



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

Cambridgeshire & Peterborough Combined Authority
Pathfinder House
St Marys Street, Huntingdon
PE29 3TN

19th August 2025

[REDACTED]

[REDACTED]

Dear [REDACTED]

Re: Freedom of Information request ref CA452

Thank you for your request for information which was received on 19th August 2025

Request

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".

Received between 19/8/2024 – present.

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".

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

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.

My layout suggestion for returning results:

- Complaints about Home Maintenance and Improvements classified as criminal: XXX
- Complaints about Home Maintenance and Improvements classified as civil: XXX
- Complaints about Home Maintenance and Improvements classified as Suspected scam/rogue trader: XXX
- Number of trading standards officers: XXX
- How many traders within home maintenance and improvements have been successfully prosecuted: XXX

With the 20 day timeframe for a response I expect a response by 8/9/25.

Response

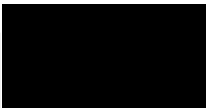
We do not hold this information.

I hope this information is helpful but if you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review, you should write to us via our contact us email address: democratic.services@cambridgeshirepeterborough-ca.gov.uk or write a letter to Complaints, Cambridgeshire and Peterborough Combined Authority, 2nd Floor, Pathfinder House, St Mary's Street, Huntingdon, Cambs PE29 3TN within 40 days of the date of this letter.

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 via their complaints portal [FOI and EIR complaints | ICO](#) or writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Generally, the ICO will not undertake a review or make a decision on a request until the internal review process has been completed.

Yours sincerely



Sophie Purvis
Data Protection and Information Governance Assistant