

Deliveroo and Uber Eats drivers are being 'reckless' in Canterbury

"We take road safety very seriously and work hard to ensure riders know their responsibilities"

BY

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NEWS

Deliveroo and Uber Eats have received a letter from Canterbury City Council

A pensioner needed medical treatment after a "reckless" delivery driver barged past him on a bike in [Canterbury](#).

Big firms Deliveroo and Uber Eats have been urged to take their moral and legal responsibilities seriously by Canterbury City Council.

Residents ordering takeaways through apps on their smartphones, or the internet, can get popular dishes delivered to their door by the third party companies who have staff on push bikes.

Cllr Terry Westgate, the chairman of the council's Canterbury Forum, has written to bosses at both takeaway HQs as a result.

Deliveroo confirmed to [Kent Live](#) that it had received the letter, and was "deeply concerned" over the issues raised.

The matter was first discussed at a forum meeting earlier this month, where members were shocked to hear from one pensioner who took a glancing blow from a delivery rider.

The council said the driver had been making their way through a pedestrian friendly area "at speed."

'We fear someone is going to be seriously hurt'

In his letter, Cllr Westgate says: “Despite being steeped in history, Canterbury in east Kent is a forward-thinking city determined to embrace every opportunity presented to it by advances in technology.

“However, a recent meeting of the forum was told of increasing concerns from residents about the way your delivery riders recklessly make their way through the city centre.

“We have no doubt your organisation takes safety incredibly seriously and the forum seeks your assurance you will remind your riders in this area of their legal and moral responsibilities.

“If this behaviour continues to be an issue, councillors will ask council officers to explore what other legal avenues are open to restrict riders behaving in a way that can only be described as dangerous.

“We will also work with the police and those responsible for policing health and safety legislation.

“At best, we see this as a reputational issue for your company. At worst, we fear someone is going to be seriously hurt unless this matter is tackled with a sense of urgency.”

The forum was told the issue has also been raised by Kent Police, which is responsible for policing the ban on vehicles in pedestrianised areas between 10.30am and 4pm each day.

'Deeply concerned'

A Deliveroo spokesman said: “We were deeply concerned to read Cllr Westgate’s letter.

“We take road safety very seriously and work hard to ensure riders know their responsibilities to ride conscientiously and safely.

“We will remind all Canterbury riders of this and we will be writing to the council to propose joint action in the city centre to ensure all riders are meeting the high standards people have come to expect.

“Deliveroo riders are a force for good in the community delivering amazing meals and often going the extra mile to help those in need and we will work together with other food delivery companies and the authorities to ensure this remains the case.”