

APPLYING TO BE A TRUSTED TRADER: FACT SHEET

What is Trusted Trader?

Trusted Trader is a scheme set up by Derbyshire County Council to promote the many honest, reliable businesses we have working in Derbyshire and to make it easier for customers to find you.

Trusted Trader is run by the county council's trading standards service.

How does it work?

When you become a Trusted Trader, your name will appear on our Trusted Trader website, together with promotional text and your logo if you have one.

Local people will be able to find Trusted Traders who can offer the service they are looking for by:

- Ringing Call Derbyshire – the county council's contact centre – on 01629 533190
 - Searching the list of Trusted Traders on Derbyshire County Council's website www.derbyshire.gov.uk/trustedtrader
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How can Trusted Trader help my business?

Being a Trusted Trader sends a clear message to customers that you run a fair and reliable business and gives them confidence to contact you.

Trusted Trader is mainly for businesses that trade in Derbyshire. So you will be seen by the customers who matter most to you.

As a Trusted Trader, you will benefit from free advertising about the scheme:

- In Derbyshire County Council publications such as our residents' newspaper which goes to 330,000 households several times a year.
- On the county council's website which has more than 120,000 visitors each month.
- Through newspaper adverts and press releases.

You will also be able to badge your business to show you are a Trusted Trader, and get expert advice about trading legally and fairly.

Who can apply to be a Trusted Trader?

Anyone with a business based in Derbyshire or who does a significant amount of work in the county can apply to join. You could be a sole trader, social enterprise or a limited company. You must have been trading for at least six months, and primarily serving consumers (not trade to trade).



How much does it cost?

We do not make a profit from Trusted Trader so our fees are low; lower than most similar schemes set up in different parts of the country.

What you pay varies according to your business setup. The current application fee is:

£75.00 (incl. VAT) for sole traders and social enterprises

£110.00 (incl. VAT) for all other businesses.

This fee includes your first year of membership. After your first year as a member of the scheme you will need to pay an annual renewal fee. The application fee and the renewal fee are set at the same level in any given year.

In the event of your application being unsuccessful, this fee is not refundable. The fee you pay contributes to the costs incurred in checking your application, so the money is spent regardless of whether or not you are subsequently granted membership.

For larger businesses running more than one outlet, there will be an annual fee for each outlet or a combined fee agreed by negotiation.

What happens after I've submitted my application form?

We will make a series of checks on your current and past trading history. You can read more about this in the code of practice.

We will contact you if we need to ask you any questions about your application or your business.

If we do not need to contact you and our checks support your application you can expect to hear from us four weeks from the day we receive your application.

If we need to discuss any details with you it will take a little longer to let you know about your membership.

What do I get when I become a member of Trusted Trader?

You will get a Trusted Trader welcome pack which will include:

- A membership certificate
- How you can use the Trusted Trader logo in your advertising
- Trusted Trader stickers for your vehicles or building
- Details of how you can contact us to get advice on fair trading

Your business details will also appear on the Trusted Trader website:
www.derbyshire.gov.uk/trustedtrader

