

Buy With Confidence



Bracknell
Forest
Council



www.buywithconfidence.gov.uk



INTRODUCING THE SCHEME

The *Buy With Confidence* scheme is an initiative by Bracknell Forest Council to help businesses comply with the law while improving consumer protection through a partnership approach. It is open to any business within the area of Bracknell Forest.

Buy With Confidence is a national scheme run by individual local councils. It hopes to provide a list of approved traders for individuals to feel confident in using as all the businesses on the scheme have been vetted and approved by Trading Standards to ensure that they operate in a legal, honest and fair way.

The scheme will be run by the Bracknell Forest Council Trading Standards. The scheme has the full support of the Council.

BENEFITS FOR THE BUSINESS

- Independent recognition of your business standards
- Beneficial publicity
- Use of the *Buy With Confidence* logo on premises, vehicles, documentation, products, and advertising
- Pre-entry vetting to ensure the credibility of the scheme and that high standards are maintained
- Your company's name on a list of recommended businesses that the Council will publish for consumers
- Promotion of the list and website to other local agencies such as Consumer Support Network members
- Increased consumer confidence and reduced complaints
- A better relationship with regulators based on assistance and advice rather than enforcement
- A named contact for your business within the Trading Standards Service
- A mediation service in the event of a consumer dispute which cannot be resolved between the parties concerned

LIMITATIONS OF THE SCHEME

Trading Standards do not vouch for the financial stability of any company nor for their health and safety procedures. All information provided is to assist consumers in exercising their own best judgement. All information is provided in good faith but no guarantee is given or implied as to the accuracy of the information provided.

COSTS

Application fees (non-refundable) apply and payment should be sent at the time of application. This is to cover the administration and printing costs of the scheme.

These vary depending on the number of employees a business has. Please note the fee is per premises.

Pricing for new members:

An application fee will be charged

1-5 Employees: **£125** plus VAT

6-20 Employees: **£167** plus VAT

21+ Employees: **£208** plus VAT

This fee will need to be paid before the authority can assess the business's suitability for Buy With Confidence membership.

Once the business has successfully completed the application process there will be an annual fee:

1-5 Employees: **£250** plus VAT

6-20 Employees: **£375** plus VAT

21+ Employees: **£500** plus VAT

The fees can either be paid via cheque made payable to Bracknell Forest Council and sent to:

FAO Trading Standards

Regulatory Services

Times Square

Market Street

Bracknell

RG12 1JD

Alternatively you can pay online on the council's website www.bracknellforest.gov.uk under the 'Pay it' tab.

Applicants who work in other people's homes will also have to obtain and pay for a basic DBS (used to be CRB). These will cost approximately £25.00 per check. For further information on how to apply and the time taken to process the disclosure please visit: www.disclosurescotland.co.uk or call 0870 609 6006

HOW DOES A BUSINESS APPLY?

You can apply on the main buy with confidence website: www.buywithconfidence.gov.uk. The website contains the Terms and Conditions for scheme membership; please read these prior to approval. If you do not have access to a computer please contact me and I can send out paper copies of the application form and terms and conditions.

It is advisable to apply for any necessary Criminal Records Bureau (CRB) Disclosures at application form stage in order for your approval to be processed as quickly as possible. Please note: The original proof of disclosure must be sent to us before approval can be made.

ADVERTISING 2015-2016

Outlined below are the scheme's promotional activities for the last year.

- Advertising taken out in the regional specific publications including the Wokingham & Bracknell Lifestyle magazine, The Sandhurst Directory, The Word and Foremost magazines amongst others.
- A downloadable approved trader list, naming your business, on the Council's website
- BFBC Customer Services, Trading Standards, and *Consumer Direct* recommending your business to residents
- Trading Standards attend residents' events, such as *Age UK*, to promote the scheme
- Your business listed on the main *Buy With Confidence* website

CONTACT US

For further information about the scheme contact Trading Standards on 01344 352000 or email: trading_standards@bracknell-forest.gov.uk subject title: 'Buy With Confidence'.

DATA PROTECTION ACT 1998

By applying you agree that details held about your company by other agencies can be released to Bracknell Forest Council Trading Standards Service in pursuance of this application.

PLEASE NOTE:

* By submitting an application form, you have agreed that this service may make the enquiries listed below without breaching your rights under the Data Protection Act. As part of our approval process, checks will be made on applicant's history in relation to any of the following:

- County Court Judgements
- Criminal Convictions (where appropriate)
- Appropriate Licences (eg: Consumer Credit)
- Companies House (if you are a Limited Company or Plc)
- London Gazette Search
- Disqualified Directors Search
- Membership of any claimed trade associations or professional bodies
- Trading Standard Service's own database of enquiries
- Contacting 5 previous customers for references