



My Ref: FOI 6697
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

Under the Freedom of Information Act 2000, I would like to please request information regarding doorstep scams involving individuals falsely claiming to represent broadband, internet, telecommunications or other communications providers.

Please provide the following information for the period 1st January 2021 to 31st December 2025:

None

1. The total number of reports or complaints received by your Trading Standards service relating to doorstep scams involving individuals falsely claiming to represent broadband, internet, telecommunications or other communications providers.

N/A

2. Where available, please provide a breakdown of these reports and complaints by:

- The number of reports or complaints received per calendar year
- The number of consumers who reported suffering a financial loss
- The total value of reported financial losses
- The number of fines or other financial penalties issued
- The total value of fines or other financial penalties issued

N/A

If possible, please provide any demographic information recorded about the consumers targeted, such as age group or other relevant characteristics.

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

COPYRIGHT STATEMENT

(©) Barnsley Metropolitan Borough Council

This information is a relevant copyright work for the purposes of the Copyright, Designs and Patents Act 1988. It is owned solely by Barnsley Metropolitan Borough Council but you are able to use and re-use it freely without charge, including for commercial purposes, in accordance with the terms of the Open Government Licence found at The National Archives Website <http://www.nationalarchives.gov.uk/doc/open-government-licence>

You can also write to the Information Policy Team, The National Archives, Kew, Richmond, Surrey TW9 4DU

When re- using the information please ensure that you:

Acknowledge the copyright and source of the information by including the following attribution statement: "Contains Barnsley Metropolitan Borough Council information (©) Barnsley Metropolitan Borough Council. Licensed under the Open Government Licence."

Include the same acknowledgement in any sub-licences you grant, and a requirement that any further sub-licences do the same.

Do not use the information in a way that suggests that Barnsley Council endorses you or your use of the information.

The information is licensed "as is". Barnsley Council is not liable for any errors or omissions in the information and shall not be liable for any loss, injury or damage of any kind caused by its use.

PO Box 634, Barnsley, South Yorkshire S70 9GG