



My Ref: FOI4850
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: -

I would like to know the number of complaints received by the Local Authority's Trading Standards service relating to Home Maintenance and Improvements; broken down by breach type (Case Codes) : 1) Criminal 2) Civil".

Please see attached spreadsheet which shows an assessment by Consumer Direct of where there is criminal potential.

Received between 19/8/2024 – present.

2078 complaints were received into the Trading Standards Service during this period. These cannot be searched only on the parameters Home Maintenance and Improvements but the attached spreadsheet showing all complaints should contain sufficient detail for you to make that determination yourself.

Secondly, I would also like to know the number of complaints within the same time period received by the Local Authority's Trading Standards service relating to Home Maintenance and Improvements that were classified as "Suspected Scam/rogue trader".

This is not a coded search, but "word searching" the document should reveal some subjective references to this.

Thirdly, can you also tell me how many Trading Standards officer(s) you have in your authority.

1 qualified operational officer.

Fourthly, I also want to know many traders within the home maintenance and improvements sector have been subjected to successful prosecution during the time frame above.

None

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

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