



Derry City & Strabane
District Council

Comhairle
Chathair Dhoire &
Cheantar an tSraitha Báin

Derry Cittie & Stràbáne
Destrick Council

Ref: FOI / 5963

17th September 2025

Freedom of Information Act 2000 Request - Home Maintenance and Improvements

I refer to your FOI request and respond as follows:

Request

1. 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.
2. 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".
3. Can you also tell me how many Trading Standards officer(s) you have in your authority.
4. I also want to know how many traders within the home maintenance and improvements sector have been subjected to successful prosecution during the time frame above.

Response

Council does not provide a trading standards service.

Derry

C/o Council Offices
98 Strand Road
Derry
BT48 7NN

Strabane

C/o Council Offices
47 Derry Road
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BT82 8DY

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info@derrystrabane.com

www.derrystrabane.com

 Derry City & Strabane District Council

 @dcsdcouncil

Northern Ireland has the Trading Standards Service, whose role is to promote and maintain fair trading, protect consumers and help reputable businesses to thrive within Northern Ireland. I have provided their contact details below:

176 Newtownbreda Road

Belfast

BT8 6QS

United Kingdom

Phone: [0300 123 6262](tel:03001236262)

Email tss@economy-ni.gov.uk

Website: [Northern Ireland Trading Standards Service\(external link opens in a new window / tab\)](#)

If you are dissatisfied with our response, you have rights of review and appeal; these rights consist of two review processes.

Firstly our internal review procedure is available by contacting:

John Kelpie

Chief Executive

Derry City and Strabane District Council

98 Strand Road

Derry BT48 7NN

Tel: 028 71253253 or email john.kelpie@derrystrabane.com

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

CHESHIRE SK9 5AF

Tel: 0303 123 1113 (local rate) or email: caserwork@ico.org.uk

I would advise however, the Information Commissioner has indicated that a review will not be undertaken unless the Council has first had an opportunity to re-consider its decision.

Yours sincerely

Seamus Donaghy
Head of Health and Community Wellbeing