

Buckinghamshire County Council

SUPPORT WITH CONFIDENCE

ADULTS & FAMILY WELLBEING and
TRADING STANDARDS



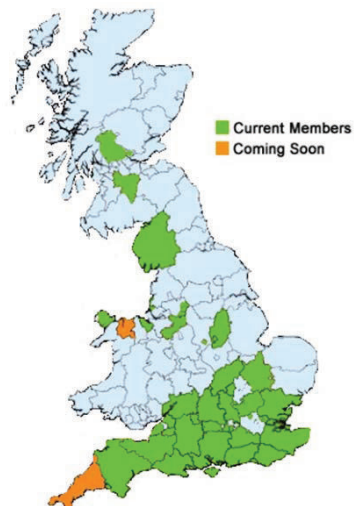
Support with
Confidence



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HISTORY - BUY WITH CONFIDENCE

- Businesses vetted and approved by Trading Standards to ensure they operate in a fair, legal and honest way
- Launched by Hampshire Trading Standards 1999
- Over 45 Authorities
- With more joining all the time
- 5000 Member businesses
- Buckinghamshire joined 2008



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Member Businesses

- Electricians
- Plumbing & Heating Engineers
- Roofers
- Locksmiths
- Builders / Property Maintenance / Decorators
- Glazing repairs / Windows
- Satellite / aerial installers / Alarm systems
- Bathroom / Kitchen installers / Tiling
- Carpenters
- Removals
- Car traders – sales, servicing
- Driveways
- Landscaping / Tree Surgeons / Fencing



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CONSISTENCY

- ✓ Administration of the Scheme
- ✓ Approval process
- ✓ Standard Terms & Conditions of Membership
- ✓ Code of Practice – legal obligations / customer service
- ✓ Advertising and promotion of Membership
- ✓ Customer complaints
- ✓ Fees – vary by LA
- ✓ Appeals and disciplinary procedures
- ✓ Regional focus group / management group



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APPROVAL PROCESS

- Previous history
- County Court Judgements
- Compliance with Criminal & Civil legislation
- Licences / Insurances
- Terms & Conditions
- Pricing
- Trade association membership
- Training / Qualifications
- Complaints procedure
- References
- Basic CRB (domestic premises)
- Ongoing feedback



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MEMBERSHIP BENEFITS

- Publicity
- Advice and assistance
- Mediation
- Expectation from general public that we are able to recommend
- Advertise membership
- Recognised badge of approval



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SUPPORT WITH CONFIDENCE

- Register of Businesses and Individuals providing care and support services
- Clients choose care and support businesses they want to deliver the services they need
- Joint initiative between Adults & Family Wellbeing and Trading Standards
- Launched by Oxfordshire in 2010
- Operates in 8 LAs, Buckinghamshire County Council launch in 2013



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WHO CAN BECOME A MEMBER?

- Independent Support Planners and Brokers
 - Affiliated Support Planners and Brokers
 - Personal Assistants
 - Home or Domiciliary care agencies
 - Meal preparation / shopping
 - Cleaning and housework
 - Washing and personal care
 - Daytime activity operators
 - Any other care & support in the community
- Dual Membership – with BWC



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PROCESS OF BECOMING A MEMBER

- Background – financial & trading history (organisations / individuals CCJs, Insolvency)
- Informal interviews with Adults & Family Wellbeing / Trading Standards
- Qualifications, training, experience
- References
- Compliance with legal requirements – paperwork / insurance
- Customer service / complaints
- Enhanced Criminal Record Bureau Check



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MEMBERS

- Agree to verification process – consistent across Authorities
- Agree to abide by the Code of Conduct and Terms & conditions of Scheme
- On going monitoring & training – feedback, complaints



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BENEFITS OF MEMBERSHIP

- The only Scheme offering customers confidence that all businesses and professionals have been audited by Trading Standards and Adults & Family Wellbeing
- Provide information about Support With Confidence within Local Authority's, to the general public and potential customers – actively promote the scheme
- Publicity – website listing (address, contact details, services provided), events
- Use of the Support with Confidence logo
- New clients – recognition as an approved provider, confidence in their choice
- Cross border clients, relocate to new area
- Adds credibility and prestige to service offered



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IDENTIFYING MEMBERS

- County Council – Care Manager
- BucksConnect
- Website
www.supportwithconfidence.gov.uk



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