

WILTSHIRE POLICE



XXXXXXX
By email

**Force Disclosure Unit
Police Headquarters**
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 30th April 2026

Our Ref FOI 2026-398

Dear XXXXX,

I write in connection with your request for information dated 27th April 2026, concerning violence against staff members of named retailers.

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.

Following receipt of your request, research was conducted by the Business Intelligence department at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote and our response:

Please note: This data was obtained by completing a summary search for the terms "Greggs", "Costa Coffee", "Pret A Manger", "Caffè Nero" and "Starbucks". The accuracy and reliability of these searches cannot be guaranteed as only the MO / summary field of the report is searched. If this term is mentioned elsewhere (i.e. within the call log, crime report, statements etc) these will not be returned in the results. Additionally, if the term is misspelt within the MO / summary field, this will not be returned. To provide accurate results would require manually interrogating each crime within the specified timeframe to establish its relevance to your request.

The data has been provided by searching the requested terms, for the period 01.01.2025 to 31.03.2026, for the following crime groups - Violence Against the Person, Theft Offences and Robbery.

1. Please could you provide data for the total number of recorded incidents of violence against the person (including common assault, ABH, GBH, and robbery) in 2025 and 2026 (to date) where the victim was a staff member and the location was recorded as one of the following retailers: Greggs, Costa Coffee, Pret A Manger, Caffè Nero, Starbucks

(Note: If your system allows, please also include incidents where the 'Location' or 'MO' fields contain these brand names.)

1 - Violence Against the Person crime group (Greggs)

Keeping Wiltshire Safe

2. Of the incidents identified, how many were recorded as having a "theft" or "shoplifting" element (e.g., violence occurring when a suspect was challenged for theft)?

0

3. For each incident identified, please provide a brief summary of the method of violence, nature of any injuries sustained, and the outcome of the investigation.

Suspect was barred from the store, asked to leave when entered. Became verbally abusive to store staff and threw items at them (no injuries). The matter is open and under investigation.

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,

FDU Decision Maker