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# Crime against businesses: Detailed findings from the 2012 Commercial Victimisation Survey

June 2013

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# Introduction

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This is the second release of data from the 2012 Commercial Victimization Survey (CVS), which further examines the extent of crime against businesses in England and Wales. The CVS was a recommendation from the [National Statistician's review of crime statistics](#) to address the significant gap in crime statistics that existed for crimes against businesses, not covered by either of the two main sources of data on crime: the Crime Survey for England and Wales (CSEW) and crimes recorded by the police. While police recorded crime does include crimes against businesses, it does not separate these out from other crimes (other than for offences such as shoplifting which, by its nature, is against businesses). The police recorded crime also only includes those crimes that are reported to, and recorded by, the police. The CSEW is a survey of crime against households and individuals living in those households and so does not cover crime against businesses at all. The CVS was previously run in 1994 and 2002, and is planned to be repeated in 2013 and 2014.

The 2012 CVS was a premises-based survey focused on four industry sectors: manufacturing, wholesale and retail, transportation and storage, and accommodation and food. The results of the survey should not be considered to be representative of crime against businesses as a whole, only of crime against these four sectors.

This release covers the following topics:

- Nature of crimes against businesses
- Experience of crime against business premises, by business and location characteristics, for the core CVS crime types
- Crime prevention
- Costs of crime against businesses
- Crime trends in the wholesale and retail sector between 2002 and 2012
- A technical annex containing:
  - Sensitivity analysis regarding treatment of outliers
  - Characteristics of the 2012 CVS sample
  - Details of logistic regression modelling
  - Details of the calculations of costs of crime
  - Methodology for comparison of 2002 and 2012 wholesale and retail subset

The dates of forthcoming publications are pre-announced and can be found via the UK National Statistics Publication Hub: <http://www.statistics.gov.uk/hub/index.html>

As this is the first detailed publication of findings from the CVS we would welcome any feedback on the publication, including suggestions for further analysis and comments on structure and content.

To provide feedback, or for further information about the Commercial Victimization Survey, please email [crimestats@homeoffice.gsi.gov.uk](mailto:crimestats@homeoffice.gsi.gov.uk)

## Home Office Responsible Statistician

David Blunt, Chief Statistician and Head of Profession for Statistics

Contact via [crimestats@homeoffice.gsi.gov.uk](mailto:crimestats@homeoffice.gsi.gov.uk)

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# Conventions used in figures and tables

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## Table abbreviations

'0' indicates no response in that particular category or less than 0.5.

'n/a' indicates that the question was not applicable.

'-' indicates that data are not reported because the unweighted base is fewer than 50 respondents.

## Unweighted base

All percentages and rates presented in the tables are based on data weighted to compensate for differential non-response and stratification of the sample design. Where tables are not based on the full number of respondents in the sample, unweighted bases are shown which represent the number of people interviewed in the specified group.

## Percentages

Row or column percentages may not add to 100% due to rounding.

Where tables present cell percentages, the figures refer to the percentage of business premises having the attribute discussed and the complementary percentage, to add to 100%, is not shown.

A percentage may be quoted in the text for a single category that is identifiable in the tables only by summing two or more component percentages. In order to avoid rounding errors, the percentage has been recalculated for the single category and therefore may differ by one percentage point from the sum of the percentages derived from the tables.

## 'No answers' (missing values)

All analysis excludes don't know/refusals unless otherwise specified.

# 1. Nature of crimes against businesses

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## INTRODUCTION

Respondents to the 2012 CVS were asked if the business at their current premises had experienced any of a range of crime types in the 12 months prior to interview (fieldwork was conducted between July and September 2012). Almost half (46%) of premises covered by the survey had experienced at least one of the main crime types covered by the survey. Where they had, respondents were asked for more detailed information about the most recent incident of each crime type, for example the time of day the incident occurred and whether the incident occurred during the week or at the weekend (assumed for analysis to be Monday to Friday or Saturday/Sunday). This includes some additional information specific to the crime type, for example type of items stolen in burglaries. Asking about the most recent event is a standard way of collecting representative data. If the question is posed in other ways that allow the respondent to choose the incident described or to say what they believe to be typical, distortions tend to arise.

## KEY FACTS

- In incidents of burglary with entry, the most commonly reported way that the building was accessed was through a wooden or glass door (36% of incidents), or a metal door, roller door or shutter (17% of incidents). Goods or stock were the items most commonly reported stolen in burglary incidents (stolen in 37% of incidents).
- The most common form of vandalism experienced was damage to any part of the premises' buildings, experienced by almost two-thirds (64%) of vandalism victims.
- Of those premises that had experienced robbery (including attempts), almost all (91%) said that the most recent incident took place at their premises. The most common items stolen were goods and stock (stolen in 38% of cases); however, in 35% of cases, the robbery was not successful so nothing was stolen.
- Amongst those premises whose employees had been victims of assaults or threats, the most common type were threats by a customer (80% of incidents). Employees were physically injured in 12% of cases of assault or threat.
- Goods or stock were stolen in 88% of most recent incidents of *theft by customers*, largely driven by the **wholesale and retail** sector where almost all (94%) incidents involved the theft of goods or stock.
- The type of fraud experienced varied depending on who the perpetrator was. Credit, debit or store card fraud was made up half (50%) of *fraud by persons unknown* and one-third (33%) of *fraud by others*. However, withheld or 'skimmed' takings and fraudulent accounting each made up around a third of incidents of *fraud by employees* (34% and 30% respectively).

## DATA TABLES

Figures on the nature of each crime type, by sector, can be found in the [2012 Commercial Victimisation Survey Nature of crimes against businesses tables](#).

## NATURE OF BURGLARY (INCLUDING ATTEMPTS)

This section covers both burglary with entry and attempted burglary. Burglary with entry is defined as entering any building on the premises without permission with intent to steal. This also applies to entry

into secure or non-public areas of buildings such as staff-only areas or stockrooms. Attempted burglary refers to incidents where the offender attempted, but failed, to gain access to a building on the premises. In this case there must be clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks or broken doors.

As shown in the headline findings report, there were around 214,000 incidents of burglary (including attempts) against the four sectors covered by the survey in the previous 12 months, and around 12% of all premises had been victims of some form of burglary.

Respondents whose premises had experienced burglary (including attempts) during the previous 12 months were asked a series of more detailed questions about the most recent incident of each type. The analysis below refers to the most recent incident of burglary with entry and the most recent incident of attempted burglary experienced, meaning if one premise has experienced both types of burglary then the most recent incident of each is included.

Of the 9% of premises that had been a victim of burglary with entry, the most recent incident took place at the weekend in 40% of cases and on a weekday in 60% of cases. This is equivalent to 20% per weekend day compared with 12% per weekday assuming an equal split across the days (although this is a very broad assumption as it might be, for example, that Friday night has a higher incidence than other weekday nights). This means the likelihood of being a victim on any one day was higher at weekends than during the week.

- In all four of the sectors individually, the likelihood of victimisation on any one day was higher at weekends.
- In the **manufacturing** sector in particular, just over half (51%) of burglaries took place at the weekend.

Across all businesses in the four sectors, over three-quarters of burglaries with entry (76%) took place during the evening or night (between 6pm and 6am), perhaps when the premises are more likely to be vacant. This pattern was similar for each of the sectors separately.

Similarly to burglary with entry, the proportion of *attempted* burglaries taking place during the week was 61% (with 39% at the weekend), and 79% of all attempted burglaries took place during the evening or at night. This is as expected, as there is no reason to think that successful and unsuccessful burglaries would have different patterns.

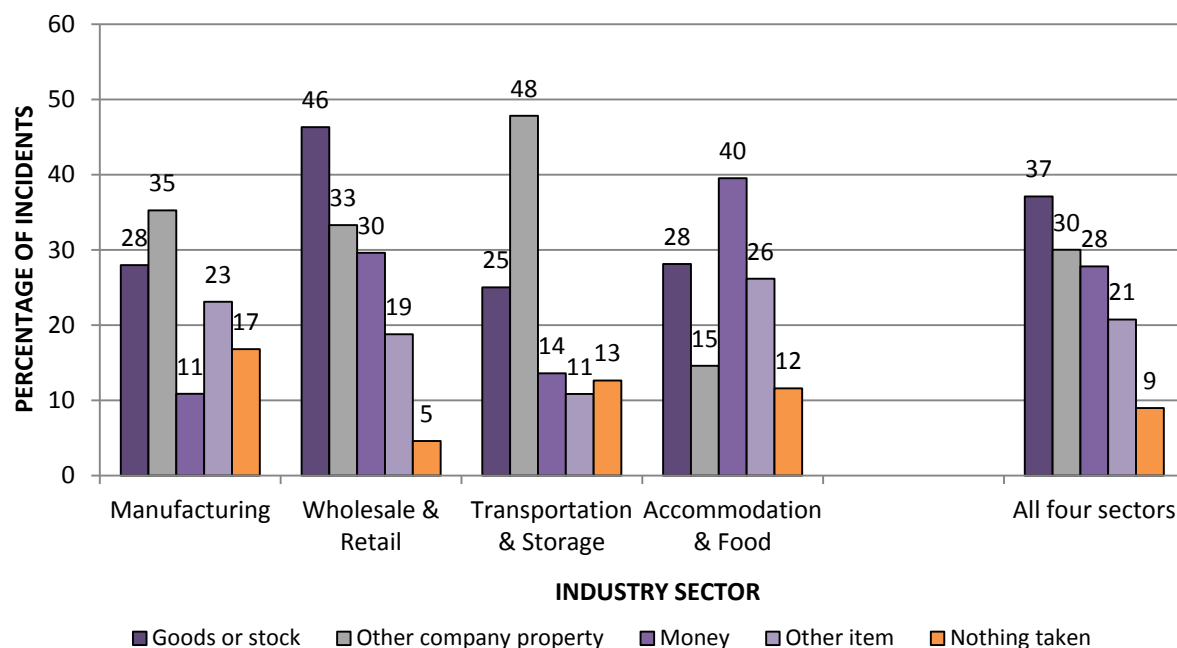
Offenders accessed the premises using a variety of entry points, and it was possible for more than one method of entry to be given for each incident as some burglaries involved more than one perpetrator. The most commonly reported way that the building was accessed by the perpetrators was through a door (53% of incidents), either a wooden or glass door (36% of incidents), or a metal door, roller door or shutter (17% of incidents). In 16% of incidents a window was used for access. The most common entry method varied by sector, which is likely to reflect the different types of premises.

Respondents were asked about the types of item that had been stolen from the premises during the most recent incident of burglary. Goods or stock were the items most commonly reported stolen from premises (37% of incidents), followed by other company property, which may include any other items owned by the business such as tools or electronic goods (stolen in 30% of incidents), and money (stolen in 28% of incidents). Other items, such as personal possessions or metal, were stolen in 21% of incidents and in 9% of incidents nothing was taken despite the offender gaining entry. As might be expected, the proportion of incidents where each type of item was stolen varied by sector (Figure 1.1).

- In the **wholesale and retail** sector, the most commonly reported items stolen were goods or stock (46% of incidents).
- In the **transportation and storage** and **manufacturing** sectors, 'other company property' was most commonly reported as stolen (48% and 35% respectively).

- In the **accommodation and food** sector, money was stolen most often (40% of incidents).

**Figure 1.1: Proportion of certain items stolen in burglary with entry incidents, by sector**



**Chart notes:**

Note: Figures for each sector add to more than 100 as more than one response possible.

Base: Businesses that had experienced burglary with entry.

Source: Home Office, [2012 Commercial Victimization Survey Nature of crimes against businesses tables](#): Table 1.1.

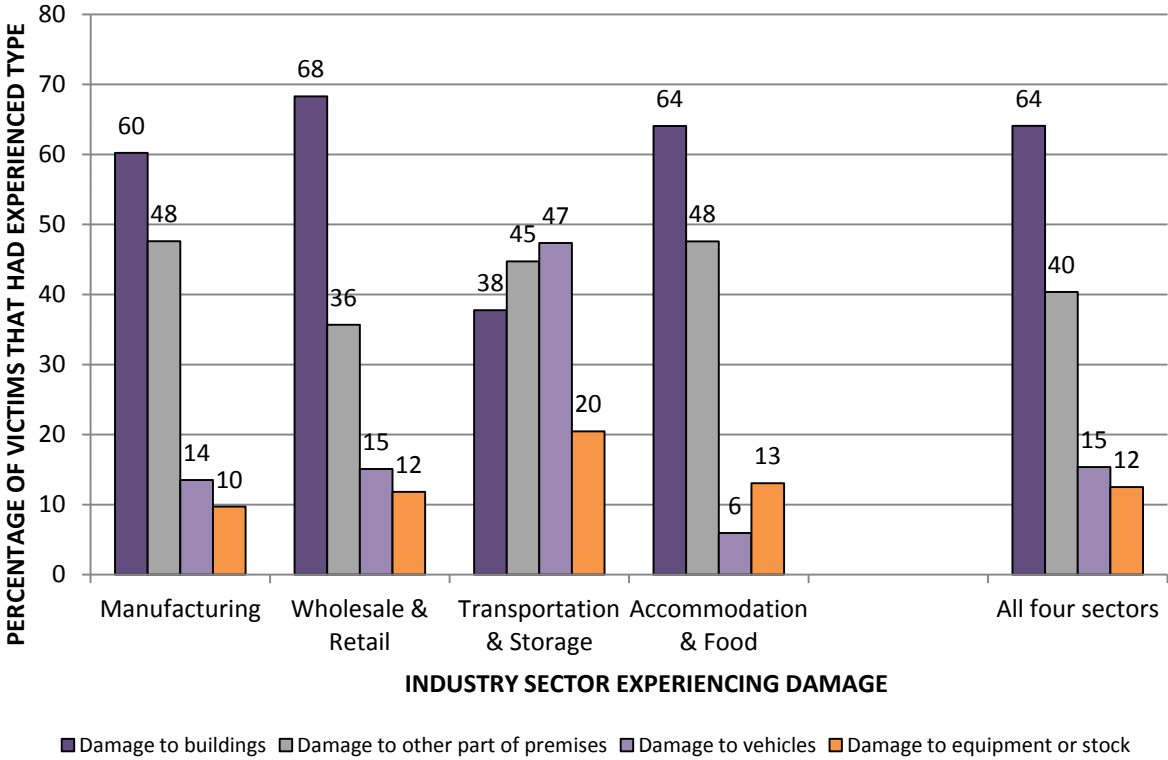
## NATURE OF VANDALISM

In the CVS, vandalism is defined as deliberate damage to the premises. Unlike burglary, this is not limited to the building itself, and also includes damage to any of the following: walls and fences; fittings and fixtures (for example lighting, CCTV or signs); equipment or goods stored outside the building belonging to the business (for example shopping trolleys or bins); vehicles owned or leased by the business. Overall, 15% of premises in the four sectors covered by the survey had been victims of vandalism in the previous 12 months. The most common form of vandalism experienced was damage to any part of the premises’ buildings, experienced by almost two-thirds (64%) of vandalism victims (Figure 1.2).

- Damage to buildings was also the most common form of vandalism experienced by the **manufacturing, wholesale and retail**, and **accommodation and food** sectors.
- However, reflecting the difference in the nature of the sectors, in the **transportation and storage** sector damage to vehicles was the most common form of vandalism (experienced by 47% of vandalism victims in this sector); a smaller proportion (38%) experienced damage to buildings.



**Figure 1.2: Proportion of incidents of vandalism where each type of damage was experienced, by sector**



**Chart notes:**

Note: Figures for each sector may sum to more than 100% as some incidents involved more than one type of vandalism.

Base: Businesses that had experienced vandalism.

Source: Home Office, [2012 Commercial Victimization Survey Nature of crimes against businesses tables](#): Table 1.3.

Respondents whose premises had experienced vandalism were asked a series of more detailed questions about the most recent incident, and figures below refer to the most recent incident only. As with burglary, vandalism was more likely to take place at times when the premises were more likely to be empty. Overall, slightly more incidents of vandalism occurred at the weekend (54%) than during the week (46%). This means a relatively high rate of incidents took place over the weekend (equivalent to 27% per weekend day) compared with during the week (9% per weekday); hence the likelihood of being a victim on a particular day was on average about three times higher at weekends.

- In the **wholesale and retail** and **transportation and storage** sectors, around half of the incidents of vandalism occurred at the weekend (48% and 51% respectively).
- The proportion of incidents taking place at the weekend was higher in the **accommodation and food** and **manufacturing** sectors (68% and 62% respectively).

As might be expected, the vast majority of vandalism incidents took place in the evening or at night, with 83% of incidents across all four sectors reported as occurring between 6pm and 6am. This was also the case for each sector individually, although the proportion was slightly lower in the **transportation and storage** sector (75%).

Respondents whose premises had experienced vandalism were asked whether they thought there was a racial or religious motivation for the incident; however, fewer than 2% of victims thought this was the case.

## NATURE OF VEHICLE-RELATED THEFT

Vehicle-related theft includes both theft *of* vehicles and theft *from* vehicles. This covers all types of vehicle so may include cars, vans, lorries, motorbikes and industrial vehicles such as forklifts, essentially all vehicles that are owned or leased by the premises. This includes vehicles mainly based at the premises (and used by employees). However, incidents of vehicle-related theft taking place away from the premises are also included since the crime is still against the business at the sampled premises.

As shown in the headline findings report, premises in the four sectors surveyed experienced around 66,000 incidents of vehicle-related theft in the 12 months prior to interview, 90% of which were incidents of theft *from* vehicles (59,000 incidents). One per cent of premises had experienced theft of a vehicle and 4% had experienced theft from vehicles.

The overall number of vehicle-related thefts (66,000) made up just 1% of the total number of crimes experienced overall. This was the only type of crime for which the **transportation and storage** sector experienced a notably higher rate than other sectors, which is not surprising given that premises in this sector are more likely to make more use of vehicles than other sectors. However, vehicle-related thefts still made up a relatively low proportion of the total crime against this sector (9%).

### Theft of a vehicle

As the number of incidents of this crime type is very small, the estimates of theft *of* a vehicle should be treated with caution. For this reason, it has not been possible to do any sector level analysis, ie all figures presented in this section are for all four sectors combined.

Around half (52%) of all theft of a vehicle incidents in the previous 12 months involved theft of passenger cars, around a quarter (26%) involved the theft of larger vans/lorries (ie those requiring an HGV licence to drive) and around a fifth (21%) involved the theft of smaller vans/lorries (ie those not requiring an HGV licence). Respondents whose premises had experienced theft of a vehicle in the 12 months prior to interview were also asked a series of detailed questions about the most recent incident and figures below refer to the most recent incident only.

The majority of vehicle thefts (77%) took place during the week (23% took place at the weekend), meaning that proportionately, slightly more took place on a weekday assuming an equal split across each day. Around two-thirds (67%) of incidents took place during the evening or at night. Only 7% of vehicle thefts occurred during a delivery from the respondent's premises to their customers.

In most cases of vehicle theft, the vehicle was not recovered (62% of the most recent incidents), but in a quarter of incidents (25%) the vehicle was recovered with its contents and in 15% of incidents the vehicle was recovered but without its contents. These sum to more than 100% as a small number of incidents involved the theft of more than one vehicle.

These proportions are similar to theft of vehicle incidents experienced by households. The [2011/12 Crime Survey for England and Wales](#) estimated that in household incidents 62% of stolen vehicles were not returned to the owner.

### Theft from a vehicle

Although the numbers of thefts *from* vehicles are too small to analyse at a sector level for most of the sectors, it was possible to look at the **transportation and storage** sector separately (since this sector

experienced the most incidents of this crime type, ie enough to carry out robust analysis). The other three sectors were combined for this analysis.

Almost three-quarters (74%) of thefts from vehicles took place during the evening or at night (between 6pm and 6am). This proportion was higher for the **transportation and storage** sector, with 81% of incidents occurring during the evening or at night.

Around a fifth (19%) of thefts from a vehicle took place during a delivery from the respondent's premises to their customers. The proportion was also similar for the **transportation and storage** sector.

**NATURE OF ROBBERY (INCLUDING ATTEMPTS)**

Robbery is an offence in which force or the threat of force is used either during or immediately prior to a theft or attempted theft, which can include use of a weapon. As only a small proportion of premises (2%) experienced robbery (including attempts), analysis by sector is not possible. Therefore results are presented for all four sectors combined.

Of those premises that had experienced robbery (including attempts) in the previous 12 months, almost all (91%) said that the most recent incident took place at their premises. Around 8% said the employees experienced the incident away from the premises (either in a vehicle, on the street or in any another situation).

As shown in Table 1.1, the most commonly stolen items in the most recent incidents of robbery were goods or stock (stolen in 38% of cases). However, in 35% of cases, the robbery was not successful so nothing was stolen.

**Table 1.1: Proportion of most recent incidents of robbery where certain items were stolen**

<b>Robbery: what was stolen?</b>	<b>Percentage of incidents</b>
Goods or stock	38%
Money	15%
Other (including company property or personal possessions)	15%
Nothing – attempted robbery	35%
<i>Unweighted base</i>	113

**Table notes:**

Figures for each sector sum to more than 100% as in some incidents more than one type of item was stolen.

The majority of robberies took place during the week (82%), meaning the likelihood of being a victim on any day was greater during the week (equivalent to 16% on a weekday compared with 9% on each weekend day). Around half of incidents took place in the afternoon (12pm to 6pm, 53%), with around a quarter (26%) taking place in the morning (6am to 12pm) and a fifth (18%) during the evening/night.

Thirty per cent of the most recent incidents of robbery (including attempts) against business premises in the four sectors involved the use of a weapon. In 18% of incidents the offender had a knife, while 6% of incidents involved a firearm (a gun or imitation gun) and 10% involved some other weapon (such as a baseball bat or piece of piping). Employees were physically injured in 14% of incidents (although not necessarily with one of the aforementioned weapons).

In 60% of incidents there was only one offender involved, with a further 26% involving two offenders and 14% involving three or more. Most offenders were reported to be male (89% of incidents), with the remainder of offences involving either females or people of both sexes.

Perhaps reflecting the size of the premises targeted, in over half (53%) of the most recent incidents of robbery (including attempts), five or more people were on the premises at the time. In 25% of incidents two to four people were on the premises and in 20% of incidents just one person was on the premises.

In around 6% of robbery incidents (including attempts) the respondent whose premises were targeted thought there was a racial or religious motivation.

## NATURE OF ASSAULTS AND THREATS

Assaults and threats are incidents where employees are assaulted, threatened or intimidated, including as a result of disagreements with customers or other employees. Assaults do not include incidents of force against employees that were motivated by theft (which would be classified as robbery), rather the motivation is to cause harm or to intimidate and may include the use of a weapon.

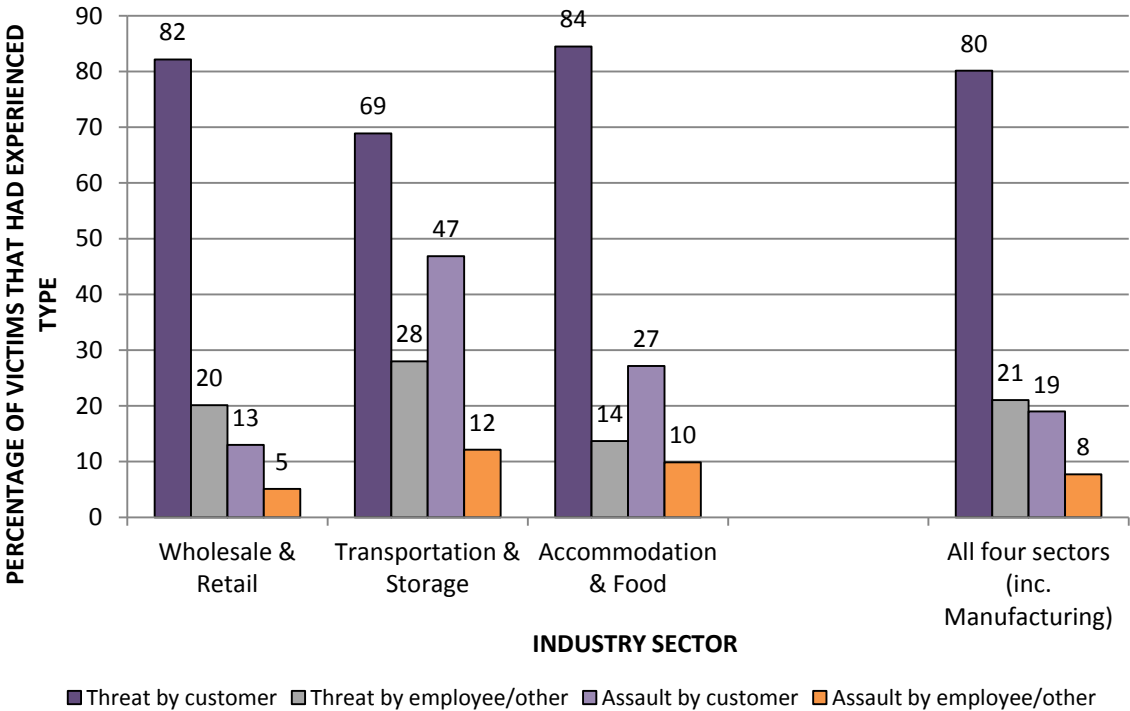
As shown in the headline findings report, 10% of premises across all four sectors reported that their employees had been a victim of assaults or threats in the previous 12 months. This proportion was highest in the **accommodation and food** sector where 15% of premises had experienced at least one incident of assault or threats and lowest in the **manufacturing** sector (4%). This is possibly due to employees in **accommodation and food** premises having more contact with customers and members of the public than in other sectors and may also be related to the consumption of alcohol in many of these premises.

Threats were far more common than assaults; almost all (93%) premises whose employees had been victims of assaults or threats had experienced a threat, whereas a much lower proportion (25%) had experienced an assault.

By far the most commonly reported type of incident amongst those premises whose employees had been victims of assaults or threats was a threat by a customer (80% of incidents were of this nature). This was also the most common type in each of the **wholesale and retail, transportation and storage**, and **accommodation and food** sectors (Figure 1.3, sample sizes for assaults and threats in the **manufacturing** sector are too small to report on the sector separately for this crime type).

Across all four sectors, 19% of incidents involved an assault by a customer, but this proportion was particularly high in the **transportation and storage** sector, with assaults by customers making up just under half (47%) of incidents of assaults and threats. This appears to be largely due to taxi operations in this sector, which accounted for almost half of assaults by customers in the **transportation and storage** sector.

**Figure 1.3: Proportion of incidents of assaults and threats where each type was experienced, by sector**



**Chart notes:**

Note: Figures for each sector may sum to more than 100% as incidents may involve more than one type of assault or threat.

Base: Businesses that had experienced assaults or threats.

Source: Home Office, [2012 Commercial Victimization Survey Nature of crimes against businesses tables](#): Table 1.7.

Respondents whose employees had experienced assaults or threats were asked a series of more detailed questions about the most recent incident, and figures below refer to the most recent incident only.

Estimates from the CVS show that, overall, 72% of the most recent incidents of assaults and threats took place on weekdays and the remainder (28%) took place at the weekend, meaning that proportionately 14% of assaults and threats took place each day (ie there does not appear to be a difference between weekdays and the weekend). However, this varied by sector.

- In the **wholesale and retail** sector, 83% of assaults and threats took place during the week (equivalent to 17% per weekday compared with 9% per weekend day).
- In the **accommodation and food** sector around half (52%) of all incidents took place at the weekend (equivalent to 10% per weekend day compared with 26% per weekday).

**Table 1.2: Proportion of assaults and threats taking place by day and sector**

	Wholesale & Retail	Transportation & Storage	Accommodation & Food	All four sectors
During the week	83%	61%	48%	72%
At the weekend	17%	39%	52%	28%
<i>Unweighted base</i>	134	94	194	464

**Table notes:**

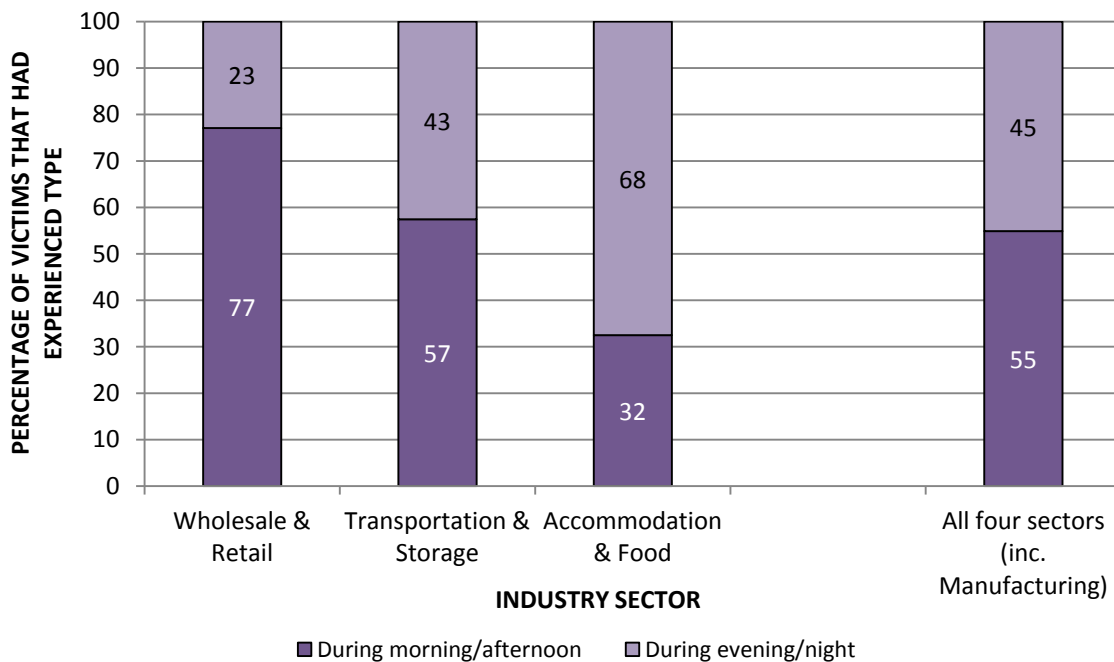
Base: Businesses that had experienced assaults and threats.

Across all four sectors, 55% of incidents took place in the morning or afternoon (6am to 6pm), although again this varied by sector (Figure 1.4).

- Seventy-seven per cent of assaults and threats against the **wholesale and retail** sector occurred during the evening and night (between 6pm and 6am).
- In the **accommodation and food** sector the proportion was 32% during the evening and night.

These results are likely to reflect the differing hours and days of the week in which businesses in each sector tend to be open to the public and the differing natures of these businesses.

**Figure 1.4: Proportion of all assaults and threats taking place by time of day and sector**



**Chart notes:**

Note: Morning is from 6am to noon; afternoon is from noon to 6pm; evening is from 6pm to midnight; night is from midnight to 6am.

Base: Businesses that had experienced assaults or threats.

Source: Home Office, [2012 Commercial Victimization Survey Nature of crimes against businesses tables](#): Table 1.7.

No incidents of assaults or threats were reported as involving a firearm; however, 1% involved a knife and around 3% involved another type of weapon (such as a baseball bat or piece of piping). Overall, an employee was physically injured in 12% of cases of assault or threat. This proportion was higher in the **transportation and storage** and **accommodation and food** sectors (26% and 19% respectively) and lower in the **wholesale and retail** sector. In around 5% of incidents of assaults and threats the respondent perceived a racial or religious motivation for the incident.

## NATURE OF THEFT

As shown in the headline findings report, thefts were by far the most common type of crime experienced, making up around three-quarters (74%) of all incidents of crime against the four sectors covered by the survey and were experienced by around a quarter of premises (24%).

Theft is an offence where money, goods, company property or services are stolen from the business at that premises. The four types of theft covered by the survey are:

- *theft by customers*, most obviously including shoplifting but can include theft of any business-owned property or non-payment of services
- *theft by employees*, covering thefts of money, services or property owned by the business which are committed by employees
- *theft by others*, which 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*, where something has been taken without permission but it is not possible to work out who the offender was. A proportion of this may include undetected theft by customers

Respondents whose premises had experienced theft in the previous 12 months were asked a series of detailed questions about the most recent incident of each type experienced, which the analysis below is based upon. For analysis of thefts by customers and thefts by employees, it is possible to look at the **wholesale and retail** sector separately (since this sector experienced the most incidents of this crime type). The other three sectors have been combined for analysis as the numbers are too small to analyse robustly at a sector level. As numbers experiencing theft by others were small overall, experienced by just 2% of businesses, analysis had not been presented for this crime type.

As the **wholesale and retail** sector is by far the largest of the four sectors covered by the survey in terms of numbers of premises, the overall distribution of crime is heavily influenced by patterns of crime against this sector. The vast majority of all crimes against the **wholesale and retail** sector (80%) were incidents of theft, and particularly thefts by customers (53%) (ie shoplifting).

## Theft by customers

Overall, thefts by customers made up almost half of all incidents of crime across the four sectors (47%), and were experienced by 14% of all businesses. The vast majority (94%) of these incidents of theft by customers occurred in the **wholesale and retail** sector.

Across all four sectors, 81% of incidents of theft by customers took place on weekdays. This means the likelihood of being a victim was higher on a weekday (equivalent to 16% per weekday compared with 10% per weekend day). This was largely driven by incidents in the **wholesale and retail** sector (where 82% of incidents of theft by customers took place on weekdays) whereas in the other three sectors combined, the equivalent proportion was 14% on both weekdays and at the weekend. The daily pattern may reflect times where the business premises were open to the public, in particular some shut on Sundays. This contrasts with burglaries, where a lower proportion (60%) took place during the week, and reflects the different nature of the two offences, ie less likely to burgle a shop

when it is open and it is not possible for a customer to steal from it when it is shut and locked up (as otherwise it would be classed as a burglary).

Around 60% of thefts by customers took place during the afternoon (noon to 6pm), and again this was driven by the **wholesale and retail** sector where 64% of incidents took place during this period. This is perhaps unsurprising as a greater proportion of the hours that shops are typically open for (usually in the region of 9am to 5pm) occur during the afternoon (defined by the CVS as noon to 6pm). As shown in Figure 1.5, in the other three sectors combined thefts by customers were more evenly spread between morning (26%), afternoon (31%) and night (27%).

**Figure 1.5: Proportion of thefts by customers by time of day most recent incident occurred, by sector**



**Chart notes:**

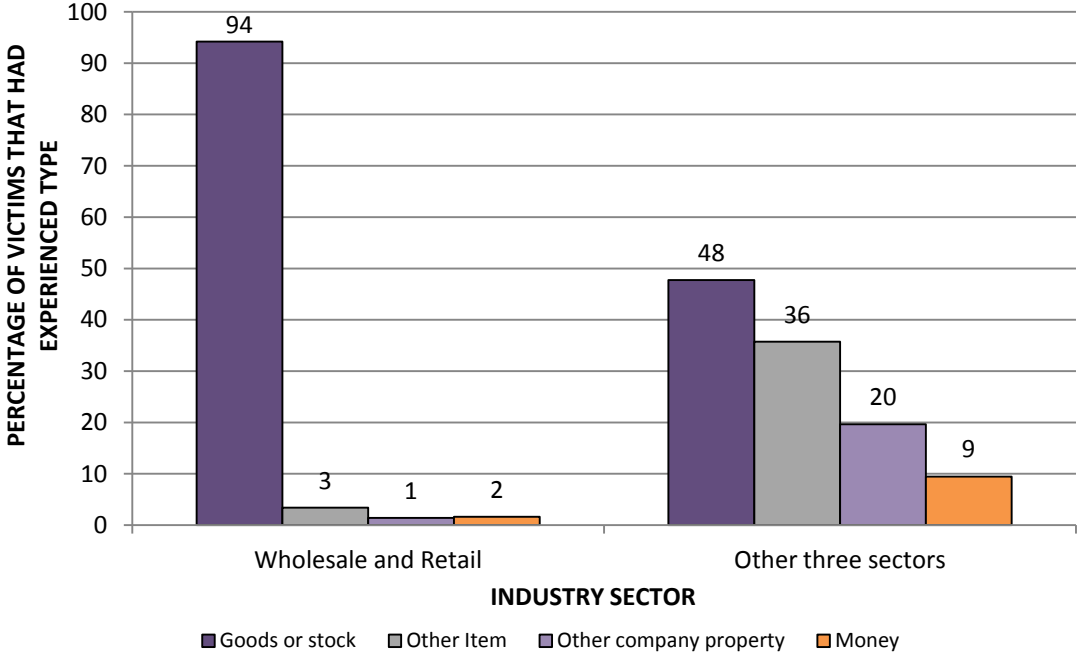
Base: Businesses that had experienced thefts by customers.

Source: Home Office, [2012 Commercial Victimisation Survey Nature of crimes against businesses tables](#): Table 1.8.

Goods or stock were stolen in 88% of incidents of theft by customers. Again, this was largely driven by the **wholesale and retail** sector where almost all (94%) incidents involved the theft of goods or stock. ‘Other’ items, which may include unpaid services or personal possessions, made up around 8% of thefts by customers across all four sectors, but this proportion was much higher in the three non-retail sectors combined (36% of thefts by customers, Figure 1.6).



**Figure 1.6: Proportion of thefts of certain items by customers, by sector**



**Chart notes:**

Note: Figures for each sector sum to more than 100% as it was possible for more than one item to be reported stolen in each incident.

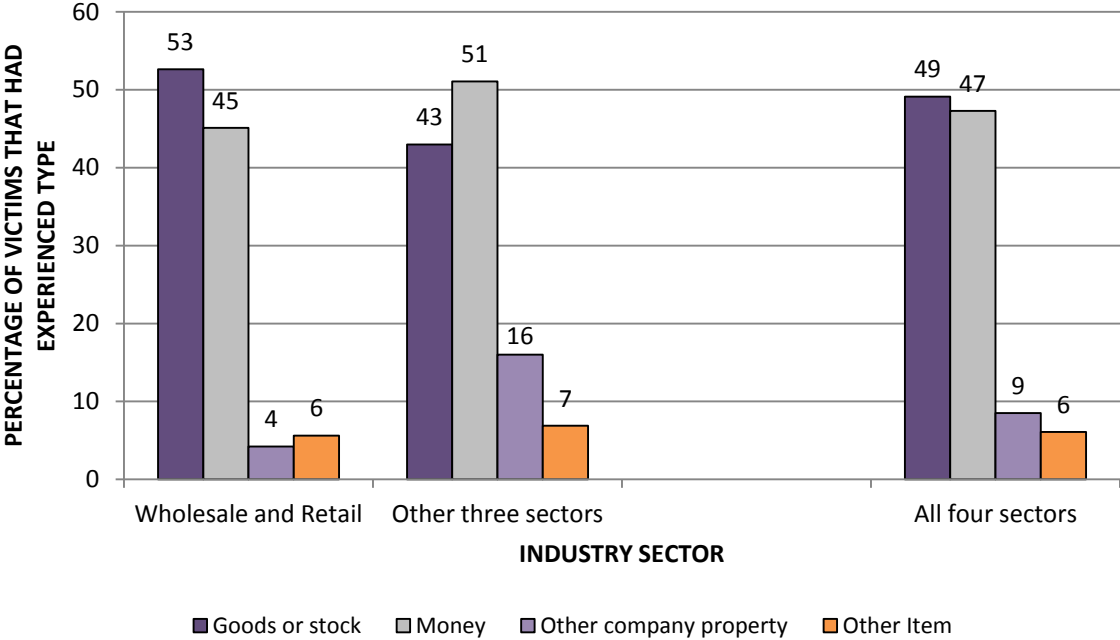
Base: Businesses that had experienced thefts by customers.

Source: Home Office, [2012 Commercial Victimisation Survey Nature of crimes against businesses tables](#): Table 1.8.

**Thefts by employees**

Thefts by employees were less common than thefts by customers, experienced by 4% of business premises across all four sectors. In around half (49%) of incidents of thefts by employees the items stolen were goods or stock; similarly around half (47%) of incidents involved theft of money. These were by far the most commonly stolen items in both the **wholesale and retail** and other three sectors combined. However, the other three sectors combined had a higher proportion of incidents where money was stolen (51%) than the **wholesale and retail** sector (45%), Figure 1.7.

**Figure 1.7: Proportion of thefts of certain items by employees, by sector**



**Chart notes:**

Note: Figures for each sector may sum to more than 100% as it was possible for more than one item to be reported stolen in each incident.

Base: Businesses that had experienced thefts by employees.

Source: Home Office, [2012 Commercial Victimization Survey Nature of crimes against businesses tables](#): Table 1.8.

In 70% of all incidents of thefts by employees disciplinary action was taken against the employee responsible.

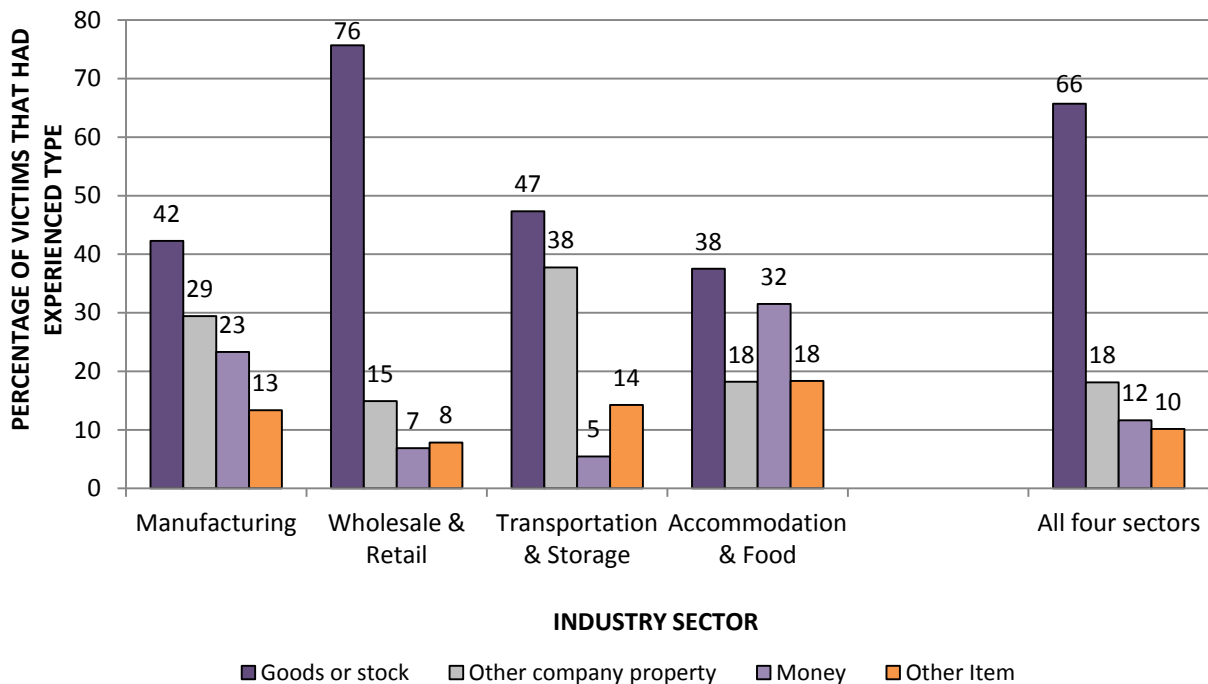
**Thefts by unknown persons**

Thefts by unknown persons, which may include a large proportion of theft by customers where incidents were not observed or detected, made up around a fifth (21%) of all incidents of crime experienced by businesses. Ten per cent of business premises across all four sectors had experienced this crime type.

As shown in Figure 1.8, goods or stock were stolen in around two-thirds (66%) of incidents of theft by unknown persons. These were the most commonly stolen items in each of the four sectors, but made up a particularly large proportion of incidents in the **wholesale and retail sector** (76%).

Other company property was stolen in 18% of incidents overall, but this proportion was higher in the **transportation and storage** (38%) and **manufacturing** (29%) sectors. While money was stolen in 12% of incidents overall, this proportion rose to 32% of incidents in the **accommodation and food** sector.

Figure 1.8: Proportion of thefts of certain items by unknown persons, by sector



#### Chart notes:

Note: Figures for each sector sum to more than 100% as it was possible for more than one item to be reported stolen in each incident.

Base: Businesses that had experienced thefts by unknown persons.

Source: Home Office, [2012 Commercial Victimization Survey Nature of crimes against businesses tables](#): Table 1.8.

## NATURE OF FRAUD

Incidents of fraud occur where someone “cheats” the business (at the sampled premises) in terms of diverting funds, goods or services for their own purposes. Frauds are different to thefts as there must be an element of deception involved. As shown in the headline findings report, premises across all four sectors experienced around 644,000 incidents of fraud during the previous 12 months, and 10% of business premises had been a victim of any type of fraud.

Fraud is divided in to three types:

- *fraud by employees*, which can include fraud by employees who are not based at the sample premises
- *fraud by others*, covering fraud by another known person, for example customers, distributors or suppliers
- *fraud by persons unknown*, where a fraud has been detected but it is not possible to ascertain who carried it out

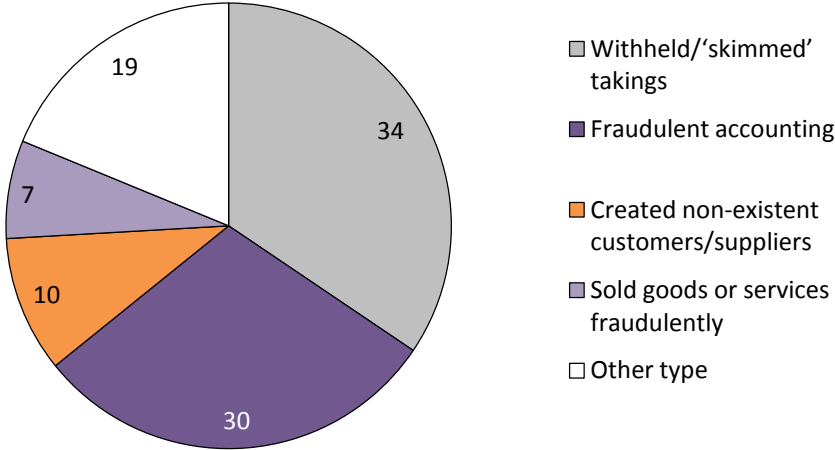
The survey is likely to underestimate fraud as premises may not have been aware of all the offences that had taken place – this is not likely to be the case for other crime types, for example vandalism or robbery. As only a small proportion of premises in each sector were reported to have experienced

each type of fraud, analysis by sector is not possible and therefore results are presented for all four sectors combined. As for other incidents of crime, the analysis refers to the most recent incident of each type fraud.

### Fraud by employees

Fraud by employees was experienced by 2% of business premises across the four sectors covered by the survey. The most commonly reported type was withholding or ‘skimming’ takings (for example by taking money from customers that was intended for the business). This made up around a third of fraud by employees (34%), with fraudulent accounting (including fiddling expenses, fraudulent claims for work not done or creating fake payroll records) making up a further 30% of fraud by employees. The remaining proportion was made up of a range of less common types of fraud. These included creating non-existent customers or suppliers with the intention of defrauding the business (10% of incidents) and selling goods or services fraudulently (7% of incidents). Other types of fraud (which made up the remaining 19% of incidents) included receiving inferior or no goods and services at all for personal gain and using a business credit card fraudulently (Figure 1.9).

**Figure 1.9: Fraud by employees: type experienced in most recent incident**



**Chart notes:**

Base: Businesses that had experienced fraud by employees.  
 Source: Home Office, [2012 Commercial Victimization Survey Nature of crimes against businesses tables](#): Table 1.9.

In around three-quarters (73%) of cases disciplinary action was taken against the employee responsible.

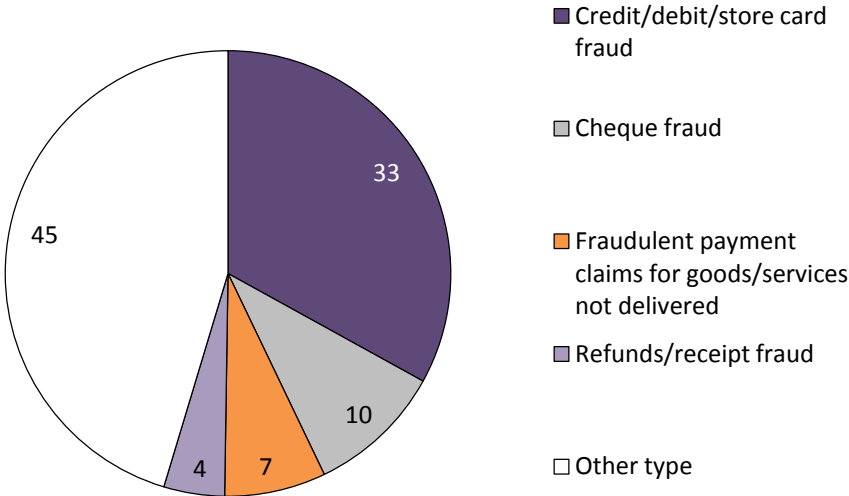
Action Fraud is the UK’s national fraud reporting centre that records incidents of fraud directly from organisations and the public. Just 7% of respondents whose premises had experienced fraud by employees said that the most recent incident was reported to Action Fraud, with a further 85% saying that they had not reported the incident to them as they were not aware of Action Fraud. The remaining 9% said that they had not reported the incident to Action Fraud despite being aware of the organisation. However, 37% of victims said that the incident was reported to the police.

### Fraud by others

As shown in the headline findings report, fraud by others was experienced by 6% of business premises in the four sectors surveyed in the previous 12 months.

Around a third (33%) of incidents of fraud by others (ie non-employees) were credit, debit or store card fraud (for example paying with stolen, cloned or invalid cards). Cheque fraud (including forged cheques and cheque overpayment fraud) made up 10% of fraud by others and fraudulent payment claims for goods or services that were not delivered (or not delivered as specified) made up 7%. A large proportion (45%) of fraud by others was made up of a variety of less common fraud types (Figure 1.10).

**Figure 1.10: Fraud by others: type experienced in most recent incident**



**Chart notes:**

Base: Businesses that had experienced fraud by others.  
 Source: Home Office, [2012 Commercial Victimization Survey Nature of crimes against businesses tables](#): Table 1.9.

Incidents of credit, debit or cheque card fraud by others were most frequently conducted over the phone (42% of most recent incidents) or in person (40%). The remainder were conducted over the internet (18% of incidents).

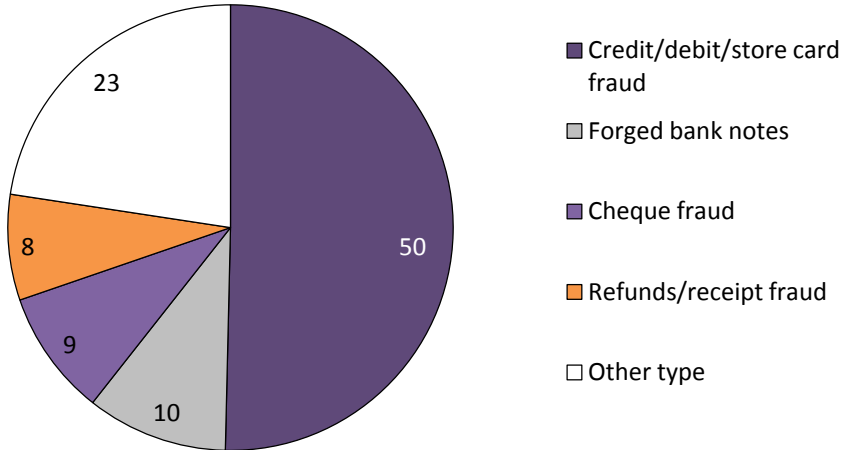
Similarly to incidents of fraud by employees, just 3% of respondents whose premises had been a victim of fraud by others said that the most recent incident was reported to Action Fraud, with the majority of all victims (91%) saying that they were not aware of Action Fraud and the remaining 6% saying that they had not reported the incident despite being aware of Action Fraud. However, 39% had reported the incident to the police.

### Fraud by persons unknown

As shown in the headline findings report, 4% of business premises across the four sectors had experienced fraud by persons unknown in the 12 months prior to the survey. Credit, debit or store card fraud was by far the most common type of fraud by persons unknown, making up half (50%) of this crime type. Ten per cent of incidents involved forged bank notes and 9% were cheque fraud (Figure 1.11). Other types of fraud by persons unknown (which altogether made up 23% of incidents) included

online banking fraud, diverting payments to a fraudulent account or fraudulent payment claims for goods or services that were not delivered (or not delivered as specified).

**Figure 1.11: Fraud by persons unknown: type experienced in most recent incident**



**Chart notes:**

Base: Businesses that had experienced fraud by persons unknown.

Source: Home Office, [2012 Commercial Victimisation Survey Nature of crimes against businesses tables](#): Table 1.9.

Of incidents of credit, debit or cheque card fraud by persons unknown, 64% were conducted over the phone, 27% over the internet, and just 9% in person.

Similarly to the other fraud types, just 4% of fraud by persons unknown was reported to Action Fraud, with 89% of all victims saying that they were not aware of Action Fraud and the remaining 7% saying that they had not reported the incident despite being aware of Action Fraud. Some 37% of incidents of fraud by persons unknown had been reported to the police.

## 2. Experience of crime by business and location characteristics

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### INTRODUCTION

Respondents to the 2012 CVS were asked if the business at their current premises had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced. Although these statistics were published in the [headline findings report](#), this section looks to analyse this information further with reference to the characteristics of the business, the premises and the local area. Examples include distance from nearest housing, length of time at premises, location in terms of urban or rural, and region<sup>1</sup>.

Incidence and prevalence rate figures are available by sector in the relevant data tables.

### Key facts

- Across the four sectors covered by the survey, business premises in urban areas experience a greater rate of crime than premises in rural areas. There were 15,500 incidents of crime per 1,000 premises in urban areas compared with 5,600 in rural areas, ie the incidence rate was almost three times higher in urban areas than in rural areas.
- For certain crime types, including vandalism, assaults and threats, theft and fraud, the incidence rates are generally higher in more deprived areas than in less deprived areas.
- Premises open to the public, in all sectors, experienced a greater incidence rate (17,600 incidents of crime per 1,000 premises) compared with premises not open to the public (2,100 incidents of crime per 1,000 premises). Over half (52%) of premises open to the public had experienced crime in the last 12 months, driven by high rates in the **wholesale and retail** sector.
- The incidence rates of crime in the last 12 months are nearly always higher for those with security measures on their premises than those without. However, it is possible that premises could have installed these measures as a result of being victimised or that these premises are at most risk and the presence of security measures has not fully offset the risks of victimisation.
- The North East of England had the highest number of incidents of crime (against the four sectors) per 1,000 premises of all regions in England and Wales, driven by the high rate of thefts. However, the incidence rates for certain other crime types were higher in other regions. For example, London experienced the highest rate of fraud and the North West, London and the West Midlands had the highest robbery rates (likely to reflect the large metropolitan cities in these regions). In fact, if thefts are excluded, London had the highest overall crime incident rate.

### DATA TABLES

Incidence rates, number of victims and prevalence rates by sector, business characteristics and location, can be found in the 2012 Commercial Victimisation Survey Experience of crime by characteristics [Tables 2.1a to 2.17a](#) and [Tables 2.1b to 2.17b](#).

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<sup>1</sup> The areas covered by the former Government Office Regions are referred to as 'regions' for statistical purposes.

## ALL CVS CRIME TYPES

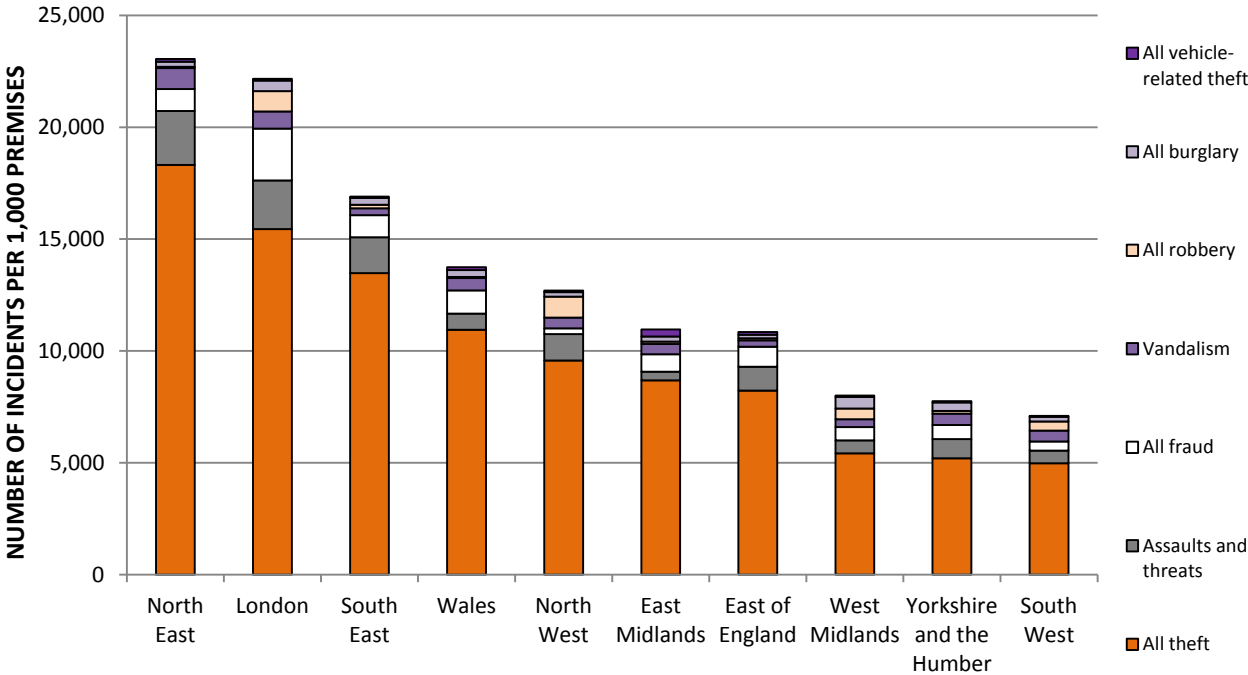
This first section gives incidence and prevalence rates for all crime types captured in the CVS. Figures for each individual crime type are shown in later sections.

The headline findings report showed there were 13,305 incidents of crime per 1,000 premises across all four CVS sectors in the last 12 months. Premises in the **wholesale and retail** sector experienced the highest rate of crime (19,701 incidents per 1,000 premises) of the four sectors covered in the survey, mostly driven by shoplifting offences. There were a total of 4.1 million incidents of shoplifting estimated from the survey, almost half the total number of crimes across all four sectors.

The North East of England and London had the highest number of incidents of crime (against the four sectors) per 1,000 premises of all regions in England and Wales. The North East experienced 23,051 incidents of crime per 1,000 business premises, while London experienced 22,168 incidents per 1,000 business premises in the last 12 months. The South West region had the lowest incidence rate with 7,096 crimes per 1,000 premises.

The high rate of crime in the North East is driven by the high rate of thefts (as shown in Figure 2.1), which may, in part, be the result of the North East having the highest proportion of shops and retail units of all regions in the survey. This reflects the findings in the headline report which showed that thefts were by far the most common type of crime experienced, and the majority of crimes against the four sectors covered by the 2012 CVS were experienced by premises in the **wholesale and retail** sector. In fact, London had a higher rate of crimes per 1,000 premises than the North East if theft incidents are excluded.

**Figure 2.1: Number of incidents of crime per 1,000 premises, by crime type and region**



**Chart notes:**

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.17b.



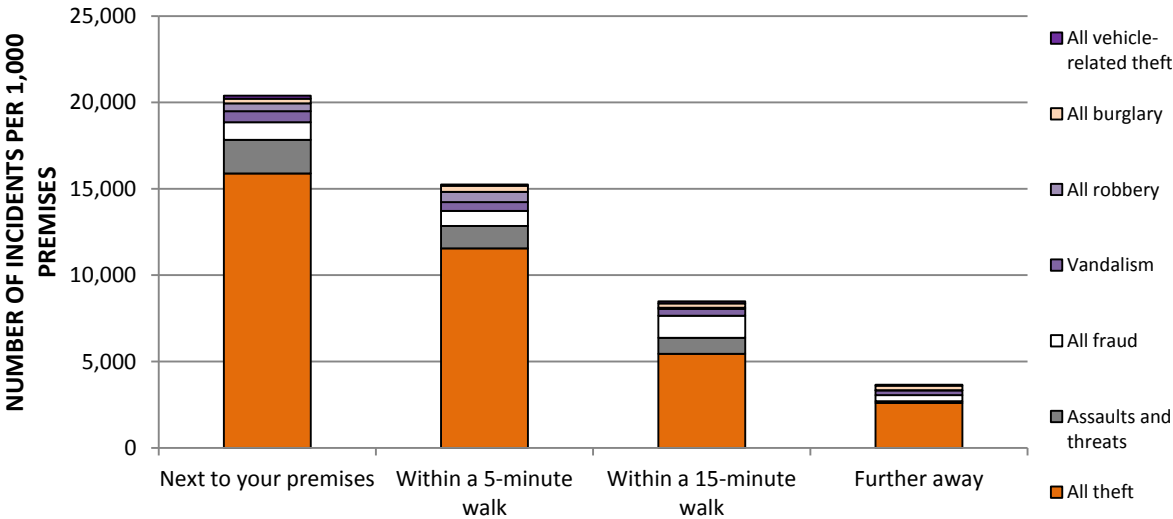
Premises open to the public, in all sectors, experienced 17,600 incidents of crime per 1,000 premises compared with premises not open to the public which experienced 2,100 incidents of crime per 1,000 premises. Over half (52%) of premises open to the public had experienced at least one incident of crime in the last 12 months, driven by the **wholesale and retail** sector where 59% of premises open to the public experienced crime in the last 12 months. By comparison, across all four CVS sectors, 31% of premises not open to the public experienced crime in the last 12 months.

As reflected in the results from other crime surveys<sup>2</sup>, the incidence rate was higher in urban areas than in rural areas, with 15,500 incidents of crime per 1,000 premises in urban areas compared with 5,600 in rural areas<sup>3</sup>, ie around 3 times higher in urban areas. Around half (49%) of all business premises (in the four CVS sectors) in urban areas experienced at least one incident of crime in the last 12 months, compared with just over a third (37%) of business premises in rural areas. Together with the incidence rate, this suggests that urban premises experience more repeat victimisation than premises in rural areas.

Premises in town or shopping centres had the highest proportion (58%) of premises experiencing at least one incident of crime in the last year, compared with premises in other locations. In part at least, this is due to town and shopping centres having a higher concentration of **wholesale and retail** premises (which experience the highest crime rates) than other locations and also that the majority of town and shopping centres are found in urban areas.

Premises that were more than a 15-minute walk from the nearest pub, club, bar or hotel experienced the lowest rates of crime per 1,000 premises (3,700 per 1,000) compared with those next to a pub, club, bar or hotel (20,400 per 1,000). Again, the high incidence rates here are largely driven by thefts. There could be a number of reasons for this pattern, for example those premises near pubs and other similar establishments may be more likely to be in urban areas or in town centres where crime rates are shown to be higher. It is also possible that the effects of alcohol from these establishments may have an impact on these figures, for example the rate of assaults and threats decreases the further away the premises are from a pub, club, bar or hotel (Figure 2.2).

**Figure 2.2: Number of incidents per 1,000 premises of all CVS crime, by crime type and distance from nearest pub/club/bar/hotel**



<sup>2</sup> For example, the ONS publication 'Crime Statistics, Focus on Property Crime, 2011/12' presented findings showing that households in urban areas were more likely to be victims of crime than those in rural areas. <http://www.ons.gov.uk/ons/rel/crime-stats/crime-statistics/focus-on-property-crime--2011-12/index.html>

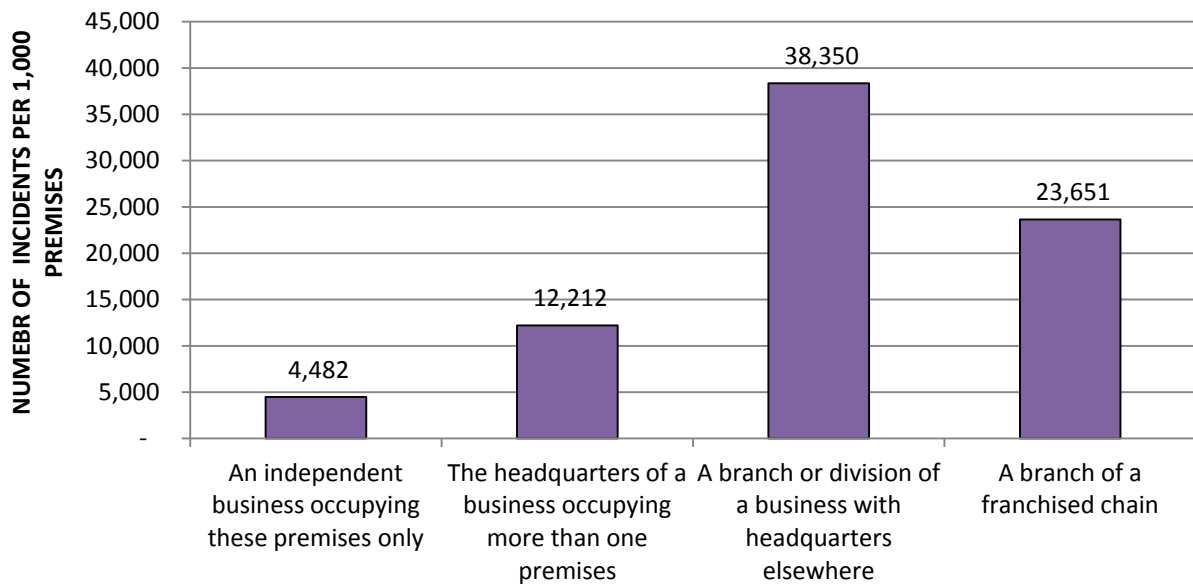
<sup>3</sup> For the purposes of this analysis, urban areas are defined as settlements with a population greater than 10,000. All other settlements are defined as rural.

**Chart notes:**

Source: Home Office, [2012 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#) Table 2.17b.

Premises that were a branch of a business with headquarters elsewhere (for example, a local branch of a supermarket chain) experienced 38,000 incidents of crime per 1,000 premises in the last 12 months, the highest rate when compared with other business types. Independent businesses occupying a single premise experienced the lowest rate with 4,500 incidents of crime per 1,000 premises (Figure 2.3).

**Figure 2.3: Number of incidents per 1,000 premises of all CVS crime, by business type**



**Chart notes:**

Source: Home Office, [2012 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#) Table 2.17b.

Looking at various security measures present as reported by CVS respondents, the incidence rates of crime in the last 12 months are nearly always higher for those with security measures on their premises than those without. For example, there were 13,000 incidents of crime per 1,000 premises with a burglar alarm installed compared with 10,000 incidents of crime per 1,000 premises with no burglar alarm installed. This is reflected for all security measures, including incidence rates for premises with protective window and door measures, stock protection measures, vehicle protection measures, entry control and outer security.

In addition, around two-thirds (65%) of those businesses that were members of a local partnership that works together to help reduce crime against businesses experienced at least one crime in the last 12 months, compared with 43% of those businesses that were not member of such a partnership.

Although this seems to imply that those premises with security measures in place are more likely to be victims of crime, it is not possible to determine whether or not this is the case as respondents were not asked if measures were installed before or after victimisation. In other words, it is possible that premises could have installed these measures as a result of being victimised, hence inflating the incidence rate for this group. Another factor may be that these premises are at most risk (either due to

their location or the service/goods provided) of crime and the presence of security measures cannot fully offset the other risks of victimisation.

## Analysis of likelihood of victimisation using logistic regression

Logistic regression can be used to estimate how much the likelihood of victimisation is increased or reduced according to different characteristics or behaviours, taking into account the fact that some variables may be interrelated (for example, urban or rural location and IMD score<sup>4</sup>). Although logistic regression can be used to explore associations between variables, it does not necessarily imply causation and results should be treated as indicative rather than conclusive. Methodological details are available in the [Technical Annex](#).

Logistic regression shows that those characteristics that contributed most to explaining the likelihood of victimisation were business type (independent, HQ, etc.), whether the premises were open to public and business location (retail park, industrial estate, etc.).

The model shows that, assuming all other characteristics are constant:

- premises open to the public were twice as likely to be a victim of crime than premises never open to the public
- premises in a town, city or shopping centre were more likely to be a victim of crime than those in a retail park
- branches of a franchised chain were almost twice as likely as independent businesses to have been victims of crime in the last year

Other important factors were sector, number of employees and distance from nearest housing. According to the model:

- **wholesale and retail** premises and **transportation and storage** premises were more likely to be victims of crime than **manufacturing** premises
- premises with more than 50 employees were more likely to be victims of crime than those with fewer than 10 employees
- premises next to the nearest housing were more likely to be victimised than those with the nearest housing further away

## BURGLARY (INCLUDING ATTEMPTS)

Across the four CVS sectors combined, the rate of burglaries was higher in urban areas (340 incidents of burglary per 1,000 premises) than in rural areas (206 per 1,000 premises). The **wholesale and retail** sector has the highest proportion of premises (82%) in urban areas than any of the other three sectors<sup>5</sup> and, as shown in the headline findings report, this sector experienced the highest rate of burglaries (337 per 1,000 premises).

Premises in Yorkshire and the Humber had the highest proportion (16%) of premises across the four CVS sectors experiencing burglary in the last 12 months, while the North East and East of England had the lowest (9%). Although the West Midlands had the same proportion of premises burgled in the last year as the England and Wales total (12%), they had the highest number of incidents per 1,000

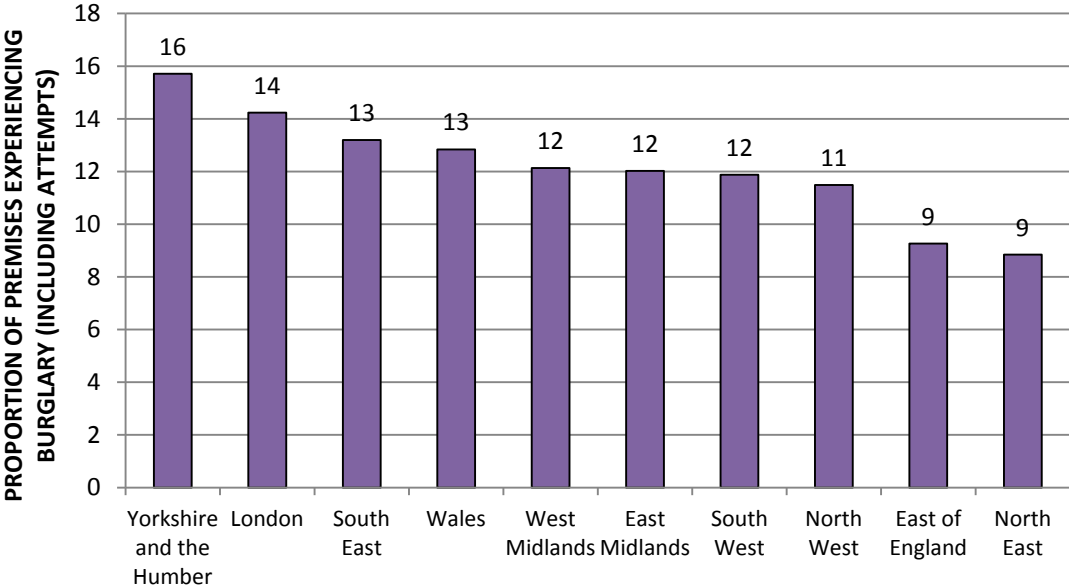
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<sup>4</sup> The Index of Multiple Deprivation (IMD) combines all seven separate domains into one index to give a single score. A low score means high deprivation, and vice versa.

<sup>5</sup> Please see the technical annex for details of the characteristics of the sample, including proportions of urban and rural premises surveyed in each sector.

premises (Figure 2.4). This suggests that premises in the West Midlands experienced higher levels of repeat victimisation than other areas of England and Wales.

**Figure 2.4: Proportion of premises experiencing burglary in the last 12 months, by region**

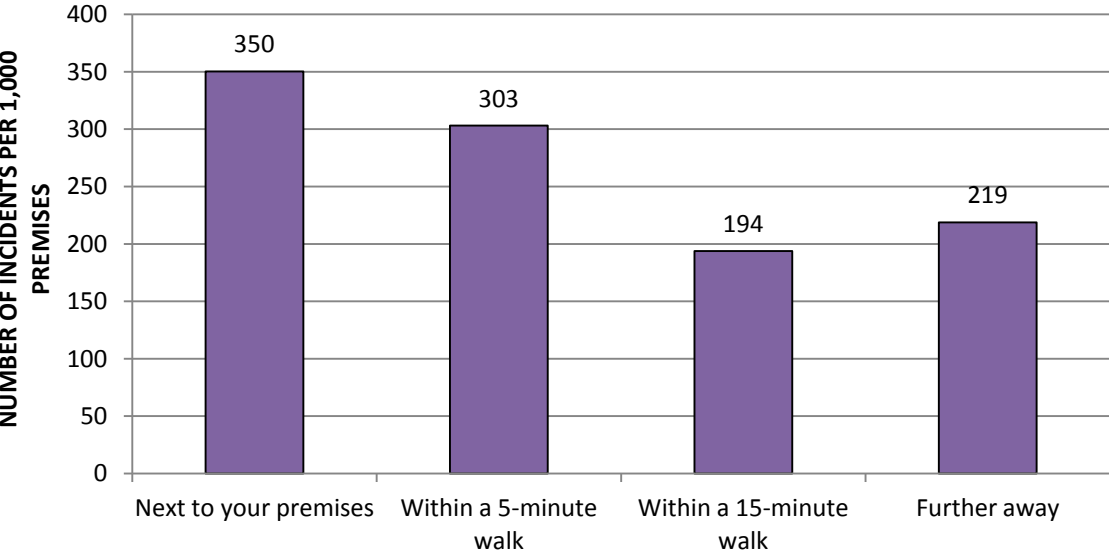


**Chart notes:**

Source: Home Office, [2012 Commercial Victimisation Survey Experience of crime by characteristics – prevalence tables](#): Table 2.3a.

Burglary rates are higher where premises are within a 5-minute walk of housing, than for those further than a 15-minute walk away (Figure 2.5). Again this may reflect that those businesses closest to housing are likely to be in urban areas where there are higher rates of crime.

**Figure 2.5: Number of incidents of burglary per 1,000 premises, by distance from housing**



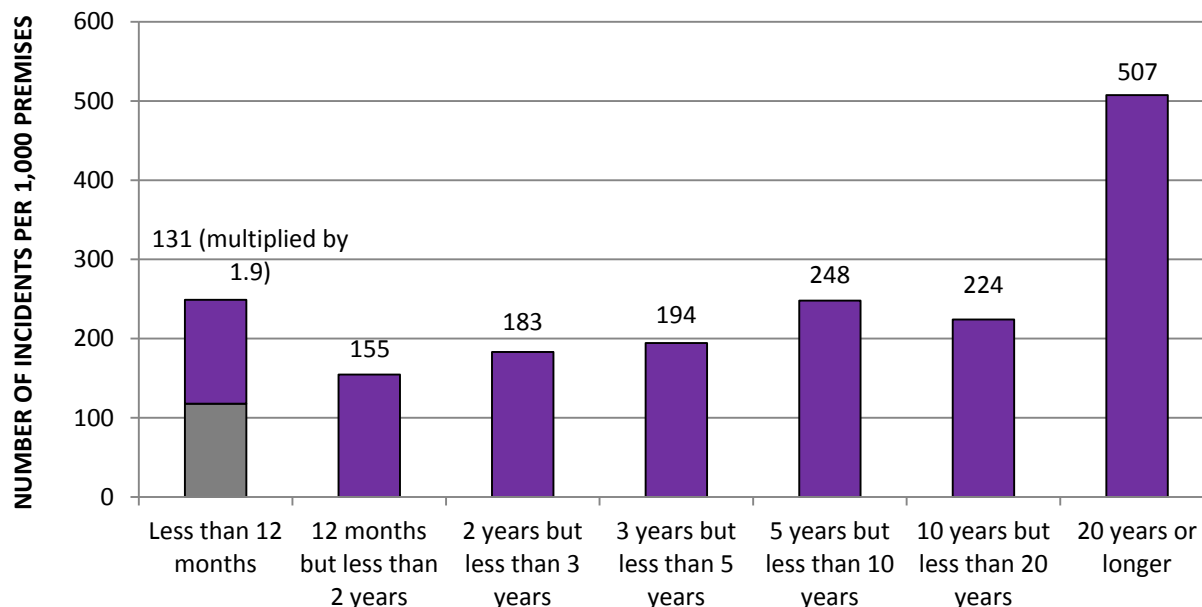
**Chart notes:**

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.3b.

In terms of proportion of premises experiencing burglary, 12% of premises less than 15 minutes from the nearest housing experienced burglary in the last year, compared with up to 10% further away. Thirteen per cent of premises less than 15 minutes from the nearest pub/hotel/club/bar experienced at least one incident of burglary in the last year, compared with up to 10% further away.

Premises that had operated from the same location for 20 years or more had at least twice the number of incidents of burglary per 1,000 premises in the last 12 months than other premises. For example, businesses operating from the same premises for 10 to 20 years experienced 224 burglaries per 1,000 premises, compared with 507 per 1,000 at premises established for 20 years or more (Figure 2.6). It is possible that those businesses that have been at the same premises for more than a decade will have less sophisticated security measures in place, or be located in older, less secure buildings and therefore experience more crime.

**Figure 2.6: Number of incidents of all burglary per 1,000 premises, by length of time at premise**



**Chart notes:**

The number of incidents of burglary in premises at the same location for less than one year has been inflated to reflect the average length of time at premises for this group (6.3 months on average; therefore rate multiplied by 1.9 to give 249).

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.3b.

The rate of burglaries at premises that had window and door security measures was lowest for those with shutters on windows or doors (172 incidents per 1,000) compared with those that had bars, gates, grilles or shatterproof glass (308 incidents per 1,000) or security locks (289 per 1,000). Thirteen per cent of premises with protective window or door measures had been victims of burglary, compared with 7% without such measures.

Premises with a burglar alarm experienced 304 burglaries per 1,000 premises whereas those without a burglar alarm experienced 196 per 1,000 premises. Conversely, 11% of premises with burglar alarms were victims of burglary, compared to 13% without. However, the higher number of burglaries per 1,000 premises for those *with* burglar alarms installed is likely to be explained by repeat victimisation.

As previously mentioned, it is not possible to tell from the CVS data whether security measures were installed as a result of victimisation. Therefore, it is possible that measures were installed in response to a burglary taking place. Also, those premises most at risk of crime are the most likely to install security measures.

## Analysis of likelihood of burglary victimisation using logistic regression

Logistic regression (explained in [earlier in the section](#)) shows that the characteristics that contributed most to explaining burglary victimisation were size (as approximated by number of employees), type of premises (shop, restaurant, etc.) and whether the business was a member of a local crime partnership.

Assuming all other characteristics are constant, the model shows that:

- larger premises (those with more than 50 employees) were almost twice as likely to have been victims of burglary than smaller premises (those with 1 to 9 employees)
- premises that were members of a crime reduction partnership were more likely to have been a victim of burglary in the last year than non-members, however, membership could be as a result of being victimised or being located in an area at greater risk of victimisation
- serviced offices were the premises type least likely to have been victims of burglary in the last year, compared to all other premises types (eg shops, restaurants, etc.)

Other important factors were business type (independent, HQ, etc.), whether the business is open to the public, region and length of time at premises. According to the model:

- premises open to the public are more likely to be victims of burglary than those not open to the public
- headquarters and branches of businesses were more likely to be burgled than independent, single premise businesses
- premises in the North East of England were less likely to be burgled than those in other regions of England and Wales

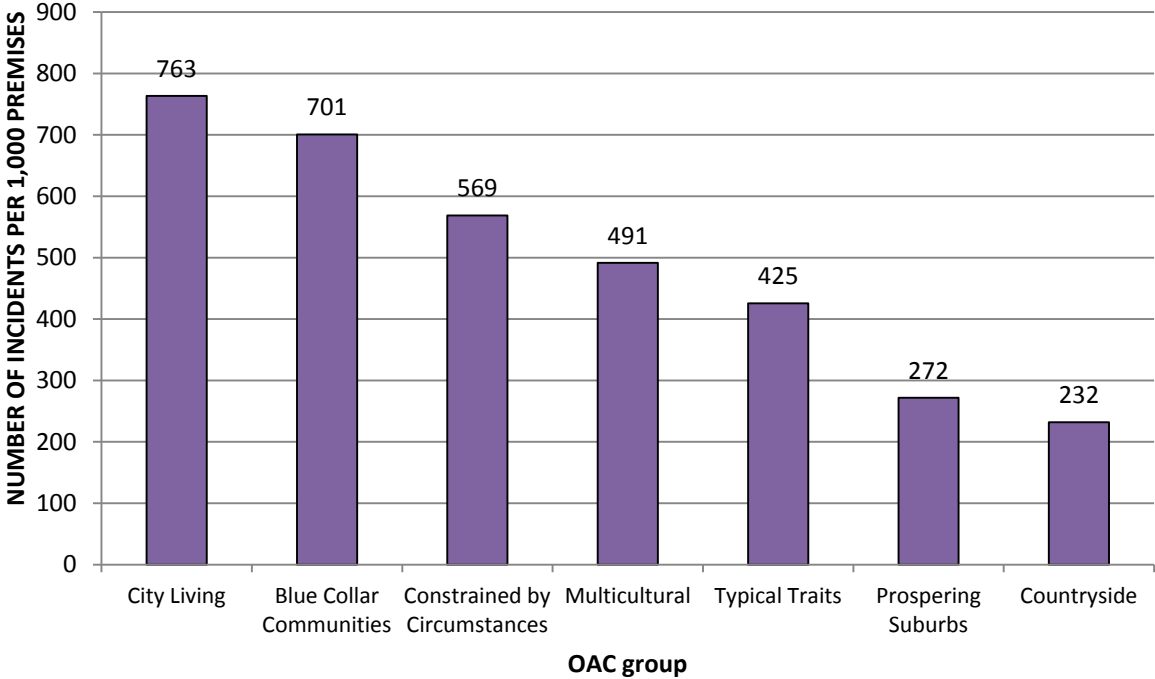
## VANDALISM

Across all four sectors, premises in a town, city or shopping centre had the highest vandalism rate with 762 incidents per 1,000 premises. The lowest rate was found in villages, rural areas, airports, on the coast or on a farm where 175 incidents of vandalism occurred per 1,000 premises in the last year.

Perhaps unsurprisingly, urban areas were more than twice as likely to have experienced vandalism in the last year, compared with rural areas (556 incidents per 1,000 premises in urban areas compared with 230 incidents per 1,000 premises in rural areas). This is also reflected in the vandalism prevalence rates with around a fifth (18%) of all premises in urban areas experiencing at least one incident of vandalism in the last 12 months compared with 7% of business premises in rural areas.

The difference between urban and rural areas is mirrored in the vandalism rates by Output Area Classification<sup>6</sup>, which show that premises in areas categorised as 'City Living' had the highest number of incidents per 1,000 premises and premises in the areas categorised as 'Countryside' had the lowest (Figure 2.7).

**Figure 2.7: Number of incidents of vandalism per 1,000 premises, by Output Area Classification (OAC)**



**Chart notes:**

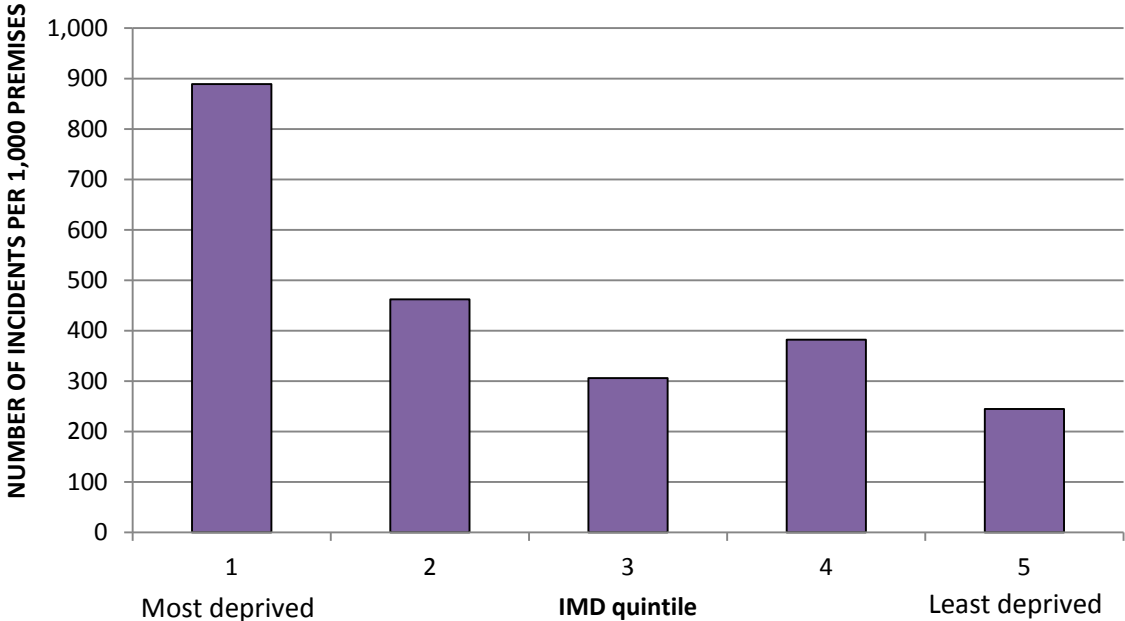
Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.4b.

The vandalism incidence rate decreased the further a premises was from the nearest pub, club, bar or hotel. There were 640 incidents per 1,000 premises where such an establishment was next door but only 278 incidents per 1,000 premises where a pub, club, bar or hotel was more than a 15-minute walk away. Again, this may reflect the urban/rural differences between vandalism victimisation rates.

Premises in more deprived areas (according to the IMD) experienced a higher rate of vandalism, compared with premises in the least deprived areas (Figure 2.8). A similar pattern occurs when looking at the proportion of premises experiencing vandalism.

<sup>6</sup> This classification groups areas into clusters based on similar socio-economic and demographic characteristics.

**Figure 2.8: Number of incidents of vandalism per 1,000 premises in England, by IMD quintile**



**Chart notes:**

Premises in England only.

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.4b.

Premises open for more than 12 hours on a weekday experienced a higher rate of vandalism than those open for less hours. There were 1,286 incidents of vandalism per 1,000 premises amongst those open for more than 12 hours on a weekday, almost four times as many as those open for 1 to 8 hours a day during the week (328 incidents per 1,000 premises). In part this may be because the longer that premises are open, the more people are likely to be in the area.

**Analysis of likelihood of vandalism victimisation using logistic regression**

Logistic regression shows that those characteristics that contributed most to explaining the likelihood of vandalism were the urban/rural location, whether the business was a member of a crime partnership and business location (retail park, industrial estate, etc).

The model shows that, assuming all other characteristics are constant:

- premises in urban areas were almost twice as likely to have been a victim of vandalism than those in rural areas
- premises in towns, cities or shopping centres were more likely to be victims of vandalism than premises in other business locations (eg retail parks, industrial estates)

Other important factors were size of business (determined by number of employees), whether open to public, ACORN classification, region and distance from nearest housing or pub/club/bar/hotel. According to the model:



- premises with more than 50 employees were more likely to be vandalised than those with fewer than 10 employees
- premises open to the public were more likely to be vandalised than those not open to the public
- premises located in neighbourhoods where residents are classed as 'Moderate Means' were more likely to be vandalised than those where residents were 'Wealthy Achievers'
- Premises in the North East of England were less likely to be vandalised than other regions of England and Wales
- Premises further from nearest housing, pubs, clubs, bars or hotels were less likely to be vandalised than those next to such places

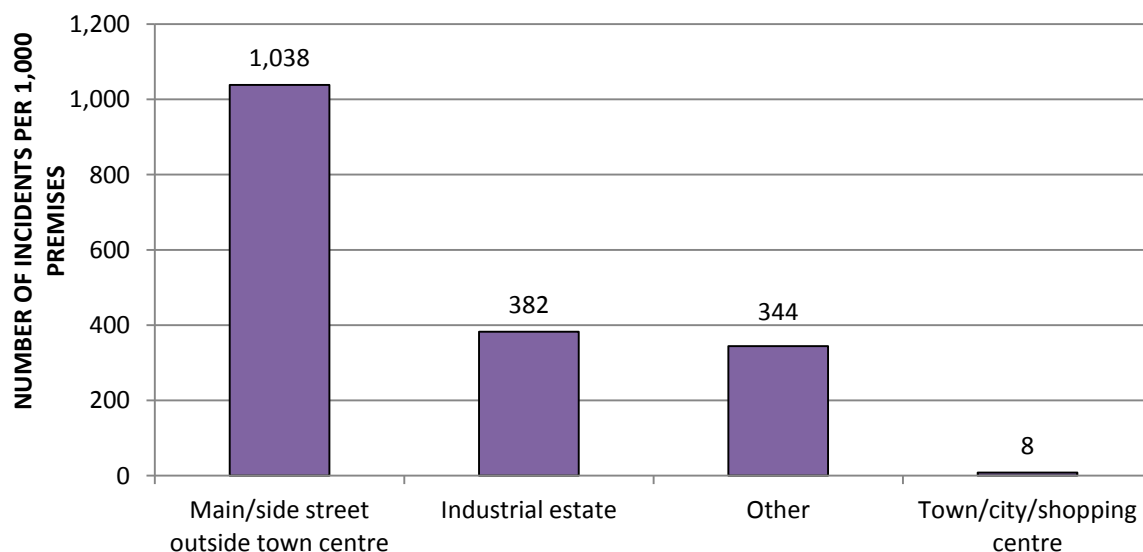
## VEHICLE-RELATED THEFT

The findings presented in this section cover theft from a vehicle and theft of a vehicle. Vehicle theft attempts are not covered.

Findings from the headline findings report showed that **transportation and storage** premises had the highest rate of vehicle-related theft (506 incidents per 1,000 premises over the year compared to 70 or less per 1,000 premises in the other three sectors) and also the highest proportion of premises experiencing vehicle-related thefts (14% in the last 12 months). The report also showed that premises with more than 50 employees (and therefore those perhaps likely to have more vehicles) were consistently more likely to be victims of vehicle-related theft in each of the four CVS sectors.

For all four sectors combined, retail parks had the highest rate of vehicle thefts with 156 incidents per 1,000 premises (driven by vehicle crimes against the **wholesale and retail** sector), followed by industrial estates with 136 incidents per 1,000 premises. However, for the **transportation and storage** sector only, the highest rate of incidents occurred where premises were located on main or side streets near a town centre (1,038 per 1,000 premises) as shown in Figure 2.9.

**Figure 2.9: Number of incidents of vehicle-related theft per 1,000 premises in the transportation and storage sector, by premises location**



## Chart notes:

Due to a small base size, incidents of vehicle-related thefts on retail parks in the transportation and storage sector are excluded from this figure.

Source: Home Office, [2012 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#): Table 2.5b.

Overall, of business premises that reported owning or leasing vehicles, those with crime prevention measures protecting vehicles experienced 310 incidents of vehicle-related theft per 1,000 premises compared with 95 incidents per 1,000 where no security protection measures were used. This relates to 16% of premises with vehicle security measures experiencing vehicle-related theft in the last 12 months, compared with 7% where no security protection measures were used. It is possible that those businesses with measures in place are more likely to be victims because they are larger and have more vehicles on the premises. Again, it is possible that crime prevention measures on vehicles are used where there is greater risk of crime or as a result of victimisation.

## Analysis of likelihood of vehicle theft victimisation using logistic regression

Logistic regression shows that those characteristics that contributed most to explaining the likelihood of vehicle theft victimisation were sector, size (number of employees) and business location (retail park, industrial estate, etc).

The model shows that, assuming all other characteristics are constant:

- premises in the **transportation and storage** sector were three times more likely to be victims of vehicle theft than those in the **manufacturing** and **wholesale and retail** sectors
- larger premises (ie those with more than 50 employees) were twice as likely to have been victims of vehicle theft than smaller premises (ie those with fewer than 10 employees). Larger businesses may have more vehicles on the premises, and therefore have more exposure to vehicle-related theft
- premises on industrial estates were at least twice as likely to have been victims of vehicle-related theft in the last 12 months than those in retail parks or in towns, cities or shopping centres

## ROBBERY

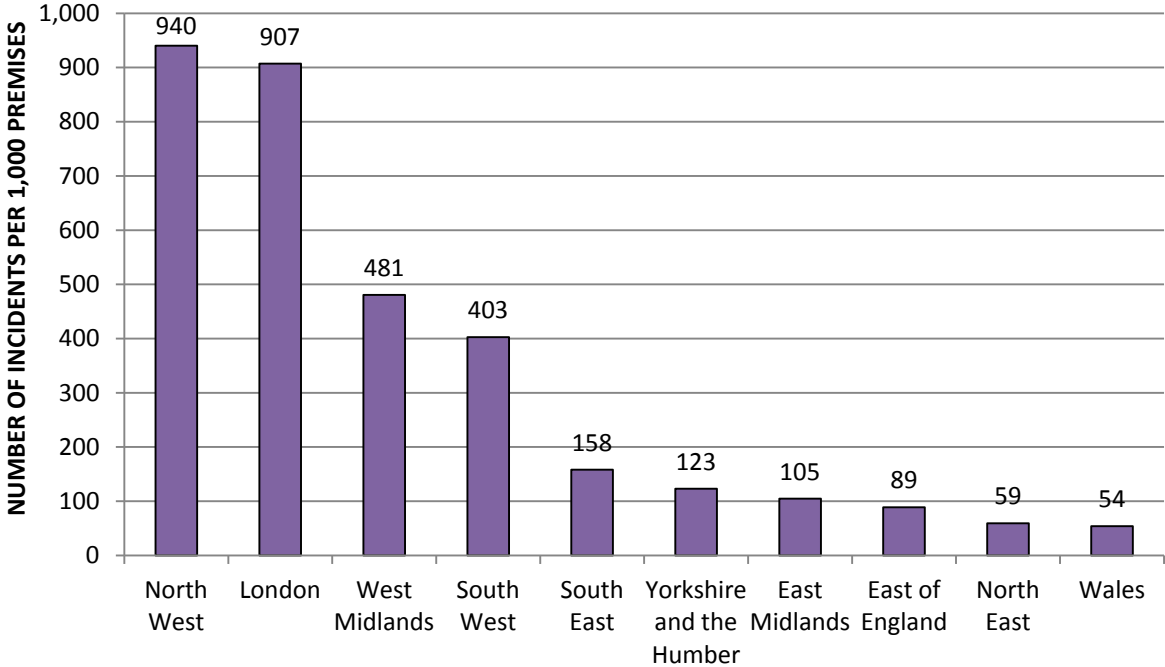
The headline findings report showed that just 2% of premises had experienced robbery in the last 12 months, the lowest prevalence rate of all crime types.

The headline findings report also showed that **wholesale and retail** premises experienced the highest rate of robbery (633 per 1,000 premises over the year) of all four sectors and one of the highest prevalence rates (3% of **wholesale and retail** premises experienced at least one incident of robbery). Compared to other types of premises (eg factory, restaurant, etc.), shops experienced the highest proportion of robbery in the last year (5%). Similarly, in terms of business location, retail parks had the highest proportion of premises experiencing robbery (4%).

Premises in the North West of England had the highest rate of robberies in England and Wales, with 940 incidents of robbery per 1,000 premises, followed by London with 907 incidents per 1,000 premises. The North East and Wales had the lowest rates with 59 and 54 incidents of robbery per 1,000 premises respectively (Figure 2.10). This reflects the geographical concentration of robberies shown in police recorded crime figures, which show that London and the North West regions, along

with the West Midlands, had the highest number of robberies in the year to December 2012, while the North East and Wales had the lowest.<sup>7</sup>

**Figure 2.10: Number of incidents or robbery per 1,000 premises, by region**



**Chart notes:**

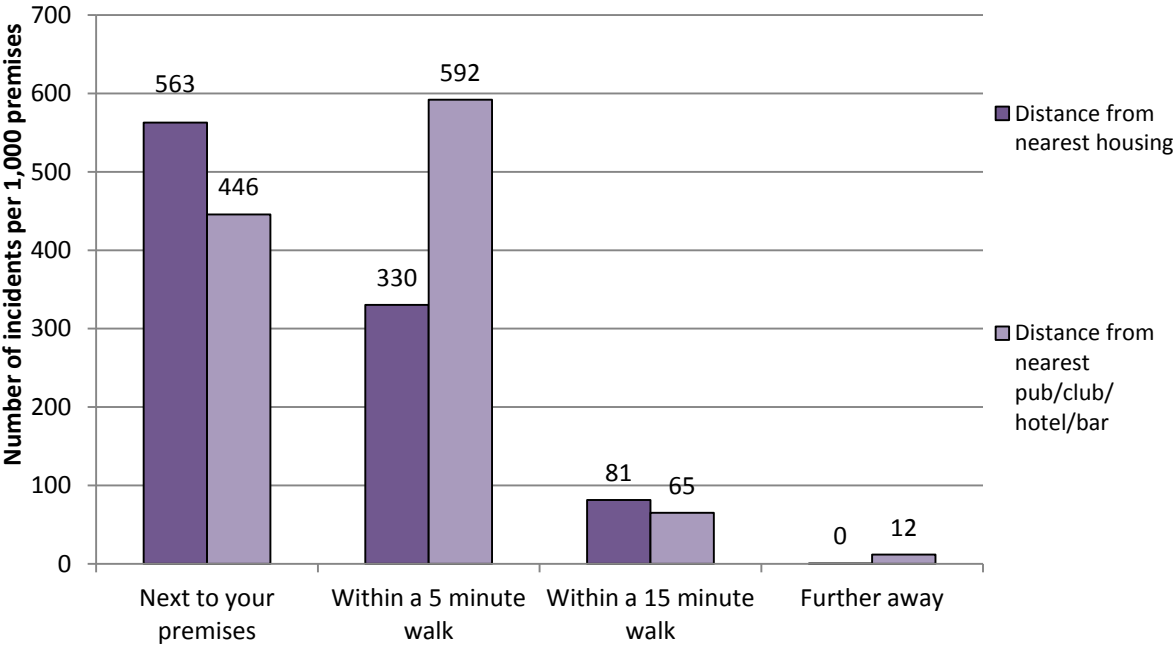
Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.6b.

Urban areas had higher robbery rates than rural areas with 495 incidents of robbery per 1,000 business premises in urban areas compared with just 60 incidents per 1,000 in rural areas. This ties in with the above as large metropolitan areas in England and Wales (London, Manchester, Birmingham) are in the regions with the highest robbery rates. The proportion of premises experiencing robberies in the last year was the same in urban and rural areas (2%), suggesting there is a higher rate of repeat victimisation in urban areas.

Those premises closest to housing or pubs, clubs, bars or hotels had higher rates of robbery than those more than a 5-minute walk away, as shown in Figure 2.11. Again this may reflect the urban/rural split with those premises closest to housing or pub, club, bar or hotel perhaps more likely to be in urban areas.

<sup>7</sup> Recorded Crime Data at Police Force Area Level is available at: <http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcn%3A77-300972>

**Figure 2.11: Number of robberies per 1,000 premises, by distance from housing, pub, club, bar or hotel**



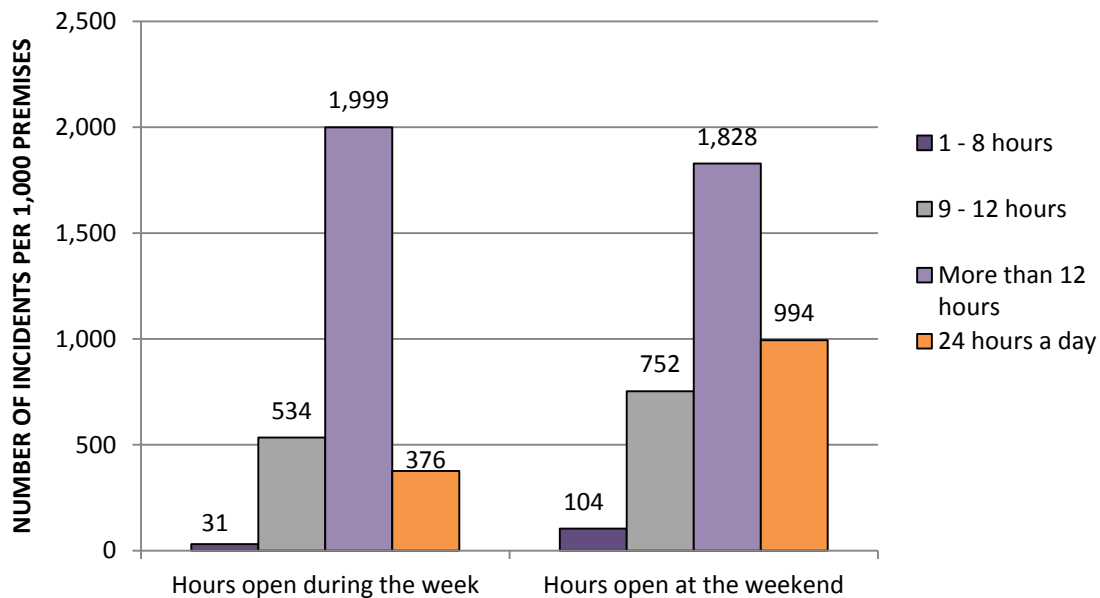
**Chart notes:**

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.6b.

The number of robberies per 1,000 premises was considerably lower where premises did not employ someone to control entry. Premises where someone was employed to control entry experienced 1,084 robberies per 1,000 premises compared with 292 per 1,000 premises where no one was employed to control entry. However, this may be because those premises that employ somebody to control entry are generally more susceptible to robbery (ie due to the goods they stock or the property they may hold). Again, it is also possible that someone is employed to control entry as a result of experiencing robbery in the last year.

Robbery rates at premises open to the public were higher (540 per 1,000 premises) than where premises were not open to the public (32 per 1,000 premises). In addition, the rate of robberies per 1,000 premises increased with the length of time open during the week or at the weekend as shown in Figure 2.12. These findings are likely to be driven by premises open to the public being in the **wholesale and retail** sector, which has a relatively high proportion of premises experiencing robbery.

**Figure 2.12: Number of robberies per 1,000 premises, by length of time open during the week and at weekends**



**Chart notes:**

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.6b.

Premises with a burglar alarm were less likely to have been victims of robbery (391 per 1,000 premises) than those without an alarm (420 per 1,000 premises). While only marginally different, this opposes findings for other crime types, where presence of such security measures is associated with an increased victimisation rate.

**Analysis of likelihood of robbery victimisation using logistic regression**

Logistic regression shows that those characteristics that contributed most to explaining the likelihood of robbery were size (determined by number of employees), distance from nearest pub/club/bar/hotel and premises type (shop, office, factory, etc.).

The model shows that, assuming all other characteristics are constant:

- premises with more than 50 employees were almost 8 times more likely to have been a victim of robbery than premises with fewer than 10 employees
- premises next to a pub/club/bar/hotel were around twice as likely to have experienced robbery in the last year than those further away

Other important factors were presence of burglar alarm, region and membership of crime reduction partnership. According to the model:

- those without a burglar alarm were more likely to have been a victim of robbery in the last year than those with a burglar alarm installed

- premises in the West Midlands and London were at least 3 times more likely than those in the North East to have been robbed in the last year. Premises in the North West, South West and Wales were at least twice as likely to have been robbed in the last year, compared with those in the North East
- premises that were members of a crime reduction partnership were more likely to have experienced robbery in the last year. It should be noted that it is not possible to tell from the CVS data whether premises became members of such partnerships before or after becoming a victim of crime

## ASSAULTS AND THREATS

There were 1,182 incidents of assaults or threats per 1,000 premises across all four CVS sectors, as shown in the headline findings report. **Accommodation and food** premises experienced the highest incidence rate of assaults and threats (2,073 incidents per 1,000 premises) and the highest prevalence (15% of premises in this sector experienced at least one incident of this crime type). **Manufacturing** premises experienced the lowest prevalence with just 4% of premises experiencing at least one incident.

Premises in the North East and in London had the highest rates of assaults and threats in England and Wales with 2,415 and 2,174 per 1,000 premises respectively. However, London and the North West had the highest proportion of premises experiencing assaults or threats in the last 12 months. As the North East had the highest incidence rate for assaults and threats, but a prevalence rate similar to the rate for England and Wales as a whole (10% of premises experienced at least one incident), this suggests that premises in the North East had higher levels of repeat victimisation.

**Figure 2.13: Proportion of premises experiencing assaults or threats in the last 12 months, by region**



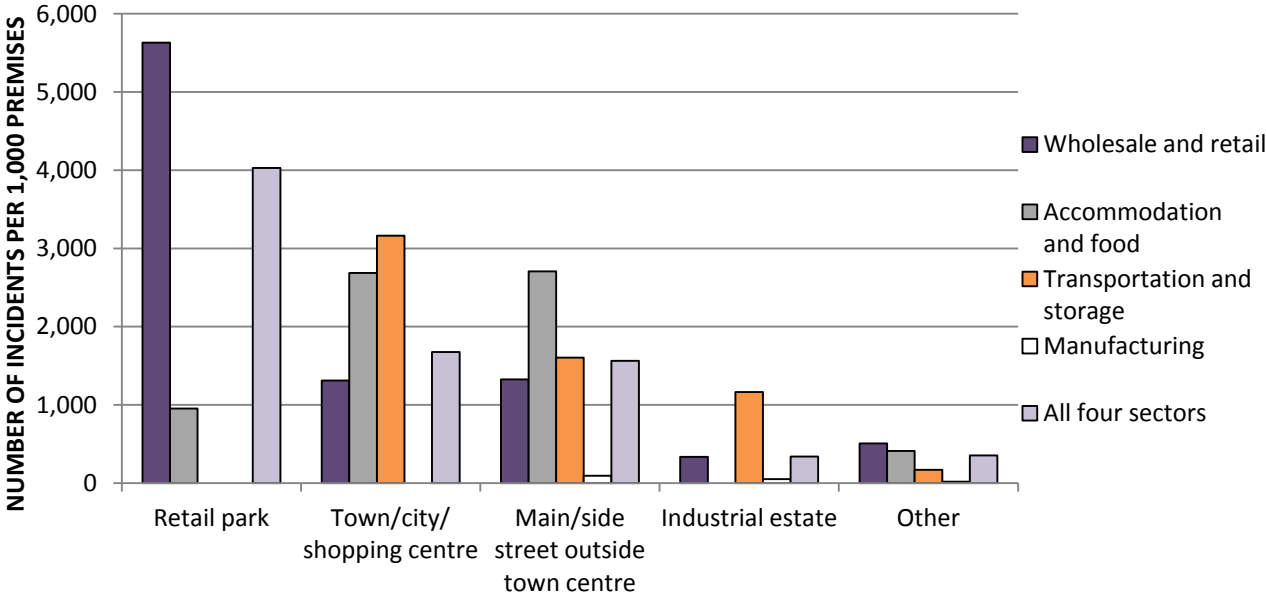
### Chart notes:

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – prevalence tables](#): Table 2.7a.

Across all four sectors, premises in urban areas experienced a higher rate of assaults and threats (1,310 incidents per 1,000 premises) compared to premises in rural areas (737 per 1,000 premises). In particular, **accommodation and food** premises in urban areas experienced almost 4 times as many (2,628 per 1,000) assaults and threats than those in rural areas (710 per 1,000 premises). Eleven per cent of premises in urban areas experienced at least one incident of assaults or threats compared to 7% in rural areas.

Retail parks had the highest rates of assaults and threats per 1,000 premises (4,028 incidents per 1,000 premises). This is driven by the **wholesale and retail** sector where there were 5,629 incidents of assaults or threats per 1,000 **wholesale and retail premises** in retail parks. Town/city/shopping centres had the next highest rate (1,676 incidents per 1,000 premises), driven by incidents in premises in the **accommodation and food** sector and the **transportation and storage** sector (the latter perhaps being taxis).

**Figure 2.14: Number of incidents of assaults or threats per 1,000 premises, by premises location**



**Chart notes:**

Due to small numbers, figures for some sectors are not shown in this chart.

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.7b.

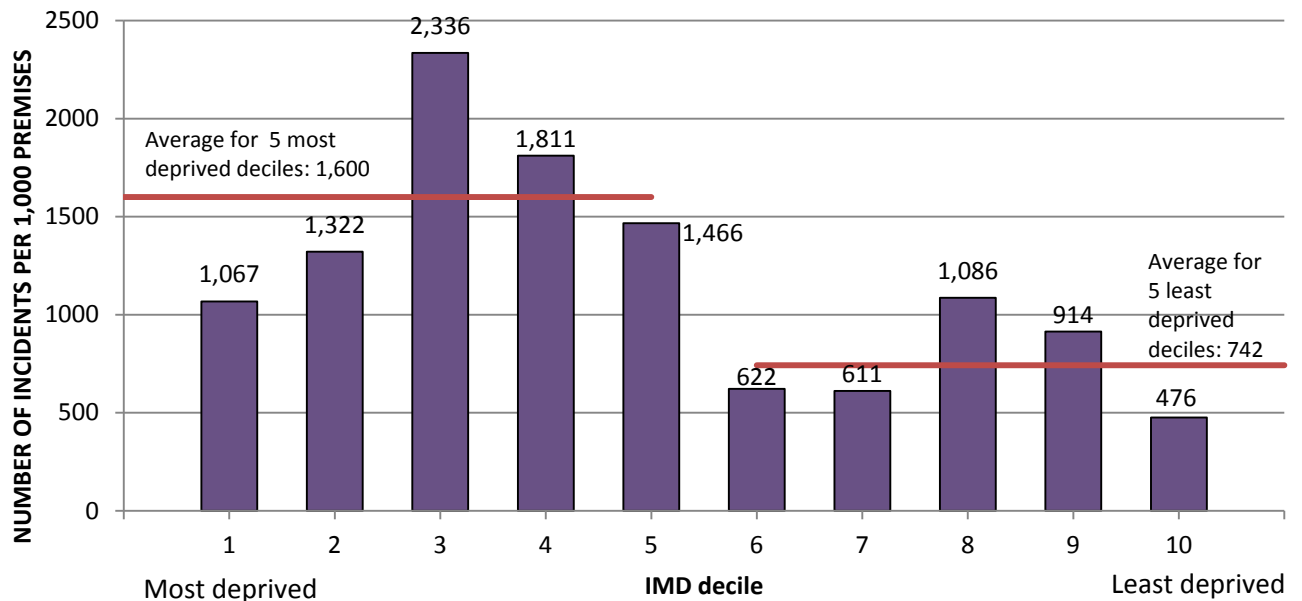
Across all four sectors, businesses open to the public experienced 1,505 assaults and threats per 1,000 premises, compared with 296 per 1,000 premises not open to the public. The rate was particularly high for premises open to the public in the **accommodation and food** and **transportation and storage** sectors (1,977 and 1,911 incidents per 1,000 premises, respectively). Around 13% of premises open to the public experienced at least one incident of assaults and threats in the last year, compared with just 3% of premises not open to the public.

Where premises are open for longer hours the rate of assaults and threats increases. For those open for more than 12 hours a day during the week, **accommodation and food** premises have the highest rates of assaults or threats (5,826 per 1,000 premises) compared with other sectors. For premises

open for more than 12 hours a day at the weekend, **wholesale and retail** premises have the highest rates of assaults or threats (6,408 per 1,000 premises) compared with other sectors.

As shown in Figure 2.15, there is a difference in incidence rate of assaults and threats according to the level of deprivation in the areas in which premises are located. In general, premises located in the lowest 5 deciles of the Index of Multiple Deprivation (the most deprived areas) had higher rates of assaults and threats per 1,000 premises than those in highest 5 deciles (the least deprived areas).

**Figure 2.15: Number of incidents of assaults or threats per 1,000 premises, by IMD decile**



**Chart notes:**

Figures for England only.

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.7b.

Thirteen per cent of premises with someone employed to control entry were victims of assaults or threats in the last 12 months, compared with 9% of premises without someone controlling entry. A fifth (20%) of premises with security guards experienced assaults or threats, compared to 10% of premises with a receptionist. Pubs, clubs and bars are more likely to have security guards rather than a receptionist, so we would expect these premises to have a high proportion experiencing assaults and threats. Hotels are likely to have a receptionist, and therefore we would expect a lower rate of assaults and threats than pubs, clubs and bars.

This is reflected in the proportion of premises experiencing at least one incident of assaults and threats by type of premises:

- 21% of pubs, clubs or bars
- 15% of shops or retail units
- 13% of hotels



Similarly, the proportion of licensed premises experiencing assaults or threats was disproportionately high. Around a fifth (18%) with licences to consume alcohol on the premises (eg pubs, clubs, bars, restaurants, hotels) and a quarter (26%) licensed for consumption off premises (eg shops), had experienced assaults or threats in the last year compared with 13% of unlicensed premises. This corresponds to other findings given in this section, as shops, pubs or restaurants are open to the public and likely to be in retail parks or in town and shopping centres.

## Analysis of likelihood of assaults and threats victimisation using logistic regression

Logistic regression shows that those characteristics that contributed most to explaining the likelihood of assaults/threats were business type (independent, HQ, etc.), membership of a crime reduction partnership, and whether the premises is open to the public, again likely to be reflective of the type of premise.

The model shows that, assuming all other characteristics are constant:

- premises that are open to the public were around 5 times more likely to have experienced assaults or threats than those not open to the public
- compared to independent businesses occupying one premises only, premises for other business types (headquarters, branches) were at least twice as likely to have experienced assaults or threats; this could be reflective of the size of the business
- premises that were members of a crime reduction partnership were more likely to have experienced assaults or threats in the last year; it should be noted that it is not possible to tell from the CVS data whether premises became members of such partnerships as a result of becoming a victim of crime

Other important factors were number of employees, sector and premises type (shop, hotel, restaurant, etc.). According to the model:

- **transportation and storage** and **accommodation and food** premises were more likely to have experienced assaults or threats in the last year than **manufacturing** premises
- premises with more than 50 employees were 3 times as likely to be victims of assaults or threats as those with fewer than 10 employees. This is supported by findings from the headline report, which showed that for each sector, premises with more than 50 employees had a higher proportion of assaults and threats than those with less than ten employees
- shops, retail units and warehouses were most likely to have been victims of assaults or threats than any other premises type (includes factory, offices, hotels)

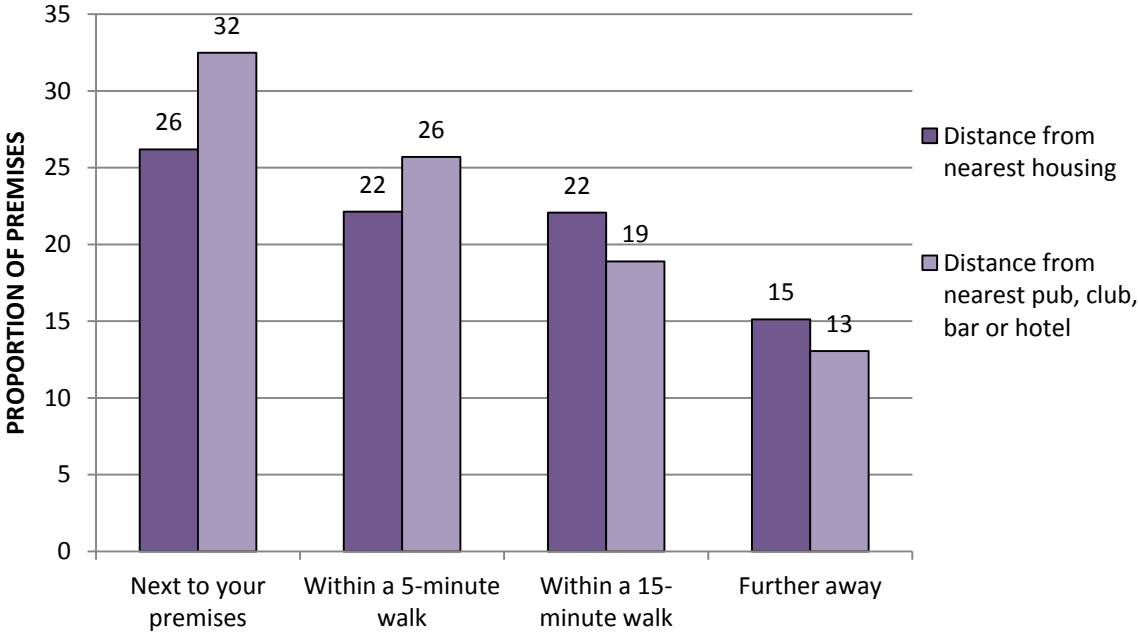
## THEFT

Thefts were the most common type of crime experienced by business premises across the four sectors covered by the survey (6.8 million incidents). Theft incidents made up almost three-quarters (74%) of all incidents of crime covered by the survey and were experienced by around a quarter of premises (24%), as shown in the headline findings report. Of all four sectors, **wholesale and retail** premises experienced the highest rate of theft (15,835 per 1,000 premises). In fact, thefts by customers against **wholesale and retail** premises (ie shoplifting) made up almost half (45%) of all incidents of crime covered by the survey. The findings presented in this section cover all types of theft (by customers, employees, others and unknown persons) combined.

Urban areas had higher rates of theft (11,619 per 1,000 premises) than rural areas (3,938 per 1,000 premises). A quarter of premises (26%) in urban areas experienced at least one incident of theft in the

last year, compared with 18% in rural areas. Perhaps related to this is experience of theft according to premises' distance from housing and pubs, bars or hotels. In general, the proportion of premises experiencing theft decreased the further away from housing or pubs, clubs, bars or hotels, corresponding with the findings on incidence rates by rural/urban location (Figure 2.16).

**Figure 2.16: Proportion of premises experiencing theft in the last 12 months, by distance from housing and pubs, clubs, bars or hotels**

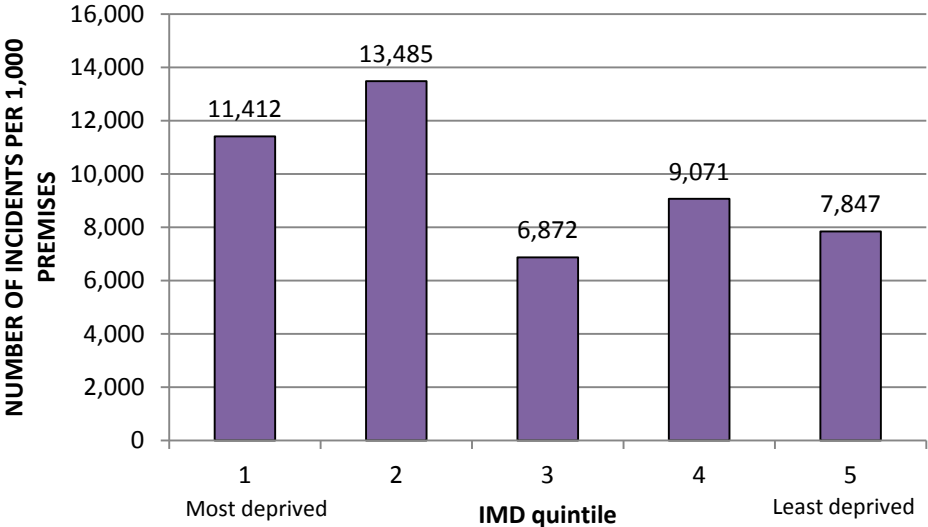


**Chart notes:**

Source: Home Office, [2012 Commercial Victimisation Survey Experience of crime by characteristics – prevalence tables](#): Table 2.12a.

As shown in Figure 2.17, there are differences in theft incidence rates according to the deprivation of the area in which premises are located. According to the Index of Multiple Deprivation (IMD), those premises in the most deprived areas of England experienced higher rates of theft than those in the least deprived areas.

**Figure 2.17: Number of thefts per 1,000 premises in last 12 months, by IMD quintile**



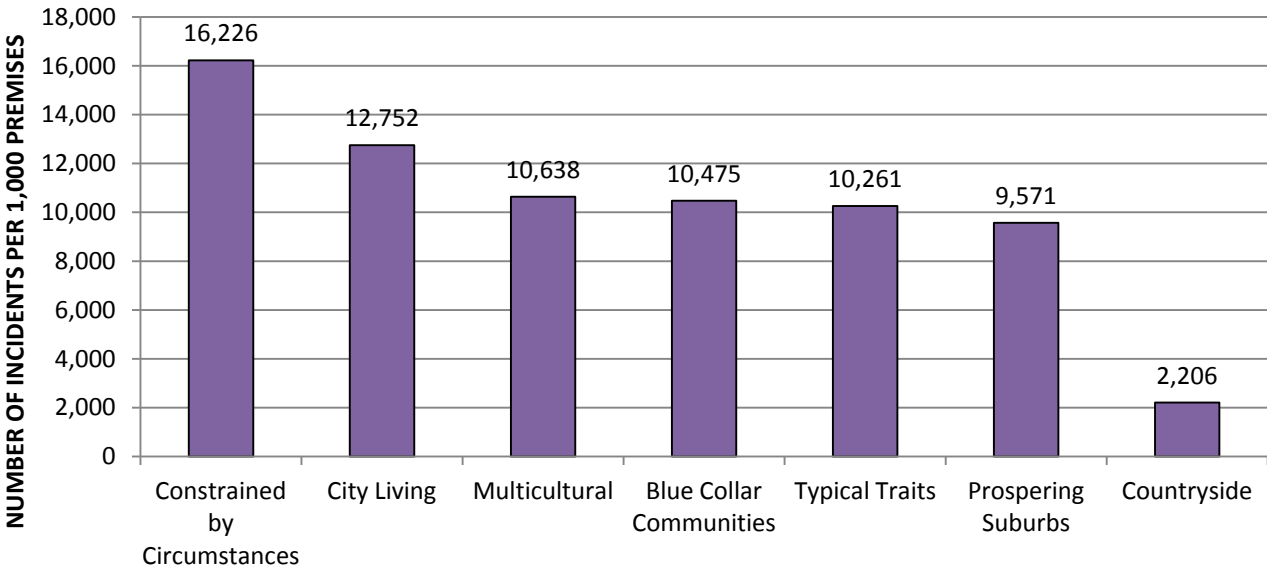
**Chart notes:**

England premises only.

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.12b.

The higher rates of theft in urban and deprived areas is also reflected by the Output Area Classification variable, which shows that those premises in areas categorised as ‘Constrained by Circumstances’ and ‘City Living’ had the highest rate of theft, especially when compared to ‘Prospering Suburbs’ and ‘Countryside’, as shown in Figure 2.18.

**Figure 2.18: Number of thefts per 1,000 premises in last 12 months, by Output Area Classification**



**Chart notes:**

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.12b.

As perhaps expected, given the high incidence rate for the **wholesale and retail** sector as a whole, theft rates were highest for shops and retail units (24,300 incidents of theft per 1,000 premises compared to the next highest of 3,637 incidents per 1,000 pub, bar or club premises). Around 44% of shops and retail units experienced thefts in the last 12 months, compared with 27% of hotels and 20% of restaurants. Town/city/shopping centres and retail parks had the highest proportions of premises experiencing thefts in the last 12 months (38% and 36%, respectively). These findings reflect those presented in the headline report which shows that 32% of **wholesale and retail** premises and 17% of **accommodation and food** premises experienced thefts in the last year. The rates were lowest for **transportation and storage** (15%) and **manufacturing** premises (9%).

Two-thirds of premises that were licensed to sell alcohol for consumption off premises experienced theft in the last 12 months. This is perhaps unsurprising given that the majority of premises licensed to sell alcohol for consumption off premises only are shops. The proportion of premises licensed for alcohol consumption on and off premises experiencing theft is much lower (23%). High theft rates are driven by thefts by customers and it is likely that premises licensed to sell alcohol for consumption on the premises are bars, hotels and restaurants, where the products on sale are less easy to steal (ie behind a bar or in a kitchen).

Independent businesses had the lowest proportion of premises experiencing theft of all business types (17%), compared with branches of businesses with headquarters elsewhere (42%) and branches of a franchised chain (45%). Again, this could be a reflection of the size of business. Findings in the headline report show that the proportion of premises experiencing thefts in the last 12 months increases with business size (as measured by number of employees).

## Analysis of likelihood of theft victimisation using logistic regression

Logistic regression shows that those characteristics that contributed most to explaining the likelihood of theft were business type (independent, HQ, etc.), premises type (shop, restaurant, hotel, etc.) and membership of a crime reduction partnership.

The model shows that, assuming all other characteristics are constant:

- premises in shops or retail units were the most likely of all premises types to have experienced theft
- independent businesses were the least likely to be victims of theft, compared to headquarters or branches
- members of crime reduction partnerships were twice as likely to have been a victim of theft in the last 12 months than non-members; however, it is not possible to tell from the CVS data whether victims of crime became members of such a partnership before or after victimisation occurred.

Other important factors were sector, size (number of employees), distance from nearest housing, and distance from nearest pub/club/bar/hotel. According to the model:

- premises next to the nearest housing are 3 times more likely to be victims of theft than those more than 15 minutes away
- premises with more than 50 employees were 3 times more likely to be victims of theft than those with fewer than 10 employees
- premises in the **wholesale and retail** and **transportation and storage** sectors were more likely to have been victims of theft than those in the **manufacturing** sector

## FRAUD

Fraud is defined in the CVS as “an incident where someone cheated the business in terms of diverting funds or goods”. The findings in this section cover all types of fraud captured in the CVS (i.e. fraud by employees, others and persons unknown).

Types of fraud covered in the CVS include:

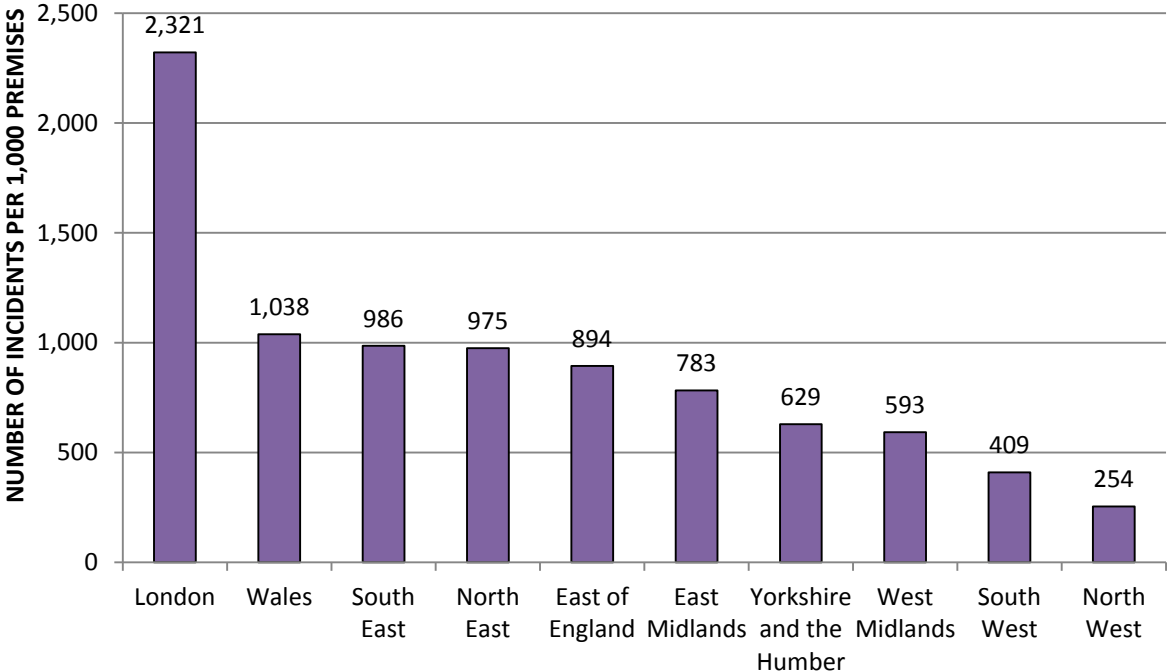
- refund fraud (eg fraudulently claiming a refund for goods or services)
- credit, debit or store card fraud (eg paying with stolen, cloned or invalid cards)
- online banking fraud
- false claims to be working for a business to obtain credit, goods or services

The headline findings report showed there were 933 incidents of fraud per 1,000 premises in the last year across all four sectors together. **Wholesale and retail** premises experienced the highest rate (1,167 per 1,000 premises) and **manufacturing** the lowest (264 per 1,000 premises).

Urban areas experienced higher rates of fraud than rural areas (1,113 incidents per 1,000 premises compared with 306 per 1,000 premises in rural areas). Eleven per cent of premises in urban areas experienced at least one incident of fraud in the last 12 months, higher than 7% of premises in rural areas.

Of all of the regions, London had the highest incidence rate (2,321 incidents per 1,000 premises, Figure 2.19) and the highest proportion of premises experiencing at least one incident of fraud (17%). This is likely to be driving the higher rates in urban areas.

**Figure 2.19: Number of incidents of fraud in the last 12 months per 1,000 premises, by region**

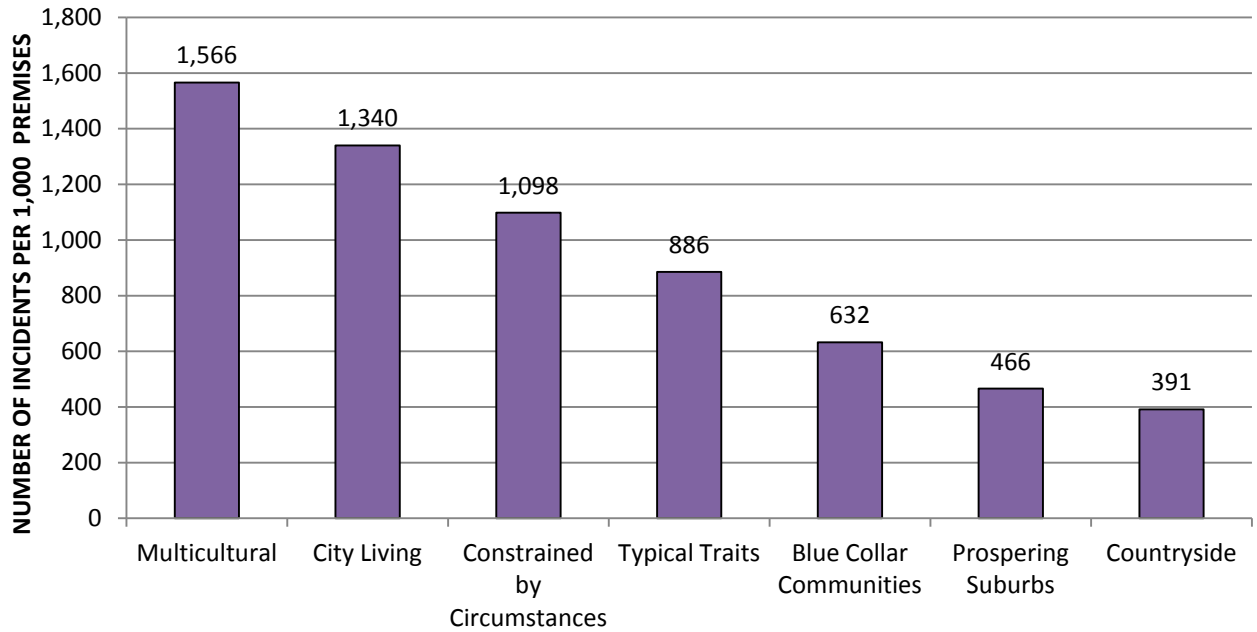


**Chart notes:**

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.16b.

Premises located in areas categorised as ‘Multicultural’ or ‘City Living’ by the Output Area Classification had the highest rate of fraud (1,566 and 1,340 per 1,000 premises, respectively) compared with all other premises. Areas classed as ‘Countryside’ had the lowest fraud rate (391 per 1,000 premises), reflecting the higher rate of fraud in urban areas, compared with rural areas (Figure 2.20).

**Figure 2.20: Number of incidents of fraud per 1,000 premises, by Output Area Classification**

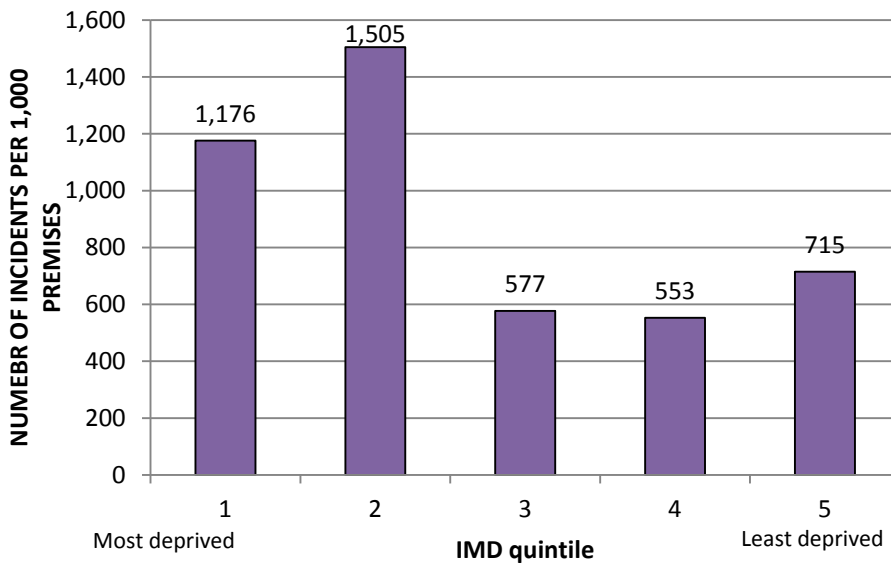


**Chart notes:**

Source: Home Office, [2012 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#): Table 2.16b.

Rates of fraud incidents were also highest in those premises located in the more deprived areas of England (as shown in Figure 2.21).

**Figure 2.21: Number of incidents of fraud in last 12 months per 1,000 premises, by IMD quintile**



**Chart notes:**

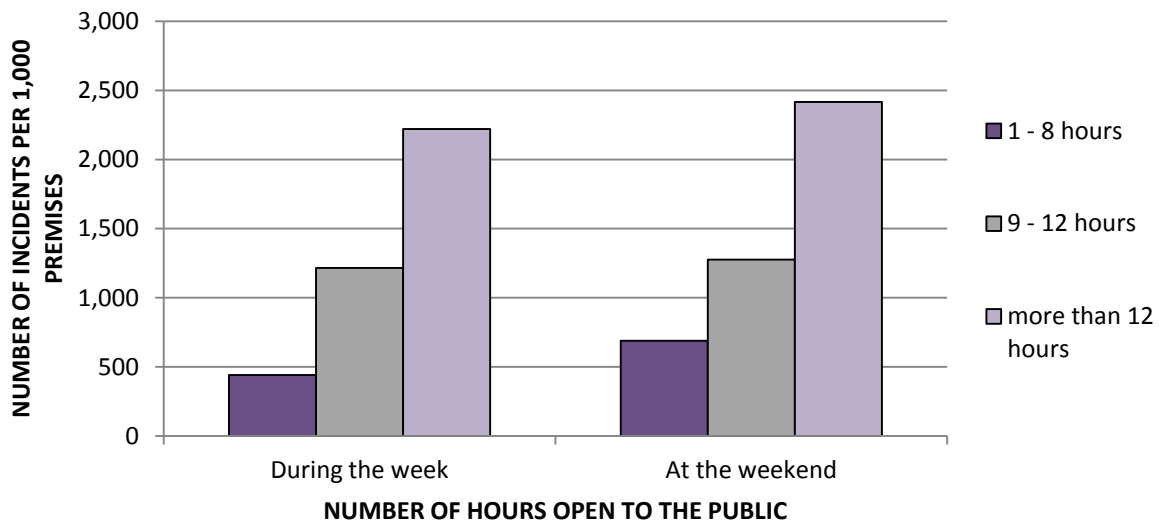
Source: Home Office, [2012 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#): Table 2.16b.

In terms of premises type (eg factory, restaurant, etc.), shops and retail units had the highest rate of fraud with 1,564 incidents of fraud per 1,000 premises. This is perhaps unsurprising given that the **wholesale and retail** sector experienced the highest rate of fraud of all four sectors covered by the survey.

Reflecting these findings, premises in towns, cities and shopping centres had higher rates (5,787 per 1,000 premises) than those in other locations, eg industrial estates (452 per 1,000). The proportion of premises experiencing fraud was highest in town/city/shopping centres (13%) or just outside the town centre (11%). These rates are driven by high fraud rates for premises in the **wholesale and retail** and **accommodation and food** sectors.

Rates of fraud increased with the length of time premises were open to the public in a day, as shown in Figure 2.22. This is likely to be due to the fact that fraud is defined in the CVS as “an incident where someone cheated the business in terms of diverting funds or goods”. This means that the business was likely to have been open when the fraud occurred. Therefore, the longer premises were open, the more likely they were to be a victim of fraud.

**Figure 2.22: Number of incidents of fraud per 1,000 premises by number of hours premises open to the public, weekdays and weekends**



**Chart notes:**

Due to small numbers the number of incidents of fraud per 1,000 premises open for 24 hours are not included in this chart.

Source: Home Office, [2012 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#): Table 2.16b.

Branches of a business with headquarters elsewhere had a higher proportion of premises that experienced fraud (14%) than independent businesses (9%). As seen previously, it is likely that this is related to the size of the business. Findings in the headline report show that, in general, the proportion of premises experiencing fraud increased with the number of employees.



## Analysis of likelihood of fraud victimisation using logistic regression

Logistic regression shows that those characteristics that contributed most to explaining the likelihood of fraud were sector, size (number of employees) and region.

The model shows that, assuming all other characteristics are constant:

- premises in the **wholesale and retail** and **accommodation and food** sectors were twice as likely to have been a victim of fraud than those in the **manufacturing** sector
- premises with more than 50 employees were almost three times more likely than those with less than 10 employees to have been a victim of fraud
- premises in London were almost seven times more likely than those in the North East to have been a victim of fraud

Other important factors were whether the premises is in an urban or rural area, whether open to the public and membership of a crime partnership. According to the model:

- premises in urban areas were more likely to have been victims of fraud than those in rural areas
- premises open to the public were more likely to have been victims of fraud than those not open to the public
- premises that were members of a crime reduction partnership were more likely to have been a victim of fraud than those who were not members of such a scheme. Again, it should be noted that it is not possible to tell from the CVS data whether premises became members of such partnerships before or after becoming a victim of crime

## 3. Crime prevention

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### INTRODUCTION

In the 2012 CVS, half of the respondents were selected to answer additional questions about crime prevention measures at their current premises. This included questions on a range of security measures, including burglar alarms and security guards. As the half sample was randomly selected, the respondents are still a representative sample of business premises in England and Wales.

In addition, all respondents were asked about membership of any local crime partnerships. Some analysis of these measures have also been carried out at a sector level and a business-size (in terms of number of employees) level.

### KEY FACTS

- Around three-quarters (76%) of premises had burglar alarms installed. This proportion was higher for larger premises.
- The **wholesale and retail** sector had the highest proportion of burglar alarms, with 79% of premises having a burglar alarm at their premises.
- Around three-quarters (73%) of premises had protective window and door measures in place, the most common measures of this kind being bars, gates, grilles or shatterproof glass.
- A third of premises (34%) reported having crime prevention measures on stock or equipment.
- The **transportation and storage** sector had the highest proportion of premises with someone controlling entry (27%), while the **wholesale and retail** premises had the lowest proportion (9%).

### DATA TABLES

Figures on the proportion of businesses with different security measures by sector and business size, can be found in the [2012 Commercial Victimization Survey Crime prevention tables](#).

### SECURITY MEASURES

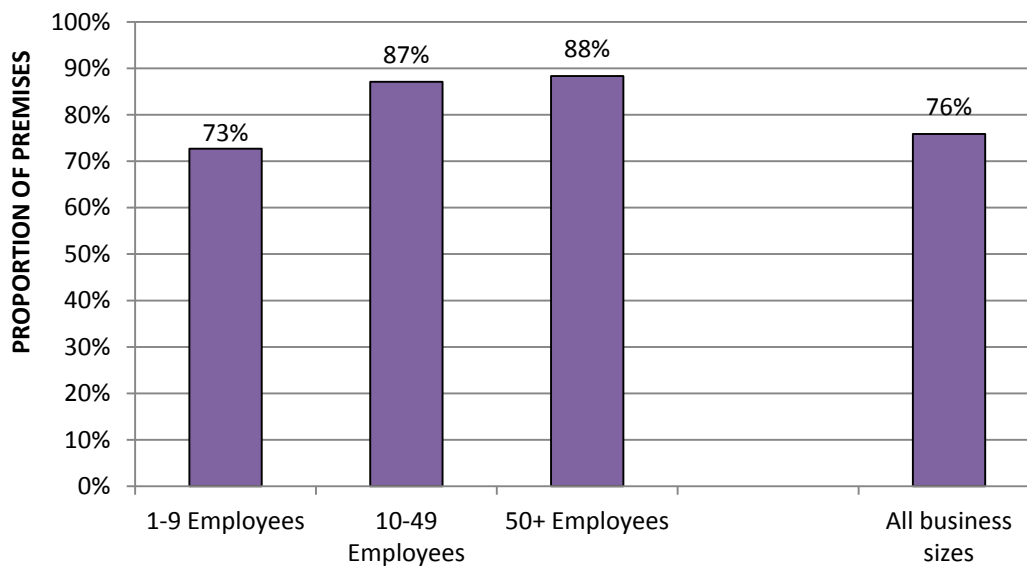
Around three-quarters (76%) of premises had burglar alarms installed and, of these, around two-thirds (65%) had a notice explaining that an alarm system was used on the premises. The proportion of business premises with a burglar alarm is more than double the proportion of households having a burglar alarm, with figures published by the ONS showing that 29% of households had a burglar alarm in 2011/12.<sup>8</sup>

The proportion of business premises with burglar alarms increased as the size of the premises increased. Almost three-quarters (73%) of premises with fewer than 10 employees have a burglar alarm, compared with 88% of premises with more than 50 employees (Figure 3.1).

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<sup>8</sup> Figures can be found in 'Crime in England and Wales – Quarterly First Release, March 2012' <http://www.ons.gov.uk/ons/rel/crime-stats/crime-statistics/period-ending-march-2012/index.html>

**Figure 3.1: Proportion of premises with a burglar alarm, by business size**



**Chart notes:**

Source: Home Office, [2012 Commercial Victimisation Survey Crime prevention tables](#): Table 3.2.

The **wholesale and retail** sector had the highest proportion of burglar alarms, with 79% of premises having a burglar alarm at their premises. The **accommodation and food** sector had the lowest proportion (70%).

Around three-quarters (73%) of premises had protective window and door measures in place, with the **wholesale and retail** sector having the highest proportion (77%). These measures included bars, shutters and security locks on doors or windows. There was no difference between the proportion of large and small businesses having window and door security measures (Table 3.1).

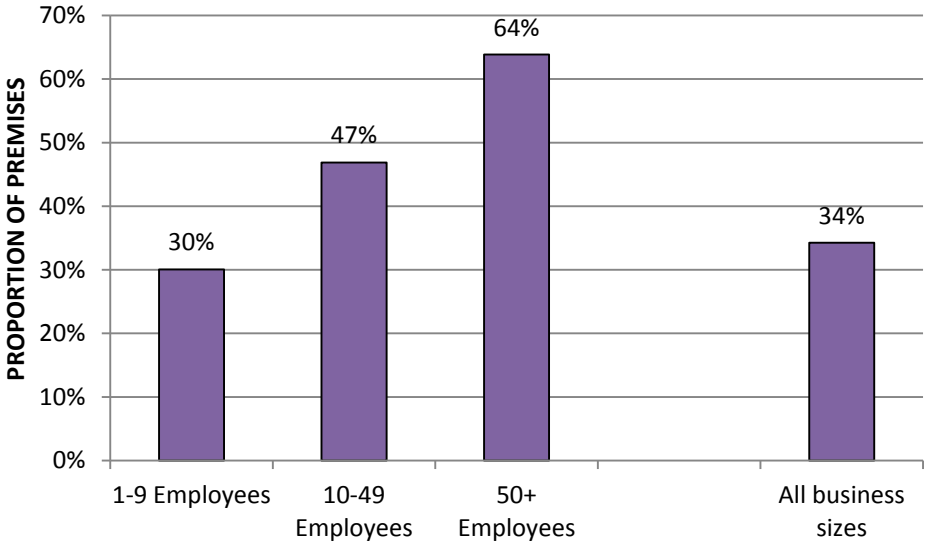
**Table 3.1: Proportion of premises with window and door measures in place, by business size and sector**

	2012 CVS, England and Wales								
	Business size			Industry Sector					All four sectors
	1-9 Employees	10-49 Employees	50+ Employees	Manufacturing	Wholesale & Retail	Transportation & Storage	Accommodation & Food		
Window and door measures in place at premises	73%	73%	73%	74%	77%	71%	61%	73%	
<i>Unweighted base</i>	1,002	521	473	499	516	434	547	1,996	

The most common window and door security measures in place were bars, gates, grilles or shatterproof glass with almost half of premises (45%) reporting this kind of protection. Over half (52%) of **manufacturing** premises who reported having window and door measures had this type of measure. Of those with window or door security measures, the **wholesale and retail** sector had the highest proportion of premises with shutters (45%).

Around a third (34%) in all four sectors reported having crime prevention measures on stock or equipment. The **manufacturing** sector reported the lowest proportion of premises (24%) with this type of security measure in place. Again, the proportion of businesses with stock or equipment measures increased as the size of the premises increased. Just under a third (30%) of premises with fewer than 10 employees have crime prevention measures on stock or equipment, compared with two-thirds (64%) of premises with more than 50 employees (Figure 3.2).

**Figure 3.2: Proportion of businesses with crime prevention measures on stock or equipment, by business size**



**Chart notes:**

Source: Home Office, [2012 Commercial Victimisation Survey Crime prevention tables](#): Table 3.2.

Across all four sectors combined, of those premises that reported having stock or equipment protection measures, almost two-thirds (65%) had security cameras, lighting or mirrors inside the premises. This proportion was similar regardless of business size. Around a quarter (24%) of those premises stating they employed stock or equipment protection measures said they used property marking or tagging. Just 6% of **accommodation and food** premises using these measures reported using property marking or tagging of equipment or stock, compared to 20% or more in the other three sectors (Table 3.2).

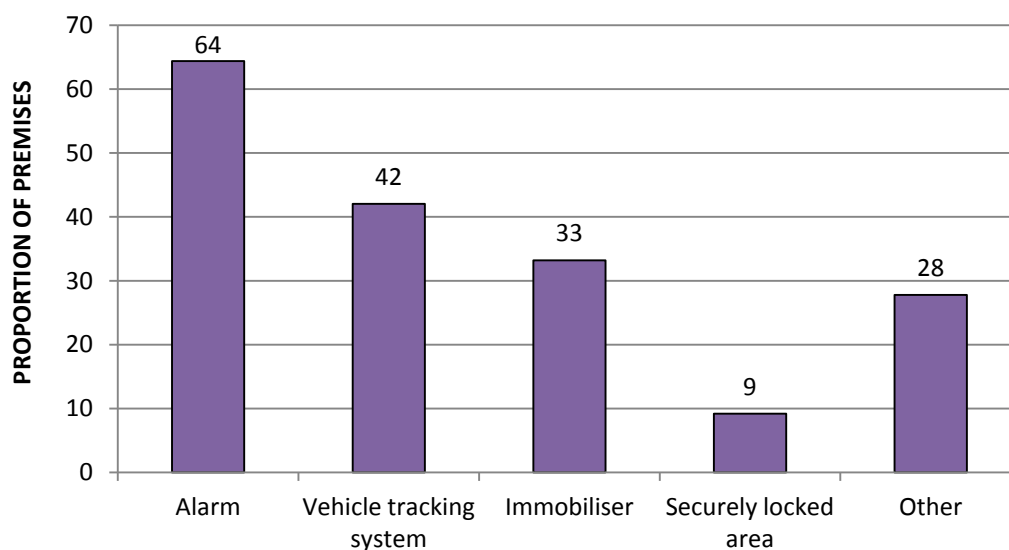
There was also variation by size of business with around a fifth (20%) of those premises with fewer than 10 employees employing these measures having this particular security measure, compared with over a third (37%) of premises with 50 or more employees.

**Table 3.2: Proportion of premises with stock or equipment protection measures in place, by type of security and sector**

	2012 CVS, England and Wales				
	Manufacturing	Wholesale & Retail	Transportation & Storage	Accommodation & Food	All four sectors
Property marking or tagging of your equipment or stock	30%	30%	20%	6%	24%
Security cameras, lighting or mirrors inside your premises	53%	68%	65%	65%	65%
Merchandise alarms	6%	11%	8%	4%	9%
A safe	4%	8%	10%	16%	9%
Security cage/ locked areas for stock or equipment	9%	7%	4%	10%	7%
Other	19%	20%	20%	29%	22%

Of those premises that owned or leased vehicles for business use from their premises, around half (47%) reported having crime prevention measures in place to protect their vehicles. As perhaps expected, two-thirds (66%) of these types of premises in the **transportation and storage** sector used crime prevention measures to protect their vehicles. Of these, 64% had an alarm and 42% had a vehicle tracking system. One-third of **transportation and storage** premises with vehicle protection measures had an immobiliser (Figure 3.3).

**Figure 3.3: Crime prevention measures on vehicles, transportation and storage premises that own or lease vehicles for business use**



**Chart notes:**

Source: Home Office, [2012 Commercial Victimisation Survey Crime prevention tables](#): Table 3.1.

Of premises in all sectors that reported having measures to protect their vehicles, 68% made use of alarms, 27% used immobilisers and 20% used vehicle tracking systems.

Around 3 out of 4 (78%) premises have protective measures on the outside of their premises. Such measures included security lighting (80% of those premises with outer security measures had this), CCTV (60%) and barbed wire or anti climb walls (24%). Larger business premises (those with more than 50 employees) were more likely (96%) to have outer security measures installed than premises with fewer than 10 employees (75%).

Thirteen per cent of premises in the four CVS sectors employed someone to control entry to their premises (for example, a security guard or receptionist). Of those that employed someone to control entry, 41% employed a security guard and a third (33%) employed a receptionist. The **transportation and storage** sector had the highest proportion of premises with someone controlling entry (27%), while **wholesale and retail** premises had the lowest proportion (9%, Figure 3.4).

**Figure 3.4: Proportion of premises employing someone to control entry, by sector**



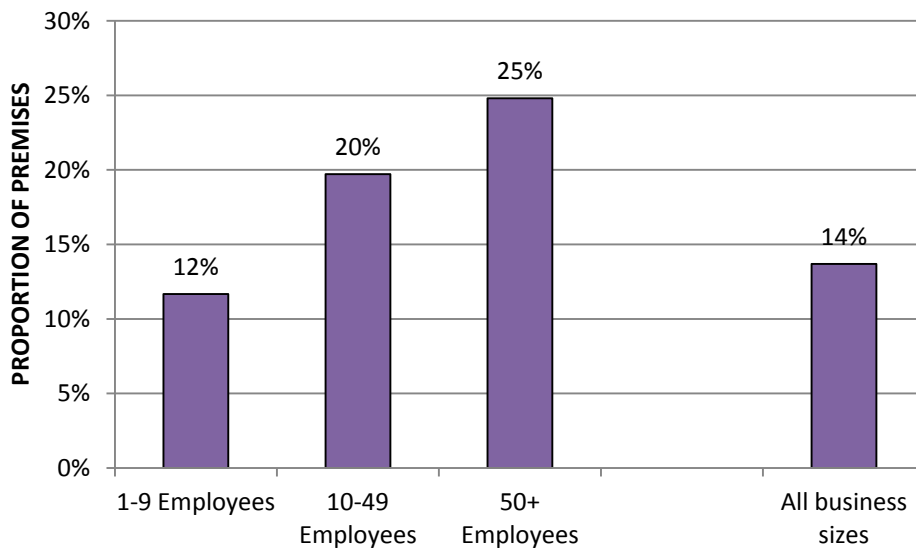
**Chart notes:**

Source: Home Office, [2012 Commercial Victimisation Survey Crime prevention tables](#): Table 3.1.

Around half (52%) of larger premises (ie those with 50 or more employees) employed someone to control entry, compared with just 10% of premises with fewer than 10 employees.

Overall, 14% of business premises in the four sectors are members of a partnership that works to reduce crime against businesses. The **accommodation and food** sector had the highest proportion of premises that were members of such a partnership (26%), while the **manufacturing** sector had the lowest proportion (6%). The proportion of premises that are members of a partnership increases with business size. Twelve per cent of premises with fewer than 10 employees were members, compared with a quarter (25%) of premises with 50 employees or more (Figure 3.5).

**Figure 3.5: Membership of crime reduction partnerships, by business size**



**Chart notes:**

Source: Home Office, [2012 Commercial Victimisation Survey Crime prevention tables](#): Table 3.2.

Of those reporting membership of a crime reduction partnership, almost half (48%) were members of a local neighbourhood watch or business watch group, while over a quarter (28%) had attended meetings between local businesses and police in the last 12 months. Findings from the [2002 Commercial Victimisation Survey](#) showed that participation in ‘co-operative activities’ (such as a ring-round scheme or meeting between police and local businesses) was often spurred by victimisation, with 35% of retailers and 23% of manufacturers saying that they became involved after an offence.<sup>9</sup>

Details of the total amount spent on security in the last 12 months are available in [Section 4 – Costs of crime against businesses](#).

## SECURITY AND VICTIMISATION

This section has covered incidence and prevalence rates for each crime type by a range of characteristics, including security measures in place at the premises. The findings imply that those premises with security measures in place are more likely to be victims of crime. However, it is not possible to determine whether or not this is the case as respondents were not asked if measures were installed before or after victimisation. In other words, it is possible that premises could have installed these measures as a result of being victimised.

There were only a handful of places where the number of incidents per 1,000 premises was lower where a particular security measure was present compared with where absent. These include:

- premises that had a burglar alarm present AND a notice up explaining that an alarm system was in use had a lower rate of burglaries (274 per 1,000 premises) than those without a notice (371 per 1,000 premises)

<sup>9</sup> Due to differences in question wording, figures from the 2002 CVS on membership of crime reduction partnerships are not directly comparable to the 2012 survey.

- presence of a burglar alarm or protective window and door measures (e.g. bars, shutter, security locks on windows) led to lower vandalism rates than those without these types of security
- protective window and door measures at premises were associated with lower levels of assaults or threats (727 incidents per 1,000 premises) than those with no window or door measures (967 per 1,000)
- protective window and door measures at premises were also associated with lower levels of robbery (282 incidents per 1,000 premises) than those with no window or door measures (706 per 1,000)

Comparing prevalence rates for burglary with entry and attempted burglaries by security measures gives an idea of how preventative certain measures are (see Figure 3.3). For the most part there is little difference between the rates for those with or without security measures in place. However, for those premises with security measures outside, the rate of attempted burglaries is much higher (18%) than the rate of burglaries with entry (8%). This perhaps suggests that outer security measures are important in helping to reduce burglary with entry.

**Table 3.3: Proportion of premises experiencing burglary, by security measures in place**

Percentages	2012 CVS, England and Wales	
	Proportion of premises experiencing burglary with entry	Proportion of premises experiencing attempted burglary
Burglar alarm	7	6
Outside premises	8	18
Protective window and door measures	8	7
Crime prevention measures to protect stock or equipment	10	9

Another factor that may help to explain why victimisation rates are higher where security measures are present may be due to these premises being most at risk of crime (either due to their location or the service/goods provided), so the presence of security measures cannot fully offset the other risks of victimisation.

Findings presented in the 'Experience of crime by business and location characteristics' section showed that crime rates are higher in urban areas. Figure 3.6 shows how the proportion of premises with burglar alarms, window and door security measures or someone employed to control entry is higher in urban areas than rural areas. For example, 78% of premises in urban areas had burglar alarms, compared with 69% in rural areas.

This supports the conclusion that crime rates are higher where security measures are present as these premises are most at risk of crime, and therefore experience more victimisation, regardless of the security prevention measures in place.



Figure 3.6: Proportion of premises with security measures, in urban and rural areas

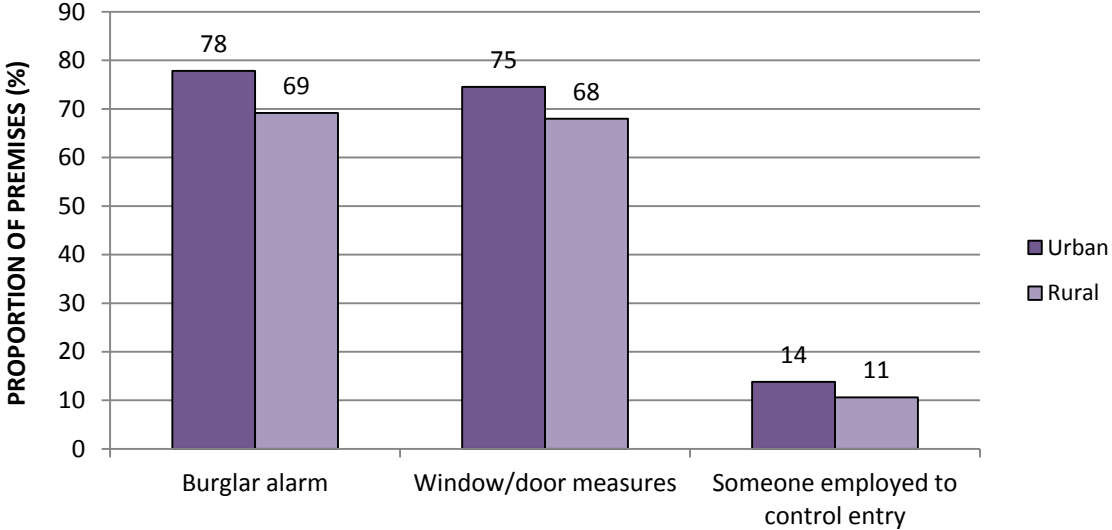


Chart notes:

Source: Home Office, [2012 Commercial Victimisation Survey Crime prevention tables](#): Table 3.3.

## 4. Costs of crime against businesses

### INTRODUCTION

This section covers the costs of crime to businesses, both as a result of victimisation and through preventative measures.

### KEY FACTS

- The most expensive individual incidents of crime were theft of vehicles, which cost £5,000 on average (defined using the median value). Burglary with entry also incurred high average costs (£1,000 per incident), with the other crime types each having lower median costs ranging from £35 to £350 per incident.
- The total amount spent by businesses per year on security at the premises was £376 on average (median). This tended to be higher than the amount spent on IT security. Of those businesses that had computers, the average (median) amount spent on IT security over the previous 12 months was £200.

### DATA TABLES

Figures on the cost of each crime type by sector and the cost of crime prevention measures can be found in the [2012 Commercial Victimisation Survey Costs of crime against businesses tables](#).

### COSTS OF CRIME PER INCIDENT

Respondents who had been victims of crime within the previous 12 months were asked for the direct financial cost resulting from the most recent incident of that crime type. Respondents were asked for the total value regardless of whether the items were returned or whether they received any insurance payment. A minority of respondents were unable to provide absolute figures for these costs and were therefore asked to estimate them within a range. For these cases, the midpoint of that range was then taken as the cost of the particular crime to that respondent. The figures in this section have been derived by combining the absolute figures and midpoint answers, although a few cases which indicated an extremely high range of cost were excluded from the analysis. For more details please see the [Technical Annex](#). The costs of each crime type are shown in Table 4.1 below.

**Table 4.1: Cost of incidents of crime types**

<b>All four industry sectors</b>						
	<b>Mean</b>	<b>25th percentile</b>	<b>Median</b>	<b>75th percentile</b>	<b>Maximum</b>	<b>Unweighted base</b>
<b>Burglary</b>						
Burglary with entry	£3,986	£250	<b>£1,000</b>	£3,751	£502,000	417
Attempted burglary	£445	£0	<b>£80</b>	£300	£6,000	281
<b>Vandalism</b>	£548	£50	<b>£150</b>	£400	£65,000	630
<b>Vehicle-related theft</b>						
Theft of vehicles	£19,526	£4,000	<b>£5,000</b>	£30,001	£61,000	38
Theft from vehicles	£1,117	£150	<b>£350</b>	£1,000	£100,000	231
<b>All robbery (inc. attempts)</b>	£1,650	£12	<b>£80</b>	£500	£100,000	68

**Theft**

Theft by customers	£380	£10	<b>£35</b>	£100	£75,000	290
Theft by employees	£1,048	£20	<b>£107</b>	£500	£150,000	244
Theft by others	£1,583	£35	<b>£200</b>	£600	£26,000	97
Theft by persons unknown	£889	£35	<b>£110</b>	£350	£100,000	407

**Fraud**

Fraud by employees	£5,494	£50	<b>£200</b>	£1,500	£1,000,000	85
Fraud by others	£5,690	£50	<b>£250</b>	£1,200	£1,000,000	216
Fraud by unknown persons	£1,859	£20	<b>£280</b>	£1,300	£50,000	113

**Table notes:**

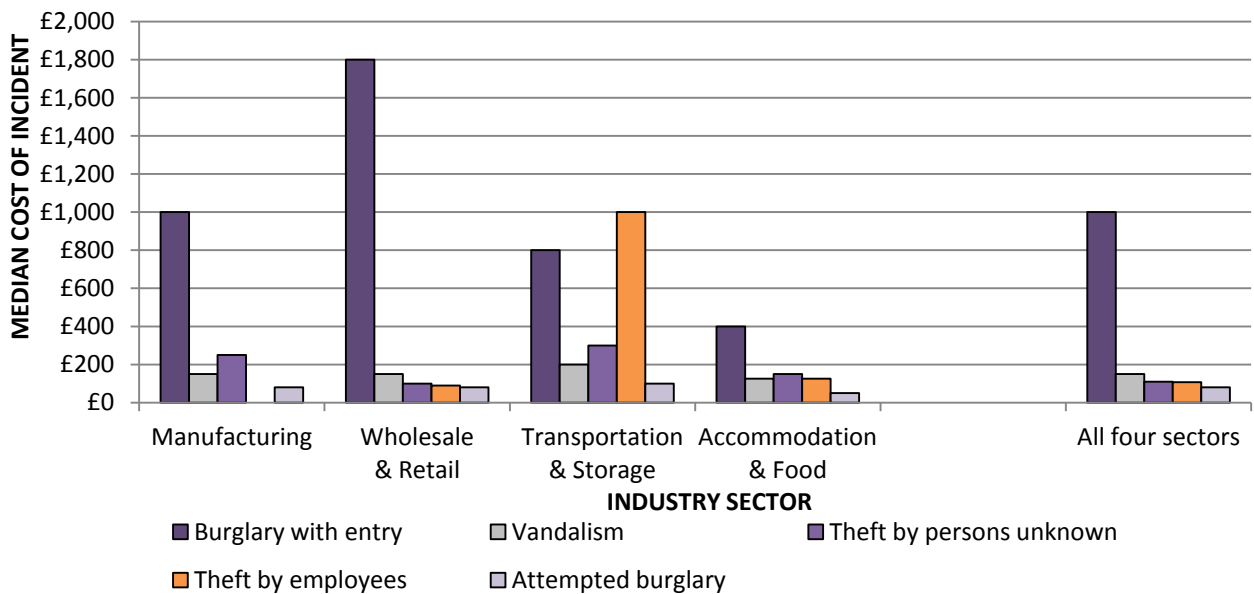
Note: Mean costs will be heavily skewed by a small number of incidents incurring large costs.

Theft of vehicles includes both incidents where the vehicle was not recovered and cost of damage to recovered vehicles.

In terms of individual incidents, the most expensive on average (defined using the median value) was theft of vehicles (£5,000), which is perhaps to be expected given the high value of vehicles. In particular, for those incidents where the vehicle was not recovered the median cost was much higher (£14,000, based on an unweighted base of 30). In contrast, the average cost of theft from vehicles, was much lower at a median cost of £350, and this crime type made up 90% of all vehicle-related thefts.

The average cost of burglary with entry, which includes both the cost of goods stolen and of damage, was also relatively high (£1,000). On average the total cost of burglary with entry was highest in the **wholesale and retail** sector (£1,800) and lowest for **transportation and storage** (£630) and **accommodation and food** (£400) sectors (Figure 4.1).

**Figure 4.1: Average (median) cost of selected crime types, by sector**



### Chart notes:

Base: Businesses that had experienced each crime type.

Note: Cost for theft by employees in the manufacturing sector not presented as sample size for the sector is too small.

Source: Home Office, [2012 Commercial Victimization Survey Costs of crime against businesses tables](#).

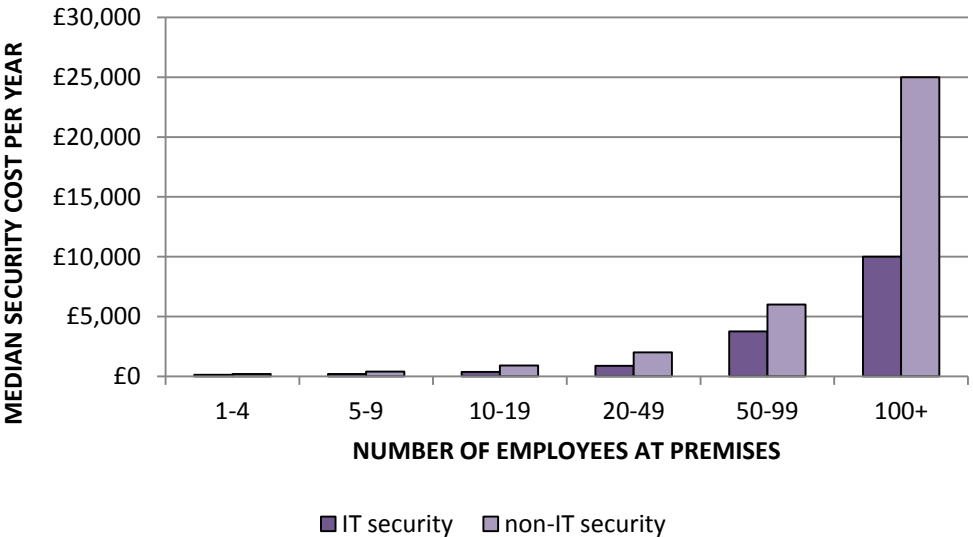
For most other types of crime the average cost of any one incident was much lower than for theft of vehicles or burglary with entry. For example, the median cost of theft by customers across all four sectors was £35. It should be noted that the total financial cost of crime depends not just the cost of individual incidents but also on their frequency. Thefts by customers make up almost half (47%) of all crimes against businesses in the four sectors, so although the average cost of each individual incident may be low, the total cost to businesses of all thefts by customers is likely to be high. Although theoretically possible to calculate the total cost per year for a particular crime type by multiplying the cost of the most recent incident by the estimated number of crimes over the last year, due to high cost outliers and respondents estimating the extent of multiple victimisations, the resulting estimates are unlikely to accurately reflect the true figure and therefore have not been calculated.

## COSTS OF CRIME PREVENTION

In order to reduce the average length of the questionnaire, during the survey respondents were assigned at random to one of two sets of questions on crime prevention. Half of all respondents were asked questions on electronic crime, including the total amount of money spent per year on IT security. The other half of respondents were asked about crime prevention, including the total amount spent on security for the premises during the previous 12 months. These costs include maintenance and running costs, charges for new security equipment and security personnel costs, but do not include the costs of insurance or IT security. Similarly to the cost of incidents of crime, those respondents who were unable to give an absolute figure have been included as the midpoint of the range they indicated.

Across all four sectors, of those business premises that had computers, the average (median) amount spent on IT security over the previous 12 months was £200. While this did vary by sector, with the **transportation and storage** sector spending on average £400 and the **accommodation and food** sector spending less (£120), the average cost of IT security was much more dependent on the size of the business premises (as represented by number of employees). Perhaps unsurprisingly, the average (median) amount spent on IT security tended to increase with size, as shown in Figure 4.2 below.

**Figure 4.2: Median total amount spent per year on IT and non-IT security by number of employees**



**Chart notes:**

Note: Small businesses have 1-9 employees, medium businesses have 10-49 employees and large businesses have 50 or more employees.

Source: Home Office, [2012 Commercial Victimization Survey Costs of crime against businesses tables](#).

These average costs may appear at first to be relatively low; however, this reflects the nature of the local premises sampled in that they probably do not have high IT security costs compared with head offices. This will particularly be the case for local branches of national chains.

On average, the total amount spent per year by business premises on non-IT security, with a median cost of £376, was higher than the average amount spent on IT security. Again, these costs tended to increase with business size (number of employees), as shown in Figure 4.2. In particular, the median cost for the largest business premises (those with 100 or more employees) was £25,000, much higher than the average spend by smaller business premises. This is likely to be due to the types of security used by larger business premises which would be more likely to employ a security guard and use CCTV.

Similarly to IT security costs, the median cost of all non-IT security tended to be higher in the **transportation and storage** sector (£1,000) and lower in the **accommodation and food** sector (£250). This variation in spend on security is likely to be due to the proportion of businesses in each sector with any security measures in place (as a higher proportion of premises with no measures would lower the average) and the type of security measures in place in each sector (see Section 3).

## 5. Crime in the wholesale and retail sector: 2002 and 2012 compared

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### INTRODUCTION

This section provides a comparison of crime in the wholesale and retail sector recorded by the 2002 and 2012 Commercial Victimisation Surveys (CVS). The section focuses on changes in the likelihood of victimisation for each crime type and on levels of repeat victimisation; on the likelihood of reporting crimes to the police and levels of contact and satisfaction with the police. The final section focuses on the crime of theft by customers, and specifically on changes in the factors which are associated with the risk of victimisation for this crime. Due to differences in the definition of the wholesale and retail sector between 2002 and 2012, this analysis is based on a subset of the 2012 data. Therefore results in this section will be different to those in the rest of this publication and the headline findings report.

### KEY FACTS

- There were around 14.5 million fewer crimes against wholesale and retail business premises in 2012 than in 2002 (down from a total of around 21.5 million to around 7 million).
- The incidence rates for all main crime types declined between the two surveys (with the exception of vandalism and robbery, for which changes were not statistically significant).
- The largest decrease between 2002 and 2012 was for theft (down from 51,799 incidents per 1,000 premises to 20,265 per 1,000 premises).
- Although the volume of crime has changed notably between the two surveys in the wholesale and retail sector, theft accounts for a similar proportion of total crime in 2012 as it did in 2002; around 4 out of 5 incidents reported in both surveys were incidents of theft.
- The number of wholesale and retail premises which were victimised has fallen from 242,000 to 162,000, meaning there were around 80,000 fewer premises that were victims of crime in 2012 than in 2002.
- The largest decreases in victimisation rates were for theft (down from 52% to 38% of premises) and burglary (down from 25% to 12%).

### DATA TABLES

Figures on the comparison of crime in the wholesale and retail sector recorded by the 2002 and 2012 Commercial Victimisation Surveys can be found in the [2012 Commercial Victimisation Survey, Wholesale and retail sector – 2002 and 2012 comparison tables](#).

### A NOTE ON METHODOLOGY

Both the manufacturing and wholesale and retail sectors were included in the 2002 and 2012 CVS. However, due to wide-ranging changes in the manufacturing sector, reflected in changes to the [Standard Industrial Classification \(SIC\) codes](#) manufacturing data from the two years are not comparable.

As there have been only limited changes to the SIC classifications in the wholesale and retail sector, a subset of the 2012 data is comparable with the full wholesale and retail sample from 2002. It should be noted, however, that as this analysis uses only a subset of the 2012 data, results in this section will

be different to those in the rest of this publication. The 2012 subset includes only those businesses that would have been classed as wholesale and retail in 2002, as well as in 2012, plus a small additional sample of businesses which would have been classed as wholesale and retail in 2002, but not in 2012 due to changes in the SIC codes. In 2012 this additional sample of business premises belonged to sectors outside of those surveyed and so would otherwise not have been eligible for inclusion in the CVS. There are 3,955 business premises in the 2002 wholesale and retail sample and 777 business premises in the 2012 wholesale and retail subsample.

For information on crime in the wholesale and retail sector in 2012, readers should refer to the other sections of this report and to the [Crime against businesses: Headline findings from the 2012 Commercial Victimisation Survey](#) publication.

**Table 5.1: Proportion of types of business premises within the wholesale and retail sector**

Percentages	CVS, England and Wales	
	2002	2012
Independent business occupying these premises only	62	63
HQ of business occupying more than 1 premises	4	4
Branch or division of business with HQ elsewhere	31	29
Branch of a franchised chain	3	3
<i>Unweighted Base</i>	3,953	773

As Table 5.1 shows, the coverage of business types, in terms of independent businesses, multi-site businesses and franchises is very similar between the two surveys.

Both surveys used stratified random sampling techniques to identify their respondents and telephone interviews with businesses to collect their data. The 2002 CVS had a slightly higher response rate than the 2012 CVS, with 61% of potential premises taking part, compared to 54% of premises in 2012.

Although many of the same questions were asked of respondents there are some differences between the questionnaires and recoding was necessary to make variables comparable across the two surveys. This was not possible for all crime types or questions, however, and consequently cyber crime and anti-social behaviour have not been included in this analysis.

In order to determine if the differences between the surveys were statistically significant, estimated confidence intervals were used. For further information see the [Technical Annex](#).

**LIKELIHOOD OF VICTIMISATION**

**Incidence rates**

The number of crimes experienced by the wholesale and retail population has dropped markedly between the two surveys. In 2002 it was estimated that there were around 21.5 million crimes. In 2012 the estimated total number of crimes was 7 million<sup>10</sup>, around one-third of those in 2002.

<sup>10</sup> This figure is for the 2012 comparative subsample only. For the full wholesale and retail sample in 2012 the total number of crimes was 7.7 million.

**Table 5.2 Rate and number of incidents of crime in the wholesale and retail sector**

Percentages	CVS, England and Wales				% change and statistical significance of change
	2002		2012		
	Incidents per 1,000 premises	Number of incidents (000s)	Incidents per 1,000 premises	Number of incidents (000s)	
<b>All burglary (inc. attempts)</b>	<b>746</b>	<b>243</b>	<b>274</b>	<b>79</b>	<b>-63 *</b>
<b>Vandalism</b>	<b>1,360</b>	<b>444</b>	<b>590</b>	<b>170</b>	<b>-57</b>
Theft of vehicles	45	15	6	2	-87 *
Theft from vehicles	228	74	59	17	-74 *
<b>All vehicle-related theft</b>	<b>273</b>	<b>89</b>	<b>65</b>	<b>19</b>	<b>-76 *</b>
<b>All robbery (inc. attempts)</b>	<b>400</b>	<b>131</b>	<b>858</b>	<b>248</b>	<b>114</b>
<b>Assaults and threats</b>	<b>5,325</b>	<b>1,738</b>	<b>1,481</b>	<b>428</b>	<b>-72 *</b>
Thefts by customers	37,264	12,163	13,327	3,849	-64 *
Thefts by employees	2,081	679	786	227	-62
Thefts by others	2,402	784	174	50	-93 *
Thefts by unknown persons	10,053	3,281	5,979	1,727	-41
<b>All theft</b>	<b>51,799</b>	<b>16,907</b>	<b>20,265</b>	<b>5,852</b>	<b>-61 *</b>
Fraud by employees	684	223	295	85	-57
Fraud by others	5,244	1,712	397	115	-92 *
<b>All fraud</b>	<b>5,949</b>	<b>1,942</b>	<b>691</b>	<b>200</b>	<b>-88 *</b>
<b>ALL CVS CRIME</b>	<b>65,973</b>	<b>21,533</b>	<b>24,224</b>	<b>6,996</b>	<b>-63 *</b>

**Table notes:**

\* Indicates a statistically significant difference between incidence rates.

As Table 5.2 shows, the number of crimes experienced by the wholesale and retail sector in 2012 has decreased across most of the major crime types, compared to 2002. In particular, theft has fallen considerably from a rate of 51,799 incidents per 1,000 premises in 2002, to 20,265 per 1,000 premises in 2012. Much of the reduction in volume of theft comes from the lower rate of thefts by customers in 2012; although theft by others also shows a decrease in incidence rate in 2012.

In contrast, levels of police recorded shoplifting offences<sup>11</sup> remain quite similar between 2002/3 and 2011/12, although there had been some fluctuation in the intervening years. Police recorded shoplifting fell from 310,881 offences in 2002/3 to 308,322 offences in 2011/12. The CVS records a much higher volume of this crime in both years of the survey, with the number of incidents falling from 12.2 million in 2002 to 3.8 million in 2012. This may indicate that police recorded crime figures have underestimated the extent of the decline in this crime type. However, it should be noted that police recorded crime figures are highly dependent on whether the shops themselves apprehend suspects and/or subsequently involve the police, whereas the CVS data are not.

In 2012, incidence rates for assaults and threats and all vehicle theft were around a quarter of those reported in 2002. Assaults and threats fell from 5,325 per 1,000 premises to 1,481 per 1,000 premises and all vehicle theft fell from a rate of 273 per 1,000 premises in 2002 to 65 per 1,000 premises in

<sup>11</sup> The terms theft by customers and shoplifting are used interchangeably within this report. In the tables the term theft by customers will be used.



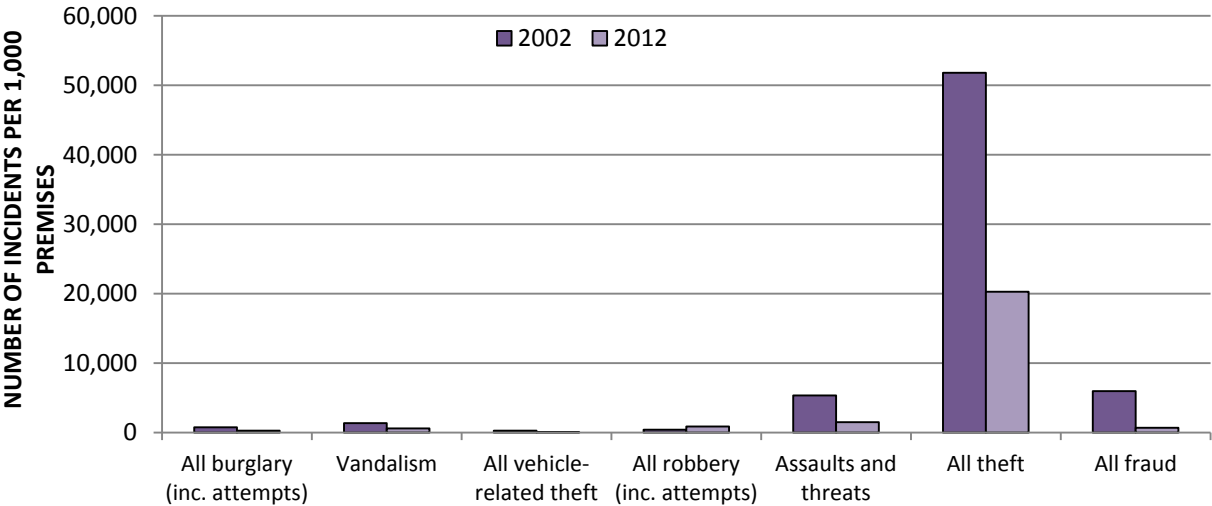
2012. The incidence rates for both of the subcategories of vehicle theft – theft of a vehicle and theft from a vehicle – have also decreased.

Burglary rates also decreased between 2002 and 2012. Although not strictly limited to commercial retail properties, the CVS trend for burglary is similar to the decline seen in police recorded crime for burglary in a building other than a dwelling, which fell from 451,904 offences in 2002/3 to 255,626 offences in 2011/12.

In the CVS, fraud offences have fallen from a rate of 5,949 incidents per 1,000 premises in 2002 to 691 per 1,000 premises in 2012. A reduction in fraud by others (ie non-employees) seems to be driving this decline.

There was a non-statistically significant decrease in the rate of vandalism against wholesale and retail premises between the two surveys. Conversely, there has been a non-statistically significant increase in the rate of robberies (including attempts) amongst wholesale and retail premises. However, police recorded crime figures show a decline in robbery from a business property, falling from 11,066 offences in 2002/3 to 6,770 offences in 2011/12. It should be noted that police recorded crime figures cover all industry sectors, whilst the CVS data cover only the wholesale and retail sector.

**Figure 5.1: Incidents of crime per 1,000 premises experienced in the last 12 months**



**Chart notes:**

Source: Home Office, [2012 Commercial Victimisation Survey Wholesale and retail sector – 2002 and 2012 comparison tables](#) Table 5.2.

**Table 5.3: Number of incidents by crime type as a proportion of total incidents of crime**

Percentages	CVS, England and Wales	
	2002	2012
All burglary (inc. attempts)	1	1
Vandalism	2	2
All vehicle-related theft	0	0
All robbery (inc. attempts)	1	4
Assaults and threats	8	6
All theft	79	84
All fraud	9	3

**Table Notes:**

For number of incidents by crime type and total number of incidents of crime see Table 5.1.

Although the overall volume of crime experienced has declined between the surveys the proportion that crime types account for within the total remains quite similar. Theft offences accounted for 79% of total crime against wholesale and retail premises in 2002 and 84% of total offences in 2012. Similarly, within this crime type, it is estimated that thefts by customers made up 56% of total crime in 2002 compared with 54% in 2012. Although at a much lower volume than theft offences, burglary, vandalism, and vehicle crime also follow this pattern and account for the same fraction of crime in 2012 as they did in 2002 (Table 5.3).

**Prevalence rates**

As shown in Table 5.4, around 242,000 wholesale and retail premises were victims of at least one incident of crime in the 12 months prior to interview in 2002, which fell to 162,000 in 2012. This represents 56% of the current comparable retail population, a lower proportion than the 74% of wholesale and retail premises experiencing crime in 2002. As with incidence rates, this pattern holds for most of the major crime types, with the exception of robbery and vandalism (where apparent falls in rate of victimisation were not statistically significant).

**Table 5.4: Prevalence of crime and number of victims in the wholesale and retail sector**

Percentages	CVS, England and Wales				% change and statistical significance of change
	2002		2012		
	% of premises	Number of victims (000s of premises)	% of premises	Number of victims (000s of premises)	
<b>All burglary (inc. attempts)</b>	<b>25</b>	<b>83</b>	<b>12</b>	<b>35</b>	<b>-53</b> *
<b>Vandalism</b>	<b>23</b>	<b>75</b>	<b>18</b>	<b>52</b>	<b>-21</b>
Theft of vehicles	3	10	1	2	-81
Theft from vehicles	8	27	3	8	-64
<b>All vehicle-related theft</b>	<b>10</b>	<b>32</b>	<b>4</b>	<b>10</b>	<b>-65</b> *
<b>All robbery (inc. attempts)</b>	<b>6</b>	<b>18</b>	<b>4</b>	<b>10</b>	<b>-37</b>
<b>Assaults and threats</b>	<b>20</b>	<b>66</b>	<b>12</b>	<b>35</b>	<b>-41</b> *
Thefts by customers	43	139	27	77	-38
Thefts by employees	10	33	5	16	-46

Thefts by others	9	29	2	6	-78	*
Thefts by unknown persons	20	66	15	43	-26	
<b>All theft</b>	<b>52</b>	<b>170</b>	<b>38</b>	<b>108</b>	<b>-28</b>	*
Fraud by employees	4	12	2	7	-39	
Fraud by others	18	58	7	19	-63	*
<b>All fraud</b>	<b>20</b>	<b>65</b>	<b>8</b>	<b>24</b>	<b>-58</b>	*
<b>ALL CVS CRIME</b>	<b>74</b>	<b>242</b>	<b>56</b>	<b>162</b>	<b>-24</b>	*

#### Table notes:

\*Indicates a statistically significant difference between prevalence rates.

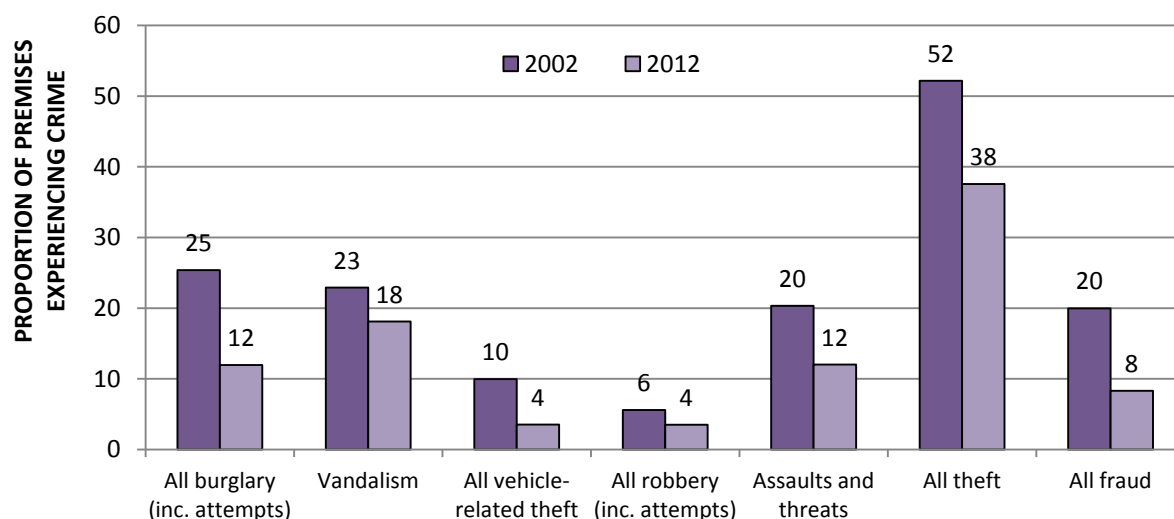
Burglary of wholesale and retail premises has fallen notably. A quarter of premises (25%) reported at least one incident of this crime in 2002, compared with 12% in 2012. This is also the case for overall theft; the proportion of premises experiencing any type of theft has dropped from 52% in 2002 to 38% in 2012. This reduction is driven by falls in the victimisation rate of theft by customers and is supported by a fall in theft by others.

A similar trend is observed for fraud: 1 in 5 (20%) wholesale and retail premises experienced fraud in 2002, falling to 8% in 2012. Fraud by others seems to be driving this reduction.

Vehicle crime also fell within the wholesale and retail sector between 2002 and 2012, dropping from 10% to 4%. This decrease is largely caused by reductions in thefts from a vehicle.

Decreases in victimisation are not limited to acquisitive crime. The proportion of premises which had experienced assaults and threats also fell. A fifth (20%) of wholesale and retail premises stated that they had been the victim of this crime once or more in 2002, compared with 12% premises in 2012.

**Figure 5.2: Proportion of premises that experienced each crime in the last 12 months**



#### Chart notes:

Source: Home Office, [2012 Commercial Victimisation Survey Wholesale and retail sector – 2002 and 2012 comparison tables](#) Table 5.4.

In general, the risk of victimisation from any crime increases with business size, as measured by number of employees. This is apparent for both years of the survey with the level of risk appearing higher in 2002 than in 2012 for most crime types. The risk of victimisation for small businesses (1 to 9 employees) decreased between 2002 and 2012 across all crime types, with the exception of robbery and vandalism. The greatest reductions in victimisation for this size of business are for theft (down from 44% to 31%) and burglary (down from 21% to 11%).

## REPEAT VICTIMISATION

The CVS shows that the volume of crimes experienced by the wholesale and retail sector declined by about two-thirds between 2002 and 2012 (from around 21.5 million crimes to 7 million crimes). However, the number of victimised premises only decreased by around one-third between the surveys (from 242,000 to 162,000). This may indicate more incidents of repeat victimisation happened in 2002 than in 2012, where more premises experienced multiple episodes of the same crime in the year prior to interview.

On both surveys premises that had experienced victimisation were asked how many times they had experienced each crime in the last year. These responses were recoded into groups of premises that had experienced between 1 and 5, or 6 or more incidents of the same crime to replicate analysis published for the 2002 survey.

As the 'all crime' category in Figure 5.3 shows, more than half (55%) of the 2002 wholesale and retail premises experienced at least 6 incidents of the same crime, compared with 41% in 2012. This pattern recurs for most crime types although only overall theft and vandalism show statistically significant differences.<sup>12</sup>

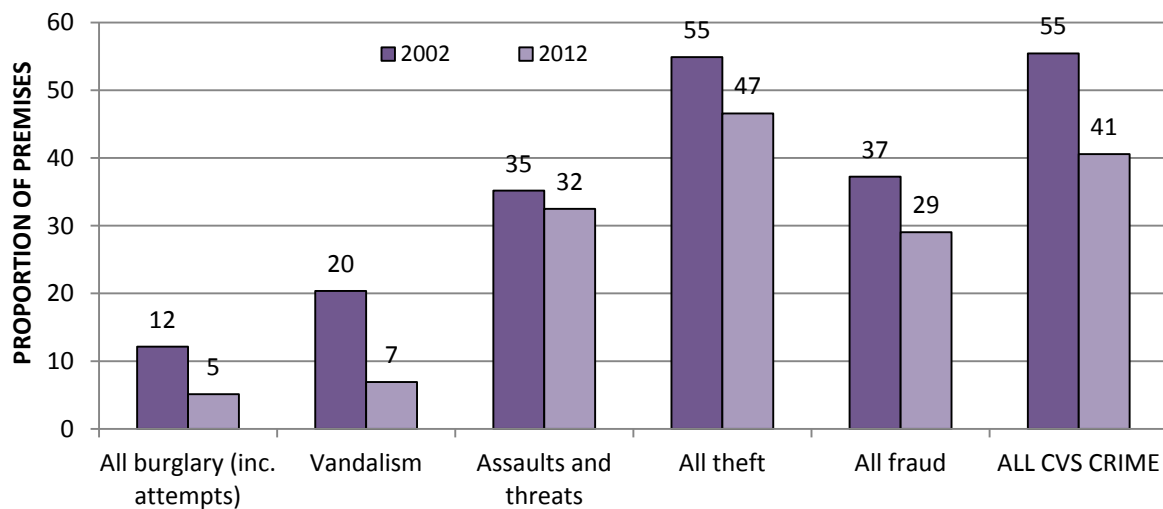
- It is estimated that 55% of premises experienced 6 or more incidents of theft in 2002, compared with 41% in 2012.
- The proportion of premises that experienced vandalism 6 or more times fell from 20% in 2002 to 7% in 2012.

Conversely, a greater proportion of wholesale and retail premises reported experiencing 6 or more incidents of theft by employees in 2012 than in 2002; although this was not a statistically significant increase.

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<sup>12</sup> No comparable data for repeat victimisation are available for robbery, vehicle theft, theft by others and fraud by an employee due to the small number of business experiencing these crimes in 2012.

**Figure 5.3: Proportion of premises which experienced 6 or more incidents of the same crime in the last 12 months**



**Chart notes:**

The figures for robbery and vehicle crime cannot be reported due to the small numbers of businesses experiencing these crimes in 2012.

Source: Home Office, [2012 Commercial Victimization Survey Wholesale and retail sector – 2002 and 2012 comparison tables](#) Table 5.6.

**REPORTING OF CRIME TO THE POLICE**

Of those respondents who had experienced a crime, both surveys asked if the most recent incident of this crime had been reported to the police. Figure 5.4 shows that there has been a general trend towards less reporting of crimes between 2002 and 2012, with rates decreasing for all crime types except burglary with entry, which has remained at the same high level (92%)<sup>13</sup>.

The largest falls in reporting rates can be seen for theft offences, which have approximately halved between the two surveys.

- Reporting of theft by persons unknown is down from 44% to 21%.
- Reporting of theft by an employee is down from 42% to 24%.

Reporting of violent crime has also decreased.

- Reporting of threats and assaults has fallen from 41% in 2002 to 28% of incidents in 2012.

Only the reporting rates for the aforementioned crimes show statistically significant differences between years.

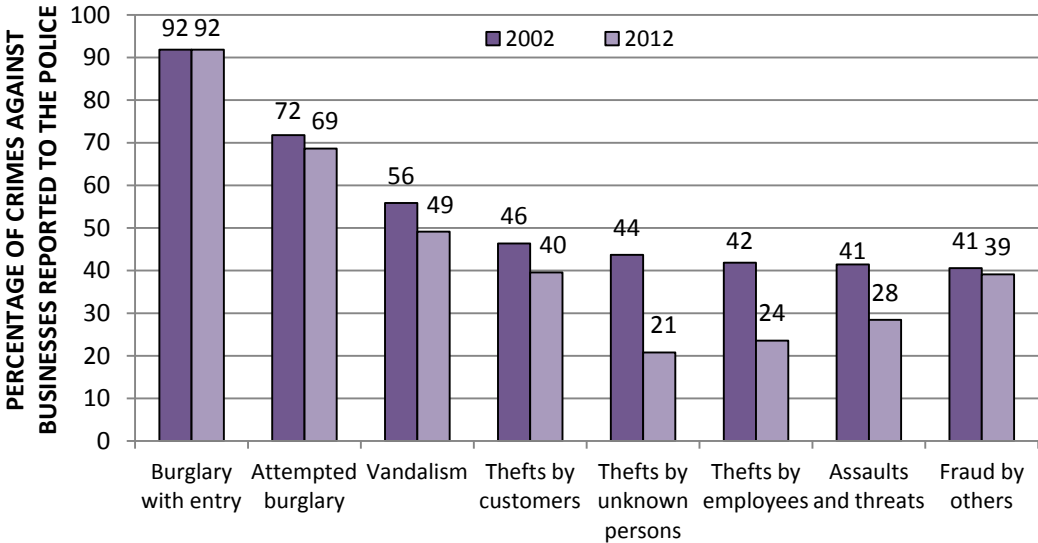
Early investigations suggest that the largest businesses (premises with more than 50 employees) are the most likely to report crimes to the police (data not shown).

<sup>13</sup> No comparable data for the reporting of theft of a vehicle are available as this question was not asked in 2002. Due to the small number of business premises experiencing robbery, theft by others and fraud by employees in 2012, no comparable data are available for these crimes.

The downward trend in the proportion of wholesale and retail premises reporting crimes to the police is different to the trend for households reporting crimes as measured by the Crime Survey for England and Wales (CSEW). This survey finds that the overall reporting rate for all crime against households has been generally flat between 2002/3 and 2011/12.

The reduction in reporting of crimes to the police – particularly theft offences, and especially in the case of theft by an employee – may reflect the increasing use of private security firms within the retail sector, and a move towards dealing with incidents themselves rather than involving the police (as was shown in the 2012 headline findings report – see Figure 2, page 23).

**Figure 5.4: Proportion of victimised premises which reported the last incident of each crime to the police**



**Chart notes:**

The figures for robbery, vehicle crime, theft by others and fraud by employees cannot be reported due to the small numbers of business premises experiencing these crimes in 2012.

Source: Home Office, [2012 Commercial Victimization Survey Wholesale and retail sector – 2002 and 2012 comparison tables](#) Table 5.7.

**CONTACT AND SATISFACTION WITH THE POLICE**

Respondents to both surveys were asked if they had had contact with the police regarding crime prevention or reduction issues, other than when reporting a crime. Between 2002 and 2012 estimates of the level of contact have remained very similar, with 23% of premises in 2002 and 24% of premises in 2012, reporting that they met with the police regarding crime prevention or reduction.

Satisfaction with the police has increased from 2002. Respondents to both surveys were asked how satisfied they were with the way that the police had dealt with crime problems in the area. In 2002 63% of wholesale and retail premises gave a satisfied response, whereas 80% of wholesale and retail premises were satisfied with the police in 2012; an increase of 17 percentage points.

A higher proportion of non-victims were more satisfied than victims in both years of the CVS.

- In 2002, 76% of non-victims were satisfied compared with 59% of victims.

- In 2012, 89% of non-victims were satisfied compared with 75% of victims.

Between the surveys, satisfaction with the police has increased for both victims and non-victims by a similar proportion (13 percentage points and 16 percentage points, respectively) though the increase is slightly higher amongst those premises that experienced a crime.

## FACTORS THAT AFFECT THE RISK OF SHOPLIFTING VICTIMISATION

Thefts were by far the most prevalent crime type experienced by wholesale and retail premises in both years of the CVS, a large proportion of which was thefts by customers (ie shoplifting).

- In 2002, of the 21.5 million crimes experienced over half (56%) of all crimes were incidents of shoplifting.
- In 2012, of the 7 million crimes, shoplifting again accounted for over half of all crimes experienced (55%).

Within the wholesale and retail sector, of all the subtypes of crime, shoplifting had the highest prevalence in both 2002 (43%) and 2012 (27%).

The following analysis looks at changes in the risk of victimisation from shoplifting. It focuses on the nature of the crime and the characteristics of the businesses which were most likely to experience shoplifting between the two surveys.

### The nature of shoplifting in 2002 and 2012

More incidents of shoplifting took place during the week than at the weekend.

- In 2002, 75% of thefts by customers took place during the week and 25% at the weekend.
- In 2012, 81% took place during the week and 19% at the weekend.

Although there has been an apparent increase in the number of incidents which happened during the week, between the two surveys, this is not a statistically significant difference.

Wholesale and retail premises which were victims of shoplifting were also asked about the total cost of the last theft by a customer that they had experienced. The largest and only statistically significant difference between the surveys was a reduction of almost half in thefts valued at more than £300 (Table 5.5).

**Table 5.5: Costs of the last incident of shoplifting experienced by wholesale and retail premises by experience of shoplifting**

Percentages	CVS, England and Wales	
	2002	2012
up to £10	23	30
£11 to £25	18	18
£26 to £50	13	17
£51 to £100	14	15
£101 to £300	15	12
More than £300	17	9 *

## Table notes:

\*Indicates a statistically significant difference between years.

2002 figures have been updated in line with inflation to be comparable to 2012 figures.

There has also been a general trend towards reduced rates of reporting thefts by customers to insurers between 2002 and 2012 (the rate declined from 6% to 3%, although this is not a statistically significant difference).

## Characteristics of wholesale and retail premises and the risk of shoplifting victimisation

There was a decrease in risk of shoplifting victimisation between the two surveys according to business location.<sup>14</sup>

- Shoplifting victimisation among wholesale and retail premises on a main street fell from 57% in 2002 to 26% in 2012.
- Shoplifting victimisation among premises on a side street fell from 55% in 2002 to 33% in 2012.

Small businesses (1 to 9 employees) were the least likely to experience shoplifting and were less prone to victimisation in 2012 than they were in 2002, with the victimisation rate decreasing from 36% to 21%. Medium-size businesses (10 to 49 employees) also had a lower rate of victimisation in 2012 than in 2002 (53% down from 56%). However, experience of shoplifting appears to have increased from 58% to 68% between the surveys for larger businesses (more than 50 employees) although this is not a statistically significant difference.

A different measure of the size of a business is annual turnover.<sup>15</sup> In 2002 businesses with turnover between £500,000 and £999,000 appeared most likely to experience shoplifting (51%). In 2012, however, businesses which turned over more than £5 million pounds – the highest selected value category on both surveys – appeared most at risk (53%). However, differences in risk of victimisation between businesses at each level of turnover are not statistically significant in either survey.

Aside from the highest value category, risk of victimisation from shoplifting is lower for business premises in all other value brackets in 2012 than in 2002. Between the two surveys there is a general decline in victimisation, irrespective of business turnover, although the only statistically significant decreases in shoplifting victimisation risk are in the £200,000–£499,000 and £500,000–£999,000 bands.

There was a lower risk of shoplifting in 2012 than in 2002 for wholesale and retail premises which sold food, tobacco and beverages (from 55% to 39%) or cosmetics and pharmaceuticals<sup>16</sup> (from 80% to 48%). Although all businesses, no matter what the products sold, appear less likely to experience thefts by customers in 2012, these were the only statistically significant decreases.

In both surveys vendors of cosmetics and pharmaceutical products were most likely and vendors of motor-vehicle-related goods or services were least likely, to be victims of shoplifting. However, for the 2012 data, it is not possible to say if the observed differences in victimisation between types of vendor are statistically significant.

Independent businesses which operate at single premises were less likely to experience shoplifting than divisions or franchises of larger, multi-site businesses. Both statuses of business were less likely to be a victim of shoplifting in 2012 than in 2002.

<sup>14</sup> Comparable data are not available for town or city centre location due to the small number of cases in this category in 2002.

<sup>15</sup> Figures for 2002 have been updated in line with inflation to be comparable with those in 2012.

<sup>16</sup> This category includes Opticians.



- In 2002, 32% of independent businesses experienced thefts by customers, compared with 17% in 2012.
- In 2002, 64% of branches or franchises experienced thefts by customers, compared with 47% in 2012.

Independent businesses were half as likely as branches or franchises to be a victim of shoplifting in 2002 and around a third as likely in 2012.

Respondents in both 2002 and 2012 were asked how long their business had occupied their current premises. As has been consistently observed for other characteristics, across all time spans, victimisation rates for shoplifting declined from 2002. As shown in Table 5.6, both survey years show the same trend in that newer businesses which have occupied their premises for less than 3 years are less likely to experience shoplifting than well-established businesses (at their premises for more than 20 years).<sup>17</sup>

**Table 5.6: Length of time that businesses had occupied their premises by experience of shoplifting**

Percentages	CVS, England and Wales	
	2002	2012
Less than 3 years	33	19 *
Between 3 and 20 years	44	26 *
More than 20 years	41	29 *

**Table notes:**

\*Indicates a statistically significant difference between years.

The figures indicate that well-established businesses were more at risk than the least well established ones in both years. However, one should also take into account that those businesses which had occupied their premises for less than 12 months at the time of interview also had less exposure to potential thefts.

In both years of the survey respondents were asked if they had any form of control on the entry to their premises; for example, a security guard or patrol. Premises that had a form of entry control were more likely to have experienced shoplifting in the last year on both surveys, than those that did not. It is not possible to tell from the survey whether the entry control was in place at the time of the theft or whether it was put in place afterwards.

- In 2002, 48% of premises with entry control were a victim of shoplifting, compared with 42% that did not have entry controls.
- In 2012, 37% of premises with entry control were a victim of shoplifting compared with 27% of those that had no controls in place.

Although the same trend is evident across surveys, the proportions of victimised premises, both with and without entry control, decreased between 2002 and 2012.

The fact that those premises which had a higher level of security experienced more thefts might seem counterintuitive; however, one might associate greater security with more expensive products, which, in turn, would provide greater incentives for thieves to steal them. If this were true it would account for

<sup>17</sup> In order to make data from the two surveys comparable for this question it was necessary to recode data into the following categories (1) up to 3 years (2) from 3 to 20 years (3) more than 20 years. Due to the categories in the original variables, this was the only possible combination.

the increased level of victimisation amongst these premises despite having some form of protection against shoplifting. However, as we do not know when the security was initiated, it is also possible that crime prevention was heightened after shoplifting victimisation and as a direct consequence of it.

# Technical Annex

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This technical annex contains the following:

- discussion of the effect of using different measures for outliers and missing data
- details of characteristics of the sample interviewed for the CVS 2012
- the methodology for the logistic regression analysis (Section 2)
- details of the calculation of costs of crime (Section 4)
- the methodology for comparing 2002 and 2012 data (Section 5)

## DATA TABLES

Data tables for the Technical Annex can be found in the [2012 Commercial Victimization Survey Technical Annex tables](#).

## THE EFFECT OF USING DIFFERENT MEASURES FOR OUTLIERS AND MISSING DATA

As described in the headline findings publication, the 2012 CVS data were examined for outlier values in terms of the number of incidents reported by a respondent. 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. In order to prevent a small number of sampled premises having an excessive influence on overall figures, the data were assessed to identify any outliers.

A statistical measure known as Cook's distance was used as a measure of whether data points were outliers. 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 (ie more than 30 times the square root of the mean) were identified as outliers.

Across the 4,017 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. Of the 56,238 responses to the number of crimes experienced, a total of 271 (0.5%) missing values were imputed as the mean number of incidents experienced by the other business premises in the same industry sector and size band.

Subsequently, some analysis was carried out to look at the effect of replacing the outliers and missing data with measures other than the mean. The analysis was carried out using the value of the median, 75<sup>th</sup> and 95<sup>th</sup> percentiles within each size and sector band. The results are shown in below and in Appendix Table T1.

**Table T1: Number of incidents of crime experienced in the last 12 months, by industry sector, using different replacements for outliers**

Number of incidents (000s)		2012 CVS, England and Wales			
ALL CVS CRIME	Manufacturing	Wholesale and Retail	Transportation and Storage	Accommodation and Food	All four sectors
Raw data (includes outliers)	530	10,617	480	2,795	14,423
Original (mean)	164	7,708	324	985	9,181
Median	131	6,965	265	867	8,229
75th percentile	213	7,051	318	878	8,461
95th percentile	273	8,283	502	2,066	11,123

The first row of Table T1 shows the total number of crimes in each sector if no outliers were removed, and the second row shows the totals published as headline figures in January 2013 using the modelled arithmetic mean for the size and sector of business as a replacement value.

The purpose of replacing outliers with an imputed value was to reduce the impact of a small number of very large (and likely unrealistic) estimates and it can be seen that by using the mean this has been achieved. In addition, by using the mean, larger estimates still have some effect, unlike if the median was used (which would likely result in an underestimate of the number of crimes).

There is more detail in Appendix Table TA1. The first column shows the total number of crimes of each type if no imputation had taken place, and the second column shows the totals previously published using the modelled arithmetic mean for the size and sector of business as a replacement value. Columns 3, 4 and 5 show that, as expected, for crime types with no or very few outliers or missing data, replacing them with the median (or 75<sup>th</sup> or 95<sup>th</sup> percentile) instead of the mean made little difference to the estimates. For example, in the 962 cases in the manufacturing sector, there were no cases of thefts by customers identified as outliers and the 5 missing cases were replaced with a 0<sup>18</sup>, and so there was no change to the total number of offences. In comparison, there were 2 outliers identified among the values for thefts by employees, and 4 missing cases replaced by 0. This changed the total number of offences from 136,000 with no imputation to 31,000 using the mean as a replacement value and to 4,000 using the median, 87,000 using the 75<sup>th</sup> percentile and 137,000 using the 95<sup>th</sup> percentile. The effect of these changes was particularly large as the weight for one of the businesses with the outliers was larger than average.

## CHARACTERISTICS OF THE 2012 CVS SAMPLE

The characteristics of those premises sampled in the 2012 CVS are described in this section. Further details can be found in Table TA2 in the [2012 Commercial Victimization Survey Technical Annex tables](#).

A number of different indicators have been used to measure geo-demographic factors, such as whether businesses are located in urban or rural areas. One such indicator is the Output Area Classification which groups areas into clusters based on similar socio-economic and demographic characteristics.

Over three-quarters of interviews were conducted with business premises in urban areas, with 82% of the wholesale and retail premises sampled located in an urban area, compared with other sectors. This slight imbalance in urban representation of the wholesale and retail sector compared to other sectors is further confirmed through the Output Area Classification, as shown in Table T2 below (eg 20% of wholesale and retail premises in the sample were in urban areas, as opposed to 8% of manufacturing).

<sup>18</sup> See section on data cleaning for more explanation of replacing outliers and missing values.

**Table T2: Location of premises according to Output Area Classification, by sector**

Percentages	2012 CVS, England and Wales				
	Output Area Classification	Manufacturing	Wholesale and Retail	Transportation and Storage	Accommodation and Food
Blue Collar Communities	11	8	9	5	8
City Living	8	20	10	24	18
Countryside	23	13	22	22	17
Prospering Suburbs	12	10	12	6	10
Constrained by Circumstances	8	10	10	8	9
Typical Traits	23	25	25	24	25
Multicultural	15	13	11	12	13
<i>Unweighted base</i>	<i>962</i>	<i>1,021</i>	<i>879</i>	<i>1,155</i>	<i>4,017</i>

Over two-thirds (68%) of premises in the sample belonged to independent businesses operating only at those premises, whilst around a quarter were part of a business with branches or part of a franchised chain (26%).

In terms of their local environment, the most common locations for sampled premises were:

- in a main or side street near a town centre (36%)
- on an industrial estate (26%)
- in a town, city or shopping centre (21%)

Most premises in the sample had housing next door (44%) or within a 5-minute walk (43%), whereas 14% had a pub, club, bar or hotel next door or 55% within a 5-minute walk.

Nearly three-quarters (72%) of sampled premises were open to the public, a proportion driven by the accommodation and food and wholesale and retail sectors where 93% and 80% of premises, respectively, were open to the public.

## DETAILS OF LOGISTIC REGRESSION MODELLING

Logistic regression is a multivariate statistical technique that predicts the outcome of a dependent variable, from a set of independent variables (such as area or business characteristics associated with a CVS respondent). The dependent variable must have only 2 possible outcomes; for example, logistic regression can model the risk of a business premises becoming a victim of a crime or not. The technique allows the assessment of which of the independent variables are statistically related to the dependent variable when the influence of all other variables in the model is taken into account.

The approach using CVS data is based on an iterative process, which relies on a theoretical rationale of how the independent variables might affect the outcome. This process enables evaluation of the impact of certain types of variables on the outcome, for example, if the risk of being a victim of crime is due to area-based factors rather than business characteristics.

Each of the iterations is based on logistic regressions using the 'Enter' method; the final model is also run using a 'Forward stepwise' regression to evaluate the strength of the contribution that each

variable makes to that model. The ‘-2 log likelihood’ statistic (minus 2 times the log of the likelihood, also known as the ‘scaled deviance’) of each model is presented as a measure indicating how much of the outcome remains unexplained by the independent variables. The fit of each model is compared using a likelihood-ratio test to see if the subsequent iteration predicts the outcome significantly better (this is the case when the difference of the ‘-2 log likelihoods’ of both models exceeds a critical value).

The Nagelkerke R square statistic is presented as a measure indicating how much the independent variables predict the dependent variable. The model which has the highest value is the model that is considered to have the best fit. It can only be used to compare models predicting the same dependent variable in the same dataset.

The odds of an event (eg victimisation) are calculated as the ratio of the probabilities of occurrence and non-occurrence of the event. Logistic regression describes the impact of independent variables by comparing the odds of a subgroup of interest with a fixed reference category set by the analyst; within a variable all other categories are compared with this reference category.

Using the example of vehicle-related theft we can conclude that, assuming all other characteristics in the model remain constant, transportation and storage premises are 3 times as likely (3.32 vs. 1.00) to have been a victim of vehicle-related theft than manufacturing premises (see odds ratios circled in Table T3).

**Table T3: Results of analysis of likelihood of victimisation using logistic regression, for all vehicle-related theft**

$\beta$ -coefficient	Standard error	p-value <sup>2</sup>	Odds ratio <sup>3</sup>	Confidence interval		
				Lower	Upper	
-5.25		<b>0.000</b>	1.00			<b>Constant</b>
			1.09	0.63	1.89	<b>Industrial sector</b>
0.09	0.28	0.746	3.32	1.82	6.04	<i>Manufacturing</i>
1.20	0.31	<b>0.000</b>	0.42	0.12	1.52	Wholesale and retail
-0.86	0.65	0.188				Transportation and storage
						Accommodation and food

**DETAILS OF THE CALCULATION OF COSTS OF CRIME**

As described in Section 4, respondents who had been victims of crime within the previous 12 months were asked for the direct financial cost resulting from the most recent incident of that crime type. Respondents were asked for the total value regardless of whether the items were returned or whether they received any insurance payment.

A minority of respondents were unable to provide absolute figures for the cost of a particular crime and were therefore asked to estimate them within a range. The ranges defined in the questionnaire are as follows:

**Which of the following is closest to the total value?**

- Nil, negligible
- Up to £250
- £251-£500
- £501-£750
- £751-£1000
- £1,001-£2,500

£2,501-£5,000  
£5,001-£10,000  
£10,001-£50,000  
£50,001-£100,000  
£100,001-£500,000  
£500,001-£1,000,000  
£1,000,001-£5,000,000  
£5,000,001-£9,000,000  
More than £9,000,000  
Don't know

For cases where the respondent was able to specify a range, the midpoint of that range was taken as the cost of the particular crime to that respondent. The figures in 'Costs of crime against businesses' have been derived by combining the absolute figures and midpoint answers. This is consistent with the methodology used in the 2002 Commercial Victimization Survey. Where a respondent answered 'don't know' or refused to answer, they were excluded from the analysis.

As the costs for each individual incident of crime tended to be fairly low, the impact of this methodology on the average costs of each crime type was relatively minor. This is despite some of the ranges being wide. Additionally, four cases which indicated an extremely high range of cost (higher than exact costs given by other respondents) were also excluded.

To assess the impact on the mean and median, the analysis was carried out assigning first the minimum value within the range and then the maximum value to each case. The results of this sensitivity analysis are shown in Tables T4 and T5 below, along with the number of respondents answering each question.

**Table T4: Sensitivity analysis of cost of incidents of crime types, using mean**

2012 CVS, England and Wales						
All four industry sectors						
	Mean				Unweighted base (range)	Unweighted base (total)
	Assigning value of...			difference min to max		
	minimum of range	midpoint of range	maximum of range			
<b>Burglary</b>						
Burglary with entry	£3,906	£3,986	£4,063	£157	47	417
Attempted burglary	£440	£445	£448	£8	17	281
<b>Vandalism</b>	£535	£548	£556	£21	70	630
<b>Vehicle related theft</b>						
Theft of vehicles	£18,149	£19,526	£20,902	£2,752	2	38
Theft from vehicles	£1,077	£1,117	£1,156	£78	6	231
<b>All robbery (inc. attempts)</b>	£1,644	£1,650	£1,656	£11	2	68
<b>Theft</b>						
Theft by customers	£377	£380	£381	£4	10	290
Theft by employees	£1,027	£1,048	£1,064	£36	17	244
Theft by others	£1,571	£1,583	£1,590	£19	6	97
Theft by persons unknown	£869	£889	£901	£32	30	407
<b>Fraud</b>						

Fraud by employees	£5,462	£5,494	£5,524	£62	7	85
Fraud by others	£5,588	£5,690	£5,792	£203	6	216
Fraud by unknown persons	£1,859	£1,859	£1,859	£0	2	113

**Table T5: Sensitivity analysis of cost of incidents of crime types, using median**

2012 CVS, England and Wales					
All four industry sectors					
	Median			Unweighted base (range)	Unweighted base (total)
	Assigning value of...				
	minimum of range	midpoint of range	maximum of range		
<b>Burglary</b>					
Burglary with entry	£950	£1,000	£1,000	47	417
Attempted burglary	£70	£80	£80	17	281
<b>Vandalism</b>	<b>£150</b>	<b>£150</b>	<b>£150</b>	70	630
<b>Vehicle related theft</b>					
Theft of vehicles	£5,000	£5,000	£5,000	2	38
Theft from vehicles	£350	£350	£350	6	231
<b>All robbery (inc. attempts)</b>	<b>£80</b>	<b>£80</b>	<b>£80</b>	2	68
<b>Theft</b>					
Theft by customers	£30	£35	£35	10	290
Theft by employees	£100	£107	£107	17	244
Theft by others	£200	£200	£200	6	97
Theft by persons unknown	£100	£110	£110	30	407
<b>Fraud</b>					
Fraud by employees	£200	£200	£200	7	85
Fraud by others	£250	£250	£250	6	216
Fraud by unknown persons	£280	£280	£280	2	113

Similarly to the cost of incidents of crime, those respondents who were unable to give an absolute figure for costs of crime prevention have been included as the midpoint of the range that they indicated. In addition, one case which indicated a disproportionately high cost was excluded. The results of sensitivity analysis are shown in Table T6 below. The effect on the mean costs of taking the midpoint values is greater for crime prevention than for incidents of crime, largely due to higher costs of security and more respondents indicating a range (as they didn't know or refused to give the exact cost). However, the median costs – a more accurate estimate of average costs than the mean – are less affected; in particular, there is no change in the median value of IT security costs.



**Table T6: Sensitivity analysis of cost of crime prevention**

2012 CVS, England and Wales							
All four industry sectors							
	Assigning value of...				difference min to max	Unweighted base (range)	Unweighted base (total)
	minimum of range	midpoint of range	maximum of range				
<b>Mean</b>							
IT security	£3,774	£5,362	£6,940		£3,165	274	971
Non-IT security	£5,988	£6,529	£7,066		£1,078	205	2,019
<b>Median</b>							
IT security	£200	£200	£200		£0	274	971
Non-IT security	£300	£376	£400		£100	205	2,019

## METHODOLOGY FOR THE COMPARISON OF CRIMES AGAINST THE WHOLESALE AND RETAIL SECTOR IN 2002 AND 2012

### Introduction

The 2012 Commercial Victimization Survey (CVS) is the first of a new series of Home Office surveys focusing on crimes against businesses. It was previously run in 1994 and 2002. Section 5 of this publication focuses on change in business crime between the 2002 and 2012 CVS. This section provides the methodological detail behind that analysis. For full details on the survey methodology for the 2012 CVS see the [Technical Report](#).

### Survey and sample coverage

The 2002 CVS focused on businesses within two industry sectors: **manufacturing** and **wholesale and retail**. However, the 2012 CVS focused on four sectors: **manufacturing, wholesale and retail, transportation and storage, and accommodation and food**. In both surveys UK Standard Industrial Classifications (SIC) were used to define each sector. As the classifications had changed between 2002 and 2012, **manufacturing** businesses were not comparable between the two surveys. However, as the SIC codes for **wholesale and retail** changed minimally between the two surveys a large proportion of the 2012 **wholesale and retail** sample of businesses could be compared with those in 2002.

In order to boost the 2012 comparable subsample, an additional 25 businesses were sampled which met the **wholesale and retail** criteria as they were in 2002, but were not classed as **wholesale and retail** businesses in 2012. These businesses were from sectors outside of those sampled for the main survey and so would not otherwise have been included in the 2012 CVS. Estimates for the 2012 comparative subsample are based on interviews with 777 **wholesale and retail** premises (1,021 interviews were conducted for the total **wholesale and retail** sector in 2012). Estimates for the 2002 **wholesale and retail** sector are based on 3,955 interviews with **wholesale and retail** premises.

In 2002, the selection of premises to interview was based on random sampling from the Yell Data business database, stratified by business sector, business size and whether the premises were located in a deprived area. In 2012, selection of premises was based on random sampling from the Interdepartmental Business Register (IDBR) and was stratified by business sector and size. There was no deliberate sampling based on deprivation in 2012, but there was deliberate over-sampling of large businesses which were believed to be underrepresented on the IDBR. In terms of business type, in the form of independent, multi-site or franchise businesses premises, sample coverage was very similar between the two surveys (Table T7).

**Table T7: Proportion of types of business premises within the wholesale and retail sector**

Percentages	CVS, England and Wales	
	2002	2012
Independent business occupying these premises only	62	63
HQ of business occupying more than one premises	4	4
Branch or division of business with HQ elsewhere	31	29
Branch of a franchised chain	3	3
<i>Unweighted Base</i>	3,953	773

In both surveys respondents were the most senior person responsible for security issues at each premises. In the case of larger businesses (more than 50 employees) this may have been a dedicated security manager, but for smaller businesses this could have been an owner or general manager if specialist security positions did not exist. For the 2002 survey interviews were carried out between November 2002 and January 2003 by IFF Research. In 2012, interviews took place between August and November of that year and were carried out by TNS-BMRB. The 2012 CVS had a lower response rate than the 2002 CVS; 54% of sampled premises took part in 2012 compared with 61% in 2002. In both years of the CVS respondents were sent an 'Experience of Crime' sheet prior to the interview so that respondents could prepare for the interview.

### Questionnaire structure

The structure of both surveys is very similar. Respondents were first asked about some general characteristics of their business; for example, location of premises and number of employees. They were then asked about their experience of crime over the past 12 months, in terms of what crimes, if any, they had experienced at their premises and how many times. Both surveys focused on the 7 core crimes of theft, burglary, robbery, vandalism, threats and assaults, fraud, vehicle-related theft and the subcategories of these crimes. In both 2002 and 2012, detail on the most recent incident of each crime type experienced was also sought, such as whether the incident took place at the week or weekend and whether it was reported to the police.

As well as the core crimes, both surveys asked respondents about their experiences of cyber crime and of anti-social behaviour. However, due to differences between question wording and structure (ie use of filter questions which narrowed the possible scope of response) it was not possible to compare data from the cyber crime or anti-social behaviour modules, despite their presence on both the 2002 and 2012 CVS.

Both surveys asked respondents about their crime prevention activities and about their levels of contact and satisfaction with the police. In 2002 all respondents were asked questions in all modules of the survey. In 2012, for the cyber crime and crime prevention modules, respondents were randomly allocated to answer only one of these sections, resulting in half of the sample responding to each module.

The 2002 CVS also contained sections about experiences of bribery and extortion, tobacco and alcohol smuggling and handling stolen goods. These modules were not present on the 2012 CVS, however.

Although the overall structure of both surveys was very similar the content and format of questions did differ in some cases. In other modules, where possible, variables were recoded so as to be comparable across both surveys. Due to the relatively small comparative **wholesale and retail** sample in 2012, recoding was also necessary to ensure usable cell sizes (for more detail on the recodes, see the end of this section). Figures with unweighted bases of fewer than 50 have not been

reported; however, in order to present as much information as possible from this dataset, some figures with cell sizes of fewer than 30 have been reported.

Access to the paper questionnaires is available for both surveys: 2002  
(<http://discover.ukdataservice.ac.uk/catalogue/?sn=7143&type=Data%20catalogue>) and 2012  
(<http://discover.ukdataservice.ac.uk/catalogue/?sn=7268&type=Data%20catalogue>)

## Weighting

Both CVS datasets were weighted to account for non-response and stratification. Weighting ensures that the sample is representative of the businesses in the **wholesale and retail** sector and corrects for non-response in cases where sampled businesses could not be contacted or refused to take part. Accordingly, 'weightf' in 2002 and 'retailwgt03' in 2012 are the scaled weights for the surveys. Neither weight was grossed to the population, although 'weightf' was multiplied by a factor of 10,000. Final estimates for the total number of victims within the **wholesale and retail** population were therefore derived using population multipliers (326,396 in 2002 and 288,788 in 2012).

The 2002 CVS dataset is available here:

<http://discover.ukdataservice.ac.uk/catalogue/?sn=7143&type=Data%20catalogue>

The 2012 CVS dataset is available here:

<http://discover.ukdataservice.ac.uk/catalogue/?sn=7268&type=Data%20catalogue>

## Data cleaning

In 2012 the data were assessed for any outlying values in the numbers of incidents of each crime reported. This was to limit the impact of those premises that had experienced a disproportionately large amount of crime on overall figures, as the large, potentially erroneous numbers could have skewed trends. Data identified as outliers were then set to the mean for this variable. This process was not undertaken for the 2002 survey. For further information on this and other data cleaning processes see the 'Methodology' section of the 2012 'Headline Findings Report'.

The Report can be accessed here:

<https://www.gov.uk/government/publications/crime-against-businesses-headline-findings-from-the-2012-commercial-victimisation-survey--2>

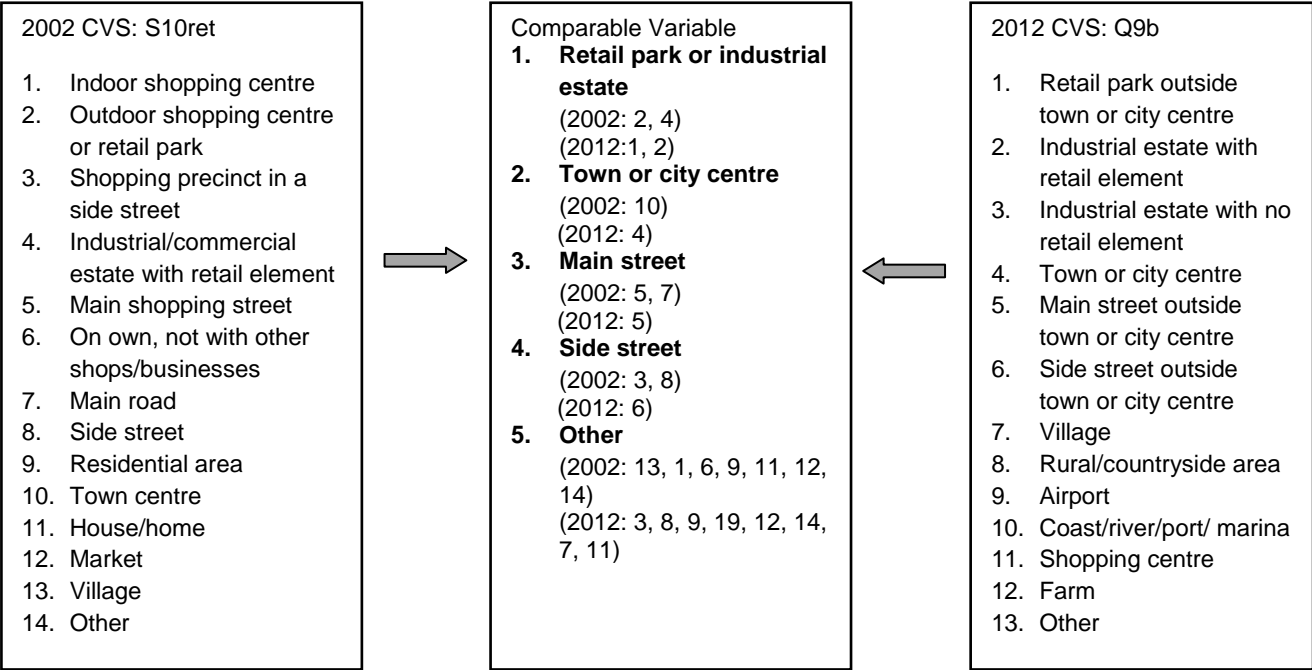
## Testing for statistical significance

Formal significance testing of the differences between survey estimates was not carried out as information on design effects was not available for the 2002 data. This information was available for the 2012 data, however, and the Complex Samples module of SPSS was used to generate confidence intervals based on complex standard errors. For 2002, a simple random sample was assumed and estimated confidence intervals calculated. For each estimate, if the confidence intervals did not overlap, statistical significance was assumed.

# RECODING OF 2002 AND 2012 CVS VARIABLES FOR COMPARABILITY AND USABLE CELL SIZES

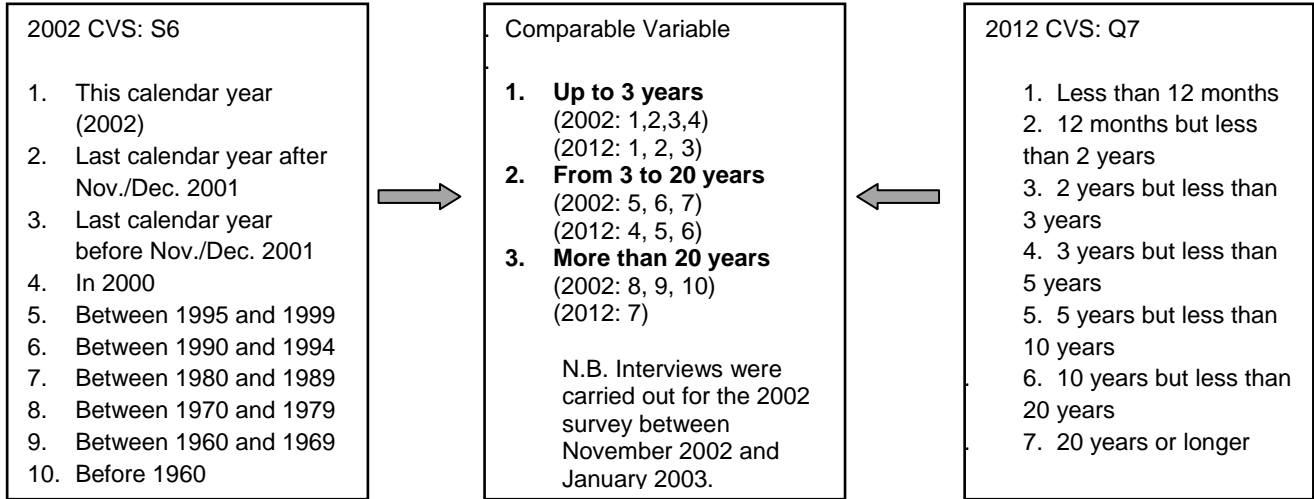
## Location Characteristics

### Location of Premises

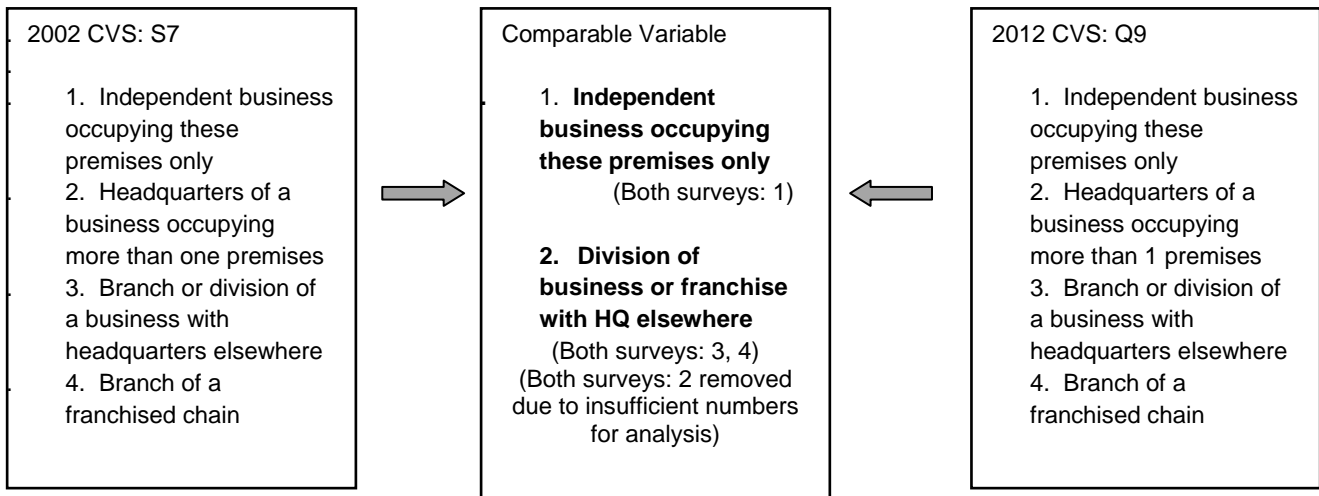


## Business Characteristics

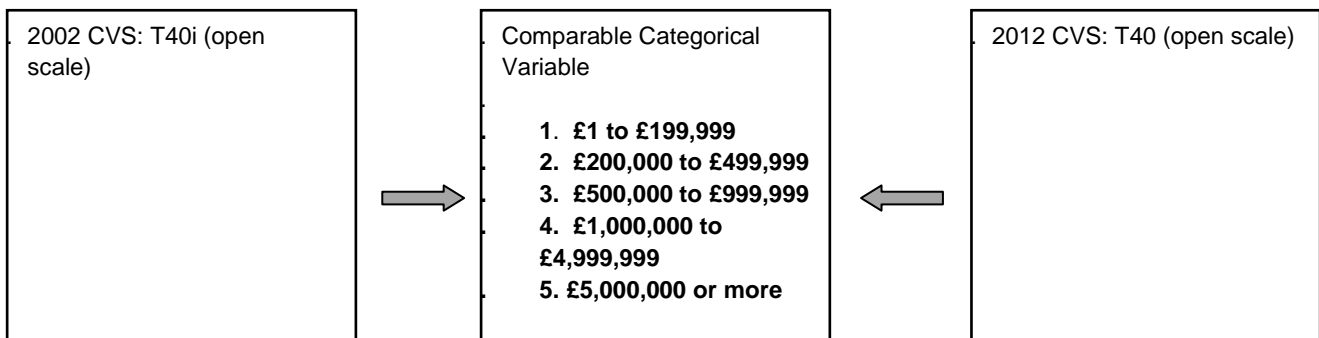
### Time occupied current premises



### Organisation of the business



### Annual turnover of business



What does the business mainly sell?

