

From: Freedom of Information Requests  
Sent: 10 September 2025 13:45  
To:  
Subject: Freedom of Information response -

Dear Sir/Madam,

Thank you for your Freedom of Information request dated 19 August 2025 for information about home maintenance and improvements traders. Please find below City of Doncaster Council's responses to the questions you have raised.

#### Request

1. 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". Received between 19/8/2024 – present.
2. 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".
3. How many Trading Standards officer(s) you have in your authority.
4. How many traders within the home maintenance and improvements sector have been subjected to successful prosecution during the time frame above

#### Response

Notice under Section 17(1) of the Freedom of Information Act 2000 - REFUSAL TO DISCLOSE INFORMATION

#### Decision:

After carefully considering your request for information the Council has decided that to respond to your request would exceed the appropriate limit as defined in the Freedom of Information Act 2000.

#### Basis for decision:

Section 12(1) of the Freedom of Information Act allows for a request for information to be refused where the cost of supplying this information exceeds the appropriate limit. After carefully considering your request for information the Council has decided that to respond to your request would exceed the appropriate limit as defined in the Freedom of Information (Appropriate Limit and Fees) Regulations 2004. The regulations allow a request for information to be refused where the cost of supplying this information exceeds £450 (or 18 hours of officer time).

#### Why does the exemption apply in this case?

The cost limit applies in this case because the City of Doncaster Council does not hold a central record of this information, as we do not have a complaint code that covers home maintenance and improvement. Therefore in order to determine this information a total of 3137 cases will need to be reviewed. It is estimated that each case will require a 3 minute investigation resulting in a total time of approximately 156 hours which would exceed the time limit.

In order for us to reconsider your request we ask that you make your request more specific by narrowing down the scope of your request. For example, removing questions 1 and 2.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email [FOIAppeals@doncaster.gov.uk](mailto:FOIAppeals@doncaster.gov.uk)

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. [www.ico.org.uk](http://www.ico.org.uk) Telephone 0303 123 1113.

Yours faithfully,  
Ellen Dook

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