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Proposals for a national trusted trader framework



April 2008

Implementing the Housing (Scotland) Act 2006: DRAFT Advisory Guidance for local authorities

Volume 6

Proposals for a trusted trader framework in Scotland

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The accompanying volumes, which form part of this guidance, are:

- Volume 1** Preparing and Delivering
- Volume 2** Housing Renewal Areas and Repair, Improvement and Demolition
- Volume 3** Maintenance
- Volume 4** The Tolerable Standard
- Volume 5** Scheme of Assistance

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VOLUME 6: PROPOSALS FOR A TRUSTED TRADER FRAMEWORK IN SCOTLAND

Audience	This part of the guidance is mainly for: <ul style="list-style-type: none">• Councillors• Corporate managers• Strategic policy officers• Service delivery manager• Trading Standards officers• Organisations within the construction industry
Purpose	This part of the guidance is intended to: consider the development of a possible trusted trader framework accessible to all in Scotland.

SUMMARY

- Homeowners face a number of barriers when looking for reliable traders: these include trust over the standard and quality of work, value for money and a lack of reputable traders to carry out the work in a reasonable timescale.
- These issues could be addressed in part by the development of a trusted trader framework in Scotland.
- A number of local level schemes currently exist at a local level. One scheme operates at a national level.
- There is appetite to develop a framework through a consumer education approach.
- A framework should meet both the needs of the homeowner and the trader to ensure usage and sustainability.
- There are a number of components a framework should include. These include a clear system of redress, a clear and comprehensive choice of trader and an effective system for monitoring and evaluation.

CONSULTATION QUESTIONS

What are your ideas on the potential role of CLE within a trusted trader framework in Scotland?

What are your ideas on the potential role of local authority schemes within a trusted trader framework in Scotland?

What are your views on CLE and local authorities operating under the one framework in Scotland?

What are your views on more than one level of accreditation existing within the one framework?

What are your views on how the framework should be monitored and evaluated?

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What are your views on how the framework should be delivered e.g. by local or central government, the construction industry, the private or voluntary sectors or some combination?

What functions would you wish to see a framework perform to encourage use by homeowners?

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Context of Scheme of Assistance

- 1.1. The Scheme of Assistance project team are in the process of developing guidance to implement the Housing (Scotland) Act 2006. The Scheme of Assistance is a major part of the legislation and policy to improve the condition of Scotland's private housing. It offers the opportunity to make an impact on the very large numbers of houses that are in a poor condition and are not reached by the present approach, and to extend opportunities for independent living through adaptations for disabled people.
- 1.2. The final report of the Housing Improvement Task Force "Stewardship and Responsibility: A Policy Framework for Private Housing in Scotland", published in March 2003, identified the problems faced by householders in identifying reliable traders and the negative impact this may have on the maintenance of their property.
- 1.3. As part of the development of guidance for the Scheme of Assistance, the project team researched the barriers homeowners face when looking to carry out repair or maintenance work to their home. The project team's interviews with stakeholders, voluntary organisations, local authorities and focus groups with members of the public support the views of the Housing Improvement Task Force. A significant barrier identified by our research suggested these issues could be addressed in part through development of a Trusted Trader framework in Scotland. A number of those interviewed expressed the view that homeowners face a number of barriers when looking for reliable traders. These include an issue of trust over the standard and quality of work, value for money and a lack of reputable traders to carry out the work in a reasonable timescale.

Scottish Government view of a trusted trader framework

- 1.4. The Scottish Government supports a framework based on voluntary membership. The aim of such a framework would work to help weaken the barriers faced by homeowners when looking to repair or maintain their property. The Scottish Government supports helping homeowners through a consumer education approach.
- 1.5. This paper therefore explores the nature of, and scope for, frameworks that would appear to meet the needs identified by the Housing Improvement Task Force. It has been prepared after extensive discussion with Trading Standards officers among others. It draws conclusions about the characteristics of a framework that would suit the purpose. How such a framework would be implemented is a matter for further consideration, specifically around the role of Trading Standards officers and others in establishing it and the role of the Scottish Government and local authorities in helping to make consumers aware of its existence.

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Existing schemes

- 1.6. A number of schemes currently exist in Scotland. These are primarily served at a local level through Trading Standards officers in local authorities. The only specific Scottish scheme is the Construction Licensing Executive (CLE) scheme, which is the only one in Scotland to operate at a national level. For more information on the role of these schemes and their structure please see Annex A.
- 1.7. Trading Standards and CLE seem to address similar matters, but from a different perspective. Trading Standards helps consumers know whether a local trader has a local track record, while CLE encourages the construction industry to strive towards becoming a professionally regulated and qualified sector. In terms of membership, many of the schemes we spoke to operating at a local level have a steady uptake of both traders wishing to join the scheme and of the local community wishing to use it. CLE has a membership of 1,500 traders throughout Scotland, but coverage of certain sectors of the construction industry is patchy and there is limited geographical coverage in some areas of the country.
- 1.8. A strong aspiration of establishing a trusted trader framework accessible by everyone in Scotland is to ensure universal coverage for all sectors of the construction industry throughout Scotland. While it is not the intention to reinvent what already is operational in Scotland, there is a desire to 'raise the game' in terms of meeting the public's expectations of the level of service and choice available to them. There is strong overlap between the schemes already operating in Scotland and there is scope for joining up. A new framework needs to recognise the existing schemes and the role they serve. However it must also address the areas where the current schemes do not deliver on the needs and expectations of the public.
- 1.9. CLE describes itself as a national scheme, aimed at having all traders licensed so standards in the construction industry are effectively regulated and consumers have a healthy source of credible construction businesses in Scotland. Its mission is to give assurance to consumers, improve standards in the construction industry, and to remove the rogue trader by giving consumers a choice of reputable companies.
- 1.10. Joining CLE involves meeting high accreditation standards. While this can only be positive, it needs to be an aspect of the framework which promotes rather than discourages traders from joining.
- 1.11. On the other hand, the local level schemes have accreditation criteria which do not meet all of the same standards as those of CLE. There are valid reasons for this. One of which is the need to ensure take up of the scheme by traders. Simple, effective minimum standards are very useful, but alone would only concentrate on those traders who are untrustworthy and those who carry out sub-standard work. Such standards would not promote the

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development of skills within the industry. Homeowners need choice, quality and value when identifying a trader. This means creating an open and transparent framework, offering skilled and trustworthy traders.

Benefits

- 1.12. From our interviews we have found there is appetite to develop a trusted trader framework by means of giving homeowners information about traders and educating them about the process they should go through when identifying a trader. There are a variety of benefits to such a concept. It will help owners make an informed choice. In addition it presents opportunities to promote the value of vocational skills and the importance of skills development within the construction industry. A skilled construction industry will lead to enhanced productivity in the sector, benefiting the economy generally. A trusted trader framework can also lead to increased competition and price transparency within the sector. A framework able to deliver such benefits would effectively signpost homeowners, equipping them to make an informed choice when identifying a trader to carry out work on their home. This would ultimately lead to a growth in the volume of works, helping to tackle serious disrepair across the private housing stock in Scotland.

Barriers

- 1.13. The barriers for the individual homeowner that a trusted trader framework in Scotland needs to address are:
- When identifying a trader, a lack of transparent information about the pricing and standard of work;
 - Sourcing a reliable trader in a reasonable timescale;
 - Work being carried out to agreed timescales;
 - The quality of work on completion and the possible routes to redress if the job is not completed to the required standard; and
 - Value for money.
- 1.14. On completing the research, the project team established an informal working group and invited representatives from the schemes operating in Scotland and members of the construction industry to join. The group was asked to consider existing trusted trader schemes, pilots and proposals. The group has met twice and was asked to think about ways to advance the trusted trader concept.
- 1.15. A unified trusted trader framework which promotes access by anyone in Scotland was the basis of discussion at the working group. Since the formation of the working group, the project team has been scoping out the characteristics of a framework that could help to surmount the barriers identified. The options below give details of how this might work in practice.

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What is needed

- 1.16. A trusted trader framework in Scotland needs to offer a credible level of choice that will help homeowners to confidently select a trader to carry out work on their home.
- 1.17. To do this, key issues the framework needs to address are sustainability, and a healthy level of usage by both traders and homeowners. It is important for any approach to meet the needs of the homeowner as well as the construction industry. It will only be successful if it has a healthy level of membership and enough homeowners accessing the framework for traders to see it as worthwhile joining. The framework needs to offer up-front assurance that traders have passed a minimum standard to join a framework while offering a clear system of redress when things go wrong.
- 1.18. Many traders already have so much business without being a member of any accredited scheme that there is no motivation for them to join. Therefore the framework needs to be well known by homeowners for them to use it and for them to regard it as their first point of reference when looking to appoint a trader. In turn this will promote the framework to traders as being beneficial to their business.
- 1.19. Together with a healthy level of membership from the construction industry, it is crucial to ensure that within that membership there is a broad coverage of trades in terms of each of the sectors in the industry.
- 1.20. The success and sustainability of the framework will also depend on strong brand recognition which is common throughout the country that works seamlessly with schemes at a local level. By using clear branding which draws on existing symbols of trust and security owners will become familiar with what to expect from a trader.
- 1.21. A unified trusted trader framework which links the existing schemes currently operating in Scotland needs to have the ability to recognise and work with differences at local level and promote access to anyone in Scotland.

Broad features of a trusted trader framework: views from working group

- 1.22. The working group agreed on a set of broad features any trusted trader framework should have. The framework should:
 - Remove the various barriers homeowners face when trying to access reliable tradesmen;
 - Be accessible by anyone in Scotland;
 - Have national level branding and standards to ensure traders and end users know what to expect wherever they are; but

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- Operate at a local level with central administrative support;
- Have a minimum level of accreditation no matter the delivery vehicle;
- Have the buy-in of the construction industry as well as trading standards in local authorities;
- Take account of the needs of the owner and the construction industry equally to help towards the sustainability of the framework;
- Promote healthy competition and enterprise in the economy e.g. by building in open and comparative pricing between traders.

For a homeowner a trusted trader framework should:

- Be accessible;
- Include traders of all sizes;
- Be designed to root out rogue traders;
- Include a customer feedback element;
- Gauge the quality and cost of the trader's work;
- Include website access;
- Have a clear route to redress if something goes wrong;
- Be simple and reduce confusion;
- Increase transparency and fairness for the homeowner; and
- Move away from oral contracts.

For the construction industry a trusted trader framework should:

- Be part of a warranty scheme, with minimum standards of contract and warranty;
- Share best practice;
- Include an element which deals with the 'rogue customer';
- Be a positive incentive scheme for good traders;
- Include a business benefit - a return on investment;
- Offer the trader enhanced exposure to new potential business;
- Recognise that traders work across local authority borders; and
- Recognise the differences between industries and their needs.

Key features of any framework

- Common branding;
- Universal access;
- A recognised trust 'badge' or 'mark' every trader and scheme could use;
- National minimum standards for every trader in a framework;
- Access to one web portal, and phone / postal access; and
- The ability for any national framework to recognise and work with differences at local level.

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The next step

- 1.23. The focus now lies with identifying a framework that would raise the bar in terms of the level of service delivered to the public. Strong foundations have already been built in Scotland. The next step is to unify and build upon the existing services so that it meets fully the solutions and features as described earlier in this paper.
- 1.24. A minimum standard has already been established at which any framework would need to operate. We have looked at the foundations of the framework and upon how these need to be built in order to ensure strong take up from traders and usage by homeowners to ensure its sustainability. To enable homeowners to become familiar with the framework, it needs to gain public confidence by identifying and publicising the benefits of using it.
- 1.25. The following is a list of components which are likely to be central to any framework operating in Scotland.

Component 1 National v local

- 1.26. This is about how the framework should be delivered. A framework could be delivered on a national level that recognises and works in conjunction with those schemes that operate at a local level. Homeowners would be able to access the framework at whatever point, whether that be nationally or locally. However, no matter what the point of entry, they would have access to the same information and be able to choose from the same set of traders. This allows the framework to have no limitations in terms of local boundaries. It also allows those local authorities who wish to establish a scheme at a local level to do so. At the same time a national framework enables universal coverage throughout Scotland and puts no onus on local authorities to set up a scheme should they consider they do not have the resources to do so. A framework could also be delivered locally through each of the 32 local authorities. Alternatively those local authorities who do not wish to set up a scheme specific to their area could buy in to the services and skills of those local authorities who have set up a scheme.

Component 2 Choice

For the homeowner

- 1.27. This is about encouraging the homeowner to want to use the framework and view it as a useful resource when sourcing a trader. From our research we have found that homeowners are primarily concerned with the 'front end' service when first looking for a trader. They want to know about the price, standard of work from previous jobs the trader has undertaken, level of service received from the trader and the resulting level of customer satisfaction. The amount of information the homeowner wants to know

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about the trader also varies with the level of job that needs to take place in their home.

- 1.28. Different homeowners want to know different types of information about the trader depending on the type of job they wish to undertake. Not all homeowners have the same requirements in terms of the level of accreditation they seek from a trader. Therefore all homeowners may not require the same level of accreditation from a framework. Some may be happy with a word of mouth recommendation, whereas others may wish to seek out more detailed information about the trader's background. At times it is only when a job goes wrong that homeowners take an interest in the finer details about the background and accreditation of the trader.

For the trader

- 1.29. As has already been stated earlier in the paper, some traders already have so much work that they have no interest in becoming a member of any framework. Therefore to encourage them to join the framework, it needs to be seen as something that would benefit their business. Some traders may only require a certain level of accreditation appropriate to the needs of their business. For others it may be appropriate to or even required in order to carry out their job to achieve a higher level of accreditation.
- 1.30. Therefore a main principle the framework needs to address is that of choice. How can the framework offer choice to both the homeowner and the trader? What choice needs to be available to ensure the public will want to use the framework and traders will want to become a member of it?
- 1.31. Through discussions with a number of stakeholders there is a degree of interest in considering the option of two levels of accreditation operating within the one scheme.
- 1.32. The first level would offer a lower level of accreditation than the second. However, the first level would still offer a fairly comprehensive level of accreditation. The second level would be for those homeowners who require a little more assurance on routes to redress and perhaps the level of qualifications they require of a trader. Such a level could be similar to that in operation under CLE. Information would be made available as to what the homeowner can expect from accessing a trader from each level. Likewise information would be made available to the trader to enable them to decide either what level they already fit into or what level they would prefer to join in order to meet the needs of their business. The purpose of the differing levels is to offer a choice to both the homeowner and the trader that meets their needs. The decision is left to the homeowner as to what trader they would wish to choose from and at what level. The decision is left to the trader as to what level of criteria they would wish to meet which is appropriate to the needs of their business. The option would be there to join a different level of accreditation at a later stage.

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- 1.33. Further consideration is needed with regards to the detail of what should constitute level one and level two accreditation.

Component 3 Access

- 1.34. The framework needs to be made accessible throughout Scotland. The most obvious way to do this is by means of a website. The website should be an interactive one that lists customer feedback and contains information about the trader in relation to each of the criteria required to join the framework. There should also be a function that allows traders to give their view about a job when they receive feedback that a customer is unhappy with their workmanship. An example of such a website and how it would work in practice is the Referenceline website <http://www.referenceline.com/>. Referenceline currently administer the website for the trusted trader scheme in Dundee. In addition to the website there would also need to be telephone and postal access for those homeowners who do not have internet access.

Component 4 Sustainability

- 1.35. For any framework to be sustainable there needs to be a healthy level of both membership and patronage for it to be used ever increasingly. In addition to choice any framework needs to be seen as accessible not only through use of a website but in conjunction with common branding that instils trust and confidence. The framework needs to achieve over time a brand value, where it becomes almost synonymous with trust and the first stop in the route for the repair and maintenance of homes. The more the framework is used, the more potential there is to introduce an element of self sufficiency into the framework over time. There would be a national brand that any framework operating at a local level would include in any promotional material they produced to demonstrate to the public that although there is a local scheme this is still part of the framework at a national level.

Component 5 Vetting and trust

- 1.36. For any framework to be regarded as trustworthy, clear and accessible information about the framework needs to be made available in a user friendly format. Elements which instil trust are level of experience, qualifications, feedback on past work, clean trading history and what happens when things go wrong, including whether there is an effective complaints procedure and an effective mechanism for redress. It is clear that the level of accreditation required to join the framework, and a route to redress, are the foundations which are most important when establishing the framework. However, communicating these in a way that homeowners and traders understand and see as an attractive proposal is the only way that will encourage them to take an interest in the framework, thus informing their choice to use it.

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Component 6 Monitoring and evaluation

- 1.37. Once traders have joined the framework it will be important to ensure the information held about the traders is up to date and accurate. It would be necessary for a mechanism to be in place which could carry out inspections on the trader at set time intervals. Such a function could be carried out by construction bodies for those members who belong to one as they do at present. For those traders who are not a member there would need to be a function within the framework that could oversee such a role. This could either be carried out in-house or could be commissioned externally. Further consideration needs to be given to the process for monitoring and evaluating the standard of workmanship and the administration of such a process.

Component 7 Professional construction bodies

- 1.38. A number of construction bodies already play a significant role in Scotland with regard to the skills, qualifications and regulation of their members. The role of construction bodies in Scotland is an important one and plays a significant part in pushing the importance of skills development and qualifications within the sector. No matter at what level a member of the industry joins the framework, it will always be necessary to encourage them to maintain their level of skills if not to improve upon them. In addition, there may be scope for the framework to link with the work taking place with modern apprenticeships in the building trade in Scotland.

Component 8 Potential liability

- 1.39. There is an issue of how complaints can be dealt with fairly and quickly when a job is carried out to an unsatisfactory standard,. Currently in the CLE scheme there are such systems in place. These are either addressed by CLE itself or by the trader's construction body. There is also a requirement within the CLE scheme that members must provide evidence of public liability insurance to a minimum level of £2 million. A national framework in Scotland would need to offer a similar service. There would probably be the possibility of having differential levels of redress within the framework. However, there would need to be a minimum standard level of redress at all levels in the framework. While at the same time offering the homeowner assurance, such a level of redress should be something the framework is confident it could deliver on should the need arise. This is an area of the framework that needs further consideration.

What a trusted trader framework could look like

- 1.40. The following tries to capture what a trusted trader framework accessible to everyone in Scotland could look like. It is for illustrative purposes only. It is a summary of the points raised in the paper.

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- 1.41. The framework in Scotland would be delivered at a national level with universal coverage, and would work in conjunction with local level schemes in those local authorities that wished to do so. Joining the scheme would be voluntary.
- 1.42. The framework would be accessible through a national website. For those members of the public without internet access, they would be able to access it by telephone and post. Local level trusted trader schemes which have a website would act as a portal to facilitate access to the national framework should the person wish to access this. Likewise the national scheme should include links to any local sites in operation. The website and all other forms of accessing the system need to be user friendly and encourage the public to use the framework.
- 1.43. Features of the service should include feedback about workmanship of the trader and the level of customer satisfaction for each job. A website similar to Referenceline used by Dundee City Council could deliver this part of the service. In terms of accreditation criteria, two levels would operate within the one framework. The first level would represent a basic standard of trust, and would be for those members of the construction industry who are unable to meet the higher level, or for whom it is not a requirement of their operation. The public would have the choice to access a trader from level one or level two, depending on the degree of reassurance and redress they desired.
- 1.44. Monitoring and evaluation of the work carried out would be primarily through feedback received from customer feedback forms. This feedback would be posted on the website and would help to give homeowners a good indication of the service and quality of workmanship they should expect to receive from each trader. On a longer term basis, those members of the framework who are members of construction bodies will have audits or inspections of their business carried out, as is common practice at present. For those members of the framework who are not a member of a construction body, the framework itself will need to develop a mechanism to monitor these members.

Q. What are your ideas on the potential role of CLE within a trusted trader framework in Scotland?

Q. What are your ideas on the potential role of local authority schemes within a trusted trader framework in Scotland?

Q. What are your views on CLE and local authorities operating under the one framework in Scotland?

Q. What are your views on more than one level of accreditation existing within the one framework?

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Q. What are your views on how the framework should be monitored and evaluated?

Q. What are your views on how the framework should be delivered e.g. by local or central government, the construction industry, the private or voluntary sectors or some combination?

Q. What functions would you wish to see a framework perform to encourage use by homeowners?

Please provide any further comments, stating your views on how a trusted trader framework should be established and operate in Scotland.

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ANNEX A

RESEARCH

Provisions for a trusted trader scheme

Interviews with local authorities and stakeholders as part of the Housing (Scotland) Act 2006 implementation work for the Scheme of Assistance raised a number of issues around the barriers faced by homeowners in accessing reliable traders to enable them to repair, maintain or adapt their homes. As a result, the Scheme of Assistance project team has been conducting research to establish the current position in Scotland with regards to trusted trader schemes.

Interviews have taken place at a national and local level:

National Level

- Construction Licensing Executive (CLE)
- Local Authority Assured Trader Scheme Network (LAATSN)

Local Level

- Stirling Council, through Trading Standards
- Angus Council, through Trading Standards
- Perth and Kinross Council, through Trading Standards
- Dundee Council, through Trading Standards
- South Lanarkshire Council, through Trading Standards

First steps

We initially looked at national schemes operating in Scotland. This included examining the background to CLE and who supported it. To do this we set up a meeting with CLE. We also met with Scottish Enterprise Glasgow to examine their involvement with CLE, and with the Office of Fair Trading to discuss its LAATSN scheme.

During this period we also met with a number of Trading Standards officers operating in local authorities as noted above.

A short overview of each of the schemes

CLE

CLE was established in 2002 to try to eliminate the 'rogue traders' element from the construction industry. This is an industry led initiative, with 1,500 registered members, around 700 of these being members of SELECT (electrician trade body).

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Five trade associations have joined CLE to date (electrical, plumbing, building, painting and decorating, heating and ventilation).

Traders join CLE by becoming a member of their relevant trade association. When a trader applies to become a member of a trade association they are assessed against the CLE criteria. If they meet the criteria, their details are passed by the trade association to CLE who register the company details on its database. A fee of £25 is paid to CLE by the trade association to register the company. CLE does not approve and register individual traders, it approves and monitors the trade associations. CLE monitors and audits the trade associations on a yearly basis. In turn the trade associations audit their members every three years and can be inspected on a random basis. CLE indemnifies against bad advice through the procedures in place provided by the trade associations.

LAATSN

The aim of LAATSN is to develop current local authority trader schemes and to help bring about greater consistency to such schemes. LAATSN is 'owned' by Local Authority Trading Standards Services, and supported by the Trading Standards Institute, LACORS and the OFT.

The application form sets out minimum standards and best practice guidance. It is available on the OFT's website at:
http://www.of.gov.uk/shared_of/laatsn/laatsnapplicationform.doc

Applicants need to indicate the way in which their local authority scheme meets each standard on the application form. The scheme operator then arranges for a compliance audit to be carried out by an existing member of the network. The completed application and audit form is then subject to ratification by the LAATSN National Standards and Support Committee.

All of the trading standards officers we interviewed have either had their scheme accredited by LAATSN or are in the process of being accredited.

Dundee Trading Standards

The scheme was set up two years ago using the Power to Advance Wellbeing in the Local Government (Scotland) Act with a three pronged approach:

1. To protect citizens and communities from doorstep crime
2. To increase consumer confidence and reduce complaints in targeted sectors
3. To support and promote good local business, and reduce the market for rogue traders in Dundee.

It is the only scheme in Britain to use Referenceline, an online system, which allows customer feedback to be collated and displayed in real time. Potential clients can access the information and read the feedback the traders have received along with a description of the work undertaken and the cost of those works.

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The scheme is a full member of LAATSN, which means the scheme needs to abide by a code of practice and LAATSN minimum standards. Traders can join the scheme by means of a clean slate approach, however all applicants are checked for trading and complaint history before joining. Traders complete a probationary period before being moved on to a main approved traders list which is available to the public when feedback on their work is received from customers. The more positive the feedback they receive, the further up the list on Referenceline they are placed.

The Dundee Trusted Trader scheme has also been nominated for a COSLA Excellence Award, and was a semi-finalist in the Trading Standards Institute Brindley Medal for innovation last year.

Stirling Trading Standards

Stirling Council Trading Standards is in the process of setting up their scheme. The purpose of establishing this scheme is to prevent cold calling at owners' homes. In Stirling they have particular problems with bogus workmen and rogue tradesmen. The scheme is being set up along side the doorstep crime initiative, in conjunction with the 'No Cold Calls' Communities Programme.

This model is based on customer feedback. Traders will go through an accreditation process prior to joining. Traders are removed from the list if Trading Standards receive negative feedback or complaints. The accreditation process will involve an interview panel being established to vet potential members and follow up references before they are able to join the scheme. In addition they are in the process of becoming a member of LAATSN.

Angus Trading Standards

Similar to the Stirling scheme, Angus is in the process of establishing a trusted trader scheme as part of a larger door step crime initiative project to discourage cold callers.

The trusted trader aspect is not yet in operation but it is anticipated that there will be no formal approved accreditation scheme which traders will be required to meet, but there will be a code of conduct and the scheme is a full member of LAATSN. As part of the registration process traders wishing to apply will provide Trading Standards with details of their business and agree to full co-operation with the Trading Standards Service. Trading Standards will then visit each business and carry out an audit before they can join the scheme. Following a successful application, businesses which are considered to be high risk will be audited every 12 -18 months and those identified as low risk every 3 – 5 years.

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Perth and Kinross Trading Standards

This scheme was established in August 2003 in partnership with Trading Standards and the Police with funding from Scottish Executive Community grant as a result of numerous complaints regarding bogus traders and poor quality workmanship.

There are no formal accreditation criteria and the scheme has a clean slate approach. The scheme is a full member of LAATSN. Potential applicants meet with Trading Standards to discuss the implications of joining the scheme and what is expected of them. Trading Standards would very much like to include some kind of feedback system to there scheme which consumers can access but due to cost implications this is not an option at this time.

Next steps

Following the end of the interview process, the next step proposed is to set up a working group to research this area further in order to agree on, and develop an approach aimed at, implementing a voluntary trusted trader scheme accessible by everyone in Scotland.

قانون الإسكان (اسكتلنده) لعام ٢٠٠٦: الإرشادات للسلطات المحلية. مسودة لمقترحات التشاور
لأجل إطار عمل وطني للتجار المؤتمنين

দ্যা হাউজিং (স্কটল্যান্ড) এ্যাক্ট ২০০৬: আঞ্চলিক কর্তৃপক্ষের জন্য নির্দেশিকা সংবিধানের জন্য খসড়া
একটি ন্যাশনাল ট্রাস্টিড ট্রেডার ফ্রেমওয়ার্কের জন্য প্রস্তাবনা

Ustawa o Zakwaterowaniu dla Szkocji z 2006 r.: Wskazówki dla władz lokalnych. Ramowy
Projekt Działalności Godnych Zaufania Przedsiębiorców Krajowych.

ਦ ਹਾਊਸਿੰਗ (ਸਕੋਟਲੈਂਡ) ਐਕਟ 2006: ਸਥਾਨਕ ਸਰਕਾਰਾਂ ਲਈ ਰਹਿਨੁਮਾਈ। ਨੈਸ਼ਨਲ ਟ੍ਰਸਟਡ ਟ੍ਰੇਡਰ
ਫਰੇਮਵਰਕ (ਰਾਸ਼ਟਰੀ ਟ੍ਰਸਟ ਵਾਲੇ ਵਪਾਰਕ ਢਾਂਚੇ) ਦੇ ਸਲਾਹ-ਪਰਾਮਰਸ਼ਾਂ ਦੇ ਪ੍ਰਸਤਾਵ ਲਈ ਇਕ ਡ੍ਰਾਫਟ।

دی ہاؤسنگ (اسکاٹ لینڈ) ایکٹ 2006: لوکل اتھارٹیز کے لیے رہنمائی - مشاورت کے لیے ابتدائی مسودہ
نیشنل ٹرسٹیڈ ٹریڈر فریم ورک (قابل اعتبار تاجروں سے متعلق منصوبے) کے لیے تجاویز

《住宅法（苏格兰）2006》：面向地方政府的指南，咨询草案
关于建立“全苏格兰置信商家框架”的提议

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