

56905 Home maintenance and improvements

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):

Criminal

Civil

Received between 19/8/2024 – present.

For the time-period specified a total of 116 service requests were recorded under the 'Home Improvement' coding. 24 service requests were identified as being criminal. 92 service requests were identified as being civil.

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'.

7 service requests referred to the term 'scam' within the report. 8 service requests referred to the term 'rogue trader within the report.

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

Duties relating to trading standards are not all contained within one team, but the FTE equivalent have been estimated. The total FTE officers for trading standards functions is 12.35, including the Trading Standards Team Leader.

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.

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