



CIVICA

Trader Register

Providing citizens with online access to information on registered traders

Local Authorities are looking at ways to promote commitment to fair and honest trade and good customer service for many trades such as home improvements, garden services or car repairs.

As a supplier to 35 of the 36 County Trading Standards authorities and 75% of all UK Trading Standards sites, Civica is now offering a Trader Register solution. The online web pages enable members of the Public to search for reliable traders in their area and to make informed decisions about traders who work upon their home or garden. The goal is to ultimately help eliminate complaints resulting from bad workmanship from rogue traders.

With all inspection and enforcement processes for traders already being administered through the back office Civica (APP) system a full end to end solution is provided. The online web pages are provided through Civica's Public & Partner Services framework, which provides a wide number of online services to share information with the Public and receive online requests and complaints.

Traders can sign up to the register through online web forms and show their commitment to good workmanship. Members of the public can then search for traders using online web forms and see the results on the map, together with associated documents. If a ratings scheme is in place, star ratings can also be published to the web pages.

Key features

- An end to end solution to publish data from the back office system with seamless integration to the website
- Star ratings can be added to make the information easy to understand. The ratings scheme can be configured to suit the local authority
- The solution has the option to provide feedback via an online submission page
- Traders can register online
- Results can be displayed on a map
- Web page links can be configured to external organisations such as Consumer Direct, Home Improvement Agency and other accreditation bodies
- The web pages can be customised to fit into the Council's website brand, including configuration of banner, text and logos
- Civica's specialist consultancy service provides technical installation and configuration support
- The web pages can be implemented on the Council's web server for full control of the solution and data updates, or a hosted option is available

About Public & Partner Services

At the heart of the Public & Partner Services solutions is the secure sharing of selected information with communities, partners and contractors.

Other Public & Partner Services solutions include;

- Scores on the Doors food hygiene register enabling members of the Public and press to search and view the results of food hygiene inspections
- e-Licensing register to enable the display and searching of information relating to licensed premises
- Online Community Services to receive requests for service and incident reports from members of the Public
- Contractor Manager enabling task scheduling, data sharing and on-line updating of tasks assigned to other departments and/or contractor

About Civica

Civica is a market leader in software and services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, social housing, legal, enforcement and education. Blending consulting, software and managed services, the group supplies more than 1,800 customers in the UK, Australia, Asia Pacific and the USA, including 90% of the UK's local authorities, more than 200 social housing organisations and 50 of the UK's 53 police forces.

For the latest solutions information visit:
www.civica.co.uk

Product demonstrations are available from the Civica website:

<http://cppaccess.civica.co.uk/civicawebdemonstrations/>

For further information or to book a meeting/demonstration, telephone 01225 485006 or email cppsales@civica.co.uk

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