

50plus Nottinghamshire

LinkAge Plus

Approved Traders Scheme

The Buy with Confidence scheme aims to give older people confidence to use local trades people. This Scheme was set up as a partnership between Age Concern, Trading Standards in both Nottinghamshire and Nottingham City.

Anyone can use the Buy with Confidence website but the traders services have been chosen to be especially relevant to older people e.g. roofs and plumbing.

The traders can be searched for by location and trader type using the phone and website. Traders are being recruited now.

Approved Traders Scheme

Objective

- Provide an extensive list of reputable traders who will undertake jobs around the home for people at a fair price.
- To promote and reward good practice among local traders.

Activity

- Publicity of the Approved Traders scheme.
- Recruitment of Traders.
- Evaluation and monitoring.
- Traders are checked for quality of work by reference, lack of complaints, holding relevant insurance and police checks.

Achievements against objectives

- At present six skilled workers are on the books offering a range of trades and all are CRB checked.
- Those needing help will be able to call one dedicated number where an operator will assess the task, give an estimate of the cost and book an appointment.

Wider achievements

- The scheme is expanding throughout the East Midlands.
- The scheme is sustainable with Trading Standards support.

Resources

- Publicity.
- Project Manager.
- Website.
- Training and administration cost.

Key lessons learned

- It is difficult to monitor a work based scheme in detail but we do use feedback cards.
- The scheme is very popular with older people.
- Traders find the scheme is positive and effective for their business.

Further information

Pauline Hutchinson – Nottinghamshire Trading Standards Tel: 01623 452 005

Consumer Direct – Tel: 08454 04 05 06

Ref to website: www.buywithconfidence.gov.uk

Related documents

See website above.
