

Commercial Victimisation Survey 2012

Technical Report

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1. BACKGROUND AND RESEARCH OBJECTIVES

1.1 Previous CVS studies

The 2012 Commercial Victimisation Survey (CVS) is the first of a new series of surveys run by the Home Office, designed to measure crime against businesses in England and Wales. This new series, currently scheduled to run in 2012, 2013 and 2014, builds on the two previous Home Office CVS surveys carried out in 1994 and 2002. Both previous surveys were limited to small and medium sized businesses in the retail and manufacturing sectors with interviews carried out by telephone. The two surveys are regarded as among the most comprehensive studies of crime against business in England and Wales measuring crime at premises rather than enterprise level¹.

The 2002 CVS also included a smaller postal survey of head offices (primarily to collect information about the financial impacts of crime) although, due to a very low response rate, data from this was not included in the 2002 report. In 2012 it was agreed that the CVS would focus on data at the premises level, collecting information on experience and costs of crime, responses to victimisation, insurance and crime prevention measures, local policing and business characteristics. Compared with previous CVS surveys, the 2012 survey was widened to cover four business areas; retail, manufacturing, the service sector and transport and distribution. The 2012 survey was again conducted through telephone interviews.

1.2 Scoping Exercise (2010)

In response to the independent Smith review of crime statistics (2006) – which called for regular surveys of commercial and industrial victimisation – the Home Office commissioned a scoping exercise in 2010 to explore the feasibility of carrying out a new survey of business crime. The exercise comprised three main elements:

- A literature review of previous crime surveys;
- A series of consultations with Home Office and external stakeholders to identify key survey requirements; and

¹ Premises referring to individual sites or establishments rather than for an entire company or enterprise.

- Development of survey design options.

A detailed report outlining the work and recommendations of the scoping exercise is available on the Home Office website.² [LINK] What follows is a summary of the key findings.

Review of previous crime surveys

A variety of national and local crime surveys from the UK and other countries were covered in the review, including both previous waves of the CVS. Attention was focussed on the methodology used on previous surveys, with a view to establishing whether any innovative techniques had been used that could be applied to the proposed research.

In general it was found that many of the surveys under review suffered serious methodological shortcomings, such as the use of non-scientific sampling methods, incorrect or inadequate reporting of response rates, and low response rates. The most methodologically sound surveys, in respect of sampling methods used and response rates obtained, almost invariably used telephone or face-to-face collection methods. Surveys conducted in the UK by the Home Office (CVS) and the Scottish Government (Survey of Crimes against Businesses in Scotland) were amongst the most rigorous conducted.

In light of this finding, the review indicated that there were strong grounds for retaining the previous CVS methodology, specifically because:

- Adopting it would provide good quality data at a reasonable cost; and
- It would enable the Home Office to make comparisons with previous rounds of the CVS with confidence.

Consultations with stakeholders

Stakeholders were consulted through a variety of formats to assess the key survey requirements and examine the data from a future survey was likely to be used.

² <http://www.homeoffice.gov.uk/publications/science-research-statistics/research-statistics/crime-research/horr33/>

Consultation involved three elements:

- Interviews with nine external stakeholders to obtain information on the possible use and design of a survey;
- A workshop with internal research and policy staff to understand the Home Office's core requirements for a survey; and
- A longer workshop involving a broader group of external and internal stakeholders to discuss the interim findings.

External stakeholders were recruited from organisations such as the British Chambers of Commerce, the British Retail Consortium, and the Co-operative Group. In general external stakeholders emphasised a perceived lack of available data on crimes against businesses. They felt that the picture of commercial victimisation provided by available data was incomplete, and that as a result too much reliance had to be placed upon a variety of membership-based surveys carried out by business representative organisations. Existing sources of information were also felt to be inadequate, given the narrow focus only on specific business sectors.

Home Office stakeholders regarded a new survey as being an important piece of work which could be used to provide national estimates of the level of crimes against business. This could, it was felt, help inform the development of Home Office policies aimed at reducing these crimes, and in particular help the Government to:

- Identify which sectors were having specific problems and enable actions to be taken in relevant sectors;
- Understand businesses' views of the financial and non-financial impact of offending and crime; and
- Collate trend data to understand changes in the profile of business crime.

The consultation work also yielded proposals regarding the type and size of businesses that should be included in a new survey.

Internal and external stakeholders were agreed that a new survey should, as far as possible, be comprehensive in its coverage of different sectors of the economy. Retail and manufacturing were identified as key sectors by both groups, with Home Office stakeholders also naming the service sector and transport and distribution as sectors of particular interest. With reference to the service sector, a strong desire was expressed that this should cover, and

allow for, separate analysis of organisations working in the 'night time economy', such as bars, pubs, nightclubs, takeaway restaurants, and other food/drink and entertainment venues. There was general agreement that public sector organisations, financial businesses, and utility companies should be excluded.

In general, both external and internal stakeholders called for inclusion of the full range of 'sizes' of businesses operating in the economy. Although there were some differences of opinion over the inclusion of 'large' employers, the predominant view expressed was that they should be included in order to make estimates of national business crime as complete as possible. A strong desire was also expressed to include smaller employers and the self-employed, largely because they were considered to be most in need of support and most likely to face serious financial consequences from crime.

Three general categories of crime and crime-related behaviour to be covered by the survey were agreed:

- Property crime;
- Violent crime; and
- Anti-social behaviour.

Development of survey design options

Information collected through the consultation process provided the basis for a series of recommendations regarding the design and methodology of a prospective new survey.

- A telephone survey of business premises should be conducted.
- The surveys should cover retail, manufacturing, service, and transport and distribution (excluding public transport).
- Premises of all sizes should be included.
- The interviews should take no more than 25 minutes to complete, within a limited timeframe.
- The Experian National Business Database (NBD) should be used as a sampling frame due to its coverage of business telephone numbers.

- The sample selection should be designed to include a disproportionately higher number of larger premises (i.e. the sample should be disproportionately stratified by size of business) to allow separate analyses to be conducted by employment size group.
- Sample should also be stratified by industry, either proportionately (to reduce sampling variance) or disproportionately (to boost sample sizes for certain industry subgroups).

2. SAMPLE REVIEW

This section of the report summarises the findings from a review of the sample design for the CVS. The review builds on a detailed assessment of the design outlined by TNS BMRB during the tender process. In 2012 it was agreed that the CVS would cover SIC³ sections C (manufacturing), G (wholesale and retail), H (transport and storage), and I (accommodation and food service).

The sample design consisted of an overall sample size of 4,000 with 1,000 in each of sections C, G, H and I and a minimum sample size of 400 in each of six business size bands, measured by the number of employees who worked at the premises (0-4; 5-9; 10-19; 20-49; 50-99; 100 or more).

2.1 IDBR sample

There was a range of possible sample frames for the 2012 CVS including a number of commercially available sources (e.g. the Experian National Business Database) as well as the Inter-Departmental Business Register (IDBR). The IDBR is a list of UK businesses maintained by the Office for National Statistics (ONS) and based on inputs from three administrative sources: businesses registered for VAT purposes with HMRC, employers operating a PAYE scheme and businesses registered at Companies House. TNS BMRB's recommendation following feasibility work was to use the IDBR. The full rationale for this recommendation is presented in the separately published Feasibility Report⁴.

2.2 Comparability with previous CVS surveys (inclusion of SIC sections)

As described in the Feasibility Report, TNS BMRB identified a significant problem with SIC section C which maps very poorly to 'manufacturing' as defined in the earlier surveys, partly due to changes in SIC classifications over time.

³ Standard Industrial Classification (SIC) is used to classify business establishments and other statistical units by the type of economic activity in which they are engaged.

⁴ <http://www.homeoffice.gov.uk/publications/science-research-statistics/research-statistics/crime-research/cvs-feasibility-report-2012>

At the start of the contract, the Home Office confirmed that the 2012 CVS should cover *all* of the 'manufacturing' and 'retail' sectors as currently defined (SIC sections C and G). However, the ONS population counts show that 61% of local units (workplaces) in SIC section C and 27% of local units in SIC section G are found in codes that were *not* in the relevant SIC sections for either or both of the 1994/2002 surveys. Consequently, the 'manufacturing' and 'retail' samples available for comparison with the 1994/2002 surveys will be a subset of the total C and G samples in the 2012 CVS. Furthermore, 66% of the 'manufacturing' local units and 3% of the 'retail' units that *were* eligible for the 1994/2002 surveys are not eligible for the 2012 CVS.

Table 2.1 SECTOR C

	In 1994/2002 CVS	Not in 1994/2002 CVS
In 2012 CVS	47,791	74,570
Not in 2012 CVS	94,568	N/A

Table 2.2 SECTOR G

	In 1994/2002 CVS	Not in 1994/2002 CVS
In 2012 CVS	317,674	119,637
Not in 2012 CVS	10,102	N/A

SIC codes that were eligible in 1994/2002 but not 2012 were mainly made up of businesses involved in construction and publishing, while those eligible in 2012 but not the previous surveys were spread over a wide range of activities. A detailed list is provided in the separately published Feasibility Report.

Table 2.3: SIC 2007 classes that were eligible for either the 1994 or 2002 surveys but are not in SIC 2007 sections C, G, H or I.

SIC07	DESCRIPTION	CLARIFYING COMMENTS
08930	Extraction of salt	All (except support activities and manufacture of table salt)
41201	Construction of commercial buildings	Assembly and installation of self-manufactured buildings of wood/plastic on site
41202	Construction of domestic buildings	Assembly and installation of self-manufactured buildings of wood/plastic on site
43320	Joinery installation	Installation (erection) work of self-manufactured builders' ware of wood/plastic
43910	Roofing activities	Roofing activities
58110	Book publishing	All, except publishing of directories and mailing lists and manufacture of globes Includes: - publishing of audio books - publishing of encyclopaedias etc. on CD-ROM
58120	Publishing of directories and mailing lists	Publishing of telephone books and other directory books Publishing of mailing lists Catalogue and yearbook publishing
58130	Publishing of newspapers	Publishing of newspapers
58141	Publishing of learned journals	Publishing of learned journals
58142	Publishing of consumer and business journals and periodicals	All (except learned journals) Includes publishing of radio and television schedules
58190	Other publishing activities	Stamps, cheque forms, banknotes, trade advertising material, commercial catalogues and other printed matter n.e.c.
59120	Motion picture, video and television programme post-production activities	Supporting activities such as dubbing etc.
59200	Sound recording and music publishing activities	This class includes also sound recording service activities in a studio or elsewhere. Production of taped radio programming (i.e. non-live) is included here.
62090	Other information technology and computer service activities	Installation of personal computers and peripheral equipment
74203	Film processing	=
74209	Photographic activities not elsewhere classified	=
95240	Repair of furniture and home furnishings	Repair of furniture and home furnishings
95290	Repair of other personal and household goods	Repair of other personal and household goods

This mismatch complicates comparative analysis and the mismatch for the 'manufacturing' sector was too great to overcome without compromising the objectives of the 2012 survey. No comparative analysis of the 'manufacturing' sector should be carried out. However, analysis of the 'retail' sector was achievable with the inclusion of a small additional sample (<25 interviews) to

make the 2012 section G sample comparable with the 1994 and 2002 'retail' samples. The target sample size for section G was consequently reduced to 975 with an additional target sample of 25 based on previously defined 'retail' codes, and limiting comparative analysis to 'retail' as defined in 1994/2002.

2.3 Sampling of sites within multi-site enterprises

It is possible to 'de-duplicate' the IDBR sample so that only one site is included for each enterprise. However, no de-duplication was carried out for the following reasons.

1. It introduces greater variance in sampling probabilities, reducing the overall effective sample size for the study;
2. It may not be possible to calculate the sampling probabilities exactly because the number of sites associated with the enterprise *in each sample stratum* would be required;
3. Sampling just one site from an enterprise runs the risk of achieving no interviews from sites associated with that enterprise.

2.4 Sample telephone number matching

TNS BMRB carried out a telephone number matching exercise which comprised three stages:

- an automatic telephone look-up run by a computer system;
- a more comprehensive process of manually searching databases;
- a final stage of manual telephone number matching - looking up each case individually on the internet.

The final stage of manual matching was used as, for some SIC/size combinations, the match rate would be below 50%. This would increase the risk of bias in survey estimates.

2.5 Telephone matching

A total of approximately 18,709 records were issued to the telephone matching process (including part of the initial reserve sample). Reserve records were issued after it became apparent the predicted match and screener rates for smaller businesses and those in sectors H and I were lower than anticipated.

Due to the urgency of issuing a reserve, more records from the reserve were issued than were actually required. The figures below are based on the main sample plus reserve cases that were actually issued to the screener.

Table 2.4 Issued sample for telephone lookup including issued reserve

Sector	Size band					
	0 to 4	5 to 9	10 to 19	20 to 49	50 to 99	100+
C	1978	321	256	278	373	406
G	3002	466	279	224	181	172
H	3722	439	335	387	561	605
I	2341	789	587	514	332	161

In total 13,698 records were successfully matched constituting a 73% match rate, although match rates varied by SIC group and business size. As evidenced in Table 2.5, match rates were particularly low for the smallest businesses in sector H (transport and storage with 0 to 4 employees). This was the only cell with a match rate of less than 65% - in fact match rates were 49% for this cell, which accounted for most of the shortfall on the originally predicted match rates (see feasibility report).

Table 2.5: Successfully matched records at telephone lookup including reserve

Sector	Size band					
	0 to 4	05 to 09	10 to 19	20 to 49	50 to 99	100+
C	1285	272	238	270	362	402
G	2032	407	257	213	178	170
H	1824	340	266	333	473	497
I	1779	666	515	471	300	148

Of the 13,698 matched records 91% were issued to the screener (12,428 in total). A breakdown of the final issued sample is provided in Table 2.6. A small amount of sample remained unissued following telephone matching to account for discrepancies in match rates, anticipated screener rates and the required sample profile by sector and size.

Table 2.6 Telephone match rates by sector and size of business

Sector	Size band					
	0 to 4	05 to 09	10 to 19	20 to 49	50 to 99	100+
C	65%	85%	93%	97%	97%	99%
G	68%	87%	92%	95%	98%	99%
H	49%	77%	79%	86%	84%	82%
I	76%	84%	88%	92%	90%	92%

3. DEVELOPMENT WORK

3.1 Overview of survey development

This chapter provides a summary of various stages of development work carried out by TNS BMRB between April and July 2012. Work was carried out to develop the survey methodology and questionnaire for the 2012 CVS and consisted of three main stages:

- 1) A comprehensive review of the CVS sample design. This included making a recommendation of the survey population, obtaining the most accurate business population counts, and developing a process for looking up telephone numbers for sampled premises
- 2) Cognitive interviews with respondents at a range of individual business premises to fully test the draft questionnaire
- 3) A robust dress rehearsal of 100 interviews designed to test comprehensively all aspects of the survey processes. This provided an opportunity to test the questionnaire produced from the feasibility study and amend it prior to the main stage survey.

A separate feasibility report was produced containing detailed information on the development work and questionnaire changes that were made as a result. The full report is available on the Home Office website.⁵

3.1.1 Early scoping interviews

Prior to and during the questionnaire design stages outlined below, TNS BMRB carried out a number of informal scoping interviews to test questions specifically on electronic crime and fraud. These included two interviews with IT network and security specialists and two interviews with consultants specialising in fraud and financial crime. As part of the interview an early draft of the CVS questionnaire was provided to the interviewee. Researchers at TNS BMRB then carried out a semi-structured interview to assess the suitability of the draft questions and to get broader perspective on any issues that businesses may have answering the questionnaire. This included any anticipated issues around disclosure and corporate diligence.

⁵ <http://www.homeoffice.gov.uk/publications/science-research-statistics/research-statistics/crime-research/cvs-feasibility-report-2012>

3.2 Questionnaire design stages

The questionnaire development phase consisted of two distinct stages:

- A small-scale pilot consisting of cognitive interviews carried out by members of the research team at TNS BMRB
- A full-scale dress rehearsal designed to test all aspects of the survey process

Findings from both of these stages were used in the formulation of the final questionnaire. This section includes some general findings from each stage of questionnaire development, while the final questionnaire can be found in Section 6.1.

3.2.1 Cognitive Piloting

Twenty cognitive interviews were carried out during May and June 2012. Interviews were carried out with a range of small, medium and large businesses in each of the four sectors identified as in scope for the 2012 CVS (namely, retail, manufacturing, food and accommodation, and transport).

The first full draft of the CVS questionnaire was provided by the Home Office and was based on the 2002 CVS with a relatively small number of new questions. Following discussions between TNS-BMRB and the Home Office a subset of key questions were identified and these were used as the basis for conducting cognitive interviews with businesses. Interviews focused primarily on the questionnaire content including:

- How respondents understood and interpreted questions
- Whether respondents were able to provide accurate responses
- Whether it is feasible to answer all of the questions in the survey
- Whether respondents were able to provide data on the cost of crime on their business

Furthermore, cognitive interviews were an important opportunity to establish with respondents who was best placed in their business to answer questions about crime and crime prevention.

Interviews covered all the main sections of the 2012 CVS questionnaire as well as detailed probing questions to understand how participants interpreted

questions. Each interview lasted around one hour and participants were given a £50 incentive payment for taking part. All interviews were conducted by telephone by a member of the research team at TNS BMRB.

Sample for cognitive interviewing

Participants were recruited by TNS BMRB’s in-house qualitative field recruitment team. Recruitment quotas were set to ensure a range of different businesses were included in the exercise both in terms of industry sector and business size. Recruited businesses must have experienced at least three different types of crime in the last 12 months to ensure that participants could sensibly contribute to this stage of the survey development.

Respondents were recruited by finding the person at the sampled premises with responsibility for crime, security, crime prevention and upkeep of the premises who could answer detailed questions about crime experienced at the premises in the last 12 months. In most smaller businesses this tended to be the general manager or owner. In larger businesses this was often the head of security, facilities or health and safety.

In total, 20 participants were recruited, as outlined in the table below. In each of the four CVS sectors a mixture of different sized premises were included (defined by number of employees).

Table 3.1: Profile of recruited businesses

	1-9 employees	10-99 employees	100+ employees
Retail	1	2	2
Manufacturing	2	2	2
Transport	2	3	0
Food & Accommodation	1	2	1

Interviews were split into two blocks of 10, with some initial changes to questions being made after round one and retested in round two. Some general findings are summarised below, but the bulk of the findings are presented section by section in the order of the draft questionnaire. The draft questionnaire that was tested (including prompting questions) is provided in Section 4 of this report.

General findings from cognitive pilots

Prior to cognitive testing, a number of sections were identified as being lower priority and/or problematic to administer. These were dropped from the survey before testing (see below).

Complexity of questionnaire wording

In addition to the overall length, during the first round of testing, the question wording was found to be overly complex and clumsy in places. Many of the questions (notably the screeners) contained multiple clauses which were repeated frequently. These included: 'in the last 12 months', 'at these premises', 'to employees who consider this to be their main place of work' and so on. These repeated clauses often distracted from the salient points of the question and served to confuse respondents. Wherever possible, the question wording was stripped back to improve the quality of data collected and to lower the burden on the respondent / reduce interview length.

Businesses that have been in their premises for less than 12 months

It was agreed, following the piloting and subsequent steering group meeting, that businesses that have been in their premises for less than 12 months would be included in the CVS (even though they would not be able to answer in relation to the full 12 month reference period). This means that businesses that have been in the same premises for 1-11 months will have a non-standard reference period. Before the dress rehearsal and main stage interviews, text fills needed to be added throughout the questionnaire so the correct reference period was presented to all respondents [in the last 12 months / since you have been at these premises].

Sections deleted before cognitive piloting

In addition to these general issues, two sections of the original CVS questionnaire identified as lower priority were dropped prior to the cognitive pilot interviews in order to achieve the required 20 minute length:

- Tobacco and alcohol smuggling
- Being offered stolen goods

3.2.2 Dress rehearsal

Revisions to the draft questionnaire were agreed between TNS BMRB and the Home Office following the two stages of cognitive interviewing described above. The revised questionnaire was tested during a dress rehearsal which is described below.

The dress rehearsal was designed to fully test all aspects of the survey process prior to the main stage of the CVS. It provided an opportunity to test the questionnaire produced from the earlier stages of the feasibility study, to check the screener process and to highlight any fieldwork issues in advance of the main stage.

This section of the report provides an overview of the dress rehearsal process and outlines the main issues that were taken into account prior to the main stage. The three stages were:

- 1) Selection of a sample of business premises
- 2) A screener – to identify the most appropriate respondent at each sampled premises
- 3) The main dress rehearsal survey

Both the screener and main dress rehearsal surveys were conducted by CATI (Computer Assisted Telephone Interview).

Selection of sample

The sample used for the dress rehearsal was provided by commercial sample provider Dunn and Bradstreet (D&B). Ideally, the sample would have been drawn from the IDBR (to replicate the main survey process) but, as a result of delays in delivery of the IDBR database, it was not available in time for the dress rehearsal. The D&B sample also already includes telephone numbers for the majority of sampled businesses.

The timetable for the dress rehearsal was challenging, with only one and a half weeks to complete fieldwork. The relatively short fieldwork period was to minimise any delays to the main stage. Additionally, time constraints meant that the dress rehearsal couldn't be treated as a strict random probability sample and so quotas were set for the screener stage (see below) to ensure that a representative sample of businesses by sector and size were included.

Table 3.2. Quotas for the screener stage

	0 - 4	5 - 49	50+	TOTAL
SIC 2007 (C) - manufacturing	57	37	32	125
SIC 2007 (G) – retail and wholesale	73	39	13	125
SIC 2007 (H) Transport	75	26	25	125
SIC 2007 (I) Accommodation and food service activities	60	52	13	125
TOTAL	267	150	83	500

The Screener

The dress rehearsal started with a screener stage to replicate the main stage fieldwork process. Screening interviews took place between the 25th and 29th of June 2012.

The purpose of the screener was to identify the person who was responsible for security and crime-related issues at the sampled premises and to collect contact details for that person.

All interviews were carried out from TNS BMRB’s telephone centre in Hull. Three interviewers worked full time on the screener stage over five working days. Interviewers were briefed thoroughly on the survey background, the person they should be identifying and how to obtain their contact details.

In 5 days, 1,975 business premises were called and a total 512 premises were successfully screened. All quotas set for the sample were met.

Mail out: Advance letters & data sheet

An advance letter explaining the purpose of the research was sent to all 512 contacts obtained from the screener. Letters were sent in two batches on the 28th of June and on the 2nd of July 2012.

Along with the letter, a data sheet (Experience of Crime Sheet) was also included. It contained questions about respondents’ experience of crime and was designed to give them opportunity to recall and find details of what had happened at their premises in the last 12 months prior to taking part. Respondents were asked to have the data sheet to hand during the interview to help them answer the questions. A show card with lists of pre-coded answers was also provided for questions about fraud and electronic crime with long code frames.

Interviewers checked at the start of the main pilot interview whether the screened respondent had received the advance letter and data sheet. They were able to send PDF copies of the advance letter and data sheet by email through the CATI software if required.

Dress rehearsal - main stage

The main stage of the dress rehearsal took place between the 4th and the 13th of July 2012. All interviews were carried out from TNS BMRB’s telephone centre in Hull. Five interviewers worked on this stage and worked primarily during standard business hours.

Quotas

As with the screener stage, quotas were set on SIC and premises size to ensure a representative sample of business premises were interviewed. This was particularly important given the need to measure the interview length as part of the dress rehearsal.

The quotas used reflected those from the screener stage. The table below summarises the quota allocation for each group.

Table 3.3. Quotas from main dress rehearsal stage

	Less than 5	5 - 49	50+	TOTAL
SIC 2007 (C) - manufacturing	11	7	6	25
SIC 2007 (G) – retail and wholesale	15	8	3	25
SIC 2007 (H) Transport	15	5	5	25
SIC 2007 (I) Accommodation and food service activities	12	10	3	25
TOTAL	53	30	17	100

Fieldwork outcomes

A total of 100 interviews were achieved using 512 pieces of screened sample. During fieldwork the sample was split, so that larger premises (100 employees or more) were separated and could be monitored as an independent survey.

The table below provides an overview of the interviews achieved and outcomes for each piece of sample. It also provides an estimate of the response rate achieved.

Table 3.4. Fieldwork outcomes and response rate estimates⁶

	N	% on resolved cases	% All cases (inc. unresolved)
Total sample loaded	502		
Out of scope (deadwood / ineligible contacts)	8		
Wrong number / not known at number	4		
Bad Number / Dead Number	2		
Ineligible	2		
In-scope sample	494		100%
Unresolved sample (no final outcome / contact)	215		44%
Broken appointments / general call backs	164		33%
Answer machine	13		3%
No answer	29		6%
Number engaged	7		1%
Stopped interview	2		0%
Total resolved sample	279	100%	56%
Resolved non-interviews (all with final outcome)	179	64%	36%
Refusals	30	11%	6%
Deferrals	37	13%	7%
Unavailable during fieldwork	101	36%	20%
Terminate / Abandon / Incomplete interview	11	4%	2%
Final complete interviews (and response rate)	100	36%	20%

Table 3.5. Achieved interviews by SIC and size

	Less than 5	10 - 49	50+	TOTAL
SIC 2007 (C) - manufacturing	11	7	4	22
SIC 2007 (G) – retail and wholesale	15	8	3	26
SIC 2007 (H) Transport	16	5	5	26
SIC 2007 (I) Accommodation and food service activities	13	10	3	26
TOTAL	55	30	15	100

⁶ A number of business premises were called on many occasions without being able to carry out an interview or to establish whether the target respondent was willing to take part. These businesses are shown as 'unresolved'.

General findings from the dress rehearsal

Researchers from TNS BMRB and the Home Office monitored interviews during the dress rehearsal fieldwork period to assess the suitability of the questionnaire. Feedback was provided by the telephone interviewers and supervisors at TNS BMRB's telephone centre (who are also required to monitor interviews as part of the company's quality procedures).

This section summarises the main recommendations from the dress rehearsal.

Interview length

The average interview length was 31 minutes (11 minutes over the 20 minute target). On balance, it was decided that the questionnaire was too long and may have compromised data quality in its original form.

The longest, and most repetitive, section was crime prevention which lasted an average of 7.2 minutes. The average time spent by respondents answering each section was:

- Background: 4.1 minutes
- Screener: 4.2 minutes
- Victim forms: 3 minutes (per completed victim form)
- Electronic crime: 2.6 minutes
- ASB: 0.5 minute
- Crime Prevention: 7.2 minutes⁷

The length of the victim form module varied greatly depending on the number of victim forms the respondent was required to complete. About half of respondents skipped the section entirely (as they had not experienced any crime in the last 12 months). The average time spent on all victim forms for all respondents, including those who completed none, was 2.6 minutes. Among those who answered at least one victim form the average time spent was around 6.5 minutes, with an average of 3 minutes per completed victim form.

The table below shows the number of victim forms answered by all 100 respondents who took part in the dress rehearsal:

⁷ These averages are based on 80 interviews where timing data was available.

Table 3.6. Number of victim forms completed

Number of victim forms	Number of respondents
0	54
1	23
2	7
3	7
4	4
5	2
7	2
8	1
Grand Total	100

Among those who had experienced crimes in the last 12 months, respondents answered an average of 2.3 victim forms.

The survey was commissioned to last an average of 20 minutes. Following the dress rehearsal, the questionnaire was reviewed with a view to reducing the length by an average of 10-12 minutes per respondent. The main suggestions for time saving were:

- Reducing the length and complexity of the crime prevention section
- Rotating the crime prevention and e-crime modules – so each would be asked of only half of respondents
- Removing a number of lower priority questions along with questions that were considered too difficult or time-consuming for respondents to answer

Feedback on experience of crime sheet

Three questions were added at the end of the main dress rehearsal interview to gather respondents' feedback on the Experience of Crime Sheet. The majority of respondents had at least looked at the sheet even if they had not completed it.

Overall the comments on the Experience of Crime Sheet were positive. No specific suggestions were made to improve the document and the few negative comments about it largely related to the length of the document.

It is worth pointing out that some respondents misunderstood the purpose of the Experience of Crime Sheet. Some mentioned it wasn't comprehensive enough as a standalone questionnaire and other respondents sent back a completed sheet by email, mistaking it is a survey in its own right. Others

were frustrated at having to go through the questions over the phone with the interviewer if they had already completed the sheet prior to taking part.

The Experience of Crime Sheet was seen as a useful document and one which was important for the main stage. However, it was necessary to clarify the purpose of the sheet in the advance letter. The advance letter was amended before the main stage to make it clearer that completion was optional and that the user would still need to go through the questions as part of the telephone interview. The letter was also changed to make it clear that the sheet need not be returned to TNS BMRB.

Correcting errors made at the screener questions

In at least three interviews the respondent had initially said they had experienced a crime at the screener but corrected themselves at the start of the victim form, when the interview provided more information about what they type of crime they should include. For example, one respondent had become confused and mistakenly reported a burglary that had affected a neighbouring business.

In such situations, the structure of the questionnaire made it virtually impossible for the interviewer to proceed with the interview. While it is possible to scroll back to previous questions to correct responses, the gap between the screener and corresponding victim forms may be very long, particularly for those who have experienced multiple crime types. It was not feasible to leave the respondent waiting while scrolling back and so the affected interviews had to be stopped and an appointment made to call the respondent back. This would have resulted in a considerable number of lost interviews at the main stage.

To address this issue, a 'check question' was added at the start of each victim form which allowed the interviewer to indicate that the information collected during the screener was incorrect, thereby skipping the detailed questions relating to this type of crime.

An open ended question was added after this question which asked the interviewer to explain the error to ensure that corrections were only applied for legitimate reasons.

Read out 'agreement' scales

Researchers observed that a number of answer lists using rating scales (including extent of agreement) took a long time to read out and were slowing up the interview process unnecessarily. Following the dress rehearsal, it was decided to adopt a simplified / quicker read out approach, asking first simply whether the respondent agreed or disagreed and then prompting them to say the extent to which this was the case. For example:

- Do you agree, disagree or neither agree nor disagree?

PROMPT – is that strongly or slightly...

3.2.3 Final questionnaire (Appendix)

The final questionnaire used during main stage fieldwork can be found in Section 6.1.

4. FIELDWORK

4.1 Screening procedures

The screening interviews for the main survey took place between the 16th of July and the 7th September 2012. Screening was conducted in the same manner as the equivalent stage of the dress rehearsal (although using IDBR sample rather than the commercially bought source used for the dress rehearsal). Sampled addresses were contacted by telephone interviewers, who attempted to identify the person who was responsible for security and crime-related issues at the sampled premises and to collect contact details for that person.

All interviews were carried out from TNS BMRB's telephone centre in Hull. Interviewers received a telephone briefing, conducted by a member of the research team, and were issued with written instructions.

One of the key considerations was to ensure that contact details were obtained for the sampled *premises* rather than merely the sampled business. To that end, the first step in the screening interview asked interviewers to confirm whether the person they were speaking to was based at the sampled premises:

'Before I go ahead, please can I confirm that this is [COMPANY NAME] at [ADDRESS]?'

In the event that the respondent answered 'No', the interviewer was presented with several options reflecting a variety of circumstances, and instructed to select the relevant option:

Code	Description	Outcome
1 – Error in address or company name but business is based at sampled location.	Respondent recognises the company name and address, but tells you the exact wording/ details are not quite correct.	Proceed with interview
2 – Correct business but different branch / location (including Head Office).	Respondent works for the same business but <u>not</u> at the sampled premises.	Collect and record telephone number for the sampled premises
3 – Correct business but branch / location has completely closed.	Respondent tells you that the sampled premises has closed down.	End interview
4 – Business has moved to a new address but telephone number we	Respondent tells you that the business used to be based at the sampled	Proceed with interview

have is correct.	premises, but now operates from a different location.	
5 – Completely different business based at sampled address.	Respondent is based at the sampled address but works for a different business	End interview
6 – No business based at the sampled address – residential address.	Respondent tells you that there is no business operating from the sampled address.	End interview
7 – Other (specify)	n/a	Proceed with interview

Where the sampled contact details proved to be for a different site within the same business (Code 2 above), the interviewer attempted to collect new contact details for the sampled premises and schedule a follow-up call to those premises.

In total, 12,428 business premises were called as part of the screening exercise and a total of 7,684 premises were successfully screened (the equivalent of a 62% conversion rate). Full details on success rates during the screening stage are summarised in Table 4.1 below.

Between screener and main interviews a small number of business premises (six in total) opted out of the survey (accounting for the discrepancy in the number of screened premises and the total available sample for the main stage – see Table 4.1).

As shown in Table 4.1, 2,861 of the screened premises were found to be either deadwood or ineligible for the survey. This includes businesses with no employees and businesses based in residential premises (with no other commercial premises). Depending on which of these cases we consider to be out of scope for the survey the true screener rate lies somewhere between 71% and 80%.

Table 4.1. Screener survey – sample breakdown and response rate calculations

	n
Total loaded sample	12,428
Total Completes	7,684
Live sample (unresolved)	
Eligible Live - Hard Appointment (broken - interview not obtained)	10
Eligible Live - General call back (broken - interview not obtained)	146
Eligible Live - Engaged	32
Eligible Live - Answer machine	290
Eligible Live - Stopped interview	1
Eligible Live - No answer	781
Total live (unresolved) sample	1,260
Deadwood and ineligible	
Deadwood - Bad Number / Dead Number	607
Deadwood - Modem / Fax / Beeper	160
Deadwood - No one with responsibility / able to respond	58
Deadwood - Incorrect premises - unable to get correct telephone number	367
Deadwood - Calls Barred	2
Total deadwood	1,194
Ineligible - Incorrect company name / company not at sampled address	333
Ineligible - Business moved	29
Ineligible - Residential number (no employees)	231
Ineligible - Business closed down	190
Ineligible - Residential-based business (not commercial premises)	884
Total ineligible	1,667
Eligible used sample - Refusal	176
Eligible used sample - Stopped / abandoned interview	7
Eligible used sample - Person responsible would not give name	250
Eligible used sample - Respondent unavailable during fieldwork	54
Eligible used sample - Company does not take part in research (company policy)	47
Eligible used sample - Proxy refusal	37
Eligible used sample - Knew which department responsible but refused to put through	52
Total eligible used sample	623
Conversion rate (total completes: total loaded sample)	62%
Screener rate 1 (excluding ineligible)	71%
Screener rate 2 (excluding deadwood and ineligible)	80%

4.2 Fieldwork documentation

As for the dress rehearsal, all successfully screened premises were sent an advance letter (addressed to the named contact obtained during screening) and a data sheet ('Experience of Crime' sheet).

Advance letter

The advance letter provided some basic details about the survey, as well as providing contact details for the research team at TNS BMRB, in case respondents had any queries prior to being contacted by an interviewer. The information in the letter explained:

- The purpose of the research;
- Who TNS BMRB are;
- How long the interview would take;
- How the 'Experience of Crime' sheet should be used; and
- That any information provided would be held in the strictest confidence.

A copy of the advance letter can be found in Section 6.2.

Data sheet

Completion of the data sheet, while an important element of the interview for many respondents, was not considered essential in order for an interview to take place. At the beginning of the main interview, respondents were asked whether they had received a data sheet. Respondents who had either not received or mislaid the data sheet were given two options:

1. Continue with an interview without the datasheet.
2. Supply an email address to which the data sheet could be sent.

Respondents who requested a data sheet be sent via email could either continue with an interview (using the blank data sheet as an aid) or schedule a call-back for a later date, once they had had an opportunity to complete the datasheet.

This iterative process allowed for greater flexibility and ensured that interviewers could tailor their approach depending on the preference of individual respondents.

A copy of the data sheet can be found in Section 6.3.

Showcards

As for the dress rehearsal, a show card containing lists of precoded answers was also provided for questions about fraud and electronic crime with long code frames.

Interviewer instructions

All interviewers working on the survey were provided with a set of written instructions, containing detailed explanations on how certain terms, concepts, and types of crime should be defined. A copy of the interviewer instructions can be found in Section 6.4. In summary, the instructions covered the following areas:

Premises – It was essential that respondents only report on crimes that had been committed against the actual sampled premises, and not against the business as a whole (e.g. for large businesses with multiple sites). The instructions provided guidance on how 'premises' should be defined, and what kinds of buildings/ areas should be in-scope.

Employees – In a similar respect to premises, there was a need to define in-scope employees in a consistent manner. In the instructions, interviewers were advised to include employees who consider the sampled premises to be their main place of work.

Vehicles – Since we were only interested in crimes against vehicles owned by the business that are used for business purposes, the instructions provided guidance on how to treat company cars and employee-owned vehicles.

Crime types – It was important to ensure that the distinctions between different crime types (e.g. between burglary and robbery) was clear to the interviewer and the respondent, in order to avoid double-counting of incidents. The instructions provided definitions for each crime type and outlined the kind of incident that should be in-scope/ out of scope in each case.

4.3 Briefing of interviewers

Interviewers attended a three hour, face to face briefing led by the research team at TNS BMRB. The briefing focused on:

- The survey background including the objectives of the research, the different stages of the survey process, the screener, the letters and datasheet
- The type of respondent required for the survey and how to answer common questions from respondents
- The importance of getting a high response rate and techniques to ensure a high response to the survey
- The questionnaire - including the main topics and structure of the questionnaire

- Specific issues relating to interviewing large businesses (including how to deal with head office referrals)

The briefing included a 'dry run' through the questionnaire and all interviewers were required to carry out at least one practice interview.

4.4 Fieldwork dates and fieldwork management

Fieldwork for the main CVS survey took place between 10th August and 1st November 2012. Screened contacts were called by a team of 65 telephone interviewers who were all briefed face to face by the research team. While an initial screener stage had already been carried out in some cases an element of re-screening was required if it became apparent someone else, other than the screened contact, was best placed to respond.

As with the screener stage, all interviews were carried out from TNS BMRB's telephone centre in Hull. Interviewers received a telephone briefing, conducted by a member of the research team, and were issued with written instructions.

Interviews were conducted using Computer Assisted Telephone Interviewing (CATI), allowing for maximum opportunity to compare the results with those from earlier surveys. The use of CATI for this type of survey had a number of advantages. The telephone research was controlled and supervised to allow careful sample management and maximum control of the interviewing at all stages, allowing both overall response and response amongst certain types of organisations to be monitored on a daily basis. This therefore ensured that a wide-range of organisations participated in the survey, providing representative results.

The interview was conducted electronically with all questions and routing programmed automatically, meaning that interviewers were free to concentrate on the respondent's answers and data was recorded accurately. Finally, telephone fieldwork encouraged participation whilst also allowing the respondent to participate at a time that suited them, an essential requirement of this survey where the respondents – busy professionals – needed some encouragement to take part and the flexibility of being able to take part at a time suited to them. Respondents were able to schedule appointment times for the interviewer to call, ensuring the sample and the interviewer's time was

used most efficiently and respondents were more committed to taking part. On some occasions these appointments were broken due to the busy nature of the organisations surveyed. However, a simple electronic process allowed the interviewers to re-schedule an appointment and then move on to the next interview.

A breakdown of the fieldwork outcomes and response rate calculations are provided in Table 4.2 below. In total, 4,024 interviews were completed constituting a 53% conversion rate. Once a small number of ineligible cases are factored into the calculation the final response rate was 54%.

Table 4.2. Main survey – sample breakdown and response rate calculations

	SECTOR					BUSINESS SIZE					
	Total	C	G	H	I	1-4	5-9	10-19	20-49	50-99	100+
Total loaded sample	7659	1842	1908	1827	2082	2598	1265	928	962	1000	906
Complete interviews	4024	962	1026	880	1156	1305	655	547	539	540	438
Eligible Live - Hard Appointment (broken - interview never obtained)	15	3	4	5	3	5	2	3	1	3	1
Eligible Live - General call back (broken - interview never obtained)	544	147	112	139	146	148	68	50	68	95	115
Eligible Live - Respondent soft refusal (interview never completed despite further attempts)	371	97	95	97	82	122	73	55	49	46	26
Eligible Live - No reply / engaged / fax / modem / answer machine (but had contact previously)	516	127	113	120	156	168	62	22	27	54	183
Eligible Live - No reply / engaged / fax / modem / answer machine (no contact)	20	6	3	6	5	9	2	1	1	1	6
Eligible Live - Stopped interview (interview never completed despite attempts)	9	0	4	1	4	4	1	0	1	3	0
											0
Ineligible sample - Business closed down or moved from sampled premises	115	24	36	26	29	57	21	11	13	9	4
Ineligible sample - Residential (no employees)	38	4	8	19	7	25	5	3	2	1	2
Ineligible sample - Company has no employees	1	1	0	0	0	1	0	0	0	0	0
Ineligible sample - Always Unobtainable	41	11	12	10	8	18	5	7	3	5	3
Ineligible sample - Always No reply (only used after 21 calls or more)	12	3	3	3	3	9	0	0	1	2	0
Ineligible sample - Always fax or modem	1	0	1	0	0	1	0	0	0	0	0
Ineligible sample - Duplicate number	19	3	3	10	3	3	3	5	1	4	3
											0
Eligible used sample - Abandoned interview	151	30	39	41	41	53	25	18	19	20	16
Eligible used sample - Respondent hard refusal	1174	301	335	307	231	446	232	138	145	116	97
Eligible used sample - Proxy hard refusal	2	0	1	1	0	0	1	0	0	1	0
Eligible used sample - Unavailable during fieldwork	578	119	110	145	204	214	107	66	85	95	11
Eligible used sample - Over 40 calls (but with contact made at some point)	28	4	3	17	4	10	3	2	7	5	1
											0
Total ineligible	227	46	63	68	50	114	34	26	20	21	12
Total eligible	7432	1796	1845	1759	2032	2484	1231	902	942	979	894
Conversion rate (total completes: total loaded sample)	53%	52%	54%	48%	56%	50%	52%	59%	56%	54%	48%
Response rate (excluding ineligible)	54%	54%	56%	50%	57%	53%	53%	61%	57%	55%	49%

5. DATA PROCESSING AND OUTPUTS

5.1 Data coding and editing

5.2 Imputation and treatment of outliers

Prior to analysis of the survey data, a number of modifications were carried out on the data including weighting. The methodology below will be reviewed against future data to assess its effect across more than one year of data.

5.2.1 Weighting

Data were weighted to take account of non-response and the stratification of the original sample. Non-response is a result of either being unable to identify contact details for sampled business premises or from contacted premises being unwilling to take part in the survey. Weighting accounts for stratification by ensuring that the sample is representative of businesses in these four sectors in England and Wales as a whole.

Further details of the weighting design are provided later in this section.

5.2.2 Data cleaning

The nature of crime against businesses means that it is possible that a small number of premises may have experienced a volume of crime that has a disproportionately large effect on figures for the sample as a whole, which would make comparison of trends over time problematic. To prevent a small number of sampled premises having an excessive influence on overall figures, the data were assessed to identify any outliers. Within this, one case was identified where the numbers of crimes reported were so large that it was judged that they were very likely to be erroneous or that the respondent had misunderstood some questions (for example, they had given the number or value of items stolen rather than the number of incidents of theft). This case was removed from the dataset due to the indication of widespread errors in the data.

Further to this one case, the data were examined for other outlier values in terms of the number of incidents reported by a respondent. A process of incident capping is used in other crime surveys (for example, the CSEW in effect caps the number of incidents that can be experienced by one respondent at 30). However, for the CVS a more detailed approach is needed to account for the wide variation in the type of premises in the sample and the crime types covered. For example, it would be wrong to set a single cap across the whole survey as incidents of theft by a customer against a large retailer would be expected to occur much more often than incidents of burglary.

A statistical measure known as Cook's distance was used as a measure of whether data points were outliers. A high Cook's distance indicates that a data point has a large effect on the mean. For each crime type, any data points within a particular sector and size band that had a Cook's distance greater than 10 **and** that were substantially higher than the mean number of incidents experienced by respondents in the same sector and size band (i.e. more than 30 times the square root of the mean) were identified as outliers. Across the 4,017 remaining interviews and the 14 crime types covered by the survey (a total of 56,238 figures supplied on numbers of crimes experienced), a total of 32 figures (0.06%) were identified as outliers. These were then set to the mean number of incidents experienced by victims within the same sector and size band.

5.2.3 Imputation of missing data

A small number of respondents to the survey said that they did not know if their business had been a victim of a particular type of crime at all in the previous 12 months. In these cases, values were imputed as the mean number of incidents experienced by the other business premises in the same industry sector and size band. Where this was less than 1, these cases were classed as non-victims for the purpose of calculating prevalence rates; where this was 1 or more, they were classed as victims.

Of the 56,238 responses to the number of crimes experienced, a total of 271 (0.5%) were imputed.

5.3 Weighting specification

Weights were applied to ensure survey data were representative of the sampled sectors. Multiple stages of weighting were applied to derive final calibrated weights both for the whole sampled population and for each of the four industry sections:

Design weights

Design weights were first applied to correct for disproportionate sampling by sector and business size (as judged by number of employees). As described earlier, larger businesses in particular were over-sampled to support sub-group analysis by business size. Design weights compensate for purposive skews in the sample design by SIC and size.

Design weights were applied to all sampled premises, excluding cases which were not part of the issued sample. Design weights are calculated as the inverse of the probability of selection in first instance.

Eligibility weights

Eligibility weights were applied to take into account the probability of each sampled premises being eligible for the survey (businesses with no employees and those based at residential premises with no other commercial premises were considered out of scope for the CVS. As described below a regression model for this purpose. Fieldwork outcome codes were appended to all sampled cases. These were condensed into four categories: (i) completed interview, (ii) eligible but no interview obtained, (iii) ineligible to take part in survey, and (iv) unknown eligibility (which includes, for example, cases where no contact was made at the sampled premises).

The dataset was then filtered to include only cases in categories (i), (ii) and (iii); these cases (where eligibility is known) are treated as either 'eligible' (within categories (i) and (ii)) or 'ineligible' (within category (iii)).

A (design weighted) logistic regression model of eligibility was created using sample variables available for *all* cases. The estimated *probability* of being eligible can then be recorded for *all* cases, *including those where eligibility is unknown* (i.e. those cases excluded from the modelling step described above).

A new weight was then created for cases where eligibility was unknown; equal to the initial design weight multiplied by the probability of being eligible for the survey. For cases known to be eligible, the eligibility weight is equal to the original design weight (the probability of being eligible being equal to 1).

Sample frame derived non-response weights

The CVS dataset was filtered to include only cases that may have been eligible to participate; i.e. those in categories (i), (ii) and (iv) described above. These cases were treated as 'interview' (category (i)) or 'no interview' (categories (ii) and (iv)).

An (eligibility weighted) logistic regression model of interview was created using sample variables available for all cases. The estimated probability of providing an interview was then recorded for each case.

A new weight was produced equal to:

- for all interview cases (category (i)): the product of the eligibility weight (the same as the design weight for all interview cases) and the inverse probability of providing an interview;

- for all eligible non-interview cases (category (ii)): a weight of zero;
- for ineligible cases (category (iii)): the design weight;
- for unknown eligibility cases (category (iv)): the product of the design weight and 1-probability of being eligible.

This weight ensures that ineligible cases are included in the population calibration since ineligible cases are included in the population data. This is treated as the calibration base weight in the final weight calculation.

Final 'calibration' weights

For the final stage of the weighting process the dataset is filtered to include only cases in categories (i), (iii) and (iv), excluding the small number of interview cases in the retail sector that were included for comparability with the 2002 CVS but were no longer in scope under the SIC 2007 definition of retail.

The dataset was calibrated to the following population statistics using the 'calibration base weight' as the base weight:

- SIC 07 section * region
- SIC 07 section * employee band
- SIC 07 division (with smaller categories within section combined as 'other')

This is the main weight for the 2012 CVS. Finally scaled versions of the main weight were calculated for each industry section (C, G, H and I) that sum to the actual interviewed sample size in that section and have zero values for cases from all other sections.

Retail weight (comparability with 1994 and 2002 surveys)

In addition to the main weight the dataset includes a retail weight (retailwgt03) to support analysis of the 'retail' sector between the 2012 and 2002 editions of the survey. As described in Section 2.2, the 2012 CVS included a small additional sample to make the 2012 section G sample comparable with the 1994 and 2002 'retail' samples. The retail weight additionally removes cases where the SIC03 code is not one of the retail codes used in the previous edition of this survey. These removed cases are given a retail weight (retailwgt03) of zero. Again, a scaled weight was produced that sums to the actual interview sample size and has zero values for cases that were not eligible for the 'retail' part of the 2003 survey.

6. APPENDICES

6.1 Final questionnaire

MODULE 1: INTRODUCTION

1. Good morning / good afternoon / good evening. My name is _____ and I'm calling from TNS BMRB On behalf of the Home Office

IF QCOMP1 Could I speak to [INSERT NAMED RESPONDENT FROM SAMPLE]?

IF QCOMP2 Could I speak to the [INSERT JOB TITLE FROM SAMPLE]?

IF QCOMP3 Could I speak to the person responsible for security issues at your premises?

INTERVIEWER PROMPT: We are conducting a survey on behalf of the HOME OFFICE about how businesses in England and Wales are affected by crime. We called few weeks ago to ask who the best person was at your business to talk to about security and crime-related issues at these premises and we were given the contact details of [INSERT NAMED RESPONDENT FROM SAMPLE].

TRANSFERRED / SPEAKING	1	
NO ONE OF THAT NAME	2	CHECK CORRECT BUSINESS
NOT AVAILABLE	3	MAKE APPOINTMENT

2. Good morning / good afternoon, my name is _____ and I'm calling from TNS BMRB, an independent market research company. We are conducting a survey on behalf of the Home Office about crime against businesses. You should have recently been sent a letter telling you about this survey. The letter was sent with a document titled "Experience of Crime Sheet". Can I just check that you received the letter and sheet we sent you?

Yes	1	
No	2	GO TO TINT4A
WANTS REASSURANCES	3	SHOW REASSURANCES

3. And can I just confirm that you are the correct person to speak to about security issues like these at your premises?

PROMPT IF NECESSARY: By premises I mean this workplace including any buildings and outside space that your business owns or leases. Including car parks, yards, loading bays and out-buildings

Yes	1	
No	2	GET NAME AND TRANSFER (GO TO Q4)
WANTS REASSURANCES	3	SHOW REASSURANCES

3a. Have you looked at the Experience of Crime sheet?

Yes	1	
No	2	GO TO Q7
WANTS REASSURANCES	3	SHOW REASSURANCES

3b. And can I also check, have you filled in the 'Experience of Crime Sheet'?

Yes	1	
No	2	
WANTS REASSURANCES	3	SHOW REASSURANCES

REASSURANCES (to appear when needed)

The Home Office is conducting the research to better understand the problems that businesses face in relation to crime and to look for solutions to these problems.

The study is being backed by the following trade associations: British Retail Consortium, CBI, British Chambers of Commerce, Federation of Small Business, Association of Convenience Stores.

If you have any queries about this, you can contact () at TNS BMRB on TBC .

If you would like to confirm that TNS BMRB is a bona fide Market Research company, you can call the Market Research society, free of charge, on 0500 39 69 99.

Q4 Do you know who the best person to talk to about security and crime-related issues is at your business at these premises?

Yes	1	GO TO Q5
No	2	GO TO Q13 or Q14
WANTS REASSURANCES	3	SHOW REASSURANCES

Q5. Could I take his / her name?

Yes	1	ENTER TITLE + FIRST NAME +LAST NAME GO TO S9
No	2	GO TO S9
WANTS REASSURANCES	3	SHOW REASSURANCES

S9. And can you tell me what his /her job title is?

Yes	1	CHECK ROUTING BELOW
No	2	CHECK ROUTING BELOW
Don't know	X	CHECK ROUTING BELOW

ENTER FULL JOB TITLE

IF Q5 = Yes OR S9 = Yes GO TO Q6

IF Q5 = (No OR DK) AND S9 = (No OR DK) CLOSE

Q6. Please could you put me through to [TITLE + FIRST NAME +LAST NAME from Q5]?

Yes	1	GO TO INTRO3
No	2	GO TO S10
WANTS REASSURANCES	3	SHOW REASSURANCES

DO NOT CODE 'YES' UNTIL YOU ARE SPEAKING TO THEM

S10. We would like to send him/her some more information about some research we are conducting for the Home Office on how businesses in England and Wales are affected by crime

Can I confirm that he / she is based at the following address?

- INSERT ADDRESS HERE [GO TO S11]

S11. And can you tell me his/her telephone number?

- COLLECT TELEPHONE NUMBER HERE [GO TO S12]

S12. And can you tell me his/her email address please? This will only be used to send information about this research project and not for any other purpose

- COLLECT EMAIL ADDRESS HERE [THANK AND CLOSE AFTER]

TINT4A

INTERVIEWER - DOES THE RESPONDENT WANT A COPY OF THE LETTER AND EXPERIENCE OF CRIME SHEET TO BE SENT BY EMAIL BEFORE PROCEEDING?

- 1 Yes - send copy – ENTER EMAIL ADDRESS AND NAME
- 2 No - proceed without – GO TO Q3

Q7. Are you ok to proceed or would you prefer me to call you back when you've had a chance to look at the experience of crime sheet?

- 1- Happy to proceed
- 2- Want a call back – BOOK APPOINTMENT
- 3- Want a copy to be resent - enter email address and name

[IF NO AT Q4 AND COMPANY HAS 49 OR LESS EMPLOYEES]

13. Please could you put me through to the Owner or Managing Director of the company?

IF NECESSARY SAY: TNS-BMRB has been commissioned by the Home Office on how businesses in England and Wales are affected by crime. We would like to send him /her some more information about the research...

DO NOT CODE 'YES' UNTIL YOU ARE SPEAKING TO THEM (the Owner or Managing Director of the company)

Yes	1	GO TO INTRO3
No	2	GO TO Q5

INTRO 3

Good morning/ afternoon. My name is ... calling from TNS-BMRB, an independent research organisation. I am calling on behalf of the Home Office and I am looking for the person at your business who is responsible for security and crime-related issues at these premises. Can I just confirm that you are the correct person to speak to about security issues at your premises?

PROMPT IF NECESSARY: By premises I mean this workplace including any buildings and outside space that your business owns or leases. Including car parks, yards, loading bays and out-buildings

Yes	1	GO TO Q22
No	2	GO TO Q4a
WANTS REASSURANCES	3	SHOW REASSURANCES

Q4a. Do you know who the best person to talk to about security and crime-related issues is at your business at these premises?

Yes	1	GO TO Q5
No	2	CLOSE
WANTS REASSURANCES	3	SHOW REASSURANCES

[IF NO AT Q4 AND COMPANY HAS 50+ EMPLOYEES]

S14. Do you know which department deals with security and crime-related issues at these premises?

Yes	1	GO TO S15
No	2	GO TO S16
Don't know	X	GO TO S16

S15. Please may I speak to someone within that department?

DO NOT CODE 'YES' UNTIL YOU ARE SPEAKING TO THEM (someone from the department that deals with security and crime-related issues)

Yes	1	GO TO INTRO3
No	2	GO TO S19
Don't know	X	GO TO S19

S16. Please may I speak to somebody within your Security or Facilities department?

DO NOT CODE 'YES' UNTIL YOU ARE SPEAKING TO THEM (someone from the Security or Facilities department)

Yes	1	GO TO INTRO3
No	2	GO TO S19
Don't know	X	GO TO S19

S19. Could I take the name of someone within that department? We would like to send him/her some information about the research we are conducting for the Home Office on how businesses in England and Wales are affected by crime?

IF NECESSARY SAY: TNS-BMRB has been commissioned by the Home Office on how businesses in England and Wales are affected by crime. We would like to send him /her some information about the research...

Yes	1	GO TO S20
No	2	GO TO S20
Don't know	X	GO TO S20

ENTER TITLE + FIRST NAME +LAST NAME and PROCEED TO NEXT QUESTION

S20. Could I take the job title of someone within that department? We would like to send him /her some information about the research...

Yes	1	CHECK ROUTING BELOW
No	2	CHECK ROUTING BELOW
Don't know	X	CHECK ROUTING BELOW

IF S19 = Yes OR S20 = Yes GO TO S10

IF S20 = (No OR DK) AND S20 = (No OR DK) TERMINATE AND USE OUTCOME CODES.

This study is about how businesses in England and Wales are affected by crime. If you like we can email you with some more information including a copy of an Experience of Crime Sheet that may help you to think about what has happened at your premises in the last 12 months.

Q22. Are you ok to take part now or would you prefer me to send you this and call back when you've had a chance to look at it?

- 1.Happy to proceed
- 2.Want a copy to be sent - enter email address and name – BOOK APPOINTMENT

MODULE 2: BACKGROUND INFORMATION

I'd like to start by asking you some questions about your business. All the questions in the survey refer to your business's activities at and from these business premises.

TEXT BELOW ONLY IF Q2 = Yes (have received the sheet)

You may find it helpful to have the "Experience of Crime Sheet" to hand to help you answer some of the questions.

INTERVIEWER NOTE: PREMISES INCLUDES ALL BUILDINGS AND OUTSIDE SPACE ON THE PREMISES THAT ARE OWNED OR LEASED BY THE BUSINESS. THIS INCLUDES CAR PARKS, YARDS, LOADING BAYS AND OUT-BUILDINGS THAT YOUR COMPANY OWNS OR LEASES AS PART OF THESE PREMISES. IT ALSO INCLUDES THE PHYSICAL BOUNDARIES OF THE PREMISES (INCLUDING WALLS AND FENCES).

ASK ALL

4. What is the MAIN activity of your business at these premises?

DO NOT READ OUT. PROMPT IF NECESSARY
ALLOW ONE CODE ONLY

Manufacturing	1	
Retail/non-food	2	
Retail/food	3	
Retail supermarket	4	
Wholesaling/distribution	5	
Printers/printing	6	
Repair and/ or maintenance of vehicles	7	
Repair and installation of machinery and equipment	8	
Transportation (land, water air)	9	
Warehousing and support activities for transportation	10	
Postal and courier activities	11	
Accommodation	12	
Food and beverage service activities	13	
Other (WRITE IN)	0	CLOSE

- 5a. And does your business also do any of the following at these premises?
READ OUT. MULTICODE ALLOWED

Any manufacturing	1	NOT TO APPEAR IF CODE 1/6 @Q5
Any retailing	2	NOT TO APPEAR IF CODE 2/3/4 @Q5
Any wholesaling	3	NOT TO APPEAR IF CODE 5 @Q5

DON'T READ OUT – No other activities	4	
--------------------------------------	---	--

IF MANUFACTURING AT Q5 (code 1/6)

- 5b. And what does your business mainly manufacture?
PROMPT AS NECESSARY

Food, beverages and tobacco	1	
Textiles, clothes and leather products	2	
Wood paper and publishing	3	
Rubber and plastic	4	
Furniture and others	5	
Office, machinery and computers	6	
Radio TV and communications	7	
Other (specify)	8	

IF RETAIL AT Q5 (code 2 - 5) OR IF Q5a = 2 OR 3

- 5c. And what does your business mainly sell?
PROMPT AS NECESSARY. ALLOW MULTI CODING

Motor vehicles	1	
Motor vehicle accessories	2	
Petrol	3	
Food / Groceries	4	
Alcohol / tobacco	5	
High value electrical goods (e.g. TVs, Stereos and MP3 players, Kindles and e-books)	6	
Furniture	7	
Clothing	8	
Jewellery / precious metals	9	
CDs / records / books	10	
IT equipment / accessories, including computer games (including tablets)	11	
Electrical and hardware (excluding high value goods, IT and mobile phones)	12	
Drugs/pharmaceuticals	13	
Sporting goods	14	
Office supplies / stationery	15	
Mobile phones (including smartphones)	16	
Other (SPECIFY)	0	

5d.

Motor vehicles (sale and maintenance of)	1	If code 1 / 2 / 3 Q5c
Food tobacco and beverages	2	If code 4 / 5 Q5c
Electrical and hardware	3	If code 6 / 11 / 12 / 16 Q5c
Drugs / pharmaceutical	4	If code 13 Q5c
Other retail	5	If code 7 / 8 / 9 /10 / 14 / 15 Q5c

6) Is this business a private sector organisation?...

IF YES, CODE TO 'PRIVATE SECTOR'

IF NO: Is this business a public sector organisation or a not for profit organisation?

Private sector organisation (e.g. limited companies and PLCs)		
Public sector organisation (e.g. central government, civil service, NHS, police, etc)		
Not for profit organisation e.g. charity/voluntary sector)		

7) How long has this business operated from these premises?
PROMPT IF NECESSARY

Less than 12 months		
12 months but less than 2 years		
2 years but less than 3 years		
3 years but less than 5 years		
5 years but less than 10 years		
10 years but less than 20 years		
20 years or longer		
DK		

IF LESS THAN 12 MONTHS -IN EVERY QUESTION REFERRING TO THE LAST 12 MONTHS, CHANGE TEXT TO 'SINCE THIS BUSINESS HAS BEEN AT THESE PREMISES'.

ASK IF LESS THAN 12 MONTHS AT Q7

8) How many months has this business operated from these premises?
PROMPT IF NECESSARY

0...11

ASK ALL

9) Is your business at these premises?

READ OUT

An independent business occupying these premises only	1	
---	---	--

The head quarters of a business occupying more than one premises	2	
A branch or division of a business with headquarters elsewhere	3	
Or is this a branch of a franchised chain	4	
Don't Know	X	

9a) Which of the following best describes the main building from which you operate at these premises?

READ OUT AND CODE FIRST THAT APPLIES

A shop or retail unit	1	
A warehouse	2	
A serviced office or building	3	
A factory	4	
A restaurant	5	
A, pub bar or club	6	
Another type of food outlet (e.g. takeaway)	7	
A hotel	8	
A residential house or flat	9	
Something else (specify)	10	
Don't know	X	

ASK (SHOP / RETAIL / BAR OR CLUB / FOOD OUTLET / HOTEL)

9ax) Is your premises licensed to serve alcohol?

IF YES: Check whether licensed to serve for consumption on or off premises or both.

CODE ALL THAT APPLY

Yes – licensed for consumption on premises	1	
Yes – licensed for consumption off premises	2	
Not licensed	3	

9b) Which of the following best describes the location where your premises are based?

READ OUT. MULTICODE ALLOWED

A retail park, outside a town or city centre	1	
--	---	--

An industrial estate, with a retail element	2	
An industrial estate with no retail element	3	
A town or city centre	4	
A main street outside a town or city centre	5	
A side street outside a town or city centre	6	
Other (specify)	7	
Don't know	X	

9c) Does your business occupy the whole of the premises in which you are based or is it shared with other organisations?

Occupy whole premises	1	
Shared	2	
DK	3	

IF SHARED AT 9c

9d) Does your business at this premises have...

READ OUT. MULTICODE ALLOWED

An entrance you share with other organisations?	1	
Any other communal areas or facilities which are shared with other organisations?	2	
DK	3	

ASK IF PART OF A LARGER ORGANISATION Q9 2/3/4

7A) Could you tell me the number of different premises that the business has in the UK?

WRITE IN _____

8) [TEXT SUB IF OVER 1 PREMISIES AT Q7a: Although your business has more than one site details are only required from this site.]
Including yourself, how many people work at, or from these premises? Please include both full and part time staff and temporary or sub-contracted staff who consider this their main place of work.

NOTE: Also include staff who spend most of their time travelling / away from the premises if they consider this to be their main place of work

WRITE IN _____

IF DK PROMPT WITH RANGE:

5 or fewer	1	
More than 5 but less than 10	2	
10- 25	3	
26 - 50	4	
51 - 100	5	
101 - 250	6	
Don't Know	X	

10A How far away from your premises is the nearest housing? Would you say...

READ OUT

Next to your premises	1
Within a 5 minute walk	2
Within a 15 minute walk	3
Further away	4
DO NOT READ OUT Don't Know	X

10B And [apart from your own premises*] how far away from your premises is the nearest pub, club, bar or hotel? Would you say...

[*text fill if Q9a = pub, bar, club or hotel]

READ OUT

Next to your premises	1
Within a 5 minute walk	2
Within a 15 minute walk	3
Further away	4
DO NOT READ OUT Don't Know	X

MODULE 3: CRIME GENERALLY

ASK ALL

QOTHAWA

QOTHAWA(new) Is your business, at these premises, a member of any partnerships that work together to help reduce crime against businesses?

Yes	1	
No	2	
DK	3	

ASK IF QOTHAWA = Yes

QOTHAWA2(new)

Is this a...

READ OUT. MULTICODE ALLOWED

Local crime and disorder partnership?	1	
Local community safety partnership?	2	
Local Neighbourhood Watch or Business Watch group?	3	
Local Business Crime Reduction Partnership?	4	
Local Business Improvement District?	5	
Ring-round scheme?	6	
Meetings between local businesses and police?	7	
Some other organisation (specify	8	
Don't know	X	

MODULE 4: SCREENER QUESTIONS

ASK ALL

I am now going to ask you about things that may have happened over the [last 12 months] in which this business may have been the victim of a crime.

You may find it helpful to use the Experience of Crime Sheet to help answer these questions

BURGLARY (ITEM A)

23) [During the last 12 months], has anyone got into your buildings at these premises without permission and **STOLEN** or **TRIED TO STEAL** anything?

IF NECESSARY: That is, did anyone actually get into your buildings at these premises without permission in order to steal things, regardless of whether anything was actually stolen?

INTERVIEWER: Exclude incidents where employees or other people with access to the building let themselves in with a key or a pass

PROMPT IF NECESSARY: This must involve entry into a building without permission

Yes	1	
No	2	
DK	3	

ATTEMPTED BURGLARY (ITEM B)

23a) Still thinking about [the last 12 months], has anyone **TRIED** but **FAILED** to get into your buildings at these premises without permission to **STEAL** something?

PROMPT IF NECESSARY: There must be clear evidence that the offender made an actual, physical attempt to gain entry (e.g. damage to locks, broken doors, etc)

Yes	1	
No	2	
DK	3	

Now thinking about the whole of your premises – so not just the buildings.

When I talk about your premises, I mean this site including:

- All buildings you own or lease
- Any outbuildings such as sheds and warehouses
- Outside space that you own or lease – including car parks and yards

DELIBERATE DAMAGE (ITEM C)

23b) Still thinking about [the last 12 months], apart from any damage caused during a burglary, has anyone caused deliberate damage, including graffiti or arson, to these premises? This includes damage to any buildings or structures (including walls and

fences) and to vehicles, equipment or stock belonging to this business either at these premises or elsewhere.

INTERVIEWER: DO NOT INCLUDE INCIDENTS WHERE SOMEONE HAS CAUSED DAMAGE TO THE BUILDING BY STEALING SOMETHING (E.G. STEALING LEAD FROM THE ROOF OF THE BUILDING). INCIDENTS OF THIS TYPE SHOULD BE RECORDED AS 'OTHER THEFT' AT THE APPROPRIATE QUESTION.

Yes	1	
No	2	
DK	3	

VEHICLE CRIME

24) And does this business currently own or lease any cars, vans, lorries or other vehicles that are used by people who consider these premises to be their main place of work?

IF NECESSARY: Only include company cars if they are used for business purposes. Company cars that are used for travelling to and from work, but not for any other business purposes, should not be included.

INTERVIEWER NOTE: All types of vehicle should be included:

- Cars and vans,
- Lorries (including those that need an HGV license)
- Motorbikes, mopeds and scooters
- Forklifts, JCBs, and any other industrial vehicles

Yes	1		ASK Q24a
No	2		GO TO Q25
DK	3		

VEHICLE THEFT (ITEM D)

Now thinking just about these vehicles...

24a) [In the last 12 months] was any car or vehicle stolen, either from these premises or from somewhere else?

Yes	1	
No	2	
DK	3	

THEFT FROM VEHICLE (ITEM E)

24b) And, [in the last 12 months] [TEXT SUB IF Q24b=1:apart from theft of actual vehicles] was anything stolen off or from any vehicles?

Please include thefts that took place either at these premises or somewhere else?

PROMPT IF NECESSARY: Please exclude personal possessions

Yes	1	
No	2	
DK	3	

VIOLENT CRIME (ROBBERY AND ASSAULT)

ROBBERY (ITEM F)

ASK ALL

- 25) I'd now like to ask you a few a questions about thefts from your business that involved force or where the offender threatened to use force against an employee.

[In the last 12 months] did anyone steal anything from your business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?

Please only include incidents where force was threatened or used in order to steal something.

INTERVIEWER NOTE: This includes the theft by force of personal property as well as money / goods belonging to the business, provided employees were on duty at the time. It includes theft by force from employees on duty away from the premises (for example professional drivers). It does not include theft by force of personal property from non employees.

INTERVIEWER NOTE: This can include incidents where the offender was an employee.

Yes	1	
No	2	
DK	3	

ATTEMPTED ROBBERY (ITEM G)

- Q25attempt) And [in the last 12 months] did anyone ATTEMPT but FAIL to steal anything from your business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?

Please only include incidents where force was threatened or used in order to steal something.

INTERVIEWER NOTE: This includes ATTEMPTED theft by force of personal property as well as money / goods belonging to the business, provided employees were on duty at the time. It includes ATTEMPTED theft by force from employees on duty away from the premises for example professional drivers). It does not include ATTEMPTED theft by force of personal property from non employees.

INTERVIEWER NOTE: This can include incidents where the offender was an employee.

Yes	1	
No	2	
DK	3	

ASSAULTS & THREATS (ITEM H)

25ass) [TEXT SUB IF YES Q25 Apart from anything that you have already mentioned] [In the last 12 months], were any EMPLOYEES assaulted, threatened or intimidated? Please include any incidents which were a result of disagreements with customers or other employees. Include incidents which happened both at these premises and when staff were on duty elsewhere.

INTERVIEWER: This should NOT include incidents where the assault was really part of a theft / motivated only by desire to steal. This has already been covered by previous questions.

INTERVIEWER: This should NOT include assaults of customers.

Yes	1	
No	2	
DK	X	

THEFTS

THEFTS (ITEMS I, J & K)

The next question is about incidents where money, goods, company property or services were stolen from the business at these premises. [TEXT SUB IF CODE 1 @ Q25: That is apart from incidents involving violence or threats of violence]

26comb_ [In the last 12 months] was your business at these premises a victim of theft by...

READ OUT. MULTICODE ALLOWED

IF NECESSARY: This includes thefts of money, goods and company property, as well as failing to pay for services that you provide

A customer	1	
------------	---	--

An employee	2	
Someone else	3	
Or, were there any thefts where you were UNABLE TO ESTABLISH who the offender was	4	
No thefts	5	
DK	x	

FRAUDS

The next question is about incidents of fraud against this business at these premises; that is where someone cheated the business in terms of diverting funds, goods or services to their own purposes.

FRAUD (ITEM M)

27. [In the last 12 months] was your business at these premises a victim of fraud by ...

READ OUT. MULTICODE ALLOWED

INTERVIEWER NOTE: 'Someone else' can include customers, distributors, suppliers, consultants or financial professionals who are not employed by the business.

An employee	1	
Someone else	2	
Someone unknown	3	
No frauds	4	
DK	5	

QMETAL Including anything you've already mentioned, [in the last 12 months] have any metal items been stolen from your business at these premises?

That is, was anything stolen that you suspect was taken for its scrap metal value?

IF NECESSARY: This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

Yes	1	
No	2	
Don't know	X	

OTHER CRIMES

Q29NEW1)

Apart from any of the things I've asked you about, has your business at this premises been the victim of any other types of crime [in the last 12 months]?

Yes	1	
No	2	
DK	X	

ASK IF Q29NEW1 = 1 (YES)
Q29NEW2)

Briefly, what other types of crime has your business at these premises been a victim of [in the last 12 months]?

WRITE
IN _____

MODULE 5: VICTIM FORM

A BURGLARY

ASK IF Q23 / 1. OTHERS CHECK ROUTING ABOVE B1

A1INTRO

You said earlier that someone got into the buildings at these premises without permission and stole or tried to steal something. I would like to ask a few questions about this.

I will refer to this type of incident as a burglary

Burglary must involve entry without permission into a building at the premises. It can include entry into secure/non-public areas of buildings (e.g. staff-only areas, e.g. stockrooms).

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section A on the Experience of Crime sheet.

A1. How many burglaries occurred [in the last 12 months] including incidents where nothing was taken?

IF DK, Approximately how many?.

WRITE
IN _____

IF ZERO AT A1

Achk You said earlier that you did have a burglary in the last 12 months. Can I double check how many burglaries occurred [in the last 12 months] including incidents where nothing was taken?

IF DK, Approximately how many?.

WRITE
IN _____

IF Achk = 0

Achk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Achk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

A3 [IF A1>1: For the next few questions, I would like you to think about the most recent incident of burglary you have been a victim of.] Did this incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

A12 At what time of day did it happen?
PROMPT AS NECESSARY.

During morning (6am-noon)	1	
During afternoon (noon-6pm)	2	
Morning/afternoon (can't say which)	3	
During evening (6pm - midnight)	4	
During night (midnight-6am)	5	
Evening/night (can't say which)	6	
Don't know	X	

AX Could you tell me what, if anything, was actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned.

READ OUT. MULTICODE ALLOWED

Money	1	
Goods or stock	2	
Other company property	3	
Personal possessions of employees or customers	4	
OTHER - specify	10	
Don't know	X	

ONLY IF QMETAL = YES

AX2 And during this burglary were any metal items stolen from inside the building? That is was anything stolen that you suspect was taken for its scrap metal value?

IF NECESSARY: This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

Yes	1	
No	2	
Don't know	X	

Now thinking just about those items that were stolen that belong to the business, excluding any employees' or customers' personal possessions...

A4 And what was the total value of any money, goods or other items that were stolen? Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

IF DK Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

A5 And what was the total value of any damage caused to these premises during the [IF A1>1: most recent] burglary? Please tell me the total loss, regardless of whether you received any insurance pay out.

IF DK Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

	A4	A5
£	WRITE IN _____	WRITE IN _____
DK	X	X
REF	V	V

A6 ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT A4 OR A5. OK, which of the following is closest to the total value?

	A4	A5
Nil, negligible	1	1
Up to 250 pounds	2	2
251 - 500 pounds	2	2
501 - 750 pounds	3	3
751 - 1000 pounds	3	3
1001 - 2500 pounds	4	4
2501 - 5000 pounds	5	5
5001 - 10,000 pounds	6	6
10,001 - 50,000 pounds	7	7
50,001 - 100,000 pounds	8	8
100,001 - 500,000 pounds	9	9
500,001 - 1,000,000 pounds	10	10
1,000,001 - 5,000,000 pounds	11	11
5,000,001 - 9,000,000 pounds	12	12
More than 9 million pounds	13	13
Don't know	X	X
Refused	V	V

A8a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE A8a

A9 Why didn't you report the incident to the police?
DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

A10a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

A13 How did the person/people who did it actually get inside the building?

MULTICODE ALLOWED

Through a wooden / glass door	1	
Through a metal door/roller door/shutter	2	
Through a main window	3	
Through another / side window	4	
Through roof / ceiling	6	
No signs of forced entry	7	
In some other way	8	
Don't know	X	

ASK IF GOT IN THROUGH DOOR AT A13

- A14 How did they get in through the door/shutter?
DO NOT READ OUT. PROMPT IF NECESSARY. MULTICODE ALLOWED

Pushed past person who opened it	1	
It was not locked	2	
They had a key	3	
Picked lock / skeleton key	4	
Forced/broke lock	4	
Broke/cut/removed panel of door/beside door	5	
Drove vehicle at door/shutter	6	
Other	7	
Don't know	X	

ASK IF GOT IN THROUGH WINDOW AT A13

- A15 How did they get in through the window?
DO NOT READ OUT. PROMPT IF NECESSARY. MULTICODE ALLOWED

Window was opened/could be pushed open (window not locked)	1	
Forced window lock/catch	2	
Broke/cut glass	3	
Drove vehicle at window	4	
Other	5	
Don't know	X	

ASK ALL

- A12 Do you think this was someone working alone or ...

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	
Don't know	X	

B ATTEMPTED BURGLARY

ASK IF Q23a / 1. OTHERS CHECK ROUTING ABOVE C1

B1Intro

You said earlier that someone ATTEMPTED but FAILED to get into the buildings at these premises without permission, to steal something, but did not actually gain entry. I would like to ask a few questions about this.

PROMPT IF NECESSARY: There must be clear evidence that the offender made an actual, physical attempt to gain entry (e.g. damage to locks, broken doors)

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section B on the Experience of Crime sheet.

I will refer to this type of incident as an attempted burglary.

B1 How many attempted burglaries occurred [in the last 12 months] since [TEXT SUB: the first of DATE]?
IF DK, Approximately how many?

WRITE

IN _____

IF ZERO AT B1

Bchk You said earlier that you did have an attempted burglary in the last 12 months. Can I double check how many attempted burglaries occurred [in the last 12 months]?

IF DK, Approximately how many?.

WRITE

IN _____

IF Bchk = 0

Bchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Bchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

B3 [IF B1>1: For the next few questions, I would like you to think about the most recent incident of attempted burglary you have been a victim of.] Did this take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

BX At what time of day did it happen?
PROMPT AS NECESSARY.

During morning (6am-noon)	1	
During afternoon (noon-6pm)	2	
Morning/afternoon (can't say which)	3	
During evening (6pm – midnight)	4	
During night (midnight-6am)	5	
Evening/night (can't say which)	6	
Don't know	X	

B4 What was the total value of any damage caused to these premises during the [IF B1>1: most recent] attempted burglary? Please tell me the total loss, regardless of whether you received any insurance pay out.

IF DK, Approximately how much?
WRITE DOWN AMOUNT IN POUNDS AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

B5 ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT B4.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

B7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (B7a)

B8 Why did you not report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	

Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

B9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

BX2 Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	
Don't know	x	

C VANDALISM / DELIBERATE DAMAGE

ASK IF Q23b / 1. OTHERS CHECK ROUTING ABOVE D1

C1Intro

You said earlier that deliberate damage was caused to these premises. That is APART from damage resulting from any burglaries or attempted burglaries. I would like to ask a few questions about this.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section C on the Experience of Crime sheet.

I will refer to this type of incident as vandalism.

C1 Which of the following forms of vandalism have you experienced [in the last 12 months]?

READ OUT. MULTICODE

INTERVIEWER: This can include graffiti.

Damage to any part of any buildings at these premises	1	
Damage to any other part of these premises (including fences, lights or any other external fixtures or fittings)	4	
Damage to equipment or stock belonging to the business at these premises	2	
Damage to vehicles owned or leased by the business either at these premises or elsewhere, but not employees' or customers' vehicles	3	
DO NOT READ OUT: DK	X	
DO NOT READ OUT Refused	V	

C2 How many incidents of vandalism occurred [in the last 12 months]?
IF DK, Approximately how many?

WRITE

IN _____

IF ZERO AT C2

Cchk You said earlier that you did have an incident of vandalism in the last 12 months. Can I double check how many incidents occurred [in the last 12 months]?

IF DK, Approximately how many?.

WRITE
IN _____

IF Cchk = 0

Cchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Cchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

C4 [IF C2>1: For the next few questions, I would like you to think about the most recent incident of vandalism you have been a victim of.] Did this take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

C4a At what time of day did it happen?
PROMPT AS NECESSARY.

During morning (6am-noon)	1	
During afternoon (noon-6pm)	2	
Morning/afternoon (can't say which)	3	
During evening (6pm - midnight)	4	
During night (midnight-6am)	5	
Evening/night (can't say which)	6	
Don't know	X	

C6 What was the total value of any damage caused to these premises during the [C2>1; most recent] incident? Please tell me the total loss, regardless of whether you received any insurance pay out.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

C7 ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT C6.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

C9a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE C9a

C10 Why did you not report the incident to the police?
DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	

Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

C10a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

C11 Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

Yes	1	
No	2	
Don't know	X	

ASK ALL

C12 Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	
(Don't know)	X	

D THEFT OF VEHICLES

ASK IF Q24a / 1 OTHERS CHECK ROUTING ABOVE E1

D1Intro

You said earlier that vehicles owned or leased by this business and used by employees who consider these premises as their main place of work have been stolen. I would like to ask a few questions about this.

I will refer to this type of incident as a vehicle theft.

Please only include company cars if they are used for business purposes. Company cars that are used for travelling to and from work, but not for any other business purposes, should not be included.

Please exclude theft of employees' or customers' vehicles

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section D on the Experience of Crime sheet.

D1What types of vehicle have been stolen [in the last 12 months]. Was it...?

READ OUT. MULTICODE ALLOWED

Passenger cars	1	
Vans or lorries requiring an HGV licence to drive	2	
Vans or lorries NOT requiring HGV licence to drive	3	
Motorbikes / Scooters	4	
Forklifts, JCBs or other industrial vehicles	5	
(DON'T READ OUT) Don't know	X	
(DON'T READ OUT) Refused	V	

D2 How many incidents of vehicle theft occurred [in the last 12 months]
IF DK, Approximately how many?.

INTERVIEWER: That is the number of incidents / separate occasions, not the number of vehicles stolen

WRITE

IN _____

IF ZERO AT D2

Dchk You said earlier that you did have an incident of vehicle theft in the last 12 months. Can I double check how many incidents occurred [in the last 12 months]?

IF DK, Approximately how many?.

WRITE
IN _____

IF Dchk = 0

Dchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Dchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

D3 [IF D2>1: For the next few questions, please think about the most recent incident of vehicle theft.]

Thinking about this incident, was it a single vehicle that was stolen?

INTERVIEWER IF YES. PROMPT WHICH VEHICLE STOLEN OR CODE MORE THAN 1 VEHICLE AND MOVE TO NEXT QUESTION

Passenger cars (single vehicle)	1	
Vans or lorries requiring an HGV licence to drive (single vehicle)	2	
Vans or lorries NOT requiring HGV licence to drive (single vehicle)	3	
Motorbikes / Scooters (single vehicle)	4	
Forklifts, JCBs or other industrial vehicles (single vehicle)	5	
More than 1 vehicle	6	
(DON'T READ OUT) Don't know	X	
(DON'T READ OUT) Refused	V	

ASK IT MORE THAN 1 VEHICLE AT DX

And how many of each type or types of vehicle were stolen as part of this incident?

WRITE IN NUMBER

Passenger cars	1	
----------------	---	--

Vans or lorries requiring an HGV licence to drive	2	
Vans or lorries NOT requiring HGV licence to drive	3	
Motorbikes / Scooters	4	
Forklifts, JCBS or other industrial vehicles (single vehicle)	5	
(DON'T READ OUT) Don't know	X	
(DON'T READ OUT) Refused	V	

D4 Did [IF D2>1: the most recent] [IF D2=1: this] incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

D4ax At what time of day did it happen?
PROMPT AS NECESSARY.

During morning (6am-noon)	1	
During afternoon (noon-6pm)	2	
Morning/afternoon (can't say which)	3	
During evening (6pm - midnight)	4	
During night (midnight-6am)	5	
Evening/night (can't say which)	6	
Don't know	X	

D4a1 And can I just check, did it occur during a delivery from your premises to your customers?

Yes	1	
No	2	
DK	3	

D4a [Was the vehicle/were any of the vehicles] {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN}? READ OUT.. MULTICODE

Recovered with its/their contents	1	
Recovered without its/their contents	2	
Not recovered	3	

ASK IF VEHICLE NOT RECOVERED (D4a / 3)

D4b What was the value of the vehicle(s) {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN} stolen, including the value of the contents of the vehicle(s) {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN} that were not later recovered, but regardless of whether you received any insurance payment?

INTERVIEWER: Value of contents should only include items that belong to the business not items that belong to employees.

WRITE IN

D4bx ANSWER CODED TO LIST BELOW IF DON'T KNOW OR REFUSED AT D4b.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

ASK IF VEHICLE(S) RECOVERED (D4a /1)

D4c Was there.... READ OUT. MULTICODE ALLOWED

D4d [IF CODE 2 AT D4c] And what was the total cost of repairs [ADD IF RECOVERED WITHOUT CONTENTS (D4a /2): and value of any stolen contents from the vehicle(s) {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN} that were not later recovered, regardless of whether you received any insurance payment?]

[IF CODE 3 AT D4c] And what was the value of the vehicle(s) [ADD IF RECOVERED WITHOUT CONTENTS (D4a /2): including the value of any stolen contents from the vehicle(s) {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN} that were not later recovered, regardless of whether you received any insurance payment?]

MULTICODE

	D4c	D4d
No damage to the vehicle(s) (I.e. no costs)	1	
Some damage to the vehicle(s) (I.e. repair costs)	2	WRITE IN REPAIR COSTS
A write off of the vehicle(s)	3	WRITE IN VALUE OF VEHICLE

£	WRITE IN _____
DK	X
REF	V

D5. ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT D4.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

D9a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE C9a

D10 Why did you not report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	

Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

D10a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

D12 Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	
(Don't know)	x	

E THEFTS FROM VEHICLES

ASK IF YES AT Q24b / 1. OTHERS CHECK ROUTING ABOVE L1

E1Intro

You said earlier that someone stole something off or from vehicles owned or leased by this business and used by employees who consider these premises to be their main place of work. I would like to ask a few questions about this.

This should not include employees' possessions which were in the vehicle at the time of the incident

I will refer to this type of incident as a theft from a vehicle.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section E on the Experience of Crime sheet.

E1. Can you tell me how many thefts from a vehicle took place in the last 12 months. .

IF DK, Approximately how many?

WRITE
IN _____

IF ZERO AT E1

Echk You said earlier that you did have an incident of theft from a vehicle in the last 12 months. Can I double check how many incidents occurred [in the last 12 months]?

IF DK, Approximately how many?.

WRITE
IN _____

IF Echk = 0

Echk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Echk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

E3 [IF E1>1: For the next few questions, I would like you to think about the most recent incident of theft from a vehicle you have been a victim of.] Did this theft take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

E3x At what time of day did it happen?
PROMPT AS NECESSARY.

During morning (6am-noon)	1	
During afternoon (noon-6pm)	2	
Morning/afternoon (can't say which)	3	
During evening (6pm - midnight)	4	
During night (midnight-6am)	5	
Evening/night (can't say which)	6	
Don't know	X	

E3a And can I just check did [IF E1>1: the most recent] [E1=1: this] incident of theft from a vehicle occur during a delivery from yourselves to your customers?

Yes	1	
No	2	
DK	3	

E4 What was the value of the items stolen from the vehicle? Please tell me the total value, regardless of whether the items were later recovered or whether you received any insurance pay out.
IF DK, Approximately how much?

INTERVIEWER: Exclude the value of any personal / employees' possessions

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

E5 ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT E4.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

E7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE E7a

E8 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	

Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

E9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

E12 Do you think this was someone working alone or
READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	
(Don't know)	x	

L ROBBERY / ATTEMPTED ROBBERY

Textfill:

1 - IF Q25 = Yes

2 - IF Q25attempt = Yes

3 - IF Q25 = Yes and Q25attempt = Yes

ASK IF Q25 OR Q25attempt / 1. OTHERS CHECK ROUTING ABOVE M1

L1Intro

You said earlier that someone who was NOT employed at these premises (textfill1: stole) (text fill 3: or) (textfill 2: attempted to steal) something from your business or from your employees by using or threatening to use force or violence. I would like to ask a few questions about this.

This includes incidents where:

- [don't show if IF Q25attempt = Yes] personal property as well as money or items belonging to the business were stolen, (provided employees were on duty at the time); and
- incidents where employees were on duty away from the premises.

It does not include incidents where only personal property was stolen from non employees.

I will refer to this type of incident as a (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery).

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is sections (textfill1: F) (textfill3: and) (textfill2: G) on the Experience of Crime sheet.

L1 For each of the following types of (textfill1: robbery) (textfill3: and) (textfill2: attempted robbery) please tell me how many incidents you experienced [in the last 12 months]

INTERVIEWER (REFER TO NOTES): Incidents should be included even if they took place away from the premises but only if they took place while the employee was working. Exclude incidents where an employee was robbed while they were simply travelling during the working day – for example travelling between meetings or travelling to/from work.

	L1	L1a No Of Incidents
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) at your premises	1	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees when they were in a vehicle away from your premises	2	WRITE IN _____

A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises on the street	3	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises, but in any other situation	4	WRITE IN _____
Don't Know	X	
Other (WRITE IN)	0	

LOGIC CHECK

IF Q25 = Yes AND Q25attempt = Yes – must be at least 2 incidents

Text should read: 'INTERVIEWER: GO BACK AND CHECK. FEWER THAN 2 INCIDENTS HAVE BEEN RECORDED BUT RESPONDENT INDICATED THEY HAVE EXPERIENCED A ROBBERY AND AN ATTEMPTED ROBBERY.'

IF ZERO AT L1

Lchk You said earlier that you did have an incident in the last 12 months. Can I double check, for each of the following types of (textfill1: robbery) (textfill3: and) (textfill2: attempted robbery) please tell me how many incidents you experienced [in the last 12 months]

INTERVIEWER (REFER TO NOTES): Incidents should be included even if they took place away from the premises but only if they took place while the employee was working. Exclude incidents where an employee was robbed while they were simply travelling during the working day – for example travelling between meetings or travelling to/from work.

	L1	L1a No Of Incidents
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) at your premises	1	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees when they were in a vehicle away from your premises	2	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises on the street	3	WRITE IN _____

A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises, but in any other situation	4	WRITE IN _____
Don't Know	X	
Other (WRITE IN)	0	

IF Lchk = 0

Lchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Lchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

IF MORE THAN ONE ROBBERY RECORDED AT L1

L1a And for each type please tell me how many incidents if any involved the use of a weapon?

	L1	L1a No Of Incidents
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) at your premises	1	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees when they were in a vehicle away from your premises	2	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises on the street	3	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises, but in any other situation	4	WRITE IN _____
Don't Know	X	
Other (WRITE IN)	0	

LOGIC CHECK – for each type can't have more incidents than number mentioned at L1

IF MORE THAN ONE ROBBERY RECORDED AT L1

L1b And for each type, in how many incidents were employees physically injured?

	L1	L1a No Of Incidents
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) at your premises	1	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees when they were in a vehicle away from your premises	2	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises on the street	3	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises, but in any other situation	4	WRITE IN _____
Don't Know	X	
Other (WRITE IN)	0	

LOGIC CHECK – for each type can't have more incidents than number mentioned at L1

IF Q25 = Yes and Q25attempt = Yes

L1d Now thinking about the most recent incident, was it a

Robbery	1	
Attempted robbery	2	

[IF L1>1: For the next few questions I would like you to think about the most recent incident of (textfill1: robbery) (textfill3: answer from L1d) (textfill2: attempted robbery)

L1c Where did this (textfill1: robbery) (textfill3: answer from L1d) (textfill2: attempted robbery) take place?

DO NOT READ OUT. PROMPT IF NECESSARY.

INTERVIEWER (REFER TO NOTES): Incidents should be included even if they took place away from the premises but only if they took place while the employee was working.

Exclude incidents where an employee was robbed while they were simply travelling during the working day – for example travelling between meetings or travelling to/from work.

At your premises	1	
When employees were in a vehicle away from your premises	2	
When employees were away from your premises on the street	3	
When employees were away from your premises, but in any other situation	4	
Don't Know	X	
Other (WRITE IN)	0	

IF THE LAST ROBBERY TOOK PLACE AT THE PREMISES AT L1c

L2 How many people were at the premises at the time of this (textfill1: robbery) (textfill3: answer from L1d) (textfill2: attempted robbery) , including customers, staff etc?

Just one person	1	
2-4 people	2	
5 or more	3	
Did not occur on premises	4	
Don't know	X	

L3 What, if anything, was stolen?

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Goods or Stock	2	
Other company property	3	
Nothing – attempted robbery only	4	
(DO NOT READ OUT) Personal possessions (belonging to an employee)	5	
(DO NOT READ OUT) Personal possessions (belonging to a customer)	6	
OTHER – specify	7	
Don't know	X	

ONLY IF QMETAL = YES AND NOT L3 = Nothing – attempted robbery only

LX2 And were any metal items stolen? That is, was anything stolen that you suspect was taken for its scrap metal value?

IF NECESSARY: This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

Yes	1	
No	2	
Don't know	X	

L5 Did this incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

L6 At what time of day did it happen?

During morning (6am-noon)	1	
During afternoon (noon-6pm)	2	
Morning/afternoon (can't say which)	3	
During evening	4	
During night (midnight-6am)	5	
Evening/night (can't say which)	6	
Don't know	X	

DO NOT ASK IF L3 = Nothing – attempted robbery only

L7 What was the total value of everything that was stolen? Please tell me the total value, regardless of whether items were returned, or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

INTERVIEWER: Do not include value of any personal possessions stolen.

£	WRITE IN _____
DK	X
REF	V

L8

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT L7.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

L10a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (L10a)

L12 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	

Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

L7a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

L15 In this incident did the offender have a firearm, that is, a gun or imitation gun?

Yes	1	
No	2	
Don't know	X	

L16a And did they have a knife?

Yes	1	
No	2	
Don't know	X	

L16b And did they have some other weapon including items like baseball bats or pieces of piping that were being used as a weapon?

Yes	1	
No	2	
Don't know	X	

L17 Were employees physically injured?

Yes	1	
No	2	
Don't know	X	

L18 How many offenders were involved in this incident?

One	1	
Two	2	
Three	3	
Four or more	4	
Don't know	X	

L19 Were they male or female?

Male	1	
Female	2	
People of both sexes	3	
Don't know	X	

ASK ALL

L20 Do you think the incident was RACIALLY or RELIGIOUSLY motivated?
CODE ALL THAT APPLY

Yes	1	
No	2	
Don't know	X	

ASK ALL

L21 Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	
(Don't know)	x	

M ASSAULTS AND THREATS

ASK IF Q25ass / 1 OTHERS CHECK ROUTING ABOVE F1

M1Intro

You said earlier that employees had experienced assault, threats or intimidation. I would like to ask a few questions about this.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section H on the Experience of Crime sheet

M1a For each of the following please tell me how many incidents employees experienced in [the last 12 months].

Do not include any incidents of robbery you have already told me about

IF DK, Approximately how many?

	M1	M1a No. Of incidents
Assault by a fellow employee	1	WRITE IN _____ -
Threat or intimidation by a fellow employee	1	WRITE IN _____ -
Assault by a customer	2	WRITE IN _____ -
Threat or intimidation by a customer	2	WRITE IN _____ -
Assault by someone else (including a supplier or a distributor)	4	WRITE IN _____ -
Threat or intimidation by someone else (including a supplier or a distributor)	4	WRITE IN _____ -

IF ZERO AT M1

Mchk You said earlier that you did have an incident in the last 12 months. Can I double check, for each of the following please tell me how many incidents employees experienced in [the last 12 months].

Do not include any incidents of robbery you have already told me about

IF DK, Approximately how many?

	M1	M1a No. Of incidents
Assault by a fellow employee	1	WRITE IN _____ -
Threat or intimidation by a fellow employee	1	WRITE IN _____ -
Assault by a customer	2	WRITE IN _____ -
Threat or intimidation by a customer	2	WRITE IN _____ -
Assault by someone else (including a supplier or a distributor)	4	WRITE IN _____ -
Threat or intimidation by someone else (including a supplier or a distributor)	4	WRITE IN _____ -

IF Mchk = 0

Mchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Mchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

M3 [IF M1a>1: For the next few questions, I would like you to think about the most recent incident of assault, threat or intimidation an employee has been a victim of.] Did this incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

M4 At what time of day did it happen?

During morning (6am-noon)	1	
During afternoon (noon-6pm)	2	
Morning/afternoon (can't say which)	3	
During evening	4	
During night (midnight-6am)	5	
Evening/night (can't say which)	6	
Don't know	X	

M5a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (M5a)

M6 Why didn't you report the incident to the police?
DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	

There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

M7a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

M9a In this incident, did the offender have a firearm, that is, a gun or imitation gun?

Yes	1	
No	2	
Don't know	X	

ASK ALL

M9b And did they have a knife?

Yes	1	
No	2	
Don't know	X	

ASK ALL

M9c And did they have some other weapon including items like baseball bats or pieces of piping that were being used as a weapon?

Yes	1	
No	2	

Don't know	X	
------------	---	--

ASK ALL

M9d Were employees physically injured?

Yes	1	
No	2	
Don't know	X	

ASK ALL

M10 Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

CODE ALL THAT APPLY

Yes	1	
No	2	
Don't know	X	

ASK ALL

M11 Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	
(Don't know)	x	

F THEFTS BY CUSTOMERS

ASK IF Q26comb =/ 1. OTHERS CHECK ROUTING ABOVE G1

F1Intro

You said earlier that a customer stole money, goods, company property or services from your business at these premises. I would like to ask a few questions about this.

I will refer to this type of incident as a theft by customers.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section I on the Experience of Crime sheet

F1 How many incidents of thefts by customers have you had at your premises [in the last 12 months]

WRITE
IN _____

IF DON'T KNOW

OK, how many incidents of thefts were committed by customers at your premises in an average week [over the last 12 months]?

WRITE IN _____

IF ZERO AT F1

Fchk You said earlier that you did have a theft by a customer in the last 12 months. Can I double check, how many incidents of thefts by customers have you had at your premises [in the last 12 months]

WRITE
IN _____

IF DON'T KNOW

OK, how many incidents of thefts were committed by customers at your premises in an average week [over the last 12 months]?

IF Fchk = 0

Fchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Fchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

F2 Thinking about [IF F1>1: all incidents [over the last 12 months]] [IF F1=1: this incident], what was the total value of money, goods, property or services that were stolen?

Please tell me the total value, regardless of whether the items were later recovered or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT F2.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

F3 [IF F1>1: For the next few questions, I would like you to think about the most recent incident of theft by customers you have been a victim of.] Did this take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

F3a At what time of day did it happen?
PROMPT AS NECESSARY.

During morning (6am-noon)	1	
During afternoon (noon-6pm)	2	
Morning/afternoon (can't say which)	3	
During evening (6pm - midnight)	4	
During night (midnight-6am)	5	
Evening/night (can't say which)	6	
Don't know	X	

F3b Could you tell me what was actually stolen? Please tell me about everything that were taken, regardless of whether the items were returned

PROMPT IF NECESSARY

Money	1	
Goods or Stock	2	
Other company property	3	
Unpaid services	4	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	5	
OTHER - specify	9	
Don't know	X	

ONLY IF QMETAL = YES

F3c And were any metal items stolen? That is was anything stolen that you suspect was taken for its scrap metal value?

IF NECESSARY: This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

Yes	1	
No	2	
Don't know	X	

ONLY ASK IF MORE THAN 1 INCIDENT AT F1

F4 Still thinking about [IF F1>1: the most recent] [IF F1=1: this] incident of theft by customers, what was the total value of everything that was [stolen / unpaid]? Please

tell me the total value, regardless of whether items were later recovered or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

LOGIC CHECK: ANSWER GIVEN AT F4 CAN NOT BE HIGHER THAN ANSWER GIVEN AT F2

F5 ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT F4.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

F7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE F7a

F8 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

F9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

F12 Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	

(Don't know)	x	
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G THEFT BY EMPLOYEES

ASK IF Q26comb = 2 OTHERS CHECK ROUTING ABOVE H1

G1Intro You said earlier that an employee stole money, goods, company property or services from your business at these premises. I would like to ask a few questions about this.

This includes thefts by employees who work at different sites as long as the theft took place against these premises. It does not include theft of employees' personal property.

I will refer to this type of incident as a theft by employees.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section J on the Experience of Crime sheet

G1 How many thefts of money, goods, company property or services were committed by employees at your premises [in the last 12 months]?

WRITE
IN _____

IF ZERO AT G1

Gchk You said earlier that you did have a theft by an employee in the last 12 months. Can I double check, how many incidents of thefts by employees have you had at your premises [in the last 12 months]

WRITE
IN _____

IF Gchk = 0

Gchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Gchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

G3a [IF G1>1: For the next few questions, I would like you to think about the most recent incident of theft by employees]. Did this incident take place during the week or at the weekend?

During the week	1	
-----------------	---	--

At the weekend	2	
DK	X	

At what time of day did it happen?
PROMPT AS NECESSARY.

During morning (6am-noon)	1	
During afternoon (noon-6pm)	2	
Morning/afternoon (can't say which)	3	
During evening (6pm - midnight)	4	
During night (midnight-6am)	5	
Evening/night (can't say which)	6	
Don't know	X	

G3b Could you tell me what was actually stolen? Please tell me about everything that was taken, regardless of whether items were returned.

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Goods or Stock	2	
Other company property	3	
Unpaid services	4	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	5	
OTHER - specify	9	
Don't know	X	

ONLY IF QMETAL = YES

G3c And were any metal items stolen? That is was anything stolen that you suspect was taken for its scrap metal value?

IF NECESSARY: This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

Yes	1	
No	2	
Don't know	X	

G4 Still thinking about [IF G1>1: the most recent] [IF G1=1: this] incident of theft by employees, what was the total value of everything that was [stolen / unpaid]? Please tell me the total value, regardless of whether items were later recovered or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

G5

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT G4.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

G7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (G7a)

G8 Why did you not report the incident to the police?

DO NOT READ OUT. MULTICODE

Resolved internally/ spoke to employee directly		
No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

G9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

G10a Did you take any disciplinary action against the employee responsible?

Yes	1	
No	2	
Don't know	X	

ASK ALL

G11 Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	
(Don't know)	x	

H THEFT BY OTHERS

ASK IF Q26comb = 3 OTHERS CHECK ROUTING ABOVE I1

H1Intro You said earlier that someone else (that is, not customers or employees) stole money, goods, company property or services from your business at these premises. I would like to ask a few questions about this.

I will refer to this type of incident as a theft by others.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section K on the Experience of Crime sheet

[TEXT SUB IF ALSO EXPERIENCED THEFT BY PERSONS UNKNOWN: For the moment I am only interested in thefts by other known persons; we will talk about thefts committed by persons unknown in a minute]

H1. How many thefts of money, goods, company property or services were committed by others at your premises [in the last 12 months]?

IF DK, Approximately how many?

WRITE
IN _____

IF ZERO AT H1

Hchk You said earlier that you did have a theft by others in the last 12 months. Can I double check, how many incidents of thefts by others have you had at your premises [in the last 12 months]

WRITE
IN _____

IF Hchk = 0

Hchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Hchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

H3a [IF H1>1: For the next few questions I would like you to think about the most recent incident of theft by others you have been a victim of.] Did this incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

H3b At what time of day did it happen?
PROMPT AS NECESSARY.

(
)

During morning (6am-noon)	1	
During afternoon (noon-6pm)	2	
Morning/afternoon (can't say which)	3	
During evening (6pm - midnight)	4	
During night (midnight-6am)	5	
Evening/night (can't say which)	6	
Don't know	X	

H3c Could you tell me what was actually stolen? Please tell me about everything that was taken, regardless of whether items were returned.

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Goods or Stock	2	
Other company property	3	
Unpaid services	4	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	5	
OTHER - specify	9	
Don't know	X	

ONLY IF QMETAL = YES

H3d And were any metal items stolen? That is was anything stolen that you suspect was taken for its scrap metal value?

IF NECESSARY: This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

Yes	1	
No	2	
Don't know	X	

H4 Still thinking about [IF H1>1: the most recent] [IF H1=1: this] incident, what was the total value of everything that was [stolen /unpaid]? Please tell me the total value, regardless of whether items were later returned, or whether you received any insurance payment.
 IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

H5 ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT H4.
 OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

H7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (H7a)

H8 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

H9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

H11 Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	
(Don't know)	x	

I THEFT BY PERSONS UNKNOWN

ASK IF Q26comb =4 . OTHERS CHECK ROUTING ABOVE Jcog

I1Intro

You said earlier that an unknown person or persons stole money, goods, company property or services from your business at these premises. I would like to ask a few questions about this.

I will refer to this type of incident as a theft by persons unknown.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section L on the Experience of Crime sheet.

I1 How many thefts of money, goods, company property or services were there at your premises [in the last 12 months] where you were unable to establish who committed the theft?

IF DK, Approximately how many?

WRITE

IN _____

IF ZERO AT I1

Ichk You said earlier that you did have a theft by persons unknown in the last 12 months. Can I double check, how many incidents of thefts by persons unknown have you had at your premises [in the last 12 months]

WRITE

IN _____

IF Ichk = 0

Ichk2INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Ichk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

I3a [IF I1>1: For the next few questions, I would like you to think about the most recent incident of theft by persons unknown.] Did this incident take place during the week or at the weekend?

During the week	1	
-----------------	---	--

At the weekend	2	
DK	X	

I3b At what time of day did it happen?
PROMPT AS NECESSARY.

During morning (6am-noon)	1	
During afternoon (noon-6pm)	2	
Morning/afternoon (can't say which)	3	
During evening (6pm - midnight)	4	
During night (midnight-6am)	5	
Evening/night (can't say which)	6	
Don't know	X	

I3c Could you tell me what was actually stolen? Please tell me about everything that was taken, regardless of whether items were returned.

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Goods or Stock	2	
Other company property	3	
Unpaid services	4	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	5	
OTHER - specify	9	
Don't know	X	

ONLY IF QMETAL = YES

I3d And were any metal items stolen? That is was anything stolen that you suspect was taken for its scrap metal value?

IF NECESSARY: This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

Yes	1	
No	2	
Don't know	X	

14 Still thinking about [IF I1>1: the most recent] [IF I1=1: this] incident of theft by persons unknown, what was the total value of everything that was stolen? Please tell me the total value, regardless of whether items were later recovered, or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

15

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT I4.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

17a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE I7a

18 Why didn't you not report the incident / to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

I9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

J. FRAUD BY EMPLOYEES

ASK ALL WHO HAD EXPERIENCED EMPLOYEE FRAUD
 ASK IF Q27 / 1. OTHERS CHECK ROUTING ABOVE Kcog

JIntro

You said earlier your business at these premises had experienced fraud by employees [in the last 12 months]. I would like to ask a few questions about this.

[IF MORE THAN 1 PREMISES - IF7A>1] Remember this is only against these premises

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section M on the Experience of Crime sheet.

Jcog Thinking about all incidents of fraud by employees against your business at these premises [in the last 12 months], what was the total value of the financial loss?

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT Jcog.
 OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

ASK IF YES AT Q27 / 1. OTHERS CHECK ROUTING ABOVE K1

J1anw [In the last 12 months] has an employee done any of the following:

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

Fraudulent accounting (including fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments)	1	WRITE IN _____
Used a business credit or debit card fraudulently (e.g. used it beyond what is permitted by business policy)	2	WRITE IN _____
Withheld or 'skimmed' takings (e.g. taken money from customers that was intended for the business)	3	WRITE IN _____
Created non-existent customers or suppliers to defraud the business	4	
Diverted company funds to their own account	5	WRITE IN _____
Exploited business assets and information (e.g. misused confidential, commercially valuable information such as customer data)	6	
Committed a fraud relating to purchase of goods or services (e.g. received inferior or no goods and services at all for personal gain) (sometimes called 'procurement fraud')	7	WRITE IN _____
Sold goods or services fraudulently (e.g. sold without giving the takings back to the business)	8	WRITE IN _____
Taken kickback or sweetheart payments or colluded with another organisation to defraud your business	9	WRITE IN _____
Any other type of fraud? (please specify)	10	WRITE IN _____

Don't Know	x	
------------	---	--

IF ZERO AT J1anw

Jchk You said earlier that you had experienced fraud by employees in the last 12 months.

Can I double check, [In the last 12 months] has an employee done any of the following:

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

Fraudulent accounting (including fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments)	1	WRITE IN _____
Used a business credit or debit card fraudulently (e.g. used it beyond what is permitted by business policy)	2	WRITE IN _____
Withheld or 'skimmed' takings (e.g. taken money from customers that was intended for the business)	3	WRITE IN _____
Created non-existent customers or suppliers to defraud the business	4	
Diverted company funds to their own account	5	WRITE IN _____
Exploited business assets and information (e.g. misused confidential, commercially valuable information such as customer data)	6	
Committed a fraud relating to purchase of goods or services (e.g. received inferior or no goods and services at all for personal gain) (sometimes called 'procurement fraud')	7	WRITE IN _____ _____
Sold goods or services fraudulently (e.g. sold without giving the takings back to the business)	8	WRITE IN _____ _____

IF Jchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF Jchk = 0

Jchk2INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Jchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

For the next few questions, I would like you to think about the most recent incident of fraud by employees.

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT J1anw)

J2 What type of fraud was this?

READ OUT. SINGLE CODE

SCRIPTING: SCREEN OUT ANSWER CODES IF '0' AT PREVIOUS QUESTION

Fraudulent accounting (including fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments)	1	
Used a business credit or debit card fraudulently (e.g. used it beyond what is permitted by business policy)	2	
Withheld or 'skimmed' takings (e.g. taken money from customers that was intended for the business)	3	
Created non-existent customers or suppliers to defraud the business	4	
Diverted company funds to their own account	5	
Exploited business assets and information (e.g. misused confidential, commercially valuable information such as customer data)	6	
Committed a fraud relating to purchase of goods or services (e.g. received inferior or no goods and services at all for personal gain) (sometimes called 'procurement fraud')	7	

Sold goods or services fraudulently (e.g. sold without giving the takings back to the business)	8	WRITE IN _____
Taken kickback or sweetheart payments or colluded with another organisation to defraud your business	8	
Any other type of fraud? (please specify)	9	
Don't Know	x	

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT J1anw]

J3 What was the value of financial loss to the business at these premises in the most recent incident of fraud by employees

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

LOGIC CHECK: ANSWER GIVEN AT J3 CAN NOT BE HIGHER THAN ANSWER GIVEN AT JCOG

J4

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT J3.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

J7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (J7a)

J8a Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	

Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Realised too late after the incident / too long had passed	17	
DK / Can't remember	X	
Other (WRITE IN)	0	

J8b Did you report the incident to Action Fraud?

IF NO – PROBE: Were you aware of Action Fraud before today?

IF REQUIRED: ACTION FRAUD IS THE UK'S NATIONAL FRAUD REPORTING CENTRE

Yes	1	
No – but aware of Action Fraud	2	
No – NOT aware of Action Fraud	3	
Don't know	X	

J9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

J10a Did you take any disciplinary action against the employee responsible?

Yes	1	
No	2	
Don't know	X	

ASK ALL

J12 Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	

(DO NOT READ OUT) Someone working alone	3	
(Don't know)	x	

K FRAUD BY OTHERS

ASK ALL WHO HAD EXPERIENCED FRAUD BY OTHERS
ASK IF Q27 / 2. OTHERS CHECK ROUTING ABOVE UKCOG

KIntro

You said earlier that your business at these premises had experienced fraud by someone other than an employee. I would like to ask a few questions about this.

I will refer to this type of offence as a fraud by others.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section N on the Experience of Crime sheet.

[IF MORE THAN 1 PREMISES - IF7A>1] Remember this is only against these premises

ASK ALL WHO HAD EXPERIENCED EMPLOYEE FRAUD

Kcog Thinking about all incidents of fraud by others against your business at these premises [in the last 12 months], what was the total value of the financial loss?

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT kcog.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

ASK IF Q28 / 1. OTHERS CHECK ROUTING ABOVE L1

K1 [In the last 12 months] has someone other than an employee done any of the following:

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	K1	K1a	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1		
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2		
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3		
Online banking fraud	4		
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5		

Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

IF ZERO AT K1

Kchk You said earlier that you had experienced fraud by someone other than an employee in the last 12 months. Can I double check, [in the last 12 months] has someone other than an employee done any of the following:

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	K1	K1a	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1		
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2		
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3		
Online banking fraud	4		
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5		
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6		
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7		
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8		
Any other type of fraud? (please specify)	9		
Don't Know	X		

IF Kchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF Kchk = 0

Kchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Kchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

For the next few questions, I would like you to think about the most recent incident of fraud by others.

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT K1)

K2. What type of fraud was this?

READ OUT. SINGLE CODE

SCRIPTING: SCREEN OUT ANSWER CODES IF '0' AT PREVIOUS QUESTION

	K1	
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1	
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2	
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3	
Online banking fraud	4	
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5	
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	

Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

ASK IF LAST INCIDENT WAS OF USING CREDIT / DEBIT / CHEQUE CARD FRAUD (K2 / 1 OR K1 /1 (AND NO OTHER TYPES)

K1c Was the most recent incident of credit, debit or cheque card fraud conducted in person, over the internet or over the phone?
CODE ONE ONLY

In person	1	
Over the internet	2	
Over the phone	3	
Don't know		

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT K1)

K3 What was the total financial value of the loss to the business at these premises in the most recent incident of fraud by others?

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

LOGIC CHECK - ANSWER GIVEN AT K3 CAN NOT BE HIGHER THAN ANSWER GIVEN AT KCOG

K4

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT K3.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

K6a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (K6a)

K7 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	

Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Crime was committed in another country	17	
Realised too late after the incident / too long had passed	X	
DK / Can't remember	X	
Other (WRITE IN)	0	

K7a Did you report the incident to Action Fraud?

IF NO – PROBE: Were you aware of Action Fraud before today?

IF REQUIRED: ACTION FRAUD IS THE UK'S NATIONAL FRAUD REPORTING CENTRE

Yes	1	
No – but aware of Action Fraud	2	
No – NOT aware of Action Fraud	3	
Don't know	X	

K8Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

K12 Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	
(Don't know)	x	

UK. FRAUD BY PERSONS UNKNOWN

ASK ALL WHO HAD EXPERIENCED FRAUD BY PERSONS UNKNOWN

ASK IF Q27 / 3. OTHERS GO TO N1nw (NEXT SECTION)

UKintro

You said earlier that an unknown person or persons defrauded your business at these premises. I would like to ask a few questions about this.

I will refer to this type of incident as a fraud by persons unknown.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section O on the Experience of Crime sheet.

[IF MORE THAN 1 PREMISES – IF7A>1] Remember this is only against these premises

ASK ALL WHO HAD EXPERIENCED EMPLOYEE FRAUD

UKcog Thinking about all incidents of fraud by persons unknown against your business at these premises [in the last 12 months], what was the total value of the financial loss?

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT Ukocg.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

UK1a Please tell me which of the following types of fraud by persons unknown you have experienced [in the last 12 months]

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	UK1	UK1a	No Of Incident
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1		
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2		
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3		
Online banking fraud	4		
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5		
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6		

Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

IF ZERO AT UK1a

UKchk You said earlier that you had experienced fraud by persons unknown in the last 12 months. Can I double check, which of the following types of fraud by persons unknown you have experienced [in the last 12 months]?

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	UK1	UK1a	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1		
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2		
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3		
Online banking fraud	4		
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5		
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6		

Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

IF UKchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF UKchk = 0

UKchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF UKchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

For the next few questions, I would like you to think about the most recent incident of fraud by persons unknown.

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT UK1a)

UK2 What type of fraud was this?

SCRIPTING: SCREEN OUT ANSWER CODES IF '0' AT PREVIOUS QUESTION

UK1

Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1	
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2	
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3	
Online banking fraud	4	

Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5	
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

ASK IF LAST INCIDENT WAS OF USING CREDIT / DEBIT / CHEQUE CARD FRAUD (UK2 / 1 OR K1 /1 (AND NO OTHER TYPES)

UK1c Was the most recent incident of credit, debit or cheque card fraud conducted in person, over the internet or over the phone?
CODE ONE ONLY

In person	1	
Over the internet	2	
Over the phone	3	
Don't know		

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT UK1a)

UK3 What was the total financial value of the loss to the business at these premises in the most recent incident of fraud by persons unknown?

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

LOGIC CHECK - ANSWER GIVEN AT UK3 CAN NOT BE HIGHER THAN ANSWER GIVEN AT UKCOG

UK4

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT UK3.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

UK6a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (K6a)

UK7 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	

Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Crime was committed in another country	17	
Realised too late after the incident / too long had passed	18	
DK / Can't remember	X	
Other (WRITE IN)	0	

UK7a Did you report the incident to Action Fraud?

IF NO – PROBE: Were you aware of Action Fraud before today?

IF REQUIRED: ACTION FRAUD IS THE UK'S NATIONAL FRAUD REPORTING CENTRE

Yes	1	
No – but aware of Action Fraud	2	
No – NOT aware of Action Fraud	3	
Don't know	X	

UK8 Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

N. ELECTRONIC CRIME

(SPLIT SAMPLE WITH CRIME PREVENTION MODULE – 50% ANSWER THIS SELECTED AT RANDOM WITHINSAMPLE)

N1nw I'm now going to ask about any computer or cyber crime that may have been committed against your business [in the last 12 months]

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section P on the Experience of Crime sheet.

INTERVIEWER: This should only include successful attempts against the business at these premises where there was a direct impact on the business.

First of all, does your business use any computers at these premises?

INTERVIEWER: Include any personal computers that are ever used for business purposes

Yes	1	
No	2	SKIP TO SECTION O
DK	3	SKIP TO SECTION O

ASK IF HAVE COMPUTERS AND IN SECTOR THAT MAY HAVE AN ONLINE RETAIL PRESENCE (Q4 = 2,3,4,5,6,9,11,12,13). OTHERS GO TO ASB QUESTIONS

Nesale And, does your business at these premises sell any good or services online?

INTERVIEWER: This should only include sales specifically for these premises not the wider business. e.g. a Tesco store should not include sales through tesco.com.

Yes	1	
No	2	
DK	3	

ASK IF HAVE COMPUTERS. OTHERS GO TO ASB QUESTIONS

NCHECK

DO NOT READ OUT

INTERVIEWER: IF RESPONDENT SPONTANEOUSLY SAYS THEY CANNOT ANSWER QUESTIONS ON COMPUTER CRIME AS A MATTER OF COMPANY POLICY RECORD HERE.

HAPPY TO PROCEED	1	PROCEED TO N2nw
------------------	---	-----------------

Company policy not to provide information on computer crime	2	GO TO NCHECK 2
---	---	----------------

NCHECK2

I'd like to assure you that all your answers are treated in the strictest of confidence and none of your answers will be linked to your premises / this address.

We would be grateful if you could answer.

Yes - HAPPY TO PROCEED	1	PROCEED TO N2nw
No - still not willing to answer	2	GO TO NCHECKWHY

ASK ALL WHO REFUSE TO ANSWER COMPUTER CRIME QUESTIONS BECAUSE OF BUSINESS POLICY

NCHECKWHY

Can I ask why your company cannot / does not want to discuss your experiences of computer crime?

CODE ALL THAT APPLY

Fear of negative publicity/ damage to reputation	1	
Fear of being attacked as a result / do not want to expose weaknesses	2	
Do not want competitors to know	3	
No-one will do anything about it	4	
Do not regard them as crimes	5	
Don't know who to report to	6	
It's company policy	7	
No reason	X	
Refused	Y	

IF NCHECK2 = NO SKIP TO NCONC

ASK IF HAVE COMPUTERS. OTHERS GO TO ASB

The next few questions are about the types of computer crime you may have been a victim of. Please remember that all your answers are treated in the strictest of confidence.

INTERVIEWER: This should only include successful attempts against the business at these premises where there was a direct impact on the business.

N2nwa [In the last 12 months], has anyone:

N2nwb How many times [in the last 12 months], has anyone (SHOW ONLY THOSE ANSWERED AT N2nw)

READ OUT. MULTICODE.

REPEAT N2anw FOR EACH TYPE OF CRIME EXPERIENCED

	N2nw	N2anw (record number)
Accessed your computer system without permission? (e.g. hacking)	1	WRITE IN _____
Stolen money from you electronically (e.g. through online banking)	2	WRITE IN _____
Stolen money from you after sending you fraudulent messages / redirecting you to fake websites (i.e. phishing).	3	WRITE IN _____
Stolen confidential information from you electronically (such as staff or customer data)	4	WRITE IN _____
Defaced, damaged or taken down your website	5	WRITE IN _____
Or, did any computers become infected with files or programmes that were intended to cause harm (e.g. viruses or malware)	6	WRITE IN _____
Don't Know	X	X
DO NOT READ OUT : None GO TO N8nw	V	V

SKIP TO N8nw IF NO EXPERIENCE

N6nw For the next few questions, I would like you to think about the most recent incident of computer crime you have been a victim of.

ASK IF MORE THAN 1 INCIDENT AT N2anw, OTHERS GO TO FOLLOWING QUESTION (HOW WAS INCIDENT CAUSED)

N7nw In the most recent incident did anyone

READ OUT. MULTICODE.

Access your computer system without permission? (e.g. hacking)	1
Steal money from you electronically (e.g. through online banking)	2
Steal money from you after sending you fraudulent messages / redirecting you to fake websites (i.e. phishing).	3
Steal confidential information from you electronically (such as staff or customer data)	4
Deface, damage or take down your website	5
Or, did any computers become infected with files or programmes that were intended to cause harm (e.g. viruses or malware)	6
Don't Know	X
DO NOT READ OUT : None	V

N8nw2 Was this incident caused by...
READ OUT

Someone targeting your system remotely (e.g. by email or hacking)?	1
Or, did they physically access a computer at your premises?	2
Don't Know	X

ASK ALL

N9nw Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
Or, an organised group of criminals	2	
(DO NOT READ OUT) Someone working alone	3	
(Don't know)	x	

NPol Did you report the incident to the police?

Yes	1	
No	2	

Don't know	X	
------------	---	--

IF INCIDENT NOT REPORTED TO POLICE (N6nw)

N10nw Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

It's not a crime / it's just something that happens	1	
No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

N7ActFr Did you report the incident to Action Fraud?

IF NO – PROBE: Were you aware of Action Fraud before today?

IF REQUIRED: ACTION FRAUD IS THE UK'S NATIONAL FRAUD REPORTING CENTRE

Yes	1	
No – but aware of Action Fraud	2	
No – NOT aware of Action Fraud	3	
Don't know	X	

N7anw And did you report the incident to any of the following....?

READ OUT. MULTICODE ALLOWED

Another law enforcement agency – such as the Serious and Organised Crime Agency (SOCA)	1	
National Fraud Intelligence Bureau	2	
Your Internet Service Provider	3	
Your website hosting company	4	
Your bank / financial institution	5	
The organisation that provides you with computer security	6	
Any other body WRITE IN _____	7	
NONE OF THE ABOVE	X	

ASK ALL WITH COMPUTERS (N1nw /1)

N8nw Do you have any of the following to protect computers at your premises?

READ OUT. MULTICODE.

Encryption software on computers and other electronic devices	1	
A firewall	2	
Anti-virus software or anti-spam software	3	
Restrictions on staff external e-mail or internet use	4	
Restrictions on mobile data storage devices such as USB sticks or mobile devices such as smart phones or tablets	5	
A data security policy, staff code of conduct for computer use or a data security officer responsible for ensuring data security	6	
DO NOT READ OUT: Don't Know	X	
DO NOT READ OUT: Other Write in_____	0	
DO NOT READ OUT: None	V	

N10nw2 What is the total amount of money spent a year on IT security, excluding staff time?

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN_____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT N10nw.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

ASK ALL

NCONC In general, how worried is your business at the premises about computer or cyber crime?

PROMPT: 'Is that very or fairly worried? / Not very or not all worried?'

Very worried	1	
Fairly worried	2	
Not very worried	3	
Not at all worried	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT - Refused	V	

NPROB And, in general, how much of a problem is computer or cyber crime to your business at the premises?

PROMPT: 'Is that a very or fairly big problem? / Not a very big or no problem at all?'

A very big problem	1	
A fairly big problem	2	
Not a very big problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT - Refused	V	

EXPERIENCE OF ANTI-SOCIAL BEHAVIOUR

+DISPLAY [ASK ALL]

I'd now like to ask you some questions about how, if at all, your business at these premises has been affected by anti-social behaviour..

Please exclude any specific incident we've already talked about

ASBEXP [ASK ALL]

[In the last 12 months], has your business at these premises been affected by any sort of anti-social behaviour?

IF NECESSARY: Anti-social behaviour is any behaviour that causes people nuisance, annoyance or distress. This can include behaviours that are aggressive or intimidating or that impact on your business.

1. Yes
2. No

WHASBEXA- [ASK IF ASBEXP = YES]

WHASBEXQ

What sorts of anti-social behaviour has it been affected by [in the last 12 months]?
CODE ALL THAT APPLY. DO NOT READ OUT.

PROBE: What else?

INTERVIEWER:IF THE RESPONDENT DESCRIBES AN INCIDENT OF ANTI SOCIAL BEHAVIOUR THAT COULD FIT INTO MORE THAN ONE CODE BELOW PLEASE SELECT THE CODE THAT IS CLOSEST TO WHAT IS BEING DESCRIBED. YOU SHOULD NOT CODE A SINGLE INCIDENT AS MORE THAN ONE TYPE OF ANTI SOCIAL BEHAVIOUR

IF WHAT THE RESPONDENT DESCRIBES IS CLEARLY A CRIME YOU SHOULD CODE THIS AS 'OTHER CRIME' IF YOU ARE IN DOUBT ASK: Do you think that what you experienced or witnessed was anti social behaviour or actually criminal behaviour?

1. Youths/teenagers/groups hanging about on the streets
2. Street drinking/drunken behaviour/under-age drinking
3. Vandalism, criminal damage or graffiti (e.g. to buildings, vehicles, bus shelters, phone boxes, trees or plants, etc.)
4. Inconsiderate behaviour (e.g. repeated or inappropriate use of firework; youths kicking/throwing/playing football in inappropriate areas; cycling/skateboarding in pedestrian areas or obstructing pavements; people throwing stones, bottles, eggs, etc.)
5. Loud music or other noise (e.g. shouting, noisy cars, noise from pubs, etc.)

6. People using or dealing drugs or evidence of drugs (e.g. discarded needles, crack houses)
7. People being intimidated, threatened, verbally abused or harassed (inc. on the grounds of race, religion, disability, sexual orientation, etc.)
8. Environmental e.g. Litter or rubbish (including fly-tipping) or dog fouling
9. Vehicle related e.g. Inconvenient or illegal parking; Abandoned vehicles; Speeding cars or motorcycles, joyriding, car revving, boy racers
10. Begging, vagrancy, problems with homeless people
11. Sexual e.g. Prostitution or kerb crawling or evidence of prostitution (e.g. cards in phone boxes, used condoms) People committing inappropriate or indecent sexual acts in public
12. OTHER ASB
13. OTHER CRIME

[ASK IF ASBEXP = YES]

NEWASB What impact have these types of anti-social behaviour had on your business at these premises [in the last 12 months]?

PROBE: what effect as it had / what has happened as a result?

INTERVIEWER: IF BUSINESS HAS OPERATED IN THE AREA FOR LESS THAN 1 YEAR ASK THEM TO THINK BACK OVER THE TIME THE BUSINESS AS OPERATED HERE

OPEN-ENDED	1	
None	2	
Don't know	X	
Refused	V	

12E And can you tell me how much of a problem anti-social behaviour in general is for your business at these premises. is this...

READ OUT

A very big problem	1	
A fairly big problem	2	
Not a very big problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT - Refused	V	

T CRIME PREVENTION

(SPLIT SAMPLE WITH E-CRIME MODULE – 50% ANSWER THIS SELECTED AT RANDOM WITHINSAMPLE). MODULE INCLUDES EVERYTHING UP TO T30 (WHERE POLICE QUESTIONS BEGIN).

ASK ALL

T1Intro I'd now like to ask you about the measures that are in place to protect your premises and your business against crime. I would again like to stress that this survey is entirely confidential.

Please include measures that your business has taken, as well as any measures that were in place before you moved to this premises.

T1a Do you have burglar alarm at your premises?

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T1a = Yes

TT2 DDo you have a notice explaining that an alarm system is in use on the premises?

Yes	1	
No	2	
DK	3	

T7a Do you have any protective window and door measures in place at your premises?

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T7a = Yes T7 What type of protective window and door measures do you have?

DO NOT READ OUT. CODE ALL THAT APPLY

Bars, gates, grilles or shatterproof glass on windows or doors	1
--	---

Shutters on windows or doors	2
Security window or door locks	3
Any other protective window or door measure WRITE IN	8
Any other protective window or door measure WRITE IN	8
Don't know	X
Refused	Y

T4 Which of the following protective measures for the outside of the premises are in place?
READ OUT. MULTICODE ALLOWED.

Security lighting (including sensor/timed lights)	1
CCTV looking at the road or grounds outside	2
Barbed wire fencing or anti climb walls	3
Intercoms or video-coms	4
Any other protective measures WRITE IN	5
DO NOT READ OUT None of these – SINGLE CODE	6

T10a Do you have any crime prevention measures to protect stock or equipment at your premises?

PROMPT IF NECESSARY: such as property marking or tagging or security cameras.

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T10a = Yes

T10 What type of measures do you have ?

DO NOT READ OUT. CODE ALL THAT APPLY

Property marking or tagging of your equipment or stock	1
Security cameras, lighting or mirrors inside your premises	3
Merchandise alarms	6
ONLY IF RETAIL Shoplifting deterrence signage / Signs to deter shoplifting	7
A safe	8
Any other crime prevention measures for stock or equipment? WRITE IN	8
Don't know	X

Refused	Y
---------	---

ASK IF VEHICLES OWNED/LEASED BY BUSINESS (Q24=1)

T11a Do you have any crime prevention measures to protect vehicles?

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T11a = YesT11 What types of measures do you have?

DO NOT READ OUT. CODE ALL THAT APPLY

Alarm	1	
Vehicle tracking system	2	
Immobiliser	3	
Steering lock	4	
Any other crime prevention measures for vehicles?	5	WRITE IN
Don't know	X	
Refused	Y	

ASK ALL

T13 Is anyone employed such as a caretaker, store detective, security guard or patrols or receptionist who is in charge of entry into your premises?

Yes	1	
No	2	
Don't know	X	
Refused	V	

ASK IF YES AT T13. OTHERS GO TO T25a

T14a Who controls entry into your premises?
DO NOT READ OUT. CODE ALL THAT APPLY

A caretaker	1
A receptionist	3
Store detectives	4
Security guards / patrols	5
A guard dog	8
Something else WRITE IN	9

ASK IF ANY ANSWER AT T1,T7,T4,T10,T11, T13, T17 or T20 T25a

ASK ALLT28 Can you estimate the total amount spent on security for these premises [during the last 12 months]?

Please include maintenance and running costs, charges for new security equipment and security personnel costs. Do not include the costs of insurance or IT security.

£ _____

X	Don't know
V	Refused

T29

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT T28.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

END OF CRIME PREVENTION MODULE

ASK ALL

T30 Apart from any crimes you may have reported to the police [in the last 12 months], has your business have any contact with the police about crime problems or crime prevention?

Yes	1	
No	2	
Don't know	X	
Refused	V	

IF YES AT T30

T30a What type of contact was this?

- OPEN FOR PILOT

ASK ALL

T31 In general, how satisfied or dissatisfied are you with the way the police deal with the crime problems facing business in this area?

Please think about crime generally, not just incidents you have experienced as a business. Are you...?

PROMPT: Is that very or fairly dissatisfied / a bit or very dissatisfied?

Very satisfied	1	
Fairly satisfied	2	
A bit dissatisfied	3	
Very dissatisfied	4	
DO NOT READ OUT: Can't comment / no experience of crime	5	
DO NOT READ OUT - Don't know	X	
DO NOT READ OUT - Refused	V	

IF DISSATISFIED AT T31 (T31=3 OR 4)

T32 Why is that?
DO NOT READ OUT. MULTICODE ALLOWED

Police not seen in this area	1	
Take too long to react to incidents	2	
Do not react to alarms going off	3	
Do not catch or prosecute offenders	4	
Give little or no information back on reported crimes	5	
No day-to-day contact with police	6	
Not interested in reported crimes	7	
Nothing seems to change / crime levels remain the same	8	

Not enough police/police undermanned;/ not enough resources	9	
There is nothing the police can do	10	
Other (CODE AND WRITE IN)	11	
Don't know	X	

ASK ALL

T40 Finally I need to ask a few questions about your business at these premises to help us put your answers into context. Again I'd like to reassure you the survey is entirely confidential. What is the approximate annual turnover of your business at these premises?

SCRIPTING NOTE: RANGE UP TO 99M

£ _____

X	Don't know
V	Refused

ASK ALL

T40a1 Is your business a public or limited company, a partnership or are you a sole trader?

A public or limited company	1	
A partnership	2	
A sole trader	3	

ASK ALL

T40a2 Is your business at these premises ever open to the public?

IF NECESSARY: That is are they able to come into your premises even if this is only at specific times of day or days of the week

Yes	1	
No	2	
Don't know	3	

IF OPEN TO PUBLIC AT ALL (T40a2=1)

T41 How many hours are you open to the public on weekdays?
PROMPT IF NECESSARY

1 - 8 hours	1	
9 - 12 hours	2	
more than 12 hours	3	

DO NOT READ OUT – 24 hours a day	4	
----------------------------------	---	--

IF OPEN TO PUBLIC AT ALL (T40a2=1)

T42 How many hours are you open to the public on weekends?

PROMPT IF NECESSARY

1 – 8 hours	1	
9 – 12 hours	2	
more than 12 hours	3	
DO NOT READ OUT – Not open to public at weekends	4	
DO NOT READ OUT – 24 hours a day	4	

ASK ALL

T43 Thank you very much for your time. The Home Office may be conducting future research on similar issues in the future. If they do decide to do so, would it be ok to contact you again?

Yes, agrees to further contact	1	
No, does not agree to further contact	2	

6.2 Advance letter



COMMERCIAL VICTIMISATION SURVEY 2012/13

Dear Sir, Madam,

We are writing to ask for **your help with an important study about how businesses in England and Wales are affected by crime.**

Information collected by this survey will fill an important gap in crime statistics by providing an up to date picture of **the nature, extent and cost of crime against businesses.** This information will be used by the Home Office, other Government departments, businesses and other organisations to identify where government support, advice and information could have the greatest impact.

While participation is voluntary, in order to obtain a true picture of crime against businesses, it is essential that as many of the selected businesses as possible take part in this research. We are interested in all businesses' concerns about crime, **whether or not they have been a victim of crime.**

The Home Office has commissioned **TNS BMRB**, an independent research organisation, to carry out the survey on their behalf. An interviewer from TNS BMRB will call you in the next few weeks to conduct an interview over the telephone or to arrange a suitable time to call back. This interview should take no more than 20 minutes and will ask about crimes experienced by your business as well as other crime-related issues, such as anti-social behaviour and the police in the local area.

Enclosed with this letter is an ***Experience of Crime Sheet***. This may help you think about what has happened at your premises in the last 12 months. It would be useful to have it to hand when we phone you.

Anything you say during the interview will remain **strictly confidential** in line with the Data Protection Act. The research findings will not identify you or your business and no personal or commercial information will be passed to the Home Office or other organisations. If you would like any more information about the survey, please contact the researchers at TNS-BMRB on 0800 0510875 or at **HomeOffice.BusinessSurvey@tns-bmr.co.uk**.

We very much hope that you will take part in this important survey and thank you in advance for your consideration and help.

Yours sincerely,

Paul Robb
Crime Statistics Programme
Home Office

6.3 Experience of crime sheet



EXPERIENCE OF CRIME SHEET CRIMES EXPERIENCED IN THE LAST 12 MONTHS <i>PLEASE DO NOT SEND THIS SHEET BACK TO US. IT WOULD BE USEFUL IF YOU HAVE IT TO HAND WHEN WE PHONE YOU.</i>	Has your business at these premises been a victim of this crime in the last 12 months?		How many times was your business at these premises the victim of this crime in the last 12 months?	Please estimate the total value of any loss of money, goods or property, during the most recent incident whether or not anything was recovered	Was the most recent incidence of this crime reported to the police?	
	Yes	No			Yes	No
A. Did anyone get into your buildings at these premises without permission to steal something , regardless of whether anything was actually stolen? <i>Include unauthorised access to buildings even if the area was unlocked.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
B. Did anyone ATTEMPT but FAIL to get into any of the buildings at your premises without permission to steal something?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
C. VANDALISM Apart from any damage from incidents you have included in sections A or B, did anyone cause deliberate damage to these premises, including graffiti or arson? <i>Include damage to any buildings or structures (including walls and fences) and to vehicles, equipment or stock belonging to this business either at these premises or elsewhere. Do NOT include incidents where damage was caused as a result of a theft.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
VEHICLE CRIME: <i>The next few questions are about incidents of vehicle crime against any car or vehicle owned or leased by your business and used by people who consider these premises to be their main place of work. Please include incidents that occurred either at these premises or elsewhere.</i>						
D. VEHICLES STOLEN Was any car or vehicle stolen? <i>Include company cars <u>only</u> if they are used for business purposes.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
E. THEFT FROM COMPANY VEHICLES (please do NOT include anything already mentioned above) Did anyone steal anything off or from cars or vehicles? <i>Do NOT include theft of personal possessions</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
THEFTS USING FORCE OR VIOLENCE: <i>The next few questions are about incidents where force was threatened or used in order to steal something from your business at these premises, or from any of your employees. This includes:</i> <ul style="list-style-type: none"> <i>Theft of personal property as well as money / goods belonging to the business, provided employees were on duty at the time.</i> <i>Theft from employees on duty away from the premises.</i> <i>It does NOT include theft by force of personal property from non employees.</i>						
F. THEFTS USING FORCE OR VIOLENCE Did anyone steal anything by using or threatening to use force or violence against an employee?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
G. ATTEMPTED THEFTS USING FORCE OR VIOLENCE Did anyone ATTEMPT but FAIL to steal anything by using or threatening to use FORCE or VIOLENCE against an employee?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
H. ASSAULTS AND THREATS Apart from any incidents mentioned at F & G above, were any employees based at these premises assaulted, threatened or intimidated by anyone (e.g. a customer, supplier, other employee)? <i>Include incidents that happened as a result of disagreements with customers or other employees. Include incidents which happened both at these premises and when staff were on duty elsewhere.</i> <i>Do NOT include incidents where the assault was part of a theft / motivated only by desire to steal as this is covered by F & G above.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>



EXPERIENCE OF CRIME SHEET CRIMES EXPERIENCED IN THE LAST 12 MONTHS <i>PLEASE DO NOT SEND THIS SHEET BACK TO US. IT WOULD BE USEFUL IF YOU HAVE IT TO HAND WHEN WE PHONE YOU.</i>	Has your business at these premises been a victim of this crime in the last 12 months?		How many times was your business at these premises the victim of this crime in the last 12 months?	Please estimate the total value of any loss of money, goods or property, during the most recent incident whether or not anything was recovered	Was the most recent incidence of this crime reported to the police?	
	Yes	No			Yes	No
THEFTS: <i>The next few questions are about incidents of thefts. This includes thefts of money, goods and company property, as well as failing to pay for services that you provide. Please do NOT include incidents involving violence or threats of violence</i>						
I. THEFTS BY CUSTOMERS (please do NOT include anything already mentioned above) Did any CUSTOMER steal from your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
J. THEFTS BY EMPLOYEES (please do NOT include anything already mentioned above) Did any <u>employee</u> from your business from these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
K. THEFTS BY OTHERS (please do NOT include anything already mentioned above) Did <u>someone else</u> (that is, people other than customers or employees) steal from your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
L. THEFTS BY PERSONS UNKNOWN (please do NOT include anything already mentioned above) Were there any incidents of theft where you were unable to establish who stole from your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
FRAUD: <i>The next few questions are about incidents of fraud against the business at these premises; that is where someone cheated the business in terms of diverting funds, goods or services to their own purposes.</i>						
M. FRAUD BY EMPLOYEES Did any employee, while working for your business, defraud your business at these premises? This can include fraud committed by employees who are not based at these premises.	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
N. FRAUD BY OTHERS Did anyone not working for your business, such as a customer, distributor, supplier, consultant or financial professional, defraud your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
O. FRAUD BY PERSONS UNKNOWN Was your business at these premises a victim of fraud where you were unable to establish who committed the offence?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
P. ELECTRONIC CRIME Was your business at these premises a victim of any computer crime? This can include <ul style="list-style-type: none"> • Access to your computer system without permission? (e.g. hacking) • Theft of money from you electronically (e.g. through online banking) • Theft of confidential information from you electronically • Damaged to your website • Computers becoming infected with files or programmes that were intended to cause harm (e.g. viruses or malware) <i>This should only include successful attempts against the business at these premises where there was a direct impact on the business.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>

6.4 Interviewer instructions

INTERVIEWER NOTES

Premises

The survey refers to the premises (i.e., the workplace that the respondent is based at not the wider business if it is split over several premises). We are only interested the areas of the premises that are **owned or leased by the sampled business**. Areas that are part of the grounds but are not owned or leased should be excluded.

What do we mean by premises?

Of course this means **the site or workplace at the sampled address** (not the operation of the wider business if they have multiple premises). The 'premises' includes all of the following:

- All buildings that the business owns or leases where the respondent is based
- If several buildings operate as a single entity (for example a cluster of warehouses which operate as one business, or all of the buildings in a single hotel complex) these should all be included
- Any outbuildings such as sheds, warehouses, workshops that are outside the main building(s) but are owned or leased by the business
- Outside space that is owned or leased by the business – including car parks, yards, loading or delivery bays
- The physical boundaries of the premises including: fences and walls
- Outside spaces may or may not be enclosed by fences, walls or other barriers (they do not need to be secured or locked as long as they are owned or leased by the business).

What areas are in and out of scope?

Some businesses share work space with other businesses. For example, some workplaces have an entrance that is shared by more than one business. Other businesses may share office or other work space with employees from different organisations mixed together.

We are only interested in the sampled business's premises. Areas should be included if they are:

- the main or sole responsibility of the sampled business
- used mainly or solely by employees from the sampled business
- fall solely within the boundary of the sampled premises

Areas should not be included if:

- the sampled business is not responsible for the physical upkeep (e.g. if a private landlord is responsible for a communal entry if damage occurs in this area)
- occasionally used by employees but mainly owned by / the responsibility of another business that operates at the site.

Employees (*who is in scope?*)

Full and part-time employees are in scope for the survey if they are mainly based at the site / it is their usual place of work. For most employees this is a simple definition but there are some exceptions to note:

- Delivery staff, travelling salesman, other staff – people who spend most or all of their time ‘on the road’ or at clients’ / customers’ premises.
- Staff who divide their time equally between two or more sites – for example a manager who splits their time between two teams at different locations.
- Staff who work from home some of the time.

All of these groups are in scope but **only if they consider the sampled premises to be their main place of work**. Generally (but not always) this will mean the employee’s line manager is based there and they are on the payroll for the sampled premises. We are happy for the respondent to decide for themselves whether they think an employee is in or out of scope, according to the criteria above.

Temporary, non-payrolled staff:

Most business surveys only include staff employed directly by the business. For this survey we are interested in crimes against or committed by all staff who consider the sampled premises to be their **main place of work**. Crimes against staff who are employed temporarily through an agency, seasonal workers and other casual staff **should** be included for this survey. Similarly, sub-contracted staff (which may include cleaners or security staff) should be included if they consider the sampled premises to be their main place of work. This also applies to staff who are on secondment at the premises.

Location of incidents of crimes against employees (including robbery and assault)

Incidents of robbery and assault should be included even if they took place away from the premises but **only if they took place while the employee was working**. Many employees can and do travel as part of their work for example:

- A takeaway delivery driver who is assaulted or robbed while making a delivery
- A taxi driver who is assaulted or robbed while working
- A lorry driver who is on a long distance journey for a haulage company

The location of the crime is not important as long as the employee was working at the time. For some types of business (e.g. transport and delivery/haulage) this is a very important point to make as employees may be deliberately targeted while working because of the company vehicle or goods they have with them.

However, we should **exclude** incidents where an employee was robbed or assaulted while they were simply travelling during the working day – for example travelling between meetings or travelling to/from work.

Vehicles (what is included and excluded in vehicle crimes?)

Unless otherwise stated, all types of vehicle should be included:

- Cars,
- Vans,
- Lorries (including those that need an HGV license)
- Motorbikes, mopeds and scooters
- Forklifts, JCBs, and any other industrial vehicles

We are only interested in crimes against vehicles that are owned or leased by the business that operates from the sampled premises. At its simplest, vehicles should definitely be included if they are **owned or leased by the business and are mainly based at and used by employees at the premises**.

There are some complications to this rule:

- **Company cars** – these are in scope as long as they are used mainly for business purposes by an employee who is based at the premises. Company cars should not be included if they are solely a business perk and the employee rarely or never uses it for business purposes. Using a car to drive to and from work does not count as ‘for business purposes’
- **Pool cars** – these are cars that some businesses own, lease or rent which employees can take out as and when they need to for business (e.g. to travel to a client or supplier). Pool cars should only be included if they are mainly based at the sample premises and are owned directly by the business. Rented or leased pool cars are out of scope as they are not the responsibility of the business if they are stolen or damaged.
- **Taxis and delivery vehicles that are used by employees but not normally based at the premises.** Some types of business vehicles are mainly kept at an employee’s home when they are not in use (taxis and cars used to deliver takeaway food are a good examples). Others types (including HGVs) may spend most of their time on long distance deliveries so are rarely at the premises. Where the vehicle is physically based is not important but it must be owned or leased by the business and used for business purposes.
- **Employee-owned vehicles that are used for business purposes are not in scope, except for taxis (which are considered a place of work).** For example, if a take-away delivery driver uses his/her own car for work this is not included. In this situation the employee rather than the employer is responsible for the insurance and theft of the vehicle / damage to it is a personal rather than a business crime.

Location of vehicle theft, theft from vehicle, deliberate damage to vehicle

All thefts of and deliberate damage to vehicles are in scope as long the vehicle itself is in scope (see above). Where the incident took place is not in itself important as the crime is still against the business at the sampled premises (it will have a direct financial impact). **This includes crimes which take place outside England and Wales.**

Timeframes (*changes to premises in last 12 months*)

The reference period is the last 12 months.

But, changes to the business structure, staff and vehicles will have occurred in the last year. Generally all incidents are in scope as long as they took place in the last 12 months as defined by the CATI script:

- Staff changes
 - o Incidents against staff who have now left the premises / the business altogether should be included as long as they counted the premises as the main place of work at the time of the incident

- Replacement / new vehicles
 - o Similarly all incidents of theft, theft from and deliberate damage to vehicles should be included even if the vehicle has subsequently been replaced or removed.

- Businesses moving to new premises
 - This is an exception – some businesses may have been based at their premises for less than 12 months.
 - In these cases, we will be asking them only about incidents that have happened since the business has been based at the sampled premises. Any incidents that happened within the last 12 months but at a different premises should not be included.

NOTES ON SPECIFIC CRIME TYPES

Burglary and attempted burglary

- Burglary is defined as entering any building on the premises *without permission with intent to steal*
- Burglary must involve entry into a building and intent to steal. This also applies to entry into secure/non-public areas of buildings (e.g. staff-only areas, e.g. stockrooms).
- Burglary can include getting into the building *without permission* even if the area accessed was unlocked at the time and the perpetrator simply pushed a door or window open
- Attempted burglary refers to incidents where the offender attempted, but failed, to gain access to a building on the premises.
 - o There must be clear evidence that the offender made an actual, physical attempt to gain entry (e.g. damage to locks, broken doors, etc)

Deliberate damage to the premises (vandalism)

- Unlike burglary, this is not limited to the building itself – it should include damage to all of the following:
 - o Walls and fences
 - o Fixtures and fittings (e.g. lighting, CCTV, signs)
 - o Equipment or goods stored outside the building that belong to the business (e.g. shopping trolleys, pallets, bins)
 - o Vehicles
- It includes things like graffiti and smashed windows (if not as part of an attempt to steal)
- Incidental damage that is caused as part of another crime (e.g. burglary or theft of a vehicle) should not be counted here
-

Vehicle crimes:

- Questions on theft of and theft from vehicles are limited to vehicles owned or leased by the premises (see notes above).
- So theft of employees or customers vehicles for example should not be included (it's no a crime against the business).
- Incidents both at and away from the sampled premises may be in scope (see notes above)
- For example – if a delivery vehicles is stolen when out on delivery it still counts.
- Theft of employees' personal possessions from a vehicle are not in scope for this survey.

Robbery and attempted robbery

- Include all thefts from employees that include force (either threatened or actual) **as part of the theft**
- It should not include incidents where force was used but not in furtherance of the theft.
- For example, if someone steals from a shop and assaults the security guard on the way out this is not robbery – it would be two separate incidents – a customer theft and an assault of the guard.
- Robbery is one of the crimes which can include the theft of personal possessions or money.
- provided the robbery is against an employee who was on duty at the time.

- For example a security guard is beaten up at the premises and while no company equipment was taken they did steal his wallet and phone. In this case nothing has been taken from the business but an employee has been attacked while on duty.
- BUT - when you later record the cost to the business you should only include the loss to the business (so should exclude loss of personal possessions of cash)

Assault

- Questions on assault come immediately after robbery – to make the distinction between robbery and assault clear
- Assaults do not include incidents of force against employees that were motivated by theft (i.e. robbery)
- Rather the motivation is to cause harm or to intimidate an employee.
- Assaults can include threatened as well as actual force.
- Assaults can also include things like spitting
- Note: assaults of customers or other people who are not employees are not in scope
- For example a fight between two customers in a pub should not be included but if a customer attacks a barman then this is in scope.

Customer thefts (including shoplifting)

- The most obvious type of customer theft is shoplifting (which applies to the retail sector specifically). But there are many types
- Including theft of any business-owned property within businesses (whether or not it is for sale)
- Customer thefts must be from a public area of the business (i.e. not a store-room/area with access restricted to staff).
- Thefts from areas that have been accessed without permission should be counted as burglaries (see previous notes)
- It does not include theft from a till (this is burglary or robbery, depending on whether force was threatened/used).
- In the food and accommodation sector customer thefts can also include non-payment of services – for example running out without paying for a meal.

Employee theft

- This covers thefts of money, property owned by the business or services which are committed by employees
- For businesses with more than one premises, employee thefts can include thefts by employees who work for the business but who are based at other premises.
- Employee thefts should never be counted as shoplifting or customer theft.

Other thefts

- There may be other incidents which cannot be classified as robberies, burglaries, customer thefts or employee thefts.
- **Theft by others:** This can include thefts by other known parties (for example a supplier or an employee from another company who is based at the same site).
- **Theft by persons unknown:** And also thefts where the offender is not known (i.e. something has been taken without permission but it's not possible to work out who the offender was).
- Other thefts can include:
 - o Removal of articles from places that are open to the public (e.g. trolleys from car-park)
 - o Removal of property from the structure of buildings (e.g. roofing, piping, etc)
 - o Removal of property from outside areas of the premise (even if these are in a secure or enclosed area, such as a stockyard)
- If you are unsure there is a separate 'other crime' question at the end of the screener questions.

Frauds

- Are defined as an incident where someone cheated the business at the sampled premises in terms of diverting funds goods or services for their own purposes.
- They are different from straightforward thefts as there must be an element of deception.
- Frauds are divided into three types:
 - o Fraud by employee – which can include fraud by employees who are not based at the sample premises
 - o Fraud by another known person (e.g. customers, distributors or suppliers)
 - o Fraud by persons unknown – where a fraud has been detected but it is not possible to ascertain who carried it out.