

## Angus Fair Trader Scheme (AFTS) - Results

The Trading Standards Service enforces trading legislation and provides advice to consumers and traders. To improve its work it intends to introduce an Angus Fair Trader Scheme (AFTS) to establish the highest standards of behaviour by businesses, give consumers access to non-court dispute resolution and enhance community safety and health within Angus by restricting access to age restricted products. The Angus Fair Trader Scheme (AFTS) is being developed in partnership with Tayside Police, the Federation of Small Businesses, NHS Tayside, and Tayside Fire and Rescue, with the support of numerous other voluntary and statutory organisations.

To ensure that the AFTS meets the needs and expectations of the Angus community the Trading Standards Service wants to ask the citizens of Angus for their views. The questions below will both inform the structure, development and strategy of the AFTS and assist in the targeting and development of training, educational and promotional resources. Results may also form part of representations to the Scottish Executive to improve access to justice for consumers by the Trading Standards Institute in Scotland.

Contact our ACCESS Line on 08452 777778 if you want this translated into Chinese, Urdu, Hindi, Punjabi or Gaelic, or in large print, audio or braille.

1. How often would you say you have a problem finding reputable tradespeople (plumbers, electricians, joiners, gardeners etc)? Please tick ONE box only.

% of all who answered question.

Very Often	53 (11%)	Often	94 (19%)	Occasionally	147 (29%)	Not Often	138 (27%)	Never	71 (14%)
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2. How do you choose tradespeople to do work for you? Please tick ALL that apply.

% of all respondents

Internet advert	2 (0%)	Yellow pages/Phone book	271 (35%)	Flyer through the door	21 (3%)
TV advert	3 (0%)	Recommendation from someone	473 (61%)	Doorstep seller	2 (0%)

3. Are you usually apprehensive about the quality of work you may receive when either the trader was not recommended to you or you do not know them or their work?

Please tick ONE box only.

% of all who answered question.

Yes, I am always apprehensive	292 (58%)	No, I am never apprehensive	67 (13%)
I am apprehensive if they are not members of a trade body			141 (28%)

4. Does your apprehension stop you from going ahead with the work you want done?

% of all who answered question.

Please tick ONE box only.	Yes	69 (14%)	Sometimes	263 (55%)	No	148 (31%)
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5. Has any of the work you have had done in the last two years disappointed you?

% of all who answered question.

Please tick ONE box only.	Yes	147 (30%)	No	343 (70%)
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If YES go to question 6, if NO go to question 7.

You can also complete the survey at [www.angus.gov.uk/panel](http://www.angus.gov.uk/panel).  
The deadline for returns is 30 March 2007. Thanks for your help.

**6. Thinking about this work, how did you choose the tradespeople who did it?**

**Please tick ONE box only.**

**% of all who answered question.**

Internet advert	3 (1%)	Yellow pages/Phone book	78 (25%)	Flyer through the door	7 (2%)
TV advert	1 (0%)	Recommendation from someone	212 (69%)	Doorstep seller	6 (2%)

**7. When we introduce a fair trader scheme to identify businesses who sign up to a code of conduct, would you use them in preference to other businesses?**

**% of all who answered question.**

Please tick ONE box only.	Yes	327 (66%)	Sometimes	149 (30%)	No	20 (4%)
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**8. Should tradespeople visiting consumers in their own homes have their criminal records vetted by the police?**

**Please tick ONE box only.**

**% of all who answered question.**

Yes, always	317 (63%)	If they may visit vulnerable consumers.	95 (19%)
It is up to the business to decide	65 (13%)	If the business receives official contracts	15 (3%)
No, never	11 (2%)		

**9. Should we issue official ID cards to members of the AFTS scheme?**

**% of all who answered question.**

Please tick ONE box only.	Yes	464 (96%)	No	30 (4%)
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**10. At present in Angus 5000 households are covered by No Cold Calling Zones. Should we develop a code of practice to restrict cold calling in the other areas?**

**% of all who answered question.**

Please tick ONE box only.	Yes	468 (95%)	No	25 (5%)
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**11. Should we restrict contracts to businesses who agree to the AFTS Code of Conduct?**

**% of all who answered question.**

Please tick ONE box only.	Yes	378 (78%)	No	106 (22%)
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**12. Where would you want to be able to find details of AFTS registered companies?**

**Please tick ALL boxes that apply.**

**% of all respondents**

Council Website	310 (61%)	ACCESS Offices	280 (55%)
ACCESS Line	185 (36%)	Libraries	333 (66%)
Police stations	81 (16%)	Publication/Directory	320 (63%)

Other, please specify

Local paper	10	Telephone Directory	3
Yellow Pages	2	AFTS Logo on Literature	3
Company Literature and Brochures	2	Local Leaflet	2
Voluntary Organisations,	1	CAB	1
Specialist AFTS website	1	Rent Office	1
Post Office	1	Don't Know	1
Local Directory	1	Angus Ahead website	1

**13. Would you be prepared to pay extra to use a reliable trader who has been audited by us or would you go with a cheaper alternative?**

**Please tick ONE box only.**

**% of all who answered question.**

I would use the reliable trader	439 (92%)	I would use a cheaper alternative	39 (8%)
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In an adjudication scheme, disputes with traders are settled by an independent person who decides what is fair to both parties.

**14. Would you use an adjudication scheme to settle disputes with traders or would you prefer to use the court system?**

**Please tick ONE box only.** **% of all who answered question.**

Prefer to use an adjudication scheme	428 (88%)	Prefer to use the court system	58 (12%)
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**15. Would you be prepared to pay a small charge for the adjudication service?**

**% of all who answered question.**

Yes	358 (76%)	No	110 (24%)
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The Small Claims Court allows consumers to represent themselves in taking action for compensation against businesses, avoiding the need to pay for a solicitor.

**16. The small claims limit, for consumers, in the English courts is £5000. What do you think it is in Scotland?** **Please tick ONE box only.** **% of all who answered question.**

£500	44 (10%)	£1000	83 (18%)	£3000	81 (18%)	£5000	96 (21%)	£10000	21 (5%)
£750	54 (12%)	£2000	51 (11%)	£4000	15 (3%)	£7500	11 (2%)	£20000	6 (1%)

**17. What do you think the small claims limit, for consumers, should be in Scotland?**

**Please tick ONE box only.** **% of all who answered question.**

£500	24 (5%)	£1000	19 (4%)	£3000	18 (4%)	£5000	210 (44%)	£10000	96 (20%)
£750	4 (1%)	£2000	25 (5%)	£4000	14 (3%)	£7500	36 (8%)	£20000	30 (6%)

**18. Should the small claims limit automatically rise with inflation or should the Scottish Executive decide when changes are to be made?**

**Please tick ONE box only.** **% of all who answered question.**

The small claims limit should automatically rise with inflation	372 (76%)
The Scottish Executive decide when changes are to be made	115 (24%)

**19. When the AFTS is introduced how should we decide who is allowed to hold membership of the scheme?**

**Please tick ONE box only.** **% of all who answered question.**

The history of complaints should be investigated to allow a decision to be made	116 (24%)
Businesses should be visited and pass the relevant checks	264 (55%)
Businesses should be allowed to join the scheme if they provide references	45 (9%)
Businesses should be allowed to remain as members until they breach the code	57 (12%)

We want people to be able to give feedback and tell others how happy or unhappy they are with the goods or services they use, which should help others to decide which businesses to use.

**20. Which goods or services would you be prepared to provide feedback on?**

**Please tick ALL boxes that apply.** **% of all respondents**

Car Sales	209 (41%)	Car Servicing	329 (65%)	Gardening services	154 (30%)
Home Maintenance	328 (65%)	Household Appliance Repair	296 (58%)	Local Non Food Shop	162 (32%)
Building Work	272 (54%)	Household Appliance Sales	183 (36%)	Local Food Shop	234 (46%)
Local General Store	201 (40%)				

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Other, please specify

Computer/IT Repairs	4	Anything/All	4	Plumbers	2
Painting and Decorating	2	Vets	1	Couriers	1
Doctors	1	TV Repairs	1	General	1
Teachers	1	Electricians	1	All services over £50	1
Taxis	1	Fuel Distributor/Petrol	1	Agricultural machinery details	1
Council Services	1				

## 21. Which goods or services would you want to read feedback on?

Please tick ALL boxes that apply.

% of all respondents

Car Sales	214 (42%)	Car Servicing	311 (61%)	Gardening services	177 (35%)
Home Maintenance	349 (69%)	Household Appliance Repair	314 (62%)	Local Non Food Shop	146 (29%)
Building Work	327 (64%)	Household Appliance Sales	185 (36%)	Local Food Shop	197 (39%)
Local General Store	166 (33%)				

Other, please specify

Anything/All	3	Taxis	2	Plumbers/Heating	2
Roofing	2	Vets	1	Couriers	1
Doctors	1	Solar	1	General	1
Teachers	1	Electricians	1	All services over £50	1
Painting and Decorating	1	Fuel Distributor/Petrol	1	Agricultural machinery details	1
Council Services	1	Buses	1	Those who broke AFTS rules	1
Wind	1	Computer/IT Repairs	1	Home maintenance	1
Retail	1				

## 22. How would you prefer to provide feedback?

Please tick ALL boxes that apply

% of all respondents

Angus Council web-site	217 (43%)	Freepost letter/card	299 (59%)	Using a text Message	20 (4%)
Letter/card to be handed in	132 (26%)	Through ACCESS Line	73 (14%)		

## 23. Which of the following would you expect from a trader who was a member of the scheme?

Please tick ALL boxes that apply.

% of all respondents

They comply with letter of the law	362 (71%)	They comply with the spirit of the law	272 (54%)
That they put things right	405 (80%)	They provide a good service	453 (89%)
They follow Trading Standards advice	405 (80%)	They accept Alternative Dispute Resolution Ruling	310 (61%)

Other, please specify

Courteous	5	Fair/Reasonable Price	4
Prompt/Punctual	3	Written/Fixed/Free Quote	3
Only do work that needs done	1	High Standard of Work	1
Honest	1	Charge Only for Work Done	1
Honour Quote	1		

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24. Please state the age at which you think people are legally able to buy the following.

Please tick ONE box for each product

% of all who answered question

	Illegal	12	15	16	17	18	21
Some Party poppers/throw downs and caps	24 (5%)	158 (33%)	43 (9%)	129 (27%)	9 (2%)	98 (19%)	21 (4%)
Cigarettes/tobacco products	11 (2%)	1 (0%)	1 (0%)	243 (49%)	13 (3%)	173 (35%)	54 (11%)
Aerosol's such as perfume/hair spray	6 (1%)	162 (34%)	41 (9%)	165 (34%)	13 (3%)	72 (15%)	72 (5%)
Some DVDs and computer games	5 (1%)	141 (29%)	41 (9%)	102 (21%)	10 (2%)	158 (33%)	22 (5%)
Poppers/amyl nitrate	200 (45%)	12 (3%)	5 (1%)	55 (12%)	6 (1%)	110 (25%)	58 (13%)
Crossbows	Illegal	12	15	16	17	18	21
	265 (55%)	1 (0%)	2 (0%)	30 (6%)	6 (1%)	92 (19%)	87 (18%)
Air weapons	148 (31%)	10 (2%)	9 (2%)	67 (14%)	13 (3%)	134 (28%)	97 (20%)
Lighter fuel	20 (4%)	15 (3%)	1 (0%)	170 (35%)	15 (3%)	196 (41%)	64 (13%)
Cigarette papers	12 (3%)	25 (5%)	8 (2%)	205 (43%)	17 (4%)	156 (33%)	53 (11%)
Pets	7 (1%)	114 (24%)	22 (5%)	117 (25%)	15 (3%)	117 (25%)	77 (16%)
Alcohol	11 (2%)	0 (0%)	1 (0%)	12 (2%)	11 (2%)	385 (78%)	71 (14%)
Petrol	6 (1%)	12 (2%)	2 (0%)	128 (27%)	186 (39%)	116 (24%)	32 (7%)
Knives	157 (33%)	14 (3%)	7 (1%)	88 (19%)	9 (2%)	118 (25%)	77 (16%)
Choc. liqueurs	7 (1%)	105 (22%)	14 (3%)	81 (17%)	33 (7%)	211 (44%)	28 (6%)
Solvent glues	66 (14%)	18 (4%)	9 (2%)	134 (28)	11 (2%)	170 (36%)	68 (14%)

It can be difficult to train staff on the age restrictions that apply to these products, which can contribute to anti-social behaviour and damage health. It has been suggested that asking all those who appear to be under 21 for proof of age would help to solve the problem.

24. Should people who appear to be under 21 be challenged to produce proof of age (Young Scot card, passport/photo driving licence) for the products listed above?

%of all who answered question

Please tick ONE box only.	Yes	480 (97%)	No	16 (3%)
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25. When should we send young people into shops to try and buy age-restricted products?

Please tick ONE box only.

% of all who answered question

Only when we have had a complaint	74 (16%)	On a routine planned basis	397 (84%)
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26. What should happen to businesses the first time they are caught selling age restricted products illegally? They should... Please tick ONE box only. %of all who answered question

Be given education/advice	117 (24%)	Have their license taken away	54 (11%)	Be fined	90 (18%)
Be warned	158 (32%)	Be prosecuted	74 (15%)		

You can also complete the survey at [www.angus.gov.uk/panel](http://www.angus.gov.uk/panel).  
The deadline for returns is 30 March 2007. Thanks for your help.

**27. What should happen to businesses that are repeatedly caught selling age restricted products illegally? They should...**  
**Please tick ONE box only.**

**%of all who answered question**

Be given education/advice	6 (1%)	Have their license taken away	291 (58%)	Be fined	17 (3%)
Be warned	6 (1%)	Be prosecuted	180 (36%)		

**28. If it is decided that a business has breached the AFTS Code of Conduct, and is removed from the scheme, what should we do?**  
**Please tick ONE box only.**

**%of all who answered question**

Details should be published in the local press	288 (58%)
Angus Council should issue a press release	82 (16%)
Details should be published on the Angus Council web-site	50 (10%)
They should be placed on a list available from Angus Council offices	63 (13%)
They should be placed on a list available from ACCESS Line	16 (3%)

**29. How old are you?**

**Please tick ONE box only.**

**%of all who answered question**

Under 18	7 (1%)	18-20	4 (1%)	21 or over	486 (98%)
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 The deadline for returns is 30 March 2007. Thanks for your help.**

## Domestic Abuse Survey

This short survey attempted to establish the understanding and extent of domestic abuse in Angus and tried to find out what people think about the services available to those suffering domestic abuse.

The results below include both paper and e-survey responses.

Contact our ACCESS Line on 08452 777778 if you want this translated into Chinese, Urdu, Hindi, Punjabi or Gaelic, or in large print, audio or braille.

1. Are you male or female?	Male	213 (45%)	Female	257 (55%)
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### 2. How old are you?

Under 18	7 (2%)	18-20	5 (1%)	21-29	12 (3%)	30-39	30 (6%)
40-49	78 (17%)	50-59	118 (26%)	60-69	119 (26%)	70+	92 (20%)

### 3. In which part of Angus do you live?

Arbroath Area	106 (23%)	Kirriemuir or the Glens	30 (6%)	Brechin Area	46 (10%)
Carnoustie Area	64 (14%)	Monifieth Area	47 (10%)	Montrose Area	52 (11%)
Forfar Area	95 (20%)	Newtyle or the Sidlaws Area	26 (6%)		

### 4. Do you live in a town or rural area?

Town	329 (70%)	Rural area	141 (30%)
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### 5. Have you seen or heard of the white ribbon campaign in Angus?

Please tick ONE box only.	Yes	85 (18%)	No	379 (82%)
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### 6. Did you see information boards about domestic abuse on Angus bin lorries during December 2006 and January 2007?

Please tick ONE box only.	Yes	102 (22%)	No	363 (78%)
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### 7. Have you seen or heard information about domestic abuse in or on the following?

Please tick ALL that apply.

National radio	147 (33%)	Leaflet	70 (16%)
National Paper	231 (52%)	Local Paper	192 (43%)
Internet	21 (5%)	Magazine	114 (26%)
National TV	373 (84%)	Local radio	101 (23%)
Local TV	150 (34%)		

### 8. Do you consider yourself to have ever been the victim of domestic abuse?

Please tick ONE box only.	Yes	42 (9%)	No	430 (91%)
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If YES go to question 9, if NO go to question 13.

### 9. What form did the domestic abuse take?

% of those reporting abuse

Physical	27 (66%)	Emotional	33 (80%)
Financial	15 (37%)	Sexual	12 (29%)

### 10. Have you approached someone for help

% of those answering question

Please tick ONE box only.	Yes	16 (40%)	No	24 (60%)
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You can also complete the survey at [www.angus.gov.uk/panel](http://www.angus.gov.uk/panel).  
The deadline for returns is 30 March 2007. Thanks for your help.

**11. Who did you approach? Please tick ALL that apply % of those answering question**

Family	6 (33%)	Friends	7 (39%)
Victim Support	0 (0%)	Tayside Police	7 (39%)
Women's Aid	0 (0%)	Barnardo's	0 (0%)
Doctor	3 (17%)	Health Worker	0 (0%)
Social Worker	1 (6%)	Housing Services	1 (6%)
Other, please specify:	No-one	1	
	Solicitor	1	
	Aberdeen Police	1	

**12. Did you receive the help you needed? % of those answering question**

Please tick ONE box only.	Yes	13 (52%)	No	12 (48%)
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**13. If you were looking for the following, how would you prefer to access them?**

PLEASE TICK ONE BOX ON EACH LINE.	Internet	Face to face	Phone
Information about domestic abuse	153 (40%)	93 (24%)	137 (35%)
Contact details for someone who could help	109 (28%)	97 (25%)	179 (45%)
Support and counselling	36 (10%)	265 (71%)	72 (19%)

**14. If you have any further comments on any aspects of domestic abuse please provide them in the space below.**

"I would prefer internet information, because if you are already vulnerable, it is easier to start off anonymously and privately. at least i think so."

"There is not enough help out there for families that are receiving domestic abuse from family members e.g. adolescent teenagers turned adult that cause distress to the whole family. On experience approaching the police and social work we were advised there was nothing that could be done unless something serious happened but yet members of the family were physically injured in incidents. What has to happen before someone will help! There is no support."

"No one should abuse anyone else if they do they are a bully and bullies MUST NOT be tolerated at any stage of life"

"The help was not around when I needed it - I cannot remember if the term 'Domestic Abuse' was even known. So glad there is help for those in need now."

"It was many years ago I was faced with this. Did not actually realise it was abuse until Solicitor explained it on separation then divorce, which I could have obtained on mental cruelty."

"I fell that emotional abuse seems to be acceptable and is often not seen as abuse by the abuser at all. Often the abuser is a husband/wife and is only carried out in private when there is no witnesses"