



Force Disclosure Unit

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.uk

disclosure@wiltshire.pnn.police.uk

XXXXXX – by E Mail

Date: 6th April 2023

Your ref: FOI

Our ref: FOI 2023 / 377

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 31st March 2023 concerning Assaults inside Nando's restaurants.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and – having consulted our Business Performance Team - I am now able to respond as follows.

You wrote (and Our Response) :

- 1) Please state how many of the following crimes were alleged to have occurred and recorded by your force as happening inside Nando's restaurants in the calendar years 2021 and 2022.

Assault offences to include all assault offences

5D - Assault with intent to cause serious harm

8N - Assault with injury

8P - Racially or religiously aggravated assault with injury

105A - Assault without injury

105B - Racially or religiously aggravated assault without injury

Please note I am only interested in assaults which occurred inside the restaurants' premises. To clarify, an assault that was recorded as having happened 'down the road from' Nando's would not be of interest, although one that happened inside the restaurant or at least in the doorway/entrance would be.

For the financial year 2021/22, Wiltshire Police have not recorded any assaults that have actually occurred within Nando's restaurants.



- 2) In addition, please state the addresses of the THREE Nando's restaurants in your police force area with the most alleged/recorded assault offences in calendar years 2021 and 2022 on their premises, stating how many incidents occurred for each one.

N/A by virtue of the answer to Q1.

- 3) In addition, please provide me with a verbatim copy of the "investigation summary field" and/or the modus operandi (MO) for the FIVE most recent cases recorded for each of the top three Nando's locations. I understand these will have to be redacted to remove private information.

N/A by virtue of the answer to Q1.

Note

The search for this information has been undertaken on our system(s) using a "wildcard" or "free-text" search for the words "Nando" or "Nando's" in either the address location of the occurrence or in the summary description of the offence. The decision to undertake a "wildcard" search was made to at least provide you with some information rather than having to exempt a response entirely on the grounds that – due to the limitations of our systems - locating the information you require would have necessitated manually reviewing each and every assault case in turn to see if it met your criteria or not. This would have certainly exceeded the time limit obligations on this Authority to respond.

Note – Wildcard Searches

Wildcard searches are notoriously difficult for a number of reasons – for any results to feature they are reliant on the following :-

- a) The keyword being searched for being spelt correctly grammatically
- b) That keyword actually featuring in the field being analysed (eg in this instance the address of the offence or in the summary description of it)
- c) Keyword searches can only be made on the abbreviated summary description of an occurrence, not on the whole investigation log

If an address or summary description contains the word "Nanndo" rather than the correct spelling of Nando, then it will not feature in any search results.

If an assault occurred in a Nando's establishment but it was not mentioned in the summary description (only in the full investigation log) then again it would not feature in any wildcard searches that are undertaken.

If an assault occurred at a Nando's premises but in the address field only the street address was mentioned and not the name Nando's, then again, it would not feature in any wildcard searches that are undertaken.

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Nick Penny
Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.pnn.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk