



Information Governance Team

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI868287298**

Thank you for your request for information relating to Doorstep broadband scams.

You have requested the following information:

Under the Freedom of Information Act 2000, I would like to please request information regarding doorstep scams involving individuals falsely claiming to represent broadband, internet, telecommunications or other communications providers.

Please provide the following information for the period 1st January 2021 to 31st December 2025:

1. The total number of reports or complaints received by your Trading Standards service relating to doorstep scams involving individuals falsely claiming to represent broadband, internet, telecommunications or other communications providers.

2. Where available, please provide a breakdown of these reports and complaints by:

- The number of reports or complaints received per calendar year
- The number of consumers who reported suffering a financial loss
- The total value of reported financial losses
- The number of fines or other financial penalties issued
- The total value of fines or other financial penalties issued

If possible, please provide any demographic information recorded about the consumers targeted, such as age group or other relevant characteristics.

Following a review of our records, there are no complaints regarding doorstep scams involving individuals falsely claiming to represent broadband, internet, telecommunications or other communications providers.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

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

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.

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

Yours faithfully

Information Governance