

T/Chief Constable
T/Chief Constable Darren Martland
Police Headquarters
Carleton Hall Penrith,
Cumbria
CA10 2AU



30th July 2025

Dear

FREEDOM OF INFORMATION REQUEST – FOI 703/25 Food Delivery Offences

I refer to your request for information which was received by Cumbria Constabulary on 7th July 2025. I note you seek access to the following information:

1) In the 2024/25 financial year (1st April 2024 to 31st March 2025), how many crimes were logged by your force where Deliveroo, Just Eat, and/or Uber Eats were recorded as being an element in the offence? [Note: I would hope that this could be determined by a computer search on the "investigation summary field" and/or the modus operandi (MO) of crimes for the company names.]

2) Please provide me with a table showing a breakdown of the crimes from Question 1 that are 'linked' to Deliveroo, Just Eat, and/or Uber Eats by their mention in the MO/investigation summary field. Please break down the total by company.

3) Taking a start date of 1st April 2024 please provide me with copies of the first 10 MOs/investigation summary fields that mention either Deliveroo, Just Eat and/or Uber Eats. [Note: To assist with disclosure and to avoid engaging exemptions under s.40, I am content for names, locations, and other identifying details to be redacted. I am seeking insight into the nature of the incident and how Deliveroo, Just Eat, or Uber Eats were relevant.]

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

The information provided was extracted from Cumbria Constabulary's crime recording system. A keyword search was conducted using the terms:

- Just Eat
- Justeat
- Uber Eats
- Ubereats
- Deliveroo

Please note: A keyword search may not accurately identify all information held by the Constabulary. If, for example, the words were recorded in a different field, or if another name or term was used to describe the incident, any such records would not be identified by the keyword search which has been undertaken.



EMPLOYER RECOGNITION SCHEME

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The total number of crimes between 01/04/2024 - 31/03/2025 containing the key words provided in the MO.

Company	Total
Deliveroo	3
Just Eat	2
Uber Eats	3
Total	8

A breakdown of each of the 8 offences and their MO fields.

Named offenders have used victims bank card to purchase Xbox store items, just eat and apple vouchers.
Offender has used the victims bank account details to order food on Uber Eats.
Suspect has used details of victim's bank card online to buy Uber Eats without victim's knowledge /consent.
Suspect has entered the store collected a Deliveroo order to deliver, upon arrival to the address the recipient has informed suspect it is not his order. Suspect has then left with the order and failed to return it to the store.
Offender has called victim claiming to be from UBER EATS, wanting to replace their tablet. Victim was passed around numerous male and female parties, where full bank and phone details were taken from victim and threats were made.
The offender has accessed the victims deliveroo account by unknown means and used the account to order food.
Unknown suspect has located victims lost bank card which had dropped out of pocket and has been withdrawing money using the victim's bank card via ATM machines and Just Eat.
Suspect has gone into store and pretended to be a Deliveroo delivery driver, staff have handed them items from the store which they have left with. The store have since realised this wasn't a genuine delivery person and the goods weren't delivered.

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.



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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.

