



Business Advice for Established Oxfordshire Businesses

When your start-up business takes off, or if your business is already established you need detailed, tailored advice, over and above general self-help advice. Speak to one of our highly trained and experienced Trading Standards staff.

General advice on the areas Trading Standards covers is free. If your query is more complex or you need tailored/ bespoke advice, you will be asked to register with us before we give you the advice. This advice is offered on a cost recovery basis and will be charged in units of half an hour.

Other Services we offer include:

- Assessment of and guidance on product labels at the request of the business (e.g. food labels, credit advertisements, safety labels)
- Assessing new or existing terms and conditions of business on request
- Delivery of training in relevant subjects on request
- Education and prevention work in relation to under age sales
- Assessment of brochures or advertisements on request
- Site visits at the request of the business to assess compliance of processes, systems or products
- Testing of equipment (separate rates apply)

We still collect and raise complaints about Oxfordshire businesses as part of our normal enforcement duties.

Please refer to our rates at the rear of this folder.

Oxfordshire County Council's Trading Standards Service

0845 051 0845

trading.standards@oxfordshire.gov.uk





Weights and Measures

We offer an efficient, customer focused and cost effective testing service, not only to businesses but also to local authorities and enforcement agencies. The Service also carries out risk assessed inspections and provides advice to businesses about metrology related issues.

Accuracy in measurement is an important part of business and can reduce wastage and cost. Trading Standards are experts in the field of Weights and Measures.

The specialist Laboratory maintains reference standards for mass, length and volume measurements.

Services Available

We can test various types of weighing and measuring equipment and issue certificates of accuracy traceable to National Standards. Examples include

Most types of weights (ranging from 1mg to 25kg) accuracy class M1

Weighing machines from shop and medical scales to weighbridges;

Commercial brake testers;

Fishing scales

Measuring tapes/Horse Measuring sticks

Proving tanks

We can offer on-site testing of equipment for a wide range of customers from small shops to large manufacturers.

Certified weights are also available for hire up to 2 tonne.

Contact us to see if we can meet your accuracy requirements. Our charges are based on a competitive hourly rate.

Equipment Verification

We are a notified body for weighing machines which have an EEC pattern of approval. We can initially verify for trade use when new, or re-verify following rejection or repairs.

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**OXFORDSHIRE
COUNTY COUNCIL**



How can we help you?

Oxfordshire County Council's Trading Standards Service has a wide expertise in advising businesses of many sizes from small home cupcake businesses to major retailers and importers in consumer laws that affect them.

We recognise the need to assist and help start-up and existing businesses gain the knowledge and skills to comply with consumer laws and trade fairly. This can help your business to grow.

We know that consumer law can be complex and therefore want to provide you with a service which meets your needs which is cost effective and of high quality.

Our advice can help your business reduce costs, allows you to comply with consumer laws and prevents costly recalls or financial penalties. Our staff can put your query in context of the wider business and legal environment and also takes in to account pending legislation changes.

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Start-up Businesses & general advice

Trading Standards provides many sources of free information for business including:

- Our business advice line – a trained Trading Standards staff member is here to answer your query [0845 051 0845 option 2](tel:08450510845)
- Our business advice email address: trading.standards@oxfordshire.gov.uk
- Our website: www.oxfordshire.gov.uk/tradingstandards
- Free business newsletter 'Business News Express' You can sign up here: www.oxfordshire.gov.uk/cms/content/how-receive-business-news-express-alerts
- Follow us on twitter  @OxfordshireCC
- Mailshot alerts
- We can also point you to other good sources of advice on the web.

Telephone 0845 051 0845

Email: trading.standards@oxfordshire.gov.uk



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**OXFORDSHIRE
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Primary Authority

If your business operates across several counties or your product is distributed around the country, you can enter into a Primary Authority Partnership.

Perhaps uniquely, Oxfordshire County Council can offer your business the opportunity to form a Primary Authority Partnership both with our Trading Standards Service and/or our Fire and Rescue Service.

A Primary Authority Partnership is a statutory agreement, registered with the Better Regulation Delivery Office (BRDO) that brings the following benefits:

- Legally binding agreement
- Offers a single point of contact at the Local Authority
- Offers reliable and robust assured advice
- Ensures consistency of Regulation
- Can help to reduce unnecessary checks and inspections for business
- Helps to reduce business risk
- Facilitates easier resolution of compliance issues
- Is recognised by other local authorities
- Can, in certain circumstances, prevent enforcement action being taken if advice has been followed

Further information can be found at www.bis.gov.uk/brdo/primary-authority

A Primary Authority Partnership can include (not exhaustive); Advice on general consumer law matters which is assured (i.e. can be relied upon)

- A national inspection plan to avoid repeat checks of your product
- Feedback of product/store inspections to aid business improvement
- Auditing of processes and signing off procedures
- Staff Training
- Site visits
- Detailed assessment of and sign-off of product labels at the request of the business
- Assessment of new or existing terms and conditions of business
- Assessment and sign off brochures or advertisements;
- Testing of weighing and measuring equipment (separate rates apply);

If you are interested in forming a Partnership, please contact us for an appointment and refer to the 'fee and charges' sheet at the rear of this folder.

Oxfordshire County Council's Trading Standards and Fire & Rescue Service



Fees and charges

We offer our business services on a cost recovery basis, at a very competitive rate.

Tailored business advice for established businesses
(billed retrospectively in units of half an hour)

£40 per hour + VAT

Primary Authority Agreements

Standard contract of 10 hours advice and guidance

£500 + VAT

OR

Adhoc agreements

£100 annual registration fee (billed retrospectively)
then £40 + VAT per hour

Bespoke Agreements (with Trading Standards and/or Fire & Rescue)

Price on request after determination of
requirements

Testing of weighing and measuring equipment on request
e.g. for quality system purposes

£72.42 + VAT

There are separate fees for verifying equipment as suitable for trade use. Please contact us for further details.

These fees are accurate for 2013-14, however may attract a small annual inflationary increase.
Please contact us for the latest rates.

Oxfordshire County Council's Trading Standards Service

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trading.standards@oxfordshire.gov.uk



**OXFORDSHIRE
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Buy with Confidence

Buy with Confidence is a business assurance scheme which provides customers with the details of trustworthy, reliable traders who comply with the law and prevent them from using the cowboys.

The scheme enable traders to say the business is Trading Standards approved and can display the logo on paperwork, vehicles and website:

Trading Standards publicises the scheme in various publications and directories and also on Which? local;

The business receives support in dealing with customer complaints and also updates on the laws which affect them.

In order to be approved to the scheme businesses undergo solvency and CCJ checks. Business to be audited by Trading Standards on the systems they have in place to ensure that they are competent to do the job, can deal with customers in a fair way and comply with all relevant laws. As part of the scheme, unsupervised employees or subcontractors who work in or around domestic property are required to undertake a CRB check.

For more details of the scheme and current charges contact:

0845 051 0845 option 2
trading.standards@oxfordshire.gov.uk or visit
www.buywithconfidence.gov.uk



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