



Support with
Confidence
WEST BERKSHIRE
AND WOKINGHAM

Trading Standards
Service

Bracknell Forest
West Berkshire
Wokingham

Are you looking for a Personal Assistant or Careworker?

- How do you know they are who they say they are?
- Do they have the necessary skills and legal requirements to support you?



Support with Confidence

A shared service provided by
Bracknell Forest Council,
West Berkshire Council and
Wokingham Borough Council



WOKINGHAM
BOROUGH COUNCIL

Support with Confidence

Support with Confidence is a directory and vetting scheme for Personal Assistants, designed to raise standards and provide assurance to people who need care. It is for vulnerable adults and provides reassurance that the carer you engage has been thoroughly checked and is safe, legal and properly trained. This scheme covers Wokingham and West Berkshire and is a joint Trading Standards and Adult Social Care scheme that is growing nationally.

How does this scheme help?

Support with Confidence provides a list of Personal Assistants and Agencies who have undergone the appropriate training and background checks. The information is available on the Wokingham and West Berkshire Directories. To access the Directory, please go to our website at

www.westberks.gov.uk/supportwithconfidence

Here you can find a list of Personal Assistants who are available to provide Personal Care, Home Help and Companionship to all vulnerable adults. You can contact them directly to discuss your needs and arrange an initial interview.

You can also contact the scheme manager Pip Collings to discuss your requirements on:

Tel: **01635 519 930**

Email supportwithconfidence@westberks.gov.uk

How does it work?

We make checks on each provider's background, their qualifications and experience, customer service and compliance with legal standards. Approved scheme members are vetted and trained before they join.

All applicants are interviewed by our Support with Confidence Scheme Manager, who gives detailed advice and guidance on the requirements of the scheme.

Once approved, we recheck our providers annually.

They agree to:

- Treat each client as an individual respecting and promoting their individual views and wishes.
- Ensure that their training remains up to date including Induction Training for the scheme.
- Respond promptly and appropriately to customer complaints and queries
- Respect confidential information and the client's privacy and dignity
- Register with Information Commissioners Office in line with GDPR rules
- Register with HMRC for tax purposes

Background checks on providers

Approved providers on our scheme have undergone the following checks:

- Enhanced Disclosure and Barring Service (DBS) check
- Right to Work checks
- Safeguarding checks with the Local Authority
- Financial/credit history
- Complaints history
- At least two references from clients and/or past employers

Where can I find an approved provider or more information about the scheme?

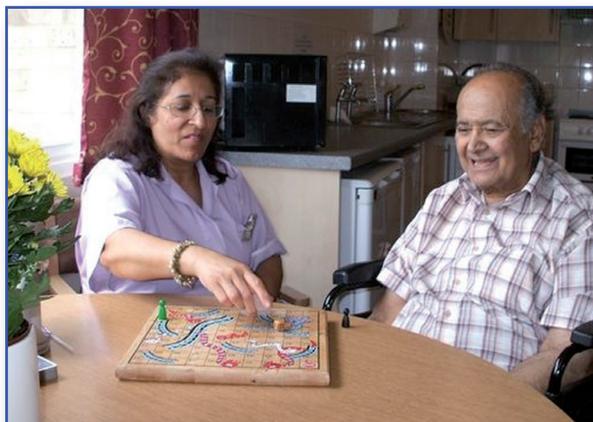
Please visit our website at:

www.westberks.gov.uk/supportwithconfidence

or contact our Support with Confidence Scheme Manager at:

supportwithconfidence@westberks.gov.uk

or Telephone: **01635 519 930**



*“you can choose
the kind of
help you receive,
and who you
get it from”*