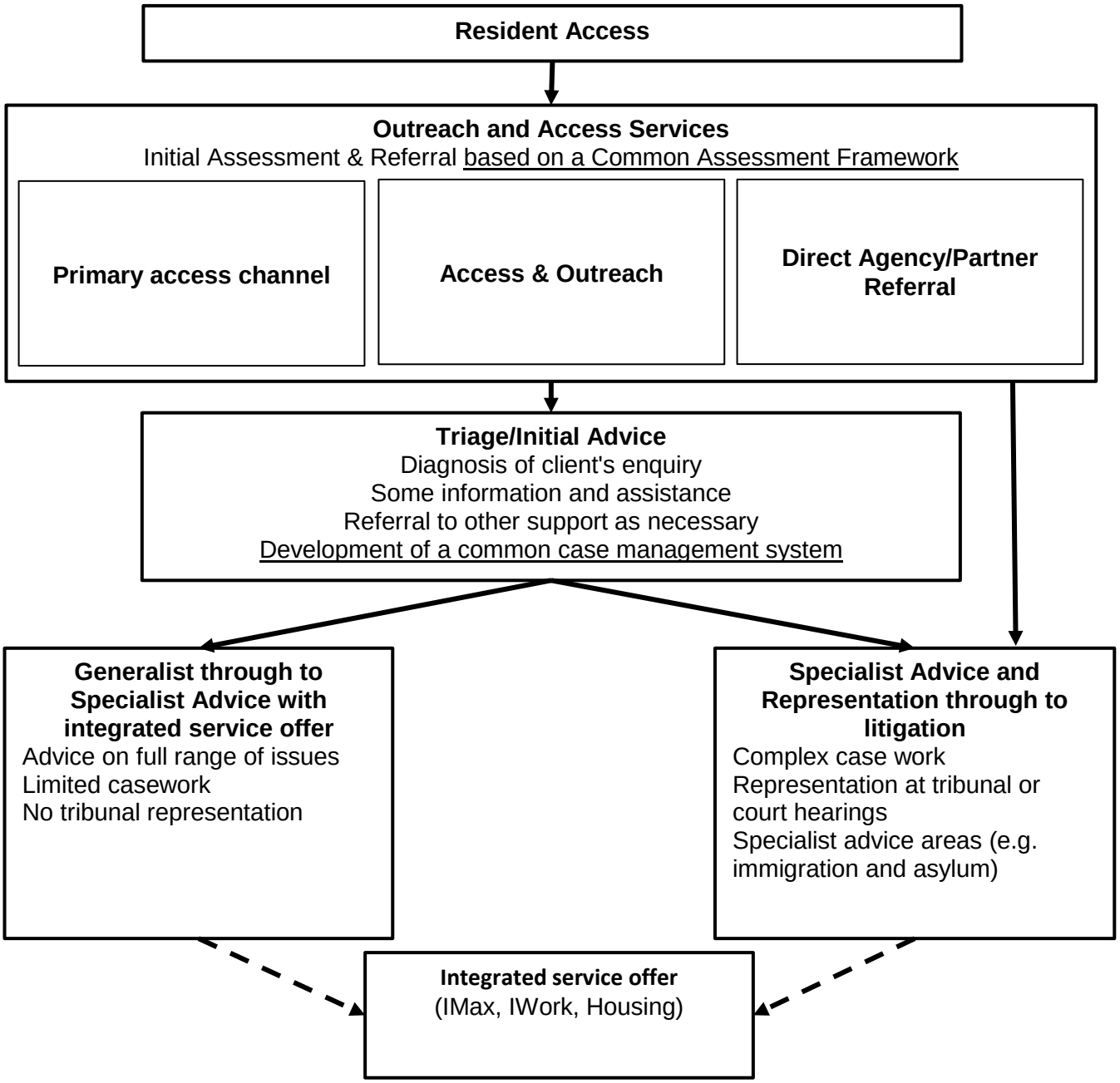Appendix 4: Islington Advice Model