

**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 email

Date: 28th April 2026

Your ref: FOI

Our ref: FOI 2026 / 386

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 22nd April 2026 concerning ASB and Crimes in Specific Fast Food outlets.

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 I am not obliged to supply the information you have requested in full.

You wrote:

I am writing to submit a formal request for information under the Freedom of Information Act.

I would like to request data related to anti-social behaviour AND reported crimes at McDonalds, KFC, Burger King and Greggs locations within your force area over the past five years.

Please can you provide data on the total number of police call outs to each of these establishments for each year, broken down by the financial year, up to 31 March 2026.

Can you please split the offences by offence group and description.

This information should please also include the following details for each reported incident:

- a) Date of incident
- b) Location (address) where the incident occurred – including whether this was inside or outside the restaurant)
- c) Description of the incident, including any injuries sustained.
- d) Whether any action was taken by law enforcement – detailing what that was



INVESTOR IN PEOPLE

Our response:

Some of the information that you are requesting is not stored in a way which permits retrieval.

Whilst our crime and call recording system(s) are fairly sophisticated and contain a number of specific fields in which particular information about a crime or incident are recorded – which can then theoretically be used to search for data – we do not have specific fields in which we record any of the following:-

- Whether a crime or incident happened inside or outside of a given premises
- Whether injuries resulted or not from a given crime or incident (and if so, what they were)
- Whether a crime or incident occurred at a specific named premises (see note below regarding wildcard / free-text searches)

If held, this information would only exist within the narrative of the full crime or incident log and not in fields which are searchable. The ascertaining of this information would therefore only be possible by physically reading every call and crime occurrence log for the attendance log made for every officer in the Force during the 5 year period you are requesting and then make a new record of the specific information you require.

For this 5 year period, Wiltshire Police have recorded in excess of 400 crimes, calls to or ASB incidents at, these fast-food outlets. Even allowing a very conservative 5 minute per record to achieve this, undertaking this task would take in excess of 34 man-hours to achieve.

Under the circumstances I am absolutely confident that to locate, retrieve and extract the information you seek would by far exceed the time obligations upon this authority to comply, and in so doing would exceed the fees limits. This is set at £450 calculated at a flat rate of £25 per hour for those work activities comprising of confirming the information is held, locating it, retrieving it and extracting it.

It should also be noted that there is no obligation on an Authority to create data – where none currently exists today – simply to answer an FOI request.

Please also note that if one part of the request engages a Section 12 response, the whole request will engage a Section 12 response. The reason being is due to the fact that locating, retrieving and extracting any further information would only add to the already exceeded time obligations.

Although excess cost removes the forces' obligations under the Freedom of Information Act, as a gesture of goodwill I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request. What I am able to provide you is documented on the attached spreadsheet. This spreadsheet details the Crimes, Calls for Service and ASB incidents over the last 5 years for the fast-food outlets in question.

Summary Descriptions of Offences / Incidents

We are not able to supply the summary descriptions of these crimes / incidents as it is exempt under Section 40 of the FOIA covering Personal Information.

Section 40 is an absolute exemption and there is no obligation on an Authority to provide any reasons or rationale when exempting under Section 40, however – under our Section 16

obligation to be as helpful as possible to an applicant – I am happy to provide some additional context.

Any disclosure under FOI is a disclosure to the world, not simply the applicant. If we were to disclose the summary descriptions of the crimes and incidents at these establishments, this could – armed with other information that may already be in the public domain – help to identify individuals that were involved.

In addition, if someone was involved in one of these crimes or incidents, it would provide clarification that a report had been submitted – this in turn could potentially put the reporting person in danger if knowledge of the report being made became public.

ASB

Anti-social Behaviour is not a crime, it is a reported incident. If we receive a report of ASB and – on attendance – criminal activity has been found, then a respective crime record will then be created on our crime recording systems.

Wildcard / Free-text searches

The information provided in this response has been found using wildcard / free-text searches of our systems for the words “McDonalds” , “KFC” , “Greggs” and “Burger King”.

We do not normally advocate the use of wildcard / free-text searches to obtain information for a number of reasons including – but not limited to – the following :-

- a) We can only search on the limited c250 character summary description of an offence and NOT the whole occurrence investigation log
- b) Searches of this nature are reliant on the keywords being present in that summary description – if the words do not appear in the summary but do appear elsewhere in the occurrence log it will not be found in any searches undertaken
- c) The searches are reliant on the specific word searched for being spelt correctly – if “McDonalds” was spelt “MaccDonalds” for instance, it would not feature in any results

For this reason, we do not recommend relying on “wildcard” or “free-text” searches to produce accurate results and we would not knowingly place information into the public domain (eg in an FOI response) that we knew was inaccurate. The only reason we would do so would be if the applicant specifically requested a search of this nature, as you have.

Ordinarily under our section 16 duty to provide advice and assistance, we would advise you how to refine your request in respect of some of the questions above to a more manageable level. However, due to the difficulties outlined above, I cannot see how this can be achieved in this particular case.

Section 17 of the Freedom of Information Act 2000 requires the Wiltshire Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The exemptions applicable to the information requested are:

Section 12: Exemption where cost of compliance exceeds appropriate limit

- (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

Section 40: Personal Information

In accordance with section 17 of the Act, this letter represents a Refusal Notice for this particular request.

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