

Chief Constable
Chief Constable Robert Carden
Police Headquarters
Carleton Hall Penrith,
Cumbria
CA10 2AU



21 March 2025

Dear XXXXXXXX

FREEDOM OF INFORMATION REQUEST – FOI 257/25

I refer to your request for information received by Cumbria Constabulary on 26 February 2025. I note you seek access to the following information:

1. The total number of ticket fraud crime reports made to the police force for each of the past five years (from Feb 2020 to Feb 2025)

If held, please provide:

- A distinction between concert and football ticket scams*
- The names of the venues identified in each report*
- The name of the artist or football team identified in each report*

2. The total sum of money lost to the above reported ticket fraud incidents per year for each of the past five years (from Feb 2020 to Feb 2025).

- If not held as a yearly figure, please provide a list of the sum of money lost per ticket fraud incident

Your request for information has now been considered and I can confirm Cumbria Constabulary does hold information relevant to your request and I have today decided to disclose this to you.



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.



	Year/ Month										
	2020	2022		2023		2024					Grand Total
Fraud Offence	Mar	Jun	Dec	Jan	Dec	Jan	Apr	Jun	Sep	Oct	
Hacking - Social Media And E-Mail							1	1	2		4
Online Shopping And Auctions										1	1
Other Fraud (Not Covered Elsewhere)									1		1
Ticket Fraud	1	1	1	1	1	1		2	1		9
Grand Total	1	1	1	1	1	1	1	3	4	1	15
	Year/ Month										
	2020	2022		2023		2024					Grand Total
Details of ticket type	Mar	Jun	Dec	Jan	Dec	Jan	Apr	Jun	Sep	Oct	
Concert - no detail	1				1			1			3
Concert - Oasis									4	1	5
Concert - Taylor Swift						1	1	2			4
Sport - Hyrox			1	1							2
Sport - Wimbledon		1									1
Grand Total	1	1	1	1	1	1	1	3	4	1	15

Total sum of money lost each year through ticket scams recorded				
	Year			



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD
Proudly supporting those who serve.



	2020	2022	2023	2024	Grand Total
Sum of Amount £	100	288	464	2115	2967

The above information has been obtained from our crime recording systems using a keyword search of "ticket" "ticket fraud". This information was then manually checked for relevance and is therefore subject to the analyst interpretation.

It should be noted that a keyword search may not accurately identify all information held by the Constabulary as this is dependent on what specific wording has been used when inputting the information onto the system.

The above also include crimes which may have later been cancelled as although reported to us initially they were then later transferred to Action Fraud for them to investigate as these crimes were committed outside of our force area. Likewise, the above includes crimes passed to us to investigate from Action Fraud as these have been committed within our force area.

Police forces in the United Kingdom are routinely required to provide statistics to government bodies and the recording criteria is set nationally. However, the systems used for recording these figures are not generic, nor are the procedures used locally in capturing the data. It should be noted that for these reasons this force's response to your questions should not be used for comparison purposes with any other response you may receive.

Whilst every care has been taken in the retrieval of the information provided, please do not hesitate to contact us for clarification, if you do have any issues or queries relating to this data.

Complaint Rights

If you believe your request has not been properly handled, or you are otherwise dissatisfied with the outcome of your request, you have the right to request an internal review.

In the first instance, please email freedomofinformation@cumbria.police.uk quoting the FOI reference number and explain why you are dissatisfied. Your complaint will be considered and a response will be provided to you after your complaint has been investigated.

If you remain dissatisfied following conclusion of the internal review, you have the right, under section 50 of the Freedom of Information Act, to complain directly to the Information Commissioner.

The address for the Information Commissioner can be found below:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Complaints to the Information Commissioner can also be made online:

[Make a complaint | ICO](#)

I would like to take this opportunity to thank you for your interest in Cumbria Constabulary



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.

