



**Information Governance Team**

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14 October 2024

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI648603429**

Thank you for your request for information relating to Rogue Traders.

You have requested the following information:

**1. Please could you provide raw data on the number of reports of rogue traders\*, per year, for the last five years within your jurisdiction. Please break down your figures separately, by each year.**

**a. Of these reports, please provide a breakdown of the category of trade that is being reported, based on the following (or your own categories if you have them):**

- Bricklayer
- Carpenter
- Electrician\*\*
- Gas safety engineer
- Painter & Decorator
- Plasterer
- Plumber
- Roofer
- Scaffolder
- Tiler
- Heat Pump Installation Company
- Other [specify?]

**2. Regarding the above reports of rogue traders, please provide a numeric breakdown of the**

reports according to the issue they relate to, using the categories below (or your own categories if you have them). Please break down your figures separately, by each year:

- Contractual
- Safety
- Fraud
- Uncompleted work

**\* Definition: Rogue trading encompasses a range of activity where the trader is acting outside of the Law and to the detriment of the consumer. Activities largely relate to substandard services, including products not meeting the required weights and measures and activities such as substandard electrical and building work.**

**\*\* Where reports under the 'Electrician' category relate to the installation of decarbonising technologies, such as 'solar PVs', 'electric vehicle charging points', and 'battery storage systems', please provide a separate numeric breakdown of these reports, by each year.**

We hold the information which you have asked for, but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

The service is currently migrating to a new system. The previous system does not break enquiries down to the degree specified in the request. As the information is not held in a reportable format, an officer would need to manually read through every complaint received in order to determine if it falls into any of the criteria specified in the request. There are thousands of enquiries for the time period requested and therefore we expect this to exceed the 18 hour time exemption set down. Your request has therefore been refused under section 12(2) of the Act.

However, in order to fulfil our obligations under Section 16 of the FOI Act to advise and assist you, we advise that going forwards, our new database will be able to provide this information when we start to add data.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**