| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-1513  Responded to: 09 July 2024 |
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Your recent request for information is replicated below, together with our response.

**In the 2023/24 financial year (1st April 2023 to 31st March 2024), how many crimes were logged by your force where Deliveroo was recorded as being an element in the offence? [Note: I would hope that this by a computer search on the “investigation summary field” and/ or the modus operandi (MO) of crimes for the word/s "deliveroo, "deliver roo".]**

**Please provide me with a table showing a breakdown of the crimes from Question 1 that are ‘linked’ to Deliveroo by its mention in the MO/ investigation summary field.**

I must stress that Police Scotland do not consider keyword searches for specific words/ phrases to be an accurate means of analysis.

There may have been crimes of relevance to your request which do not include the specific word/ phrase that you have listed.

Similarly, spelling errors can skew the results of any analysis based on the presence of keywords.

It would however be nigh on impossible to come up with a list of comprehensive search terms - hence why we would not recommend the approach.

Although the phrase appears in a crime report, it cannot be assumed on that basis that the crime was directly related to the subject matter as per the context of your request.

For the reasons above, we would therefore take the view that the data below does not accurately reflect crimes ‘linked to’ Deliveroo.

However, I can confirm in the 2023/24 financial year, 31 crime reports included ‘Deliveroo’ in the Modus Operandi (MO) field of the crime report.

| **Crime Classification** | **Total** |
| --- | --- |
| Failure to Insure Against Third Party Risks | 2 |
| Fraud - Including Statutory Fraud | 24 |
| Mobile Phone Offences | 1 |
| Theft by shoplifting | 3 |
| Theft not elsewhere classified - excl. motor vehicle | 1 |
| Total | 31 |

**Taking a start date of 1st April 2023 please provide me with copies of the first 10 MOs/investigation summary fields that mention Deliveroo. [Note: To avoid falling into an exemption I am content for the names, ages, geography or any other detail to be redacted to allow for the disclosure of the incident and how it relates to Deliveroo.]**

As requested, the table below details the first 10 crime report MOs since 1st April 2023 which mention ‘Deliveroo.’

As you have stated you *are not* requesting personal information, I will not formally exempt the information marked ‘redacted’, but for the avoidance of doubt, sections 34(1)(b), 35(1)(a)&(b) and 38(1)(b) would apply.

| **Date** | **Crime Classification** | **MO text** |
| --- | --- | --- |
| 07/04/23 | Fraud - Including Statutory Fraud | You did purchase 15 Deliveroo transactions fraudulently without permission |
| 23/04/23 | Mobile Phone Offences | 1. did drive motro vehicle [redacted] without a valid policy of business insurance whilst working as a Deliveroo driver. 2. did drive motor vehicle [redacted] whilst holding and using a mobile phone. |
| 23/04/23 | Failure to Insure Against Third Party Risks | 1. did drive motro vehicle [redacted] without a valid policy of business insurance whilst working as a Deliveroo driver. 2. did drive motor vehicle [redacted] whilst holding and using a mobile phone. |
| 18/05/23 | Fraud - Including Statutory Fraud | By susepct(s) unknown making payment to Deliveroo of £28.68 using [redacted] card in name of the complainer [redacted] resulting in charge against his account without his consent/knowledge |
| 25/05/23 | Theft by shoplifting | Did enter locus in possession of either a large camping bag or a 'Deliveroo' delivery bag, remove 1 x bottle of vodka and 2 x bottles of Smirnoff from open display, place in bag and exit locus via fire exit thereafter make off in an unknown direction. |
| 04/06/23 | Fraud - Including Statutory Fraud | Did take money from complainer's bank account by use of Deliveroo application. |
| 30/06/23 | Fraud - Including Statutory Fraud | Unknown suspects has used the complainer’s bank account to fraudulently order food from Deliveroo in London ten times totalling the amount of one hundred pounds. |
| 30/08/23 | Theft by shoplifting | Enter the store with a Deliveroo bag, make your way around the store removing grocery and self care items from the open displays and placing them within the Deliceroo bag, make way to pay point and scan items, when happy that no staff member is around run out of the store without paying for any of the goods. |
| 30/08/23 | Theft by shoplifting | Make way around the store removing goods from the open display and placing them within a Deliveroo bag, make way to pay point and begin to scan items, when satisfied that there are no staff nearby run out of the store failing to ,pay for goods. |
| 07/09/23 | Fraud - Including Statutory Fraud | Suspect/s did fraudulently gain access to complainers Deliveroo account, place 3x orders to the value of £75.00. |

Spelling errors are author’s own.

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.