



## What is iCAN?

**It is the Warrington Consumer Alert Network.**

iCAN exists to warn Members about the latest consumer rip offs that have hit the town. We can send messages to all Members within hours, ensuring maximum impact.

The Network also provides its Members with all kinds of other information about consumer issues. All Members can receive information by post, pre recorded phone message, mobile phone text message or e-mail.

### Who can join iCAN?

Anybody can be a Member of iCAN. It is intended for anybody living in the community who is prepared to spread the word in their area. The more people that join, the more effective it will be at protecting consumers. We want people from all across Warrington to join. The more the better.

### Why should I join?

You will be among the first to know when the latest cons hit town. You will also have good quality consumer information at your fingertips to make sure you and your friends, relatives and neighbours are well informed and protected. You will also be able to provide Trading Standards with valuable information about what is going on in your area.

### How will I receive the information?

Urgent and semi urgent messages are delivered by pre recorded telephone message, mobile text message or e-mail. Members can choose to receive messages by any or all of these methods. More general, non-urgent information is sent by post.

iCAN Trading Standards  
FREEPOST NWW5033  
Warrington  
WA1 1AA



### How does iCAN work?

A voice message is recorded on a computer in Trading Standards giving relevant information. The same message is repeated in an e-mail. A short version is drafted as a mobile phone text message. The message is then sent. All Members will receive the message by any or all of these means depending upon their preference.

For telephone messages there is an option to have the message repeated and you can select the times of the day you wish to be telephoned. There is no limit to the number of Members who can be contacted in this way.

### What do Members of the Network have to do?

We would like Members of iCAN to distribute the information or warnings that are broadcast to neighbours, friends and family. Do you know people who live alone and who are vulnerable perhaps due to age or disability?

These are the kind of people who we particularly want Members to talk to and look out for. We also want information from Members.

Much of the information that Trading Standards receives comes from the public. Members of the public can be the eyes and ears of Trading Standards when it comes to spotting the latest scam. From time to time we will also consult with you as a member to seek your views on consumer issues that affect your area.

### How are my personal details protected?

The details of Members are entered onto a computer database held by Trading Standards. It will not be disclosed to any third party. If you want to leave iCAN at anytime your details will be deleted from the database and you will receive no further messages.

### How much does it cost? Membership is free

### What happens next?

If you want to be a Member of iCAN please fill in and return the tear off form, there is no need for a stamp. You will then begin to receive messages by whatever means you have selected.

If you want to speak to anyone about iCAN please telephone on 01925 442678 and ask for Roger Mapleson or Linda Crellin. Or e-mail at [tradingstandards@warrington.gov.uk](mailto:tradingstandards@warrington.gov.uk)



Warrington Borough Council



Please detach along dotted line, moisten gummed edges and fold 'A' to 'B'

A

A



# Warrington Consumer Alert Network Registration

Name

Address

Postcode

Telephone Number (for calls)

Mobile 'phone number (for text)

E-mail address

Please tick  to show how you want to receive messages. You can choose one, two or all three.

Telephone (to hear recorded message)	<input type="checkbox"/>
Text message (to mobile)	<input type="checkbox"/>
Email	<input type="checkbox"/>

For recorded messages to telephones, you can select a time period when you want messages to be delivered, e.g. between 4.00pm and 7.00pm or 9.00am to 5.00pm. You can select a different time period for weekends. Please state AM or PM or use 24hr clock.

For telephone messages only	START	STOP
Monday - Friday	<input type="text"/>	<input type="text"/>
Saturday - Sunday	<input type="text"/>	<input type="text"/>

(If you leave this blank, messages will be delivered between 9.00am and 9.00pm)

If you want help with completing this form, or if you want us to complete it for you, ring Trading Standards 01925 442678.

### Authorisation

I authorise Warrington Consumer Alert Network to place my details on a computerised database. I agree to receive automated telephone calls and/or emails/text messages that are generated by the Warrington Consumer Support Network communications system.

Signed

Print name

For office use only

Date

B

B

Moisten gummed edges and fold 'A' to 'B'