

# Commercial Victimisation Survey 2013

## Technical Report

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# 1. Introduction

## 1.1 2013 CVS Survey

The 2013 Commercial Victimization Survey (CVS) is the second in a new series of surveys run by the Home Office, designed to measure crime against businesses in England and Wales. This new series, running in 2012, 2013 and 2014, builds on the two previous Home Office CVS surveys carried out in 1994 and 2002.

In the 2012 to 2014 series it was agreed that the CVS would focus on data at the premises level, collecting information on experience and costs of crime, responses to victimisation, insurance and crime prevention measures, local policing and business characteristics. As with the 2012 CVS survey, the 2013 survey was carried out by telephone and covered four business areas; wholesale and retail, and accommodation and food were retained from the 2012 survey, whilst agriculture, forestry and fishing, and arts, entertainment and recreation were new sectors for 2013. The manufacturing, and transportation and storage sectors were included in 2012 but were not retained for the 2013 survey.

The survey fills an important gap in crime statistics on the nature and extent of crime against businesses.

Headline findings from the 2013 CVS were published in February 2014 and are available at the Gov.uk website<sup>1</sup>.

## 1.2 Previous CVS studies

Two previous CVS surveys were carried out in 1994 and 2002. Both previous surveys were limited to small and medium sized businesses in the retail and manufacturing sectors with interviews carried out by telephone. These two surveys are regarded as among the most comprehensive studies of crime against business in England and Wales measuring crime at premises rather than enterprise level<sup>2</sup>.

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<sup>1</sup> <https://www.gov.uk/government/publications/crime-against-businesses-headline-findings-from-the-2013-commercial-victimisation-survey>

<sup>2</sup> Premises referring to individual sites or establishments rather than for an entire company or enterprise.

The 2002 CVS also included a smaller postal survey of head offices (primarily to collect information about the financial impacts of crime) although, due to a very low response rate, data from this was not included in the 2002 report.

### **1.3 Scoping Exercise (2010)**

A large scale scoping exercise was undertaken in 2010 to explore the feasibility of carrying out a new survey of business crime. This exercise took place in response to the independent Smith review of crime statistics (2006), which called for regular surveys of commercial and industrial victimisation. The scoping exercise comprised three main elements:

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

The outcomes of this scoping exercise led to the new series of CVS surveys in 2012, 2013 and 2014. The full details of this scoping exercise and the recommendations made can be found at the Gov.uk website<sup>3</sup>. A summary of this work was also published in the technical report for the 2012 CVS survey<sup>4</sup>.

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<sup>3</sup> <https://www.gov.uk/government/publications/business-crime-scoping-exercise>

<sup>4</sup> <https://www.gov.uk/government/publications/commercial-victimisation-survey-2012-technical-report>

## **2. SAMPLE REVIEW**

In 2013 it was agreed that the CVS would cover Standard Industrial Classification (SIC<sup>5</sup>) sections A (agriculture, forestry and fishing), G (wholesale and retail), I (accommodation and food service activities) and R (arts, entertainment, and recreation).

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

### **2.1 IDBR sample**

The 2013 CVS used the same sample source as 2012, which was the Inter-Departmental Business Register (IDBR). The IDBR is a commercially available list of UK businesses maintained by the Office for National Statistics (ONS) and based on inputs from three administrative sources: businesses registered for VAT purposes with HMRC, employers operating a PAYE scheme and businesses registered at Companies House. TNS BMRB originally recommended using the IDBR following feasibility work in 2012. The full rationale for this recommendation is presented in the separately published Feasibility Report<sup>6</sup>.

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

As described in the Feasibility Report, TNS BMRB identified ahead of the 2012 survey that due to changes in SIC classifications over time, SIC section G (wholesale and retail) does not match completely against the SIC classifications used in the 1994 and 2002 CVS surveys. Estimates in 2012 suggested that 27% of cases in SIC section G are not found in the same SIC sections as in the 1994 and 2002 surveys. As a result of this, not all of the 2013 sample in sector G is directly comparable against the 1994 and 2002 CVS surveys.

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<sup>5</sup> Standard Industrial Classification (SIC) is used to classify business establishments and other statistical units by the type of economic activity in which they are engaged.

<sup>6</sup> <https://www.gov.uk/government/publications/commercial-victimisation-survey-2012-feasibility-report>

In the 2012 CVS survey, comparative analysis of the 'retail' sector was achieved through the inclusion of a small additional sample (<25 interviews) to make the 2012 section G sample comparable with the 1994 and 2002 'retail' samples. The target sample size for section G was consequently reduced to 975 with an additional target sample of 25 based on previously defined 'retail' codes, and limiting comparative analysis to 'retail' as defined in 1994/2002.

In the 2013 CVS survey this approach was not taken again as we now have results from the 2012 CVS survey, which predominantly used the most up-to-date SIC classifications. The 2013 survey used the latest SIC section G classifications for all 1,000 target interviews, as comparative analysis can now be carried out across the 2012 and 2013 surveys.

### **2.3 Sampling of sites within multi-site enterprises**

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

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

### **2.4 Sample telephone number matching**

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

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

The final stage of manual matching was used to ensure the match rate for all SIC/size combinations was as high as possible. This would reduce the risk of bias in survey estimates.

## 2.5 Telephone matching

A total of approximately 15,086 records were issued to the telephone matching process (including 859 records from the initial reserve sample). Reserve records were issued after it became apparent the predicted match and screener rates for businesses in sector R was lower than anticipated.

The figures below are based on the main sample plus reserve cases that were actually issued to the screener.

**Table 2.1 Issued sample for telephone lookup including issued reserve**

Sector	Size band					
	0 to 4	5 to 9	10 to 19	20 to 49	50 to 99	100+
<b>A</b>	2933	521	228	201	105	71
<b>G</b>	2113	495	246	246	252	222
<b>I</b>	1713	723	297	240	228	333
<b>R</b>	2239	407	297	303	339	334
<b>TOTAL</b>	8998	2146	1068	990	924	960

In total 11,916 records were successfully matched constituting a 79% match rate, although match rates varied by SIC group and business size. As evidenced in Tables 2.2 and 2.3, match rates were particularly low for the smallest businesses in sector R (those with 0 to 4 employees or 5 to 9 employees). These were the only two cells with a match rate of less than 75% - in fact match rates were a combined 53% in these cells. These lower match rates accounted for most of the shortfall on the original predictions and led to the use of the reserve sample.

**Table 2.2: Successfully matched records at telephone lookup including reserve**

Sector	Size band					
	0 to 4	5 to 9	10 to 19	20 to 49	50 to 99	100+
<b>A</b>	2305	464	206	189	101	70
<b>G</b>	1575	445	235	245	244	220
<b>I</b>	1343	617	272	231	219	328
<b>R</b>	1171	229	261	291	325	330
<b>TOTAL</b>	6394	1755	974	956	889	948

Of the 11,916 matched records 11,900 were issued to the screener. A small amount of sample remained unissued following telephone matching to account for discrepancies in match rates, anticipated screener rates and the required sample profile by sector and size.

**Table 2.3 Telephone match rates by sector and size of business**

Sector	Size band					
	0 to 4	5 to 9	10 to 19	20 to 49	50 to 99	100+
<b>A</b>	79%	89%	90%	94%	96%	99%
<b>G</b>	75%	90%	96%	99%	97%	99%
<b>I</b>	78%	85%	92%	96%	96%	98%
<b>R</b>	52%	56%	88%	96%	96%	99%
<b>TOTAL</b>	71%	82%	91%	97%	96%	99%

## **3. DEVELOPMENT WORK**

### **3.1 Overview of survey development**

This chapter provides a summary of various stages of development work carried out by TNS BMRB between May and July 2013. Although a detailed program of questionnaire testing took place in 2012<sup>7</sup>, a degree of scoping and feasibility work was required in 2013 to ensure the established questionnaire was suitable for the new sectors added in 2013.

The work carried out to develop the questionnaire for the 2013 CVS consisted of three main stages:

- 1) Scoping interviews with key stakeholders in sector A (agriculture, forestry and fishing), and sector R (arts, entertainment and recreation). This process helped to guide the questionnaire design by identifying important crime-related issues within these sectors
- 2) Cognitive interviews with respondents at a range of individual business premises within Sector A and Sector R to fully test the draft questionnaire
- 3) A robust pilot survey for Sector A of 39 interviews designed to test comprehensively all aspects of the questionnaire. This provided an opportunity to test the questionnaire in a live environment and identify final amendments ahead of the main fieldwork period.

### **3.2 Scoping Interviews**

Prior to the cognitive interviews and Sector A pilot stages outlined below, TNS BMRB carried out a number of informal scoping interviews with stakeholders in Sector A and Sector R. These scoping interviews involved speaking to key individuals within the two new sectors, who were able to give an overall picture of the types of crime affecting their sector. This information was then used to inform thinking on the questionnaire and its suitability for the sectors being added in 2013.

Recruitment for the scoping interviews was undertaken directly by TNS BMRB researchers and where possible by using contacts identified by the Home Office. A total of 4 telephone scoping interviews were undertaken, each one

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<sup>7</sup> <https://www.gov.uk/government/publications/commercial-victimisation-survey-2012-feasibility-report>

lasting approximately an hour. Two interviews were conducted with businesses in Sector A and two with businesses in Sector R. Participants in these interviews included individuals with responsibility for security at a large chain of UK gyms, security at a range of museums throughout the UK and finally for insuring businesses in the agricultural sector.

Researchers at TNS BMRB carried out a semi-structured interview to assess the suitability of the draft questions and to get broader perspective on any issues that businesses may have answering the questionnaire.

Findings from both the scoping and cognitive interviews are outlined below.

### **3.3 Cognitive Piloting**

Twelve cognitive interviews were carried out during June 2013. Interviews were carried out with a range of small, medium and large businesses in the two new sectors introduced for the 2013 CVS (Sector A and Sector R).

The first draft of the 2013 CVS questionnaire was used to conduct the interviews. Following discussions between TNS-BMRB and the Home Office a few key areas were identified and these were used as the basis for conducting cognitive interviews with businesses. Interviews focused on both general issues with the questionnaire, as well as more specific issues related to the new sectors. Areas investigated included:

- How respondents understood and interpreted questions
- Whether respondents were able to provide accurate responses
- Whether it is feasible to answer all of the questions in the survey
- How applicable the questions were to businesses in the two new sectors
- Whether any crime types affecting the new sectors are not covered by the survey

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

Interviews covered all the main sections of the 2013 CVS questionnaire as well as detailed probing questions to understand how participants interpreted questions. Each interview lasted around one hour and participants were given an incentive payment for taking part. Respondents from Sector R were given

a £50 incentive, whilst respondents in Sector A received a higher sum of £75 due to this group being more difficult to contact. All interviews were conducted by telephone by a member of the research team at TNS BMRB.

### 3.3.1 Sample for cognitive interviewing

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

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

In total, 12 participants were recruited, as outlined in table 3.1 below. Interviews were conducted with 8 businesses in sector A and 4 in sector R. A mixture of different sized premises were included (defined by number of employees).

**Table 3.1: Profile of recruited businesses**

	<b>1-9 employees</b>	<b>10-99 employees</b>	<b>100+ employees</b>
<b>Agriculture, Forestry and Fishing</b>	3	3	2
<b>Arts, Entertainment and Recreation</b>	3	0	1

### 3.3.2 General findings from scoping and cognitive interviews

The overall feedback from the scoping and cognitive interviews was very positive and found that most aspects of the questionnaire were suitable for the new sectors. A few areas were identified where further thought and development may be needed. Some of the major issues are outlined below, the majority of which relate to Sector A.

## **Sector A - Agriculture, Forestry and Fishing**

The majority of the questionnaire was deemed sufficient to be used with agricultural businesses. There were however some aspects which required further attention. These are outlined below:

- The physical layout and types of building present in agricultural businesses can be very different to other sectors
- There are a variety of different types of farming activity, this is likely to correlate closely with the types of crime experienced
- Whether the farm has any customers on site will impact their likelihood of crime (e.g. theft from a farm shop)
- The anti-social behaviour section in the CVS does not adequately cover the issues experienced in this sector. There are a variety of specific issues in this sector such as trespassing, fly-tipping, and animal worrying which should be added to the survey
- Other specific types of theft most likely to affect agriculture were identified, such as livestock theft, tractor theft, quad bike theft and chemical theft
- The risk factors in this sector are likely to differ to other sectors. Risk of crime is likely to be closely linked to issues such as proximity to cities, towns and major roads, total size of land and amount of livestock

Following the identification of these issues a number of revisions were made to the questionnaire for Sector A. These new changes were tested during a pilot run with Sector A businesses. The details of this pilot are covered in section 3.4.

## **Sector R - Arts, Entertainment and Recreation**

The questionnaire worked very well with the nature of businesses in this sector. As a result it was felt that very little revisions were required before the main fieldwork period. The key issues raised during scoping and cognitive interviews were:

- This sector is very diverse in nature so the types of crime experienced can vary significantly within the sector. Business types included theatres, museums, gambling establishments, gyms etc.
- Defining the number of employees may be problematic in some businesses within this sector which have a lot of temporary or freelance workers e.g. performing arts companies

- Ownership of items may be an issue as businesses such as museums or galleries have items which are usually on loan and not necessarily the property of the business

Some amendments were made following this process and clarifications were sought on how to deal with some of the issues identified. Following this an additional pilot was not deemed necessary and the questionnaire for this sector was signed off for the main fieldwork stage.

### **3.4 Sector A Pilot**

Revisions to the draft questionnaire for Sector A were agreed between TNS BMRB and the Home Office following the scoping and cognitive interviewing described above. The revised questionnaire was then tested during a pilot run.

The purpose of the pilot interviews was to ensure that all questions were understood correctly and were easy to answer specifically for the agricultural sector. The pilot also provided an opportunity to test the more technical aspects of the survey, such as the CATI script, structure of the sample files and to supply an indication of interview length.

The pilot interviews were conducted over the telephone (using our Computer Assisted Telephone Interviewing system CATI) and took place between the 10<sup>th</sup> and 13<sup>th</sup> July. All interviews were carried out from TNS BMRB's telephone centre in Hull. Three interviewers worked on this stage and worked primarily during standard business hours.

The sample of respondents was drawn from a commercially available database of businesses in England and Wales and largely consisted of smaller farming businesses. Telephone numbers were included within the sample provided so no telephone matching process was required for the pilot. Given that most sampled businesses were small agricultural firms with very few employees a screener process was also not deemed necessary.

An advance letter explaining the purpose of the research was sent out to respondents in advance of the fieldwork period. Along with the letter, a data sheet (Experience of Crime Sheet) was also included. It contained questions about respondents' experience of crime and was designed to give them opportunity to recall and find details of what had happened at their premises

in the last 12 months prior to taking part. Respondents were asked to have the data sheet to hand during the interview to help them answer the questions. A show card with lists of pre-coded answers was also provided for questions about fraud and electronic crime with long code frames.

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

As interviews were not conducted face to face, researchers listened in remotely to interviews. For this reason it was not possible to ask respondents follow up questions to explore their understanding of the questions (as was possible in the cognitive pilots).

A total of 39 pilot interviews were conducted for the pilot. No hard quotas were set on pilot interviews as the sample was largely made up of small businesses, reflecting the profile of the farming sector. The average interview length was 20 minutes which was very similar in length to the interviews conducted in the 2012 survey.

Table 3.2 below shows the number of victim forms answered by all 39 respondents who took part in the pilot.

**Table 3.2 Number of victim forms completed**

<b>Number of victim forms</b>	<b>Number of respondents</b>
<b>0</b>	25
<b>1</b>	5
<b>2</b>	8
<b>3</b>	1
<b>Grand Total</b>	<b>39</b>

Among those who had experienced crimes in the last 12 months, respondents answered an average of 1.7 victim forms.

### **3.4.1 General findings from the pilot**

Researchers from TNS BMRB and the Home Office monitored interviews during the pilot fieldwork period to assess the suitability of the questionnaire. Feedback was provided by the telephone interviewers and supervisors at TNS

BMRB's telephone centre (who are also required to monitor interviews as part of the company's quality procedures).

### **Key findings**

Generally the questionnaire worked well with the agricultural sector and no major problems were identified. More specifically, the questionnaire amendments made following initial cognitive and scoping interviews were well received. In particular the wording of the anti-social behaviour questions captured the types of issue that businesses in the sector face.

One logistical issue identified was the potential need to carry out interviews outdoors on mobile phones. Farmers (and people in rural businesses generally) are most often 'out and about' and rarely available to speak on a landline unless an appointment has been booked. As a result it was decided that in some cases we would actively target mobile numbers to ensure response rates are maximised for this sector. In addition to this, other measures required to maximise response in sector A were calls outside of usual business operating hours such as evening and weekends, and additional shifts during 12.00pm and 2.00pm when farmers are likely to be on their lunch break.

### **Background section**

Given the large proportion of seasonal workers within the agricultural sector it was felt that the question covering the number of employees working within the organisation should be followed with a question covering the number of seasonal workers. This will enable calculations to be made including and excluding seasonal workers. This is particularly important given the fieldwork period for the main stage will cover the harvest period, when the majority of seasonal workers are employed.

It was felt that the questions covering the distance of the business from the nearest pub, club, bar or hotel or the nearest housing were largely irrelevant to the agricultural sector and it was recommended that they are not included. The questions covering distance from a city, town or major road were found to be very relevant for agriculture.

### **Screening questions**

Some of the 'offences' that respondents mentioned at the screening questions were not necessarily criminal offences. This included fly tipping and trespassing being mentioned under deliberate damage. The wording of the

questionnaire was therefore updated to ensure these incidents are *excluded* from the screener and interviewers were fully briefed with a list of what to include/exclude. In the instance mentioned above – this included a check to ensure that damage had been caused as a result of the incident (in some cases fly tipping may be part of an incident that genuinely did cause damage). It is also worth noting that as these types of incidents are a key concern to the agricultural sector they are still covered later on in the survey, in a separate section on Anti-Social Behaviour. Interviewers were briefed to tell respondents that they will have a chance to talk about wider issues like fly-tipping and trespassing later in the survey.

There was also a problem with some incidents being double counted in the screener section which then triggered two victim forms covering the same incident. This primarily related to incidents of burglary where something had been stolen, which lead to a positive response being given to both the burglary and the theft questions. In the previous editions of the CVS – the screener questions were all presented with the caveat 'Excluding anything you've already mentioned'. This was dropped in 2012 as the screener questions were far too wordy and respondents became aggravated with the amount of information that was repeated each time. However, it was recommended that respondents who have experienced a burglary were asked to exclude any of these incidents when they come on to answer the later 'theft' questions. A prompt for all who have already coded they have been a victim of burglary at the earlier screener question was included.

### **Electronic crime**

It was felt that the section on electronic crime was largely irrelevant to agricultural businesses. Farms in particular are not generally at any more of a risk than residential premises. There is also a blurring between home and work for the sector so this would almost certainly pick up on incidents that are really personal crimes.

The section on E-crime is only asked of half of the sample so it was agreed to remove the split sample for the agricultural sector and ask the crime prevention section instead (which has greater resonance with the sector).

### **3.5 Final questionnaire (Appendix)**

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

## 4. FIELDWORK

### 4.1 Screening procedures

The screening interviews for the main survey took place between the 29<sup>th</sup> of July and the 28<sup>th</sup> August 2013. An additional screening period took place between the 20<sup>th</sup> September and the 4<sup>th</sup> October in order to increase the available sample in sector R (Arts, entertainment and recreation). Screening was conducted using the IDBR sample to source addresses. Sampled addresses were contacted by telephone interviewers, who attempted to identify the person who was responsible for security and crime-related issues at the sampled premises and to collect contact details for that person.

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

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

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

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

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

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

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

In total, 11,900 business premises were called as part of the screening exercise and a total of 7,781 premises were successfully screened (the equivalent of a 65% conversion rate). Full details on success rates during the screening stage are summarised in Table 4.1 below.

As shown in Table 4.1, 2,359 of the screened premises were found to be either deadwood or ineligible for the survey. This includes businesses with no employees and businesses based in residential premises (with no other commercial premises). Depending on which of these cases we consider to be out of scope for the survey the true screener rate lies somewhere between 74% and 82%.

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

	<b>n</b>
<b>Total loaded sample</b>	<b>11,900</b>
<b>Total Completes</b>	<b>7,781</b>
<b>Live sample (unresolved)</b>	
Eligible Live - Hard Appointment (broken - interview not obtained)	20
Eligible Live - General call back (broken - interview not obtained)	64
Eligible Live - Engaged	25
Eligible Live - Answer machine	427
Eligible Live - Stopped interview	2
Eligible Live - No answer	753
<b>Total live (unresolved) sample</b>	<b>1,291</b>
<b>Deadwood and ineligible</b>	
Deadwood - Bad Number / Dead Number	634
Deadwood - Modem / Fax / Beeper	144
Deadwood - No one with responsibility / able to respond	14
Deadwood - Incorrect premises - unable to get correct telephone number	120
Deadwood - Calls Barred	1
<b>Total deadwood</b>	<b>913</b>
Ineligible - Incorrect company name / company not at sampled address	504
Ineligible - Business moved	15
Ineligible - Residential number (no employees)	251
Ineligible - Business closed down	234
Ineligible - Residential-based business (not commercial premises)	442
<b>Total ineligible</b>	<b>1,446</b>
Eligible used sample - Refusal	275
Eligible used sample - Stopped / abandoned interview	3
Eligible used sample - Person responsible would not give name	17
Eligible used sample - Respondent unavailable during fieldwork	33
Eligible used sample - Company does not take part in research (company policy)	66
Eligible used sample - Proxy refusal	70
Eligible used sample - Knew which department responsible but refused to put through	5
<b>Total eligible used sample</b>	<b>469</b>
<b>Conversion rate</b> (total completes: total loaded sample)	<b>65%</b>
<b>Screener rate 1</b> (excluding ineligible)	<b>74%</b>
<b>Screener rate 2</b> (excluding deadwood and ineligible)	<b>82%</b>

## **4.2 Fieldwork documentation**

All successfully screened premises were sent an advance letter (addressed to the named contact obtained during screening) and a data sheet ('Experience of Crime' sheet).

### **4.2.1 Advance letter**

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

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

The same letter was used for businesses in sectors G, I and R. Sector A had a slightly different letter which contained extra information letting respondents know that the National Farmers Union had endorsed the survey. A copy of both advance letters can be found in Section 6.2.

### **4.2.2 Data sheet**

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

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

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

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

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

### **4.2.3 Showcards**

A show card containing lists of precoded answers was also provided for questions about fraud and electronic crime with long code frames.

### **4.2.4 Interviewer instructions**

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

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

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

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

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

### **4.3 Briefing of interviewers**

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

- The survey background including the objectives of the research, the different stages of the survey process, the screener, the letters and datasheet
- The type of respondent required for the survey and how to answer common questions from respondents
- The importance of getting a high response rate and techniques to ensure a high response to the survey
- The questionnaire - including the main topics and structure of the questionnaire
- Specific issues relating to interviewing large businesses (including how to deal with head office referrals)

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

### **4.4 Fieldwork dates and fieldwork management**

Fieldwork for the main CVS survey took place between 27th August and 15th November 2013. Screened contacts were called by a team of 52 telephone interviewers who were all briefed face to face by the research team. While an initial screener stage had already been carried out in some cases an element of re-screening was required if it became apparent someone else, other than the screened contact, was best placed to respond.

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

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

wide-range of organisations participated in the survey, providing representative results.

The interview was conducted electronically with all questions and routing programmed automatically, meaning that interviewers were free to concentrate on the respondent's answers and data was recorded accurately. Finally, telephone fieldwork encouraged participation whilst also allowing the respondent to participate at a time that suited them, an essential requirement of this survey where the respondents – busy professionals – needed some encouragement to take part and the flexibility of being able to take part at a time suited to them. Respondents were able to schedule appointment times for the interviewer to call, ensuring the sample and the interviewer's time was used most efficiently and respondents were more committed to taking part. On some occasions these appointments were broken due to the busy nature of the organisations surveyed. However, a simple electronic process allowed the interviewers to re-schedule an appointment and then move on to the next interview.

A breakdown of the fieldwork outcomes and response rate calculations are provided in Table 4.2 below. In total, 4,042 interviews were completed constituting a 52% conversion rate. Once a small number of ineligible cases are factored into the calculation the final response rate was 54%.

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

	SECTOR					BUSINESS SIZE					
	Total	A	G	I	R	1-4	5-9	10-19	20-49	50-99	100+
<b>Total loaded sample</b>	<b>7781</b>	<b>1959</b>	<b>1942</b>	<b>2151</b>	<b>1729</b>	<b>3616</b>	<b>1352</b>	<b>621</b>	<b>748</b>	<b>692</b>	<b>752</b>
<b>Complete interviews</b>	<b>4042</b>	<b>1084</b>	<b>935</b>	<b>1134</b>	<b>889</b>	<b>1892</b>	<b>722</b>	<b>370</b>	<b>410</b>	<b>359</b>	<b>289</b>
Eligible Live - Hard Appointment (broken - interview never obtained)	65	30	3	30	2	32	15	7	0	5	6
Eligible Live - General call back (broken - interview never obtained)	1205	295	259	403	248	475	196	69	123	134	208
Eligible Live - Respondent soft refusal (interview never completed despite further attempts)	228	62	76	49	41	107	48	18	21	28	6
Eligible Live - No reply / engaged / fax / modem / answer machine (but had contact previously)	401	70	93	121	117	152	55	21	25	28	120
Eligible Live - No reply / engaged / fax / modem / answer machine (no contact)	8	0	3	2	3	2	1	1	0	1	3
Eligible Live - Stopped interview (interview never completed despite attempts)	35	14	9	10	2	19	9	2	1	3	1
Eligible Live - Unobtainable - before verification	3	0	3	0	0	0	0	0	0	0	3
Eligible Live - Proxy soft refusal	3	0	1	0	2	1	0	0	1	0	1
Ineligible sample - Business closed down or moved from sampled premises	180	68	41	32	39	112	28	9	14	9	8
Ineligible sample - Residential (no employees)	37	10	5	5	17	29	2	2	0	0	4
Ineligible sample - Company has no employees	8	1	2	2	3	4	3	0	1	0	0
Ineligible sample - Always Unobtainable	21	4	5	4	8	8	4	3	3	3	0
Ineligible sample - Always No reply (only used after 21 calls or more)	15	3	3	3	6	12	1	0	2	0	0
Ineligible sample - Combination of fax, unobtainable and no answer	3	0	3	0	0	3	0	0	0	0	0
Ineligible sample - Duplicate number	25	5	5	6	9	11	3	4	2	2	3
Eligible used sample - Abandoned interview	115	30	38	38	9	59	18	5	10	11	12
Eligible used sample - Respondent hard refusal	902	220	286	220	176	484	165	71	82	60	40
Eligible used sample - Opt out	35	8	9	7	11	19	2	4	4	5	1
Eligible used sample - Unavailable during fieldwork	284	12	136	27	109	92	51	27	35	32	47
Eligible used sample - Over 40 calls (but with contact made at some point)	166	43	27	58	38	103	29	8	14	12	0
<b>Total ineligible</b>	<b>289</b>	<b>91</b>	<b>64</b>	<b>52</b>	<b>82</b>	<b>179</b>	<b>41</b>	<b>18</b>	<b>22</b>	<b>14</b>	<b>15</b>
<b>Total eligible</b>	<b>7492</b>	<b>1868</b>	<b>1878</b>	<b>2099</b>	<b>1647</b>	<b>3437</b>	<b>1311</b>	<b>603</b>	<b>726</b>	<b>678</b>	<b>737</b>
<b>Conversion rate (total completes: total loaded sample)</b>	<b>52%</b>	<b>55%</b>	<b>48%</b>	<b>53%</b>	<b>51%</b>	<b>52%</b>	<b>53%</b>	<b>60%</b>	<b>55%</b>	<b>52%</b>	<b>38%</b>
<b>Response rate (excluding ineligible)</b>	<b>54%</b>	<b>58%</b>	<b>50%</b>	<b>54%</b>	<b>54%</b>	<b>55%</b>	<b>55%</b>	<b>61%</b>	<b>56%</b>	<b>53%</b>	<b>39%</b>

## **5. DATA PROCESSING AND OUTPUTS**

### **5.1 Data coding and editing**

### **5.2 Imputation and treatment of outliers**

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

#### **5.2.1 Weighting**

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

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

#### **5.2.2 Data cleaning**

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

Further to this one case, the data were examined for other outlier values in terms of the number of incidents reported by a respondent. A process of incident capping is used in other crime surveys (for example, the CSEW in effect caps the number of incidents that can be experienced by one respondent at 30). However, for the CVS a more detailed approach is needed

to account for the wide variation in the type of premises in the sample and the crime types covered. For example, it would be wrong to set a single cap across the whole survey as incidents of theft by a customer against a large retailer would be expected to occur much more often than incidents of burglary.

A statistical measure known as Cook's distance was used as a measure of whether data points were outliers. A high Cook's distance indicates that a data point has a large effect on the mean. For each crime type, any data points within a particular sector and size band that had a Cook's distance greater than 10 **and** that were substantially higher than the mean number of incidents experienced by respondents in the same sector and size band (i.e. more than 30 times the square root of the mean) were identified as outliers. Across the 4,041 remaining interviews and the 14 crime types covered by the survey (a total of 56,574 figures supplied on numbers of crimes experienced), a total of 22 figures (0.04%) were identified as outliers. These were then set to the mean number of incidents experienced by victims within the same sector and size band.

### **5.2.3 Imputation of missing data**

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

Of the 56,238 responses to the number of crimes experienced, a total of 326 (0.6%) were imputed.

## **5.3 Weighting specification**

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

### 5.3.1 Design weights

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

Design weights were applied to all sampled premises, excluding those cases that were sampled but not issued. Design weights are calculated as the inverse of the probability of selection.

### 5.3.2 Eligibility weights

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

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

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

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

### 5.3.3 Sample frame derived non-response weights

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

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

A new weight was produced equal to:

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

This weight ensures that ineligible cases are included in the calibration step since ineligible cases are included in the population data. This new weight is called the calibration base weight in the final weight calculation.

### 5.3.4 Final 'calibration' weights

For the final stage of the weighting process the dataset is filtered to include only cases in categories (i), (iii) and (iv).

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

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

This is the main weight for the 2013 CVS. Finally scaled versions of the main weight were calculated for each industry section (A, G, I and R) that sum to

the actual interviewed sample size in that section and have zero values for cases from all other sections.

## **6. APPENDICES**

### **6.1 Final questionnaire**

## MODULE 1: INTRODUCTION

**Q1** Good morning / good afternoon / good evening. My name is \_\_\_\_\_ and I'm calling from TNS BMRB On behalf of the Home Office

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

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

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

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

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

**Q2** Good morning / good afternoon, my name is \_\_\_\_\_ and I'm calling from TNS BMRB, an independent market research company. We are conducting a survey on behalf of the Home Office about crime against businesses. You should have recently been sent a letter telling you about this survey. The letter was sent with a document titled "Experience of Crime Sheet". Can I just check that you received the letter and sheet we sent you?

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

**Q3** And can I just confirm that you are the correct person to speak to about security issues like these at your premises?

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

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

**Q3A** Have you looked at the Experience of Crime sheet?

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

**Q3B** And can I also check, have you filled in the 'Experience of Crime Sheet'?

Yes	1	
No	2	
WANTS REASSURANCES	3	SHOW REASSURANCES

## REASSURANCES

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

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

If you have any queries about this, you can contact TNS BMRB on 0800 0510875.

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

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

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

**Q5** Could I take his / her name?

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

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

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

ENTER FULL JOB TITLE

IF Q5 = Yes OR S9 = Yes GO TO Q6

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

**S6** Please could you put me through to [TITLE + FIRST NAME +LAST NAME from Q5]?

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

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

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

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

- INSERT ADDRESS HERE [GO TO S11]

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

- COLLECT TELEPHONE NUMBER HERE [GO TO S12]

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

- COLLECT EMAIL ADDRESS HERE [THANK AND CLOSE AFTER]

**TINT4** INTERVIEWER - DOES THE RESPONDENT WANT A COPY OF THE LETTER AND EXPERIENCE OF CRIME SHEET TO BE SENT BY EMAIL BEFORE PROCEEDING?

1 Yes - send copy - ENTER EMAIL ADDRESS AND NAME

2 No - proceed without - GO TO Q3

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

1 Happy to proceed

2 Want a call back - BOOK APPOINTMENT

3 Want a copy to be resent - enter email address and name

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

**Q13** Please could you put me through to the Owner or Managing Director of the company?

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

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

Yes	1	GO TO INTRO3
No	2	GO TO Q5

**INTRO 3**

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

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

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

**Q4A** Do you know who the best person to talk to about security and crime-related issues is at your business at these premises?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

IF S19 = Yes OR S20 = Yes GO TO S10

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

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

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

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

## MODULE 2: BACKGROUND INFORMATION

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

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

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

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

ASK ALL

**Q4** What is the MAIN activity of your business at these premises?

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

SCRIPTING: LIST TO BE FILTERED DEPENDING ON THE SECTOR

<b>Retail and wholesale (Sector G)</b>		
Retail/non-food	2	
Retail/food	3	
Retail supermarket	4	
Wholesaling/distribution		
<b>Accommodation and food service (I)</b>		
Accommodation	5	
Food and beverage service activities	6	

<b><i>Agriculture (A)</i></b>		
Farming (crop and/or animal raising / production)	7	
Services / support for the farming sector	8	
Forestry or logging	9	
Fishing	10	
Fish farming or aquaculture	11	
Plant nursery / plant propagation (other than crop farming)		
<b><i>Arts / entertainment (R)</i></b>		
Theatre or concert hall	12	
Performing arts (e.g. theatre, dance, music or other stage productions)	13	
Artist (inc. restoration of artwork)	14	
Writing or journalism	15	
Library or other archive	16	
Museum	17	
Historical site or building	18	
Botanical garden, nature reserve or zoo	19	
Gambling or betting activities (inc. gambling machines, casinos and bookmaking)	20	
Gym, fitness or other health club	21	
A sporting facility (inc. stadiums, arenas, racetracks, swimming pools, golf courses and bowling lanes)	22	
Other (specify)	23	

IF FARMING AT PREVIOUS QUESTION (CODE 7)

**NEWFARMTYPE** What type of farming do you do at these premises?  
CODE ALL THAT APPLY

INTERVIEWER: PROBE FOR TYPE OF CROPS OR ANIMALS  
INTERVIEWER: 'ARABLE' SHOULD BE TREATED AS CROPS

Crops - cereals	1	
Crops - oil seeds	2	
Crops - fruit or vegetables	3	
Crops - other	4	
Animals - dairy cattle	5	
Animals - beef or breeding cattle	6	
Animals - sheep	7	
Animals - poultry	8	
Animals - pigs	9	
Animals - other	10	

IF ANIMAL FARMING CODES 5-10 AT NEWFARMTYPE

**NEWANIMALCOUNT** What is the current headcount of all animals and livestock at these premises?

CODE ALL THAT APPLY

DK	X	X
REF	V	V

IF DON'T KNOW OR REFUSED AT NEWANIMALCOUNT

**NEWANIMALCOUNT2** OK, which of the following is closest?

A4

50 or less	2	
51 - 100	2	
101 - 200	3	
201 - 300	3	
301 - 400	4	
401 - 500	5	
501 - 600	6	
601 - 700	7	
701 - 800	8	
801 - 900	9	
901 - 1000	10	
More than 1,000	11	
Don't know	X	
Refused	V	

ALL AGRICULTURE

**NEWFARMSIZE** And what is the total size of your premises? That is including all fields, land and areas occupied by buildings at this site.

IF NECESSARY: Must only cover the sampled site.

Option to capture in acres Or hectares		
Not applicable		
DK	X	X
REF	V	V

IF DON'T KNOW OR REFUSED AT NEWFARMSIZE

**NEWFARMSIZE3** OK, which of the following is closest?

A4

20 or less	2	
21 - 40	2	
41 - 60	3	
61 - 80	3	
81 - 100	4	
101 - 120	5	
121 - 140	6	
141 - 160	7	
161 - 180	8	
181 - 200	9	
More than 200	10	
Don't know	X	
Refused	V	

ASK ALL

**Q5A** And does your business also do any of the following at these premises?

READ OUT. MULTICODE ALLOWED

Any manufacturing	1	
Sell to the public (i.e. retailing)	2	NOT TO APPEAR IF CODE 2/3/4 @Q4
Sell to other businesses (i.e. wholesale)	3	NOT TO APPEAR IF CODE 5 @Q4
DON'T READ OUT - No other activities	4	

IF MANUFACTURING AT Q5a (code 1)

**Q5B** And what does your business mainly manufacture?

PROMPT AS NECESSARY

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

IF RETAIL AT Q4 (code 2 - 5) OR IF Q5a = 2 OR 3

**Q5C** And what does your business mainly sell?

PROMPT AS NECESSARY. ALLOW MULTI CODING

Motor vehicles	1	
Motor vehicle accessories	2	
Petrol	3	
Food / Groceries	4	
Alcohol / tobacco	5	
High value electrical goods (e.g. TVs, Stereos and MP3 players, Kindles and e-books)	6	
Furniture	7	
Clothing	8	
Jewellery / precious metals	9	
CDs / records / books	10	
IT equipment / accessories, including computer games (including tablets)	11	
Electrical and hardware (excluding high value goods, IT and mobile phones)	12	
Drugs/pharmaceuticals	13	
Sporting goods	14	
Office supplies / stationery	15	
Mobile phones (including smartphones)	16	
Animals, livestock or fish	17	
Other (SPECIFY)	0	

**Q5D**

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

ASK ALL

**Q6** Is this business a private sector organisation?...

IF YES, CODE TO 'PRIVATE SECTOR'

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

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

**Q7** How long has this business operated from these premises?

PROMPT IF NECESSARY

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

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

ASK IF LESS THAN 12 MONTHS AT Q7

**Q8** How many months has this business operated from these premises?

PROMPT IF NECESSARY

0...11

ASK ALL

**Q9** Is your business at these premises ....?

READ OUT

An independent business occupying these premises only	1	
The head quarters of a business occupying more than one premises	2	
A branch or division of a business with headquarters elsewhere	3	
Or is this a branch of a franchised chain	4	
Don't Know	X	

ASK ALL EXCEPT SECTOR A and R - AGRICULTURE & ARTS / ENTERTAINMENT

**Q9A** Which of the following best describes the main building from which you operate at these premises?

READ OUT AND CODE FIRST THAT APPLIES

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

ASK (Q9A = SHOP / RETAIL / RESTAURANT / BAR OR CLUB / FOOD OUTLET / HOTEL / SOMETHING ELSE [1,5,6,7,8,10] OR Q4 = THEATRE OR CONCERT HALL / PERFORMING ARTS / MUSEUM / HISTORICAL SITE OR BUILDING / GAMBLING / GYM / SPORTS FACILITY [12,13,17,18,20,21,22])

**Q9AX** Is your premises licensed to serve alcohol?

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

FIRST TWO CODES MULTICODED

Yes - licensed for consumption on premises	1	
Yes - licensed for consumption off premises	2	
<u>Not licensed</u>	<u>3</u>	

ASK ALL EXCEPT SECTOR A – AGRICULTURE

**Q9B** Which of the following best describes the location where your premises are based?

READ OUT. MULTICODE ALLOWED

A retail park, outside a town or city centre	1	
An industrial estate, with a retail element	2	
An industrial estate with no retail element	3	
A town or city centre	4	
A main street outside a town or city centre	5	
A side street outside a town or city centre	6	
Other (specify)	7	
Don't know	X	

**Q9C** Does your business occupy the whole of the premises in which you are based or is it shared with other organisations?

Occupy whole premises	1	
Shared	2	
DK	3	

IF SHARED AT 9c

**Q9D** Does your business at this premises have...

READ OUT. MULTICODE ALLOWED

An entrance you share with other organisations?	1	
Any other communal areas or facilities which are shared with other organisations?	2	
None of these	3	
DK	4	

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

**Q7A** Could you tell me the number of different premises that the business has in the UK?

WRITE IN \_\_\_\_\_

**Q8A** [TEXT SUB IF OVER 1 PREMISIES AT Q7a: Although your business has more than one site details are only required from this site.]  
Including yourself, how many people work at, or from these premises? Please include both full and part time staff and temporary or sub-contracted staff who consider this their main place of work.

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

WRITE IN \_\_\_\_\_

ASK IF DON'T KNOW AT Q8A

**Q8B** Which of the following is closest to how many people work at, or from these premises?

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

ASK IF Q8 > 0 or DK

**QTEMP** If a raw number given at Q8: And of the [TEXT SUB NUMBER OF EMPLOYEES STATED AT Q8] workers how many are employed on a casual/temporary or seasonal basis?

If DK at Q8 but a banded answer given at follow up question: And of the [TEXT SUB BANDED NUMBER OF EMPLOYEES] workers how many are employed on a casual/temporary or seasonal basis?

If DK at Q8 and banded question: And how many are employed on a casual/temporary or seasonal basis?

*READ OUT IF NECESSARY:* By casual/ temporary I mean the workers do not have a permanent contract. This would not include permanent employees who work on a part time basis.

IF UNSURE, ASK FOR BEST ESTIMATE

Don't Know

BUILD IN CATI CHECK IF RAW NUMBER GIVEN AT Q8 - IF Q8>Qtemp. (Hard check)

ASK IF QTEMP > 0 or DK

**Q AVERAGE** And including yourself, how many people work at, or from these premises in an average week?

WRITE IN \_\_\_\_\_

Don't Know

IF DK PROMPT WITH RANGE

**Q AVERAGE2** Which of the following is closest to how many people including yourself, work at, or from these premises in an average week?

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

ASK ALL EXCEPT THE AGRICULTURAL SECTOR

**Q10A** How far away from your premises is the nearest housing? Would you say...

READ OUT

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

ASK ALL EXCEPT THE AGRICULTURAL SECTOR

**Q10B** And [apart from your own premises\*] how far away from your premises is the nearest pub, club, bar or hotel?

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

PROMPT IF NECESSARY

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

ALL AGRICULTURE

**NEWFARMRISK1** How far away from your premises is the nearest motorway or dual carriageway junction? Would you say...

READ OUT

Next to your premises	1
Within a 5 minute drive	2
Within a 15 minute drive	3
Within a 30 minute drive	3
Further away	4
DO NOT READ OUT Don't Know	X

ALL AGRICULTURE

**NEWFARMRISK2** And how far away from your premises is the nearest town or city?

PROMPT IF NECESSARY

Next to your premises	1
Within a 5 minute drive	2
Within a 15 minute drive	3
Within a 30 minute drive	3
Further away	4
DO NOT READ OUT Don't Know	X

## MODULE 3: CRIME GENERALLY

ASK ALL

**QOTHAWANEW** Is your business, at these premises, a member of any partnerships that work together to help reduce crime against businesses?

Yes	1	
No	2	
DK	3	

ASK IF QOTHAWA = Yes

**QOTHAWA2NEW** Is this a...

READ OUT. MULTICODE ALLOWED

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

## MODULE 4: SCREENER QUESTIONS

ASK ALL

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

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

### BURGLARY (ITEM A)

**Q23** [During the last 12 months], has anyone got into your buildings at these premises without permission and **STOLEN** or **TRIED TO STEAL** anything?

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

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

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

Yes	1	
No	2	
DK	3	

### ATTEMPTED BURGLARY (ITEM B)

**Q23A** Still thinking about [the last 12 months], has anyone **TRIED** but **FAILED** to get into your buildings at these premises without permission to **STEAL** something?

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

Yes	1	
No	2	
DK	3	

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

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

- All buildings you own or lease
- Any outbuildings such as [TEXT SUB FOR AGRICULTURAL SECTOR:barns, silos, workshops, outhouses] sheds and warehouses
- Outside space that you own or lease – including [TEXT SUB FOR AGRICULTURAL SECTOR:fields, meadows, woodland], car parks and yards

DELIBERATE DAMAGE (ITEM C)

**Q23B** Still thinking about [the last 12 months], apart from any damage caused during a burglary, has anyone caused **deliberate** damage, including graffiti or arson, to these premises? This includes damage to any buildings or structures (including walls and fences) and to vehicles, equipment or stock belonging to this business either at these premises or elsewhere.

INTERVIEWER: DO NOT INCLUDE CIVIL MATTERS/ANTI-SOCIAL BEHAVIOUR [SUCH AS TRESPASSING, FLY TIPPING ETC) UNLESS THERE WAS DELIBERATE/MALICIOUS DAMAGE CAUSED AS A RESULT. THIS WILL BE COVERED LATER ON IN THE QUESTIONNAIRE

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

Yes	1	
No	2	
DK	3	

IF YES AT Q23b ( ASK THE AGRICULTURAL SECTOR A ONLY)

**QARSON** Did any of these incidents in the last 12 months involve arson?

IF NECESSARY: This could include arson involving any part of your premises.

Yes	1	
No	2	
Don't know	X	

VEHICLE CRIME

**Q24** And does this business currently own or lease any cars, vans, lorries or other vehicles [TEXT SUB FOR AGRICULTURAL SECTOR: like tractors, JCBs or quad bikes] that are used by people who consider these premises to be their main place of work?

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

INTERVIEWER NOTE: All types of vehicle should be included:

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

Yes	1		ASK Q24a
No	2		GO TO Q25
DK	3		

VEHICLE THEFT (ITEM D)

Now thinking just about these vehicles...

**Q24A** [In the last 12 months] was any car or vehicle stolen, either from these premises or from somewhere else?

Yes	1	
No	2	
DK	3	

THEFT FROM VEHICLE (ITEM E)

**Q24B** And, [in the last 12 months] [TEXT SUB IF Q24b=1:apart from theft of actual vehicles] was anything stolen off or from any vehicles?

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

PROMPT IF NECESSARY: Please exclude personal possessions

Yes	1	
No	2	
DK	3	

VIOLENT CRIME (ROBBERY AND ASSAULT)

ROBBERY (ITEM F)

ASK ALL

**Q25** I'd now like to ask you a few a questions about thefts from your business that involved force or where the offender threatened to use force against an employee.

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

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

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

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

Yes	1	
No	2	
DK	3	

ATTEMPTED ROBBERY (ITEM G)

**Q25ATTEMPT** And [in the last 12 months] did anyone ATTEMPT but FAIL to steal anything from your business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?

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

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

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

Yes	1	
No	2	
DK	3	

ASSAULTS & THREATS (ITEM H)

**Q25ASS** [TEXT SUB IF YES Q25 Apart from anything that you have already mentioned] [In the last 12 months], were any EMPLOYEES assaulted, threatened or intimidated? Please include any incidents which were a result of disagreements with customers or other employees. Include incidents which happened both at these premises and when staff were on duty elsewhere.

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

INTERVIEWER: This should NOT include assaults of customers.

Yes	1	
No	2	
DK	X	

THEFTS

THEFTS (ITEMS I, J & K)

The next question is about incidents where money, [IF SECTOR R ARTS AND ENTERTAINMENT: equipment, exhibits or other assets] goods, company property [IF SECTOR A AGRICULTURE: livestock, crops, machinery] or services were stolen from the business at these premises. [TEXT SUB IF CODE 1 @ Q25 AND NOT 1 @ Q23: That is apart from incidents involving violence or threats of violence] [TEXT SUB IF CODE 1 @ Q23 AND NOT 1 @Q25: That is apart from anything stolen during a burglary] [TEXT SUB IF CODE 1 @ Q25 AND @23: That is apart from incidents involving violence or threats of violence OR anything stolen during a burglary]

**Q26COMB** [In the last 12 months] was your business at these premises a victim of theft by...

READ OUT. MULTICODE ALLOWED

IF NECESSARY: This includes thefts of money, equipment, exhibits or other assets], goods, company property [TEXT SUB FOR AGRICULTURE SECTOR: livestock, crops, machinery], as well as failing to pay for services that you provide

A customer	1	
An employee	2	
Someone else	3	
Or, were there any thefts where you were UNABLE TO ESTABLISH who the offender was	4	
No thefts	5	
DK	x	

FRAUDS

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

FRAUD (ITEM M)

**Q27** [In the last 12 months] was your business at these premises a victim of fraud by ...

READ OUT. MULTICODE ALLOWED

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

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

**Q0THTHEFT** Including anything you've already mentioned, [in the last 12 months] have any of the following been stolen from your business at these premises?

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

IF NECESSARY FOR FUEL: This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

[SECTOR A ONLY] IF NECESSARY FOR CHEMICAL: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

[ASK ALL] Metal items - That is, was anything stolen that you suspect was taken for its scrap metal value?	1	
[ASK ALL] Fuel from a vehicle or other fuel tanks	2	
[SECTOR A ONLY] Chemicals - such as fertilisers or other chemicals used to treat crops or livestock that are stored on the premises	3	
[SECTOR A ONLY] Livestock or animals that belong to your business	4	
None of these	X	
Don't know	X	

OTHER CRIMES

**Q29NEW1** Apart from any of the things I've asked you about, has your business at this premises been the victim of any other types of crime [in the last 12 months]?

Yes	1	
No	2	
DK	X	

ASK IF Q29NEW1 = 1 (YES)

**Q29NEW2** Briefly, what other types of crime has your business at these premises been a victim of [in the last 12 months]?

WRITE  
IN \_\_\_\_\_

## MODULE 5: VICTIM FORM

### A BURGLARY

ASK IF Q23 / 1. OTHERS CHECK ROUTING ABOVE B1

**A1INTRO** You said earlier that someone got into the buildings at these premises without permission and stole or tried to steal something. I would like to ask a few questions about this.

I will refer to this type of incident as a burglary

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

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

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

IF DK, Approximately how many?.

WRITE

IN \_\_\_\_\_

IF ZERO AT A1

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

IF DK, Approximately how many?.

WRITE

IN \_\_\_\_\_

IF Achk = 0

**ACHK2** INTERVIEWER: Why was the information collected at the screener incorrect?

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

- OPEN-ENDED

IF Achk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

**A12** At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

READ OUT. MULTICODE ALLOWED

Money	1	
Goods or stock	2	
Other company property	3	
Personal possessions of employees or customers	4	
OTHER – specify	10	
Nothing stolen	11	
Don't know	X	

ONLY IF QOTHTHEFT = 1 = YES

**AX2X** And during this burglary were any metal items stolen? That is was anything stolen that you suspect was taken for its scrap metal value?

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

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 3 / SECTOR A ONLY

**AX2CHEM** And during this burglary were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF OTHTHEFT = 2 (ALL SECTORS)

**AX2FUEL** And during this burglary was any fuel stolen?

IF NECESSARY: This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

Yes	1	
No	2	
Don't know	X	

ONLY IF OTHTHEFT = 4 / SECTOR A ONLY

**AX2ANIMAL** And during this burglary were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF AX2ANIMAL = 1

**A3ANIMAL** And during the burglary how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK AT A3ANIMAL3 ASK FOR BANDED NUMBER

**A3ANIMALRANGE** Which of the following is closest to how many livestock or animals, belonging to your business, were stolen?

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF AX2ANIMAL = 1

**A3ANIMAL2** And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the burglary, belonging to the business  
 CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT A3ANIMAL2

**A3ANIMAL3** Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT A3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business  
 CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know	7	

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

**A4 NOT ASKED IF AX = NOTHING STOLEN**

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

IF DK Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

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

IF DK Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

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

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT A4 OR A5.

**A6** OK, which of the following is closest to the total value?

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

**A8A** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE A8a

**A9** Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

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

**A10A** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

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

MULTICODE ALLOWED

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

ASK IF GOT IN THROUGH DOOR AT A13

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

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

ASK IF GOT IN THROUGH WINDOW AT A13

**A15** How did they get in through the window?

DO NOT READ OUT. PROMPT IF NECESSARY. MULTICODE ALLOWED

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

ASK ALL

**AX2** Do you think this was someone working alone or ...

READ OUT

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

## **B ATTEMPTED BURGLARY**

ASK IF Q23a / 1. OTHERS CHECK ROUTING ABOVE C1

**B1Intro** You said earlier that someone ATTEMPTED but FAILED to get into the buildings at these premises without permission, to steal something, but did not actually gain entry. I would like to ask a few questions about this.

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

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

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

**B1** How many attempted burglaries occurred [in the last 12 months] since [TEXT SUB: the first of DATE]?

IF DK, Approximately how many?

WRITE

IN \_\_\_\_\_

IF ZERO AT B1

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

IF DK, Approximately how many?.

WRITE

IN \_\_\_\_\_

IF Bchk = 0

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

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

- OPEN-ENDED

IF Bchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

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

During the week	1	
At the weekend	2	
DK	X	

**BX** At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

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

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT B4.

**B5** OK, which of the following is closest to the total value?

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

**B7a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (B7a)

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

DO NOT READ OUT. MULTICODE

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

**B9a** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

**BX2** Do you think this was someone working alone or...?

READ OUT

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

## C VANDALISM / DELIBERATE DAMAGE

ASK IF Q23b / 1. OTHERS CHECK ROUTING ABOVE D1

**C1Intro** You said earlier that deliberate damage was caused to these premises. That is APART from damage resulting from any burglaries or attempted burglaries. I would like to ask a few questions about this.

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

I will refer to this type of incident as vandalism.

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

INTERVIEWER: DO NOT INCLUDE CIVIL MATTERS/ANTI-SOCIAL BEHAVIOUR (SUCH AS TRESPASSING, FLY TIPPING ETC) UNLESS THERE WAS DELIBERATE/MALICIOUS DAMAGE CAUSED AS A RESULT. THIS WILL BE COVERED LATER ON IN THE QUESTIONNAIRE

READ OUT. MULTICODE

INTERVIEWER: This can include graffiti.

Damage to any part of any buildings at these premises	1	
Damage to any other part of these premises (including walls, hedges, fences, lights or any other external fixtures or fittings)	4	
Damage to equipment or stock belonging to the business at these premises	2	
Damage to vehicles owned or leased by the business either at these premises or elsewhere, but not employees' or customers' vehicles	3	
Damage to livestock	4	Code only to appear if newfarmtype = 5 through to 10
Damage to crops	5	Code only to appear if newfarmtype = 1-4
Damage to anything else (specify)	5	
DO NOT READ OUT: DK	X	
DO NOT READ OUT Refused	V	

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

WRITE  
 IN \_\_\_\_\_

IF ZERO AT C2

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

IF DK, Approximately how many?.

WRITE  
 IN \_\_\_\_\_

IF Cchk = 0

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

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

- OPEN-ENDED

IF Cchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

**C4a** At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT C6.

**C7** OK, which of the following is closest to the total value?

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

**C9a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE C9a

**C10** Why did you not report the incident to the police?

DO NOT READ OUT. MULTICODE

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

**C10a** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

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

Yes	1	
No	2	
Don't know	X	

ASK ALL

**C12** Do you think this was someone working alone or

READ OUT

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

## D THEFT OF VEHICLES

ASK IF Q24a / 1 OTHERS CHECK ROUTING ABOVE E1

**D1Intro** You said earlier that vehicles owned or leased by this business and used by employees who consider these premises as their main place of work have been stolen. I would like to ask a few questions about this.

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

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

Please exclude theft of employees' or customers' vehicles

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

**D1** What types of vehicle have been stolen [in the last 12 months]. Was it...?

READ OUT. MULTICODE ALLOWED

Passenger cars	1	
Vans or lorries requiring an HGV licence to drive	2	
Vans or lorries NOT requiring HGV licence to drive	3	
Motorbikes / Scooters / [TEXT SUB FOR SECTOR A ONLY quad bikes]	4	
[TEXT SUB FOR SECTOR A ONLY: Tractors,] Forklifts, JCBs or other industrial vehicles	5	
(DON'T READ OUT) Don't know	X	
(DON'T READ OUT) Refused	V	

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

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

WRITE

IN \_\_\_\_\_

IF ZERO AT D2

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

IF DK, Approximately how many?.

WRITE

IN \_\_\_\_\_

IF Dchk = 0

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

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

- OPEN-ENDED

IF Dchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

**D3X** [IF D2>1: For the next few questions, please think about the most recent incident of vehicle theft.]

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

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

Passenger cars (single vehicle)	1	
Vans or lorries requiring an HGV licence to drive (single vehicle)	2	
Vans or lorries NOT requiring HGV licence to drive (single vehicle)	3	
Motorbikes / Scooters / [TEXT SUB FOR SECTOR A ONLY quad bikes] (single vehicle)	4	
[TEXT SUB FOR SECTOR A ONLY Tractors,] Forklifts, JCBS or other industrial vehicles (single vehicle)	5	
More than 1 vehicle	6	
(DON'T READ OUT) Don't know	X	
(DON'T READ OUT) Refused	V	

ASK IT MORE THAN 1 VEHICLE AT DX

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

WRITE IN NUMBER

Passenger cars	1	
Vans or lorries requiring an HGV licence to drive	2	
Vans or lorries NOT requiring HGV licence to drive	3	
Motorbikes / Scooters / [TEXT SUB FOR SECTOR A ONLY quad bikes]	4	
[TEXT SUB FOR SECTOR A ONLY Tractors,] Forklifts, JCBS or other industrial vehicles	5	
(DON'T READ OUT) Don't know	X	
(DON'T READ OUT) Refused	V	

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

During the week	1	
At the weekend	2	
DK	X	

**D4ax** At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

Yes	1	
No	2	
DK	3	

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

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

ASK IF VEHICLE NOT RECOVERED (D4a / 3)

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

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

WRITE IN

ANSWER CODED TO LIST BELOW IF DON'T KNOW OR REFUSED AT D4b

**D4bx** OK, which of the following is closest to the total value?

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

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

**D4c** Was there....

READ OUT.

MULTICODE ALLOWED

**D4d2** [IF CODE 2 AT D4c] And what was the total cost of repairs [ADD IF RECOVERED WITHOUT CONTENTS (D4a /2): and value of any stolen contents from the vehicle(s) {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN} that were not later recovered, regardless of whether you received any insurance payment?]

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

MULTICODE

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

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT D4.

**D5** OK, which of the following is closest to the total value?

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

**D9a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE C9a

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

DO NOT READ OUT. MULTICODE

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

**D10a** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

**D12** Do you think this was someone working alone or

READ OUT

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

## E THEFTS FROM VEHICLES

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

**E1Intro** You said earlier that someone stole something off or from vehicles owned or leased by this business and used by employees who consider these premises to be their main place of work. I would like to ask a few questions about this.

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

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

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

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

IF DK, Approximately how many?

WRITE

IN \_\_\_\_\_

IF ZERO AT E1

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

IF DK, Approximately how many?.

WRITE

IN \_\_\_\_\_

IF Echk = 0

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

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

- OPEN-ENDED

IF Echk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

**E3x** At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

Yes	1	
No	2	
DK	3	

ONLY IF QOTHTHEFT = 1

**EX2** And were any metal items stolen? That is, was anything stolen that you suspect was taken for its scrap metal value?

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

Yes	1	
No	2	
Don't know	X	

IF QOTHTHEFT = 3 / SECTOR A ONLY

**EX2CHEM** And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 2(ALL SECTORS)

**EX2FUEL** And was any fuel stolen?

IF NECESSARY: This includes petrol, diesel or other fuel oils that are used for business purposes.

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 4/ SECTOR A ONLY

**EX2ANIMAL** And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF EX2ANIMAL = 1

**E3ANIMAL** And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK AT E3ANIMAL ASK FOR BANDED NUMBER

**E3ANIMALRANGE** Which of the following is closest to how many livestock or animals, belonging to your business, were stolen?

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF EX2ANIMAL = 1

**E3ANIMAL2** And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the theft, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT E3ANIMAL2

**E3ANIMAL3** Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT E3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

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

IF DK, Approximately how much?

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

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

**E5** ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT E4.

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

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

**E7a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE E7a

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

DO NOT READ OUT. MULTICODE

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

**E9a** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

**E12** Do you think this was someone working alone or

READ OUT

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

## L ROBBERY / ATTEMPTED ROBBERY

Textfill:

1 - IF Q25 = Yes

2 - IF Q25attempt = Yes

3 - IF Q25 = Yes and Q25attempt = Yes

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

**L1Intro** You said earlier that someone who was NOT employed at these premises (textfill1: stole) (text fill 3: or) (textfill 2: attempted to steal) something from your business or from your employees by using or threatening to use force or violence. I would like to ask a few questions about this.

This includes incidents where:

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

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

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

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

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

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

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

LOGIC CHECK

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

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

IF ZERO AT L1

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

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

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

IF Lchk = 0

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

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

- OPEN-ENDED

IF Lchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

IF MORE THAN ONE ROBBERY RECORDED AT L1

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

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

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

IF MORE THAN ONE ROBBERY RECORDED AT L1

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

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

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

IF Q25 = Yes and Q25attempt = Yes

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

Robbery	1	
Attempted robbery	2	

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

**L1c** Where did this (textfill1: robbery) (textfill3: answer from L1d ) (textfill2: attempted robbery) take place?  
DO NOT READ OUT. PROMPT IF NECESSARY.

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

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

IF THE LAST ROBBERY TOOK PLACE AT THE PREMISES AT L1c

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

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

**L3** What, if anything, was stolen?

PROMPT IF NECESSARY. MULTICODE ALLOWED

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

ONLY IF QOTHTHEFT = 1

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

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

Yes	1	
No	2	
Don't know	X	

IF QOTHTHEFT = 3 / SECTOR A ONLY

**LX2CHEM** And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 2(ALL SECTORS)

**LX2FUEL** And was any fuel stolen?

IF NECESSARY: This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 4/ SECTOR A ONLY

**LX2ANIMAL** And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF LX2ANIMAL = 1

**L3ANIMAL** And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK AT L3ANIMAL ASK FOR BANDED NUMBER

**L3ANIMALRANGE** Which of the following is closest to how many livestock or animals, belonging to your business, were stolen?

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF LX2ANIMAL = 1

**L3ANIMAL2** And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the robbery, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT L3ANIMAL2

**L3ANIMAL3** Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT L3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

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

During the week	1	
At the weekend	2	
DK	X	

**L6** At what time of day did it happen?

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

DO NOT ASK IF L3 = Nothing – attempted robbery only

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

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

£	WRITE IN_____
DK	X
REF	V

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

**L8** OK, which of the following is closest to the total value?

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

**L10a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (L10a)

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

DO NOT READ OUT. MULTICODE

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

**L7a** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

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

Yes	1	
No	2	
Don't know	X	

**L16a** And did they have a knife?

Yes	1	
No	2	
Don't know	X	

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

Yes	1	
No	2	
Don't know	X	

**L17** Were employees physically injured?

Yes	1	
No	2	
Don't know	X	

**L18** How many offenders were involved in this incident?

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

**L19** Were they male or female?

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

ASK ALL

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

Yes	1	
No	2	
Don't know	X	

ASK ALL

**L21** Do you think this was someone working alone or

READ OUT

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

**M ASSAULTS AND THREATS**

ASK IF Q25ass / 1 OTHERS CHECK ROUTING ABOVE F1

**M1Intro** You said earlier that employees had experienced assault, threats or intimidation. I would like to ask a few questions about this.

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

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

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

IF DK, Approximately how many?

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

IF ZERO AT M1

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

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

IF DK, Approximately how many?

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

IF Mchk = 0

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

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

- OPEN-ENDED

IF Mchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

**M4** At what time of day did it happen?

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

**M5a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (M5a)

**M6** Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

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

**M7a** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

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

Yes	1	
No	2	
Don't know	X	

ASK ALL

**M9b** And did they have a knife?

Yes	1	
No	2	
Don't know	X	

ASK ALL

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

Yes	1	
No	2	
Don't know	X	

ASK ALL

**M9d** Were employees physically injured?

Yes	1	
No	2	
Don't know	X	

ASK ALL

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

CODE ALL THAT APPLY

Yes	1	
No	2	
Don't know	X	

ASK ALL

**M11** Do you think this was someone working alone or

READ OUT

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

## F THEFTS BY CUSTOMERS

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

**F1Intro** You said earlier that a customer stole money, goods, company property, services or something else from your business at these premises. I would like to ask a few questions about this.

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

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

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

WRITE  
IN \_\_\_\_\_

IF DONT KNOW

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

WRITE IN \_\_\_\_\_

IF ZERO AT F1

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

WRITE  
IN \_\_\_\_\_

IF DONT KNOW

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

IF Fchk = 0

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

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

- OPEN-ENDED

IF Fchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

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

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

During the week	1	
At the weekend	2	
DK	X	

**F3a** At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

PROMPT IF NECESSARY

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

ONLY IF QOTHTHEFT = 1

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

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

Yes	1	
No	2	

Don't know	X	
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IF QOTHTHEFT = 3 / SECTOR A ONLY

**F3cCHEM** And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 2 (ALL SECTORS)

**F3cFUEL** And was any fuel stolen?

IF NECESSARY: This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 4/ SECTOR A ONLY

**F3cANIMAL** And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF F3cANIMAL = 1

**F3ANIMAL** And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK AT F3ANIMAL ASK FOR BANDED NUMBER

**F3ANIMALRANGE** Which of the following is closest to how many livestock or animals, belonging to your business, were stolen?

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF F3cANIMAL = 1

**F3ANIMAL2** And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the theft, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT F3ANIMAL2

**F3ANIMAL3** Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT F3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business  
CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

ONLY ASK IF MORE THAN 1 INCIDENT AT F1

**F4** Still thinking about [IF F1>1: the most recent] [IF F1=1: this] incident of theft by customers, what was the total value of everything that was [stolen / unpaid]? Please tell me the total value, regardless of whether items were later recovered or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

**F5** OK, which of the following is closest to the total value?

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

**F7a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE F7a

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

DO NOT READ OUT. MULTICODE

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

**F9a** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

**F12** Do you think this was someone working alone or

READ OUT

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

## **G THEFT BY EMPLOYEES**

ASK IF Q26comb = 2 OTHERS CHECK ROUTING ABOVE H1

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

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

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

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

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

WRITE

IN \_\_\_\_\_

IF ZERO AT G1

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

WRITE

IN \_\_\_\_\_

IF Gchk = 0

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

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

- OPEN-ENDED

IF Gchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

**G3A1** [IF G1>1: For the next few questions, I would like you to think about the most recent incident of theft by employees]. Did this incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

**G3A2** At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

PROMPT IF NECESSARY. MULTICODE ALLOWED

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

ONLY IF QOTHTHEFT = 1

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

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

Yes	1	
No	2	
Don't know	X	

ONLY IF ONLY IF QOTHTHEFT = 3/ SECTOR A ONLY

**G3cCHEM** And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF ONLY IF QOTHTHEFT = 3(ALL SECTORS)

**G3cFUEL** And was any fuel stolen?

IF NECESSARY: This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

Yes	1	
No	2	
Don't know	X	

ONLY IF ONLY IF QOTHTHEFT = 4/ SECTOR A ONLY

**G3cANIMAL** And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF G3cANIMAL = 1

**G3ANIMAL** And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK AT G3ANIMAL ASK FOR BANDED NUMBER

**G3ANIMALRANGE** Which of the following is closest to how many livestock or animals, belonging to your business, were stolen?

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF G3cANIMAL = 1

**G3ANIMAL2** And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the theft, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT G3ANIMAL2

**G3ANIMAL3** Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT G3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

**G5** OK, which of the following is closest to the total value?

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

**G7a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (G7a)

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

DO NOT READ OUT. MULTICODE

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

**G9a** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

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

Yes	1	
No	2	
Don't know	X	

ASK ALL

**G11** Do you think this was someone working alone or

READ OUT

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

## H THEFT BY OTHERS

ASK IF Q26comb = 3 OTHERS CHECK ROUTING ABOVE I1

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

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

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

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

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

IF DK, Approximately how many?

WRITE  
IN \_\_\_\_\_

IF ZERO AT H1

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

WRITE  
IN \_\_\_\_\_

IF Hchk = 0

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

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

- OPEN-ENDED

IF Hchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

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

During the week	1	
At the weekend	2	
DK	X	

**H3b** At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

PROMPT IF NECESSARY. MULTICODE ALLOWED

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

ONLY IF QOTHTHEFT = 1

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

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

Yes	1	
No	2	
Don't know	X	

QOTHTHEFT = 3/ SECTOR A ONLY

**H3dCHEM** And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 2(ALL SECTORS)

**H3dFUEL** And was any fuel stolen?

IF NECESSARY: This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

Yes	1	
No	2	
Don't know	X	

ONLY QOTHTHEFT = 4/ SECTOR A ONLY

**H3dANIMAL** And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF H3dANIMAL = 1

**H3ANIMAL** And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK ASK FOR BANDED NUMBER

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF H3dANIMAL = 1

**H3ANIMAL2** And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the theft, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT H3ANIMAL2

**H3ANIMAL3** Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT H3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT H4

**H5** OK, which of the following is closest to the total value?

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

**H7a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (H7a)

**H8** Why didn't you report the incident to the police?  
DO NOT READ OUT. MULTICODE

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

**H9a** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

**H11** Do you think this was someone working alone or

READ OUT

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

## **I THEFT BY PERSONS UNKNOWN**

ASK IF Q26comb =4 . OTHERS CHECK ROUTING ABOVE Jcog

**I1Intro** You said earlier that an unknown person or persons stole money, goods, company property or services from your business at these premises. I would like to ask a few questions about this.

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

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

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

IF DK, Approximately how many?

WRITE  
IN \_\_\_\_\_

IF ZERO AT I1

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

WRITE  
IN \_\_\_\_\_

IF Ichk = 0

**Ichk2** INTERVIEWER: Why was the information collected at the screener incorrect?

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

- OPEN-ENDED

IF Ichk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

**I3b** At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

PROMPT IF NECESSARY. MULTICODE ALLOWED

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

QOTHTHEFT = 1

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

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

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 3/ SECTOR A ONLY

**I3dCHEM** And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 2(ALL SECTORS)

**I3dFUEL** And was any fuel stolen?

IF NECESSARY: This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 4/ SECTOR A ONLY

**I3dANIMAL** And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF I3dANIMAL = 1

**I3ANIMAL** And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK ASK FOR BANDED NUMBER

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF I3dANIMAL = 1

**I3ANIMAL2** And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the theft, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

[IF MORE THAN ONE ANIMAL SELECTED AT I3ANIMAL2]

**I3ANIMAL3** Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT I3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business  
CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

**I4** Still thinking about [IF I1>1: the most recent] [IF I1=1: this] incident of theft by persons unknown, what was the total value of everything that was stolen? Please tell me the total value, regardless of whether items were later recovered, or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN_____
DK	X
REF	V

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

**I5** OK, which of the following is closest to the total value?

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

**I7a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE I7a

**I8** Why didn't you not report the incident / to the police?  
DO NOT READ OUT. MULTICODE

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

**I9a** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

**J. FRAUD BY EMPLOYEES**

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

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

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

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

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

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

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

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

**J1anw** [In the last 12 months] has an employee done any of the following:  
 READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

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

IF ZERO AT J1anw

**Jchk** You said earlier that you had experienced fraud by employees in the last 12 months. Can I double check, [In the last 12 months] has an employee done any of the following:

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

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

IF Jchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF Jchk = 0

**Jchk2** INTERVIEWER: Why was the information collected at the screener incorrect?

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

- OPEN-ENDED

IF Jchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT J1anw

**J2** What type of fraud was this?

READ OUT. SINGLE CODE

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

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

ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT J1anw

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

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

**J4** OK, which of the following is closest to the total value?

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

**J7a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (J7a)

**J8a** Why didn't you report the incident to the police?  
DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Realised too late after the incident / too long had passed	17	
DK / Can't remember	X	
Other (WRITE IN)	0	

**J8b** Did you report the incident to Action Fraud?

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

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

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

**J9a** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

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

Yes	1	
No	2	
Don't know	X	

ASK ALL

**J12** Do you think this was someone working alone or

READ OUT

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

## K FRAUD BY OTHERS

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

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

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

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

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

ASK ALL WHO HAD EXPERIENCED EMPLOYEE FRAUD

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

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN_____
DK	X
REF	V

ANSWER CODED TO LIST BELOW OR IF DONT KNOW OR REFUSED AT kcog

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

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

ASK IF Q28 / 1. OTHERS CHECK ROUTING ABOVE L1

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

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

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

IF ZERO AT K1

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

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

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

IF Kchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF Kchk = 0

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

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

- OPEN-ENDED

IF Kchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

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

ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT K1

**K2** What type of fraud was this?

READ OUT. SINGLE CODE

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

	K1	
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1	
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2	
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3	
Online banking fraud	4	
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5	
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

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

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

CODE ONE ONLY

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

ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT K1

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN_____
DK	X
REF	V

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

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

**K4** OK, which of the following is closest to the total value?

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

**K6a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (K6a)

**K7** Why didn't you report the incident to the police?  
DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Crime was committed in another country	17	
Realised too late after the incident / too long had passed	X	
DK / Can't remember	X	
Other (WRITE IN)	0	

**K7a** Did you report the incident to Action Fraud?

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

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

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

**K8** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

**K12** Do you think this was someone working alone or

READ OUT

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

## UK. FRAUD BY PERSONS UNKNOWN

ASK ALL WHO HAD EXPERIENCED FRAUD BY PERSONS UNKNOWN

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

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

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

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

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

ASK ALL WHO HAD EXPERIENCED EMPLOYEE FRAUD

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

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

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

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

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	UK1	UK1a	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1		
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2		
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3		
Online banking fraud	4		
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5		
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6		
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7		
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8		
Any other type of fraud? (please specify)	9		
Don't Know	X		

IF ZERO AT UK1a

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

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	UK1	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1	
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2	
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3	
Online banking fraud	4	
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5	
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

IF UKchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF UKchk = 0

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

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

- OPEN-ENDED

IF UKchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

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

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

**UK2** What type of fraud was this?

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

UK1

Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1	
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2	
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3	
Online banking fraud	4	
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5	
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

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

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

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

ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT UK1a

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

**UK4** OK, which of the following is closest to the total value?

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

**UK6a** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (K6a)

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

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Crime was committed in another country	17	
Realised too late after the incident / too long had passed	18	
DK / Can't remember	X	
Other (WRITE IN)	0	

**UK7a** Did you report the incident to Action Fraud?

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

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

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

**UK8** Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

## N. ELECTRONIC CRIME

ELECTRONIC CRIME MODULE NOT ASKED OF THE AGRICULTURAL SECTOR

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

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

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

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

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

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

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

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

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

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

Yes	1	
No	2	
DK	3	

ASK IF HAVE COMPUTERS. OTHERS GO TO ASB QUESTIONS

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

DO NOT READ OUT

HAPPY TO PROCEED	1	PROCEED TO N2nw
Company policy not to provide information on computer crime	2	GO TO NCHECK 2

**NCHECK2** I'd like to assure you that all your answers are treated in the strictest of confidence and none of your answers will be linked to your premises / this address.

We would be grateful if you could answer.

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

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

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

CODE ALL THAT APPLY

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

IF NCHECK2 = NO SKIP TO NCONC

ASK IF HAVE COMPUTERS. OTHERS GO TO ASB

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

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

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

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

READ OUT. MULTICODE.

REPEAT N2anw FOR EACH TYPE OF CRIME EXPERIENCED

	N2nw	N2nwb (record number)
Accessed your computer system without permission? (e.g. hacking)	1	WRITE IN _____
Stolen money from you electronically (e.g. through online banking)	2	WRITE IN _____
Stolen money from you after sending you fraudulent messages / redirecting you to fake websites (i.e. phishing).	3	WRITE IN _____
Stolen confidential information from you electronically (such as staff or customer data)	4	WRITE IN _____
Defaced, damaged or taken down your website	5	WRITE IN _____
Or, did any computers become infected with files or programmes that were intended to cause harm (e.g. viruses or malware)	6	WRITE IN _____
Don't Know	X	X
DO NOT READ OUT : None GO TO N8nw	V	V

SKIP TO N8nw IF NO EXPERIENCE

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

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

**N7nw** In the most recent incident did anyone

READ OUT. MULTICODE.

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

**N8nw2** Was this incident caused by...

READ OUT

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

ASK ALL

**N9nw** Do you think this was someone working alone or

READ OUT

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

**NPoI** Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (N6nw)

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

DO NOT READ OUT. MULTICODE

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

**N7ActFr** Did you report the incident to Action Fraud?

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

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

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

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

READ OUT. MULTICODE ALLOWED

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

ASK ALL WITH COMPUTERS (N1nw /1)

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

READ OUT. MULTICODE.

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

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

**N11** OK, which of the following is closest to the total value?

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

ASK ALL

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

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

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

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

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

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

## **EXPERIENCE OF ANTI-SOCIAL BEHAVIOUR**

+DISPLAY [ASK ALL]

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

Please exclude any specific incident we've already talked about

ASK ALL

**ASBEXP** [In the last 12 months], has your business at these premises been affected by any sort of anti-social behaviour?

IF NECESSARY: Anti-social behaviour is any behaviour that causes people nuisance or annoyance. This can include behaviours that are aggressive or intimidating or that impact on your business.

1. Yes
2. No

ASK IF ASBEXP = YES

**WHASBEX** What sorts of anti-social behaviour has it been affected by [in the last 12 months]?

CODE ALL THAT APPLY. DO NOT READ OUT.

PROBE: What else?

INTERVIEWER:IF THE RESPONDENT DESCRIBES AN INCIDENT OF ANTI SOCIAL BEHAVIOUR THAT COULD FIT INTO MORE THAN ONE CODE BELOW PLEASE SELECT THE CODE THAT IS CLOSEST TO WHAT IS BEING DESCRIBED. YOU SHOULD NOT CODE A SINGLE INCIDENT AS MORE THAN ONE TYPE OF ANTI SOCIAL BEHAVIOUR

IF WHAT THE RESPONDENT DESCRIBES IS CLEARLY A CRIME YOU SHOULD CODE THIS AS 'OTHER CRIME' IF YOU ARE IN DOUBT ASK: Do you think that what you experienced or witnessed was anti social behaviour or actually criminal behaviour?

1. Youths/teenagers/groups hanging about on the streets
2. Street drinking/drunken behaviour/under-age drinking
3. Vandalism, criminal damage or graffiti (e.g. to buildings, vehicles, bus shelters, phone boxes, trees or plants, etc.)
4. Inconsiderate behaviour (e.g. repeated or inappropriate use of firework; youths kicking/throwing/playing football in inappropriate areas; cycling/skateboarding in pedestrian areas or obstructing pavements; people throwing stones, bottles, eggs, etc.)
5. Loud music or other noise (e.g. shouting, noisy cars, noise from pubs, etc.)
6. People using or dealing drugs or evidence of drugs (e.g. discarded needles, crack houses)
7. People being intimidated, threatened, verbally abused or harassed (inc. on the grounds of race, religion, disability, sexual orientation, etc.)
8. Environmental e.g. Litter or rubbish (including fly-tipping) or dog fouling
9. Vehicle related e.g. Inconvenient or illegal parking; Abandoned vehicles; Speeding cars or motorcycles, joyriding, car revving, boy racers
10. Begging, vagrancy, problems with homeless people
11. Sexual e.g. Prostitution or kerb crawling or evidence of prostitution (e.g. cards in phone boxes, used condoms) People committing inappropriate or indecent sexual acts in public
12. OTHER ASB
13. OTHER CRIME

ASK IF ASBEXP = YES

**NEWASB** What impact have these types of anti-social behaviour had on your business at these premises [in the last 12 months]?

PROBE: what effect as it had / what has happened as a result?

INTERVIEWER: IF BUSINESS HAS OPERATED IN THE AREA FOR LESS THAN 1 YEAR  
ASK THEM TO THINK BACK OVER THE TIME THE BUSINESS AS OPERATED HERE

OPEN-ENDED	1	
None	2	
Don't know	X	
Refused	V	

**Q12E** And can you tell me how much of a problem anti-social behaviour in general is for your business at these premises. is this...

READ OUT

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

AGRICULTURE SECTOR ONLY

**QAGRIASB1** Including anything you have already mentioned [In the last 12 months], has your business at these premises been affected by any of the following?

ASK OR RECORD FOR EACH

- Trespassing or any unauthorised access of your land or buildings
- Poaching, hare coursing, illegal hunting
- 'Lamping', quad biking or using other vehicles on your land without permission.
- Unauthorised occupancy of land or buildings (for example unauthorised camping, parties or raves)
- Using your land for grazing animals without permission (sometimes called 'fly grazing')
- People or dogs chasing or worrying livestock

1. Yes
2. No

IF YES AT ANY OF QAGRIASB1

**QAGRIASB2** Did any of these incidents result in a financial loss to your business at these premises?

- 1 Yes
- 2 No

IF YES AT QAGRIASB2

**QAGRIASB3** What was the total value of any financial loss in the last 12 months? Please tell me the total loss, regardless of whether you received any insurance pay out.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN_____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT C6

**QAGRIASB3** OK, which of the following is closest to the total value?

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

## T CRIME PREVENTION

### ASK ALL IN THE AGRICULTURAL SECTOR

FOR ALL OTHER SECTORS: (SPLIT SAMPLE WITH E-CRIME MODULE – 50% ANSWER THIS SELECTED AT RANDOM WITHINSAMPLE). MODULE INCLUDES EVERYTHING UP TO T30 (WHERE POLICE QUESTIONS BEGIN).

ASK ALL

**T1Intro** I'd now like to ask you about the measures that are in place to protect your premises and your business against crime. I would again like to stress that this survey is entirely confidential.

Please include measures that your business has taken, as well as any measures that were in place before you moved to this premises.

**T1a** Do you have burglar alarm at your premises?

Yes	1	
No	2	
DK	X	
Refused	Y	

IF YES at T1a AND HAS BEEN A VICTIM OF CRIME

**TX1** Was this installed in the last 12 months as a result of any crime(s) we have talked about?

Yes	1	
No	2	
DK	3	

IF T1a = Yes

**TT2** Do you have a notice explaining that an alarm system is in use on the premises?

Yes	1	
No	2	
DK	3	

IF YES AT TT2 AND HAS BEEN A VICTIM OF CRIME

**TX** Was this installed in the last 12 months as a result of any crime(s) we have talked about?

Yes	1	
No	2	
DK	3	

**T7a** Do you have any protective window and door measures in place at your premises?

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T7a = Yes

**T7** What type of protective window and door measures do you have?

DO NOT READ OUT. CODE ALL THAT APPLY

Bars, gates, grilles or shatterproof glass on windows or doors	1
Shutters on windows or doors	2
Security window or door locks	3
Any other protective window or door measure WRITE IN	8
Any other protective window or door measure WRITE IN	8
Don't know	X
Refused	Y

IF YES AT T7A AND HAS BEEN A VICTIM OF CRIME

**TX2b** Were any of these installed in the last 12 months as a result of any crime(s) we have talked about?

INTERVIEWER: IF YES PROMPT WHICH INSTALLED IN LAST 12 MONTHS AS A RESULT OF CRIME TALKED ABOUT.

**[FILTER LIST TO ONLY SHOW THOSE SELECTED AT T7]**

DO NOT READ OUT. CODE ALL THAT APPLY

Bars, gates, grilles or shatterproof glass on windows or doors	1
Shutters on windows or doors	2
Security window or door locks	3
Any other protective window or door measure	4
No	X
Don't know	Y

**T4** Which of the following protective measures for the outside of the premises are in place?

READ OUT. MULTICODE ALLOWED.

Security lighting (including sensor/timed lights)	1
CCTV looking at the road or grounds outside	2
Barbed wire fencing or anti climb walls	3
Intercoms or video-coms	4
Any other protective measures WRITE IN	5
DO NOT READ OUT None of these - SINGLE CODE	6

IF YES AT T4

**TX3b** Were any of these installed in the last 12 months as a result of any crime(s) we have talked about?

INTERVIEWER: IF YES PROMPT WHICH INSTALLED IN LAST 12 MONTHS AS A RESULT OF CRIME TALKED ABOUT.

**[FILTER LIST TO ONLY SHOW THOSE SELECTED AT T4]**

Security lighting (including sensor/timed lights)	1
CCTV looking at the road or grounds outside	2
Barbed wire fencing or anti climb walls	3
Intercoms or video-coms	4
Any other protective measures	5
No	X
Don't know	Y

**T10a** Do you have any crime prevention measures to protect stock, equipment or other assets at your premises?

PROMPT IF NECESSARY: such as property marking or tagging or security cameras.

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T10a = Yes

**T10** What type of measures do you have ?

DO NOT READ OUT. CODE ALL THAT APPLY

Property marking or tagging of your equipment or stock (including SmartWater)	1
Security cameras, lighting or mirrors inside your premises	3
Merchandise alarms	6
ONLY IF RETAIL(Q5A = 2) Shoplifting deterrence signage / Signs to deter shoplifting	7
A secure workshop or storeroom for valuable items	8
A safe	8
Any other crime prevention measures for stock or equipment? WRITE IN	8
Don't know	X
Refused	Y

IF YES AT T10a AND HAS BEEN A VICTIM OF CRIME

**TX4b** Were any of these installed in the last 12 months as a result of any crime(s) we have talked about?

INTERVIEWER: IF YES PROMPT WHICH INSTALLED IN LAST 12 MONTHS AS A RESULT OF CRIME TALKED ABOUT.

**[FILTER LIST TO ONLY SHOW THOSE SELECTED AT T10]**

Property marking or tagging of your equipment or stock (including SmartWater)	1
Security cameras, lighting or mirrors inside your premises	2
Merchandise alarms	3
ONLY IF RETAIL(Q5A= 2) Shoplifting deterrence signage / Signs to deter shoplifting	4
A secure workshop or storeroom for valuable items	5
A safe	6
Any other crime prevention measures for stock or equipment?	7
No	X
Don't know	Y

ASK IF VEHICLES OWNED/LEASED BY BUSINESS (Q24=1)

**T11a** Do you have any crime prevention measures to protect vehicles?

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T11a = Yes

**T11** What types of measures do you have?

DO NOT READ OUT. CODE ALL THAT APPLY

Alarm	1	
Vehicle tracking system	2	
Immobiliser	3	
Steering lock	4	
Security marking / tagging of vehicles (e.g. CESAR)	5	
Any other crime prevention measures for vehicles?	6	WRITE IN
Don't know	X	
Refused	Y	

IF YES at T11A AND HAS BEEN A VICTIM OF CRIME

**TX5b** Was this installed in the last 12 months as a result of any crime(s) we have talked about?

INTERVIEWER: IF YES PROMPT WHICH INSTALLED IN LAST 12 MONTHS AS A RESULT OF CRIME TALKED ABOUT.

**[FILTER LIST TO ONLY SHOW THOSE SELECTED AT T11]**

Alarm	1
Vehicle tracking system	2
Immobiliser	3
Steering lock	4
Security marking / tagging of vehicles (e.g. CESAR)	5
Any other crime prevention measures for vehicles?	6
No	X
Don't know	Y

ASK ALL

**T13** Is anyone employed such as a caretaker, store detective, security guard or patrols or receptionist who is in charge of entry into your premises?

Yes	1	
No	2	
Don't know	X	
Refused	V	

ASK IF YES AT T13. OTHERS GO TO T25a

**T14a** Who controls entry into your premises?

DO NOT READ OUT. CODE ALL THAT APPLY

A caretaker	1
A receptionist	3
Store detectives	4
Security guards / patrols	5
A guard dog	8
Something else WRITE IN	9

ASK IF ANY ANSWER AT T1,T7,T4,T10,T11, T13, T17 or T20 T25a

IF YES AT T13 AND HAS BEEN A VICTIM OF CRIME

**TX6b** Did you start to employ this person in the last 12 months as a result of any crime(s) we have talked about?

INTERVIEWER: IF YES PROMPT WHICH EMPLOYED IN LAST 12 MONTHS AS A RESULT OF CRIME TALKED ABOUT.

**[FILTER LIST TO ONLY SHOW THOSE SELECTED AT T14a]**

A caretaker	1
A receptionist	3
Store detectives	4
Security guards / patrols	5
A guard dog	8
Something else	9
No	
Don't know	

ASK ALL

**TCRB** Do you carry out any security checks on staff who work at your premises?

IF NECESSARY: This includes things like DBS or CRB checking

Yes	1	
No	2	
DK	X	
Refused	Y	

IF YES AT TCRB AND HAS BEEN A VICTIM OF CRIME

**TX7** Did you start checking staff in the last 12 months as a result of any crime(s) we have talked about?

Yes	1	
No	2	
DK	3	

ASK ALL

**TOther** Do you have any other measures in place to protect your premises against crime that we have not already covered.

Yes	1	
No	2	
DK	X	
Refused	Y	

IF YES AT TOther

**TOther2** What other measures do you have in place that we have not already covered?

- OPEN-ENDED

IF YES AT TOther AND HAS BEEN A VICTIM OF CRIME

**TX8** Were any of these installed in the last 12 months as a result of any crime(s) we have talked about?

Yes	1	
No	2	
DK	3	

ASK ALL

**T28** Can you estimate the total amount spent on security for these premises [during the last 12 months]?

Please include maintenance and running costs, charges for new security equipment and security personnel costs. Do not include the costs of insurance or IT security.

£ \_\_\_\_\_

X	Don't know
V	Refused

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT T28

**T29** OK, which of the following is closest to the total value?

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

END OF CRIME PREVENTION MODULE

ASK ALL

**T30** Apart from any crimes you may have reported to the police [in the last 12 months], has your business have any contact with the police about crime problems or crime prevention?

Yes	1	
No	2	
Don't know	X	
Refused	V	

IF YES AT T30

**T30a** What type of contact was this?

OPEN

ASK ALL

**T31** In general, how satisfied or dissatisfied are you with the way the police deal with the crime problems facing business in this area?

Please think about crime generally, not just incidents you have experienced as a business. Are you...?

PROMPT: Is that very or fairly dissatisfied / a bit or very dissatisfied?

Very satisfied	1	
Fairly satisfied	2	
A bit dissatisfied	3	
Very dissatisfied	4	
DO NOT READ OUT: Can't comment / no experience of crime	5	
DO NOT READ OUT - Don't know	X	
DO NOT READ OUT - Refused	V	

IF DISSATISFIED AT T31 (T31=3 OR 4)

**T32** Why is that?

DO NOT READ OUT. MULTICODE ALLOWED

Police not seen in this area	1	
Take too long to react to incidents	2	
Do not react to alarms going off	3	
Do not catch or prosecute offenders	4	
Give little or no information back on reported crimes	5	
No day-to-day contact with police	6	
Not interested in reported crimes	7	
Nothing seems to change / crime levels remain the same	8	
Not enough police/police undermanned;/ not enough resources	9	
There is nothing the police can do	10	
Other (CODE AND WRITE IN)	11	
Don't know	X	

ASK ALL

**T40** Finally I need to ask a few questions about your business at these premises to help us put your answers into context. Again I'd like to reassure you the survey is entirely confidential. What is the approximate annual turnover of your business at these premises?

SCRIPTING NOTE: RANGE UP TO 99M

£ \_\_\_\_\_

X	Don't know
V	Refused

ASK IF Q6 = PRIVATE SECTOR ORGANISATION

**T40a1** Is your business a public or limited company, a partnership or are you a sole trader?

A public or limited company	1	
A partnership	2	
A sole trader	3	

ASK ALL

**T40a2** Is your business at these premises ever open to the public?

IF NECESSARY: That is are they able to come into your premises even if this is only at specific times of day or days of the week

Yes	1	
No	2	
Don't know	3	

IF OPEN TO PUBLIC AT ALL (T40a2=1)

**T411** How many hours are you open to the public on weekdays?

PROMPT IF NECESSARY

1 - 8 hours	1	
9 - 12 hours	2	
more than 12 hours	3	
DO NOT READ OUT - 24 hours a day	4	

IF OPEN TO PUBLIC AT ALL (T40a2=1)

**T421** How many hours are you open to the public on weekends?

PROMPT IF NECESSARY

1 - 8 hours	1	
9 - 12 hours	2	
more than 12 hours	3	
DO NOT READ OUT - Not open to public at weekends	4	
DO NOT READ OUT - 24 hours a day	4	

IF OPEN TO PUBLIC AT ALL (T40a2=1)

**TNEWFOOTFALL** How many visitors or customers come to your premises in an average week?

PROMPT IF NECESSARY

100 or less	2	2	
101 - 200			
201 - 300	3	3	
301 - 400	3	3	
401 - 500	4	4	
501 - 600	5	5	
601 - 700	6	6	
701 - 800	7	7	
801 - 900	8	8	
901 - 1000	9	9	
1001 - 2000	10	10	
2001 - 3000	11	11	
2001 - 3000	12	12	
3001 - 4000	13	13	
4001 - 5000	14	14	
More than 5,000	15	15	
Don't know	X	X	
Refused	V	V	

IF OPEN TO PUBLIC AT ALL (T40a2=1)

**TCtheftprob** How much of a problem, if at all, is theft FROM customers? Is it .....

READ OUT

A very big problem	1	
Quite a big problem	2	
Not much of a problem	3	
Not a problem at all	4	

ASK ALL

**T431** Thank you very much for your time. The Home Office may be conducting future research on similar issues in the future. If they do decide to do so, would it be ok to contact you again?

Yes, agrees to further contact	1	
No, does not agree to further contact	2	

## **6.2 Advance letter**

### **6.2.1 Sector G, I and R**

FULL NAME

JOB TITLE

BUSINESS NAME

Street name

Town

County/Country

00 Month 2013

Ref: xxxxxxxx

### COMMERCIAL VICTIMISATION SURVEY 2013

Dear Sir, Madam,

We are writing to ask for **your help with an important study about how businesses in England and Wales are affected by crime.**

Information collected by this survey will provide an up to date picture of **the nature, extent and cost of crime against businesses.** This information will be used by the Home Office, other Government departments, businesses and other organisations to identify where government support, advice and information could have the greatest impact.

While participation is voluntary, in order to obtain a true picture of crime against businesses, it is essential that as many of the selected businesses as possible take part in this research. We are interested in all businesses' concerns about crime, whether or not they have been a victim of crime.

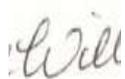
The Home Office has commissioned **TNS BMRB**, an independent research organisation, to carry out the survey on their behalf. An interviewer from TNS BMRB will call you in the next few weeks to conduct an interview over the telephone or to arrange a suitable time to call back. This interview should take around 20 minutes.

Enclosed with this letter is an **Experience of Crime Sheet**. It would be useful to have it to hand when we phone you although completing it is optional. There is no need to return the sheet to us.

The research findings will not identify you or your business and no personal or commercial information will be passed to the Home Office or other organisations. If you would like any more information about the survey, please contact the researchers at TNS BMRB on 0800 0510875 or at [HomeOffice.BusinessSurvey@tns-bmr.co.uk](mailto:HomeOffice.BusinessSurvey@tns-bmr.co.uk), If you would like to view the results of the 2012 Commercial Victimization Survey, please email TNS BMRB at the address above and they will provide you with a link to the results. You can also find out more about the study at the Commercial Victimization Survey website [www.commercialvictimisationsurvey.org.uk](http://www.commercialvictimisationsurvey.org.uk).

We very much hope that you will take part in this important survey and thank you in advance for your consideration and help.

Yours sincerely,



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EOPLE

## **6.2.2 Advance letter – Sector A**

FULL NAME

JOB TITLE

BUSINESS NAME

00 Month 2013

Street name

Town

Ref: xxxxxxx

County/Country

Postcode

### COMMERCIAL VICTIMISATION SURVEY 2013

Dear Sir, Madam,

We are writing to ask for **your help with an important study about how businesses in England and Wales are affected by crime.**

Information collected by this survey will provide an up to date picture of **the nature, extent and cost of crime against businesses.** For the first time the survey also examines issues pertinent to the agricultural sector and is **endorsed by the National Farmers' Union (NFU)**. This information will be used by the Home Office, other Government departments, businesses and other organisations to identify where government support, advice and information could have the greatest impact.

While participation is voluntary, in order to obtain a true picture of crime against businesses, it is essential that as many of the selected businesses as possible take part in this research. We are interested in all businesses' concerns about crime, whether or not they have been a victim of crime.

The Home Office has commissioned **TNS BMRB**, an independent research organisation, to carry out the survey on their behalf. An interviewer from TNS BMRB will call you in the next few weeks to conduct an interview over the telephone or to arrange a suitable time to call back. This interview should take around 20 minutes.

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We very much hope that you will take part in this important survey and thank you in advance for your consideration and help.

Yours sincerely,



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STORS  
EOPLE

## 6.3 Experience of crime sheet

EXPERIENCE OF CRIME SHEET  CRIMES EXPERIENCED IN THE LAST 12 MONTHS <i>PLEASE DO NOT SEND THIS SHEET BACK TO US. IT WOULD BE USEFUL IF YOU HAVE IT TO HAND WHEN WE PHONE YOU.</i>	Has your business at these premises been a victim of this crime in the last 12 months?		How many times was your business at these premises the victim of this crime in the last 12 months?	Please estimate the total value of any loss of money, goods or property, during the most recent incident whether or not anything was recovered	Was the most recent incidence of this crime reported to the police?	
	Yes	No			Yes	No
A. Did anyone get into your buildings at these premises <u>without permission</u> to steal something, regardless of whether anything was actually stolen? <i>Include unauthorised access to buildings even if the area was unlocked.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
B. Did anyone ATTEMPT but FAIL to get into any of the buildings at your premises <u>without permission</u> to steal something?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
C. VANDALISM Apart from any damage from incidents you have included in sections A or B, did anyone cause deliberate damage to these premises, including graffiti or arson? <i>Include damage to any buildings or structures (including walls and fences) and to vehicles, equipment or stock belonging to this business either at these premises or elsewhere. Do NOT include incidents where damage was caused as a result of a theft.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
<b>VEHICLE CRIME:</b> <i>The next few questions are about incidents of vehicle crime against any car or vehicle owned or leased by your business and used by people who consider these premises to be their main place of work. Please include incidents that occurred either at these premises or elsewhere.</i>						
D. VEHICLES STOLEN Was any car or vehicle stolen? <i>Include company cars <u>only</u> if they are used for business purposes.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
E. THEFT FROM COMPANY VEHICLES (please do NOT include anything already mentioned above) Did anyone steal anything off or from cars or vehicles? <i>Do NOT include theft of personal possessions</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
<b>THEFTS USING FORCE OR VIOLENCE</b> <i>The next few questions are about incidents where force was threatened or used in order to steal something from your business at these premises, or from any of your employees. This includes:</i> 1. <i>Theft of personal property as well as money / goods/ equipment or other assets belonging to the business, provided employees were on duty at the time.</i> 2. <i>Theft from employees on duty away from the premises.</i> <i>It does NOT include theft by force of personal property from non employees.</i>						
F. THEFTS USING FORCE OR VIOLENCE Did anyone steal anything by using or threatening to use force or violence against an employee?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
G. ATTEMPTED THEFTS USING FORCE OR VIOLENCE Did anyone ATTEMPT but FAIL to steal anything by using or threatening to use FORCE or VIOLENCE against an employee?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
H. ASSAULTS AND THREATS Apart from any incidents mentioned at F & G above, were any employees based at these premises assaulted, threatened or intimidated <u>by anyone</u> (e.g. a customer, supplier, other employee)? <i>Include incidents that happened as a result of disagreements with customers or other employees. Include incidents which happened both at these premises and when staff were on duty elsewhere.</i> <i>Do NOT include incidents where the assault was part of a theft / motivated only by desire to steal as this is covered by F &amp; G above.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>

EXPERIENCE OF CRIME SHEET  <b>CRIMES EXPERIENCED IN THE LAST 12 MONTHS</b> <i>PLEASE DO NOT SEND THIS SHEET BACK TO US. IT WOULD BE USEFUL IF YOU HAVE IT TO HAND WHEN WE PHONE YOU.</i>	Has your business at these premises been a victim of this crime in the last 12 months?		How many times was your business at these premises the victim of this crime in the last 12 months?	Please estimate the total value of any loss of money, goods or property, <b>during the most recent incident</b> whether or not anything was recovered	Was the most recent incidence of this crime reported to the police?	
	Yes	No			Yes	No
<b>THEFTS:</b> The next few questions are about incidents of thefts. This includes thefts of money, goods and company property, as well as failing to pay for services that you provide. Please do NOT include incidents involving violence or threats of violence						
<b>I. THEFTS BY CUSTOMERS</b> (please do NOT include anything already mentioned above) Did any CUSTOMER steal from your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
<b>J. THEFTS BY EMPLOYEES</b> (please do NOT include anything already mentioned above) Did any <u>employee</u> from your business from these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
<b>K. THEFTS BY OTHERS</b> (please do NOT include anything already mentioned above) Did <u>someone else</u> (that is, people other than customers or employees) steal from your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
<b>L. THEFTS BY PERSONS UNKNOWN</b> (please do NOT include anything already mentioned above) Were there any incidents of theft where you were unable to establish who stole from your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
<b>FRAUD:</b> The next few questions are about incidents of fraud against the business at these premises; that is where someone cheated the business in terms of diverting funds, goods or services to their own purposes.						
<b>M. FRAUD BY EMPLOYEES</b> Did any employee, while working for your business, defraud your business at these premises? This can include fraud committed by employees who are not based at these premises.	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
<b>N. FRAUD BY OTHERS</b> Did anyone not working for your business, such as a customer, distributor, supplier, consultant or financial professional, defraud your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
<b>O. FRAUD BY PERSONS UNKNOWN</b> Was your business at these premises a victim of fraud where you were unable to establish who committed the offence?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
<b>P. ELECTRONIC CRIME</b> Was your business at these premises a victim of any computer crime? This can include: <ul style="list-style-type: none"> <li>• Access to your computer system without permission? (e.g. hacking)</li> <li>• Theft of money from you electronically (e.g. through online banking)</li> <li>• Theft of confidential information from you electronically</li> <li>• Damaged to your website</li> <li>• Computers becoming infected with files or programmes that were intended to cause harm (e.g. viruses or malware)</li> </ul> <i>This should only include successful attempts against the business at these premises where there was a direct impact on the business.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q. How many visitors or customers come to your premises in an average week?</b>						

## 6.4 Interviewer instructions

# INTERVIEWER NOTES

## Premises

The survey refers to the premises (i.e., the workplace that the respondent is based at not the wider business if it is split over several premises). We are only interested the areas of the premises that are **owned or leased by the sampled business**. Areas that are part of the grounds but are not owned or leased should be excluded.

### What do we mean by premises?

Of course this means **the site or workplace at the sampled address** (not the operation of the wider business if they have multiple premises). The 'premises' includes all of the following:

- All buildings that the business owns or leases where the respondent is based
- If several buildings operate as a single entity (for example a cluster of warehouses which operate as one business, or all of the buildings in a single hotel complex) these should all be included
- Any outbuildings such as sheds, warehouses, workshops that are outside the main building(s) but are owned or leased by the business
- Outside space that is owned or leased by the business – including car parks, yards, loading or delivery bays
- The physical boundaries of the premises including: fences and walls
- Outside spaces may or may not be enclosed by fences, walls or other barriers (they do not need to be secured or locked as long as they are owned or leased by the business).

### What areas are in and out of scope?

Some businesses share work space with other businesses. For example, some workplaces have an entrance that is shared by more than one business. Other businesses may share office or other work space with employees from different organisations mixed together.

We are only interested in the sampled business's premises. Areas should be included if they are:

- the main or sole responsibility of the sampled business
- used mainly or solely by employees from the sampled business
- fall solely within the boundary of the sampled premises

Areas should not be included if:

- the sampled business is not responsible for the physical upkeep (e.g. if a private landlord is responsible for a communal entry if damage occurs in this area)
- occasionally used by employees but mainly owned by / the responsibility of another business that operates at the site.

## Employees (*who is in scope?*)

Full and part-time employees are in scope for the survey if they are mainly based at the site / it is their usual place of work. For most employees this is a simple definition but there are some exceptions to note:

- Delivery staff, travelling salesman, other staff – people who spend most or all of their time ‘on the road’ or at clients’ / customers’ premises.
- Staff who divide their time equally between two or more sites – for example a manager who splits their time between two teams at different locations.
- Staff who work from home some of the time.

All of these groups are in scope but **only if they consider the sampled premises to be their main place of work**. Generally (but not always) this will mean the employee’s line manager is based there and they are on the payroll for the sampled premises. We are happy for the respondent to decide for themselves whether they think an employee is in or out of scope, according to the criteria above.

### Temporary, non-payrolled staff:

Most business surveys only include staff employed directly by the business. For this survey we are interested in crimes against or committed by all staff who consider the sampled premises to be their **main place of work**. Crimes against staff who are employed temporarily through an agency, seasonal workers and other casual staff **should** be included for this survey. Similarly, sub-contracted staff (which may include cleaners or security staff) should be included if they consider the sampled premises to be their main place of work. This also applies to staff who are on secondment at the premises.

### Location of incidents of crimes against employees (including robbery and assault)

Incidents of robbery and assault should be included even if they took place away from the premises but **only if they took place while the employee was working**. Many employees can and do travel as part of their work for example:

- A takeaway delivery driver who is assaulted or robbed while making a delivery
- A taxi driver who is assaulted or robbed while working
- A lorry driver who is on a long distance journey for a haulage company

The location of the crime is not important as long as the employee was working at the time. For some types of business (e.g. transport and delivery/haulage) this is a very important point to make as employees may be deliberately targeted while working because of the company vehicle or goods they have with them.

However, we should **exclude** incidents where an employee was robbed or assaulted while they were simply travelling during the working day – for example travelling between meetings or travelling to/from work.

## Vehicles (what is included and excluded in vehicle crimes?)

Unless otherwise stated, all types of vehicle should be included:

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

We are only interested in crimes against vehicles that are owned or leased by the business that operates from the sampled premises. At its simplest, vehicles should definitely be included if they are **owned or leased by the business and are mainly based at and used by employees at the premises.**

There are some complications to this rule:

- **Company cars** – these are in scope as long as they are used mainly for business purposes by an employee who is based at the premises. Company cars should not be included if they are solely a business perk and the employee rarely or never uses it for business purposes. Using a car to drive to and from work does not count as ‘for business purposes’
- **Pool cars** – these are cars that some businesses own, lease or rent which employees can take out as and when they need to for business (e.g. to travel to a client or supplier). Pool cars should only be included if they are mainly based at the sample premises and are owned directly by the business. Rented or leased pool cars are out of scope as they are not the responsibility of the business if they are stolen or damaged.
- **Taxis and delivery vehicles that are used by employees but not normally based at the premises.** Some types of business vehicles are mainly kept at an employee’s home when they are not in use (taxis and cars used to deliver takeaway food are a good examples). Others types (including HGVs) may spend most of their time on long distance deliveries so are rarely at the premises. Where the vehicle is physically based is not important but it must be owned or leased by the business and used for business purposes.
- **Employee-owned vehicles that are used for business purposes are not in scope, except for taxis (which are considered a place of work).** For example, if a take-away delivery driver uses his/her own car for work this is not included. In this situation the employee rather than the employer is responsible for the insurance and theft of the vehicle / damage to it is a personal rather than a business crime.

Location of vehicle theft, theft from vehicle, deliberate damage to vehicle

All thefts of and deliberate damage to vehicles are in scope as long the vehicle itself is in scope (see above). Where the incident took place is not in itself important as the crime is still against the business at the sampled premises (it will have a direct financial impact). **This includes crimes which take place outside England and Wales.**

## **Timeframes** (*changes to premises in last 12 months*)

The reference period is the last 12 months.

But, changes to the business structure, staff and vehicles will have occurred in the last year. Generally all incidents are in scope as long as they took place in the last 12 months as defined by the CATI script:

- Staff changes
  - Incidents against staff who have now left the premises / the business altogether should be included as long as they counted the premises as the main place of work at the time of the incident
- Replacement / new vehicles
  - Similarly all incidents of theft, theft from and deliberate damage to vehicles should be included even if the vehicle has subsequently been replaced or removed.
- Businesses moving to new premises
  - This is an exception – some businesses may have been based at their premises for less than 12 months.
  - In these cases, we will be asking them only about incidents that have happened since the business has been based at the sampled premises. Any incidents that happened within the last 12 months but at a different premises should not be included.

## NOTES ON SPECIFIC CRIME TYPES

### Burglary and attempted burglary

- Burglary is defined as entering any building on the premises *without permission with intent to steal*
- Burglary must involve entry into a building and intent to steal. This also applies to entry into secure/non-public areas of buildings (e.g. staff-only areas, e.g. stockrooms).
- Burglary can include getting into the building *without permission* even if the area accessed was unlocked at the time and the perpetrator simply pushed a door or window open
- Attempted burglary refers to incidents where the offender attempted, but failed, to gain access to a building on the premises.
  - o There must be clear evidence that the offender made an actual, physical attempt to gain entry (e.g. damage to locks, broken doors, etc)

### Deliberate damage to the premises (vandalism)

- Unlike burglary, this is not limited to the building itself – it should include damage to all of the following:
  - o Walls and fences
  - o Fixtures and fittings (e.g. lighting, CCTV, signs)
  - o Equipment or goods stored outside the building that belong to the business (e.g. shopping trolleys, pallets, bins)
  - o Vehicles
- It includes things like graffiti and smashed windows (if not as part of an attempt to steal)
- Incidental damage that is caused as part of another crime (e.g. burglary or theft of a vehicle) should not be counted here

### Vehicle crimes:

- Questions on theft of and theft from vehicles are limited to vehicles owned or leased by the premises (see notes above).
- So theft of employees or customers vehicles for example should not be included (it's no a crime against the business).
- Incidents both at and away from the sampled premises may be in scope (see notes above)
- For example – if a delivery vehicle is stolen when out on delivery it still counts.
- Theft of employees' personal possessions from a vehicle are not in scope for this survey.

### Robbery and attempted robbery

- Include all thefts from employees that include force (either threatened or actual) **as part of the theft**
- It should not include incidents where force was used but not in furtherance of the theft.
- For example, if someone steals from a shop and assaults the security guard on the way out this is not robbery – it would be two separate incidents – a customer theft and an assault of the guard.
- Robbery is one of the crimes which can include the theft of personal possessions or money.
- provided the robbery is against an employee who was on duty at the time.
- For example a security guard is beaten up at the premises and while no company equipment was taken they did steal his wallet and phone. In this case nothing has been taken from the business but an employee has been attacked while on duty.
- BUT - when you later record the cost to the business you should only include the loss to the business (so should exclude loss of personal possessions of cash)

## Assault

- Questions on assault come immediately after robbery – to make the distinction between robbery and assault clear
- Assaults do not include incidents of force against employees that were motivated by theft (i.e. robbery)
- Rather the motivation is to cause harm or to intimidate an employee.
- Assaults can include threatened as well as actual force.
- Assaults can also include things like spitting
- Note: assaults of customers or other people who are not employees are not in scope
- For example a fight between two customers in a pub should not be included but if a customer attacks a barman then this is in scope.

## Customer thefts (including shoplifting)

- The most obvious type of customer theft is shoplifting (which applies to the retail sector specifically). But there are many types
- Including theft of any business-owned property within businesses (whether or not it is for sale)
- Customer thefts must be from a public area of the business (i.e. not a store-room/area with access restricted to staff).
- Thefts from areas that have been accessed without permission should be counted as burglaries (see previous notes)
- It does not include theft from a till (this is burglary or robbery, depending on whether force was threatened/used).
- In the food and accommodation sector customer thefts can also include non-payment of services – for example running out without paying for a meal.

## Employee theft

- This covers thefts of money, property owned by the business or services which are committed by employees
- For businesses with more than one premises, employee thefts can include thefts by employees who work for the business but who are based at other premises.
- Employee thefts should never be counted as shoplifting or customer theft.

## Other thefts

- There may be other incidents which cannot be classified as robberies, burglaries, customer thefts or employee thefts.
- **Theft by others:** This can include thefts by other known parties (for example a supplier or an employee from another company who is based at the same site).
- **Theft by persons unknown:** And also thefts where the offender is not known (i.e. something has been taken without permission but it's not possible to work out who the offender was).
- Other thefts can include:
  - o Removal of articles from places that are open to the public (e.g. trolleys from car-park)
  - o Removal of property from the structure of buildings (e.g. roofing, piping, etc)
  - o Removal of property from outside areas of the premise (even if these are in a secure or enclosed area, such as a stockyard)
- If you are unsure there is a separate 'other crime' question at the end of the screener questions.

## Frauds

- Are defined as an incident where someone cheated the business at the sampled premises in terms of diverting funds goods or services for their own purposes.
- They are different from straightforward thefts as there must be an element of deception.
- Frauds are divided into three types:
  - Fraud by employee – which can include fraud by employees who are not based at the sample premises
  - Fraud by another known person (e.g. 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.