

Trust Local



®

www.trust-local.co.uk

Our mission is to eradicate rogue traders by providing local people with a guide to services that have been verified and approved by the local community.



**Saying NO to
rogue traders**



**Verified
traders only**



Find **trusted** local trades and businesses for **free**



Covering Thornbury, Bradley Stoke and the surrounding rural South Gloucestershire area

£££
**MONEY SAVING
COUPONS**
inside

Hello and welcome to Trust Local...

Advertise with us from as little as **£3.75** per month

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...the only local magazine to ensure the 'trades' advertising within are checked and verified.

Finding a business you can trust is incredibly important. With so much information out there, how do you know who to choose?

Trust Local is here to help you find the right trader for the job. We take the time to check out all the companies that advertise with us, ensuring they have all the correct insurance and qualifications.

If you use any of the businesses within our directory and encounter a problem, we will help you to resolve the issue with the company concerned. If that is not possible we will advise you on the next course of action.

Call us on 01454 881882 if you need our help. We are not like other directories, if a company does not meet our high standards they will not be included.

Our directory also includes advice for consumers and helpful tips for small businesses. So, look through this edition with the confidence that you will find quality suppliers you know you can trust.

Please keep this close at hand... you never know when you may need us!

Check out our new website:
www.trust-local.co.uk



@TrustLocal



facebook.com /TrustLocal



Be in the know... about rogue traders

Ever been ripped off or fallen victim to a rogue trader?

Choosing an honest and reliable tradesman can be a difficult and daunting task. South Gloucestershire Council Trading Standards offers the following advice to help you protect yourself from these unscrupulous 'traders':

- Rogue traders prefer to approach their victims by cold calling, or doorstep selling. People are often not expecting a salesman at their door and can find themselves caught off-guard and subjected to high pressure or aggressive sales tactics.
- Rogue traders provide poor quality, unfinished and often unnecessary work for over inflated prices. The price quoted in the beginning is not the price they will eventually charge.
- Rogue traders have no regard for the law or their customers' legal rights. They rarely provide the paperwork and cancellation rights they are obliged to provide and can take extreme actions to get the money they claim they are owed, sometimes driving their victims to the bank or cash point.
- Rogue traders offer service and maintenance type work. For example, cleaning and sealing roofs, laying, cleaning or sealing driveways, garden maintenance or clearance, building work and a lot more.

For more information on rogue traders and scams, South Gloucestershire Council Trading Standards has produced an information booklet giving information and advice to keep yourself safe. The booklet also includes a Scamwise

door sticker advising that doorstep callers are

The advice from South Gloucestershire Trading Standards.

- 1 DO NOT DEAL WITH UNINVITED TRADERS AT YOUR DOOR.** If you are not expecting a visitor, always check who is calling before you open the door.
- 2** Do not agree to any work being done, however tempting the offer – it will not turn out that way.
- 3 REPORT** any suspicious callers to Trading Standards on 03454 04 05 06 or the Police on 101. Alternatively, if you are concerned a rogue trading incident is in progress you can call Trading Standards enforcement officer Neil Derrick on 01454 864565.
- 4** Look out for your neighbours, friends and family. Are they suddenly having work done on their house, driveway or garden? Talk to them and if you are concerned, **REPORT IT** to Trading Standards or the Police.
- 5** If you are unhappy with any business advertised in Trust Local please contact us and let us know. We will look into the problem and, if required, the business in question will be removed from the Trust Local magazine and website.

not welcome at your home (note: this door sticker is double sided). To request your copy, please telephone the Citizens Advice consumer helpline on 03454 04 05 06 or [email trading.standards@southglos.gov.uk](mailto:trading.standards@southglos.gov.uk) quoting 'Be in the know'.

Business Directory

Although we do checks on our tradesmen we cannot guarantee their work. We always advise you ask to look at previous work and have an in-depth look into the businesses you are planning to use. The checks we carry out on featured traders are as follows: Public Liability, Employers' Liability, Qualifications (if a plumber or electrician), and CRB checks if working with children. We also check that all listed tradesmen live within a 15 mile radius of the delivery area of this magazine.

We cannot stress enough that you should always double check everything before handing over any money. If you have any problems with an advertiser please contact us on **01454881882** or **info@trust-local.co.uk** Trading Standards can also help with these situations.



ACCOUNTANTS

Mensis Accountants (page 41)
.....01454 417300

ADULT EDUCATION

Filton College
.....0117 979 8909

WEA Learning for life
Mon-Fri 9am-4.30pm
.....0117 916 6500
Rosemary Cave07825 861 782

ADVICE

CAB Old Police Station, High St, Thornbury
.....0844 411 1444
New Start Debt Advice
.....0800 028 4170
Well Aware
.....Freephone 0808 808 5252

AERIALS

MD Aerials (page 61).....01454 418 341
The Aerial Man (page 61)
.....0117 967 9028 / 07818 413 451

BATHROOMS

Paul Whittaker (page 54)
.....07879 666 221

BLOOD DONORS

National Call Centre.....0300 123 2323

BUILDERS

C J Eastwood Construction (page 55)
.....01454 501 286 / 07988 829 894
G & J Building Maintenance (page 55)
.....01454 414 479
R & H Grey Ltd (page 55)
.....01454 528427 / 07979 597 112
Savernside Renovations (page 54)
.....0117 3708268 / 07908 249 040

BUSINESS SALES

Elevate (page 41)www.elevateyoursales.co.uk

BUSINESS TRAINING & ADVICE

Business West (page 39).....01275 373 373
Cool Ventures (page 37).....01225 580 850

CAR SERVICES

Ashley Thouless Vehicle Repairs (page 52)
.....01454 501 420
Stone Garage (page 57)01454 260 551
Thornbury MOT Centre (page 49)
Cooper Road, Thornbury01454 418999
Auto Hero (page 53 and 62)
.....01173 702438
Jumpstart (page 62)
Pilning07876 327 721

CARPENTRY

SP Carpentry and Joinery (page 56)
.....07595 248 194



CARPET CLEANING

Bonne Fresh Clean (page 57)
.....01454 436001 / 0777 490 8410

CHAMBER OF COMMERCE

Thornbury (page 26)
.....01454 858 007

CHARITIES

Brain Tumour Support (page 32)
Thornbury01454 414355
Contact The Elderly (page 34)
Bristol.....01225 873 812
Thornbury Food Bank (page 19)
.....01454 419118

CHIROPRACTORS

Optimus (page 12)
.....01454 528 608

CLINICS

Diabetes Centre!
GP Referrals only0117 975 3701
Thornbury Health Centre
Eastland Road, Thornbury01454 414 477

CLOTHING AND FOOTWEAR

Pinkers Countrystore (page 29)
Iron Acton, Bristol01454 228109

COMPUTER SERVICES

AJS Computer Solutions (page 32)
..... 07742 596 334

COUNCILS - TOWN/PARISH

Alveston Parish Hazel View, 90 Gloucester Rd,
Rudgeway01454 413 550
Thornbury Town Town Hall, Old Police Station
35 High St, Thornbury01454 412 103

COUNCILS - UNITARY

South Gloucestershire
Thornbury Library, St Mary Street, BS35 2AA
.....01454 868 686

DENTISTS

Bank Cottage Surgery
14 Castle Street, Thornbury
.....01454 412 053
High Street Surgery
46 High Street, Thornbury
.....01454 412 051

DIETS & WEIGHT MANAGEMENT

Lynn Tucker (page 33)
.....01454 632 115

DOCTORS

Drs Male, Thompson & Higgins Health Centre
Eastland Road, Thornbury01454 412 167
Dr W J Foubister and Partners Health Centre
Eastland Road, Thornbury01454 412 599
The Surgery, Olveston.....01454 613 266
or Main Surgery Almondsbury01454 613 161
St. Mary Street, Thornbury01454 413691

DOG WARDEN

South Gloucestershire Council
.....01454 868 000
Email: streetcare@southglos.gov.uk

EMPLOYMENT SERVICES

ConneXions 28-30 Gloucester Road
North Filton.....0117 969 8101
Jobcentre Plus 15 Monks Park Ave, Horfield
.....0845 604 3719

ELECTRICIANS

Aquasafe (page 58)
.....0117 956 6694 / 07889 407888
Dave Betts Electrical Services (page 57)
.....01454 615009 / 07718 395 320
James Dawson (page 59)
.....01454 501 795
LA Electrical (page 59)
.....01454 633 336

ESTATE AGENTS

Lisa Costa Sales and Lettings (page 18)
.....01454 279734

EXERCISE CLASSES

Pilates +Plus (page 32)07775 514 686

EXHIBITIONS & BANNERS

N3 Display Graphics (page 44)
Bristol0117 965 5566

FINANCIAL ADVISORS

CADMAN WEALTH PLANNING LTD

Wealth management advice to
individuals, trustees and businesses
Call 01454 411401
See back page

FITNESS AND HEALTH

Mike Nichols (page 33)
Oldbury Lane.....0844 453 3386
Pilates +Plus (page 32)07775 514 686

FLOORING

Kahuna (page 55)
.....01454 327778 / 07917667777
Trade Floor
.....0800 882 4562

FOOTWEAR AND CLOTHING

Pinkers Countrystore (page 29)
Iron Acton, Bristol01454 228 109

FUNERALS

L W Clutterbuck Ltd (page 20)
Cam, Dursley.....01454 660 088

GARDEN SERVICES

Mike's Landscaping (page 61)
Thornbury0777 648 2599
Eastwood Garden Plant Centre (page 13)
Falfield.....www.eastwoodgardencentre.co.uk
K P Fencing (page 60)
Thornbury01454 884 160 / 07786 441 508
Rays Garden & Ground Maintenance (page 60)
Thornbury07971 460239 / 01454 851771

S.P.P. Garden Services (page 60)
Thornbury07812 715 399 / 01454 854 475
TG Fencing & Landscaping (page 60)
Oldbury on Severn.....01454 414 751
.....07834 534 276

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01454 261393 / 07773 722896 Page 48

GIFT SHOPS

Surroundings (page 20)
St Mary's Street, Thornbury.....01454 411000

GOLF

Bristol Golf Club (page 27)01454 620 000

GRAPHIC DESIGN

Bana Design07841 875 218

GROUND WORKS

AJM GROUNDWORKS

Foundations, driveways, drainage,
conservatories, demolition, general garden
waste, tree felling & landscaping

Call 07809 642 195 / 01454 854 095
See page 61

JW Groundwork and Paving (page 61)
.....01454 269 272 / 07746 731 041

GUTTER CLEARANCE & CLEANING

Pristine and Clean (page 63 and Back page)
.....01454 854 839 / 07875 691 646

HAIRDRESSING

Hair Studio (page 32)
.....01454 413 637

HEALTH

CareFlo (page 23 & 31)
.....01454 809 080
In Good Hands (page 13)
.....01454 414 545



HOSPITALS

Southmead A&E: and Minor Injuries Unit
Brunel Building.....0117 4145 100 / 0117 4145 101
Thornbury Eastland Road, Thornbury
A&E: None.....01454 412 636

HOTELS

Alveston House Hotel (page 13)
Alveston01454 415 050
Thornbury Castle (page 14-15)
Thornbury01454 281182

HUMAN RESOURCES

Crispin Rhodes (page 44)
.....01454 417600

INSURANCE SERVICES

Excellect (page 16)
.....0117 370 0352
Export & General Insurance (page 19)
.....01454 615417

LEAFLET SERVICES

Road Runner Deliveries (page 45)
..... 01454 881 882
Design, Print, Deliver (page 45)
.....01454 881 882

LIBRARIES

Automated renewal 24hr with pin number
www.southglos.gov.uk/libraries
.....0845 002 0777
St Mary Street
Thornbury.....01454 868 006

LOCAL VENUES

Turnberries (page 21)
Thornbury.....01454 868 485

LOCKSMITHS

Savery & Son Locksmiths (page 59)
Thornbury.....01454 412 280

MASSAGE THERAPY

In Good Hands (page 13)
.....01454 414 545

MARKETING

Cre8ion (page 43)0117 977 5535
Winbox (page 39)01173 790 044
Superb Digital (page 42)07739914756

MEMBERS OF PARLIAMENT

Thornbury & Yate Luke Hall
Email: www.lukehall.org.uk

MORTGAGE ADVISOR

Certus Financial Planning (page 23)
.....01225 469 184 / 07918 639 009

OSTEOPATHS

Natalie Gladstone (page 33)
.....07870 219 249

OVEN CLEAN

Clover Oven Clean (page 57)
Heath.....07943 870 400

PAINTING AND DECORATING

Ian Street Painting and Decorating (page 59)
.....07795 663991
JK Decorating (page 59)
.....01454 851724 / 07790 379 886
Beaufort Property Maintenance (page 49)
.....01454 777 887 / 07980 301 905
Coopers Decorating (page 60)
.....01454 854 809 / 07969 570 730

PARTY VENUES

Alveston House Hotel (page 13)
Alveston01454 415 050
Thornbury Castle (page 14-15)
Thornbury01454 281182
Turnberries (page 21)01454 868 485

PET CARE

Pawstretchers Dog Care (Page 31)
.....07970 383 351
Pooch Parlour.....0793 450 5344

PICTURE FRAMING

Surroundings (page 20)
St Mary's Street, Thornbury.....01454 411000

PHOTOGRAPHERS

Daniel Sprackman (page 21)07795 397 825

PHYSIOTHERAPY / MASSAGE

Optimus (page 12 and 66)
.....01454 528 608
In Good Hands (page 13)01454 414 545

POLICE

Non-emergencies.....101

PLUMBING AND HEATING

A.D. Pullin Heating & Plumbing (page 59)
.....07880 528 280
Churchill Plumbing (page 58)
.....07973 663 061 / 01454 856 398
GL Heating (page 57)01454 260 804
Steve Andrews (page 567)
.....07831 213541 / 01454 416 439
JBMS (page 58)
.....01454 620 876

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www.xlplumbing.co.uk See page 57

PRE SCHOOL

First Steps Pre School (page 15)
Crossways01454 867 283
Christ the King.....01454 858 580

PRINTERS

Gemini West (page 44)0117 965 5252
Konica Minolta (page 35).....01454 619999

PROPERTY MAINTENANCE

Beaufort Property Maintenance (page 49)
.....01454 777 887 / 07980 301 905

NEIGHBOURHOOD WATCH

Local Office01454 864 404
Main Office0116 229 3118

RECORD/VINYL COLLECTOR

Page 2001454 415048 / 07969 213 445

RECYCLING AND REFUSE

Sort It! Centres, Thornbury
.....01454 868 000
Little Stoke, Station Rd01454 868 000
Streetcare Contact Centre, S Glos CC
Kerbside Collections, Recycling Banks
Home Composting etc01454 868 000

REGISTER OFFICES

Births and deaths01454 863 140
Marriages Poole Court Drive, Yate
Mon-Fri 9-1 & 2-401454 863 140

REMOVALS

Atlas Moving (page 20)
.....01454 412617

RESTAURANTS

Alveston House Hotel (page 13)
Alveston01454 415 050
La Piazza (page 30 & 66)
High Street, Thornbury01454 414 500
Thornbury Castle (page 14-15)
Thornbury01454 281182

SCHOOLS AND COLLEGES

Castle School
Park Road, Thornbury01454 862 100
Christ the King RC Primary
Easton Hill Road, Thornbury.....01454 866 680



Crossways Infant

Knapp Road, Thornbury01454 867 280

Crossways Junior

Knapp Road, Thornbury01454 866 566

Filton College

Filton Avenue0117 931 2121

Gillingstool Primary

Gillingstool, Thornbury01454 866 527

Manorbrook Primary

Park Road, Thornbury.....01454 867 225

Marlwood School

Vattingstone Lane, Alveston.....01454 862 525

Absent Line01454 862 585

New Siblands Primary

Easton Hill Road, Thornbury.....01454 866 754

Oldbury-on-Severn CE Primary

Church Rd01454 414 297

Olveston CE Primary

Elberton Road01454 613 299

Sheiling, Thornbury Park

Park Road, Thornbury.....01454 412 194

St Helen's CE Primary

Greenhill, Alveston01454 866 530

St. Mary's CE VA Primary

Church Road, Thornbury01454 866 760

SHOWER REPAIR / REPLACEMENT

Aquasafe (page 58)

.....0117 956 6694 / 07889 407 888

SOCIAL & COMMUNITY SERVICES

Children & Young People

Info Service01454 868 008

SOCIAL SERVICES

Mental Health Team01454 868 007

Emergency Line.....01454 866 114

SOLICITORS

Bevan Evemy (page 12).....0333 320 8600

STAIRLIFTS

Thornbury Stairlifts (page 58)

.....01454 413748 / 07833 318722

STORAGE

Thornbury Self Storage (page 32)

Kington Road, Thornbury.....01454 413 343

SURVEYOR

Trillium Surveys (page 13)

.....01454 602 213

TAX - PERSONAL

Kerry Annett

.....01454 854 094 / 07866 284 140

TENNIS COACHING

Taylor Tennis Coaching (page 20)

.....07590 024 186

THERAPY AND HEALING

CareFlo (page 23)

.....01454 809080

Refresh Holistics (page 33)

.....01454 414 857 / 07752 098 982

Lynn Tucker (page 33)

.....01454 632 115

TRANSPORT

National Rail Enquiries0845 748 4950

South Gloucestershire Council01454 868 004

Traveline:0871 200 2233

TypeTalk: TextDirect dial 18001 followed
by the full number

UNIVERSITIES

University of Bristol

.....0117 928 9000

UWE Bristol

.....0117 965 6261

UTILITIES

More Ways To Save (page 32)

.....01454 416323 / 0797 796 0906

PRISTINE AND CLEAN Window Cleaning

Call 01454 854 839 / 07875 691 646
www.pristineandclean.com
See page 63 & 66

The Conservatory & Window Company
(page 48)

.....01454 418229

Filmcote (page 50)

.....0117 941 4466

Visit our website
today for the latest
local news,
competitions and
vouchers!

www.trust-local.co.uk

Remember: When using any of the businesses listed here, or advertised in Trust Local, please make sure that you...

- Check our website **www.trust-local.co.uk** for an up-to-date status and information about each business. You can also browse local customer testimonials.
- Ask for proof of insurances etc for peace of mind
- Look at previous work that may have been done
- Ask for references from customers
- Get at least two quotes on any work



**Saying NO to
rogue traders**



**Verified
traders only**

Whilst Trust Local do our best to ensure our members are reliable, we cannot be held responsible for any consequences that should arise from using any of the contacts contained within this magazine.



Helplines and Support

ELECTRICITY
Central Networks.....0845 733 1331

GAS
Transco.....0800 111 999

WATER
Sewerage Services.....0845 730 0600
Bristol Water.....0800 801 011
Water Supply.....0845 702 3797

Age UK
South Gloucestershire.....01454 411 707

Al-Anon.....0207 403 0888
Support for families and friends of problem drinkers

Alcoholics Anonymous.....0845 769 7555
Bristol & Somerset.....0117 926 5520

Alzheimers Society.....0300 222 1122
or 0117 961 0693

Arthritis Care.....0808 800 4050

National Autistic Society
Autism Helpline.....0808 800 4104

Bereavement CASAL. Poole Court
Care and Support after Loss.....01454 313 060

Breast Cancer Care.....0808 800 6000

Bullying UK (part of Family Lives)..0808 800 2222

Compassionate Friends.....0845 123 2304

Winston's Wish For Children.....0845 203 0405

Breast Cancer Care.....0808 800 6000
Textphone.....0808 800 6001
Email: info@breastcancercare.org.uk

Bullying UK
www.bullying.co.uk. Email: help@bullying.co.uk

Childline Freephone.....0800 1111

Citizen's Advice - National helpline....0844 111 444
CAB - Thornbury office.....01454 863 666

Diabetes UK Careline.....0845 120 2960

Domestic Violence (Avon & Somerset Police).....101

Careline.....0845 120 2960

Distress.....0844 803 0240

Drugs Helpline.....0800 776 600
Text 82111

Families Anon Support.....0845 120 0660

Family Lives (formerly Parentline Plus)
0808 800 2222

Fibromyalgia (S. Glos only).....0844 887 3403

Flood Line Environment Agency......0845 988 1188

Frank about Drugs Helpline.....0800 77 66 00

Gamblers Anonymous.....0782 6601 281

Headway.....0117 340 3771

Support for people with brain injuries, their families & carers

Lymphoedema.....0117 960 1537

Bristol & District. Gloucester Rd. North.

Macmillan Cancer Support.....0808 808 00 00

Meningitis Trust.....0808 80 10 388

Muscular Dystrophy.....0800 652 6352

NSPCC.....0808 800 5000

Overeaters Anonymous.....07724 824104

Penny Brohn Cancer Care.....0845 123 2310

Tommy's Campaign

Pregnancy line.....0800 0147 800

RSPCA.....0300 123 4999

Samaritans.....08457 90 90 90

The Sofa Support.....01179 54 35 67

SCARD (Support & Care After Road Death & Injury).....0845 123 5542

Sexual Abuse & Rape

Crisis Helpline.....0808 802 9999

Sexual Health Line (24hrs).....0800 567 123

Smoke Free Helpline.....0800 022 4332

Stroke Helpline.....0303 3033 100

South Glos Stop Smoking Service..01454 865502

Thornbury Food Bank.....01454 419118

Victim Support Line.....0845 3030 900

Winston's Wish.....08452 03 04 05

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10.49
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Thornbury Castle, Castle Street, Thornbury, South Gloucestershire, BS35 1HH

Telephone: 01454 281182 **Email:** reception@thornburycastle.co.uk



ThornburyCastle



thornburycastle

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Crossways : 01454 867283 crossways@firststeppreschool.co.uk

Christ the King : 01454 858580 christtheeking@firststeppreschool.co.uk



6 tips

to reduce the cost of health insurance



Excellect
Everyone Benefits

No-one wants to use their health insurance, but knowing it is there if you need to access the services or treatment from your local private hospital can provide great reassurance.

Increasingly, businesses of all sizes are also investing in health insurance for their staff – not only is this seen as a great employee benefit, but it also ensures time off work waiting to be seen by a specialist or accessing treatment is reduced significantly by avoiding lengthy waiting lists.

Let's be clear health insurance isn't for everyone as it can get very expensive but there are many ways that you can control the cost, here are our top tips to reduce the cost of health insurance:

Tip 1 – Get specialist advice

Use a specialist broker to perform a whole of market review for you, saving you time and money.

Tip 2 – Increase the excess

As with car insurance, if you increase the excess that you pay when you make a claim, you can bring down the premium significantly.

Tip 3 – Pay an annual fee rather than a monthly premium

Most insurers will offer you a discount of up to 5% if you agree to pay your premium a year in advance.

Tip 4 – Adjust the levels of cover

Most schemes give you options to adjust the amount of out-patient cover (e.g. consultations and diagnostics) that you require. You can opt for nil out-patient cover, a set limit per person per year (usually around £1000), or a scheme which covers out-patient treatments in full.

Tip 5 – A restricted hospital list

Most schemes offer a standard list of private hospitals. By reducing your choice of hospitals (e.g. by accepting that you will only be treated in a private patient unit in an NHS hospital), you can make significant savings.

Tip 6 – Review your underwriting

Most renewals on offer include cover for pre-existing conditions, if you have been in good health for 5 years or more you may be paying more than you need to. Changing your underwriting should only be considered after discussions with an expert adviser as the ramifications of getting this wrong can be severe.



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Lisa Costa lives locally and has over 25 years experience, across two generations, in the property market, mainly covering Thornbury and the surrounding villages.

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Today, technology such as websites, property portals and email all help us to give your property the maximum exposure to potential buyers. But the one thing that has not changed is that those traditional values remain at the heart of what we do. You are always welcome to pop in anytime for a coffee and any advice with regards to your property needs.

Please call 01454 299734 if you are considering selling or letting your property and feel some professional advice would help.



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Please note: Lisa Costa is a member of the National Association of Estate Agents (NAEA) and is a member of the National Association of Letting Agents (NALA).



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The Castle School Thornbury Photo competition

From the talented students of The Castle School in Thornbury, we are proud to showcase some extremely good photographs.



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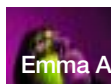
Exhibited here are some of the work that was produced for this competition.

Just go to www.trust-local.co.uk to vote for your favourite picture. We will announce the winner online in May 2018.

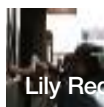
A hamper full of art goodies will be presented to the most popular entry.

Vote now!






Emma A




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The Castle School

Winning entry from the last edition
Very talented students from Castle School in Thornbury entered their shots into our photo competition in the last edition of Trust Local.



Congratulations to **Ben Martindale** who wins a hamper full of art goodies. Well done Ben!

May 2017 WINNER



Salsabila Gunas

Shopping around for goods and services

Sometimes it is easier to just stick with what you know. The thought of the hassle involved in switching suppliers or investigating lots of different options can feel like too much work.

However, a little investigation and shopping around can pay dividends when you are trying to find the best deal. This isn't always necessarily about finding the cheapest option but more about discovering the best product or service for you.

Always shop around for insurance and utilities

The services that you should always shop around for are insurances, such as home and car insurance and your utilities.

With various comparison websites available it is easy to see the different options available. Any slight hassle involved in moving these services are outweighed by the savings you could make. Make sure when investigating the options available, that you check that any new policy you find includes all the elements you need. For example, a car insurance quote may look cheap but it might not have all the options you currently have.

Also, be careful if your provider has set your policy to be auto renewed as you could be charged for your renewal without being informed. By shopping around, you may get a better price and

you can use this to try to get a better deal with your current provider.

Always get more than one quote for a job

If you want to employ a tradesperson make sure you get more than one quote for the job. This is not just about finding the cheapest price.

Look at any quote you receive closely to check what is being included. A price may look appealing but has the job been fully mapped out? Did the supplier listen to all your requirements? You do not want to be surprised by hidden extras later.

Also, you should check whether the work will be covered by any relevant building regulations, if required. Trust Local can help you find qualified tradespeople who have membership to professional bodies and have a good reputation.

Always look at more than the price

A cheaper price may mean a lower standard of product or customer service. You may pay more for a certain product but they may last longer or have a better guarantee.

Also consider the customer service aspect of a purchase. You may get a cheap deal online but using a local supplier could make things easier if there is a problem. Having someone you can easily contact with an issue is an important factor to consider.

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How to find a trusted business

When you need an expert how do you know who to call? With so many suppliers available how can you decide who to trust?

Check them out with Trust Local!

Trust Local is here to provide fully vetted and qualified businesses. We undertake all the checks so you don't have to. This directory is full of trusted traders and our website www.trust-local.co.uk contains more information on companies and includes customer reviews for you to look at.

Look at independent reviews

Anyone can put a testimonial on their website from "John Smith" saying how amazing they are, but how do you know if this is genuine?

Many review websites, including www.trust-local.co.uk allow people to upload an independent review. Facebook business pages show reviews from users and when searching on Google you can see independent reviews on a company's Google Map entry.

It must be remembered that all reviews are subjective, so sometimes there may be a mixture of responses. A business may have many 5 stars and then a 1 star! Try to take a balanced view of the reviews on offer. If there is a bad review for a business look at the way the

company responded. This often gives you a good indication of their customer service.

View mentions of them on social media

Increasingly these days people will discuss companies and products on social media channels such as Facebook and Twitter. Use these channels to find out what people are saying to help you with your decision.

People are often less guarded on social media so you may get a better picture of customer experiences! Also check out a company's official social media feeds. Often these feature pictures of work recently completed and can give you a good idea of a company's activity and interaction with their customers.

Ask friends and family

Word of mouth is still a powerful way of finding out which company to use. If you know someone who has had a positive experience with a supplier that can be helpful.

Save time by using Trust Local

The quickest and easiest way to find trusted businesses is to use this directory or our website www.trust-local.co.uk.

We will not recommend suppliers that we know have a bad reputation. To find a trusted supplier who meets your needs, let us do all the hard work for you.

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It's been so successful that we're now working on a second group so that we can invite more older guests to tea.

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Our volunteer drivers come and collect you, and together you go to that month's hosts house for an afternoon of tea, cake, chatter and companionship.

To find out more, please visit **www.contact-the-elderly.org.uk** or call Helen on 01225 873 812
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If you are interested in taking part as a guest, or know someone that might really benefit, please do also get in touch.

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Why you need a Unique Selling Point (USP)

Consumers are bombarded with marketing noise every day, from Facebook, to emails to pop up ads. It is more important than ever to be heard above the noise.

Every business needs to promote and communicate what makes them stand out from the rest. If you don't develop an effective differentiation, getting customers to pay attention to you will be difficult.

Being able to clearly communicate why customers should buy from you will ensure you don't get lost. So how do you do this?

Understand your customers

You need to understand what your customer wants. What is important to them? Are they looking for a product to save them time?

Do they need expert advice? Ask current customers what it was about your business that made them use you. Find out what your customers like and dislike and what forms of media they engage with.

Often people like a company that is local to them or one that is small, offering them a more personalised service. You will never appeal to everybody so understand your core market. Work out what resonates with them and focus on this.

Know your industry

To position your business, you need to understand the industry as a whole. What are the current trends within your industry?

What are your competitors doing and how well are they doing it? A more successful competitor may not be better than you at delivering a service. Focus on what you are good at in comparison to your competitors. Maybe their customer service is poor and you have an excellent reputation in this area. Highlight this to any potential customers.

Focus on how you benefit your customers

Promoting your business should not just be listing everything you do. You need to think about how you actively benefit your customers with your products and services.

Educate your potential customers about how you can help them, clearly identifying how your product is a solution to a customer problem.

Your products may be the same as a competitor but are your guarantees more comprehensive? Do you offer any extras as part of your service that no one else does?

Make it personal

If you are running a small business, who you are is what makes you different from the rest. What drives you can inspire others. Your personality, your skills, experience and knowledge are already unique.

You have something that no one else has, so focus on this to make you stand out.

You will probably find that you already know your USP. It is just a matter of clearly communicating it with your potential customers.



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Cool Ventures has taken a frame work of ideas and turned them into a solid, functional and measurable plan for us. Very Cool indeed. So pleased to be working with them. Brett Edgecombe, 101 Data Solutions

Things have gone well for us the last few years - we raised the investment you were helping us prepare for (thanks again) and have since sold over £4m in holidays. Exciting times! Alex Narracott, Much Better Adventures

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The importance of engaging website content

If you are creating a new website, a great design is essential. However, people often focus solely on the design of the website, neglecting the importance of the written content.

A stylish website is useless if it doesn't speak to your customers. Engaging content draws users in and convinces them to buy or take action. So how can you do this?

Focus on the motivation of your website user

You need to start by putting yourself in the shoes of your user. It seems an obvious point but a website is not just there to display everything there is to know about your business. You need to think about why a user has come to your website and what they want to achieve.

Do they want to book a course, get a quote or find out more about your services? When they hit the homepage what do they want to see? The answers to these questions will inform the layout and the content of your website.

Speak the same language as your customers

In the same way that your website must look appealing to your potential customers it must speak their language as well. This means you really need to understand your market. Are your users going to be drawn in by technical information or put off by it? You are the expert in your field but a user may just want to know how you can help them, not everything you know about your chosen field. Your content needs to focus

on the benefits you provide to customers. How does your expertise make a difference to them?

Write as if you are talking to your potential customer

In a sales conversation, you don't just talk at someone, telling them how brilliant you are! If you do, I doubt you are getting much business! Although a website needs an element of blowing your own trumpet there needs to be a sense of dialogue too. Your website needs to address the pain points of your consumers. What questions are they asking themselves when they arrive at your site? What problems do they have that you are going to solve? For example, someone might ask a physiotherapist how to ease their back pain? Address these pain points on the homepage, speak to them directly to entice them to click further.

Use a copywriter!

Writing website content is a skill. Being an expert in your field doesn't mean it is easy to write in this format. Our company, The Digital Grapevine, sets itself apart because we combine website design and effective copywriting right from the start of a project. As a partnership of a web designer and copywriter, we work with you to find out your expertise and the needs of your customers. We then transform that information into a website that not only looks great but talks directly to your customers, improving your online presence.

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Tips to help achieve a work life balance

We now live in a world where technology constantly connects us to work. With smart phones pinging with emails at any time of the day it is harder than ever to switch off. But how can we try and get some balance back in our lives?

Turn off email notifications out of hours

Incessant checking of emails can increase your stress levels. Turn off your emails out of working hours, making it clear you will reply later.

If people know that you are away from your desk and that you will answer once you return you will probably find that they won't mind as much as you think.

Learn to say no

Embrace the power of no! If someone asks you to do something don't answer immediately, say you will think about the request and then go away and decide whether you want to say yes.

If you want to say no, do it! When work demands get too much you must try and speak out.

Work smarter

If you feel you don't have enough time in the day to do everything review how you structure and manage your day. Learn the skill of prioritising, working out each day what needs to be done, looking at how long each task will take.

Sometimes it is easier to have a morning clearing small tasks to get them off your plate, so you can focus on bigger projects. Try and avoid too many long meetings that have no clear outcome as these can take up a lot of time.

Leave work at the door

At the end of the working day find some time to focus your mind on the tasks for the next day. Write them down and then switch your computer off, with this action mentally ending the day in your mind.

It could be that you take a deep breath as you leave the office or get in your car. This moment of closure at the end of the day is a popular tip for helping to regain your work life balance.

If you must take work home, one suggestion is to work in a certain area of the house and then close the door on it when you are finished.

Don't strive for perfection

If you are a perfectionist a small mistake at work could haunt your evening. Sometimes "good enough" is enough, especially if you are overworked.

Not everything will always be perfect, if you have done your best then don't put extra stress on yourself.

Some of these tips are easier said than done but it is important that we all unplug and switch off from work to ensure we can cope with what life throws at us.



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A lot has been written and broadcast about rogue traders and how they operate, with many popular television programmes highlighting the issue. But could you spot a rogue trader if they were working in your street or knocked on your door? Rogue traders can be a blight on local communities, targeting the most vulnerable in society, damaging the local economy and harming the reputation of legitimate local trades.

Rogue traders will target a specific area, often knocking on doors to drum up business. They offer services such as home and garden maintenance or improvements, roofing work, laying block paving and tarmacking or cleaning and sealing it, amongst other services. They are often charming individuals driving sleek looking vehicles, so how can you tell the good guys from the bad?

Quality tradesmen rarely need to cold call, visiting your home without an invitation.

You often need to wait weeks for a tradesman to visit to provide you with a quote for work. Rogue traders will knock on doors looking for work. They may claim they have seen a problem with your property which needs attention or offer services at a low cost.

Honest tradesmen know the law. It is a legal requirement for a trader to provide you with details of your legal right to cancel a contract made in your home. Failure to do so may be a criminal offence. Honest traders will also honour the legal requirement to obtain your express permission to start work within your 14 day cooling off period. Failure to do so may

also be a criminal offence. Rogue traders do not provide the correct paperwork and may start work very quickly after you have agreed, sometimes immediately. They have been known to dig up driveways before a contract has even been agreed!

Trustworthy tradesmen will agree a payment plan in advance of the work starting. Rogue traders prefer cash payments and will often ask for it upfront, possibly to buy materials. It is common for them to increase the price of the work part way through, often claiming they have discovered 'problems' or difficulties. Many feel pressured into paying the higher price, worried they will be left with dug up drive ways or dangerous roofs.

The advice is simple; don't deal with uninvited traders at your door. You know nothing about them. If you need work doing in your home, do your research and use local businesses or get recommendations from friends or family. Remember, anyone can have a sleek looking website or vehicle, this doesn't mean they are genuine, honest or reliable tradesmen.

It is important that you notify Trading Standards if you think you, a neighbour, a friend or relative may have been the victim of a rogue trader. The quicker you report it, the quicker officers can act and possibly help prevent people losing their money unnecessarily.

For advice or to report a suspected rogue trader, contact South Gloucestershire Trading Standards through the Citizens Advice consumer helpline on 03454 04 05 06, Monday to Friday 9am-5pm.

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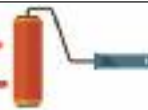


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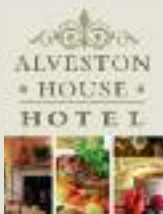
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MOT

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Window and guttering cleaning 07875 691646 or 01454 854839

Notes / Quotes

DECEMBER 2017

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

JANUARY 2018

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | | | |

FEBRUARY 2018

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
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| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | | |

MARCH 2018

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |

APRIL 2018

| S | M | T | W | T | F | S |
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| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | | | | | |

MAY 2018

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
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| 31 | | | | | | |

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