



Response Date: 25/03/2026

2026/298 - Rogue traders / 'cowboy builders' offences

In response to your recent request for information regarding;

Please provide the following information covering the period 1 January 2022 to present:

- 1. The number of recorded crimes where:**
 - a. The offending involves building, home improvement, repair or maintenance work at a residential property; and**
 - b. The victim is alleged to have been misled, overcharged, or left with incomplete or clearly substandard work by the trader.**
- 2. If you use any specific markers or flags for rogue traders, bogus tradespeople or doorstep crime, please provide:**
 - a. The total number of crimes recorded with those markers; and**
 - b. Any breakdown by main offence type (for example fraud-related offences and theft-related offences).**
- 3. The number of these crimes which:**
 - a. Resulted in at least one suspect being charged; and**
 - b. Are recorded as having resulted in at least one conviction, if this outcome data is held.**

If it is more practical to rely on particular Home Office offence codes or internal markers, please specify which codes/markers you have used and provide the figures for those only.

Our information is set up and searchable for our policing purposes. We believe these types of occurrences would be reported to trading standards. We would only record a crime if threat, harassment, violence, criminal damage etc. was involved. Since these types of occurrences could be recorded under a wide range of offence types, to provide anything we have recorded on system, involve manually reviewing each record on our force system. The cost of providing you with the information is above the amount to which we are legally required to respond i.e. the cost of retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (FOI) Fees and Appropriate Limit regulations 2004.

Therefore, in accordance with the FOI Act 2000 the information you have requested is exempt under Section 12 (1), and this letter acts as a Refusal Notice under section 17 (5) of the legislation.

We do not have any specific markers or flags for rogue traders or bogus tradespeople.

There is an NFIB (National Fraud Investigation Bureau) fraud type for "door to door sales and bogus tradesmen", and data on this is publicly available here [Report Fraud Analysis Services \(Public\)](#).

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

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For those NFIB offences referred to North Wales Police for this fraud type, we can provide what is recorded on our system;

Occurrences reported from 01/01/2022 to 17/03/2026 recorded as "NFIB3C Door to Door Sales and Bogus Tradespeople"

Outcome	No. of Occurrences
13. Named Suspect but Victim / Key Witness Deceased or Too Ill	1
14. Victim Declines / Unable to Support Action to Identify Offender	9
15. CPS Named Suspect, Victim Supports but Evidential Difficulties	1
15. Police Named Suspect, Victim Supports but Evidential Difficulties	14
16. Victim Declines / Withdraws Support - Named Suspect Identified	9
18. Investigation Complete No Suspect Identified	66
20. Other Body / Agency has Investigation Primacy	20
21. Police Named Suspect, Investigation Not in the Public Interest	1
Outcome Not Yet Assigned	12
Total	133

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 23/03/2026