

# Trust Local



[www.trust-local.co.uk](http://www.trust-local.co.uk)

Our vision is to eradicate rogue traders by providing local people with a point of reference where they are confident that their required tradesman is verified, professional and trusted within their local community.



Saying **NO** to rogue traders



Verified traders only

*Daniel Sprackman*  
PHOTOGRAPHY

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



Covering Yate, Chipping Sodbury, Winterbourne, Frampton and the surrounding rural South Gloucestershire areas

**£££**  
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.**

We're passionate about stamping out 'Rogue Traders' and want to make it easy for you to find trusted local suppliers. When using any of the featured services in our magazine, you can be safe in the knowledge that they've all been checked for relevant insurance documentation and industry accreditation, whilst also coming with testimonials from verified happy customers.

This should give you the confidence that whoever you contact is qualified to complete the job in hand, backed up with references from local people.

We've recently made it even easier for you to connect with the local community by launching our new website [www.trust-local.co.uk](http://www.trust-local.co.uk) - check it out today to view business profiles and photos of recent work. You can also leave feedback on the services that you've used, while browsing local event listings, money off coupons and competitions.

We want our website to become a real hub of the local community, so get online today!

In this edition, Bevan Every Solicitors provide legal advice (p12) and The Conservatory and Window Company offer tips on finding trusted traders (p38). And don't forget our money saving offers (p50)!

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

Check out our new website: **[www.trust-local.co.uk](http://www.trust-local.co.uk)**



**@TrustLocal**



**facebook.com /TrustLocal**

**£££**  
**MONEY SAVING COUPONS**  
page 50



# 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 keep you protected from 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

## 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.

door sticker advising that doorstep callers are 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

Winstone Green Accountants (page 31)  
.....01454 778 968 / 07834 772 792

## ADULT EDUCATION

Filton College  
.....0117 979 8909

WEA Learning for life  
Mon-Fri 9am-4.30pm .....0117 916 6500  
Rosemary Cave .....07825 861 782

## ADVICE

CAB Kennedy Way, Yate, BS37 4DQ  
.....03444 111 444

Talking Money .....0117 954 3990

Well Aware .....07979 896 064

## AERIALS

MD Aerials (page 45)  
.....01454 418 341 / 07817 304 236

The Aerial Man (page 45).....01454 660 046

## BATHROOMS

Paul Whittaker Bathrooms (page 35)  
.....07879666221

## BEAUTY

BYAS Wellstar (page 15).....07850682723

## BLOOD DONORS

National Call Centre.....0300 123 2323

## BOUNCY CASTLES

Belles Castles (page 23)  
.....01454 854475 / 07445 287 635

## BUILDERS

Beaufort Property Maintenance (page 41)  
.....01454 777 887 / 07980 301 905

Edison Ford (page 37)  
.....01454 316 718, 21 Station Road

Next Generation Property Solutions (page 37)  
.....01454 321 806

Sevenside Renovations (page 36)  
.....0117 370 8268 / 07908249040

Woodlands Builders (page 36) ....07809123580

## BUSINESS TRAINING & ADVICE

Business West (page 27)  
.....01275 373 373

Cool Ventures (page 28)  
.....01225 580 850

## CAR SERVICES

Chipping Sodbury Motor Company (page 11 & 20)  
.....01454 837328/ 01454 837393

GR Auto Services Ltd (page 42)  
Yate.....01454 320196

Woodland & Bayliss (page 35)

Car & Commercial Body Repairs  
.....01454 329 174



## CARPET CLEANING

**Carpet Cleaning 4 You (page 43)**  
.....01454 417084 / 07545 458 299

## CHARITIES

**Brain Tumour Support (page 15)**  
Thornbury .....01454 414355

**Bullfish Charity Fayres (page 13)**  
.....www.bullfishcharityfayres.co.uk

**Green Community Travel Ltd (page 13)**  
.....01454 228 706

**Guide Dogs - Yate Branch (page 16)**  
..... 07771 561 766

## CLEANING SERVICES

**Must Dust (page 43)** .....01454 809 070

**Tidy Living Cleaning (Page 42)**  
.....07969736998 / 07950457415

## CLINICS

**Yate West Gate Centre**  
.....01454 315355

## COUNCILS - TOWN/PARISH

**YateTown, Poole Court**  
.....01454 866 506

**Dodington Parish** .....01454 866 546

**Sodbury Town** .....01454 864 666

**Winterbourne Parish** .....01454 776 922

**Frampton Cotterell Parish** .....01454 864 442

## COUNCILS - UNITARY

**One Stop Shop Yate and Chipping Sodbury**  
Kennedy Way, Yate  
.....01454 868 686

## CURTAINS & SOFT FURNISHINGS

**At Home Curtains & Blinds (page 39)**  
Charfield .....01453 521 751 / 07799 822 691

## DENTISTS

**Yate Centre Dental Surgery**  
2a North Walk, Yate .....01454 312 600

**Apple Dental Practice**

43a Abbotswood, Yate .....01454 312 981

**Phoenix Dental**

8 Hounds Rd, Chipping Sodbury .....01454 313 913

**Yate Centre Dental Surgery**

86 Firgrove Crescent, Yate .....01454 313189

## DIETS & WEIGHT MANAGEMENT

### CAMBRIDGE WEIGHT PLAN

**Anna Milward**

**Call 01454 430 786 / 07841875218**

**Page 15 / 50**

## DOCTORS

**Abbotswood Surgery 42 Abbotswood**  
Yate, Appt .....01454 313577

**Courtside Surgery**  
Kennedy Way, Yate .....01454 313874

**Kennedy Way Surgery** .....01454 313849

**Wellington Road FamilyPractice**  
Wellington Rd, Yate .....01454 323366

**West Walk Surgery**  
West Gate Ctr, Yate .....01454 272200

## DOG WARDEN

**South Gloucestershire Council**  
.....01454 868 000

Email: streetcare@southglos.gov.uk

## ELECTRICAL APPLIANCES

**D-CR Domestic Appliances (page 44)**  
Thornbury .....01454 850 522 / 07917 441 539

## ELECTRICIANS

**Aquasafe (page 42)**  
.....0117 956 6694 / 07889 407888

**db Electrical Services (page 42)**  
.....01454 615009

## ESTATE AGENTS

**Edison Ford (page 14)**  
21 Station Road .....01454 316 718

## FAYRES

**Bullfish Craft and Therapy Fayres (page 13)**  
.....www.bullfishcharityfayres.co.uk

## FINANCIAL / ADVISOR

- PBF Wealth Management (page 10)  
.....01454 618700  
Certus Financial Planning (page 19)  
.....01225 469 184 / 07918 639 009  
Edison Ford Property Finance (page 21)  
21 Station Road .....01454 322 299

## FITNESS

- Zumba Fitness (page 24)  
.....www.zumbathornbury.com

## FLOORING

- Kahuna Flooring (page 42)  
.....01454 327778 / 07917667777

## FOOT HEALTH

- H J Health and Sports Therapies (page 13)  
.....07846452000

## FUNERALS

- L W Clutterbuck Ltd (page 23).....01454 660 088

## GARDEN SERVICES

- S.P.P. Garden Services (page 45)  
Thornbury .....07812 715 399 / 01454 854 475

## MARTYN'S FENCING

### Quality Fencing Supplied & Fitted

Est. 1999. Suppliers of Fencing Products,  
Aggregates, Topsoil and more!

**01454 261393 / 07773 722896 Page 45**

## GRAPHIC DESIGN

- Trust Local Design (page 29).....01454 430 786  
Bana Design .....07841 875 218

## GROUND WORKS

## AJM GROUNDWORKS

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

**Call 07809 642 195 / 01454 854 095**

**See page 46**

- JW Groundwork and Paving (page 44)  
.....01454 269 272 / 07746 731 041

## GUTTER CLEARANCE & CLEANING

- Pristine and Clean (page 47)  
.....01454 854 839 / 07875 691 646

## HEALTH AND SOCIAL CARE

- CareFlo (page 25).....01454 809070

## HEALTH INSURANCE

- WPA: Health insurance plans (page 20)  
.....01454 800018

## HOSPITALS

- Southmead  
Southmead Rd .....0117 950 5050  
Yate West Gate MIU  
.....01454 315 355

## HOTELS

- Alveston House Hotel (page 23)  
Alveston .....01454 415 050

## HUMAN RESOURCES

- Nicola Mayhew (page 27)  
.....07538212208

## INSURANCE

- Edison Ford (page 25)  
Personal, Landlord & Commercial  
.....01454 322 266

## LEAFLET SERVICES

- Road Runner Deliveries (page 29)  
.....07875 691 646  
Design, Print, Deliver (page 31)  
.....01454 854 839

## LIBRARIES

- Chipping Sodbury High Street ..01454 868 006  
Mobile Library for rural areas.....01454 868 006

## LOCAL VENUES

- Turnberries (page 19)  
Thornbury .....01454 868 485



**MARKETING**

Cre8ion (page 33)  
.....0117 977 5535  
Winbox (page 32) .....01173 790 044

**MEMBERS OF PARLIAMENT**

Thornbury & Yate Luke Hall MP Tudor House,  
Hatters Lane, Chipping Sodbury  
.....luke@lukehall.org.uk

**MOTOR COMPANY**

Chipping Sodbury Motor Company (page 11  
& 20)  
.....01454 837393 / 01454 837328

**PAINTING AND DECORATING**

Beaufort Property Maintenance (page 41)  
.....01454 777 887 / 07980 301 905

**PARTY VENUES**

Alveston House Hotel (page 23)  
Alveston .....01454 415 050  
Turnberries (page 19)  
.....01454 868 485

**PET CARE**

Paw Stretchers (page 14) .....07970383351

**PHOTOGRAPHERS**

Daniel Sprackman (page 19)  
.....07795 397 825

**POLICE**

Non-emergencies .....101

**PLUMBING AND HEATING**

JBMS (page 44) ...01454 620 876 / 01173620876  
Unique Plumbing and Heating (page 44)  
.....07920 837 540 / 01454 625 902

**PRINTERS**

Gemini West (page 29)  
.....0117 965 5252  
Image Business Machines (page 29)  
.....01454 228444

**PROPERTY MAINTENANCE**

Beaufort Property Maintenance (page 41)  
.....01454 777 887 / 07980 301 905  
Edison Ford (page 37)  
.....01454 316 718  
Next Generation Property Solutions(page 37)  
.....01454 321 806  
Sevenside Renovations (page 36)  
.....0117 370 8268  
Woodlands Builders (page 36)  
.....07809123580

**NEIGHBOURHOOD WATCH**

Local Beat Officer .....101

**RECORD/VINYL COLLECTOR**

page 15 .....01454 415048 / 07969 213 445

**RECRUITMENT**

Munro Global Recruitment (page 21)  
.....07429 572 725

**RECYCLING AND REFUSE**

Sort It! Centres, Collett Way .....01454 868 000  
Streetcare Contact Centre, S Glos CC  
Kerbside Collections, Recycling Banks  
Home Composting etc .....01454 868 000

**REGISTER OFFICES**

Births and deaths .....01454 863 140  
Marriages Poole Court Drive, Yate  
Mon-Fri 9-1 & 2-4 .....01454 863 140

**RESTAURANTS**

Alveston House Hotel (page 23)  
Alveston .....01454 415 050  
La Piazza (page 18 & 50)  
High Street, Thornbury .....01454 414 500

**SEARCH ENGINE OPTIMISATION**

Superb Digital (page 32)  
.....07739 914 756

**SCHOOLS AND COLLEGES**

Abbotswood Primary  
Kelston Close, Yate .....01454 867 777

**Alexander Hosea Primary**  
Honeybourne Way, Wickwar.....01454 294 239

**Brimsham Green Secondary**  
Broad Lane, Yate.....01454 868 888

**Broadway Infant**  
Broadway, The Ridge Yate.....01454 867 130

**Chipping Sodbury Comprehensive**  
Bowling Road.....01454 862 900

**Culverhill Special**  
Kelston Close, Yate.....01454 866 930

**Horton CE VA Primary**  
Horton Hill.....01454 318 834

**North Road Primary**  
North Rd.....01454 867 788

**Old Sodbury CE VC Primary**  
Church Lane, Old Sodbury.....01454 313 682

**Raysfield Infant**  
Finch Rd, Chipping Sodbury.....01454 867 140

**Raysfield Junior**  
Finch Road.....01454 866 795

**Ridge Junior**  
Melrose Avenue, Yate.....01454 867 125

**SGS Filton South Glos & Stroud College**  
Greenhill, Alveston.....0117 931 21 21

**St. John's Mead CEVC**  
Hounds Rd, Chipping Sodbury.....01454 866 501

**St Mary's CE Primary**  
Church Rd, Yate.....01454 867 155

**St Paul's Catholic Primary**  
Sundridge Park, Yate.....01454 866 790

**Tyndale Primary**  
Tyndale Avenue Yate.....01454 867 180

**Wellesley Primary**  
Edgworth, Yate.....01454 866 740

**Woodlands Primary**  
Sundridge Park Yate.....01454 866 535

**Yate International Academy**  
Sundridge Park Yate.....01454 333 560

**Federation Sixth Form, YIA**  
Sundridge Park, Yate.....01454 333 560

Info Service.....01454 868 008

## SOCIAL SERVICES

**Mental Health Team**.....01454 868 007  
**Emergency Line**.....01454 866 114

## SOLICITORS

**Bevan Evey** (page 12).....0333 320 8600

## STAIRLIFTS

**Thornbury Stairlifts** (page 46)  
..... 07833 318722 / 01454 413748

## TRANSPORT

**National Rail Enquiries**.....0845 748 4950  
**South Gloucestershire Council**.....01454 868 004  
**Traveline:** .....0871 200 2233

## TRAVEL

**Green Community Travel Ltd** (page 13)  
.....01454 228706

## UNIVERSITIES

**University of Bristol**.....0117 928 9000  
**UWE Bristol**.....0117 965 6261

## VAN LEASE

**Vanarama** (Pg 26) .0117 9690970 / 07855 764 997

## WINDOWS

### **PRISTINE AND CLEAN Window Cleaning**

**Call 01454 854 839 / 07875 691 646**  
**www.pristineandclean.com**  
**See page 47 & 50**

**The Conservatory & Window Company**  
(page 38).....01454 418229  
**Crystal Clear Bristol** (page 34)  
.....01454 837 466

## SHOWER REPAIR / REPLACEMENT

**Aquasafe** (page 42).....0117 9566694

## SOCIAL & COMMUNITY SERVICES

**Children & Young People**



# Helplines and Support

## ELECTRICITY

Central Networks.....0800 328 1111

## GAS

Emergency Service.....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](mailto:info@breastcancercare.org.uk)

## Bullying UK

[www.bullying.co.uk](http://www.bullying.co.uk). Email: [help@bullying.co.uk](mailto: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

NHS Direct.....0845 4647

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

## 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

Yate Food Bank.....Helen 07512 523343

Victim Support Line.....0845 3030 900

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



# PBF WEALTH MANAGEMENT



## A wealth of expertise on your doorstep

We provide an experienced wealth management service and offer specialist advice in a wide range of areas including:

- Investment planning
- Retirement planning
- Inheritance Tax planning

For further details contact Pedro Bonillo-Farias on:

**Tel: 01454 618700**

Email: [pedro.bonillo-farias@sjpp.co.uk](mailto:pedro.bonillo-farias@sjpp.co.uk) Website: [www.pbfwm.co.uk](http://www.pbfwm.co.uk)



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**01454 837328** to find out more.

**ChippingSodbury**  
MOTOR COMPANY



Hatters Lane, Chipping Sodbury, Bristol BS37 6AA  
Tel: 01454 837328 [www.csmc.co.uk](http://www.csmc.co.uk)

# LOOKING FOR LEGAL ADVICE?

CONTACT US TODAY

0333 320 8600

standard rate charges

Or visit our website

[www.bevanevemy.co.uk](http://www.bevanevemy.co.uk)

Your LOCAL YATE AND CHIPPING SODBURY Solicitors offer you friendly professional expert advice

**Family Law**

**Divorce & Separation**

**Employment Law**

**Litigation & Dispute Resolution**

**FREE 30 Minute Initial Meeting**

(offer restricted to Yate office or Henleaze)



## Bevan Evemy Solicitors

Regulated by the Solicitors Regulation Authority ID Number 607770

Solicitors Regulation Authority



### Anne Evemy

Bevan Evemy

Solicitors was established by Lynn Bevan and Anne Evemy and is a progressive firm which provides prompt and responsive advice whether this is about family law, divorce, civil litigation or employment law.

If you're looking for a friendly but effective firm to provide advice with your legal case, Bevan Evemy are here to help.

We are fully qualified and use our knowledge to help resolve your dispute or case as efficiently and as cost-effectively as possible.

We offer a free 30 minute appointment, face to face meeting either at Yate or Henleaze to

get to know you and discuss your legal problems. If it is more convenient we can have the meeting via Skype or by telephone. Alternatively we hold a free legal advice clinic at the Yate Library on the first Saturday of each month.

Meetings can take place in an office as convenient to you as possible, particularly if you are local to Yate, Chipping Sodbury, Thornbury, Winterbourne, Emersons Green, Bradley Stoke, Filton or Henleaze.

Bevan Evemy are pleased to offer a range of Fixed Fees for divorce and family packages to help you budget for the costs of resolving your marriage or other family difficulties.



### Lynn Bevan



# Bullfish Craft & Therapy Fayres

The Town Hall at Chipping Sodbury

Dates for the Diary  
21/11/15  
12/3/16  
21/5/16  
20/11/16  
from 10.30-3.30  
ENTRANCE FREE



For up to date information go to [www.bullfishcharityfayres.co.uk](http://www.bullfishcharityfayres.co.uk)



## Green Community Travel Ltd

Green Community Travel provides safe, affordable and accessible travel for individuals and groups who are unable to use public transport and would otherwise have no other way of getting around.

- Safe and Affordable Transport
- Helpful and Friendly Drivers
- Enabling Independence
- Join Green Community Travel



The Yard, 390 North Road, Yate, Bristol BS37 7LW  
T: 01454 228706  
E: [admin@greencommunitytravel.co.uk](mailto:admin@greencommunitytravel.co.uk)

## Hayley Jackson Health and Sports Therapies

HJ Health and Sports Therapies is a small, personal and well established clinic based in Brimsham Park Yate which provides a full range of Foot Health Treatments including:

- Nail cutting service
- Nail problems
- Corns & Callus
- Cracked heels
- Skin problems
- Diabetic foot care

Where transport or mobility is a problem, home visits are available at no extra cost.

Hayley Jackson  
MCFHP, MAFHP, BTEC DIP  
Tel 01454 314460 / 07846452000  
[www.hjtherapies.co.uk](http://www.hjtherapies.co.uk)  
E: [hayley@hjtherapies.co.uk](mailto:hayley@hjtherapies.co.uk)



**£10 Off 1st Treatment**



Pawstretchers is a charming, dependable dog care service located near Thornbury. We are here that people who want to have dogs can not only have them, but enjoy them to their fullest.

- ◆ Does your dog's energy level leave you exhausted?
- ◆ Do you work long hours and worry that your dog doesn't get enough exercise or attention?
- ◆ Is your dog anxious when left alone?
- ◆ Do you feel guilty going shopping and leaving your dog alone at home?

Cuttsh Heath Road, Thornbury, G112 8QH

Caroline 07970383351

Kathleen 07765402548

[www.pawstretchers.co.uk](http://www.pawstretchers.co.uk)

[pawstretchersdaycare@gmail.com](mailto:pawstretchersdaycare@gmail.com)



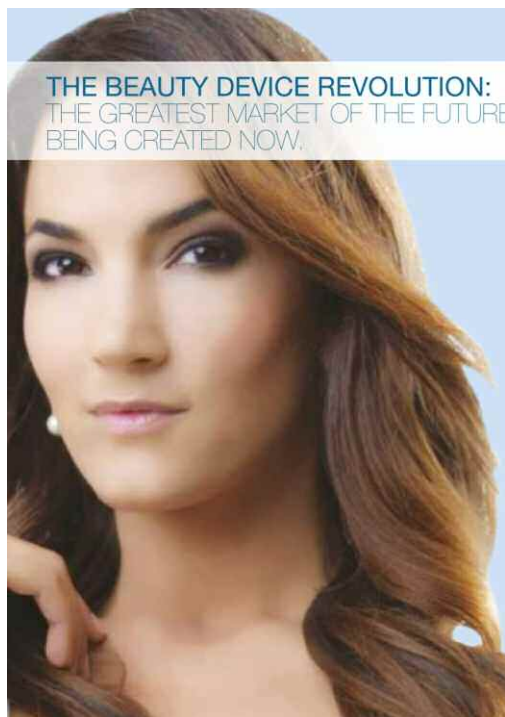
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Are you interested in  
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GUIDE  
DOGS



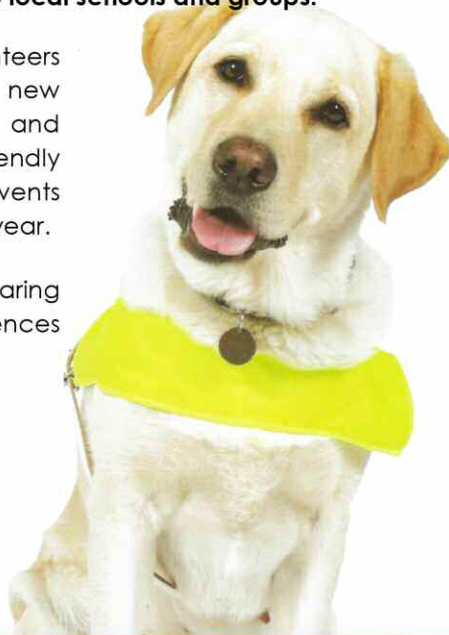
**The Yate & District Group are a very proactive and passionate team of volunteers who fundraise for Guide Dogs in the South Gloucestershire area. We meet regularly in Chipping Sodbury and we enjoy organising local fundraising and awareness events by attending supermarket collections, shows and giving talks to local schools and groups.**

A warm welcome awaits new volunteers and our doors are always open to new fundraising opportunities, ideas and suggestions. We are also a very friendly group and hold numerous social events and blindfold skittles matches each year.

If you would like to help us by sharing your skills, knowledge and experiences please contact us.

**Monica Cave - Yate Branch**  
**Mobile: 07771561766 or**  
**[monica.cave@outlook.com](mailto:monica.cave@outlook.com)**

Guide Dogs is a working name of The Guide Dogs for the Blind Association. Registered Office: Hillfields, Burghfield Common, Reading, Berkshire, RG7 3YG. A company limited by guarantee registered in England and Wales (291644) and a charity registered in England and Wales (209617) and Scotland (SC038979)







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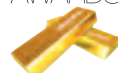
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1. Barry Johnson is an Appointed Representative of WPA. WPA is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. 11/14740

# Interesting facts about the NHS

July 5th, 1948 - The NHS was born, providing a safety net for all with free-at-the-point-delivery medical care.

1952 - A charge of 1 shilling (5p) introduced for prescriptions and £1 for dental (an indication that the budgets were being stretched)

1953 - DNA structure revealed

1954 - Smoking and cancer link established

1954 - Daily hospital visits for children introduced, previously they were only allowed an hour on Saturday and Sundays.

1958 - Polio and Diphtheria vaccination programmes were launched

30th October, 1960 - First UK kidney transplant

1961 - Contraceptive pill made widely available

1962 - First full hip replacement

3rd May, 1968 - Britain's first heart transplant

1972 - CT scans revolutionised body examination

1979 - First bone marrow transplant

1980 - MRI scans introduced

1980 - Keyhole surgery used to remove a gall bladder

23rd Jan, 1984 - Youngest liver transplant carried out on a two-year-old

1987 - The first heart and liver transplant

From the original concept of providing a safety net, you can see how demands on the NHS have become stretched over the years.

1901 - The birth of the WPA, which was a child of the trade unions in Bristol to provide a cash fund to pay for medical treatment for their members.

Contrary to popular belief, WPA does not replace the NHS but works along side it, providing people with the option to choose the time and place for their treatment, thus relieving pressure on the NHS waiting lists.



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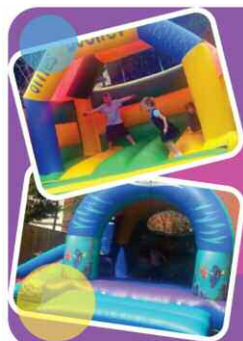
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 Mon 7pm Severn Beach Village Hall, Severn Beach  
 Tues 6pm Armstrong Hall, Thornbury  
 Weds 9.30am Cossham Hall, Thornbury  
 Weds 7pm Severn Beach Village Hall, Severn Beach

**ZUMBA toning** ~~WAS £5 per class~~ **NOW £2.50 per class** **6 classes £15**

Tues 7pm Armstrong Hall, Thornbury



**Yoga-Lattes**

~~WAS £5 per class~~ **NOW £2.50 per class** **6 classes £15**

Tues 8pm Armstrong Hall, Thornbury  
 Weds 11.30am Cossham Hall, Thornbury (Suitable for Pre & Post, bring your babies!)  
 Weds 8pm Severn Beach Village Hall, Severn Beach  
 Sat 11.05am St Michaels Primary CVE School, Stoke Gifford

**INSANITY** ~~WAS £5 per class~~ **NOW £2.50 per class** **6 classes £15**

Weds 10.30am Cossham Hall Thornbury  
 Weds 6pm Severn Beach Village Hall, Severn Beach  
 Sat 10.30am St Michales Primary CVE School, Stoke Gifford (30 min express £3, 6 classes for £9 in the sale)



**Yoga-Lattes**

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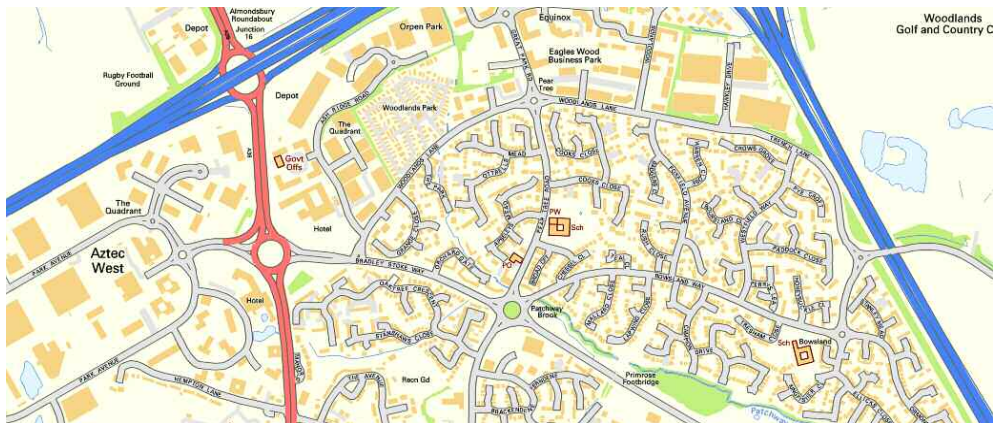
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# Introducing Trust Local Referrals



**We are excited to announce that our new venture “Trust Local Referrals” is going from strength to strength. It is proving to be a useful tool for generating contacts between local businesses.**

Our monthly face-to-face gatherings of Trust Local advertisers and readers have been running for a year now, and have been a huge success so far.

And they're about to get better. We're really excited to announce that we have joined forces with Referral Institute (a group of coaches and consultants who specialise in business networking) to create an improved design and structure for the meetings.

With a bigger focus on referrals, our informal, informative and friendly meet-ups will help forge good relationships, generate work and find trusted suppliers much more effectively.

## **Why is Trust Local Referrals different from other networking groups?**

Networking events come in all different shapes and sizes, some structured, others confusing. A lot carry membership fees, and can be an extra

investment for any small business.

We are proud to offer our Referral Exchange meetings for FREE to our advertisers. They are local, flexible and encouraging. Simply attend a meeting as and when you can.....we are here to help!

## **What can I expect from a Trust Local Referrals Meeting?**

Each meeting runs for 90 minutes in total; 45 minutes of a more structured session where we discuss referrals, followed by a more informal element with opportunities to meet with other attendees. You will walk away from each meeting with a simple yet effective follow up system which saves time and helps everyone generate quality referrals.

Some people may be new to networking so we don't expect everyone to stand up and deliver presentations to a room full of strangers! The only preparation you have to do is to have a quick think before you arrive about what specific help you are looking for from the network.

The real beauty of the Trust Local Referrals is that you only follow up with people who identify that they can, and are prepared to, help, so there is no time wasted or awkwardness when you do chase the lead.

The Referral meeting is another great way of getting your business known in the community, and to meet people who can help your success.

## **Want to know more?**

We encourage any local business to drop into one of our meetings and see for themselves if our form of networking suits them.

Call Richard on 01454 881882 or 07577 775 111 or email [richard@trust-local.co.uk](mailto:richard@trust-local.co.uk) for more information on our next meeting



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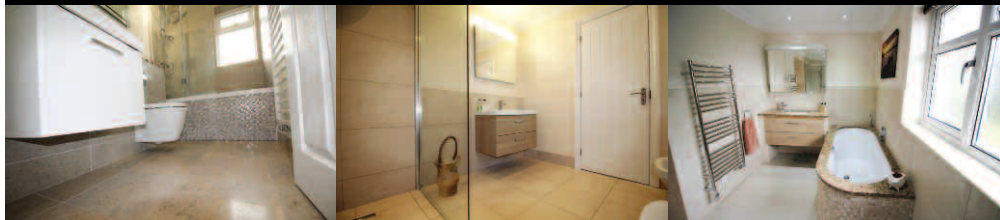
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## Don't fall victim to Rogue Traders

### 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. **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'.**



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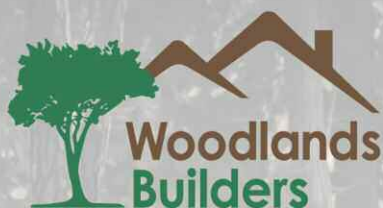
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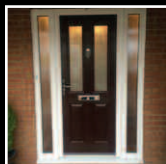
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If you are looking for help with your replacement windows, doors and conservatories you will be well aware that it can be a rather daunting task. With what seems like so many companies offering the same products at different prices we at The Conservatory & Window Company would like to take the time to help you get a job to be proud of at a fair price.

Firstly, trust your friends and relatives with referrals and Trust Local. If there is a prominent business in your area they will rely on word of mouth recommendations developed from continued good customer care - it will soon get round if a low standard of work is being completed.

Watch out for the hard sell. Companies in our field can have a rather bad reputation and rightly so. There are methods they will undertake to both confirm the deal on the spot and attempt charging huge prices. The company will send a highly trained commission salesperson to your home to offer a free estimate.

This will likely go on for 2-3 hours where they will try to convince you their window is the greatest available. This will then justify their high prices.

BUT – They will give a huge discount because

- They would like to put up an advertising board
- They have a 1 day only special offer
- They have spoken to the boss who would really love your custom etc.etc.

This is a very uncomfortable buying process and unfortunately many customers will sign up purely to get rid of the salesman. Do not cave into pressure sales.

We believe the buying process should be an enjoyable experience and a “free estimate” is a free estimate.

Windows do vary in quality and it is important to be helped with understanding what is best for you.

Also please know that many window companies are legitimate and can offer the wonderful service you expect. These few hints highlight the minority, but along with the help of Trust Local magazine will ensure you get the job you deserve.

**01454 418229**

**[www.conservatoryandwco.co.uk](http://www.conservatoryandwco.co.uk)**



# Does your fuse box need replacing?

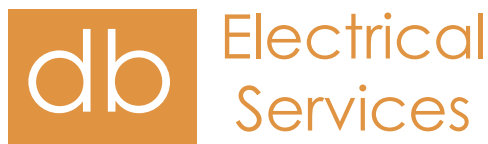


If your fuse box is from the 1980s or earlier, it probably doesn't have an RCD and is therefore not affording you the necessary protection against electric shock. If this is the case you should consider upgrading your fuse box.

When a new consumer unit is installed, all sub circuits must be thoroughly tested and a Domestic Installation Certificate issued. The certificate adds value to your property and should be kept in a safe place.

If you are concerned about the safety of your fuse box or would like further information please contact **Dave Betts Electrical Services**. Telephone: 07718 395 320 / 01454 615009.

Modern Consumer Units provide the best protection against the dangers of both electric shock and overload (when cables carry too much electricity and overheat). They have residual current devices (RCDs) which protect against electric shock and miniature circuit breakers (MCBs) which protect against overload.



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# Help to stop the scourge of nuisance phone calls



## **South Gloucestershire Council Trading Standards are launching a pilot project whereby new technology is to be used to limit the amount of nuisance telephone calls received by older and vulnerable members of our community.**

The telephone can be a lifeline for many, but it can also cause problems. Older and more vulnerable people spend more time at home so receive many more calls than the average household. For some, these calls are a mere nuisance, but for others they can have a greater impact. Many do not have the resilience to stand up to high pressure sales tactics, be in a position to identify a scam or be aware of the issues surrounding identity theft. Many scams are perpetrated over the telephone, with victims being conned into sending money they can ill-afford to lose. There is also the non-financial impact to consider, with

some people becoming anxious when the phone rings or even refusing to answer it at all.

The Trading Standards pilot project involves the use of call blocking units and we are looking for recipients who may benefit from the technology and who are willing to participate in this trial. The call blocking units will be loaned out for free and officers from Trading Standards will install them. There is no cost to the end user, but we do ask that they are willing to allow Trading Standards to monitor the blocked calls for research and data collection (call data only, no personal data will be stored).

If you know someone who may be the victim of a scam (whether telephone, doorstep or mailing scam) or has a condition that could affect their ability to manage these calls effectively, such as Dementia or mobility issues, please feel free to nominate them. They could be a family member, a friend or someone you care for.

**Please contact Trading Standards on 01454 864570 or email [trading.standards@southglos.gov.uk](mailto:trading.standards@southglos.gov.uk)**

for a nomination form or for further information about the project.

Please note, due to the small size of this pilot project and the assessment criteria that needs to be met, not every nomination will receive a blocker. Trading Standards reserves the right to refuse a nomination on the grounds that the nominee does not meet the specified criteria, a call blocker is not compatible with the telephone system in situ or we have received the maximum number of successful nominations for this trial.





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Beaufort Property Maintenance are passionate about customer service and fully support Trust Local in their bid to stamp out 'Rogue Traders'.

## Top tips:

- It's always good to employ a company that has been recommended to you. This type of referral is great because you have a direct link to the company, it's standard of workmanship and it's ethics.
- Always obtain at least two written quotations. Don't ask someone to quote over the telephone; you will not get the best value for your money. Ask who will be doing the job and what qualifications that tradesperson holds.
- Always agree the price, payment arrangements and start/finish dates in writing before any work commences.

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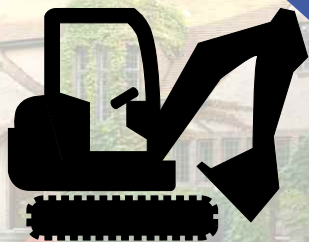
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- Look at examples of previous work
- Ask for references from past customers
- Get at least two quotes before agreeing to anything



**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.





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