



**Ipsos MORI**  
Social Research Institute

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# Commercial Victimisation Survey

Technical Report 2015



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# Introduction

Commercial Victimisation Survey 2015

# 1 Introduction

## 1.1 About the Commercial Victimization Survey

The 2015 Commercial Victimization Survey (CVS) is the fourth wave in a series commissioned by the Home Office since 2012 to record the nature and extent of crime committed against businesses in England and Wales. The questionnaire gathers detailed information about the following:

- Types, incidence and prevalence of crime experienced;
- Items stolen or damaged;
- Costs of crime, including financial loss or damage; and
- Action taken and reporting patterns: to Police, insurance companies and other bodies;

There are also sections in the questionnaire about cyber-crime, experience of anti-social behaviour and installation and use of crime prevention measures. More detail about the topics covered in the survey, as well as changes made in 2015, can be found in the Questionnaire chapter below. The full questionnaire can be found at the Appendix.

Decisions about the questionnaire are guided by the CVS Steering Group, a voluntary body of sector representatives and key data users. They are invited to meet several times a year to decide on the design, reporting and overall direction of the CVS, as well as being consulted on an ad-hoc basis.

## 1.2 Methodology

The CVS has a random probability research design and interviews are conducted with a representative sample of businesses in a minimum of three sectors each year. The sample is drawn from the Interdepartmental Business Register (IDBR) which is collated and maintained by the Office for National Statistics (ONS)<sup>1</sup>. More detail on the sample design, specification, sample receipt and matching process can be seen below in the Sampling chapter.

Interviews are conducted using Computer Assisted Telephone Interviewing (CATI) at a premises level: referrals to Head Offices or other enterprise sites cannot be taken. A screening stage takes place before the fieldwork to ascertain the eligibility of sampled premises and an advance letter is sent to the person confirmed as being best placed to answer questions about crime. The letter is accompanied by an Experience of Crime Sheet<sup>2</sup> (ECS), where the business can record a few details about each type of crime that has been experienced ahead of the main interview and which can then be referred to during the interview (where respondents have completed it). In 2015, respondents were asked for an email address at the screening stage and sent an electronic copy of the advance letter with a link to complete the ECS online. The ECS was offered online in order to modernise the survey as many respondents now expect to engage in research via online methods. There was also the potential for offering respondents a shorter telephone interview (and thereby

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<sup>1</sup> The IDBR contains details for c.2.1 million businesses across all UK sectors and is generated from five main administrative sources including HMRC's PAYE records. More detail about the IDBR can be seen in the Sampling chapter.

<sup>2</sup> A copy of the Experience of Crime Sheet can be found in the Appendix.

encouraging participation) as the online responses were fed into the CATI interview. The Fieldwork chapter below contains more detail on this process.

### 1.3 Previous survey waves and sector coverage

The CVS has occurred every year since 2012 and was conducted by Ipsos MORI<sup>3</sup> for the first time in 2015. There were also survey waves in 1994 and 2002 but the more recent move to annual waves provides the Home Office with important trend data about the types, incidence and prevalence of crimes being experienced by businesses in England and Wales on a regular and timely basis. As noted above, a representative sample of businesses in a minimum of three sectors is interviewed each year. Sector coverage in each of the last four survey years is shown in the table below.

**Table 1.1: Sector coverage in recent CVS waves**

	SIC 2007 designation	2012	2013	2014	2015
<b>Agriculture, forestry and fishing</b>	A	-	1,000	1,000	1,000
<b>Manufacturing</b>	C	1,000	-	-	-
<b>Construction</b>	F	-	-	-	1,000
<b>Wholesale and retail</b>	G	1,000	1,000	2,000	1,000
<b>Transport and storage</b>	H	1,000	-	-	-
<b>Accommodation and food service activities</b>	I	1,000	1,000	1,000	-
<b>Information and communication</b>	J	-	-	-	200
<b>Arts, entertainment and recreation</b>	R	-	1,000	-	-

In 2015, the Home Office, on the basis of feedback from the CVS Steering Group and other users of the survey, decided to interview 1,000 businesses in each of three SIC sectors<sup>4</sup>:

- A (Agriculture, forestry and fishing);
- G (Wholesale and Retail); and
- F (Construction).

In addition, a smaller number of interviews (200) in the Information and Communication sector (SIC2007 designation: J) were conducted as a preliminary exploration of the types, incidence and prevalence of crimes in this sector. It was hypothesised that this sector might lend itself more to a head office level survey, given that the majority of crimes were expected to be cyber-related and potentially not known about or recorded at a premises level.. The Development Work chapter describes the scoping interviews and cognitive testing that were undertaken in 2015 to inform changes to the

<sup>3</sup> The findings reports and technical reports for 2012, 2013 and 2014 can be found at: <https://www.gov.uk/government/collections/crime-against-businesses>

<sup>4</sup> Standard Industrial Classification (SIC) is formulated by the Office for National Statistics and is widely used to classify business establishments and other statistical units by the type of economic activity in which they are engaged.

survey, bearing in mind that the Construction (F) and Information and Communication (J) sectors had not previously been included.

# Development work

Scoping, cognitive testing and pilot stages

## 2 Development Work

### 2.1 Scoping stage

A scoping stage was undertaken in May and June 2015 with businesses in the Construction (F) and Information and Communication (J) sectors, which had not previously been included in the Commercial Victimisation Survey (CVS). Eight semi-structured telephone interviews (four per sector) were conducted to explore the types and prevalence of crime being experienced and to understand the need for:

- Wording changes to the proposed questionnaire;
- Additional questions; and
- Revisions to code frames<sup>5</sup>.

To capture different crime types, interviews were conducted with small and medium sized businesses in each sector, in towns and rural areas across England and Wales. Interviews with businesses in the different sub-sectors within the Construction (F) and Information and Communication (J) sectors were also achieved.

The sample was drawn from a commercially available business database which provides the name and number of the most senior executive or business owner. A screening questionnaire was used to recruit to the quotas mentioned above (business size, location and sub-sector). A telephone appointment with a researcher was set up and the respondents were offered a £40 donation to charity on behalf of their business, as a thank you for their time.

A list of prompts was designed to guide the interviews, which lasted around 30 minutes. A summary note of findings was provided to the Home Office, which covered:

- Ease of identifying the 'premises' (an issue specific to businesses in the Construction sector);
- The types of crime being experienced in each sector;
- The prevalence of crime;
- The cost to the businesses of the crimes experienced; and
- Reporting patterns (to the police or other bodies).

The interviews were used to inform a cognitive testing stage, which is detailed below.

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<sup>5</sup> Code frames are made up of the list of answers, or codes, that a respondent can choose. Code frames can be single coded: only one answer from the list is allowed, or multi-coded: where more than one answer can be chosen from the list.

## 2.2 Cognitive testing

Cognitive testing was undertaken in June 2015 with businesses across the Agriculture, forestry and fishing (A), Construction (F) and Information and Communication (J) sectors. Ten interviews were conducted using a topic guide to understand comprehension of:

- Suggested new questions, to ensure valid responses would be captured; and
- How existing questions in the survey would be understood by the new sectors, to understand whether the questions were relevant and if amendments might be needed.

For example, the Home Office wanted to extend the cyber-security section to businesses in the Agriculture, forestry and fishing (A) sector. Cognitive testing was therefore conducted to explore how businesses in these sectors understood the questions, and their likely responses.

The sample was drawn from the same commercially available business database as for the scoping interviews. A screening questionnaire was used to recruit to quotas for business size, location and sub-sector. A 30 minute telephone appointment with a researcher was set up and the respondents were offered a £40 donation to charity on behalf of their business, as a thank you for their time.

A summary report of the findings was submitted to the Home Office, with recommendations for changes to the questionnaire. Suggestions included:

- Tightening the meaning of 'premises'; particularly for the Construction (F) sector;
- Extending the definition of 'computer' to include laptops, tablets and smart phones as respondents thought only of desktop PCs otherwise;
- Removing references to 'cyber-crime', using only 'computer crime' as the former caused confusion among less IT literate respondents;
- Clarifying the meanings of 'confidential data' and 'infections' to computer systems; and
- Extending the code frames for vehicles and stock that may have been stolen; particularly for the Construction (F) sector.

Revisions to questions that were made following the cognitive testing were monitored at the pilot stage, which is discussed in more detail below. All of the final changes to the questionnaire in 2015 are detailed in the Questionnaire chapter below.

## 2.3 Pilot stage

A pilot was undertaken between June and August 2015 with businesses in all four sectors: Agriculture, forestry and fishing (A), Construction (F), Wholesale and Retail (G) and Information and Communication (J). The sample was drawn again from the same database. The aim of the pilot was to:

- Test technical aspects of the survey such as the integration of the online Experience of Crime Sheet (ECS) and CATI scripts;
- Test the length of the survey, and;
- Provide final feedback about question changes.

It was decided to interview mostly smaller businesses, which would be quicker than interviewing large businesses where it might be difficult to contact the most appropriate person. It was also decided to recruit a higher proportion of retail businesses, as this sector had not been included at the scoping or cognitive testing stages, so that any final difficulties with the questionnaire among this sector could be recorded and changed.

### 2.3.1 Pilot screening stage

The pilot screening stage took place between 22<sup>nd</sup> June and 1<sup>st</sup> July 2015 and was conducted by trained telephone interviewers in Ipsos MORI's telephone interviewing centre in Edinburgh. Calls were made mostly during standard business hours (9am -5pm on weekdays). Two hundred businesses were successfully screened, broken down as follows:

**Table 2.1: Numbers of businesses successfully screened for pilot by sector and organisation size**

	<b>Small (0 -9 employees)</b>	<b>Medium (10+ employees)</b>
<b>Agriculture, forestry and fishing (A)</b>	30	10
<b>Construction (F)</b>	30	10
<b>Information and communication (J)</b>	30	10
<b>Wholesale and retail (G)</b>	40	40
<b>TOTAL</b>	<b>130</b>	<b>70</b>

The screening stage was used to identify the most appropriate person within the business who could answer questions about crime being experienced at the sampled premises. An email address was requested, so that an advance letter explaining the survey and a link to complete the online ECS could be sent. Otherwise, the advance materials (an advance letter and paper copy of the ECS) were sent in the post, with an invitation to complete the ECS online included.

### 2.3.2 Pilot survey stage

Following a pause to allow respondents to complete the ECS (either online or on paper), the pilot survey stage took place between 24<sup>th</sup> July and 3<sup>rd</sup> August 2015. The survey introduction asked respondents if they had received the advance materials and allowed interviewers to email these via the CATI system if requested. Forty-one telephone interviews were conducted in total: eight with businesses in each of the Agriculture, forestry and fishing (A) and Construction (F) sectors, nine in the Information and Communication (J) sector and 16 in the Wholesale and Retail (G) sector.

### 2.3.3 Pilot findings

The average length of the pilot survey was 16.5 minutes. This was shorter than the main 2014 survey because large businesses, which tend to experience more crimes, were omitted from the pilot. Ten per cent of businesses (four)

completed the online ECS ahead of being interviewed. A spread of crime was experienced by the 41 businesses, meaning all but three victim forms<sup>6</sup> were tested during the pilot:

**Table 2.2: Number of victim forms completed in the pilot**

	Number
Burglary	1
Attempted burglary	1
Vandalism or deliberate damage	5
Theft of vehicles	1
Theft from vehicles	1
Theft using force or violence	0
Robbery and attempted robbery	0
Assaults or threats	4
Theft by customers	2
Theft by employees	2
Theft by others	1
Theft by persons unknown	2
Fraud by employees	0
Fraud by others	2
Fraud by persons unknown	1

The telephone interviewers provided feedback about the script. This was summarised by the Ipsos MORI research team and final recommendations for changes to the questionnaire were discussed with the Home Office and the CVS Steering Group. Details of changes made to the questionnaire between 2014 and 2015 are described in the following chapter.

<sup>6</sup> In 2015 the questionnaire contained 14 victim forms, each of which focused on a different crime, for example burglary.

# Questionnaire

Changes between the 2014 and 2015 survey waves

## 3 Questionnaire

### 3.1 Structure of the questionnaire

#### 3.1.1 Screener

Two different questionnaires are used in the Commercial Victimization Survey (CVS): a screener questionnaire and the main questionnaire. The aim of the screener is to:

- Establish the eligibility of the business at the sampled address;
- Encourage participation in the main survey stage;
- Obtain contact details for the person within the business most able to talk about experiences of crime; and
- Confirm the address to send out advance materials.

Through the screener, any errors in the Interdepartmental Business Register (IDBR) sample are corrected: for example a slight error in the business name or address. Changes in business location are also corrected, so that advance materials are sent to the appropriate address. At this point, businesses operating from residential addresses are also excluded so that the crime recorded by the CVS is not confused with crime at residential premises (which would potentially be picked up in the Crime Survey for England and Wales). Further details on this are provided in the Response chapter.

#### 3.1.2 Main survey

The main questionnaire is split into discrete sections. In 2015, the first section – the Introduction – was set up to be similar to the screener but shorter. Through this section the interviewer confirmed that they were speaking with the person best placed to answer the questions. Respondents were also asked if they had received the advance materials and completed the Experience of Crime Sheet (ECS): but only if they had not already completed it online. If the respondent had not received the advance materials, the interviewer was able to re-issue the letter and ECS via the CATI interviewing system and make an appointment to call back at a later date.

The sections following the Introduction were divided into the Background, Routing, Victim Forms (of which there were 14), Cyber-Crime, Anti-Social Behaviour, Crime Prevention and Context. The Background section confirmed the business sector and included other questions that are used to understand the operations of the business. The Routing section asked respondents to confirm which crimes (if any) the business had experienced in the 12 months prior to interview, in order that they were asked the correct victim forms. Each victim form focused on a different type of crime (for example, burglary) and each asked about the:

- Prevalence and incidence of this type of crime;
- Items stolen or damaged;
- Costs of crime, including financial loss or damage;
- Action taken and reporting patterns: to Police, insurance companies and other bodies; and

- Experience of victimisation following crime.

The Cyber-Crime section, after the final victim form, was asked of all businesses in the Information and Communication (J) sector and of 50 per cent of businesses in the other three sectors. It asked if businesses had experienced any cyber-related crimes, the value of loss or damage as a result of such crimes, whether the crime(s) were reported to the police or any other agency and about any preventative measures against cyber-related crimes. The next section, about Anti-Social Behaviour, asked all businesses what types of anti-social behaviour (if any) they had experienced and about the impact this had on the business. The Crime Prevention section that followed then asked businesses about all the types of preventative measures they had taken, their annual spend on preventative measures and their satisfaction with policing.

The final section of the questionnaire (the Context) contained questions that provide a background to any crimes that have been experienced. For example, there were questions about business turnover, whether the premises is open to customers and about theft from customers.

## 3.2 Changes from 2014

Several changes were made to the questionnaire in 2015, including additions and amendments to accommodate:

- Requests for new information by the Home Office and CVS Steering Group;
- The two new sectors (Construction and Information and Communication); and
- The online Experience of Crime Sheet.

These changes were informed by the scoping, cognitive and pilot stages discussed in the above chapter. Potential changes to trend data for the Agriculture, forestry and fishing (A) and Wholesale and Retail (G) sectors were carefully considered before amendments were made. Several questions were also removed as the data were unused and to reduce survey burden on the respondents. Finally, the questions were relabelled in 2015 in an attempt to more easily track the changes to the questionnaire from year to year and to aid in analysis. All of the changes are summarised below.

### 3.2.1 Additions and amendments

**Distinguishing enterprise level** - Two questions were added following cognitive testing to confirm the enterprise level of the business being contacted. In other words, whether the business at the sampled address was a single business with only one premises, a business operating at more than one premises or the 'Head Office'. The questions were added in order for the Home Office to undertake comparative analysis against the fields provided in the IDBR, the sample frame used for the CVS. The two questions have unprompted code frames and are NUMBERPREMISES and IFHEADOFFICE in the questionnaire (see the Appendices).

**Granularity of code frames** - In order to collect more detailed information about the types of items being stolen from businesses, additional categories were added to the existing prompted code frames (see A\_STOLEN in the questionnaire). For example 'food and groceries belonging to the business' was split into three categories: 'food and groceries belonging to the business', 'alcohol' and 'tobacco'. These were based on multiple mentions of these as 'Other' answers in previous waves. The scoping and cognitive stages also indicated that items relevant to the construction industry needed to be added, for example 'building materials' and 'plant not considered to be a vehicle'. These appear in the code frame for interviewers to read out only for businesses in the Construction (F) sector.

The prompted code frame about the value of loss or damage to the business as a result of crime<sup>7</sup> was also changed to collect greater detail about lower value crimes (see A\_VALUESTOLEN2). Analysis was completed on data from previous waves to establish lower level categories and higher value categories that were less frequently selected were combined. For example the first category in 2014: 'Up to 250 pounds' was split into four categories, while '1,000,001 - 5,000,000 pounds' and '5,000,001 - 9,000,000 pounds' became 'more than 1 million pounds'.

**Theft by customers in the retail sector** - In 2015 it was decided to ask all retail businesses if they have self-service checkouts rather than just supermarkets (as confirmed at the question MAINACTIVITY). There was also interest in discovering the proportion of theft experienced involving self-service tills. Two questions were added to the 'theft by customers' victim form to ask about this. See questions I\_SELFSEVTHEFT and I\_SELFSEVTHEFTPERCENT in the questionnaire.

The Home Office also wanted to explore why some retail businesses did not report having any 'theft by customers', given the prevalence of it in this sector (usually known as shoplifting). Two questions were added to the 'Routing' section following testing at the cognitive stage. They were asked only of retail businesses that did not report having experienced any theft by customers. The first question asks businesses to include incidences of shoplifting as 'theft by customers' (see THEFTSURE). If a business still does not report any theft by customers, an open-ended question with unprompted code frame is asked to determine why this might be the case (see WHYNOTHEFT).

**Theft by someone 'unknown'** - The questionnaire asks about experiences of theft where a business was 'unable to establish who the offender was'. There was interest in understanding whether businesses chose this option because they could guess who the offender was but did not want to say, or had no evidence, or because they genuinely did not know who had committed the theft. An open-ended question was added to the 'theft by persons unknown' victim form to try to clarify this, following cognitive testing (see L\_WHYUNKNOWN in the questionnaire).

**Cyber-crime section** - Multiple changes were made to the cyber-crime section in 2015, including a decision to extend its reach and ask it of all sectors<sup>8</sup>. Additionally, the section became routed from the question P\_COMPUTER (asking if the business uses any computers at the premises), which was moved to the 'Introduction' section. Following testing at the scoping and cognitive stages, the wording of P\_COMPUTER itself was also amended, to ask respondents to include laptops and tablets alongside PCs, providing they are used for business purposes, 'even if not owned by the business'.

References to 'cyber-crime' were removed, in favour of using 'computer crime' only, to aid comprehension among less IT literate respondents (both were used alternately in previous waves). A sentence about including crimes that had a 'direct impact on the business' only was also removed. This is because respondents during the cognitive testing phase thought it was hard to judge what constituted a 'direct impact' on the business. Furthermore, other victim forms ask about all crime and do not qualify crimes by asking only about those that had a 'direct impact'.

The following changes were then made to the question about types of cyber-crime experienced (P\_CYBERTYPE):

- Clarification that 'computer system' meant 'computers, systems or networks';

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<sup>7</sup> Banded categories, e.g. 'Up to 25 pounds' are given to respondents who initially say they 'don't know' or refuse to answer an open-ended question about the value of loss or damage. Responses to this open-ended question are however then re-coded into the banded categories provided.

<sup>8</sup> All businesses in the Information and Communication (J) sector were asked this section but otherwise only 50 per cent of businesses in the other three sectors were asked questions about cyber-crime.

- Clarification that ‘another computer virus’ included ‘spyware and malware’;
- Routing the question about the business website being defaced or taken down from a new question placed in the ‘Introduction’ section, asking if there was a business website (see P\_WEBSITE);
- Addition of a question about theft of intellectual property, which was asked only of businesses in the Information and Communication (J) sector; and
- Addition of a question about accidental or illegal download of unlicensed or stolen software, also only for businesses in the Information and Communication (J) sector.

Two further questions were added to determine if any download of unlicensed or stolen software was deliberate or accidental and whether the business had experienced financial losses as a result of the download(s) (questions P\_DOWNLOAD and P\_IMPACTDOWNLOAD).

**Online sales** - The question about whether businesses have online sales (see P\_ONLINE) was moved in 2015 from the cyber-crime section to the Introduction, to follow directly on from the newly located P\_WEBSITE. A further sentence was also added to the question, following testing, to ask respondents to include sales via eBay or Amazon. A follow-up question with a read-out code frame was then added, after P\_ONLINE, to explore the proportion of online sales being conducted by businesses (see P\_ONLINESALES).

**Organised groups** - There is a question in each of the victim forms, excluding those about theft or fraud by someone unknown, which asks whether the respondent thinks the crime was committed by someone working alone, a ‘loosely knit group’ or an ‘organised group of criminals’. The follow-up question about why the respondent thought it was an organised group of criminals was changed in 2015 to include an unprompted codeframe, rather than be open-ended. The codeframe was constructed from verbatim answers in the previous wave (2014) and can be seen at A\_WHYGROUP in the questionnaire.

**Crime Reference numbers** - Two questions about crime reference numbers had been included in the previous wave of the survey (2014), toward the end of each victim form. The first asks if the police have issued the business with a crime reference number following a crime being committed and the second question asks for the reference number. A follow-up question (see A\_CRIMEREFDK) was added by the Home Office in 2015 to explore why so few respondents knew the crime reference number (despite confirming they had been given one).

**Victim intimidation** - There was interest in 2015 about the extent of victim intimidation relating to attempted or perpetrated organised crime against businesses. Two questions were added to the end of each victim form following testing (see A\_INTIMIDATE and A\_HOWINTIMIDATE), to determine if intimidation had been experienced and in what form, for example whether physical or verbal.

**Drug use as anti-social behaviour** - At the question about types of anti-social behaviour, extra detail was added to the (unprompted) code about drug-dealing and drug-use. See Q\_WHATANTISOC in the questionnaire. The clarification was added due to interest by the Home Office and to ensure a wider range of drug-use was being captured as anti-social behaviour.

**Amendments and additions for new sectors** - Several questions across the survey were adapted to ensure they were relevant for businesses in the Construction (F) sector. The adaptations meant adding ‘text substitutes’, so that words or

phrases specific to the construction sector would appear for the interviewer to read. These text substitutes were routed from MAINACTIVITY and included:

- Expanding the definition of 'premises' at BURGLARY, ATTBURG and PREMINFO (all in the Routing section). The definition was expanded to ask respondents to include 'workshops, storage facilities or sites';
- Adding an optional interviewer instruction to respondents to include 'plant that can be driven' in the questions about vehicle theft and theft from vehicles; and
- Adding categories specific to the Construction (F) sector to the questions on items stolen (e.g. A\_STOLEN), so as to include 'building materials' and 'plant not considered to be a vehicle'.

### 3.2.2 Removed questions

**Impact statements** - A question about whether the police had given the business a chance to provide an impact statement was removed in 2015 from each of the victim forms. The question was removed in favour of other valuable additions, discussed in this chapter, so as to reduce survey burden on the respondents.

**Removal of questions for the Agriculture, forestry and fishing sector** - Several questions specific to the Agriculture, forestry and fishing (A) sector were removed from the Introduction section in 2015 to reduce survey burden and because the data were no longer being used. The removed questions were about the total size of the premises, the proximity of the premises to pubs, clubs, bars or hotels and a question about the number of casual workers employed by the business. Questions about the total number of livestock stolen in the most recent incident and the number of each type of livestock were also removed.

## 3.3 Online Experience of Crime Sheet

Various changes were made throughout the questionnaire in 2015 to accommodate the introduction of the online Experience of Crime Sheet. One major change was to add a question to the beginning of each victim form, to confirm that the online submission was correct (see A\_WEBCORRECT). This question appeared only for those who had completed the ECS online. If incorrect, the victim form would progress as if a new CATI interview, so that the initial questions asked in the ECS would be repeated. If correct, the interview would progress to ask about the most recent incident. Otherwise, each question in the Routing section was adapted to have appropriate text for CATI and web completion (for example, see ROUTINFO in the questionnaire).

## 3.4 Question renaming

The questions were renamed in 2015 in order to time-proof the survey. In large, continuous surveys difficulties arise when short alphanumeric names, for example A1 and A2, are given to questions. This is because questions can be inserted in subsequent waves. The inserted questions then take the original question name and are appended with another digit, for example A1a. This can become confusing; particularly at the analysis stage, because the inserted question may not relate to the question from which its name is derived. Over time, the inserted questions need to be given ever-lengthening names, for example A1ax. In 2015 therefore, names relating to the content of the question were given to all of the variables and Ipsos MORI provided a syntax map of changes between 2014 and 2015 to the Home Office.

# Sampling

Design and preparation

# 4 Sampling

## 4.1 Sampling objectives

The objectives for the sample design in 2015 are listed below, with the succeeding sections of the chapter describing how they were met:

1. Provide a representative sample using robust random probability sampling methods;
2. Provide a sample that allowed analysis to be carried out by sector and (with the exclusion of the Information and Communication sector) by size and urban/rural status; and
3. Improve the statistical efficiency of the sample design, thereby giving smaller standard errors for the same achieved sample size.

## 4.2 Sample design

The sampling frame for the Commercial Victimisation Survey (CVS) was obtained from the Interdepartmental Business Register (IDBR), several weeks prior to fieldwork beginning. The IDBR is collated and maintained by the Office for National Statistics (ONS) and is a list of approximately 2.1 million businesses across all UK sectors. The IDBR is a comprehensive sample population, generated from five main administrative sources including HMRC's PAYE records.

The CVS has a random probability sample design and is stratified prior to selection using IDBR information on:

- **Business sector**, defined using SIC 2007. The sectors sampled in 2015 can be seen in the Introduction chapter above; and
- **Size band**, as defined by number of employees. Business premises<sup>9</sup> of all sizes in England and Wales are included. The six bands used are 0-4; 5-9; 10-19; 20-49; 50-99; 100 or more.

The information on industrial sector is reviewed by the ONS and is generally accurate in the IDBR. However, the information on premises size is prone to fluctuation and in some instances estimated. Inaccuracies therefore need to be dealt with during weighting using survey data (discussed in the **Data Processing** chapter below). Given the predominance of small businesses in the population, those in the largest size bands were over-sampled in 2015 to achieve sufficient numbers for analysis of the crime experienced by large businesses. The sample was also designed to allow analysis by type of location (urban/rural) and region. This was achieved by ONS sorting the sampling frame by region<sup>10</sup> and by rural/ urban indicators prior to sample selection. This also ensured the sample was representative for these characteristics.

As in previous years, a target achieved sample size of 1,000 interviews in each of the sectors was set (except the Information and Communication sector for reasons previously described), to achieve **estimates with a good level of precision**. This was especially important given the desire to establish trend data for the Wholesale and Retail sector.

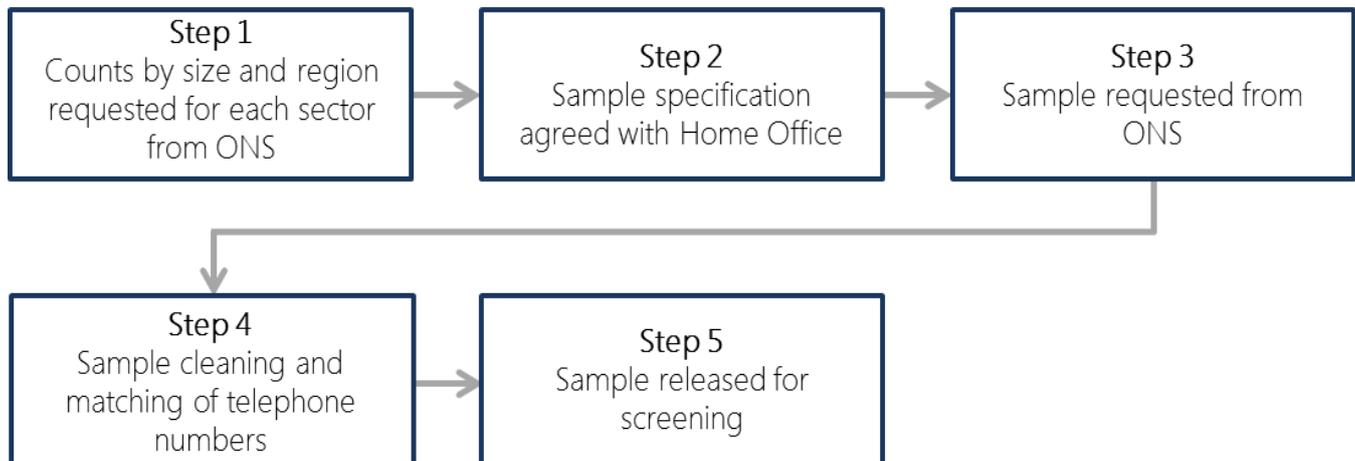
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<sup>9</sup> For survey purposes, business premises were defined as a single employer at premises which are not domestic.

<sup>10</sup> The regions used were: North East, North West, Yorkshire and the Humber, East Midlands, West Midlands, East of England, London, South East, South West and Wales.

The flow chart below summarises the several stages of the sampling process that are discussed in this chapter.

**Figure 4.1: Flow chart showing the stages involved in sampling**



### 4.3 Sample request

The sampling process was begun with a request to the ONS for the latest 'counts' of business premises held on the IDBR in each of the four sectors, by size band and region. It was used to refine the proposed sample design and to ensure the sample was statistically efficient<sup>11</sup>. Based on the counts supplied, assumptions were made about the size of the sample that needed to be drawn in each cell to achieve 1,000 interviews in the Agriculture, forestry and fishing (A) and Wholesale and Retail (G) sectors. The assumptions were based on previous matching rates (see section on matching below) and previous screening and main stage response rates. Estimates about the size of the sample required in each cell to achieve 1,000 interviews in the Construction (F) sector and 200 in the Information and Communication (J) sector were also made. A sample specification was sent to the Home Office for approval, before being requested from the ONS.

### 4.4 Sample cleaning, matching and batching

#### 4.4.1 Sample received

Details for 21,056 businesses were received from the ONS as the sample frame for the 2015 CVS. The table below details the total sample received by Ipsos MORI for each sector, by size band. Tables showing the breakdown of sample received per sector by size band and region are shown in the Appendix.

<sup>11</sup> A statistically efficient sample is one which has the smallest possible confidence intervals (and therefore the lowest standard errors) for a sample of that size.

**Table 4.1: Total IDBR sample received by Ipsos MORI in each sector, by size band**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture, forestry and fishing (A)</b>	3,668	739	264	190	180	137	5,178
<b>Construction (F)</b>	5,393	752	433	461	525	584	8,148
<b>Wholesale and Retail (G)</b>	2,610	731	413	321	323	339	4,737
<b>Information and Communication (J)</b>	2,743	94	81	32	25	18	2,993
<b>Total</b>	14,414	2,316	1,191	1,004	1,053	1,078	21,056

#### 4.4.2 Matching

The IDBR does not always contain a telephone number: depending on sector and size band, there are usually between 15 and 35 per cent with a phone number. However, where there are numbers, inaccuracy can also be high. Thorough matching is essential to ensure biases in survey estimates are reduced, since premises with an existing or easily matched number may be different in some way, to other businesses in that sector. A three-step look-up process was therefore undertaken to 'match-in' a number where absent or to provide additional numbers to those given on the IDBR. The first step involved running the entire received sample through a commercial database to auto-match a new or additional number(s) to the supplied premises.

The second step involved manually searching the internet by inputting the company name and first line of the address into a web browser. This was a very successful method for premises in the Agriculture, forestry and fishing (A) and Wholesale and Retail (G) sectors. However, if a number was not returned, the company name would be used in the search bar on its own to see if the business had moved premises. If a different address was returned, the company name and new address would be searched together, to confirm that the two were linked. If neither of these two methods worked, two particular websites<sup>12</sup> known to hold accurate data were searched. Ipsos MORI currently use this method to obtain numbers for premises in the Construction (F) and Information and Communication (J) sector. Where all of the above failed, a third step involved using Google Street View to gather phone numbers where visible on shop fronts or roadside signs.

A total of 20,907 premises were issued for matching, accounting for 99.3% of the sample received from ONS. Duplicate leads or those with no address information at all were removed (149 cases). Numbers were found for 15,311 premises, constituting a match rate of 73 per cent. This is six percentage points lower than in the 2014 CVS, which can be partly attributed to reliance of small businesses in the Construction (F) and Information and Communication (J) sectors on mobile numbers and no internet presence. Matching rates differed by sector and by size band. The table below shows how many numbers were matched to the sample for each sector, by size band.

<sup>12</sup> The two websites used in 2015 were yelp.com and companycheck.com

**Table 4.2: Successfully matched sample in each sector, by size band**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture, forestry and fishing (A)</b>	2,924	615	240	173	176	121	4,249
<b>Construction (F)</b>	3,555	623	391	419	459	486	5,933
<b>Wholesale and Retail (G)</b>	1,891	644	386	283	284	308	3,796
<b>Information and Communication (J)</b>	1,136	69	63	28	21	16	1,333
<b>Total</b>	9,506	1,951	1,080	903	940	931	15,311

The lowest matching rate was obtained for the Information and Communication (J) sector, specifically for the smallest businesses (with 0 -4 employees) while the Agriculture, forestry and fishing (A) sector yielded the highest matching rate. The table below presents the matching rates for each sector, by size band.

**Table 4.3: Matching rates for each sector, by size band**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture, forestry and fishing (A)</b>	80%	84%	92%	93%	99%	93%	83%
<b>Construction (F)</b>	66%	83%	91%	91%	91%	89%	74%
<b>Wholesale and Retail (G)</b>	73%	88%	93%	89%	88%	91%	80%
<b>Information and Communication (J)</b>	42%	73%	78%	88%	84%	89%	45%
<b>Total</b>	66%	85%	91%	91%	91%	90%	73%

#### 4.4.3 Cleaning

After the matching, several steps were taken to clean the telephone numbers and prepare the sample file for fieldwork. These were:

- Removing characters such as spaces, hyphens and brackets and adding in missing leading zeros to form a full UK phone number suitable for automated diallers;
- Removing '08' and premium rate telephone numbers to avoid potential market research conduct issues (in the case of Freephone numbers) and cost issues (fixed/premium rate numbers);
- Removing telephone numbers with an invalid format;
- Screening against Ipsos MORI's "do not call" list and removing any numbers included on it. This is an essential compliance procedure that ensures people who have previously explicitly said not to call them ever again were removed from the sample; and

- Recoding sample variables such as sector and company size into a format suitable for the CATI script.

#### 4.4.4 Batching

Following cleaning, the total matched sample file was divided into batches of various sizes before being loaded to the interviewing system for screening. Batching ensured that a steady flow of work was delivered to the interviewers but, more importantly, that each case in the sample received the attention needed to reach a final outcome (whether a completed interview or other, final outcome such as a refusal). This is particularly important in a random probability surveys because all cases must have the same chance of ending in a successful interview: if they do not, then the risk of non-response bias is increased (see the chapter on Data Processing for a discussion about the non-response bias for the 2015 CVS). Batching also ensures that sample can be held in reserve if response exceeds expectations.

Premises were allocated to batches by carrying out a random selection within the main sampling cells (sector and size). On average the batches consisted of c.100 premises, as this size is flexible enough to allow fieldwork progress and response to be monitored within the sampling cell. See more on this in the Fieldwork chapter. All batches in 2015 were ultimately allocated to interviewers.

#### 4.4.5 Issued to screening stage

A total of 14,951 premises were released to the screening stage in batches between 6<sup>th</sup> August and 3<sup>rd</sup> December, 2015. The table below details the numbers of cases released for each sector, by size band. Tables showing the numbers released for screening per sector, by size band and region can be seen in the Appendix.

**Table 4.4: Sample released to screening stage for each sector, by size band**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture, forestry and fishing (A)</b>	2,822	539	157	128	122	121	3,889
<b>Construction (F)</b>	3,555	623	391	419	459	486	5,933
<b>Wholesale and Retail (G)</b>	1,891	644	386	283	284	308	3,796
<b>Information and Communication (J)</b>	1,136	69	63	28	21	16	1,333
<b>Total</b>	9,404	1,875	997	858	886	931	14,951

The screening stage can be used to indicate the likely level of response during the main stage of interviewing: during the screening stage it was assessed that the target response would be met for the Agriculture, forestry and fishing (A) sector so 380 of these businesses were not released for screening.

# Fieldwork

Interviewing and fieldwork management

# 5 Fieldwork

## 5.1 Overview

The Commercial Victimization Survey (CVS) is split between a screening and a main stage interview, which overlap. The content of each in 2015 is described in more detail in the Questionnaire chapter above. The screening took place between 6<sup>th</sup> August and 3<sup>rd</sup> December and the main stage interviewing began three weeks later (1<sup>st</sup> September) and ran until 23<sup>rd</sup> December. The main stage fieldwork was begun well before screening was completed to maintain engagement by reducing the gap between first being contacted, filling the Experience of Crime Sheet (ECS) and finally completing the interview. It would also have been possible during a long delay for the contacted person to have left the business, which could have negatively impacted on response and fieldwork efficiency.

It should be noted that fieldwork ran for four weeks longer in 2015 than in previous waves of the CVS, in order to improve response. The impact of this on the data is discussed in the Technical Annex of the 2015 Crime Against Businesses bulletin<sup>13</sup>.

## 5.2 Advance materials

Following screening, during which the eligibility of the business at the sampled address was established, advance materials were sent to the most appropriate contact. In 2015, the advance materials consisted of a letter and the ECS, both of which are described below.

### 5.2.1 Advance letter

The advance letters were designed by Ipsos MORI in consultation with the Home Office and contained:

- An explanation for why the Home Office wanted businesses to take part in the survey, as well as their signature;
- Reassurances of anonymity and confidentiality;
- The approximate length of the interview;
- The trade organisations endorsing the survey;
- A Freephone telephone number and email address managed by Ipsos MORI, for queries; and
- Web links to previous survey reports and the online ECS.

The endorsements were obtained from relevant organisations and trade bodies by the Home Office. All of the letters carried an endorsement by the Federation of Small Businesses (FSB), as well as their logo. The letter to businesses in the Agriculture, forestry and fishing (A) sector additionally carried an endorsement by the National Farmers' Union (NFU) and their logo and the letter to businesses in the Wholesale and Retail (G) sector additionally contained a note of support from

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<sup>13</sup> The Technical Annex can be found at this webpage: <https://www.gov.uk/government/statistics/crime-against-businesses-findings-from-the-2015-commercial-victimisation-survey>

the Association of Convenience Stores. An example of the letter sent to businesses in the Agriculture, forestry and fishing (A) sector can be seen in the Appendix.

### 5.2.2 Experience of Crime Sheet

Respondents were sent the ECS alongside the advance letter and encouraged to complete it prior to being contacted for the main stage interview. The reasons for sending a data sheet were two-fold: higher data accuracy (through respondents looking up the answers in advance, rather than guessing during the interview) and a potentially shorter CATI interview because the respondent has the answers to hand. However, completing the ECS was not mandatory and the main stage interview could progress without it being completed.

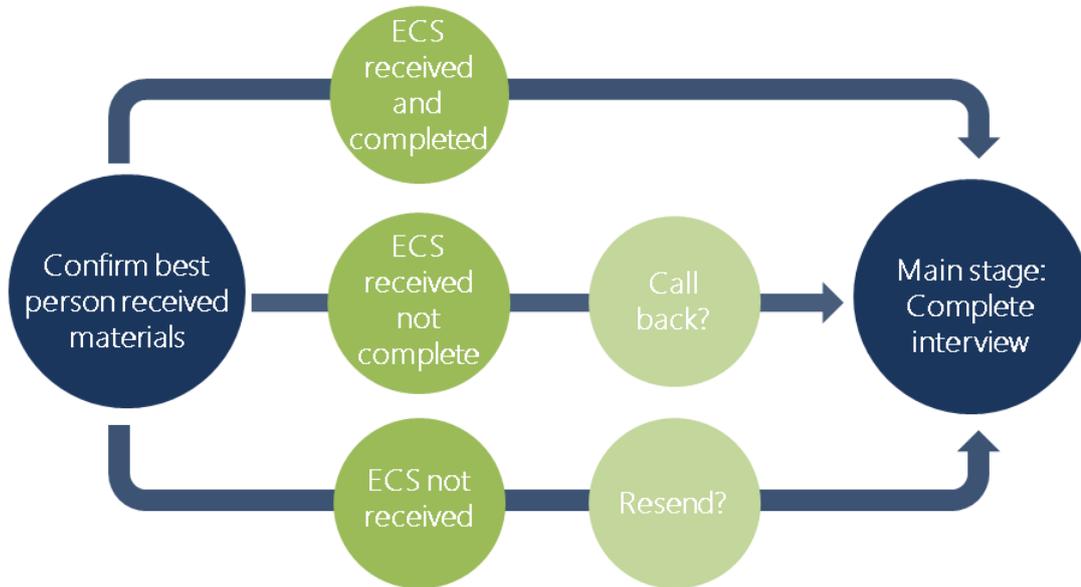
The same five questions for each type of crime recorded by the survey were asked in the ECS:

1. Whether the business has experienced that specific crime (for example burglary);
2. How many incidents there have been in the last 12 months;
3. The value of any loss or damage during the most recent incident;
4. Whether the most recent incident was reported to the police;
5. The Crime Reference Number for the most recent reported incident, if provided by the police.

In 2015 respondents were asked for an email address so that the advance letter with a link to an online version of the ECS could be sent. A unique six digit number was given to each business to access the online ECS. If the respondent completed the ECS online, the answers were fed into the script and confirmed or amended during the CATI interview (as described in the Questionnaire chapter above).

### 5.2.3 Completing the interview

A pause of one to two weeks was established in 2015 between sending the advance materials to a business and contacting them to conduct the main stage interview. During this time it was hoped the business would complete the ECS. The diagram below depicts the journey to a completed interview depending on whether the advance materials had been received and the ECS completed, or not.

**Figure 5.1: Respondent journey during the Introduction section of the main survey**

### 5.3 Interviewer briefings

All of the CATI interviews for both screening and the main stage were conducted from Ipsos MORI's telephone interviewing centre in Edinburgh. A total of 60 interviewers worked on the main stage of the Commercial Victimisation Survey in 2015. Three formal briefings were conducted by the researchers over the course of 2015 with the telephone interviewers. The briefings were designed to inform the telephone interviewers about the:

- Survey purpose and previous findings;
- Sector coverage;
- Different elements making up the survey included the screening and main stage and advance materials;
- Methodology and interviewing processes;
- Questionnaire structure and content;
- Target response; and
- Definitions for challenging terms, including the definition of the term 'premises'.

The first briefing was held ahead of the pilot with the telephone centre manager and supervisors involved in the project. A debrief after the pilot was also held on 5<sup>th</sup> August, to inform them of final changes to the questionnaire. The second briefing was held with interviewers, before the screening stage commenced.

The final, formal briefing was held before the main stage interviewing began, with all of the interviewers involved. Home Office researchers attended this half-day face-to-face briefing in Edinburgh, alongside the researchers from Ipsos MORI. The briefing included a run-through of the questionnaire on a communal screen and then interviewers practised individually using their CATI system.

Feedback about the questionnaire, respondent response and fieldwork progress was submitted formally by the telephone interviewing centre to the researchers after the first day of interviewing and then on an informal basis regularly throughout the fieldwork period.

## 5.4 Fieldwork management

### 5.4.1 Batch release and queue control

As mentioned in the Sampling chapter above, the sample was issued to the screening stage in batches of around 100 leads; in order to accurately monitor response and to make the fieldwork more efficient. Decisions about when to release the batches were made by the researchers in conjunction with the telephone centre supervisors. The pause between the screening and the main stage interview meant careful control was needed to ensure there was a continual flow of new leads through both stages.

Various queues were used within the CATI system to control the batches and to pause leads between the screening and main stage, while advance materials were issued. Release to the main stage was again controlled by the researchers, in conjunction with the telephone centre supervisors. A separate queue was created for respondents that completed the online Experience of Crime Sheet, as these could be released to the main stage more quickly.

### 5.4.2 Minimum try count and calling patterns

The 'minimum try count' denotes the number of attempts any one lead must receive before it is abandoned, unless a final outcome is received before (for example a refusal, or invalid number). There is more detail on the final outcome codes for both the screening and main stages in the Response chapter below. A minimum try count of ten calls was set in 2015, as per industry standards. The minimum try count does not mean that a lead is necessarily abandoned if all attempted calls have gone unanswered ten times. For example, if the tenth call ends in a 'soft appointment' then another attempt will be made. The Ipsos MORI researchers reviewed the minimum try counts with the telephone interviewing centre during the 2015 fieldwork, to suggest leads that should be called past the minimum try threshold. During the 2015 fieldwork, leads with a variety of final outcome codes were reviewed and some were re-issued to interviewers where it was felt further efforts might result in an interview; meaning the try count was allowed to run past ten.

The CATI system has restrictions built in which mean that a business will not be called again too soon if the outcome of the previous call was unsuccessful. As well as distributing the attempted calls across the week, calls are also distributed across different parts of the day, an efficient strategy to ensure that respondents are not always called at the same time every day. In addition to this, Ipsos MORI undertook analysis on their business interviewing meta-data in 2015 to explore the best time slots to call the different sectors in order to increase the chances of a successful interview.

# Response

Response rates achieved and non-response bias

## 6 Response

### 6.1 Screening stage response

Of the 14,951 premises that were issued for screening in 2015, 7,598 respondents consented to being sent the advance materials. The table below shows how many were successfully screened in each sector, by size band.

**Table 6.1: Successfully screened sample in each sector, by size band**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture, Forestry and Fishing</b>	1,437	349	111	93	89	87	2,166
<b>Construction</b>	1,122	364	270	316	332	333	2,737
<b>Wholesale and Retail</b>	946	425	256	199	197	203	2,226
<b>Information and Communication</b>	348	39	47	18	9	8	469
<b>Total</b>	3,853	1,177	684	626	627	631	7,598

The screening rate is the proportion of premises that were released for screening, which agreed to being sent the advance materials. The lowest screening rate was obtained for the Information and Communication (J) sector, specifically among the smallest size band (0-4 employees). A similar screening rate was achieved for the smallest size band in the Construction (F) sector. The Wholesale and Retail (G) sector yielded the highest screening rate. The table below presents the screening rates for each sector, by size band. The screening rates for each sector, by size band and region are presented in the Appendix.

**Table 6.2: Screening rates for each sector, by size band**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture, Forestry and Fishing</b>	51%	65%	71%	73%	73%	72%	56%
<b>Construction</b>	32%	58%	69%	75%	72%	69%	46%
<b>Wholesale and Retail</b>	50%	66%	66%	70%	69%	66%	59%
<b>Information and Communication</b>	31%	57%	75%	64%	43%	50%	35%
<b>Total</b>	41%	63%	69%	73%	71%	68%	51%

Each attempted call at the screening stage was given an 'outcome code'. As mentioned in the Fieldwork chapter above, premises receiving an interim outcome code would be called again, until the minimum try count was reached and a final outcome code was given to the lead. However, final outcome codes could be reached before the minimum try count was reached. Full details on the outcome codes given during the screening stage are summarised in the table below. There were 3,386 premises in 2015 described as 'deadwood' or potentially ineligible for the survey. This includes businesses

based at residential premises (with no other commercial premises). As the CVS is a telephone survey we cannot be certain if premises we cannot contact for screening are eligible or ineligible, though it is highly likely that most of these cases were ineligible. Depending on which of these cases we consider to be out of scope for the survey, the true screener rate lies somewhere between 58 and 66 per cent.

Table 6.3: Sample outcome codes for the 2015 CVS screening stage

	n	%
<b>Total loaded sample</b>	14,951	100.0%
<b>Successfully screened</b>	7,598	50.8%
<b>DEADWOOD</b>	1595	10.7%
<b>Deadwood - Bad Number / Dead Number</b>	1403	9.4%
<b>Deadwood - Correct Business - Different Branch - DK/Refused Phone Number</b>	43	0.3%
<b>Deadwood - Fax</b>	149	1.0%
<b>ELIGIBLE</b>	2572	17.2%
<b>Eligible - Not Willing to Give Name</b>	32	0.2%
<b>Eligible used sample - Interview rejected</b>	4	0.0%
<b>Eligible used sample - Refusal</b>	1787	12.0%
<b>Eligible used sample - Refusal (Head Office policy)</b>	203	1.4%
<b>Eligible used sample - Respondent unavailable during fieldwork</b>	36	0.2%
<b>Eligible used sample - Stopped / abandoned interview</b>	510	3.4%
<b>INELIGIBLE</b>	1791	12.0%
<b>Ineligible - Branch Closed Down</b>	253	1.7%
<b>Ineligible - Communication difficulty</b>	15	0.1%
<b>Ineligible - Incorrect Company</b>	405	2.7%
<b>Ineligible - No Commercial Premises</b>	919	6.1%
<b>Ineligible - Residential number</b>	199	1.3%
<b>UNKNOWN</b>	1395	9.3%
<b>Unknown - Answer machine</b>	721	4.8%
<b>Unknown - Appointment</b>	3	0.0%
<b>Unknown - Engaged/Busy</b>	30	0.2%
<b>Unknown - No answer</b>	641	4.3%
<b>Conversion rate (total completes / total loaded sample)</b>		51%
<b>Screener rate 1 (excluding ineligible)</b>		58%
<b>Screener rate 2 (excluding deadwood and ineligible)</b>		66%

## 6.2 Main stage response

Of the 7,598 cases that were issued to the main stage of interviewing from screening, 3,206 completed an interview. This 'interview rate' differed by sector and by size band. The table below shows how many were successfully interviewed for each sector, by size band.

**Table 6.4: Successfully interviewed sample in each sector, by size band**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture, Forestry and Fishing</b>	734	178	56	47	38	45	1,098
<b>Construction</b>	369	166	107	117	90	109	958
<b>Wholesale and Retail</b>	435	209	132	83	62	52	973
<b>Information and Communication</b>	138	11	18	6	2	2	177
<b>Total</b>	1,676	564	313	253	192	208	3,206

As with the screening stage, the lowest interview rates were obtained for the Construction (F) and Information and Communication (J) sectors, while the Agriculture, forestry and fishing (A) sector yielded the highest interview rate. The table below presents the interview rates for each sector, by size band. The main stage interviewing rates for each sector, by size band and region are presented in the Appendix.

**Table 6.5: Main stage interview rates for each sector, by size band**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture, Forestry and Fishing</b>	51%	51%	50%	51%	43%	52%	51%
<b>Construction</b>	33%	46%	40%	37%	27%	33%	35%
<b>Wholesale and Retail</b>	46%	49%	52%	42%	31%	26%	44%
<b>Information and Communication</b>	40%	28%	38%	33%	22%	25%	38%
<b>Total</b>	43%	48%	46%	40%	31%	33%	42%

Full details on the outcome codes given during the main stage are summarised in the table below. In total, 3,206 interviews were completed constituting a 42 per cent conversion rate (from the screening stage). Once a small number of ineligible cases are factored in, the final response rate in 2015 was 43 per cent.

**Table 6.6: Sample outcome codes for 2015 CVS main stage, by sector**

	TOTAL	AGRICULT. (A)	CONSTRUC. (F)	WHOLESALE & RETAIL (G)	INFO & COMMS (J)
Total loaded sample	7,598	2,166	2,737	2,226	469
Complete interview	3,206	1,098	958	973	177
DEADWOOD	103	17	51	25	10
Deadwood - Bad Number / Dead Number	95	14	48	23	10
Deadwood - Fax	8	3	3	2	0
ELIGIBLE	2,054	450	817	636	151
Eligible used sample - Interview rejected	6	0	3	2	1
Eligible used sample - Refusal	1,194	285	464	365	80
Eligible used sample - Refusal (Head Office policy)	356	58	140	137	21
Eligible used sample - Respondent unavailable during fieldwork	222	30	123	49	20
Eligible used sample - Stopped / abandoned interview	276	77	87	83	29
INELIGIBLE	8	0	1	7	0
Ineligible - Communication difficulty	8	0	1	7	0
UNKNOWN	2,227	601	910	585	131
Unknown - Answer machine	1,360	429	570	278	83
Unknown - Appointment	179	14	110	37	18
Unknown - Engaged/Busy	162	24	66	61	11
Unknown - No answer	526	134	164	209	19
Conversion rate (total completes / total loaded sample)	42%	51%	35%	44%	38%
Response rate (excluding ineligible and deadwood)	43%	51%	36%	44%	39%

### 6.3 Completion of online Experience of Crime Sheet

Of the 3,206 successful interviews, 236 (seven per cent) had completed the Experience of Crime Sheet (ECS) online and a further 355 (11 per cent) completed the paper version. A further 111 businesses completed the online ECS but did not go on to complete the main stage CATI interview.

# Data processing

Data cleaning, coding and weighting

# 7 Data Processing

## 7.1 Data preparation and cleaning

The Computer Assisted Telephone Interview (CATI) questionnaire controls the flow of the questionnaire and sample information and answers to questions are used to establish which questions respondents are asked later in the interview. Thorough checks of the script prior to fieldwork ensure that data are collected only when they should be. Therefore, the majority of the data cleaning was in removing unwanted variables from the data, relabelling variables into a useable format and recoding 'Don't know' and 'Refused' responses alongside the original question. The final SPSS file produced consisted of 3,206 records.

### 7.1.1 Coding

All verbatim responses at 'other-specify' and open-ended questions were inspected by coders. These responses were then either 'back-coded' (retrospectively written back into the original code frames) or new codes were created. The aim is to reduce the number of answers described as 'other', to improve the usefulness of the data.

Coding can occasionally disrupt logical routing. For example, the question FARMTYPE should have been answered by all those who answered code 10 at MAINACTIVITY (an animal farm), however, a respondent may have said 'other' at MAINACTIVITY but have been back-coded into code 10. Therefore their response will appear to be missing from the FARMTYPE question. Additionally, a code may not have been permitted for particular question but an open response may have been back-coded into that particular code. For example, at the question A\_STOLEN, a respondent from the Agriculture, forestry and fishing (A) sector was not allowed to answer with 'other goods or stock' but their 'other' response may have been coded as such.

### 7.1.2 Derived variables

A number of derived variables were added either to help with the checking of the data or with analysis. For example VICTIMANYCRIME was used to count across the victim forms to summarise if the business was a victim of at least one crime type. Another derived variable, REPORTED\_INCIDENT, was used to indicate if the business had reported at least one crime to the police. Geographical variables were also added to the dataset and were based on the address information held within the original IDBR sample.

### 7.1.3 Outliers and imputation

Prior to analysis of the data for publication, some data imputation took place to handle outliers and missing data. For details, please see the Technical Annex of the 2015 Crime Against Businesses bulletin<sup>14</sup>.

## 7.2 Weighting

Weights are needed to correct for unequal selection probabilities and non-response bias. For example, in each sector larger premises had a higher chance of being selected in the 2015 CVS sample than smaller premises in order to ensure

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<sup>14</sup> The Technical Annex can be found at this webpage: <https://www.gov.uk/government/statistics/crime-against-businesses-findings-from-the-2015-commercial-victimisation-survey>

sufficient numbers for analysis of larger premises. Non-response bias occurs when premises that respond are systematically different to premises that do not. In the CVS this can occur due to differential matching rates, non-contacts and refusals. The weights adjust the data to make them representative of the survey population.

The overall weighting design for the 2015 CVS followed largely the same design as previous survey waves, with a few minor changes to the methodology including use of design weights and trimming and slight changes to the calibration weighting design. Weighting was completed in four stages:

1. Design weights
2. Eligibility weights
3. Non-response weights
4. Calibration weights

Detail about each of the weighting processes is provided in more detail below.

### 7.2.1 Design weights (and trimming)

The first stage in 2015 was to generate design weights. These adjusted the sample to correct for biases in the size and SIC distributions that were purposively introduced as part of the design, for example, oversampling larger premises. These are the inverse of the selection probabilities and are calculated as the population size within a sampling cell divided by the number of premises selected from the same cell ( $w_1$ ).

It is standard practice for business surveys to adjust the selection weights for businesses, or premises in this instance, that turn out to be larger or smaller than expected from the sampling frame, so that they belong in a different stratum to the one in which they were originally sampled in. This is described in Purdon et al.<sup>15</sup> but, in summary, if no adjustment is made then this leads to problems for analyses. This is because estimates are skewed towards those premises that are larger than expected because they have much larger weights than others in the same size band. In addition, premises that are smaller than expected have minimal influence on the estimates as their weights are much smaller than others in the same size band.

The design weights above were trimmed using the same approach that was used for the 2011 Workplace Employment Relations Study (WERS). Weights were trimmed if the expected weight (based on interviewer recorded number of employees) was different from the sample-selection weight by a factor of three:

- If the inverse probability weight was larger than the expected weight, then the applied weight is set to the smallest of the inverse probability weight and the expected weight multiplied by three.
- If the inverse probability weight was smaller than the expected weight, the applied weight is set to the largest of the inverse probability weight and the expected weight divided by three.

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<sup>15</sup> Purdon, S. (2008) Methodological Review of Research with Large Businesses, Paper 5: Data Preparation and Analysis Issues for Quantitative Surveys. London: HM Revenue & Customs Report 60.

Trimming was undertaken for 412 weights (12.9 per cent of the responding sample). This was not done in previous years and is an addition to the weighting design. Trimming the design weights improves sample efficiency, particularly when conducting analysis by size. The impact of this on the design effects is described later.

### 7.2.2 Eligibility weights

The second stage of weighting was to estimate the probability that sampled premises would be eligible for the main CVS questionnaire. This was estimated using a logistic regression model.

The model was fitted for all cases with known eligibility, comparing eligible cases (respondents and eligible non-respondents) against ineligible cases. The predictor variables in the model were SIC2007 division, legal status, whether the business had more than one site and employee size band (all taken from the sampling frame<sup>16</sup>). The model is used to predict the probability of being eligible ( $p_1$ ) for all premises with unknown eligibility. The full model output is given below.

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<sup>16</sup> Previously the model used region, sector and size only. A wider range of variables were used in the models this year, including legal status, foreign ownership, multi-site locations and SIC division. These were also taken from IDBR. Only variables significantly related to the outcome were included in the final model.

Table 7.1: Output from the eligibility model

	<b>B</b>	<b>S.E.</b>	<b>Wald</b>	<b>df</b>	<b>Sig.</b>	<b>Exp (B)</b>
<b>Size band from IDBR</b>			269.7	5	.000	
<b>0-4 employees</b>	-2.763	.919	9.0	1	.003	.06
<b>5-9 employees</b>	-1.476	.923	2.6	1	.110	.23
<b>10-19 employees</b>	-1.089	.931	1.4	1	.242	.34
<b>20-49 employees</b>	-.488	.969	0.3	1	.614	.61
<b>50 -99 employees</b>	-1.416	1.000	2.0	1	.157	.24
<b>100+ employees</b>					baseline	1.00
<b>SIC07 Division</b>			346.2	14	.000	
<b>01</b>	1.131	.329	11.8	1	.001	3.10
<b>02</b>	.308	.530	0.3	1	.561	1.36
<b>03</b>	.653	.617	1.1	1	.290	1.92
<b>41</b>	.120	.328	0.1	1	.715	1.13
<b>42</b>	-.210	.356	0.3	1	.555	.81
<b>43</b>	-.064	.318	0.0	1	.840	.94
<b>45</b>	1.259	.332	14.4	1	.000	3.52
<b>46</b>	.713	.323	4.9	1	.027	2.04
<b>47</b>	1.113	.321	12.0	1	.001	3.04
<b>58</b>	.286	.399	0.5	1	.473	1.33
<b>59</b>	.029	.360	0.0	1	.935	1.03
<b>60</b>	1.236	.745	2.8	1	.097	3.44
<b>61</b>	1.078	.535	4.1	1	.044	2.94
<b>62</b>	-.097	.323	0.1	1	.765	.91
<b>63</b>					baseline	1.00
<b>Legal status from IDBR</b>			43.8	2	.000	
<b>Company (incl. Building Society)</b>	-.154	.099	2.4	1	.120	.86
<b>Sole Proprietor</b>	-.554	.100	30.6	1	.000	.57
<b>Partnership</b>					baseline	1.00
<b>Premise is part of a multi-site organisation</b>	-.236	.124	3.6	1	.056	.79
<b>Intercept</b>	-.554	.100	30.6	1	.000	.57

**Notes:**

1. The response is 1 = respondents and non-respondents with known eligibility, 0 = ineligible cases.
2. Model is weighted by the design weight
3. R squared (Cox and Snell) = 0.109
4. B is the estimate coefficient with standard error S.E. The Wald-test measures the impact of the categorical variable on the model with the appropriate number of degrees of freedom df. If the test is significant (sig < 0.05) then the categorical variable is considered to be 'significantly associated' with the response variable and therefore included in the model.
5. The Wald test for each level of the categorical variable is also shown. This tests the difference between that level and the baseline category.

### 7.2.3 Non-response weights

The third stage was to model non-response behaviour of eligible premises. A logistic regression model was fitted for respondents against the combined non-respondents with known eligibility and the estimated proportion of the unknown eligible cases that might have been eligible. The ineligible cases were not included in this model. Response behaviour was modelled using data from the sampling frame, specifically: SIC2007 sector, region, employee size band and legal status.

The model was run on data weighted by a 'base weight' which was the product of the design weight ( $w_1$ ) and  $p_1$  for cases with unknown eligibility and simply the design weight for cases where eligibility was known (respondents and non-respondents with known eligibility). Including the design weight ensured that the sample was proportional to the population (i.e. it removed the effects of unequal sampling by size and sector). The adjustment by  $p_1$  meant that the premises with unknown eligibility were weighted to represent the proportion of those cases that were likely to be eligible. This improves the accuracy of the non-response model. The model output is shown below.

Table 7.2: Output from the non-response model

	<b>B</b>	<b>S.E.</b>	<b>Wald</b>	<b>df</b>	<b>Sig.</b>	<b>Exp (B)</b>
<b>Size band from IDBR</b>			220.8	5	.000	
<b>0-4 employees</b>	.000	.229	0.0	1	1.000	1.00
<b>5-9 employees</b>	.626	.231	7.3	1	.007	1.87
<b>10-19 employees</b>	.809	.234	11.9	1	.001	2.25
<b>20-49 employees</b>	.561	.242	5.4	1	.021	1.75
<b>50 -99 employees</b>	.171	.294	0.3	1	.560	1.19
<b>100+ employees</b>					baseline	1.00
<b>Region from IDBR</b>			36.8	9	.000	
<b>North East</b>	-.138	.138	1.0	1	.317	.87
<b>North West</b>	-.143	.101	2.0	1	.157	.87
<b>Yorkshire and The Humber</b>	-.080	.105	0.6	1	.448	.92
<b>East Midlands</b>	.060	.105	0.3	1	.570	1.06
<b>West Midlands</b>	-.012	.103	0.0	1	.905	.99
<b>Eastern</b>	-.177	.102	3.0	1	.082	.84
<b>London</b>	-.287	.100	8.3	1	.004	.75
<b>South East</b>	.024	.095	0.1	1	.802	1.02
<b>South West</b>	.104	.097	1.2	1	.281	1.11
<b>Wales</b>					baseline	1.00
<b>SIC07 section from IDBR</b>			202.7	3	.000	
<b>A. Agriculture, forestry and fishing</b>	.021	.068	0.1	1	.752	1.02
<b>F. Construction</b>	-.512	.056	84.2	1	.000	.60
<b>J. Information and Communication</b>	-.904	.074	149.5	1	.000	.41
<b>G. Wholesale and Retail</b>					baseline	1.00
<b>Legal status from IDBR</b>			26.0	2	.000	
<b>Company (incl. Building Society)</b>	-.332	.066	24.9	1	.000	.72
<b>Sole Proprietor</b>	-.280	.074	14.5	1	.000	.76
<b>Partnership</b>					baseline	1.00
<b>Intercept</b>	<i>-1.076</i>	<i>.248</i>	<i>18.8</i>	<i>1</i>	<i>.000</i>	<i>.34</i>

**Notes:**

1. The response is 1 = respondents, 0 = non-respondents with known eligibility and cases with unknown eligibility.
2. Model is weighted by the 'base' weight
3. R squared (Cox and Snell) = 0.041
4. B is the estimate coefficient with standard error S.E. The Wald-test measures the impact of the categorical variable on the model with the appropriate number of degrees of freedom df. If the test is significant (sig < 0.05) then the categorical variable is considered to be 'significantly associated' with the response variable and therefore included in the model.
5. The Wald test for each level of the categorical variable is also shown. This tests the difference between that level and the baseline category.

The predicted probabilities from the model were used to generate non-response weights ( $w_2$ ) for the respondents.

#### 7.2.4 Calibration weights

The final step was to calibrate the weights generated thus far to bring the distribution of the responding cases closer to that of the population. This step was complicated by the need to allow for the survey eligibility criteria: premises without employees and those based at residential premises (with no other commercial premises) were out of scope for the 2015 CVS. Producing calibration weights that adjusted the (weighted) achieved sample directly to control totals (counts) from the IDBR would produce biased estimates, as the control totals would include premises that were out of scope for the study. For this reason, ineligible cases and cases with unknown eligibility were included in the calibration. Non-respondents who were eligible were excluded (as these cases are represented by respondents once the non-response weights are applied). The pre-calibration weights are detailed in the table below.

**Table 7.3: Pre-calibration weights used in the 2015 CVS**

Respondent sub-group	Pre-calibration weight	Purpose of pre-calibration weight
<b>Responding premises</b>	The product of the trimmed design weight ( $w_1$ ) and the weight from the non-response model ( $w_2$ )	This adjusts for unequal selection. The non-response adjustment means the respondents represent all eligible cases; respondents plus non-respondents plus cases with unknown eligibility that are estimated to be eligible.
<b>Ineligible premises</b>	Untrimmed design weight ( $w_1$ )	This removes effects of unequal selection probabilities for ineligible cases
<b>Premises with unknown eligibility</b>	The product of the untrimmed design weight ( $w_1$ ) and the probability that the case is ineligible ( $1-p_1$ )	This removes effects of unequal selection probabilities and removes cases with unknown eligibility that are estimated to be eligible, hence this represents the remaining portion of ineligible cases.
<b>Non-respondents known to be eligible</b>	Excluded	

The dataset was calibrated to the following population statistics using the pre-calibration weight as the initial starting weight:

- Region within SIC2007 section;
- Employee size band within SIC2007 section; and
- SIC2007 division (with smaller categories within section combined as 'other').

The Information and Communication (J) sector was not calibrated to SIC2007 division, since the overall sample size in this sector was too small.

After calibration, any non-responding premises were dropped from the dataset. The calibrated weight for respondents is the final weight for the 2015 CVS. Scaled versions of the main weight were calculated for sector-specific analysis. These weights sum to the actual interviewed sample size for each sector and have zero values for cases from all other sectors.

Previously the calibration used the IDBR size variable for all cases. This year the calibration has been based on the actual size of the premises, as collected by the interviewer, since this is the size measure that will be used during analysis and is the most accurate information available. The effect of this is to ensure the profile of the responding cases matches that of the population during analysis. The IDBR size variable tends to be smaller than the actual size variable, particularly for small premises. This is because these businesses have more scope to grow than shrink (a shrinking micro business will often go out of business). Hence analysis by the IDBR size variable (and weights based on this variable) will result in a slight under-estimate of the number of smaller premises in the population.

### 7.2.5 Impact of the weights

Design effects for the overall weights were then generated to assess the impact of trimming the design weights. The weights were run twice, once with the design weights trimmed and a second time with the design weights untrimmed (as in previous waves of the CVS). As discussed above, if no adjustment was made then the survey estimates would be skewed towards those premises that are larger than expected because they have much larger weights than others in the same size band. This means that the larger size bands in particular have much more variable weights. This is reflected in the larger design factors in these size bands.

Table 7.4: Effective sample sizes and design weights by sector and size band

	Employee size band (from interview)	Actual sample size	Effective sample size using final weights	Design factor using final weights	Effective sample size without trimming selection weights	Design factor without trimming selection weights
<b>Agriculture, Forestry and Fishing (A)</b>	0-4	694	637	1.04	636	1.04
	5-9	179	126	1.19	112	1.26
	10-19	69	45	1.24	36	1.38
	20-49	82	52	1.25	33	1.57
	50-99	33	25	1.14	10	1.80
	100+	41	33	1.11	7	2.47
	<b>Overall</b>	<b>1098</b>	<b>901</b>	<b>1.10</b>	<b>696</b>	<b>1.26</b>
<b>Construction (F)</b>	0-4	346	309	1.06	308	1.06
	5-9	160	122	1.14	121	1.15
	10-19	136	93	1.21	86	1.26
	20-49	172	104	1.28	82	1.45
	50-99	96	74	1.14	26	1.92
	100+	48	42	1.07	10	2.22
	<b>Overall</b>	<b>958</b>	<b>730</b>	<b>1.15</b>	<b>519</b>	<b>1.36</b>
<b>Information and Communication (J)</b>	0-4	98	89	1.05	89	1.05
	5-9	29	26	1.05	26	1.05
	10-19	24	20	1.11	20	1.11
	20-49	18	15	1.11	15	1.11
	50-99	4	4	1.06	4	1.06
	100+	4	4	1.04	4	1.04
	<b>Overall</b>	<b>177</b>	<b>156</b>	<b>1.07</b>	<b>156</b>	<b>1.07</b>
<b>Wholesale and Retail (G)</b>	0-4	367	349	1.03	351	1.02
	5-9	247	231	1.03	231	1.03
	10-19	141	132	1.03	132	1.03
	20-49	104	91	1.07	89	1.08
	50-99	57	50	1.07	38	1.23
	100+	57	51	1.06	29	1.40
	<b>Overall</b>	<b>973</b>	<b>904</b>	<b>1.04</b>	<b>848</b>	<b>1.07</b>

### 7.3 Margins of error

The margins of error that would be expected for survey estimates of 50 per cent in each of the four sectors are shown in the table below. The actual sample size is shown, as well as the effective sample size and associated confidence intervals. Hence for the Agriculture, forestry and fishing (A) sector, a survey estimate of 50 per cent means 95 times out of 100 the true population value is expected to lie in the interval (46.7 percent - 53.3 per cent). Levels of precision are lower, and therefore confidence intervals wider, for the Information and Communication (J) sector as the sample size was smaller.

**Table 7.5: Design factor and confidence intervals for 2015 survey**

	Achieved sample size	Effective sample size	Estimated design factor (deft)	Confidence interval	Lower limit	Upper limit
<b>Agriculture, forestry and fishing (A)</b>	1,098	901	1.10	3.3	46.7	53.3
<b>Construction (F)</b>	958	730	1.15	3.6	46.4	53.6
<b>Information and Communication (J)</b>	177	156	1.07	7.8	42.1	57.8
<b>Wholesale and Retail (G)</b>	973	904	1.04	3.3	46.7	53.3

# Appendices

Questionnaire, survey materials

and full sample details

# 8 Appendices

## 8.1 Questionnaire

### CONTENTS:

INTRODUCTION  
BACKGROUND  
ROUTING QUESTIONS

### VICTIM FORMS

- A BURGLARY
- B ATTEMPTED BURGLARY
- C VANDALISM OR DELIBERATE DAMAGE
- D THEFT OF VEHICLES
- E THEFT FROM VEHICLES
- F&G ROBBERY
- H ASSAULTS OR THREATS
- I THEFT BY CUSTOMERS
- J THEFT BY EMPLOYEES
- K THEFT BY OTHERS
- L THEFT BY PERSONS UNKNOWN
- M FRAUD BY EMPLOYEES
- N FRAUD BY OTHERS
- O FRAUD BY PERSONS UNKNOWN

### OTHER FORMS

- P CYBER CRIME
- Q EXPERIENCE OF ANTI-SOCIAL BEHAVIOUR
- R CRIME PREVENTION
- S CONTEXT

# INTRODUCTION

## WEBINFO

DISPLAY TO ALL WEB COMPLETION (METHOD = 1)

INFO SCREEN

Ipsos MORI has been commissioned by the Home Office to conduct research into how businesses in England and Wales are affected by crime.

Thank you in advance for completing a few questions online. We will still telephone you to conduct the survey but that telephone call will be much shorter if you are able to complete all of the information online today.

Please note that your responses will not be saved until you reach the end of the survey.

## SPEAKTO (was Q1)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

[SECTOR AND COMPANY SIZE FROM SAMPLE]

Good morning / afternoon / evening. My name is ... and I'm calling from Ipsos MORI, an independent market research organisation on behalf of the Home Office.

[INTERVIEWER NOTE: Someone from this business has completed the web survey IF COMPWEB = 1]

READ ONLY IF ASKED: Ipsos MORI has been commissioned by the Home Office to conduct research into how businesses in England and Wales are affected by crime.

[Could I speak to [NAME]? IF NAMEGIVEN = 1]

[Could I speak to the [JOB TITLE]? IF NAMEGIVEN = 2]

INTERVIEWER: DO NOT CODE 'YES, TRANSFERRED' UNTIL YOU ARE SPEAKING TO THEM

INTERVIEWER: IF 'NO' TRY AND MAKE APPOINTMENT AND CHOOSE OUTCOME

1. Yes, speaking
  2. Yes, transferred
  3. No – make an appointment on next screen
-

**SPEAKING TO CORRECT PERSON FROM SAMPLE****RECEIVEDINFO (Was Q2)**

ASK IF CATI SCRIPT (METHOD = 2) AND SPEAKING TO RIGHT PERSON FROM SAMPLE (SPEAKTO = 1-2)  
SINGLE CODE

[Good morning / afternoon / evening. My name is ... and I'm calling from Ipsos MORI, an independent market research organisation on behalf of the Home Office. IF SPEAKTO = 2]

Ipsos MORI has been commissioned by the Home Office to conduct research into how businesses in England and Wales are affected by crime.

You should have recently been sent an email or a letter telling you about this survey. It was sent with a document titled "Experience of Crime Sheet". Can I just check that you received the email or letter and sheet we sent you?

IF REASSURANCE NEEDED: The Home Office is conducting the research to better understand the problems that businesses face in relation to crime and to look for solutions to these problems. If you have any queries about this research, you can contact Ipsos MORI on 0131 561 4603.

1. Yes

2. No

**CORRECTPERSON (was Q3)**

ASK IF CATI SCRIPT (METHOD = 2) AND SPEAKING TO RIGHT PERSON FROM SAMPLE (SPEAKTO = 1-2)  
SINGLE CODE

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

READ ONLY IF ASKED: By premises, I mean this site including all buildings you own or lease, any outbuildings such as [barns, silos, workshops, outhouses IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] sheds and warehouses and any outside space that you own or lease including [fields, meadows, woodland, IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] car parks and yards

IF REASSURANCE NEEDED: The Home Office is conducting the research to better understand the problems that businesses face in relation to crime and to look for solutions to these problems. If you have any queries about this research, you can contact Ipsos MORI on 0131 561 4603.

1. Yes

2. No

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**IF NOT CORRECT PERSON****WHOBESTPERSON (Was Q4)**

ASK IF CATI SCRIPT (METHOD = 2) AND NOT CORRECT PERSON (CORRECTPERSON = 2)

**SINGLE CODE**

[Good morning / afternoon / evening. My name is ... and I'm calling from Ipsos MORI, an independent market research organisation on behalf of the Home Office. Ipsos MORI has been commissioned by the Home Office to conduct research into how businesses in England and Wales are affected by crime. IF TRANSFEROWNERMAIN = 1]

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

IF REASSURANCE NEEDED: The Home Office is conducting the research to better understand the problems that businesses face in relation to crime and to look for solutions to these problems. If you have any queries about this research, you can contact Ipsos MORI on 0131 561 4603.

1. Yes
2. No

**IF NOT CORRECT PERSON AND KNOWS WHO THEY ARE****TRANSFERCORRECTPERSON (was S6)**

ASK IF CATI SCRIPT (METHOD = 2) AND SOMEONE ELSE RESPONSIBLE AND KNOWS WHO IT IS  
(WHOBESTPERSON = 1)

**SINGLE CODE**

Please could you put me through to that person now?

INTERVIEWER: DO NOT CODE 'YES, TRANSFERRED' UNTIL YOU ARE SPEAKING TO THEM

1. Yes, transferred
  2. No
-

**IF NOT CORRECT PERSON AND KNOWS WHO THEY ARE BUT CAN'T PUT THROUGH****CHECKNAMECORRECTPERSON (Was Q5)**

ASK IF CATI SCRIPT (METHOD = 2) AND THEY KNOW THE CORRECT PERSON BUT CAN'T PUT THROUGH  
(TRANSFERCORRECTPERSON = 2)

**SINGLE CODE**

We would like to send them some more information about some research we are conducting for the Home Office on how businesses in England and Wales are affected by crime. Could I take their name please?

1. Yes
2. No
9. Don't know

**NAMECORRECTPERSON (Was Q5)**

ASK IF CATI SCRIPT (METHOD = 2) AND SOMEONE ELSE RESPONSIBLE AND WILLING TO GIVE NAME  
(CHECKNAMECORRECTPERSON = 1)

OPEN

INTERVIEWER: PROBE IF NECESSARY (INCLUDING TITLE)

Title \_\_\_\_\_  
First Name \_\_\_\_\_  
Surname \_\_\_\_\_

**CHECKJOBTITLECORRECTPERSON (Was S9)**

ASK IF CATI SCRIPT (METHOD = 2) AND THEY KNOW THE CORRECT PERSON BUT CAN'T PUT THROUGH  
(TRANSFERCORRECTPERSON = 2)

**SINGLE CODE**

[And can IF CHECKNAMECORRECTPERSON = 1][Can IF CHECKNAMECORRECTPERSON = 2 OR DK] you tell me what their job title is?

IF REASSURANCE NEEDED: The Home Office is conducting the research to better understand the problems that businesses face in relation to crime and to look for solutions to these problems. If you have any queries about this research, you can contact Ipsos MORI on 0131 561 4603.

1. Yes
2. No

[SCRIPTER, IF CODE 2 OR DK AT **CHECKNAMECORRECTPERSON** AND **CHECKJOBTITLECORRECTPERSON**, CLOSE THE INTERVIEW AND CODE OUTCOME 'NOT WILLING TO GIVE CORRECT PERSON'S DETAILS']

**JOBTITLECORRECTPERSON (Was S9)**

ASK IF CATI SCRIPT (METHOD = 2) AND SOMEONE ELSE RESPONSIBLE AND WILLING TO GIVE JOB TITLE  
(CHECKJOBTITLECORRECTPERSON = 1)

OPEN

Job title \_\_\_\_\_

Don't know

**TELNUMBERCORRECTPERSON (Was S11)**

ASK IF CATI SCRIPT (METHOD = 2) AND SOMEONE ELSE RESPONSIBLE AND EITHER NAME OR JOB TITLE  
GIVEN (NAMECORRECTPERSON = RESPONSE OR JOBTITLECORRECTPERSON = RESPONSE)

NUMERIC

And can you give me their telephone number please?

Telephone number \_\_\_\_\_

Don't know

[SCRIPTER: CHECK THAT NUMBER IS CORRECT NO. OF DIGITS]

**EMAILCORRECTPERSON (Was S12)**

ASK IF CATI SCRIPT (METHOD = 2) AND SOMEONE ELSE RESPONSIBLE AND EITHER NAME OR JOB TITLE  
GIVEN (NAMECORRECTPERSON = RESPONSE OR JOBTITLECORRECTPERSON = RESPONSE)

OPEN

Please could I take their email address? This will only be used to send information about this research project and not for any other purpose.

[SCRIPTER: STANDARD EMAIL ADDRESS ENTRY VALIDATION PLEASE]

Don't know

[SCRIPTER, NOW CLOSE THE INTERVIEW AND SEND EMAIL]

**DOES NOT KNOW WHO MOST RELEVANT PERSON IS (<50 EMPLOYEES)****TRANSFEROWNERMAIN (was Q13)**

ASK IF CATI SCRIPT (METHOD = 2) AND SOMEONE ELSE RESPONSIBLE BUT DOESN'T KNOW WHO (WHOBESTPERSON = 2) AND COMPANY SIZE <50 (FROM SAMPLE)

**SINGLE CODE**

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

READ ONLY IF ASKED: Ipsos MORI has been commissioned by the Home Office to conduct research into how businesses in England and Wales are affected by crime. At this stage we would just like to collect some contact details, so that we can send an email or letter explaining the research.

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

1. Yes
2. No

[SCRIPTER: IF CODE 2, PLEASE RETURN TO WHOBESTPERSON]

**DOES NOT KNOW WHO MOST RELEVANT PERSON IS (50+ EMPLOYEES)****DEPARTMENTCORRECTPERSON (was S14)**

ASK IF CATI SCRIPT (METHOD = 2) AND SOMEONE ELSE RESPONSIBLE BUT DOESN'T KNOW WHO (WHOBESTPERSON = 2) AND COMPANY SIZE 50+ (FROM SAMPLE)

**SINGLE CODE**

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

1. Yes
2. No

**TRANSFERCORRECTDEPARTMENT (was S15)**

ASK IF CATI SCRIPT (METHOD = 2) AND KNOWS WHICH DEPARTMENT IS RESPONSIBLE (DEPARTMENTCORRECTPERSON = 1)

**SINGLE CODE**

Please may I speak to someone within that department?

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

1. Yes
2. No

**TRANSFERSECURITYMAIN (was S16)**

ASK IF CATI SCRIPT (METHOD = 2) AND DOESN'T KNOW WHICH DEPARTMENT IS RESPONSIBLE (DEPARTMENTCORRECTPERSON = 2)

**SINGLE CODE**

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

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

1. Yes
2. No

**CAN'T TRANSFER TO MOST RELEVANT DEPARTMENT****GIVENAMECORRECTDEP (was S19)**

ASK IF CATI SCRIPT (METHOD = 2) AND CAN'T TRANSFER TO OTHER DEPARTMENT  
(TRANSFERCORRECTDEPARTMENT = 2 OR TRANSFERSECURITYMAIN = 2)  
SINGLE CODE

Could I take the name of someone within that department please? We would like to send them an email or letter about some research we are conducting for the Home Office on how businesses in England and Wales are affected by crime.

READ ONLY IF ASKED: Ipsos MORI has been commissioned by the Home Office to conduct research into how businesses in England and Wales are affected by crime. At this stage we would just like to collect some contact details for this person so that we can send them an email or letter explaining the research.

1. Yes
2. No
9. Don't know

**NAMECORRECTDEP (was S19)**

ASK IF CATI SCRIPT (METHOD = 2) AND WILLING TO GIVE NAME OF SOMEONE IN OTHER DEPARTMENT  
(GIVENAMECORRECTDEP = 1)  
OPEN

INTERVIEWER: PROBE IF NECESSARY (INCLUDING TITLE)

Title \_\_\_\_\_  
First Name \_\_\_\_\_  
Surname \_\_\_\_\_

**JOBTITLECORRECTDEP (was S20)**

ASK IF CATI SCRIPT (METHOD = 2) AND CAN'T TRANSFER TO OTHER DEPARTMENT  
(TRANSFERCORRECTDEPARTMENT = 2 OR TRANSFERSECURITYMAIN = 2)  
OPEN

[Could IF GIVENAMECORRECTDEP = 2 OR DK][And can IF GIVENAMECORRECTDEP =1] I take the job title of someone within that department?

Job title \_\_\_\_\_  
Don't know

[SCRIPTER, IF SOMEONE ELSE RESPONSIBLE AND EITHER NAME OR JOB TITLE GIVEN (NAMECORRECTDEP = RESPONSE OR JOBTITLECORRECTDEP = RESPONSE RETURN TO ADDRESSCORRECTPERSON]

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**IF TRANSFERRED TO ANOTHER PERSON****TRANSFERINFO (Was INTRO3)**

ASK IF CATI SCRIPT (METHOD = 2) AND PUT THOROUGH (TRANSFERCORRECTPERSON = 1 OR  
 TRANSFERCORRECTDEPARTMENT = 1 OR TRANSFERSECURITYMAIN = 1 OR TRANSFEROWNERMAIN = 1)  
 SINGLE CODE

Good morning / afternoon / evening. My name is ... and I'm calling from Ipsos MORI, an independent market research organisation. I am calling on behalf of the Home Office and I'm looking for the person at your business who is responsible for security and crime-related issues at these premises.

I've been told that you are the most relevant person, is that correct?

IF REASSURANCE NEEDED: The Home Office is conducting the research to better understand the problems that businesses face in relation to crime and to look for solutions to these problems. If you have any queries about this research, you can contact Ipsos MORI on 0131 561 4603.

1. Yes
2. No

[SCRIPTER, IF CODE 2, RETURN TO WHOBESTPERSON]

**IF CORRECT PERSON AND RECEIVED INFO****CRIMESHEET (Was Q3A)**

ASK IF CATI SCRIPT (METHOD = 2) AND SPEAKING TO THE CORRECT PERSON (CORRECTPERSON = 1) AND  
 NOT COMPLETED ONLINE (COMPWEB = 0) AND RECEIVED INFO (RECEIVEDINFO = 1)  
 SINGLE CODE

Have you looked at the Experience of Crime sheet?

1. Yes
2. No

**PAPERCRIMESHEET (Was Q3B)**

ASK IF CATI SCRIPT (METHOD = 2) AND SPEAKING TO THE CORRECT PERSON (CORRECTPERSON = 1) AND  
 NOT COMPLETED ONLINE (COMPWEB = 0) AND SEEN THE CRIME SHEET (CRIMESHEET = 1)  
 SINGLE CODE

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

1. Yes
2. No

**WANTCRIMESHEET (Was Q7)**

ASK IF CATI SCRIPT (METHOD = 2) AND SPEAKING TO THE CORRECT PERSON (CORRECTPERSON = 1) AND  
 NOT COMPLETED ONLINE (COMPWEB = 0) AND NOT SEEN THE CRIME SHEET (CRIMESHEET = 2)  
 SINGLE CODE

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?

[APPEARS ON APPOINTMENT SCREEN: An interviewer will call you in a couple of days, once you have had chance to look over 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 AND SEND EMAIL

**IF CORRECT PERSON BUT NOT RECEIVED INFO**

**RESENDCRIMESHEET (Was TINT4)**

ASK IF CATI SCRIPT (METHOD = 2) AND EITHER SPEAKING TO THE CORRECT PERSON (CORRECTPERSON = 1) AND NOT COMPLETED ONLINE (COMPWEB = 0) AND NOT RECEIVED INFO (RECEIVEDINFO = 2) OR TRANSFERRED TO THIS NEW PERSON (TRANSFERINFO = 1)

SINGLE CODE

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.

Are you happy 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. Yes, happy to proceed
2. No, please send again

[SCRIPTER, IF CODE 2, ENTER EMAIL ADDRESS AND SEND EMAIL]

# BACKGROUND

## **BGROUNDINFO (was Q4INFO)**

DISPLAY TO ALL CATI SCRIPT (METHOD = 2)

INFO SCREEN

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.

[You may find it helpful to have the "Experience of Crime Sheet" to hand to help you answer some of the questions. IF PAPERCRIMESHEET = 1]

READ ONLY IF ASKED: By premises, I mean this site including all buildings you own or lease, [any workshops, storage facilities or building sites, IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] any outbuildings such as [barns, silos, workshops, outhouses IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] sheds and warehouses and any outside space that you own or lease including [fields, meadows, woodland, IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] car parks and yards. It also includes the physical boundaries of the premises.

## **MAINACTIVITY (was Q4INFO)**

ASK ALL CATI SCRIPT (METHOD = 2)

ONLY CODES APPLICABLE TO THE SECTOR SHOULD BE SHOWN ON SCREEN

SINGLE CODE

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

DO NOT READ OUT BUT PROMPT IF NECESSARY

### **Retail and wholesale (SAMPLESECTOR = 4)**

01. Wholesale of motor vehicles and motorcycles (including repairs)
02. Wholesale of food and beverages
03. Other wholesale or distribution
04. Retail supermarket
05. Retail of food and beverages (non-supermarket)
06. Retail of clothes
07. Retail of electronic goods
08. Retail of household goods (including furniture, paints, textiles and hardware)
09. Other retail (specify)

### **Agriculture, Forestry and Fishing (SAMPLESECTOR = 1)**

10. Farming (crop and / or animal raising / production)
11. Services / support for the farming sector
12. Forestry or logging
13. Fishing
14. Fish farming or aquaculture
15. Plant nursery / plant propagation (other than crop farming)
16. Other agriculture (specify)

[CONTINUED OVERLEAF]

**Accommodation and food service (SAMPLESECTOR = 5)**

- 17. Accommodation
- 18. Food and beverage service activities
- 19. Other accommodation and food (specify)

**Arts / entertainment (SAMPLESECTOR = 6)**

- 20. Theatre or concert hall
- 21. Performing arts (e.g. theatre, dance, music or other stage productions)
- 22. Artist (inc. restoration of artwork)
- 23. Writing or journalism
- 24. Library or other archive
- 25. Museum
- 26. Historical site or building
- 27. Botanical garden, nature reserve or zoo
- 28. Gambling or betting activities (inc. gambling machines, casinos and bookmaking)
- 29. Gym, fitness or other health club
- 30. A sporting facility (inc. stadiums, arenas, racetracks, swimming pools, golf courses and bowling lanes)
- 31. Other arts or entertainment (specify)

**Construction (SAMPLESECTOR = 2)**

- 32. Construction of buildings (residential and non-residential)
- 33. Civil engineering
- 34. Demolition or site preparation
- 35. Electrical, plumbing and other construction installation activities
- 36. Building completion and finishing (including plastering, painting, joinery and glazing)
- 37. Roofing and scaffolding
- 38. Other construction (specify)

**Information and Communication (SAMPLESECTOR = 3)**

- 39. Publishing activities
- 40. Motion picture, video and television programme production, sound recording and music publishing activities
- 41. Programming and broadcast activities (of TV and radio)
- 42. Telecommunications
- 43. Computer programming, consultancy and related activities
- 44. Information service activities (including data processing, website hosting and news agency activities)
- 45. Other info and comms (specify)

**Financial and Insurance (SAMPLESECTOR = 7)**

- 46. Other finance and insurance (specify)

**Transport and storage (SAMPLESECTOR = 8)**

- 47. Other transport and storage (specify)

**Manufacturing (SAMPLESECTOR = 9)**

- 48. Other manufacturing (specify)

**P\_COMPUTER (Was N1NW)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Firstly, does your business use any computers at these premises? Please think about any desktop PCs, laptops, tablets and smartphones that might be used for business purposes, even if not owned by the business.

1. Yes
2. No
9. Don't know

**P\_WEBSITE**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

And does your business have a website?

1. Yes
2. No
9. Don't know

**P\_ONLINE (Was NESALE)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Does your business at these premises sell any goods or services online? This can include selling via eBay or Amazon.

1. Yes
2. No
9. Don't know

**P\_ONLINESALES**

ASK ALL WHO SELL ONLINE (P\_ONLINE = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

What proportion of your business do you conduct online? Please only include sales specifically for these premises, not the wider business. Would you say...

READ OUT

1. All of the business is conducted online?
2. More than 50% of the business is conducted online?
3. Less than 50%?
4. Or business is only infrequently conducted online?
9. DO NOT READ OUT: Don't know

**SELSERV (was SELFSERV)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF A RETAIL AND WHOLESALE (SAMPLESECTOR = 4)  
SINGLE CODE

Can I check, do you have any self-service tills at your premises?

1. Yes
2. No
9. Don't know

**FARMTYPE (was NEWFARMTYPE)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF A FARM (MAINACTIVITY = 10)  
MULTI CODE

What type of farming do you do at these premises?

INTERVIEWER, IF 'CROPS' OR 'ARABLE': Is that cereals, oil seeds, fruit or vegetables?

INTERVIEWER, IF ANIMALS: Is that dairy cattle, beef or breeding cattle, sheep, poultry or pigs?

01. Crops - cereals
02. Crops - oil seeds
03. Crops - fruit or vegetables
04. Crops - other
05. Animals - dairy cattle
06. Animals - beef or breeding cattle
07. Animals - sheep
08. Animals - poultry
09. Animals - pigs
10. Animals - other

**ANIMCOUNT (was NEWANIMALCOUNT1)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF ANIMAL FARMING (FARMTYPE = 5-10)  
NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 10,000: That sounds like quite a few, please can you confirm this number for me again?

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

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

Refused

Don't know

**ANIMCOUNTDK (was NEWANIMALCOUNT2)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF DON'T KNOW HOW MANY ANIMALS OR REFUSED  
(ANIMCOUNT = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total number?

READ OUT UNTIL RESPONDENT STOPS YOU

- 01. 50 or less
- 02. 51 to 100
- 03. 101 to 200
- 04. 201 to 300
- 05. 301 to 400
- 06. 401 to 500
- 07. 501 to 600
- 08. 601 to 700
- 09. 701 to 800
- 10. 801 to 900
- 11. 901 to 1000
- 12. More than 1,000
- 97. DO NOT READ OUT: Refused
- 99. DO NOT READ OUT: Don't Know

**ACTIVITYTYPE (was Q5A)**

ASK ALL CATI SCRIPT (METHOD = 2)

MULTI CODE (EXCEPT CODE 4)

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

READ OUT

- 1. Any manufacturing
- 2. Sell to the public, i.e. retailing
- 3. Sell to other businesses, i.e. wholesaling
- DO NOT READ OUT – No other activities.

**LENGTHOP (was Q7)**

ASK IF COMPWEB = 0

SINGLE CODE

[First of all, how long IF WEB (METHOD = 1)] [How long IF CATI (METHOD = 2)] has this business operated from these premises?

**CATI: IF RESPONDENT IS UNSURE ASK: Approximately how many years would you say?**

**CATI: DO NOT READ OUT**

- 1. Less than 12 months
- 2. 12 months but less than 2 years
- 3. 2 years but less than 3 years
- 4. 3 years but less than 5 years
- 5. 5 years but less than 10 years
- 6. 10 years but less than 20 years
- 7. 20 years or longer
- 9. Don't know

**MONTHOP (was Q8)**

ASK IF BUSINESS HAS BEEN IN OPERATION LESS THAN 12 MONTHS (LENGTHOP = 1)  
 NUMERIC (RANGE: 0 - 11)

How many months has this business operated from these premises?

WRITE IN NUMBER OF MONTHS \_\_\_\_\_

Refused  
 Don't know

**NUMBERPREMISES (was Q9)**

ASK ALL CATI SCRIPT (METHOD = 2)  
 SINGLE CODE

Does this business have only one premises, or does it have a number of premises, which belong to the same organisation?

1. Only one premises
2. A number of premises
9. Don't Know

**IFHEADOFFICE (was Q9)**

ASK ALL CATI SCRIPT (METHOD = 2) WHO HAVE A NUMBER OF PREMISES (NUMBERPREMISES = 2)  
 SINGLE CODE

And is the business at these premises the head office?

1. Yes – is the head Office
2. No – not the Head Office
9. Don't Know

**PREMISETYPE (was Q9A)**

ASK ALL CATI SCRIPT (METHOD = 2) BUT NOT AGRICULTRE OR ARTS & ENTERTAINMENT (–SAMPLESECTOR NOT EQUAL TO 1 OR 6)

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

01. A shop or retail unit
02. A warehouse
03. A serviced office or building
04. A factory
05. A restaurant
06. A pub, bar or club
07. Another type of food outlet (e.g. takeaway)
08. A hotel
09. A residential house or flat
10. Something else (specify)
11. DO NOT READ OUT: None of these
99. DO NOT READ OUT: Don't Know

**ALCOHOL (was Q9AX)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF A SHOP OR RETAIL UNIT, RESTAURANT, PUB/BAR/CLUB, OTHER FOOD OUTLET, HOTEL OR SOMETHING ELSE (PREMISETYPE = 1, 5, 6, 7, 8 OR 10) OR THEATRE/ CONCERT HALL, PERFORMING ARTS, MUSEUM, HISTORICAL SITE OR BUILDING, GAMBLING, GYM OR SPORTS FACILITY (MAINACTIVITY = 18, 19, 23, 24, 26, 27 OR 28)  
MULTI CODE (EXCEPT CODE 3)

Is your premises licensed to serve alcohol?

IF YES: And are you licensed to serve for consumption on or off the premises, or both.

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

**PREMISELOCATION (was Q9B)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF NOT AGRICULTURE (SAMPLESECTOR = 2-9)

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

1. A retail park, outside a town or city centre
2. An industrial estate, with a retail element
3. An industrial estate with no retail element
4. A town or city centre
5. A main street outside a town or city centre
6. A side street outside a town or city centre
7. Other (specify)
9. DO NOT READ OUT: Don't Know

**STAFFNUMBER (was Q8A)**

ASK ALL CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 100,000)

SOFT CHECK IF > 1,000: That sounds like quite a lot, please can you confirm the number for me again?

Including you, 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.

Please **also include** staff who spend most of their time travelling or away from the premises, if they consider this to be their main place of work.

WRITE IN NUMBER OF PEOPLE \_\_\_\_\_

Don't know

**STAFFNUMBERDK (was Q8RANGE)**

ASK IF DON'T KNOW HOW MANY STAFF (STAFFNUMBER = DK)

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

1. 5 or fewer
2. More than 5 but less than 10
3. 10 to 25
4. 26 to 50
5. 51 to 100
6. 101 to 250
7. More than 250
9. DO NOT READ OUT: Don't Know

**STAFFINWEEK (was QAVERAGE2RANGE)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

1. 5 or fewer
2. More than 5 but less than 10
3. 10 to 25
4. 26 to 50
5. 51 to 100
6. 101 to 250
7. More than 250
9. DO NOT READ OUT: Don't Know

**NEARHOUSES (was Q10A)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF NOT AGRICULTURE (i.e. SAMPLESECTOR = 2-9)

SINGLE CODE

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

READ OUT

INTERVIEWER, IF NECESSARY: About how many minutes' walk away is it?

1. Next to your premises,
2. Within a 5 minute walk,
3. Within a 15 minute walk, or
4. Further away?
9. DO NOT READ OUT: Don't Know

**NEARROAD (was NEWFARMRISK1)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF AGRICULTURE (SAMPLESECTOR = 1)

SINGLE CODE

How far away from your premises is the nearest motorway or dual carriageway junction? Is it...

READ OUT

INTERVIEWER, IF NECESSARY: About how many minutes' drive away is it?

1. Next to your premises
2. Within a 5 minute drive

3. Within a 15 minute drive
4. Within a 30 minute drive
5. Further away
9. DO NOT READ OUT: Don't know

**NEARTOWN (was NEWFARMRISK2)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF AGRICULTURE (SAMPLESECTOR = 1)

SINGLE CODE

And how far away from your premises is the nearest town or city? Is it...

READ OUT

INTERVIEWER, IF NECESSARY: About how many minutes' drive away is it?

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

# ROUTING QUESTIONS

## ROUTINFO (was Q23info)

DISPLAY TO ALL

INFO SCREEN

**WEB:** Please answer the following questions about things that may have happened [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], during which time this business may have been the victim of a crime.

**CATI:** I am now going to ask you about things that may have happened [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], during which time this business may have been the victim of a crime.

[You may find it helpful to reference the Experience of Crime Sheet to help answer these questions. IF PAPERCRIMESHEET = 1]

## ROUTWEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1)

SINGLE CODE

When you completed the online part of the survey, you said that you had experienced the following crimes at these premises [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been here IF LENGTHOP = 1].

READ OUT

[IF BURGLARY = 1] Burglary

[IF ATTBURG = 1] Attempted burglary

[IF DELDAM = 1] Vandalism or deliberate damage

[IF VEHTHEFT = 1] Theft of vehicles

[IF VEHCONTHEFT = 1] Theft from vehicles

[IF ROBBERY = 1] Theft using force or violence

[IF ATTROBB = 1] Attempted theft using force or violence

[IF ASSAULT = 1] Assaults or threats

[IF THEFT = 1] Theft by customers

[IF THEFT = 2] Theft by employees

[IF THEFT = 3] Theft by others, not customers or employees

[IF THEFT = 4] Theft by persons unknown

[IF FRAUD = 1] Fraud by employees

[IF FRAUD = 2] Fraud by others, not employees

[IF FRAUD = 3] Fraud by persons unknown

[OTHCRIEVERB RESPONSE]

And that you have not experienced the following crimes.

READ OUT

[IF BURGLARY NOT EQUAL TO 1] Burglary

[IF ATTBURG NOT EQUAL TO 1] Attempted burglary

[IF DELDAM NOT EQUAL TO 1] Vandalism or deliberate damage

[IF VEHTHEFT NOT EQUAL TO 1] Theft of vehicles

[IF VEHCONTHEFT NOT EQUAL TO 1] Theft from vehicles

[IF ROBBERY NOT EQUAL TO 1] Theft using force or violence

[IF ATTROBB NOT EQUAL TO 1] Attempted theft using force or violence

[IF ASSAULT NOT EQUAL TO 1] Assaults or threats

[IF THEFT NOT EQUAL TO 1] Theft by customers

[IF THEFT NOT EQUAL TO 2] Theft by employees  
 [IF THEFT NOT EQUAL TO 3] Theft by others, not customers or employees  
 [IF THEFT NOT EQUAL TO 4] Theft by persons unknown  
 [IF FRAUD NOT EQUAL TO 1] Fraud by employees  
 [IF FRAUD NOT EQUAL TO 2] Fraud by others, not employees  
 [IF FRAUD NOT EQUAL TO 3] Fraud by persons unknown

Are all of these details still correct?

1. Yes
2. No
9. Don't know

**ROUTWEBINCORRECT**

DISPLAY IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)  
 INFO SCREEN

In that case, I will need to ask you these questions again please.

INTERVIEWER: IF RESPONDENT GIVES YOU THE DETAILS OF WHAT WAS INCORRECT, YOU MAY NOT NEED TO ASK THE ROUTING QUESTIONS AGAIN, JUST CONFIRM THE RESPONSES ALREADY GIVEN BUT ASK THE RELEVANT QUESTIONS.

**BURGLARY (was Q23)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)

SINGLE CODE

BURGLARY (ITEM A)

[During the last 12 months IF LENGTHOP IS NOT CODE 1] [Since being at these premises IF LENGTHOP = 1] has anyone got into the buildings [, workshops, storage facilities or sites IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] belonging to this business [at these premises IF LENGTHOP IS NOT CODE 1] without permission and STOLEN or TRIED TO STEAL anything?

**WEB:** Please include any incidents regardless of whether anything was actually stolen?

**CATI: READ ONLY IF ASKED:** Please include any incidents regardless of whether anything was actually stolen?

**WEB:** Please exclude incidents where employees or other people with access to the building let themselves in with a key or a pass. This must involve entry into a building without permission.

**CATI: READ ONLY IF ASKED:** Please exclude incidents where employees or other people with access to the building let themselves in with a key or a pass. This must involve entry into a building without permission.

1. Yes
2. No
9. Don't know

**ATTBURG (was Q23A)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)

SINGLE CODE

ATTEMPTED BURGLARY (ITEM B)

And has anyone ATTEMPTED but FAILED to get into the buildings [, workshops, storage facilities or sites IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] belonging to the business at these premises [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since being here IF LENGTHOP = 1] without permission to STEAL something?

**WEB:** There must be clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks, broken doors, etc.

**CATI: READ ONLY IF ASKED:** There must be clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks, broken doors, etc.

1. Yes
2. No
9. Don't know

**PREMINFO (was Q23Binfo)**

DISPLAY IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)  
INFO SCREEN

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 workshops, storage facilities or building sites, IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] any outbuildings such as [barns, silos, workshops, outhouses IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] sheds and warehouses and any outside space that you own or lease including [fields, meadows, woodland, IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] car parks and yards.

**DELDAM (was Q23B)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)  
SINGLE CODE

VANDALISM OR DELIBERATE DAMAGE (ITEM C)

[In the last 12 months IF LENGTHOP IS NOT CODE 1] [Since being here IF LENGTHOP = 1] has anyone caused deliberate damage, including graffiti or arson, to these premises?

This is apart from any damage caused during a burglary. Please 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.

**WEB:** Do not include civil matters or anti-social behaviour such as trespassing, fly tipping, etc. unless there was deliberate or malicious damage caused as a result. Do not include incidents where someone has caused damage to the building by stealing something, for example stealing lead from the roof of the building. Incidents of this type should be recorded as 'other theft' later in the questionnaire.

**CATI: READ ONLY IF ASKED:** Do not include civil matters or anti-social behaviour such as trespassing, fly tipping, etc. unless there was deliberate or malicious damage caused as a result. Do not include incidents where someone has caused damage to the building by stealing something, for example stealing lead from the roof of the building. Incidents of this type should be recorded as 'other theft' later in the questionnaire.

1. Yes
2. No
9. Don't know

**DELDAMARSON (was QARSON)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK) AND IF DELIBERATE DAMAGE SUSTAINED (DELDAM = 1) AND AGRICULTURE SECTOR (SAMPLESECTOR = 1)

SINGLE CODE

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

**WEB:** This could include arson involving any part of your premises.

**CATI: READ ONLY IF ASKED:** This could include arson involving any part of your premises.

1. Yes
2. No
9. Don't know

**VEHOWN (was Q24)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)

SINGLE CODE

Does this business currently own or lease any vehicles that are used by people who consider these premises to be their main place of work?

WEB: All types of vehicle should be included: cars and vans, lorries including those that need an HGV license, motorbikes, scooters and mopeds [and plant that can be driven IF CONSTRUCTION (SAMPLESECTOR = 2)] [and tractors, JCBs or quad bikes IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] as well as any other industrial vehicles.

CATI: READ ONLY IF ASKED: Please think about cars and vans, lorries including those that need an HGV license, motorbikes, mopeds and scooters [and plant that can be driven IF CONSTRUCTION (SAMPLESECTOR = 2)] [and tractors, JCBs or quad bikes IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] as well as any other industrial vehicles.

WEB: 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.

CATI: READ ONLY IF ASKED: 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.

1. Yes
2. No
9. Don't know

**VEHTHEFT (was Q24A)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK) AND IF OWN SOME VEHICLES (VEHOWN = 1)

SINGLE CODE

THEFT OF VEHICLES (ITEM D)

Now thinking just about these vehicles that you own or lease, were any stolen from this business at these premises or from somewhere else [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business moved here IF LENGTHOP = 1]?

1. Yes
2. No
9. Don't know

**VEHCONTHEFT (was Q24B)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK) AND IF OWN SOME VEHICLES (VEHOWN = 1)

SINGLE CODE

THEFT FROM VEHICLES (ITEM E)

[In the last 12 months IF LENGTHOP IS NOT CODE 1] [Since this business has been at these premises IF LENGTHOP = 1] [and apart from theft of the actual vehicles IF VEHTHEFT = 1] was anything stolen off or from any vehicles while they were at these premises or somewhere else?

Please exclude personal possessions.

1. Yes
2. No
9. Don't know

**ROBBERY (was Q25)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)

SINGLE CODE

THEFT USING FORCE OR VIOLENCE (ITEM F)

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 IF LENGTHOP IS NOT CODE 1] [Since the business has been at these premises IF LENGTHOP = 1] has anyone stolen 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?

**WEB:** This includes theft by force of personal property as well as money, goods, equipment or other assets 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. This can include incidents where the offender was an employee.

**CATI: READ ONLY IF ASKED:** This includes theft by force of personal property as well as money, goods, equipment or other assets 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. This can include incidents where the offender was an employee.

1. Yes
2. No
9. Don't know

**ATTROBB (was Q25ATTEMPT)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)

SINGLE CODE

ATTEMPTED THEFT USING FORCE OR VIOLENCE (ITEM G)

And [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] did anyone ATTEMPT but FAIL to steal anything from these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?

**WEB:** This includes ATTEMPTED theft by force of personal property as well as money, goods, equipment or 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. This can include incidents where the offender was an employee.

**CATI: READ ONLY IF ASKED:** This includes ATTEMPTED theft by force of personal property as well as money, goods, equipment or 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. This can include incidents where the offender was an employee.

1. Yes
2. No
9. Don't know

**ASSAULT (was Q25ASS)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)

SINGLE CODE

ASSAULTS OR THREATS (ITEM H)

[Apart from anything that you have already mentioned, were IF ROBBERY = 1 OR ATTROBB = 1] [Were IF ROBBERY NOT EQUAL TO 1 AND ATTROBB NOT EQUAL TO 1] any EMPLOYEES assaulted, threatened or intimidated [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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.

**WEB:** This should NOT include incidents where the assault was really part of a theft or motivated only by desire to steal. This has already been covered by previous questions. This can include incidents of verbal assault but should NOT include assaults of customers.

**CATI:** READ ONLY IF ASKED: This should NOT include incidents where the assault was really part of a theft or motivated only by desire to steal. This has already been covered by previous questions. This can include incidents of verbal assault but should NOT include assaults of customers.

1. Yes
2. No
9. Don't know

**THEFTINFO (was Q26COMBinfo)**

DISPLAY IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)  
INFO SCREEN

The next question is about incidents where money, [equipment, exhibits or other assets, IF ARTS AND ENTERTAINMENT SECTOR (SAMPLESECTOR = 6)] goods or assets, company property [livestock, crops, machinery IF SECTOR A AGRICULTURE (SAMPLESECTOR = 1)] or services were stolen from the business at these premises.

[That is apart from incidents involving violence or threats of violence. IF CODE ROBBERY = 1 AND BURGLARY NOT EQUAL TO 1] [That is apart from anything stolen during a burglary. IF BURGLARY = 1 AND NOT ROBBERY NOT EQUAL TO 1] [That is apart from incidents involving violence or threats of violence OR anything stolen during a burglary. IF ROBBERY = 1 AND BURGLARY = 1]

Please include any instances when someone failed to pay for a service your businesses had provided them with.

**THEFT (was Q26COMB)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)  
MULTI CODE

THEFT (ITEMS I, J, K and L)

[In the last 12 months was your business at these premises IF LENGTHOP IS NOT CODE 1] [Since being at these premises has your business been IF LENGTHOP = 1] a victim of theft by...

**WEB:** Please choose all that apply

**CATI:** READ OUT AND CODE ALL THAT APPLY

1. A customer
2. An employee
3. Someone else
4. Or, were there any thefts where you were UNABLE TO ESTABLISH who the offender was

DO NOT READ OUT: No thefts  
DO NOT READ OUT: Don't know

### THEFTSURE

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK) AND RETAIL SECTOR (SAMPLESECTOR = 4) AND NO THEFT BY CUSTOMERS (THEFT NOT EQUAL TO 1)

SINGLE CODE

Theft by customers includes shoplifting. Are you sure you had no cases of theft by customers?

1. Yes, correct, there have been no thefts
2. No, incorrect, there have been some thefts
9. Don't know

[INSTRUCTION TO SCRIPTER: IF THEY SAY CODE 2 AT THEFTSURE, APPLY CODE 1 AT THEFT]

### WHYNOTHEFT

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK) AND RETAIL SECTOR (SAMPLESECTOR = 4) AND STILL NO THEFT BY CUSTOMERS (THEFTSURE = 1 OR DK)

SINGLE CODE

What is the main reason you say there were no thefts by customers?

**CATI: DO NOT READ OUT, CODE MOST APPROPRIATE RESPONSE.**

1. Customers do not visit the premises
2. There are no records of customer thefts
3. It is difficult to assess stock losses
4. The business trades in large items (difficult to carry off)
5. Tight security controls have prevented customer thefts
6. Customer theft possible, but none experienced
7. Other (please specify)
9. Don't know

### OTHTHEFT (was QOTHTHEFT)

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)

MULTI CODE

SHOW CODE 3 IF AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SHOW CODE 4 IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)

Including anything you've already mentioned, have any of the following been stolen from the business [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

**CATI: READ ONLY IF ASKED ABOUT METAL:** This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

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

**CATI: READ ONLY IF ASKED ABOUT FUEL:** This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

**WEB:** Please choose all that apply

**CATI: READ OUT AND CODE ALL THAT APPLY**

1. Metal items, that is, was anything stolen that you suspect was taken for its scrap metal value?
2. Fuel from a vehicle or other fuel tanks.
3. Chemicals, such as fertilisers or other chemicals used to treat crops or livestock that are stored on the premises
4. Livestock or animals that belong to your business

DO NOT READ OUT: None of these

DO NOT READ OUT: Don't know

**FRAUDINFO (was Q27info)**

DISPLAY IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)  
INFO SCREEN

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 for their own purposes.

**FRAUD (was Q27)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)  
MULTI CODE

FRAUD (ITEMS M, N and O)

[In the last 12 months was your business at these premises IF LENGTHOP IS NOT CODE 1] [Since being at these premises has your business been IF LENGTHOP = 1] a victim of fraud by...

**WEB: Please choose all that apply**

**CATI: READ OUT AND CODE ALL THAT APPLY**

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

**CATI: READ ONLY IF ASKED: 'Someone else' can include customers, distributors, suppliers, consultants or financial professionals who are not employed by the business.**

1. An employee
2. Someone else
3. Someone unknown

DO NOT READ OUT: No frauds

DO NOT READ OUT: Don't know

**OTHRIME (was Q29NEW1)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)  
SINGLE CODE

Apart from any of the things I've asked you about, has the business been the victim of any other types of crime [in the last 12 months at these premises IF LENGTHOP IS NOT CODE 1] [since it has been at these premises IF LENGTHOP = 1]?

1. Yes
2. No
9. Don't know

**OTHCRIEVERB (was Q29NEW2)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK) AND BEEN VICTIM OF OTHER CRIME (OTHCRIIME = 1)

OPEN

Briefly, what other types of crime has your business at these premises been a victim of [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since moving here IF LENGTHOP = 1]?

INTERVIEWER: Record verbatim response

[Text box]

Don't know

# VICTIM FORMS

## A BURGLARY

### A\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF BURGLARY (BURGLARY = 1) AND BURGLARY MODULE COMPLETED ONLINE (A\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that someone got into the buildings at these premises without permission and had **STOLEN** or **TRIED TO STEAL** something [INSERT NUMBER FROM A\_NUMBER times IF A\_NUMBER > 1][once IF A\_NUMBER = 1], that [you didn't know IF A\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM A\_VALUESTOLEN2 IF A\_VALUESTOLEN2 = 1-16] and that you [did report IF A\_REPORT = 1][did not report IF A\_REPORT = 2][did not know if you reported IF A\_REPORT = DK] it to the police.

Are all of these details still correct?

**READ ONLY IF ASKED:** For the purposes of this question, burglary is where someone got into the buildings [, workshops, storage facilities or sites belonging to this business IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] at the premises without permission to try to steal something. It includes incidents where someone gained entry but then did not actually steal anything.

1. Yes
2. No
9. Don't know

### A\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (A\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF BURGLARY (BURGLARY = 1) AND BURGLARY MODULE COMPLETED ONLINE (A\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### A\_INFO (Was A1INTRO)

DISPLAY IF BEEN A VICTIM OF BURGLARY (BURGLARY = 1)

INFO SCREEN

You said earlier that someone got into the buildings [, workshops, storage facilities or sites belonging to this business IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] at these premises without permission and had stolen or tried to steal something. [I would like to ask a few questions about this. IF CATI (METHOD = 2)]

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 or non-public areas of buildings, for example staff-only areas, secure workshops and stockrooms.

[This is section A on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**A\_NUMBER (WAS A1)**

ASK IF BEEN A VICTIM OF BURGLARY (BURGLARY = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 25: That sounds like quite a few, please can you confirm this number for me again?

How many burglaries have occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], including incidents where nothing was taken?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**A\_CHK (Was A\_CHK)**

ASK IF BEEN A VICTIM OF BURGLARY (BURGLARY = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_WEBCORRECT = 2 OR DK) AND NO BURGLARIES (A\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 25: That sounds like quite a few, please can you confirm this number for me again?

You said earlier that you did have a burglary [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many burglaries occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], including incidents where nothing was taken?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**A\_CHK2 (Was A\_CHK2)**

ASK IF BEEN A VICTIM OF BURGLARY (BURGLARY = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_WEBCORRECT = 2 OR DK) AND STILL NO BURGLARIES (A\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been a burglary but you've just confirmed that [there have been zero burglaries IF A\_CHK = 0][you don't know of any burglaries IF A\_CHK = DK]. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a burglary but you've just confirmed that [there have been zero burglaries IF A\_CHK = 0][you don't know of any burglaries IF A\_CHK = DK]. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**A\_RECENT**

DISPLAY IF MORE THAN ONE BURGLARY (A\_NUMBER > 1 OR A\_CHK > 1)

## INFO SCREEN

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

**A\_WEEK (Was A3)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

1. During the week
2. At the weekend
9. Don't know

**A\_TIME (Was A12)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

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

**A\_STOLEN (Was AX)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
MULTI CODE

CODE 10 ONLY SHOWN IF RETAIL INDUSTRY (SAMPLESECTOR = 4)

CODE 11 ONLY SHOWN IF AGRICULTURE OR CONSTRUCTION INDUSTRY (SAMPLESECTOR = 1-2)

CODE 12 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

CODE 14 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

Could you tell me which of the following, if any, were actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned.

READ OUT AND CODE ALL THAT APPLY

01. Money
02. Jewellery belonging to the business
03. Watches belonging to the business
04. IT or Electrical equipment
05. Food or groceries belonging to the business
06. Alcohol
07. Tobacco
08. Cosmetics
09. Clothing
10. Other goods or stock
11. Tools of the trade belonging to the business
12. Building materials
13. Parts, components or small pieces of equipment

- 14. Plant not considered to be a vehicle
  - 15. Other company property
  - 16. Personal possessions of employees or customers
  - 17. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen  
DO NOT READ OUT: Don't know

**A\_METAL (Was AX2X)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

- 1. Yes
- 2. No
- 9. Don't know

**A\_CHEM (Was AX2CHEM)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

[This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises. IF AGRICULTURE SECTOR (SAMPLESECTOR = 1)]

- 1. Yes
- 2. No
- 9. Don't know

**A\_FUEL (Was AX2FUEL)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

- 1. Yes
- 2. No
- 9. Don't know

**A\_ANIMAL (Was AX2ANIMAL)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4) AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1)  
SINGLE CODE

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

1. Yes
2. No
9. Don't know

**A\_ANIMALTYPE (Was A3ANIMAL2)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT BURGLARY (A\_ANIMAL = 1)  
MULTI CODE

And what types of animals or livestock were stolen?

READ ONLY IF ASKED: Only include animals stolen as part of the theft, belonging to the business.

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
2. Beef or breeding cattle
3. Sheep
4. Poultry
5. Pigs
6. Other (please specify)

DO NOT READ OUT: Don't know

**A\_VALUESTOLEN (Was A4)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_WEBCORRECT = 2 OR DK)  
NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 15,000: That sounds like quite a lot, please can you confirm the value for me again?

Now thinking just about those items that were stolen that belong to the business, excluding any employees' or customers' personal possessions, what was the total value in pounds 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.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT A\_VALUESTOLEN2]

**A\_VALUESTOLEN2 (Was A6)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (A\_VALUESTOLEN = DK OR REF) SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

- 01. Nil or negligible
- 02. Up to 25 pounds
- 03. 26 to 50 pounds
- 04. 51 to 100 pounds
- 05. 101 to 250 pounds
- 06. 251 to 500 pounds
- 07. 501 to 750 pounds
- 08. 751 to 1000 pounds
- 09. 1001 to 2500 pounds
- 10. 2501 to 5000 pounds
- 11. 5001 to 10,000 pounds
- 12. 10,001 to 50,000 pounds
- 13. 50,001 to 100,000 pounds
- 14. 100,001 to 500,000 pounds
- 15. 500,001 to 1,000,000 pounds
- 16. More than 1,000,000 pounds
- 97. DO NOT READ OUT: Refused
- 99. DO NOT READ OUT: Don't know

**A\_VALUEDAMAGE (Was A5)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 5,000: That sounds like quite a lot, please can you confirm this number for me again?

What was the total value in pounds of any damage caused to these premises during the [most recent IF A\_NUMBER > 1 OR A\_CHK > 1] burglary? Please tell me the total value, regardless of whether you received any insurance pay out.

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT A\_VALUEDAMAGE2]

**A\_VALUEDAMAGE2 (Was A6)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND NOT SURE OF VALUE OF DAMAGE (A\_VALUEDAMAGE = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**A\_REPORT (Was A8A)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF A\_NUMBER > 1 OR A\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**A\_REFCORRECT**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND IF INFO ALREADY HELD FROM WEB SURVEY (COMPWEB = 1 AND A\_REFGIVEN = 1 AND A\_CRIMEREFF = RESPONSE)

SINGLE CODE

When you completed the online survey, you said that you were given a crime reference number for the most recent incident. Can I just check that the number we have is correct?

Is [A\_CRIMEREFF RESPONSE] correct?

1. Yes
2. No
9. Don't know

**A\_REFGIVEN (Was A8B)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND IF REPORTED MOST RECENT INCIDENT TO POLICE (A\_REPORT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_REFCORRECT = 2)

SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

#### **A\_CRIMEREF (Was A8C)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (A\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_REFCORRECT = 2)

OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

Don't know

Refused

#### **A\_CRIMEREFDK**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (A\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_REFCORRECT = 2 AND DON'T KNOW WHAT CRIME REF IS (A\_CRIMEREF = DK)

SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

#### **CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**A\_NOTREPORT (Was A9)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (A\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

**A\_INSURANCE (Was A10A)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**A\_NOCLAIM (Was A10B)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (A\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. There was no insurance requirement
  04. They occur too frequently
  05. Don't have the time; inconvenient
  06. Would increase insurance cost
  07. Tried to / was unable to contact insurance company
  08. Don't have an insurance policy
  09. Someone else is responsible for insurance claims (e.g. Head Office)
  10. Other (please specify)
- Don't know / can't remember

**A\_BREAKIN (Was A13)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CLARIFY IF NECESSARY AND CODE ALL THAT APPLY

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

**A\_GROUP (Was AX2)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**A\_WHYGROUP (Was AX3)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (A\_GROUP = 2)

**MULTI CODE**

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**A\_INTIMIDATE**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**A\_HOWINTIMIDATE**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (A\_INTIMIDATE = 1)

**MULTI CODE**

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## B ATTEMPTED BURGLARY

### B\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF ATTEMPTED BURGLARY (ATTBURG = 1) AND ATTEMPTED BURGLARY MODULE COMPLETED ONLINE (B\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that someone ATTEMPTED but FAILED to get into the buildings [or workshops, storage facilities or sites IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] belonging to the business at these premises without permission, to STEAL something, but did not actually gain entry [INSERT NUMBER FROM B\_NUMBER times IF B\_NUMBER > 1][once IF B\_NUMBER = 1], that [you didn't know IF B\_VALUEDAMAGE2 = DK OR REF] the total value of any recent damage caused [was approximately £INSERT NUMBER FROM B\_VALUEDAMAGE2 IF B\_VALUEDAMAGE2 = 1-16] and that you [did report IF B\_REPORT = 1][did not report IF B\_REPORT = 2][did not know if you reported IF B\_REPORT = DK] it to the police.

Are all of these details still correct?

READ ONLY IF ASKED: For the purposes of this question, attempted burglary is where someone attempted but failed to get into the buildings [or workshops, storage facilities or sites IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] belonging to the business at the premises without permission where there is clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks or broken doors.

1. Yes
2. No
9. Don't know

### B\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (B\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF ATTEMPTED BURGLARY (ATTBURG = 1) AND ATTEMPTED BURGLARY MODULE COMPLETED ONLINE (B\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### B\_INFO (Was B1INTRO)

DISPLAY IF BEEN A VICTIM OF ATTEMPTED BURGLARY (ATTBURG = 1)

INFO SCREEN

You said earlier that someone ATTEMPTED but FAILED to get into the buildings [or workshops, storage facilities or sites IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] belonging to the business at these premises without permission, to steal something, but did not actually gain entry. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

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

[This is section B on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**B\_NUMBER (WAS B1)**

ASK IF BEEN A VICTIM OF ATTEMPTED BURGLARY (ATTBURG = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 10: That sounds like quite a few, please can you confirm this number for me again?

How many attempted burglaries have occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**B\_CHK (Was BCHK)**

ASK IF BEEN A VICTIM OF ATTEMPTED BURGLARY (ATTBURG = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B\_WEBCORRECT = 2 OR DK) AND NO ATTEMPTED BURGLARIES (B\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 10: That sounds like quite a few, please can you confirm this number for me again?

You said earlier that you did have an attempted burglary [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many attempted burglaries occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**B\_CHK2 (Was BCHK2)**

ASK IF BEEN A VICTIM OF ATTEMPTED BURGLARY (ATTBURG = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B\_WEBCORRECT = 2 OR DK) AND STILL NO ATTEMPTED BURGLARIES (B\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been an attempted burglary but you've just confirmed that [there have been zero attempted burglaries IF B\_CHK = 0] [you don't know of any attempted burglaries IF B\_CHK = DK]. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been an attempted burglary but you've just confirmed that [there have been zero attempted burglaries IF B\_CHK = 0][you don't know of any attempted burglaries IF B\_CHK = DK]. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**B\_RECENT**

DISPLAY IF MORE THAN ONE ATTEMPTED BURGLARY (B\_NUMBER > 1 OR B\_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of attempted burglary.

**B\_WEEK (Was B3)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

1. During the week
2. At the weekend
9. Don't know

**B\_TIME (Was BX)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

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

**B\_VALUEDAMAGE (Was B4)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 2,500: That sounds like quite a lot, please can you confirm this number for me again?

What was the total value in pounds of any damage caused to these premises during the [most recent IF B\_NUMBER > 1 OR B\_CHK > 1] attempted burglary? Please tell me the total value, regardless of whether you received any insurance pay out.

WEB: If you are unsure, please estimate

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT B\_VALUEDAMAGE2]

**B\_VALUEDAMAGE2 (Was B5)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B\_WEBCORRECT = 2 OR DK) AND NOT SURE OF VALUE OF DAMAGE (B\_VALUEDAMAGE = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**B\_REPORT (Was B7a)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF B\_NUMBER > 1 OR B\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**B\_REFCORRECT**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND IF INFO ALREADY HELD FROM WEB SURVEY (COMPWEB = 1 AND B\_REFGIVEN = 1 AND B\_CRIMEREFF = RESPONSE)

SINGLE CODE

When you completed the online survey, you said that you were given a crime reference number for the most recent incident. Can I just check that the number we have is correct?

Is [B\_CRIMEREFF RESPONSE] correct?

1. Yes
2. No
9. Don't know

**B\_REFGIVEN (Was B7B)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND IF REPORTED MOST RECENT INCIDENT TO POLICE (B\_REPORT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B\_REFCORRECT = 2)

SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

**B\_CRIMEREF (Was B7C)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (B\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B\_REFCORRECT = 2)

OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

Don't know

Refused

**B\_CRIMERFDK**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (B\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B\_REFCORRECT = 2) AND DON'T KNOW WHAT CRIME REF IS (B\_CRIMEREF = DK)

SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

**CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**B\_NOTREPORT (Was B8)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (B\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
02. Too trivial (loss was so small / very low value)
03. Police could not have done anything
04. Police have not done anything in the past
05. Police would not be interested
06. There was no insurance requirement

- 07. Inappropriate for the police; dealt with matter ourselves
- 08. Fear of reprisals
- 09. They occur too frequently
- 10. Reported to other authorities
- 11. Don't have the time; inconvenient
- 12. Would increase insurance cost
- 13. Fear of negative publicity / impact on reputation of business
- 14. Tried to / was unable to contact police
- 15. Police came automatically / responded to an alarm
- 16. Someone else reported the incident
- 17. Other (please specify)
- Don't know / can't remember

### **B\_INSURANCE (Was B9A)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

- 1. Yes
- 2. No
- 9. Don't know

### **B\_NOCLAIM (Was B9B)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (B\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

- 01. No loss or damage
- 02. Too trivial (loss was so small / very low value)
- 03. There was no insurance requirement
- 04. They occur too frequently
- 05. Don't have the time; inconvenient
- 06. Would increase insurance cost
- 07. Tried to / was unable to contact insurance company
- 08. Don't have an insurance policy
- 09. Someone else is responsible for insurance claims (e.g. Head Office)
- 10. Other (please specify)
- Don't know / can't remember

### **B\_GROUP (Was BX2)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

- 1. A loosely knit group
- 2. Or, an organised group of criminals
- 3. DO NOT READ OUT: Someone working alone
- 9. DO NOT READ OUT: Don't know

**B\_WHYGROUP (Was BX3)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (B\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**B\_INTIMIDATE**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**B\_HOWINTIMIDATE**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (B\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## C VANDALISM OR DELIBERATE DAMAGE

### C\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF VANDALISM OR DELIBERATE DAMAGE (DELDAM = 1) AND VANDALISM OR DELIBERATE DAMAGE MODULE COMPLETED ONLINE (C\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that, APART from damage resulting from any burglaries or attempted burglaries, deliberate damage was caused to these premises [INSERT NUMBER FROM C\_NUMBER times IF C\_NUMBER >1][once IF C\_NUMBER > 1], that [you didn't know IF C\_VALUEDAMAGE2 = DK OR REF] the total value of the most recent damage caused [was approximately £INSERT NUMBER FROM C\_VALUEDAMAGE2 IF C\_VALUEDAMAGE2 = 1-16] and that you did [did report IF C\_REPORT = 1][did not report IF C\_REPORT = 2][did not know if you reported IF C\_REPORT = DK] it to the police.

Are all of these details still correct?

READ ONLY IF ASKED: For the purposes of this question, deliberate damage includes incidents of graffiti and arson.

1. Yes
2. No
9. Don't know

### C\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (C\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF VANDALISM OR DELIBERATE DAMAGE (DELDAM = 1) AND VANDALISM OR DELIBERATE DAMAGE MODULE COMPLETED ONLINE (C\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### C\_INFO (Was C1INTRO)

DISPLAY IF BEEN A VICTIM OF VANDALISM OR DELIBERATE DAMAGE (DELDAM = 1)

INFO SCREEN

You said earlier that, APART from damage resulting from any burglaries or attempted burglaries, deliberate damage was caused to these premises. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

I will refer to this type of incident as vandalism.

For the purposes of this question, vandalism should include incidents of graffiti and arson.

[This is section C on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**C\_TYPEVANDALISM (Was C1)**

ASK IF BEEN A VICTIM OF VANDALISM OR DELIBERATE DAMAGE (DELDAM = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

SHOW CODE 5 IF FARMTYPE = 5-10

SHOW CODE 6 IF FARMTYPE = 1-4

Which of the following forms of vandalism have you experienced [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

Please include graffiti here. Do not include civil matters or anti-social behaviour such as trespassing, fly tipping, unless there was deliberate or malicious damage caused as a result. This will be covered later on in the questionnaire.

READ OUT AND CODE ALL THAT APPLY

- 01. Damage to any part of any buildings at these premises
  - 02. Damage to any other part of these premises (including walls, hedges, fences, lights or any other external fixtures or fittings)
  - 03. Damage to equipment or stock belonging to the business at these premises
  - 04. Damage to vehicles owned or leased by the business either at these premises or elsewhere, but not employees' or customers' vehicles
  - 05. Damage to livestock
  - 06. Damage to crops
  - 07. Damage to anything else (please specify)
- DO NOT READ OUT: Refused  
DO NOT READ OUT: Don't Know

**C\_NUMBER (WAS C2)**

ASK IF BEEN A VICTIM OF VANDALISM OR DELIBERATE DAMAGE (DELDAM = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

How many incidents of vandalism have occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**C\_CHK (Was CCHK)**

ASK IF BEEN A VICTIM OF VANDALISM OR DELIBERATE DAMAGE (DELDAM = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C\_WEBCORRECT = 2 OR DK) AND NO INCIDENTS OF VANDALISM (C\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

You said earlier that you did have an incident of vandalism [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many incidents of vandalism occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**C\_CHK2 (Was CCHK2)**

ASK IF BEEN A VICTIM OF VANDALISM OR DELIBERATE DAMAGE (DELDAM = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C\_WEBCORRECT = 2 OR DK) AND STILL NO INCIDENTS OF VANDALISM (C\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been an incident of vandalism but you've just confirmed that [there have been zero incidents IF C\_CHK = 0][you don't know of any incidents IF C\_CHK = DK]. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been an incident of vandalism but you've just confirmed that [there have been zero incidents IF C\_CHK = 0][you don't know of any incidents IF C\_CHK = DK]. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**C\_RECENT**

DISPLAY IF MORE THAN ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 1 OR C\_CHK > 1)

INFO SCREEN

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

**C\_WEEK (Was C4)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

1. During the week
2. At the weekend
9. Don't know

**C\_TIME (Was C4A)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

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

**C\_VALUEDAMAGE (Was C6)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C\_WEBCORRECT = 2 OR DK) NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 8,000: That sounds like quite a lot, please can you confirm this number for me again?

What was the total value in pounds of any damage caused to these premises during the [most recent IF C\_NUMBER > 1 OR C\_CHK > 1] incident? Please tell me the total value, regardless of whether you received any insurance pay out.

WEB: If you are unsure, please estimate

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

- Don't know
- Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT C\_VALUEDAMAGE2]

**C\_VALUEDAMAGE2 (Was C7)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C\_WEBCORRECT = 2 OR DK) AND NOT SURE OF VALUE OF DAMAGE (C\_VALUEDAMAGE = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**C\_REPORT (Was C9A)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF C\_NUMBER > 1 OR C\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**C\_REFCORRECT**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND IF INFO ALREADY HELD FROM WEB SURVEY (COMPWEB = 1 AND C\_REFGIVEN = 1 AND C\_CRIMeref = RESPONSE)

SINGLE CODE

When you completed the online survey, you said that you were given a crime reference number for the most recent incident. Can I just check that the number we have is correct?

Is [C\_CRIMeref RESPONSE] correct?

1. Yes
2. No
9. Don't know

**C\_REFGIVEN (Was A9B)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND IF REPORTED MOST RECENT INCIDENT TO POLICE (C\_REPORT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C\_REFCORRECT = 2)

SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

**C\_CRIMeref (Was A9C)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (C\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C\_REFCORRECT = 2)

OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

Don't know

Refused

**C\_CRIMEREFDK**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (C\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C\_REFCORRECT = 2) AND DON'T KNOW WHAT CRIME REF IS (C\_CRIMEREFDK = DK)

SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

**CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**C\_NOTREPORT (Was C10)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (C\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

**C\_INSURANCE (Was C10A)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**C\_NOCLAIM (Was C10B)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (C\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. There was no insurance requirement
  04. They occur too frequently
  05. Don't have the time; inconvenient
  06. Would increase insurance cost
  07. Tried to / was unable to contact insurance company
  08. Don't have an insurance policy
  09. Someone else is responsible for insurance claims (e.g. Head Office)
  10. Other (please specify)
- Don't know / can't remember

**C\_RACE (Was C11)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

1. Yes
2. No
9. Don't know

**C\_GROUP (Was C12)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**C\_WHYGROUP (Was C13)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (C\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**C\_INTIMIDATE**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**C\_HOWINTIMIDATE**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (C\_INTIMIDATE = 1)

**MULTI CODE**

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## D THEFT OF VEHICLES

### D\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF VEHICLE THEFT (VEHTHEFT = 1) AND THEFT OF VEHICLES MODULE COMPLETED ONLINE (D\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that there [were INSERT NUMBER FROM D\_NUMBER incidents IF D\_NUMBER >1][was an incident IF D\_NUMBER =1] of vehicles owned or leased by this business and used by employees who consider these premises as their main place of work being stolen, that [you didn't know IF D\_VALUESTOLEN2 = DK OR REF] the total value of the vehicles stolen in the most recent incident, including the contents, [was approximately £INSERT NUMBER FROM D\_VALUESTOLEN2 IF D\_VALUESTOLEN2 = 1-16] and that you did [did report IF D\_REPORT = 1][did not report IF D\_REPORT = 2][did not know if you reported IF D\_REPORT = DK] it to the police.

Are all of these details still correct?

READ ONLY IF ASKED: 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.

1. Yes
2. No
9. Don't know

### D\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (D\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF VEHICLE THEFT (VEHTHEFT = 1) AND THEFT OF VEHICLES MODULE COMPLETED ONLINE (D\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### D\_INFO (Was D1INTRO)

DISPLAY IF BEEN A VICTIM OF VEHICLE THEFT (VEHTHEFT = 1)

INFO SCREEN

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. IF CATI (METHOD = 2)].

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

Vehicle theft includes 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.

[This is section D on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**D\_TYPEVEHSTOLEN (Was D1)**

ASK IF BEEN A VICTIM OF VEHICLE THEFT (VEHTHEFT = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

SHOW CODE 6 IF CONSTRUCTION (SAMPLESECTOR = 2)

What types of vehicle or vehicles have been stolen [in the last 12 months IF LENGTHOP IS NOT CODE 1]  
[since this business has been at these premises IF LENGTHOP = 1]?

READ OUT AND CODE ALL THAT APPLY

1. Passenger cars
2. Vans or lorries requiring an HGV licence to drive
3. Vans or lorries NOT requiring HGV licence to drive
4. Motorbikes, Scooters [or quad bikes IF AGRICULTURE (SAMPLESECTOR = 1)]
5. [Tractors, IF AGRICULTURE (SAMPLESECTOR = 1) Forklifts, JCBs or other industrial vehicles
6. Plant that can be driven

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't Know

**D\_NUMBER (WAS D2)**

ASK IF BEEN A VICTIM OF VEHICLE THEFT (VEHTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 2: That sounds like quite a few, please can you confirm this number for me again?

How many incidents of vehicle theft have occurred [in the last 12 months IF LENGTHOP IS NOT CODE 1]  
[since this business has been at these premises IF LENGTHOP = 1]? That is the number of incidents or separate occasions, not the number of vehicles stolen.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**D\_CHK (Was DCHK)**

ASK IF BEEN A VICTIM OF VEHICLE THEFT (VEHTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_WEBCORRECT = 2 OR DK) AND NO VEHICLE THEFTS (D\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 2: That sounds like quite a few, please can you confirm this number for me again?

You said earlier that you did have a vehicle theft [in the last 12 months IF LENGTHOP IS NOT CODE 1]  
[since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many vehicle thefts occurred [in the last 12 months IF LENGTHOP IS NOT CODE 1]  
[since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**D\_CHK2 (Was DCHK2)**

ASK IF BEEN A VICTIM OF VEHICLE THEFT (VEHTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_WEBCORRECT = 2 OR DK) AND STILL NO VEHICLE THEFTS (D\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been a vehicle theft but you've just confirmed that [there have been zero thefts IF D\_CHK = 0][you don't know of any thefts IF D\_CHK = DK]. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a vehicle theft but you've just confirmed that [there have been zero thefts IF D\_CHK = 0][you don't know of any thefts IF D\_CHK = DK]. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

### **D\_RECENT**

DISPLAY IF MORE THAN ONE VEHICLE THEFT (D1 > 1 OR D\_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of vehicle theft.

### **D\_VEHICLE (Was D3X)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

1. Yes
2. No
9. Don't know

**D\_VEHICLETYPE (Was D3X)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
MULTI CODE

SHOW CODE 6 IF CONSTRUCTION (SAMPLESECTOR = 2)

LOGIC CHECK – IF D\_VEHICLE = 1 (SINGLE VEHICLE) THEN D\_VEHICLETYPE SHOULD ONLY HAVE ONE RESPONSE. IF MORE THAN ONE RESPONSE: You said at the previous question that it was a single vehicle that was stolen so you cannot chose more than one type here.

And what [type of vehicle was IF D\_VEHICLE = 1] [types of vehicle were IF D\_VEHICLE = 2 or DK] stolen?

READ OUT [AND CODE ALL THAT APPLY IF D\_VEHICLE = 2 OR DK]

1. Passenger cars
  2. Vans or lorries requiring an HGV licence to drive
  3. Vans or lorries NOT requiring HGV licence to drive
  4. Motorbikes, Scooters [or quad bikes IF AGRICULTURE (SAMPLESECTOR = 1)]
  5. [Tractors, IF AGRICULTURE (SAMPLESECTOR = 1)] Forklifts, JCBs or other industrial vehicles
  6. Plant that can be driven
- DO NOT READ OUT: Refused  
DO NOT READ OUT: Don't Know

**D\_VEHICLEPENUM (Was D3X)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
AND MORE THAN ONE TYPE OF VEHICLE STOLEN IN MOST RECENT THEFT (D\_VEHICLE = 2 or DK)  
NUMERIC (RANGE 0 – 100)

ONLY DISPLAY CODES SELECTED AT D\_VEHICLETYPE

How many of each of the following type of vehicle, belonging to the business, were stolen?

READ OUT AND RECORD NUMBER

Passenger cars \_\_\_\_\_  
Vans or lorries requiring an HGV licence to drive \_\_\_\_\_  
Vans or lorries NOT requiring HGV licence to drive \_\_\_\_\_  
Motorbikes, Scooters [or quad bikes IF AGRICULTURE (SAMPLESECTOR = 1)] \_\_\_\_\_  
[Tractors, IF AGRICULTURE (SAMPLESECTOR = 1)] Forklifts, JCBs or other industrial vehicles \_\_\_\_\_  
[Plant that can be driven IF CONSTRUCTION (SAMPLESECTOR = 2)] \_\_\_\_\_

**D\_WEEK (Was D4)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

1. During the week
2. At the weekend
9. Don't know

**D\_TIME (Was D4AX)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

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

**D\_DELIVERY (Was D4A1)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

And can I just check did this incident of vehicle theft occur during a delivery from yourselves to your customers?

1. Yes
2. No
9. Don't know

**D\_RECOVERED (Was D4A)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
MULTI CODE (EXCEPT CODE 3)

[Was the vehicle IF D\_VEHICLE = 1] [Were any of the vehicles IF D\_VEHICLE = 2 or DK]...

READ OUT

1. Recovered with the contents
2. Recovered without the contents
3. Not recovered

**D\_VALUESTOLEN (Was D4B)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 100,000: That sounds like quite a lot, please can you confirm the value for me again?

What was the total value in pounds of the vehicle[s IF (D\_VEHICLE = 2 or DK) OR WEB (METHOD = 1)] stolen, including the value of the contents that were not later recovered? Please tell me the total value, regardless of whether you received any insurance pay out.

Please only include the value of contents belonging to the business not items that belong to employees.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT D\_VALUESTOLEN2]

**D\_VALUESTOLEN2 (Was D4BX)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_WEBCORRECT = 2 OR DK) AND NOT SURE OF VALUE OF DAMAGE (D\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**D\_RECOVEREDDAM (Was D4C)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND VEHICLES RECOVERED (D\_RECOVERED = 1-2)

**MULTI CODE**

Was there...

**READ OUT**

1. No damage to the recovered vehicle(s), i.e. no costs
2. Some damage to the recovered vehicle(s), i.e. some repair costs
3. A write off of the recovered vehicle(s)

**D\_VALUEDAMAGE (Was A5)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER &gt; 0 OR D\_CHK &gt; 0) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF &gt; 5,000: That sounds like quite a lot, please can you confirm this number for me again?

What was the total value in pounds that it cost to either replace or repair the vehicles, including the value of any stolen contents from the vehicle(s) that were not later recovered? Please tell me the total value, regardless of whether you received any insurance pay out.

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT D\_VALUEDAMAGE2]

**D\_VALUEDAMAGE2 (Was A6)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND NOT SURE OF VALUE OF DAMAGE (D\_VALUEDAMAGE = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**D\_REPORT (Was D9A)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF D\_NUMBER > 1 OR D\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**D\_REFCORRECT**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND IF INFO ALREADY HELD FROM WEB SURVEY (COMPWEB = 1 AND D\_REFGIVEN = 1 AND D\_CRIMEREFF = RESPONSE)

SINGLE CODE

When you completed the online survey, you said that you were given a crime reference number for the most recent incident. Can I just check that the number we have is correct?

Is [D\_CRIMEREFF RESPONSE] correct?

1. Yes
2. No
9. Don't know

**D\_REFGIVEN (Was D9B)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND IF REPORTED MOST RECENT INCIDENT TO POLICE (D\_REPORT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_REFCORRECT = 2)

SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

**D\_CRIMEREFF (Was D9C)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (D\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_REFCORRECT = 2)

OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

Don't know  
Refused

**D\_CRIMEREFDK**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (D\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_REFCORRECT = 2) AND DON'T KNOW WHAT CRIME REF IS (D\_CRIMEREFDK = DK) SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

**CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**D\_NOTREPORT (Was D10)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (D\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

**D\_INSURANCE (Was D10A)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**D\_NOCLAIM (Was D10B)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (D\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. There was no insurance requirement
  04. They occur too frequently
  05. Don't have the time; inconvenient
  06. Would increase insurance cost
  07. Tried to / was unable to contact insurance company
  08. Don't have an insurance policy
  09. Someone else is responsible for insurance claims (e.g. Head Office)
  10. Other (please specify)
- Don't know / can't remember

**D\_GROUP (Was D12)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

READ OUT

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

**D\_WHYGROUP (Was D13)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
AND THINKS IT WAS AN ORGANISED GROUP (D\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**D\_INTIMIDATE**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**D\_HOWINTIMIDATE**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
AND BEEN INTIMIDATED (D\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## E THEFT FROM VEHICLES

### E\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND THEFT FROM VEHICLES MODULE COMPLETED ONLINE (E\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said 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 [INSERT NUMBER FROM E\_NUMBER times IF E\_NUMBER >1][once IF E\_NUMBER =1], that [you didn't know IF E\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM E\_VALUESTOLEN2 IF E\_VALUESTOLEN2 = 1-16] and that you did [did report IF E\_REPORT = 1][did not report IF E\_REPORT = 2][did not know if you reported IF E\_REPORT = DK] it to the police..

Are all of these details still correct?

READ ONLY IF ASKED: This should not include employees' possessions which were in the vehicle at the time of the incident

1. Yes
2. No
9. Don't know

### E\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (E\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND THEFT FROM VEHICLES MODULE COMPLETED ONLINE (E\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### E\_INFO (Was E1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1)

INFO SCREEN

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. IF CATI (METHOD = 2)].

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

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

[This is section E on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**E\_NUMBER (WAS E1)**

ASK IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 8: That sounds like quite a few, please can you confirm this number for me again?

How many thefts from a vehicle have occurred [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**E\_CHK (Was ECHK)**

ASK IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK) AND NO THEFT FROM VEHICLES (E\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 8: That sounds like quite a few, please can you confirm this number for me again?

You said earlier that you did have an incident of theft from a vehicle [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many thefts from a vehicle occurred [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**E\_CHK2 (Was ECHK2)**

ASK IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK) AND STILL NO THEFT FROM VEHICLES (E\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been a theft from a vehicle but you've just confirmed that [there have been zero thefts from vehicles IF E\_CHK = 0][you don't know of any thefts from vehicles IF E\_CHK = DK]. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a theft from a vehicle but you've just confirmed that [there have been zero thefts from vehicles IF E\_CHK = 0][you don't know of any thefts from vehicles IF E\_CHK = DK]. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**E\_RECENT**

DISPLAY IF MORE THAN ONE THEFT FROM A VEHICLE (E\_NUMBER > 1 OR E\_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of theft from a vehicle.

**E\_WEEK (Was E3)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT  
(METHOD = 2)

SINGLE CODE

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

1. During the week
2. At the weekend
9. Don't know

**E\_TIME (Was E3X)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT  
(METHOD = 2)

SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

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

**E\_DELIVERY (Was E3A)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT  
(METHOD = 2)

SINGLE CODE

And can I just check did this incident of theft from a vehicle occur during a delivery from yourselves to your customers?

1. Yes
2. No
9. Don't know

**E\_METAL (Was EX2)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

1. Yes
2. No
9. Don't know

**E\_CHEM (Was EX2CHEM)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

[This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises. IF AGRICULTURE SECTOR (SAMPLESECTOR = 1)].

1. Yes
2. No
9. Don't know

**E\_FUEL (Was EX2FUEL)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

1. Yes
2. No
9. Don't know

**E\_ANIMAL (Was EX2ANIMAL)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1)

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

1. Yes
2. No
9. Don't know

**E\_ANIMALTYPE (Was E3ANIMAL2)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT BURGLARY (E\_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

READ ONLY IF ASKED: Only include animals stolen as part of the theft, belonging to the business.

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
2. Beef or breeding cattle
3. Sheep
4. Poultry
5. Pigs
6. Other (please specify)

DO NOT READ OUT: Don't know

**E\_VALUESTOLEN (Was E4)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value for me again?

What was the value, in pounds, of the items [or livestock IF AGRICULTURE (SAMPLESECTOR = 1)] stolen from the vehicle?

Please exclude the value of any personal or employees' possessions.

Please tell me the total value, regardless of whether the items were later recovered or whether you received any insurance pay out?

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT E\_VALUESTOLEN2]

**E\_VALUESTOLEN2 (Was E5)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (E\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**E\_REPORT (Was E7A)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF E\_NUMBER > 1 OR E\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**E\_REFCORRECT**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND IF INFO ALREADY HELD FROM WEB SURVEY (COMPWEB = 1 AND E\_REFGIVEN = 1 AND E\_CRIMEREFF = RESPONSE)  
SINGLE CODE

When you completed the online survey, you said that you were given a crime reference number for the most recent incident. Can I just check that the number we have is correct?

Is [E\_CRIMEREFF RESPONSE] correct?

1. Yes
2. No
9. Don't know

**E\_REFGIVEN (Was E7B)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND IF REPORTED MOST RECENT INCIDENT TO POLICE (E\_REPORT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_REFCORRECT = 2)  
SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

**E\_CRIMEREFF (Was E7C)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (E\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_REFCORRECT = 2)  
OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

- Don't know  
Refused

**E\_CRIMEREFDK**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (E\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_REFCORRECT = 2) AND DON'T KNOW WHAT CRIME REF IS (E\_CRIMEREFDK = DK)

SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

**CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**E\_NOTREPORT (Was E8)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (E\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

**E\_INSURANCE (Was E9A)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**E\_NOCLAIM (Was E10B)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (E\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. There was no insurance requirement
  04. They occur too frequently
  05. Don't have the time; inconvenient
  06. Would increase insurance cost
  07. Tried to / was unable to contact insurance company
  08. Don't have an insurance policy
  09. Someone else is responsible for insurance claims (e.g. Head Office)
  10. Other (please specify)
- Don't know / can't remember

**E\_GROUP (Was E12)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**E\_WHYGROUP (Was E13)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (E\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**E\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**E\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (E\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## F&G ROBBERY

### F\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND EITHER BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND ROBBERY MODULE COMPLETED ONLINE (F\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that someone who was NOT employed at these premises [stole IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted to steal IF ATTROBB = 1] something from your business or from your employees by using or threatening to use force or violence [INSERT NUMBER FROM F\_NUMBER times IF F\_NUMBER > 1][once IF F\_NUMBER = 1], that [you didn't know IF F\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM F\_VALUESTOLEN2 IF F\_VALUESTOLEN2 = 1-16] and that you [did report IF F\_REPORT = 1][did not report IF F\_REPORT = 2][did not know if you reported IF F\_REPORT = DK] it to the police.

Are all of these details still correct?

READ ONLY IF ASKED: This includes [incidents where personal property as well as money or items belonging to the business were stolen, provided employees were on duty at the time and IF ATTROBB = 2 OR DK] incidents where employees were on duty away from the premises. It does not include incidents where only personal property was stolen from non-employees.

1. Yes
2. No
9. Don't know

### F\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (F\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND ROBBERY MODULE COMPLETED ONLINE (F\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

**F\_INFO (Was L1INTRO)**

DISPLAY IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

INFO SCREEN

You said earlier that someone who was NOT employed at these premises [stole IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted to steal IF ATTROBB = 1] 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. IF CATI (METHOD = 2)].

I will refer to this type of incident as [a robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [an attempted robbery IF ATTROBB = 1].

Robberies include [incidents where personal property as well as money or items belonging to the business were stolen, provided employees were on duty at the time and IF QATTROBB = 2 OR DK] incidents where employees were on duty away from the premises. It does not include incidents where only personal property was stolen from non-employees.

[This is sections F and G on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**F\_ROBBERYTYPENUM\_INFO (Was L1INTRO)**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

INFO SCREEN

For each of the following types of [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] please tell me how many incidents you experienced [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

Please include incidents 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.

**F\_ROBBERYTYPENUM[PREMISES].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

How many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] at your premises

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_ROBBERYTYPENUM[{AWAYPREMISES}].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees when they were in a vehicle away from your premises

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_ROBBERYTYPENUM[{STREET}].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises on the street

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_ROBBERYTYPENUM[{OTHSITUATION}].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises, but in any other situation

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_ROBBERYTYPEOTH**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

OPEN

Were there any other incidents?

If yes, please specify [(type in) IF WEB]: \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

LOGIC CHECK – IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) AND ATTEMPTED ROBBERY USING FORCE (ATTROBB = 1) THEN THERE MUST BE AT LEAST TWO INCIDENTS.

IF NOT:

WEB: You have recorded fewer than 2 incidents but you have experienced a robbery and attempted robbery. Please could you check this?

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

[INSTRUCTION TO SCRIPTER: SET F\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT F\_ROBBERYTYPENUM]

**F\_CHKROBBERYTYPENUM\_INFO (Was L1INTROCHK)**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)

INFO SCREEN

You said earlier that you did have [a IF ROBBERY = 1][a IF ROBBERY =1 AND ATTROBB = 1][an IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many [robberies IF ROBBERY =1][or IF ROBBERY =1 AND ATTROBB =1][attempted robberies IF ATTROBB =1] have occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] for each of the following?

**F\_CHKROBBERYTYPENUM[PREMISES].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

How many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] at your premises

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_CHKROBBERYTYPENUM[AWAYPREMISES].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees when they were in a vehicle away from your premises

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_CHKROBBERYTYPENUM[STREET].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises on the street

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_CHKROBBERYTYPENUM[Othsituation].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises, but in any other situation

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_CHKROBBERYTYPEOTH**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)

OPEN

Were there any other incidents?

If yes, please specify [(type in) IF WEB]: \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

LOGIC CHECK – IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) AND ATTEMPTED THEFT USING FORCE (ATTROBB = 1) THEN THERE MUST BE AT LEAST TWO INCIDENTS.

IF NOT:

WEB: You have recorded fewer than 2 incidents but you have experienced a robbery and attempted robbery. Please could you check this?

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

[INSTRUCTION TO SCRIPTER: SET F\_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT F\_CHKTYENUM]

**F\_CHK2 (Was LCHK2)**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND STILL NO THEFT OR ATTEMPTED THEFT USING FORCE (F\_CHK = 0)  
OPEN

WEB: You said earlier that there has been [a robbery IF ROBBERY = 1] [and IF ROBBERY = 1 AND ATTROBB = 1] [an attempted robbery IF ATTROBB = 1]. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been [a robbery IF ROBBERY = 1] [and IF ROBBERY = 1 AND ATTROBB = 1] [an attempted robbery IF ATTROBB = 1]. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**F\_WEAPONTYPENUM (Was L1AINFO)**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CATI SCRIPT (METHOD = 2)

ONLY DISPLAY CODES SELECTED AT F\_ROBBERYTYPENUM (IF GREATER THAN ZERO) OR F\_CHKTYPENUM (IF GREATER THAN ZERO)

INFO SCREEN

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

**F\_WEAPONTYPENUM[{PREMISES}].ANS**

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY AT THE PREMISES (F\_ROBBERYTYPENUM[{PREMISES}].ANS > 0)  
NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] at your premises

IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_WEAPONTYPENUM[{AWAYPREMISES}].ANS**

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY AWAY FROM THE PREMISES

(F\_ROBBERYTYPENUM[{AWAYPREMISES}].ANS &gt; 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF &gt; 100: That sounds like quite a few, please can you confirm this number for me again?

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees when they were in a vehicle away from your premises

IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_WEAPONTYPENUM[{STREET}].ANS**

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY ON STREET (F\_ROBBERYTYPENUM[{STREET}].ANS &gt; 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF &gt; 100: That sounds like quite a few, please can you confirm this number for me again?

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises on the street

IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_WEAPONTYPENUM[{OTHSITUATION}].ANS**

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY IN ANOTHER SITUATION

(F\_ROBBERYTYPENUM[{OTHSITUATION}].ANS &gt; 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF &gt; 100: That sounds like quite a few, please can you confirm this number for me again?

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises, but in any other situation

IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_WEAPONTYPENUM[{OTH}].ANS**

ASK IF EXPERIENCED OTHER INCIDENT OF ROBBERY OR ATTEMPTED ROBBERY (F\_ROBBERYTYPEOTH > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

[SCRIPTER: USE WORDING GIVEN BY RESPONDENT AT F\_ROBBERYTYPEOTH]

IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

LOGIC CHECK – FOR EACH CODE, NUMBER ENTERED SHOULD BE LESS THAN AT F\_ROBBERYTYPENUM (IF GREATER THAN ZERO) OR F\_CHKYPENUM (IF GREATER THAN ZERO).

IF NOT: 'The number of incidents involving weapons cannot be greater than the number of incidents. Please check the number of incidents, or the number that involved the use of a weapon.

[INSTRUCTION TO SCRIPTER: SET F\_WEAPON EQUAL TO TOTAL NUMBER OF INCIDENTS AT F\_WEAPONTYPENUM]

**F\_INJURYTYPENUM\_INFO (Was L1BINFO)**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CATI SCRIPT (METHOD = 2)

ONLY DISPLAY CODES SELECTED AT F\_ROBBERYTYPENUM (IF GREATER THAN ZERO) OR F\_CHKTYPENUM (IF GREATER THAN ZERO)

INFO SCREEN

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

**F\_INJURYTYPENUM{{PREMISES}}.ANS**

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY AT THE PREMISES (F\_ROBBERYTYPENUM{{PREMISES}}.ANS > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] at your premises

IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_INJURYTYPENUM{{AWAYPREMISES}}.ANS**

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY AWAY FROM THE PREMISES

(F\_ROBBERYTYPENUM{{AWAYPREMISES}}.ANS > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees when they were in a vehicle away from your premises

IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_INJURYTYPENUM{{STREET}}.ANS**

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY ON STREET (F\_ROBBERYTYPENUM{{STREET}}.ANS > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises on the street \_\_\_\_\_

IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_INJURYTYPENUM[Othsituation].ANS**

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY IN ANOTHER SITUATION

(F\_ROBBERYTYPENUM[Othsituation].ANS > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises, but in any other situation

IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_INJURYTYPENUM[OTH].ANS**

ASK IF EXPERIENCED OTHER INCIDENT OF ROBBERY OR ATTEMPTED ROBBERY (F\_ROBBERYTYPENUM[OTH]

> 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

[SCRIPTER: USE WORDING GIVEN BY RESPONDENT AT F\_ROBBERYTYPENUM[OTH]

IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

LOGIC CHECK – FOR EACH CODE, NUMBER ENTERED SHOULD BE LESS THAN AT F\_ROBBERYTYPENUM (IF GREATER THAN ZERO) OR F\_CHKTYPENUM (IF GREATER THAN ZERO).

IF NOT: The number of incidents where an employee was physically injured cannot be greater than the number of incidents. Please check how many incidents there were, or how many where an employee was physically injured.'

[INSTRUCTION TO SCRIPTER: SET F\_INJURY EQUAL TO TOTAL NUMBER OF INCIDENTS AT F\_INJURYTYPENUM]

**F\_RECENTROBB (Was L1D)**

ASK IF EXPERIENCED ROBBERY AND ATTEMPTED ROBBERY (ROBBERY = 1 AND ATTROBB = 1)

SINGLE CODE

Now thinking about the most recent incident was it...

**CATI: READ OUT**

1. A robbery
2. Or, an attempted robbery

**F\_RECENT**

DISPLAY IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY AND EXPERIENCED EITHER MORE THAN ONCE (IF ROBBERY = 1 OR ATTROBB =1 AND IF F\_NUMBER > 1 OR F\_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to continue to think about the most recent incident of [robbery IF ROBBERY = 1 AND F\_NUMBER OR F\_CHK > 1, OR IF F\_RECENTROBB = 1 AND F\_NUMBER OR F\_CHK > 1] [attempted robbery IF ATTROBB =1 AND F\_NUMBER OR F\_CHK > 1, OR IF F\_RECENTROBB = 2 AND F\_NUMBER OR F\_CHK > 1].

**F\_WHERE (Was L1C)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Where did this incident take place?

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 or from work.

DO NOT READ OUT

1. At your premises
2. When employees were in a vehicle away from your premises
3. When employees were away from your premises on the street
4. When employees were away from your premises, but in any other situation
5. Other (please specify)
9. Don't Know

**F\_PEOPLE (Was L2)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

How many people were at the premises at the time, including customers and staff?

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

**F\_WEEK (Was L5)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

1. During the week
2. At the weekend
9. Don't know

**F\_TIME (Was L6)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

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

**F\_STOLEN (Was L3\_1)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

CODE 10 ONLY SHOWN IF RETAIL INDUSTRY (SAMPLESECTOR = 4)

CODE 11 ONLY SHOWN IF AGRICULTURE OR CONSTRUCTION INDUSTRY (SAMPLESECTOR = 1-2)

CODE 12 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

CODE 14 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

Could you tell me which of the following, if any, were actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned.

READ OUT AND CODE ALL THAT APPLY

01. Money
  02. Jewellery belonging to the business
  03. Watches belonging to the business
  04. IT or Electrical equipment
  05. Food or groceries belonging to the business
  06. Alcohol
  07. Tobacco
  08. Cosmetics
  09. Clothing
  10. Other goods or stock
  11. Tools of the trade belonging to the business
  12. Building materials
  13. Parts, components or small pieces of equipment
  14. Plant not considered to be a vehicle
  15. Other company property
  16. Personal possessions of employees or customers
  17. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen  
DO NOT READ OUT: Don't know

**F\_METAL (Was LX2)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

1. Yes
2. No
9. Don't know

**F\_CHEM (Was LX2CHEM)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

[This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises. IF AGRICULTURE SECTOR (SAMPLESECTOR =1)]

1. Yes
2. No
9. Don't know

**F\_FUEL (Was LX2FUEL)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

1. Yes
2. No
9. Don't know

**F\_ANIMAL (Was LX2ANIMAL)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURE SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

1. Yes
2. No
9. Don't know

**F\_ANIMALTYPE (Was L3ANIMAL2)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT BURGLARY (F\_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

READ ONLY IF ASKED: Only include animals stolen as part of the theft, belonging to the business.

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
  2. Beef or breeding cattle
  3. Sheep
  4. Poultry
  5. Pigs
  6. Other (please specify)
- DO NOT READ OUT: Don't know

**F\_VALUESTOLEN (Was L7)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value for me again?

Now thinking just about those items that were stolen that belong to the business, excluding customers' personal possessions, what was the total value in pounds 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.

**WEB:** If you are unsure, please estimate the total value.

**CATI:** IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT F\_VALUESTOLEN2]

**F\_VALUESTOLEN2 (Was L8)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (F\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**F\_REPORT (Was L10A)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF F\_NUMBER > 1 OR F\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**F\_REFCORRECT**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND IF INFO ALREADY HELD FROM WEB SURVEY (COMPWEB = 1 AND F\_REFGIVEN = 1 AND F\_CRIMEREFF = RESPONSE)

SINGLE CODE

When you completed the online survey, you said that you were given a crime reference number for the most recent incident. Can I just check that the number we have is correct?

Is [F\_CRIMEREFF RESPONSE] correct?

1. Yes
2. No
9. Don't know

**F\_REFGIVEN (Was L10B)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND IF REPORTED MOST RECENT INCIDENT TO POLICE (F\_REPORT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_REFCORRECT = 2)

SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

**F\_CRIMEREFF (Was L10C)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (F\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_REFCORRECT = 2)

OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

Don't know

Refused

**F\_CRIMEREFDK**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (F\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_REFCORRECT = 2) AND DON'T KNOW WHAT CRIME REF IS (F\_CRIMEREF = DK)

SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

**CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**F\_NOTREPORT (Was L12)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (F\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

**F\_INSURANCE (Was L7A)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**F\_NOCLAIM (Was L7B)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (F\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
02. Too trivial (loss was so small / very low value)
03. There was no insurance requirement
04. They occur too frequently
05. Don't have the time; inconvenient
06. Would increase insurance cost
07. Tried to / was unable to contact insurance company
08. Don't have an insurance policy
09. Someone else is responsible for insurance claims (e.g. Head Office)
10. Other (please specify)
- Don't know / can't remember

**F\_GUN (Was L15)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

1. Yes
2. No
9. Don't know

**F\_KNIFE (Was L16A)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

And did they have a knife?

1. Yes
2. No
9. Don't know

**F\_OTHWEAPON (Was L16B)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

1. Yes
2. No
9. Don't know

**F\_INJURED (Was L17)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Were employees physically injured?

1. Yes
2. No
9. Don't know

**F\_OFFENDERNUM (Was L18)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

How many offenders were involved in this incident?

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

**F\_OFFENDERSEX (Was L19)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Were they male or female?

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

**F\_RACE (Was L20)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

1. Yes
2. No
9. Don't know

**F\_GROUP (Was L21)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**F\_WHYGROUP (Was L22)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (F\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**F\_INTIMIDATE**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**F\_HOWINTIMIDATE**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (F\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

# H ASSAULTS OR THREATS

## H\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND ASSAULTS OR THREATS MODULE COMPLETED ONLINE (H\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that employees had experienced assault, threats or intimidation [INSERT NUMBER FROM H\_NUMBER times IF H\_NUMBER > 1][once IF H\_NUMBER = 1] and that you [did report IF H\_REPORT = 1][did not report IF H\_REPORT = 2][don't know if it was reported IF H\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

## H\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (H\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND ASSAULTS OR THREATS MODULE COMPLETED ONLINE (H\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

## H\_INFO (Was M1INTRO)

DISPLAY IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1)

INFO SCREEN

You said earlier that employees had experienced assault, threats or intimidation. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

[This is section H on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

## H\_ASSAULTTYPE\_INFO (Was M1A)

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

INFO SCREEN

For each of the following please tell me how many incidents employees experienced [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

**H\_ASSAULTYPENUM[{{ASSAULTTEMP}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

How many incidents of:

Assault by a fellow employee

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**H\_ASSAULTYPENUM[{{THREATTEMP}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Threat or intimidation by a fellow employee

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**H\_ASSAULTYPENUM[{{ASSAULTCUST}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Assault by a customer

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**H\_ASSAULTTYPENUM[{THREATCUST}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Threat or intimidation by a customer

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**H\_ASSAULTTYPENUM[{ASSAULYOTH}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Assault by someone else, including a supplier or a distributor

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**H\_ASSAULTTYPENUM[{THREATOTH}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Threat or intimidation by someone else, including a supplier or a distributor

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

[INSTRUCTION TO SCRIPTER: SET H\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT H\_ASSAULTTYPENUM]

**H\_CHKASSAULTTYPENUM\_INFO (Was MCHK)**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

INFO SCREEN

You said earlier that employees had experienced assault, threats or intimidation [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many such assaults, threats or intimidation have occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] for each of the following?

**H\_CHKASSAULTTYPENUM[{ASSAULTTEMP}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

How many incidents of:

Assault by a fellow employee

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**H\_CHKASSAULTTYPENUM[{THREATTEMP}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Threat or intimidation by a fellow employee

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**H\_CHKASSAULTTYPENUM[{{ASSAULTCUST}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Assault by a customer

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**H\_CHKASSAULTTYPENUM[{{THREATCUST}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Threat or intimidation by a customer

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**H\_CHKASSAULTTYPENUM[{{ASSAULTYOTH}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Assault by someone else, including a supplier or a distributor

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**H\_CHKASSAULTTYPENUM[THREATOTH].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Threat or intimidation by someone else, including a supplier or a distributor

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

[INSTRUCTION TO SCRIPTER: SET H\_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT H\_CHKTYPENUM]

**H\_CHK2 (Was MCHK2)**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND STILL NO ASSAULTS OR THREATS (H\_CHK = 0)

OPEN

WEB: You said earlier that employees had experienced assault, threats or intimidation. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that employees had experienced assault, threats or intimidation. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**H\_RECENT**

DISPLAY IF MORE THAN ONE ASSAULT OR THREAT (H\_NUMBER > 1 OR H\_CHK > 1)

INFO SCREEN

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.

**H\_WEEK (Was M3)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

1. During the week
2. At the weekend
9. Don't know

**H\_TIME (Was M4)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

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

**H\_REPORT (Was M5A)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

**SINGLE CODE**

Did you report the [most recent IF H\_NUMBER > 1 OR H\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**H\_REFCORRECT**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND IF INFO ALREADY HELD FROM WEB SURVEY (COMPWEB = 1 AND H\_REFGIVEN = 1 AND H\_CRIMEREFF = RESPONSE)

**SINGLE CODE**

When you completed the online survey, you said that you were given a crime reference number for the most recent incident. Can I just check that the number we have is correct?

Is [H\_CRIMEREFF RESPONSE] correct?

1. Yes
2. No
9. Don't know

**H\_REFGIVEN (Was M5B)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND IF REPORTED MOST RECENT INCIDENT TO POLICE (H\_REPORT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_REFCORRECT = 2)

SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

**H\_CRIMEREF (Was M5C)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (H\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_REFCORRECT = 2)

OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

Don't know

Refused

**H\_CRIMEREFDK**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (H\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_REFCORRECT = 2) AND DON'T KNOW WHAT CRIME REF IS (H\_CRIMEREF = DK)

SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

**CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**H\_NOTREPORT (Was M6)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (H\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

**H\_INSURANCE (Was M7A)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**H\_NOCLAIM (Was M7B)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (H\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. There was no insurance requirement
  04. They occur too frequently
  05. Don't have the time; inconvenient
  06. Would increase insurance cost
  07. Tried to / was unable to contact insurance company
  08. Don't have an insurance policy
  09. Someone else is responsible for insurance claims (e.g. Head Office)
  10. Other (please specify)
- Don't know / can't remember

**H\_GUN (Was M9A)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

1. Yes
2. No
9. Don't know

**H\_KNIFE (Was M9B)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

And did they have a knife?

1. Yes
2. No
9. Don't know

**H\_OTHWEAPON (Was M9C)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

1. Yes
2. No
9. Don't know

**H\_INJURED (Was M9D)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Were employees physically injured?

1. Yes
2. No
9. Don't know

**H\_RACE (Was M10)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

1. Yes
2. No
9. Don't know

**H\_GROUP (Was M11)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**H\_WHYGROUP (Was M12)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (H\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**H\_INTIMIDATE**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**H\_HOWINTIMIDATE**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (H\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

# I THEFT BY CUSTOMERS

## I\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND THEFT BY CUSTOMERS MODULE COMPLETED ONLINE (I\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that a customer stole money, goods, company property, services or something else from your business at these premises [INSERT NUMBER FROM I\_NUMBER times IF I\_NUMBER >1][once IF I\_NUMBER =1], that [you did not know IF I\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM I\_VALUESTOLEN2 IF I\_VALUESTOLEN2 = 1-16] and that you [did report it IF I\_REPORT = 1][did not report it IF I\_REPORT = 2][don't know if it was reported IF I\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

## I\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (I\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND THEFT BY CUSTOMERS MODULE COMPLETED ONLINE (I\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

## I\_INFO (Was F1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1)

INFO SCREEN

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. IF CATI (METHOD = 2)].

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

[This is section I on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**I\_NUMBERA (WAS F1)**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 350: That sounds like quite a few, please can you confirm this number for me again?

How many incidents of thefts by customers has the business experienced [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since being at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**I\_NUMBERB (WAS F1)**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I\_NUMBERA = DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 10: That sounds like quite a few, please can you confirm this number for me again?

Could you tell me how many incidents of thefts were committed by customers in an average week [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**I\_NUMBERBCHK**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I\_NUMBERA = DK) BUT CAN GUESS HOW MANY IN A WEEK (I\_NUMBERB > 0) SINGLE CODE

Based on what you have just told me, that means there would have been around [I\_NUMBERB\*52] incidences in the last year. Does that sound approximately right?

1. Yes
2. No
9. Don't know

[SCRIPTER: IF CODE 2, PLEASE RETURN TO I\_NUMBERB]

**I\_NUMBER**

IF I\_NUMBERA HAS A RESPONSE, SET I\_NUMBER = I\_NUMBERA

IF DON'T KNOW AT I\_NUMBERA, SET I\_NUMBER EQUAL TO I\_NUMBERB\*52

IF DON'T KNOW AT I\_NUMBERB OR I\_NUMBERBCHK, SET I\_NUMBER EQUAL TO DON'T KNOW

**I\_CHKA (Was FCHK)**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND NO THEFTS BY CUSTOMERS (I\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 350: That sounds like quite a few, please can you confirm this number for me again?

You said earlier that you did have a theft by a customer [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many thefts by customers occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**I\_CHKB (Was FCHKB)**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND NO THEFTS BY CUSTOMERS (I\_NUMBER = 0) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I\_CHKA = DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 10: That sounds like quite a few, please can you confirm this number for me again?

Could you tell me how many incidents of thefts were committed by customers in an average week [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**I\_CHKBCHK**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND NO THEFTS BY CUSTOMERS (I\_NUMBER = 0) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I\_CHKA = DK) BUT CAN GUESS HOW MANY IN A WEEK (I\_CHKB > 0)

**SINGLE CODE**

Based on what you have just told me, that means there would have been around [I\_CHKB\*52] incidences in the last year. Does that sound approximately right?

1. Yes
2. No
9. Don't know

[SCRIPTER: IF CODE 2, PLEASE RETURN TO I\_NUMBERB]

**I\_CHK**

IF I\_CHKA HAS A RESPONSE, SET I\_CHK = I\_CHKA

IF DON'T KNOW AT I\_CHKA, SET I\_CHK EQUAL TO I\_CHKB\*52

IF DON'T KNOW AT I\_CHKB, SET I\_CHK EQUAL TO DON'T KNOW

**I\_CHK2 (Was FCHK2)**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND STILL NO THEFTS BY CUSTOMERS (I\_CHK = 0 OR DK)

**OPEN**

WEB: You said earlier that there has been a theft by a customer. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a theft by a customer. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**I\_COMMON (Was F1A)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

CODE 10 ONLY SHOWN IF RETAIL INDUSTRY (SAMPLESECTOR = 4)

CODE 11 ONLY SHOWN IF AGRICULTURE OR CONSTRUCTION INDUSTRY (SAMPLESECTOR = 1-2)

CODE 12 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

CODE 14 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

Thinking about all incidents [at these premises in the last 12 months IF LENGTHOP IS NOT =1][since the business has been at these premises IF LENGTHOP = 1], what item or items were most commonly stolen?

READ OUT AND CODE ALL THAT APPLY

01. Money
  02. Jewellery belonging to the business
  03. Watches belonging to the business
  04. IT or Electrical equipment
  05. Food or groceries belonging to the business
  06. Alcohol
  07. Tobacco
  08. Cosmetics
  09. Clothing
  10. Other goods or stock
  11. Tools of the trade belonging to the business
  12. Building materials
  13. Parts, components or small pieces of equipment
  14. Plant not considered to be a vehicle
  15. Other company property
  16. Personal possessions of employees or customers
  17. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen
- DO NOT READ OUT: Don't know

**I\_TOTVALUESTOLEN (Was F2)**

ASK IF MORE THAN ONE THEFT BY A CUSTOMER (I\_NUMBER > 1 OR I\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 100,000: That sounds like quite a lot, please can you confirm the value for me again?

Thinking about all incidents [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], what was the total value in pounds of money, goods, company property or services that were stolen?

[Please include tools, materials and any plant that you would not consider to be vehicles IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)].

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

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT I\_TOTVALUESTOLEN2]

**I\_TOTVALUESTOLEN2 (Was F2A)**

ASK IF MORE THAN ONE THEFT BY A CUSTOMER (I\_NUMBER > 1 OR I\_CHK > 1) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (I\_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**I\_SELFSEVTHEFT**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND HAS A SELF-SERVICE TILL (SELSERV = 1)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 10: That sounds like quite a few, please can you confirm this number for me again?

LOGIC CHECK: ANSWER GIVEN AT I\_SELFSEVTHEFT CAN NOT BE HIGHER THAN ANSWER GIVEN AT I\_NUMBER

Of all the incidents of customer theft your business experienced [in the last 12 months IF LENGTHOP IS NOT = 1][since being at these premises IF LENGTHOP =1], how many involved self-service tills?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER £ \_\_\_\_\_

Don't know

Refused

**I\_SELFSEVTHEFTPERCENT**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND HAS A SELF-SERVICE TILL (SELSERV = 1) AND DOESN'T KNOW HOW MANY THEFTS FROM SELF-SERVICE TILLS (I\_SELFSEVTHEFT = DK)

SINGLE CODE

What proportion would you say involved self-service tills? Was it...

READ OUT UNTIL RESPONDENT STOPS YOU.

01. 0 - 5%

02. 6 - 10%

03. 11 - 20%

04. 21 - 30%

05. 31 - 40%

06. 41 - 50%

07. 51 - 60%

08. 61 - 70%

09. More than 70%

97. Refused

99. Don't know

**I\_RECENT**

DISPLAY IF MORE THAN ONE THEFT BY A CUSTOMER (I\_NUMBER > 1 OR I\_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of theft by a customer.

**I\_WEEK (Was F3)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

1. During the week
2. At the weekend
9. Don't know

**I\_TIME (Was F3A)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

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

**I\_STOLEN (Was F3B)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

CODE 10 ONLY SHOWN IF RETAIL INDUSTRY (SAMPLESECTOR = 4)

CODE 11 ONLY SHOWN IF AGRICULTURE OR CONSTRUCTION INDUSTRY (SAMPLESECTOR = 1-2)

CODE 12 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

CODE 14 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

Could you tell me which of the following, if any, were actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned.

READ OUT AND CODE ALL THAT APPLY

01. Money
  02. Jewellery belonging to the business
  03. Watches belonging to the business
  04. IT or Electrical equipment
  05. Food or groceries belonging to the business
  06. Alcohol
  07. Tobacco
  08. Cosmetics
  09. Clothing
  10. Other goods or stock
  11. Tools of the trade belonging to the business
  12. Building materials
  13. Parts, components or small pieces of equipment
  14. Plant not considered to be a vehicle
  15. Other company property
  16. Personal possessions of employees or customers
  17. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen  
DO NOT READ OUT: Don't know

**I\_METAL (Was F3C)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

1. Yes
2. No
9. Don't know

**I\_CHEM (Was F3CCHEM)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

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

1. Yes
2. No
9. Don't know

**I\_FUEL (Was F3CFUEL)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

1. Yes
2. No
9. Don't know

**I\_ANIMAL (Was F3CANIMAL)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

1. Yes
2. No
9. Don't know

**I\_ANIMALTYPE (Was I3ANIMAL2)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (I\_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

READ ONLY IF ASKED: Only include animals stolen as part of the theft, belonging to the business.

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
2. Beef or breeding cattle
3. Sheep
4. Poultry
5. Pigs
6. Other (please specify)

DO NOT READ OUT: Don't know

**I\_VALUESTOLEN (Was F4)**

ASK IF MORE THAN ONE THEFT BY A CUSTOMER (I\_NUMBER > 1 OR I\_CHK > 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 25,000: That sounds like quite a lot, please can you confirm the value for me again?

LOGIC CHECK: ANSWER GIVEN AT I\_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT I\_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT INCIDENT IS GREATER THAN THE TOTAL VALUE OF ALL OF THE INCIDENTS. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

Thinking about the most recent incident of theft by a customer, what was the total value in pounds 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.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT I\_VALUESTOLEN2]

**I\_VALUESTOLEN2 (Was F5)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (I\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**I\_REPORT (Was F7a)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF I\_NUMBER > 1 OR I\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**I\_REFCORRECT**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND IF INFO ALREADY HELD FROM WEB SURVEY (COMPWEB = 1 AND I\_REFGIVEN = 1 AND I\_CRIMEREF = RESPONSE)

SINGLE CODE

When you completed the online survey, you said that you were given a crime reference number for the most recent incident. Can I just check that the number we have is correct?

Is [I\_CRIMEREF RESPONSE] correct?

1. Yes
2. No
9. Don't know

**I\_REFGIVEN (Was F7B)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND IF REPORTED MOST RECENT INCIDENT TO POLICE (I\_REPORT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_REFCORRECT = 2)

SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

**I\_CRIMEREF (Was F7C)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (I\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_REFCORRECT = 2)

OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

Don't know

Refused

**I\_CRIMEREFDK**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (I\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_REFCORRECT = 2) AND DON'T KNOW WHAT CRIME REF IS (I\_CRIMEREFDK = DK) SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

**CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**I\_NOTREPORT (Was A9)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (I\_REPORT = 2) AND CATI SCRIPT (METHOD = 2) MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

**I\_INSURANCE (Was F9A)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**I\_NOCLAIM (Was F9B)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (I\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. There was no insurance requirement
  04. They occur too frequently
  05. Don't have the time; inconvenient
  06. Would increase insurance cost
  07. Tried to / was unable to contact insurance company
  08. Don't have an insurance policy
  09. Someone else is responsible for insurance claims (e.g. Head Office)
  10. Other (please specify)
- Don't know / can't remember

**I\_GROUP (Was F12)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**I\_WHYGROUP (Was F13)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (I\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**I\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**I\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (I\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## J THEFT BY EMPLOYEES

### J\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND THEFT BY EMPLOYEES MODULE COMPLETED ONLINE (J\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that an employee stole money, goods, company property, services or something else from your business at these premises [INSERT NUMBER FROM J\_NUMBER times IF J\_NUMBER > 1][once IF J\_NUMBER = 1], that [you didn't know IF J\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM J\_VALUESTOLEN2 IF J\_VALUESTOLEN2 = 1-16] and that you [did report it IF J\_REPORT = 1][did not report it IF J\_REPORT = 2][don't know if it was reported IF J\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

### J\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (J\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND THEFT BY EMPLOYEES MODULE COMPLETED ONLINE (J\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### J\_INFO (Was G1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2)

INFO SCREEN

You said earlier that an employee 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. IF CATI (METHOD = 2)].

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

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.

[This is section J on the Experience of Crime sheet. IF PAPERCRIMESHEET= 1]

**J\_NUMBER (WAS G1)**

ASK IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

How many thefts of money, goods, company property or non-payment for services were committed by employees [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**J\_CHK (Was GCHK)**

ASK IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK) AND NO THEFTS (J\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

You said earlier that you did have a theft by an employee [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many incidents of thefts of money, goods, company property or services were committed by employees [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**J\_CHK2 (Was GCHK2)**

ASK IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK) AND STILL NO THEFTS (J\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been a theft by an employee but you've just confirmed that [there have been zero thefts IF J\_CHK = 0][you don't know of any thefts IF J\_CHK = DK]. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a theft by an employee but you've just confirmed that [here have been zero thefts IF J\_CHK = 0][you don't know of any thefts IF J\_CHK = DK]. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**J\_RECENT**

DISPLAY IF MORE THAN ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 1 OR J\_CHK > 1)

**INFO SCREEN**

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

**J\_WEEK (Was G3A1)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

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

1. During the week
2. At the weekend
9. Don't know

**J\_TIME (Was G3A2)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

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

**J\_STOLEN (Was G3B)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

CODE 10 ONLY SHOWN IF RETAIL INDUSTRY (SAMPLESECTOR = 4)

CODE 11 ONLY SHOWN IF AGRICULTURE OR CONSTRUCTION INDUSTRY (SAMPLESECTOR = 1-2)

CODE 12 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

CODE 14 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

Could you tell me which of the following, if any, were actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned.

READ OUT AND CODE ALL THAT APPLY

01. Money
  02. Jewellery belonging to the business
  03. Watches belonging to the business
  04. IT or Electrical equipment
  05. Food or groceries belonging to the business
  06. Alcohol
  07. Tobacco
  08. Cosmetics
  09. Clothing
  10. Other goods or stock
  11. Tools of the trade belonging to the business
  12. Building materials
  13. Parts, components or small pieces of equipment
  14. Plant not considered to be a vehicle
  15. Other company property
  16. Personal possessions of employees or customers
  17. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen  
DO NOT READ OUT: Don't know

**J\_METAL (Was G3C)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

1. Yes
2. No
9. Don't know

**J\_CHEM (Was G3CCHEM)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

[This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises. IF AGRICULTURE SECTOR (SAMPLESECTOR =1)]

1. Yes
2. No
9. Don't know

**J\_FUEL (Was G3CFUEL)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

1. Yes
2. No
9. Don't know

**J\_ANIMAL (Was G3CANIMAL)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR SAMPLESECTOR = 1)

SINGLE CODE

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

1. Yes
2. No
9. Don't know

**J\_ANIMALTYPE (Was J3ANIMAL2)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (J\_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

READ ONLY IF ASKED: Only include animals stolen as part of the theft, belonging to the business.

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
2. Beef or breeding cattle
3. Sheep
4. Poultry
5. Pigs
6. Other (please specify)

DO NOT READ OUT: Don't know

**J\_VALUESTOLEN (Was G4)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value for me again?

Thinking about the most recent incident of theft by an employee, what was the total value in pounds 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.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT J\_VALUESTOLEN2]

**J\_VALUESTOLEN2 (Was G5)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (J\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**J\_REPORT (Was G7a)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF J\_NUMBER > 1 OR J\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**J\_REFCORRECT**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND IF INFO ALREADY HELD FROM WEB SURVEY (COMPWEB = 1 AND J\_REFGIVEN = 1 AND J\_CRIMEREF = RESPONSE)  
SINGLE CODE

When you completed the online survey, you said that you were given a crime reference number for the most recent incident. Can I just check that the number we have is correct?

Is [J\_CRIMEREF RESPONSE] correct?

1. Yes
2. No
9. Don't know

**J\_REFGIVEN (Was G7B)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND IF REPORTED MOST RECENT INCIDENT TO POLICE (J\_REPORT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_REFCORRECT = 2)  
SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

**J\_CRIMEREF (Was G7C)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (J\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_REFCORRECT = 2)  
OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

- Don't know  
Refused

**J\_CRIMEREFDK**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (J\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_REFCORRECT = 2) AND DON'T KNOW WHAT CRIME REF IS (J\_CRIMEREFDK = DK)

SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

**CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**J\_NOTREPORT (Was G8)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (J\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

**J\_INSURANCE (Was G9A)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**J\_NOCLAIM (Was G9B)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (J\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
02. Too trivial (loss was so small / very low value)
03. There was no insurance requirement
04. They occur too frequently
05. Don't have the time; inconvenient
06. Would increase insurance cost
07. Tried to / was unable to contact insurance company
08. Don't have an insurance policy
09. Someone else is responsible for insurance claims (e.g. Head Office)
10. Other (please specify)
- Don't know / can't remember

**J\_ACTION (Was G10A)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you take any disciplinary action against the employee responsible?

1. Yes
2. No
9. Don't know

**J\_NOACTION (Was G10B)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT TAKE DISCIPLINARY ACTION (J\_ACTION = 2)

MULTI CODE

Why didn't you take any disciplinary action against the employee responsible?

DO NOT READ OUT BUT CODE ALL THAT APPLY

1. No loss or damage
  2. Too trivial (loss was so small / very low value)
  3. Employee resigned
  4. Was employee's 'first offence'
  5. Don't have the time; inconvenient
  6. Other (please specify)
- Don't know / can't remember

**J\_GROUP (Was G11)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**J\_WHYGROUP (Was G12)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (J\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**J\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**J\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (J\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## K THEFT BY OTHERS

### K\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY OTHER (THEFT = 3) AND THEFT BY OTHERS MODULE COMPLETED ONLINE (K\_NUMBER = RESPONSE) SINGLE CODE

When you completed the online part of the survey, you said that someone else, that is not customers or employees, stole money, goods, company property or services from your business at these premises [INSERT NUMBER FROM K\_NUMBER times IF K\_NUMBER >1][once IF K\_NUMBER =1], that [you didn't know IF K\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM K\_VALUESTOLEN2 IF K\_VALUESTOLEN2 = 1-16 and that you [did report it IF K\_REPORT =1][did not report it IF K\_REPORT = 2][don't know if it was reported IF K\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

### K\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (K\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND THEFT BY OTHERS MODULE COMPLETED ONLINE (K\_NUMBER = RESPONSE) INFO SCREEN

In that case, I will need to ask you these questions again please.

### K\_INFO (Was H1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) INFO SCREEN

You said earlier that someone else, that is not a customer or employee stole money, goods, company property or services from your business at these premises. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

[For the moment I am only interested in thefts by other known persons; we will [talk about IF CATI] [cover IF WEB] thefts committed by persons unknown in a minute IF THEFT = 4]

[This is section K on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**K\_NUMBER (WAS H1)**

ASK IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 60: That sounds like quite a few, please can you confirm this number for me again?

How many thefts of money, goods, company property or non-payment for services were committed by others [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**K\_CHK (Was HCHK)**

ASK IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK) AND NO THEFTS (K\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 60: That sounds like quite a few, please can you confirm this number for me again?

You said earlier that you did have a theft by others [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many incidents of thefts of money, goods, company property or services were committed by others [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**K\_CHK2 (Was HCHK2)**

ASK IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK) AND STILL NO BURGLARIES (K\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been a theft by others but you've just confirmed that [there have been zero IF K\_CHK = 0][you don't know of any IF K\_CHK = DK] thefts. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a theft by others but you've just confirmed that [there have been zero IF K\_CHK = 0][you don't know of any IF K\_CHK = DK] thefts. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**K\_RECENT**

DISPLAY IF MORE THAN ONE THEFT BY OTHERS (K\_NUMBER > 1 OR K\_CHK > 1)

**INFO SCREEN**

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

**K\_WEEK (Was H3A)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

1. During the week
2. At the weekend
9. Don't know

**K\_TIME (Was H3B)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

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

**K\_STOLEN (Was H3C)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
MULTI CODE

CODE 10 ONLY SHOWN IF RETAIL INDUSTRY (SAMPLESECTOR = 4)

CODE 11 ONLY SHOWN IF AGRICULTURE OR CONSTRUCTION INDUSTRY (SAMPLESECTOR = 1-2)

CODE 12 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

CODE 14 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

Could you tell me which of the following, if any, were actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned.

READ OUT AND CODE ALL THAT APPLY

01. Money
  02. Jewellery belonging to the business
  03. Watches belonging to the business
  04. IT or Electrical equipment
  05. Food or groceries belonging to the business
  06. Alcohol
  07. Tobacco
  08. Cosmetics
  09. Clothing
  10. Other goods or stock
  11. Tools of the trade belonging to the business
  12. Building materials
  13. Parts, components or small pieces of equipment
  14. Plant not considered to be a vehicle
  15. Other company property
  16. Personal possessions of employees or customers
  17. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen  
DO NOT READ OUT: Don't know

**K\_METAL (Was H3D)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

1. Yes
2. No
9. Don't know

**K\_CHEM (Was H3DCHEM)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

[This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises. IF AGRICULTURE SECTOR (SAMPLESECTOR = 1)]

1. Yes
2. No
9. Don't know

**K\_FUEL (Was H3DFUEL)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

1. Yes
2. No
9. Don't know

**K\_ANIMAL (Was H3DANIMAL)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

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

1. Yes
2. No
9. Don't know

**K\_ANIMALTYPE (Was K3ANIMAL2)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (K\_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

READ ONLY IF ASKED: Only include animals stolen as part of the theft, belonging to the business.

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
2. Beef or breeding cattle
3. Sheep
4. Poultry
5. Pigs
6. Other (please specify)

DO NOT READ OUT: Don't know

**K\_VALUESTOLEN (Was H4)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 5,000: That sounds like quite a lot, please can you confirm the value for me again?

Thinking about the most recent incident of theft by others, what was the total value in pounds 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.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT K\_VALUESTOLEN2]

**K\_VALUESTOLEN2 (Was H5)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (K\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**K\_REPORT (Was H7a)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF K\_NUMBER > 1 OR K\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**K\_REFCORRECT**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND IF INFO ALREADY HELD FROM WEB SURVEY (COMPWEB = 1 AND K\_REFGIVEN = 1 AND K\_CRIMEREFF = RESPONSE)

SINGLE CODE

When you completed the online survey, you said that you were given a crime reference number for the most recent incident. Can I just check that the number we have is correct?

Is [K\_CRIMEREFF RESPONSE] correct?

1. Yes
2. No
9. Don't know

**K\_REFGIVEN (Was H7B)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND IF REPORTED MOST RECENT INCIDENT TO POLICE (K\_REPORT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_REFCORRECT = 2)

SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

**K\_CRIMEREFF (Was H7C)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (K\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_REFCORRECT = 2)

OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

Don't know

Refused

**K\_CRIMEREFDK**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (K\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_REFCORRECT = 2) AND DON'T KNOW WHAT CRIME REF IS (K\_CRIMEREFDK = DK) SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

**CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**K\_NOTREPORT (Was H8)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (K\_REPORT = 2) AND CATI SCRIPT (METHOD = 2) MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

**K\_INSURANCE (Was H9A)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**K\_NOCLAIM (Was H9B)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE  
A CLAIM TO AN INSURANCE COMPANY (K\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. There was no insurance requirement
  04. They occur too frequently
  05. Don't have the time; inconvenient
  06. Would increase insurance cost
  07. Tried to / was unable to contact insurance company
  08. Don't have an insurance policy
  09. Someone else is responsible for insurance claims (e.g. Head Office)
  10. Other (please specify)
- Don't know / can't remember

**K\_GROUP (Was H11)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

READ OUT

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

**K\_WHYGROUP (Was H12)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
AND THINKS IT WAS AN ORGANISED GROUP (K\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**K\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**K\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
AND BEEN INTIMIDATED (K\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

# L THEFT BY PERSONS UNKNOWN

## L\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND THEFT BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (L\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that the business had experienced theft of money, goods, company property or services where you were unable to establish who the offender was [INSERT NUMBER FROM L\_NUMBER times IF L\_NUMBER > 1][once IF L\_NUMBER = 1], that [you didn't know IF L\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM L\_VALUESTOLEN2 IF L\_VALUESTOLEN2 = 1-16] and that you [did report it IF L\_REPORT = 1][did not report it IF L\_REPORT = 2][don't know if it was reported IF L\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

## L\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (L\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND THEFT BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (L\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

## L\_INFO (Was I1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4)

INFO SCREEN

You said earlier that the business had experienced theft of money, goods, company property or services where you were unable to establish who the offender was. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

[This is section L on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**L\_NUMBER (WAS I1)**

ASK IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 1000: That sounds like quite a few, please can you confirm this number for me again?

How many thefts of money, goods, company property or non-payment for services were there [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] where you were unable to establish who committed the theft?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**L\_CHK (Was ICHK)**

ASK IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK) AND NO THEFTS (L\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 1000: That sounds like quite a few, please can you confirm this number for me again?

You said earlier that you did have a theft by persons unknown [at the premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many incidents of thefts of money, goods, company property or services were there at your premises [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] where you were unable to establish who committed the theft?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

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

Don't know

**L\_CHK2 (Was ICHK2)**

ASK IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK) AND STILL NO BURGLARIES

(L\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been a theft by persons unknown but you've just confirmed that [there have been zero IF L\_CHK = 0][you don't know of any IF L\_CHK = DK] thefts. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a theft by persons unknown but you've just confirmed that [there have been zero IF L\_CHK = 0][you don't know of any IF L\_CHK = DK] thefts. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**L\_RECENT**

DISPLAY IF MORE THAN ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 1 OR L\_CHK > 1)  
INFO SCREEN

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

### **L\_WHYUNKNOWN**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT  
(METHOD = 2)

OPEN (LIMIT 200 CHARACTERS)

What makes you say that the theft was by 'someone unknown'?

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

Don't know

### **L\_WEEK (Was I3A)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT  
(METHOD = 2)

SINGLE CODE

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

1. During the week
2. At the weekend
9. Don't know

### **L\_TIME (Was I3C)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT  
(METHOD = 2)

SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

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

**L\_STOLEN (Was I3C)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

CODE 10 ONLY SHOWN IF RETAIL INDUSTRY (SAMPLESECTOR = 4)

CODE 11 ONLY SHOWN IF AGRICULTURE OR CONSTRUCTION INDUSTRY (SAMPLESECTOR = 1-2)

CODE 12 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

CODE 14 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

Could you tell me which of the following, if any, were actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned.

READ OUT AND CODE ALL THAT APPLY

01. Money
  02. Jewellery belonging to the business
  03. Watches belonging to the business
  04. IT or Electrical equipment
  05. Food or groceries belonging to the business
  06. Alcohol
  07. Tobacco
  08. Cosmetics
  09. Clothing
  10. Other goods or stock
  11. Tools of the trade belonging to the business
  12. Building materials
  13. Parts, components or small pieces of equipment
  14. Plant not considered to be a vehicle
  15. Other company property
  16. Personal possessions of employees or customers
  17. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen  
DO NOT READ OUT: Don't know

**L\_METAL (Was I3D)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

1. Yes
2. No
9. Don't know

**L\_CHEM (Was I3DCHEM)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

[This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises. IF AGRICULTURE SECTOR (SAMPLESECTOR = 1)]

1. Yes
2. No
9. Don't know

**L\_FUEL (Was I3DFUEL)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

1. Yes
2. No
9. Don't know

**L\_ANIMAL (Was I3DANIMAL)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

1. Yes
2. No
9. Don't know

**L\_ANIMALTYPE (Was L3ANIMAL2)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (L\_ANIMAL = 1)  
MULTI CODE

And what types of animals or livestock were stolen?

READ ONLY IF ASKED: Only include animals stolen as part of the theft, belonging to the business.

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
2. Beef or breeding cattle
3. Sheep
4. Poultry
5. Pigs
6. Other (please specify)

DO NOT READ OUT: Don't know

**L\_VALUESTOLEN (Was I4)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK)  
NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 5,000: That sounds like quite a lot, please can you confirm the value for me again?

Thinking about the most recent incident of theft by persons unknown, what was the total value in pounds 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.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT L\_VALUESTOLEN2]

**L\_VALUESTOLEN2 (Was I5)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (L\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**L\_REPORT (Was I7a)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF L\_NUMBER > 1 OR L\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**L\_REFCORRECT**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN ( $L\_NUMBER > 0$  OR  $L\_CHK > 0$ ) AND IF INFO ALREADY HELD FROM WEB SURVEY ( $COMPWEB = 1$  AND  $L\_REFGIVEN = 1$  AND  $L\_CRIMEREFF = RESPONSE$ ) SINGLE CODE

When you completed the online survey, you said that you were given a crime reference number for the most recent incident. Can I just check that the number we have is correct?

Is [ $L\_CRIMEREFF$  RESPONSE] correct?

1. Yes
2. No
9. Don't know

**L\_REFGIVEN (Was I7B)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN ( $L\_NUMBER > 0$  OR  $L\_CHK > 0$ ) AND IF REPORTED MOST RECENT INCIDENT TO POLICE ( $L\_REPORT = 1$ ) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY ( $COMPWEB = 0$  OR  $L\_REFCORRECT = 2$ ) SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

**L\_CRIMEREFF (Was I7C)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN ( $L\_NUMBER > 0$  OR  $L\_CHK > 0$ ) AND IF REFERENCE NUMBER GIVEN BY POLICE ( $L\_REFGIVEN = 1$ ) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY ( $COMPWEB = 0$  OR  $L\_REFCORRECT = 2$ )

OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

Don't know

Refused

**L\_CRIMEREFDK**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND IF REFERENCE NUMBER GIVEN BY POLICE (L\_REFGIVEN = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_REFCORRECT = 2) AND DON'T KNOW WHAT CRIME REF IS (L\_CRIMEREFDK = DK)

SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

**CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**L\_NOTREPORT (Was I8)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (L\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

**L\_INSURANCE (Was I9A)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**L\_NOCLAIM (Was I9B)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (L\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. There was no insurance requirement
  04. They occur too frequently
  05. Don't have the time; inconvenient
  06. Would increase insurance cost
  07. Tried to / was unable to contact insurance company
  08. Don't have an insurance policy
  09. Someone else is responsible for insurance claims (e.g. Head Office)
  10. Other (please specify)
- Don't know / can't remember

**L\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**L\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (L\_INTIMIDATE = 1)

**MULTI CODE**

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

# M FRAUD BY EMPLOYEES

## M\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND FRAUD BY EMPLOYEES MODULE COMPLETED ONLINE (M\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that your business had experienced fraud by employees [INSERT NUMBER FROM M\_NUMBER times IF M\_NUMBER > 1][once IF M\_NUMBER = 1], that [you didn't know IF M\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM M\_VALUESTOLEN2 IF M\_VALUESTOLEN2 = 1-16] and that you [did report it IF M\_REPORT = 1][did not report it IF M\_REPORT = 2][don't know if it was reported IF M\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

## M\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (M\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND FRAUD BY EMPLOYEES MODULE COMPLETED ONLINE (M\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

## M\_INFO (Was JINTRO)

DISPLAY IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1)

INFO SCREEN

You said earlier that your business had experienced fraud by employees. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

Remember this is only against this business at these premises.

[This is section M on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

## M\_FRAUDTYPENUM\_INFO (Was J1ANW)

INFO SCREEN

For each of the following please tell me how many incidents you have had where an employee has performed this type of fraud, [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

**M\_FRAUDTYPENUM[ACCOUNTING].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

How many incidents where an employee:

Fraudulent accounting

WEB: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

CATI: INTERVIEWER, IF ASKED: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[CARD].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Fraudulently used a business credit or debit card

WEB: For example used it beyond what is permitted by business policy.

CATI: INTERVIEWER, IF ASKED: For example used it beyond what is permitted by business policy.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[SKIMMED].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Withheld or 'skimmed' takings

WEB: For example taken money from customers that was intended for the business.

CATI: INTERVIEWER, IF ASKED: For example taken money from customers that was intended for the business.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[NONEXISTENT].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Created non-existent customers or suppliers to defraud the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[DIVERTED].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Diverted company funds to their own account

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[{{EXPLOITED}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Exploited business assets and information

WEB: For example misused confidential or commercially valuable information such as customer data.

CATI: INTERVIEWER, IF ASKED: For example misused confidential or commercially valuable information such as customer data.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[{{PROCUREMENT}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Committed a fraud relating to purchase of goods or services

WEB: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

CATI: INTERVIEWER, IF ASKED: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[{{SOLDGOODS}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Sold goods or services fraudulently

WEB: For example sold without giving the takings back to the business

CATI: INTERVIEWER, IF ASKED: For example sold without giving the takings back to the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[{{KICKBACK}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Took kickback or sweetheart payments or colluded with another organisation to defraud your business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

OPEN

Was there any other type of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET M\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT M\_FRAUDTYPENUM]

**M\_CHKFRAUDTYPENUM\_INFO (Was JCHK)**

INFO SCREEN

You said earlier that you had experienced fraud by employees.

Can I just check, how many times has an employee done any of the following [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

**M\_CHKFRAUDTYPENUM[ACCOUNTING].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

How many incidents where an employee:

Fraudulent accounting

WEB: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

CATI: INTERVIEWER, IF ASKED: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{CARD}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Fraudulently used a business credit or debit card

WEB: For example used it beyond what is permitted by business policy.

CATI: INTERVIEWER, IF ASKED: For example used it beyond what is permitted by business policy.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{SKIMMED}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Withheld or 'skimmed' takings

WEB: For example taken money from customers that was intended for the business.

CATI: INTERVIEWER, IF ASKED: For example taken money from customers that was intended for the business.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{NONEXISTENT}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Created non-existent customers or suppliers to defraud the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{DIVERTED}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Diverted company funds to their own account

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{EXPLOITED}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Exploited business assets and information

WEB: For example misused confidential or commercially valuable information such as customer data.

CATI: INTERVIEWER, IF ASKED: For example misused confidential or commercially valuable information such as customer data.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{PROCUREMENT}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD (M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Committed a fraud relating to purchase of goods or services

WEB: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

CATI: INTERVIEWER, IF ASKED: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

### **M\_CHKFRAUDTYPENUM[{{SOLDGOODS}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD (M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Sold goods or services fraudulently

WEB: For example sold without giving the takings back to the business

CATI: INTERVIEWER, IF ASKED: For example sold without giving the takings back to the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[*{KICKBACK}*].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents where an employee:

Took kickback or sweetheart payments or colluded with another organisation to defraud your business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET M\_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT M\_CHKFRAUDTYPENUM]

**M\_CHK2 (Was JCHK2)**

ASK IF BEEN A VICTIM OF FRAUD BY EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND STILL NO FRAUD (M\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that you had experienced fraud by employees. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that you had experienced fraud by employees. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**M\_TOTVALUESTOLEN (Was JCOG)**

ASK IF MORE THAN ONE FRAUD BY EMPLOYEE (M\_NUMBER > 1 OR M\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value for me again?

Thinking about all incidents of fraud by employees against your business [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since being at these premises IF LENGTHOP = 1], what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT M\_TOTVALUESTOLEN2]

**M\_TOTVALUESTOLEN2 (Was JCOGZ)**

ASK IF MORE THAN ONE FRAUD BY EMPLOYEE (M\_NUMBER > 1 OR M\_CHK > 1) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (M\_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**M\_RECENT**

DISPLAY IF MORE THAN ONE FRAUD BY EMPLOYEE (M\_NUMBER > 1 OR M\_CHK > 1)  
INFO SCREEN

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

**M\_RECENTFRAUD (Was J2)**

ASK IF FRAUDULENT INCIDENT BY EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT  
(METHOD = 2)

IF M\_NUMBER > 0 DISPLAY CODES WITH A RESPONSE AT M\_FRAUDTYPENUM

IF M\_CHK > 0 DISPLAY CODES WITH A RESPONSE AT M\_CHKFRAUDTYPENUM

SINGLE CODE

What type of fraud was this? Was it...

READ OUT

1. Fraudulent accounting
2. Fraudulent use of a business credit or debit card
3. Withholding or 'skimming' takings
4. Creation of non-existent customers or suppliers to defraud the business
5. Diversion of company funds to their own account
6. Exploitation of business assets and information
7. A fraud relating to purchase of goods or services
8. The sale of goods or services fraudulently
9. Kickback or sweetheart payments, or collusion with another organisation to defraud your business
10. Any other type of fraud? [INCLUDE VERBATIM FROM CODE 10 AT M\_FRAUDTYPENUM IF M\_NUMBER > 1 OR M\_CHK TYPENUM IF M\_CHK > 1]

**M\_VALUESTOLEN (Was J3)**

ASK IF AT LEAST ONE FRAUD BY EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value for me again?

LOGIC CHECK: ANSWER GIVEN AT M\_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT M\_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT FINANCIAL LOSS IS GREATER THAN THE TOTAL VALUE OF ALL OF THE FINANCIAL LOSSES. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

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

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

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT M\_VALUESTOLEN2]

**M\_VALUESTOLEN2 (Was J4)**

ASK IF AT LEAST ONE FRAUD BY EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS

(M\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**M\_REPORT (Was J7a)**

ASK IF AT LEAST ONE FRAUD BY EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF M\_NUMBER > 1 OR M\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**M\_NOTREPORT (Was J8A)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (M\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Realised too late after the incident / too long had passed
  18. Know to report fraud incidents directly to Action Fraud
  19. Other (please specify)
- Don't know / can't remember

**M\_REPACTIONFRAUD (Was J8B)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

[Can I just check, did IF M\_NOTREPORT = 18] [Did IF M\_NOTREPORT = NOT 18] you report the [most recent IF M\_NUMBER > 1 OR M\_CHK > 1] incident to Action Fraud?

1. Yes
2. No
9. Don't know

**M\_KNOWACTIONFRAUD (Was J8B)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT REPORT TO ACTION FRAUD (M\_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (M\_NOTREPORT NOT EQUAL TO 18)

SINGLE CODE

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

1. Yes
2. No
9. Don't know

**M\_INSURANCE (Was J9A)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**M\_NOCLAIM (Was J9B)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (M\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. There was no insurance requirement
  04. They occur too frequently
  05. Don't have the time; inconvenient
  06. Would increase insurance cost
  07. Tried to / was unable to contact insurance company
  08. Don't have an insurance policy
  09. Someone else is responsible for insurance claims (e.g. Head Office)
  10. Other (please specify)
- Don't know / can't remember

**M\_ACTION (Was J10A)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you take any disciplinary action against the employee responsible?

1. Yes
2. No
9. Don't know

**M\_NOACTION (Was J10B)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT TAKE DISCIPLINARY ACTION (M\_ACTION = 2)

MULTI CODE

Why didn't you take any disciplinary action against the employee responsible?

DO NOT READ OUT BUT CODE ALL THAT APPLY

1. No loss or damage
2. Too trivial (loss was so small / very low value)
3. Employee resigned
4. Was employee's 'first offence'
5. Don't have the time; inconvenient
6. Other (please specify)
- Don't know / can't remember

**M\_GROUP (Was J12)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**M\_WHYGROUP (Was J13)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (M\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**M\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**M\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (M\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## N FRAUD BY OTHERS

### N\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF FRAUD BY OTHERS (FRAUD = 2) AND FRAUD BY OTHERS MODULE COMPLETED ONLINE (N\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that your business had experienced fraud by someone other than an employee [INSERT NUMBER FROM N\_NUMBER times IF N\_NUMBER > 1][once IF N\_NUMBER = 1], that [you didn't know IF N\_VALUESTOLEN2 =DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM N\_VALUESTOLEN2 IF N\_VALUESTOLEN2 = 1-16] and that you [did report it IF N\_REPORT =1][did not report it IF N\_REPORT = 2][don't know if it was reported IF N\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

### N\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (N\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF FRAUD BY OTHERS (FRAUD = 2) AND FRAUD BY OTHERS MODULE COMPLETED ONLINE (N\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### N\_INFO (Was KINTRO)

DISPLAY IF BEEN A VICTIM OF FRAUD BY OTHERS (FRAUD = 2)

INFO SCREEN

You said earlier that your business had experienced fraud by someone other than an employee. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

Remember this is only against this business at these premises.

[This is section N on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

### N\_FRAUDOTHTYPENUM\_INFO (Was K1)

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

INFO SCREEN

For each of the following please tell me how many incidents you have had where someone other than an employee has performed this type of fraud [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

**N\_FRAUDOTHTYPENUM[{{CARD}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

How many incidents of:

Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{CHEQUE}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud

CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{REFUNDS}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Refunds or receipt fraud

WEB: For example fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[ONLINEBANKING].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[INSURANCECLAIM].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

A fraudulent insurance claim against you

WEB: For example a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[MANDATE].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{PROCUREMENT}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified **WEB: Sometimes called 'procurement fraud'**

**CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'**

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{IDENTITY}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services

**WEB: Sometimes called 'identity fraud'**

**CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'**

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET N\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT N\_FRAUDOTHTYPENUM]

**N\_CHKFRAUDOTHTYPENUM\_INFO (Was KCHK)**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

INFO SCREEN

You said earlier that you had experienced fraud by someone other than an employee [at these premises in the last 12 months  
IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many times has someone other than an employee done any of the following [in the last 12 months IF  
LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

**N\_CHKFRAUDOTHTYPENUM[{{CARD}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHTYPENUM[{{CHEQUE}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud

CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHTYPENUM[{{REFUNDS}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Refunds or receipt fraud

WEB: For example fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHTYPENUM[{{ONLINEBANKING}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHTYPENUM[{{INSURANCECLAIM}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

A fraudulent insurance claim against you

WEB: For example a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHTYPENUM[{{MANDATE}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHTYPENUM[{{PROCUREMENT}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified WEB: Sometimes called 'procurement fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHTYPENUM[{IDENTITY}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services **WEB: Sometimes called 'identity fraud'**

**CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'**

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET N\_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT N\_CHKFRAUDOTHTYPENUM]

**N\_CHK2 (Was KCHK2)**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND STILL NO FRAUD (N\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that you had experienced fraud someone other than an employees. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that you had experienced fraud by someone other than an employee. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**N\_TOTVALUESTOLEN (Was KCOG)**

ASK IF MORE THAN ONE FRAUD BY OTHER (N\_NUMBER > 1 OR N\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value for me again?

Thinking about all incidents of fraud by someone other than an employee against your business [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT N\_TOTVALUESTOLEN2]

**N\_TOTVALUESTOLEN2 (Was KCOGZ)**

ASK IF MORE THAN ONE FRAUD BY OTHER (N\_NUMBER > 1 OR N\_CHK > 1) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (N\_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**N\_RECENT**

DISPLAY IF MORE THAN ONE FRAUD BY OTHER (N\_NUMBER > 1 OR N\_CHK > 1)

INFO SCREEN

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

**N\_RECENTOTHFRAUD (Was K2)**

ASK IF FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

IF N\_NUMBER > 0 DISPLAY CODES WITH A RESPONSE AT N\_FRAUDOTHYPENUM

IF N\_CHK > 0 DISPLAY CODES A RESPONSE AT N\_CHKFRAUDOTHYPENUM

SINGLE CODE

What type of fraud was this? Was it...

**READ OUT**

1. Credit, debit or store card fraud
2. Cheque fraud
3. Refunds or receipt fraud
4. Online banking fraud
5. A fraudulent insurance claim against you
6. Diversion of payments to a fraudulent account
7. Fraudulent payment claims for goods or services that were not delivered or not delivered as specified
8. A false claim to be working for your business to obtain credit, goods or services
9. Any other type of fraud? [INCLUDE VERBATIM FROM CODE 9 AT N\_FRAUDOTHYPENUM IF N\_NUMBER > 1 OR N\_CHKFRAUDOTHYPENUM IF N\_CHK > 1]

**N\_CCFRAUD (Was K1C)**

ASK IF FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND LAST INCIDENT WAS CREDIT/DEBIT/STORE CARD FRAUD (N\_RECENTOTHFRAUD = 1) OR N\_FRAUDOTHYPENUM = 1 AND NOTHING ELSE OR

N\_CHKFRAUDOTHYPENUM = 1 AND NOTHING ELSE

SINGLE CODE

Was the most recent incident of credit, debit or store card fraud conducted in person, over the internet or over the phone?

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

**N\_VALUESTOLEN (Was K3)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value for me again?

LOGIC CHECK: ANSWER GIVEN AT N\_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT N\_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT FINANCIAL LOSS IS GREATER THAN THE TOTAL VALUE OF ALL OF THE FINANCIAL LOSSES. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

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

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

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT N\_VALUESTOLEN2]

**N\_VALUESTOLEN2 (Was K4)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (N\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**N\_REPORT (Was K6A)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF N\_NUMBER > 1 OR M\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**N\_NOTREPORT (Was K7)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (N\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Realised too late after the incident / too long had passed
  18. Know to report fraud incidents directly to Action Fraud
  19. Other (please specify)
- Don't know / can't remember

**N\_REPACTIONFRAUD (Was K7A)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

[Can I just check, did IF N\_NOTREPORT = 18] [Did IF N\_NOTREPORT = NOT 18] you report the [most recent IF N\_NUMBER > 1 OR N\_CHK > 1] incident to Action Fraud?

1. Yes
2. No
9. Don't know

**N\_KNOWACTIONFRAUD (Was K7A)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT REPORT TO ACTION FRAUD (N\_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (N\_NOTREPORT NOT EQUAL TO 18) AND NOT ASKED IN SECTION M (M\_KNOWACTIONFRAUD NOT ANSWERED)  
SINGLE CODE

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

1. Yes
2. No
9. Don't know

**N\_INSURANCE (Was K8)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**N\_NOCLAIM (Was K8A)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (N\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. There was no insurance requirement
  04. They occur too frequently
  05. Don't have the time; inconvenient
  06. Would increase insurance cost
  07. Tried to / was unable to contact insurance company
  08. Don't have an insurance policy
  09. Someone else is responsible for insurance claims (e.g. Head Office)
  10. Other (please specify)
- Don't know / can't remember

**N\_GROUP (Was K12)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

READ OUT

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

**N\_WHYGROUP (Was K13)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS  
AN ORGANISED GROUP (N\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
02. Other businesses in area recently experienced similar offences
03. Recognised several offenders as having previously committed an offence
04. Group that seemed to know each other
05. Job too big for one person
06. Police information (other stolen goods discovered, group known to police)
07. Suspects seemed very prepared
08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
09. Other reason (Specify)
- Refused
- Don't know

**N\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**N\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (N\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## O FRAUD BY PERSONS UNKNOWN

### O\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND FRAUD BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (O\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that an unknown person or persons defrauded your business at these premises [INSERT NUMBER FROM O\_NUMBER times IF O\_NUMBER > 1][once IF O\_NUMBER = 1], that [you didn't know IF O\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM O\_VALUESTOLEN2 IF O\_VALUESTOLEN2 = 1-16] and that you [did report it IF O\_REPORT = 1][did not report it IF O\_REPORT = 2][don't know if it was reported IF O\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

### O\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (O\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND FRAUD BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (O\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### O\_INFO (Was UKINTRO)

DISPLAY IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3)

INFO SCREEN

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. IF CATI (METHOD = 2)].

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

Remember this is only against this business at these premises.

[This is section O on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**O\_FRAUDUKTYPENUM\_INFO (Was UK1A)**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
INFO SCREEN

For each of the following please tell me how many incidents of fraud by persons unknown you have experienced [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

**O\_FRAUDUKTYPENUM[{{CARD}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM[{{CHEQUE}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud

CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM[{{REFUNDS}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Refunds or receipt fraud

WEB: For example fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM[{{ONLINEBANKING}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM[{{INSURANCECLAIM}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

A fraudulent insurance claim against you

WEB: For example a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM[{{MANDATE}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM[{{PROCUREMENT}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified WEB: Sometimes called 'procurement fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM[{{IDENTITY}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services

WEB: Sometimes called 'identity fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET O\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT O\_FRAUDUKTYPENUM]

**O\_CHKFRAUDUKTYPENUM\_INFO (Was UKCHK)**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

INFO SCREEN

You said earlier that you had experienced fraud by persons unknown [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many times has an unknown person done any of the following [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

**O\_CHKFRAUDUKTYPENUM[{{CARD}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

How many incidents of:

Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[{{CHEQUE}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud

CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[{REFUNDS}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Refunds or receipt fraud

WEB: For example fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[{ONLINEBANKING}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[{INSURANCECLAIM}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

A fraudulent insurance claim against you

WEB: For example a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[{MANDATE}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[{PROCUREMENT}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified **WEB: Sometimes called 'procurement fraud'**

**CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'**

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[{IDENTITY}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm this number for me again?

And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services

**WEB: Sometimes called 'identity fraud'**

**CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'**

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET O\_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT O\_CHKFRAUDUKTYPENUM]

**O\_CHK2 (Was UKCHK2)**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND STILL NO FRAUD (O\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that you had experienced fraud by persons unknown. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that you had experienced fraud by persons unknown. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**O\_TOTVALUESTOLEN (Was UKCOG)**

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 1 OR O\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value for me again?

Thinking about all incidents of fraud by persons unknown against your business [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INTRUCTION TO SCRIPTER: CODE TO BANDS AT M\_TOTVALUESTOLEN2]

**O\_TOTVALUESTOLEN2 (Was UKCOGZ)**

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 1 OR O\_CHK > 1) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (O\_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**O\_RECENT**

DISPLAY IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 1 OR O\_CHK > 1)  
INFO SCREEN

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

**O\_RECENTUKFRAUD (Was UK2)**

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 1 OR O\_CHK > 1) AND CATI  
SCRIPT (METHOD = 2)

IF O\_NUMBER > 1 ONLY DISPLAY CODES WITH MORE THAN ONE RESPONSE AT O\_FRAUDTYPENUM

IF O\_CHK > 1 ONLY DISPLAY CODES WITH MORE THAN ONE RESPONSE AT O\_CHKFRAUDUKTYPENUM  
SINGLE CODE

What type of fraud was this? Was it...

READ OUT

1. Credit, debit or store card fraud
2. Cheque fraud,
3. Refunds or receipt fraud
4. Online banking fraud
5. A fraudulent insurance claim against you
6. Diversion of payments to a fraudulent account
7. Fraudulent payment claims for goods or services that were not delivered or not delivered as specified
8. A false claim to be working for your business to obtain credit, goods or services
9. Any other type of fraud? [INCLUDE VERBATIM FROM CODE 9 AT O\_FRAUDUKTYPENUM IF O\_NUMBER > 1 OR O\_CHKFRAUDUKTYPENUM IF O\_CHK > 1]

**O\_CCFRAUD (Was UK1C)**

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 1 OR O\_CHK > 1) AND CATI  
SCRIPT (METHOD = 2) AND LAST INCIDENT WAS CREDIT/DEBIT/CHEQUE CARD FRAUD

(O\_RECENTUKFRAUD = 1 OR O\_FRAUDOTHTYPENUM = 1 AND NOTHING ELSE OR O\_CHKOTHTYPENUM  
= 1 AND NOTHING ELSE)

SINGLE CODE

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

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

**O\_VALUESTOLEN (Was UK3)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value for me again?

LOGIC CHECK: ANSWER GIVEN AT O\_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT O\_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT FINANCIAL LOSS IS GREATER THAN THE TOTAL VALUE OF ALL OF THE FINANCIAL LOSSES. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

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

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

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT O\_VALUESTOLEN2]

**O\_VALUESTOLEN2 (Was UK4)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (O\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**O\_REPORT (Was UK6A)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF O\_NUMBER > 1 OR O\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**O\_NOTREPORT (Was UK7)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (O\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Realised too late after the incident / too long had passed
  18. Know to report fraud incidents directly to Action Fraud
  19. Other (please specify)
- Don't know / can't remember

**O\_REPACTIONFRAUD (Was UK7A)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

[Can I just check, did IF NOTREPORT = 18] [Did IF NOTREPORT = NOT 18] you report the [most recent IF O\_NUMBER > 1 OR O\_CHK > 1] incident to Action Fraud?

1. Yes
2. No
9. Don't know

**O\_KNOWACTIONFRAUD (Was UK7A)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT REPORT TO ACTION FRAUD (O\_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (O\_NOTREPORT NOT EQUAL TO 18) AND NOT ASKED IN SECTION M OR N (M\_KNOWACTIONFRAUD AND N\_KNOWACTIONFRAUD NOT ANSWERED)

SINGLE CODE

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

1. Yes
2. No
9. Don't know

**O\_INSURANCE (Was UK8)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

**O\_NOCLAIM (Was UK8A)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY (O\_INSURANCE = 2)

MULTI CODE

Why didn't you make a claim to an insurance company?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. There was no insurance requirement
  04. They occur too frequently
  05. Don't have the time; inconvenient
  06. Would increase insurance cost
  07. Tried to / was unable to contact insurance company
  08. Don't have an insurance policy
  09. Someone else is responsible for insurance claims (e.g. Head Office)
  10. Other (please specify)
- Don't know / can't remember

**O\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (O\_NUMBER > 0 OR O\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**O\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (O\_NUMBER > 0 OR O\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (O\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

# OTHER FORMS

## P CYBER CRIME

[INSTRUCTION TO SCRIPTER: ASK ALL IN INFORMATION AND COMMUNICATION SECTOR (SAMPLESECTOR = 3). OTHERWISE, SELECT 50% to ANSWER AT RANDOM (IF SAMPLESECTOR = 1, 2 or 4)] AND ALL WHO USE COMPUTERS (P\_COMPUTER = 1)

### **P\_FIRSTINFO (Was N1NW)**

DISPLAY TO ALL CATI SCRIPT (METHOD = 2) WHO USE COMPUTERS (P\_COMPUTER = 1)  
INFO SCREEN

I'm now going to ask about any computer crime that may have been committed against your business [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

### **P\_CONTINUE (Was NCHECK)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

DO NOT READ OUT: IF RESPONDENT SPONTANEOUSLY SAYS THEY CANNOT ANSWER QUESTIONS ON COMPUTER CRIME AS A MATTER OF COMPANY POLICY RECORD HERE

1. Happy to proceed
2. Company policy not to provide information on computer crime

### **P\_CONTINUE2 (Was NCHECK2)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO DO NOT WANT TO CONTINUE (P\_CONTINUE = 2) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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 you or your business.

We would be grateful if you could answer.

1. Yes – happy to proceed
2. No – still not willing to answer

**P\_CONTINUEWHY (Was NCHECKWHY)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO DO NOT WANT TO CONTINUE (P\_CONTINUE2 = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

- 01. Fear of negative publicity / damage to reputation
  - 02. Fear of being attacked as a result / do not want to expose weaknesses
  - 03. Do not want competitors to know
  - 04. No-one will do anything about it
  - 05. Do not regard them as crimes
  - 06. Don't know who to report to
  - 07. It's company policy
  - 08. No reason
- Refused

**P\_INFO (Was N2NWA)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1 OR P\_CONTINUE2 = 1) AND CATI SCRIPT (METHOD = 2)

INFO SCREEN

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.

**P\_CYBERTYPE (Was N2NWA)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1 OR P\_CONTINUE2 = 1) AND CATI SCRIPT (METHOD = 2)

**MULTI CODE**

ONLY SHOW CODE 5 ONLY IF HAS A WEBSITE (P\_WEBSITE = 1)

ONLY SHOW CODE 6 ONLY IF INFORMATION AND COMMUNICATION SECTOR (SAMPLESECTOR = 3)

ONLY SHOW CODE 8 ONLY IF INFORMATION AND COMMUNICATION SECTOR (SAMPLESECTOR = 3)

[In the last 12 months IF LENGTHOP IS NOT CODE 1] [Since this business has been at these premises IF LENGTHOP = 1] has anyone...

READ OUT AND CODE ALL THAT APPLY

1. Accessed the computers, networks or servers without permission? INTERVIEWER, IF NECESSARY: This is usually called hacking.
2. Stolen money from you electronically? INTERVIEWER, IF NECESSARY: For example, through online banking
3. Stolen money after sending you fraudulent messages or redirecting you to a fake website? INTERVIEWER, IF NECESSARY: this is usually called phishing
4. Stolen confidential information like staff or customer data from you electronically?
5. Defaced, damaged or taken down the business website
6. Downloaded unlicensed or stolen software to your computers or network, whether accidentally or on purpose?
7. Or did any computers become infected with a virus or another computer infection like spyware or malware?
8. And, in the last 12 months has the business at these premises experienced theft of intellectual property?
9. Have there been any other types of computer crime? (please specify)

DO NOT READ OUT: None of the above

**P\_CYBERTYPENUM (Was N2NWA)**

ASK IF AT LEAST ONE CYBER CRIME (P\_CYBERTYPE = 1 -9) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 100,000)

ONLY SHOW CODES SELECTED AT P\_CYBERTYPE

And how many times [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] did ...

READ OUT AND RECORD NUMBER FOR EACH

IF DK ASK: Approximately how many?

1. Anyone access the computers, networks or servers without permission?
2. Anyone steal money from you electronically?
3. Anyone steal money after sending you fraudulent messages or redirecting you to a fake website?
4. Anyone steal confidential information like staff or customer data from you electronically?
5. Anyone deface, damage or take down the business website?
6. Anyone download unlicensed or stolen software to your computers or network, whether accidentally or on purpose?
7. Any computers become infected with a virus or another computer infection like spyware or malware?
8. The business at these premises experience theft of intellectual property?
9. [VERBATIM FROM CODE 9 AT P\_CYBERTYPE]

[INSTRUCTION TO SCRIPTER: SET P\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT P\_CYBERTYPENUM]

**P\_VIRUS (Was N2NWC)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1 OR P\_CONTINUE2 = 1) AND IF COMPUTER BEEN INFECTED (P\_CYBERTYPE = 7) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

You said that you experienced a computer virus or other computer infection like spyware or malware [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]. Did this infect your computer as a direct result of opening an email or a web link?

1. Yes
2. No
9. Don't know

**P\_RECENT (Was N6NW)**

DISPLAY IF MORE THAN ONE CYBER CRIME (P\_NUMBER > 1) AND CATI SCRIPT (METHOD = 2)

INFO SCREEN

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.

**P\_DOWNLOAD**

ASK IF EXPERIENCED ILLEGAL DOWNLOAD OF SOFTWARE (P\_CYBERTYPE = 6) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

You said that someone downloaded unlicensed or stolen software to your computers or network. Was this deliberate or accidental?

1. Deliberate
2. Accidental
7. Refused
9. Don't know

**P\_IMPACTDOWNLOAD**

ASK IF EXPERIENCED ILLEGAL DOWNLOAD OF SOFTWARE (P\_CYBERTYPE = 6) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

Has the business suffered financial loss as a result of unlicensed or stolen software being downloaded?

1. Yes
2. No
7. Refused
9. Don't know

**P\_RECENTCYBER (Was N7NW)**

ASK IF EXPERIENCED MORE THAN ONE TYPE OF CYBER CRIME (CYBERTYPE = MORE THAN ONE RESPONSE) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

ONLY SHOW CODES SELECTED AT P\_CYBERTYPE

Was the most recent incident...

**READ OUT**

1. Someone accessing the computers, networks or servers without permission? INTERVIEWER, IF NECESSARY: This is usually called hacking.
2. Someone stealing money from you electronically? INTERVIEWER, IF NECESSARY: For example, through online banking
3. Someone stealing money after sending fraudulent messages or redirecting you to a fake website? INTERVIEWER, IF NECESSARY: this is usually called phishing
4. Someone stealing confidential information like staff or customer data from you electronically?
5. Someone defacing, damaging or taking down the business website?
6. Someone downloading unlicensed or stolen software to your computers or network, whether accidentally or on purpose?
7. Computers becoming infected with a virus or another computer infection like spyware or malware?
8. Theft of intellectual property?
9. [VERBATIM FROM CODE 9 AT P\_CYBERTYPE]?

**P\_REMOTELY (Was N8NW2)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Was the [most recent IF P\_NUMBER > 1] incident caused by...

READ OUT

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

**P\_REPORT (Was NPOL)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Did you report the [most recent IF P\_NUMBER > 1] incident to the police?

1. Yes
2. No
9. Don't know

**P\_REFGIVEN (Was NPOLB)**

ASK IF REPORTED TO POLICE (P\_REPORT = 1) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Did the police give you a crime reference number for this incident?

1. Yes
2. No
9. Don't know

**P\_CRIMEREF (Was NPOLC)**

ASK IF REFERENCE NUMBER GIVEN BY POLICE (P\_REFGIVEN = 1) AND CATI SCRIPT (METHOD = 2)  
OPEN (LIMIT 20 CHARACTERS)

Please could you tell me the crime reference number for this incident?

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

Don't know

Refused

**P\_CRIMEREFDK**

ASK IF REFERENCE NUMBER GIVEN BY POLICE (P\_REFGIVEN = 1) AND DON'T KNOW WHAT CRIME REF IS (P\_CRIMEREFDK = DK)

SINGLE CODE

Why do you say you don't know the crime reference number for the incident? Because you...

**CATI: READ OUT**

1. Had one but threw it away
2. Had one but don't know where it is now
3. Someone else may know it but you don't
4. Or some other reason (specify)
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**P\_NOTREPORT (Was NPOLB)**

ASK IF INCIDENT NOT REPORTED TO POLICE (P\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. It's not a crime / it's just something that happens
  02. No loss or damage
  03. Too trivial (loss was so small / very low value)
  04. Police could not have done anything
  05. Police have not done anything in the past
  06. Police would not be interested
  07. There was no insurance requirement
  08. Inappropriate for the police; deal with matter ourselves
  09. Fear of reprisals
  10. They occur too frequently
  11. Reported to other authorities
  12. Don't have the time; inconvenient
  13. Would increase insurance cost
  14. Fear of negative publicity / impact on reputation of business
  15. Tried to / was unable to contact police
  16. Police came automatically / responded to an alarm
  17. Someone else reported the incident
  18. Know to report fraud incidents directly to Action Fraud
  19. Other (please specify)
- Don't know / can't remember

**P\_REPACTIONFRAUD (Was N7ACTFR)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

[Can I just check, did IF P\_NOTREPORT = 18] [Did IF NOTREPORT = NOT 18] you report the [most recent IF P\_NUMBER > 1] incident to Action Fraud?

1. Yes
2. No
9. Don't know

**P\_KNOWACTIONFRAUD (Was N7ACTFR)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND DID NOT REPORT TO ACTION FRAUD (P\_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (P\_NOTREPORT NOT EQUAL TO 18) AND NOT ASKED IN SECTION M, N OR O (M\_KNOWACTIONFRAUD AND N\_KNOWACTIONFRAUD AND O\_KNOWACTIONFRAUD NOT ANSWERED) AND CATI SCRIPT (METHOD = 2) SINGLE CODE

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

1. Yes
2. No
9. Don't know

**P\_REPOTHER (Was N7ANW)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Did you report the incident to any of the following ...

READ OUT AND CODE ALL THAT APPLY

1. Another law enforcement agency – such as the National Crime Agency (NCA)
  2. National Fraud Intelligence Bureau
  3. Your Internet Service Provider
  4. Your website hosting company
  5. Your bank / financial institution
  6. The organisation that provides you with computer security
  7. Any other body (please specify)
- None of the above

**P\_PROTECT (Was N8NW)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)

**MULTI CODE**

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

READ OUT AND CODE ALL THAT APPLY

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

**P\_SPENDIT (Was N10NW2)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)

**NUMERIC (RANGE 0 – 10,000,000)**

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

IF RESPONDENT IS UNSURE ASK: Approximately how much in pounds?

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT P\_SPENDIT2]

**P\_SPENDIT2 (Was N11)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1) AND NOT SURE OF SPEND ON IT (P\_SPENDIT = DK OR REF) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**P\_WORRY (Was NCONC)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

In general, how worried is your business at the premises about computer crime? Would you say it is...

READ OUT

1. Very worried
2. Fairly worried
3. Not very worried
4. Not at all worried
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**P\_PROBLEMCOMPCRIME (Was NPROB)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

And, in general, how much of a problem is computer crime to your business at the premises? Would you say it is...

READ OUT

1. A very big problem
2. A fairly big problem
3. Not a very big problem
4. No problem at all

- 7. DO NOT READ OUT: Refused
- 9. DO NOT READ OUT: Don't know

**P\_GROUP (Was N9NW)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

READ OUT

- 1. A loosely knit group
- 2. Or, an organised group of criminals
- 3. DO NOT READ OUT: Someone working alone
- 9. DO NOT READ OUT: Don't know

**P\_WHYGROUP (Was N9ANW)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND THINKS IT WAS AN ORGANISED GROUP (P\_GROUP = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

# Q EXPERIENCE OF ANTI-SOCIAL BEHAVIOUR

## Q\_INFO

DISPLAY TO ALL CATI SCRIPT (METHOD = 2)

INFO SCREEN

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.

## Q\_ANTISOC (Was ASBEXP)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

[In the last 12 months, IF LENGTHOP IS NOT CODE 1] has your business at these premises been affected by any sort of anti-social behaviour?

READ ONLY IF ASKED: 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
9. Don't know

**Q\_ WHATANTISOC (Was WHASBEX)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ ANTISOC = 1)

MULTI CODE

What sorts of anti-social behaviour has the business been affected by [in the last 12 months IF LENGTHOP IS NOT CODE 1]?

PROBE FULLY: What else?

INTERVIEWER: DO NOT CODE A SINGLE INCIDENT AS MORE THAN ONE TYPE OF ANTI-SOCIAL BEHAVIOUR: IF ONE INCIDENT OF ANTI-SOCIAL BEHAVIOUR COULD FIT INTO MORE THAN ONE CODE, PLEASE SELECT THE CODE CLOSEST TO WHAT IS BEING DESCRIBED.

INTERVIEWER: 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?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. Youths / teenagers / groups hanging about on the streets
  02. Street drinking / drunken behaviour / under-age drinking
  03. Vandalism, criminal damage or graffiti (e.g. to buildings, vehicles, bus shelters, phone boxes, trees or plants, etc.)
  04. 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.)
  05. Loud music or other noise (e.g. shouting, noisy cars, noise from pubs, etc.)
  06. People using or dealing drugs or evidence of drugs (e.g. 'discarded needles or other drug paraphernalia like foil or spoons, crack houses and premises selling new psychoactive substances or so called "legal highs"')
  07. People being intimidated, threatened, verbally abused or harassed (inc. on the grounds of race, religion, disability, sexual orientation, etc.)
  08. Environmental (e.g. Litter or rubbish (including fly-tipping) or dog fouling)
  09. 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 anti-social behaviour (please specify)
- OTHER CRIME

**Q\_EFFECTANTISOC (Was NEWASB)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ANTISOC = 1)

MULTI CODE

What impact have these types of anti-social behaviour had on your business at these premises [in the last 12 months IF LENGTHOP IS NOT CODE 1]?

PROBE FULLY: What effect has it had, or what has happened as a result?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. Off-putting for / prevents customers
  02. Financial loss to the business
  03. Time / Cost taken to clean or clear-up
  04. Upsetting/ Disruptive for staff
  05. Damage to the property
  06. General nuisance / annoyance / inconvenience
  07. Costs incurred for security/ added security
  08. Damage to the reputation or the business
  09. Little / minimal impact
  10. Other (please specify)
  11. No impact
- Refused  
Don't know

**Q\_PROBLEM (Was Q12E)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ANTISOC = 1)

SINGLE CODE

And can you tell me how much of a problem anti-social behaviour in general is for your business at these premises? Would you say it is...

READ OUT

1. A very big problem
2. A fairly big problem
3. Not a very big problem
4. No problem at all
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**Q\_AGRICANTI (Was QAGRIASB1)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ANTISOC = 1) AND AGRICULTURE (SAMPLESECTOR = 1)

MULTI CODE

Including anything you have already mentioned, has your business at these premises been affected by any of the following [in the last 12 months IF LENGTHOP IS NOT CODE 1]?

READ OUT AND CODE ALL THAT APPLY

1. Trespassing or any unauthorised access of your land or buildings
2. Poaching, hare coursing, illegal hunting
3. 'Lamping', quad biking or using other vehicles on your land without permission.
4. Unauthorised occupancy of land or buildings, for example unauthorised camping, parties or raves
5. Using your land for grazing animals without permission, sometimes called 'fly grazing'
6. People or dogs chasing or worrying livestock

DO NOT READ OUT: None of these

DO NOT READ OUT: Don't know

**Q\_LOSS (Was QAGRIASB2)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ANTISOC = 1) AND AGRICULTURE (SAMPLESECTOR = 1) AND EXPERIENCED AGRICULTURE ANTI-SOCIAL BEHAVIOUR (Q\_AGRICANTI = 1-6)

SINGLE CODE

Did any of these incidents result in a financial loss to your business at these premises?

1. Yes
2. No
9. Don't know

**Q\_VALUELOSS (Was QAGRIASB2)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ANTISOC = 1) AND AGRICULTURE (SAMPLESECTOR = 1) AND EXPERIENCED AGRICULTURE ANTI-SOCIAL BEHAVIOUR (Q\_AGRICANTI = 1-6) AND RESULTED IN FINANCIAL LOSS (Q\_LOSS = 1)

NUMERIC (RANGE: 0 - 1,000,000)

SOFT CHECK IF > 15,000: That sounds like quite a lot, please can you confirm the value for me again?

What was the total value in pounds 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 RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT Q\_VALUELOSS2]

**Q\_VALUELOSS2 (Was QAGRIASB3)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ANTISOC = 1) AND AGRICULTURE (SAMPLESECTOR = 1) AND EXPERIENCED AGRICULTURE ANTI-SOCIAL BEHAVIOUR (Q\_AGRICANTI = 1-6) AND RESULTED IN FINANCIAL LOSS (Q\_LOSS = 1) AND IF NOT SURE OF VALUE OF LOSS (Q\_VALUELOSS = DK OR REF)  
SINGLE CODE

Could you tell me which of the following is closest to the total value of the loss?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

# R CRIME PREVENTION

[SCRIPTER: ASK ALL WHO WERE NOT ASKED THE CYBER CRIME SECTION]

## **R\_INFO (was T1Intro)**

ASK ALL CATI SCRIPT (METHOD = 2)

INFO SCREEN

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.

## **R\_ALARM (was T1a)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you have a burglar alarm at your premises?

1. Yes
2. No
7. Refused
9. Don't know

## **R\_ALARMINSTALLED (was TX1)**

ASK IF BEEN A VICTIM OF ANY CRIME (BURGLARY = 1 OR ATTBURG = 1 OR DELDAM = 1 OR VEHTHEFT = 1 OR VEHCONTHEFT = 1 OR ROBBERY = 1 OR ATTROBB = 1 OR ASSAULT = 1 OR THEFT = 1-4 OR FRAUD = 1-3) AND HAS AN ALARM (R\_ALARM = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Was this installed in the last 12 months as a result of any crime we have talked about?

1. Yes
2. No
9. Don't know

## **R\_ALARMNOTICE (was TT2)**

IF HAS AN ALARM (R\_ALARM = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you have a notice explaining that an alarm system is in use on the premises?

1. Yes
2. No
9. Don't know

**R\_ALARMNOTICEINSTALL (WAS TX)**

ASK IF BEEN A VICTIM OF ANY CRIME (BURGLARY = 1 OR ATTBURG = 1 OR DELDAM = 1 OR VEHTHEFT = 1 OR VEHCONTHEFT = 1 OR ROBBERY = 1 OR ATTROBB = 1 OR ASSAULT = 1 OR THEFT = 1-4 OR FRAUD = 1-3) AND HAS A NOTICE ABOUT THE ALARM (R\_ALARMNOTICE = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Was this installed in the last 12 months as a result of any crime we have talked about?

1. Yes
2. No
9. Don't know

**R\_IFDOORPROTECT (was T7a)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you have any protective window and door measures in place at your premises?

1. Yes
2. No
7. Refused
9. Don't know

**R\_TYPEDOORPROTECT (was T7)**

ASK IF HAS PROTECTION FOR WINDOWS AND DOORS (R\_IFDOORPROTECT = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following protective window and door measures...

READ OUT AND CODE ALL THAT APPLY

1. Bars, gates, grilles or shatterproof glass on windows or doors
2. Shutters on windows or doors
3. Security window or door locks
4. Any other protective window or door measure (SPECIFY)?

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't know

**R\_WHICHDOORINSTALL (TX2b)**

ASK IF BEEN A VICTIM OF ANY CRIME (BURGLARY = 1 OR ATTBURG = 1 OR DELDAM = 1 OR VEHTHEFT = 1 OR VEHCNTHEFT = 1 OR ROBBERY = 1 OR ATTROBB = 1 OR ASSAULT = 1 OR THEFT = 1-4 OR FRAUD = 1-3) AND IF HAS WINDOW / DOOR PROTECTION (R\_TYPEDOORPROTECT = 1-4) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

ONLY SHOW ANSWERS GIVEN AT TYPEDOORPROTECT

And in the last 12 months, [was the measure IF ONLY ONE CODE OF 1 -4 AT TYPEDOORPROTECT] [were any of the following IF TYPEDOORPROTECT MORE THAN ONE CODE] that you just mentioned installed as a result of any crime we have talked about?

READ OUT AND CODE ALL THAT APPLY

1. The bars, gates, grilles or shatterproof glass on windows or doors
2. Shutters on windows or doors
3. Security window or door locks
4. [VERBATIM COMMENT FROM R\_TYPEDOORPROTECT = 4]

DO NOT READ OUT: None of the above

**R\_TYPEPROTECTOUTSIDE (was T4)**

ASK ALL CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following protective measures for the outside of the premises...

READ OUT AND CODE ALL THAT APPLY

1. Security lighting including sensor/timed lights
2. CCTV looking at the road or grounds outside
3. Barbed wire fencing or anti-climb walls
4. Intercoms or video-coms
5. Any other protective measures for the outside (SPECIFY)?

DO NOT READ OUT: None of these

**R\_WHICHOUTSIDEINSTALL (was TX3b)**

ASK IF BEEN A VICTIM OF ANY CRIME (BURGLARY = 1 OR ATTBURG = 1 OR DELDAM = 1 OR VEHTHEFT = 1 OR VEHCONTHEFT = 1 OR ROBBERY = 1 OR ATTROBB = 1 OR ASSAULT = 1 OR THEFT = 1-4 OR FRAUD = 1-3) AND HAS OUTSIDE PROTECTION MEASURES (R\_TYPEPROTECTOUTSIDE = 1-5) AND CATI SCRIPT (METHOD = 2)

ONLY SHOW ANSWERS GIVEN AT TYPEPROTECTOUTSIDE

MULTI CODE

And in the last 12 months, [was the measure IF ONLY ONE CODE OF 1 -5 AT TYPEPROTECTOUTSIDE] [were any of the following IF TYPEPROTECTOUTSIDE MORE THAN ONE CODE] that you just mentioned installed as a result of any crime we have talked about?

READ OUT AND CODE ALL THAT APPLY

1. Security lighting including sensor/timed lights
  2. CCTV looking at the road or grounds outside
  3. Barbed wire fencing or anti-climb walls
  4. Intercoms or video-coms
  5. [VERBATIM COMMENT FROM R\_TYPEPROTECTOUTSIDE = 5]
- DO NOT READ OUT: None of the above

**R\_IFPROTECTSTOCK (was T10a)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you have any crime prevention measures to protect stock, equipment or other assets at your premises?

This can include property marking, tagging or security cameras.

1. Yes
2. No
7. Refused
9. Don't know

**R\_TYPEPROTECTSTOCK (was T10)**

ASK IF HAS STOCK PROTECTION MEASURES (R\_IFPROTECTSTOCK = 1) AND CATI SCRIPT (METHOD = 2)  
MULTI CODE

ONLY SHOW CODE 4 IF RETAIL SECTOR (SAMPLESECTOR = 4)

Do you have any of the following measures to protect stock, equipment or other assets at your premises...

**READ OUT AND CODE ALL THAT APPLY**

01. Property marking or tagging of your equipment or stock, including SmartWater
02. Security cameras, lighting or mirrors inside your premises
03. Merchandise alarms
04. Signs to deter shoplifting
05. A secure workshop or storeroom for valuable items
06. A safe
07. Any other protective measures for stock or equipment (SPECIFY)?

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't know

**R\_WHICHSTOCKINSTALL (was TX4b)**

ASK IF BEEN A VICTIM OF ANY CRIME (BURGLARY = 1 OR ATTBURG = 1 OR DELDAM = 1 OR VEHTHEFT = 1 OR VEHCONTHEFT = 1 OR ROBBERY = 1 OR ATTROBB = 1 OR ASSAULT = 1 OR THEFT = 1-4 OR FRAUD = 1-3) AND IF HAS STOCK PROTECTION MEASURES (R\_TYPEPROTECTSTOCK = 1-7) AND CATI SCRIPT (METHOD = 2)

ONLY SHOW ANSWERS GIVEN AT R\_TYPEPROTECTSTOCK

MULTI CODE

And in the last 12 months, [was the measure IF ONLY ONE CODE OF 1 -7 AT R\_TYPEPROTECTSTOCK] [were any of the following IF R\_TYPEPROTECTSTOCK MORE THAN ONE CODE] that you just mentioned installed as a result of any crime we have talked about?

**READ OUT AND CODE ALL THAT APPLY**

1. Property marking or tagging of your equipment or stock, including SmartWater
2. Security cameras, lighting or mirrors inside your premises
3. Merchandise alarms
4. [Signs to deter shoplifting ONLY IF RETAIL (SAMPLESECTOR = 4)]
5. A secure workshop or storeroom for valuable items
6. A safe
7. [VERBATIM COMMENT FROM R\_TYPEPROTECTSTOCK = 7]

DO NOT READ OUT: None of the above

**R\_IFPROTECTVEH (was T11a)**

ASK IF VEHICLES OWNED / LEASED BY BUSINESS (VEHOWN = 1) AND CATI SCRIPT (METHOD = 2)

Do you have any crime prevention measures to protect vehicles?

1. Yes
2. No
7. Refused
9. Don't know

**R\_TYPEPROTECTVEH (was T11)**

ASK IF HAVE CRIME PREVENTION MEASURES TO PROTECT VEHICLES (R\_IFPROTECTVEH = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following measures...

READ OUT AND CODE ALL THAT APPLY

1. An alarm
2. Vehicle tracking system
3. Immobiliser
4. Steering lock
5. Security marking / tagging of vehicles, e.g. CESAR
6. Any other protective measures for vehicles (SPECIFY)?

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't know

**R\_WHICHVEHINSTALL (was TX5b)**

ASK IF BEEN A VICTIM OF ANY CRIME (BURGLARY = 1 OR ATTBURG = 1 OR DELDAM = 1 OR VEHTHEFT = 1 OR VEHCONTHEFT = 1 OR ROBBERY = 1 OR ATTROBB = 1 OR ASSAULT = 1 OR THEFT = 1-4 OR FRAUD = 1-3) AND IF ONE OR MORE PROTECTION MEASURES FOR VEHICLES (R\_TYPEPROTECTVEH = 1 – 6) AND CATI SCRIPT (METHOD = 2)

ONLY SHOW ANSWERS GIVEN AT R\_TYPEPROTECTVEH

MULTI CODE

And in the last 12 months, [was the measure IF ONLY ONE CODE OF 1 -6 AT R\_TYPEPROTECTVEH] [were any of the following IF R\_TYPEPROTECTSVEH MORE THAN ONE CODE] that you just mentioned installed as a result of any crime we have talked about?

READ OUT AND CODE ALL THAT APPLY

1. An alarm
2. Vehicle tracking system
3. Immobiliser
4. Steering lock
5. Security marking / tagging of vehicles, e.g. CESAR
6. [VERBATIM COMMENT FROM R\_TYPEPROTECTVEH = 6]

DO NOT READ OUT: None of these

**R\_SECURITY (was T13)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

[Do you employ anyone to control entrance into your premises?](#)

1. Yes
2. No
7. Refused
9. Don't know

**R\_WHOSECURITY (was T14a)**

ASK IF HAS SOMEONE SECURING ENTRANCE (R\_SECURITY = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following to control entry into your premises...

READ OUT AND CODE ALL THAT APPLY

1. A caretaker
2. A receptionist
3. Store detectives
4. Security guards / patrols
5. A guard dog
6. Someone / something else (SPECIFY)

**R\_WHYEMPLOYSINGLE**

ASK IF BEEN A VICTIM OF ANY CRIME (BURGLARY = 1 OR ATTBURG = 1 OR DELDAM = 1 OR VEHTHEFT = 1 OR VEHCONTHEFT = 1 OR ROBBERY = 1 OR ATTROBB = 1 OR ASSAULT = 1 OR THEFT = 1-4 OR FRAUD = 1-3) AND ONLY ONE THING TO SECURE ENTRANCE (R\_WHOSECURITY = ONE CODE ONLY) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

And did you hire them in the last 12 months, as a result of any crime we have talked about?

1. Yes
2. No
7. Refused
9. Don't know

**R\_WHYEMPLOY (was TX6b)**

ASK IF BEEN A VICTIM OF ANY CRIME (BURGLARY = 1 OR ATTBURG = 1 OR DELDAM = 1 OR VEHTHEFT = 1 OR VEHCONTHEFT = 1 OR ROBBERY = 1 OR ATTROBB = 1 OR ASSAULT = 1 OR THEFT = 1-4 OR FRAUD = 1-3) AND HAS ONE OR MORE THINGS TO SECURE ENTRANCE (WHOSESECURITY = MORE THAN ONE CODE) AND CATI SCRIPT (METHOD = 2)

ONLY SHOW ANSWERS GIVEN AT R\_WHOSECURITY

MULTI CODE

And did you hire any of the following in the last 12 months as a result of any crime we have talked about?

READ OUT AND CODE ALL THAT APPLY.

1. A caretaker
  2. A receptionist
  3. Store detectives
  4. Security guards / patrols
  5. A guard dog
  6. [VERBATIM COMMENT FROM R\_WHOSECURITY = 6]
- DO NOT READ OUT: None of these

**R\_CHECKSTAFF (was TCRB)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you carry out any security checks on staff who work at your premises?

IF NECESSARY: This includes things like DBS or CRB checking.

1. Yes
2. No
7. Refused
9. Don't know

**R\_WHYCHECKSTAFF (was TX7)**

ASK IF BEEN A VICTIM OF ANY CRIME (BURGLARY = 1 OR ATTBURG = 1 OR DELDAM = 1 OR VEHTHEFT = 1 OR VEHCONTHEFT = 1 OR ROBBERY = 1 OR ATTROBB = 1 OR ASSAULT = 1 OR THEFT = 1-4 OR FRAUD = 1-3) AND CONDUCTS STAFF SECURITY CHECKS (R\_CHECKSTAFF = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you start checking staff in the last 12 months as a result of any crime we have talked about?

1. Yes
2. No
9. Don't know

**R\_CRIMENETWORK (was QOTHAWANEW)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

1. Yes
2. No
9. Don't know

**R\_WHATNETWORK (was QOTHAWANEW)**

ASK IF PART OF CRIME PREVENTION NETWORK (R\_CRIMENETWORK = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Is this a...

READ OUT AND CODE ALL THAT APPLY.

1. Local crime and disorder partnership
2. Local community safety partnership
3. [Farm Watch, IF AGRICULTURE SECTOR (SAMPLESECTOR = 1)] Local Neighbourhood Watch, or Business Watch group
4. Local Business Crime Reduction Partnership
5. Local Business Improvement District
6. Ring-round scheme
7. Meetings between local businesses and police
8. Some other organisation (SPECIFY)?

DO NOT READ OUT: Don't know

**R\_OTHPREVENT (was TOther)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you have any other measures in place to protect your premises against crime that we have not already covered?

1. Yes
2. No
7. Refused
9. Don't know

**R\_WHATOTHPREVENT (was TOther2)**

ASK IF HAS OTHER PREVENTION MEASURE NOT ALREADY MENTIONED (R\_OTHPREVENT = 1)

OPEN

What other measures do you have in place that we have not already covered?

[WRITE IN]

Don't know

Refused

**R\_OTHPREVENTINSTALL (was TX8)**

ASK IF BEEN A VICTIM OF ANY CRIME (BURGLARY = 1 OR ATTBURG = 1 OR DELDAM = 1 OR VEHTHEFT = 1 OR VEHCONTHEFT = 1 OR ROBBERY = 1 OR ATTROBB = 1 OR ASSAULT = 1 OR THEFT = 1-4 OR FRAUD = 1-3) AND HAS OTHER PREVENTION MEASURE NOT ALREADY MENTIONED (R\_OTHPREVENT = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Were any of these other measures installed in the last 12 months as a result of any crime we have talked about?

1. Yes
2. No
9. Don't know

**R\_SECURESPEND (was T28)**

ASK ALL CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 1,000,000)

Can you estimate in pounds the total amount spent on security [at these premises during the last 12 months IF LENGTHOP NOT =1] [since being at these premises IF LENGTHOP = 1]?

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.

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT R\_SECURESPEND2]

**R\_SECURESPEND2 (was T29)**

ASK IF DON'T KNOW OR REFUSED TO SAY HOW MUCH THEY HAVE SPENT ON SECURITY (R\_SECURESPEND = DK OR REF) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

- 01. Nil or negligible
- 02. Up to 25 pounds
- 03. 26 to 50 pounds
- 04. 51 to 100 pounds
- 05. 101 to 250 pounds
- 06. 251 to 500 pounds
- 07. 501 to 750 pounds
- 08. 751 to 1000 pounds
- 09. 1001 to 2500 pounds
- 10. 2501 to 5000 pounds
- 11. 5001 to 10,000 pounds
- 12. 10,001 to 50,000 pounds
- 13. 50,001 to 100,000 pounds
- 14. 100,001 to 500,000 pounds
- 15. 500,001 to 1,000,000 pounds
- 16. More than 1,000,000 pounds
- 97. DO NOT READ OUT: Refused
- 99. DO NOT READ OUT: Don't know

**R\_POLICECONTACT (was T30)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Apart from any crimes you may have reported to the police [in the last 12 months if LENGTHOP NOT CODE 1] [since being at these premises IF LENGTHOP =1], has your business had any contact with the police about crime problems or crime prevention?

- 1. Yes
- 2. No
- 7. Refused
- 9. Don't know

**R\_POLICECONTACTTYPE (was T30a)**

ASK IF HAD CONTACT WITH POLICE (R\_POLICECONTACT = 1) AND CATI SCRIPT (METHOD = 2)

OPEN

What type of contact was this?

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

Don't know

**R\_POLICESATIS (was T31)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

In general, how satisfied or dissatisfied are you with the way the police deal with the crime problems facing businesses in this area?

Please think about crime generally, not just incidents you have experienced by your business at these premises. Are you...?

READ OUT

1. Very satisfied
2. Fairly satisfied
3. A bit dissatisfied
4. Very dissatisfied
5. DO NOT READ OUT: Can't comment / no experience of crime
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**R\_WHYPOLICEDISSAT (was T32)**

ASK IF DISSATISFIED WITH POLICE SERVICE (R\_POLICESATIS = 3-4) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why do you say you are dissatisfied?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. Police not seen in this area
  02. Take too long to react to incidents
  03. Do not react to alarms going off
  04. Do not catch or prosecute offenders
  05. Give little or no information back on reported crimes
  06. No day-to-day contact with police
  07. Not interested in reported crimes
  08. Nothing seems to change / crime levels remain the same
  09. Not enough police / police undermanned / not enough resources
  10. There is nothing the police can do
  11. Other (SPECIFY)
- Don't know

## S CONTEXT

### S\_TURNOVER (Was T40)

ASK ALL CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 – 99,000,000)

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?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

### S\_PUBLIC (Was T40a2)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Is your business at these premises ever open to the public?

READ ONLY IF ASKED: 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?

1. Yes
2. No
9. Don't know

### S\_PUBLICWEEK (Was T411)

ASK IF OPEN TO PUBLIC (S\_PUBLIC = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

How many hours are you open to the public on weekdays?

1. 1 – 8 hours
2. 9 – 12 hours
3. More than 12 hours
4. 24 hours a day

### S\_PUBLICWEEKEND (Was T40a2)

ASK IF OPEN TO PUBLIC (S\_PUBLIC = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

How many hours are you open to the public on weekends?

1. 1 – 8 hours
2. 9 – 12 hours
3. More than 12 hours
4. 24 hours a day
5. Not open to public at weekends

### S\_PUBLICNUM (Was TNEWFOOTFALL)

ASK IF OPEN TO PUBLIC (S\_PUBLIC = 1) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

How many visitors or customers come to your premises in an average week?

INTERVIEWER, IF NECESSARY: Could you give an estimate?

- 01. 100 or less
- 02. 101 – 200
- 03. 201 – 300
- 04. 301 – 400
- 05. 401 – 500
- 06. 501 – 600
- 07. 601 – 700
- 08. 701 – 800
- 09. 801 – 900
- 10. 901 – 1000
- 11. 1001 – 2000
- 12. 2001 – 3000
- 13. 3001 – 4000
- 14. 4001 – 5000
- 15. More than 5,000
- 97. Refused
- 99. Don't know

**S\_THEFTCUST (Was TCtheftprob)**

ASK IF OPEN TO PUBLIC (S\_PUBLIC = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

How much of a problem, if at all, is theft FROM customers? Is it...

- 1. A very big problem
- 2. Quite a big problem
- 3. Not much of a problem
- 4. Not a problem at all
- 9. Don't know

**S\_POLICEFORCE (Was PFORCE)**

ASK IF REPORTED AT LEAST ONE INCIDENT TO THE POLICE (ANY A\_REPORT TO P\_REPORT = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Earlier you told me that you had reported one or more incidents to the police. Can you tell me which police force you reported these incidents to?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. Avon and Somerset Constabulary
  02. Bedfordshire Police
  03. Cambridgeshire Constabulary
  04. Cheshire Police
  05. City of London Police
  06. Cleveland Police
  07. Cumbria Constabulary
  08. Derbyshire Constabulary
  09. Devon & Cornwall Constabulary
  10. Dorset Police
  11. Durham Constabulary
  12. Dyfed-Powys
  13. Essex Police
  14. Gloucestershire Constabulary
  15. Greater Manchester Police
  16. Gwent
  17. Hampshire Constabulary
  18. Hertfordshire Constabulary
  19. Humberside Police
  20. Kent Police
  21. Lancashire Constabulary
  22. Leicestershire
  23. Lincolnshire
  24. Merseyside
  25. Metropolitan Police
  26. Norfolk Constabulary
  27. North Wales
  28. North Yorkshire Police
  29. Northamptonshire Police
  30. Northumbria Police
  31. Nottinghamshire
  32. South Wales Police
  33. South Yorkshire
  34. Staffordshire Police
  35. Suffolk
  36. Surrey Police
  37. Sussex
  38. Thames Valley Police
  39. Warwickshire
  40. West Mercia Constabulary
  41. West Midlands
  42. West Yorkshire
  43. Wiltshire
  44. British Transport Police
  45. Other (please specify)
- Refused  
Don't know

**S\_DATALINK (Was CREF)**

ASK IF PROVIDED A CRIME REFERENCE NUMBER (ANY A\_CRIMEREFF TO L\_CRIMEREFF OR P\_CRIMEREFF = RESPONSE) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Earlier you provided us with [a crime reference number IF YES IN ONLY ONE OF A\_CRIMEREFF TO P\_CRIMEREFF] [crime reference numbers IF MORE THAN ONE 'YES' IN ANY OF A\_CRIMEREFF TO P\_CRIMEREFF]. Would it be acceptable for the Home Office to use [this IF YES IN ONLY ONE OF A\_CRIMEREFF TO P\_CRIMEREFF] [these IF MORE THAN ONE 'YES' IN ANY OF A\_CRIMEREFF TO P\_CRIMEREFF] to add information they hold on police recorded crime to your survey responses in order to better understand data quality and aid data analysis?

The matched information would be used for statistical purposes only, all data will be kept completely confidential and any results will be released in aggregate tables only.

READ ONLY IF ASKED: 'Aggregate' means added together with data from other organisations.

1. Yes
2. No

**S\_RECONTACT (Was T431)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

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?

1. Yes, agree to further contact
2. No, do not agree to further contact

**S\_RECORDING (Was NEWQ2)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

We said to you at the beginning of our call that we may be recording this interview for quality control purposes. Would you be happy for Ipsos MORI to pass your recording to our end client, the Home Office, if they also wish to hear some of the interviews?

You would not receive any marketing or sales contact from them as a result of this.

1. Yes
2. No

**QRECON**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Thank you. We may try to re-contact you in the next few weeks for quality control purposes, would that be OK?

1. Yes
2. No

**QNAME**

ASK ALL CATI SCRIPT (METHOD = 2) WHO AGREE TO BE CONTACTED (QRECON = 1)

OPEN

In that case could I just take a note of your name? This is only so we know who to ask for if we call again.

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

**SEX**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

CODE SEX

INTERVIEWER CODE, DO NOT ASK RESPONDENT

1. Male
2. Female

**COMPLETEEND**

DISPLAY TO ALL CATI SCRIPT (METHOD = 2)

INFO SCREEN

Thank you on behalf of Ipsos MORI and the Home Office.

If you have any queries regarding the survey or our company, I can give you the telephone number of the company or the Market Research Society Freephone number.

PROVIDE AS NECESSARY

Company number – 0131 561 4603

MRS Freephone number – 0500 39 69 99

Job number – 14-073796-01

INTERVIEWER: MRS can only provide confirmation that we are a genuine Market Research company.

Advance letter

The below is a copy of the advance letter that was posted to businesses in the Agriculture, forestry and fishing (A) sector for the 2015 Commercial Victimization Survey. The back of the letter contained a link to complete the online Experience of Crime Sheet and a unique username.



«Contact»  
«ConfirmJobTitle»  
«CompanyName»  
«AddressLine1»  
«AddressLine2»  
«AddressLine3»  
«City»  
«PostalCode»

2 Marsham Street  
London  
SW1P 4DF




**COMMERCIAL VICTIMISATION SURVEY 2015**

Dear Sir/Madam,

We are writing to ask for your help with an important study about crimes against businesses in England and Wales.

The study, which is endorsed by the National Farmer's Union and the Federation of Small Businesses, aims to collect accurate data about the nature, extent and cost of crimes committed against businesses. The Home Office, other Government Departments, and businesses use the data to:

- monitor crime trends,
- identify what needs to be done to reduce crime,
- find out what support, advice and information would be most helpful to businesses.

Participation is voluntary, but it is essential that businesses take part, to ensure action against crime is focused where it is most needed. We are interested in all business' concerns about crime, whether or not they have been a victim, to build the whole picture.

Ipsos MORI, the independent social research organisation, are carrying out the study on behalf of the Home Office. An Ipsos MORI interviewer will call you to conduct an interview over the telephone, or to arrange a convenient time to call back. The interview should take about 20 minutes.

Before the telephone interview, we would like you to complete a few questions online about your experience of crime (please turn over to find a weblink and your unique login details). If you do this, the interview will be around 5 minutes shorter. If you cannot, then please try and complete as much of the enclosed *Experience of Crime Sheet* as you can. You will find it much easier to answer the interview questions if you have looked up the information in advance and have the sheet to hand. You do not need to send it back to us.

The research findings will not identify you or your business. No personal or commercial information will be passed to anyone outside the Ipsos MORI research team. If you would like any more information about the study, please contact Ipsos MORI on 0808 141 5105 or at [businesscrimesurvey@ipsos.com](mailto:businesscrimesurvey@ipsos.com). The results of the surveys carried out in previous years can be found in the crime against businesses statistics collection here: <https://www.gov.uk/government/collections/crime-against-businesses>.

We hope that you will take part and thank you in advance for your assistance.

Yours faithfully,

  
Chris McKee  
Crime and Policing Statistics Programme  
Home Office



Commercial Victimization Survey (Agriculture) 14-073796 210915

## 8.2 Experience of Crime Sheet

The below is a copy of the four-page paper Experience of Crime sheet that was posted to businesses with the advance letter (shown above).

2015 COMMERCIAL VICTIMISATION SURVEY

EXPERIENCE OF CRIME SHEET

For each type of crime, there are two 'tick box' questions, and two where you have to write in a number. For each one we also ask for a crime reference number (where applicable) for the most recent incident experienced by your business at these premises.

Please read each question carefully, and give the most accurate answer you can. Answer the next question unless asked otherwise.

This questionnaire consists of four pages. Thank you in advance for your time.

	Has your business at these premises been a victim of this crime in the last 12 months?		How many times in the last 12 months?	Please estimate the total value of anything stolen in the most recent incident	Was the most recent incidence of this crime reported to the police?	
	Yes	No			Yes	No
<p><b>A. Has anyone got into the buildings belonging to the business at these premises without permission and STOLEN or TRIED TO STEAL anything?</b> <i>Please exclude incidents where employees or other people with access to the building let themselves in with a key or a pass. This must involve entry into a building without permission.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided						
<p><b>B. Has anyone ATTEMPTED but FAILED to get into the buildings belonging to the business at these premises without permission to STEAL something?</b> <i>There must be clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks, broken doors, etc.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided						
<p><b>C. Has anyone caused deliberate damage, including graffiti or arson, to these premises? This is apart from any damage caused during a burglary. Please 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.</b> <i>Do not include civil matters or anti-social behaviour such as trespassing, fly tipping, etc. unless there was deliberate or malicious damage caused as a result. Do not include incidents where someone has caused damage to the building by stealing something, for example stealing lead from the roof of the building. Incidents of this type should be recorded as 'other theft' later in the questionnaire.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided						

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The next few questions are about incidents of vehicle crime.

	Has your business at these premises been a victim of this crime in the last 12 months?		How many times in the last 12 months?	Please estimate the total value of anything stolen in the most recent incident	Was the most recent incidence of this crime reported to the police?	
	Yes	No			Yes	No
<p>D. Were any vehicles that or owned or leased by the business stolen from these premises or from somewhere else?</p> <p><i>Include all types of vehicle: cars and vans, lorries including those that need an HGV license, motorbikes, scooters and mopeds, plant that can be driven and tractors, JCBs or quad bikes, as well as any other industrial vehicles.</i></p> <p><i>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.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>

For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

<p>E. Apart from theft of any actual vehicles was anything stolen off or from any vehicles while they were at these premises or somewhere else?</p> <p><i>Please exclude personal possessions.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
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For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

The next few questions are about thefts from your business or from employees that involved force or where the offender threatened to use force.

<p>F. Has anyone stolen 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?</p> <p><i>Include theft by force of personal possessions as well as money, goods, equipment or other assets belonging to the business. Include theft by force from employees even if on duty away from the premises, for example professional drivers. Do not include theft by force of personal property from non-employees. Include incidents where the offender was an employee.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
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For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

	Has your business at these premises been a victim of this crime in the last 12 months?		How many times in the last 12 months?	Was the most recent incidence of this crime reported to the police?	
	Yes	No		Yes	No
<p><b>G. Did anyone ATTEMPT but FAIL to steal anything from the business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?</b></p> <p><i>Include attempted theft by force of personal possessions as well as money, goods, equipment or other assets belonging to the business. Include theft by force from employees even if on duty away from the premises, for example professional drivers. Do not include theft by force of personal property from non-employees. Include incidents where the offender was an employee.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

	Has your business at these premises been a victim of this crime in the last 12 months?		How many times in the last 12 months?	Was the most recent incidence of this crime reported to the police?	
	Yes	No		Yes	No
<p><b>H. Apart from anything that you have already mentioned, 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.</b></p> <p><i>This should NOT include incidents where the assault was really part of a theft or motivated only by desire to steal. This has already been covered by previous questions. This can include incidents of verbal assault but should NOT include assaults of customers.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

The next questions are about incidents where money, goods or assets, company property or services were stolen from the business at these premises. That is, apart from incidents involving violence or threats of violence, OR anything stolen during a burglary. Please include any instances when someone failed to pay for a service your businesses had provided them with.

	Has your business at these premises been a victim of this crime in the last 12 months?		How many times in the last 12 months?	Please estimate the total value of anything stolen in the most recent incident	Was the most recent incidence of this crime reported to the police?	
	Yes	No			Yes	No
<p><b>I. Has the business at these premises been a victim of theft by a customer?</b></p>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>

For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

	Has your business been a victim of this crime in the last 12 months?	How many times in the last 12 months?	Please estimate the total value of anything stolen in the most recent incident	Was the most recent incidence of this crime reported to the police?
J. Has the business at these premises been a victim of theft by an employee?	<input type="checkbox"/> <input type="checkbox"/>		£	<input type="checkbox"/> <input type="checkbox"/>

For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

K. Has the business at these premises been a victim of theft by someone else?	<input type="checkbox"/> <input type="checkbox"/>		£	<input type="checkbox"/> <input type="checkbox"/>
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For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

L. Was your business at these premises a victim of theft where you were UNABLE TO ESTABLISH who the offender was?	<input type="checkbox"/> <input type="checkbox"/>		£	<input type="checkbox"/> <input type="checkbox"/>
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For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

The next 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 purpose.

M. Has your business at these premises been a victim of fraud by an employee?	<input type="checkbox"/> <input type="checkbox"/>		£	<input type="checkbox"/> <input type="checkbox"/>
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For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

N. Has your business at these premises been a victim of fraud by someone else? <i>'Someone else' can include customers, distributors, suppliers, consultants or financial professionals who are not employed by the business.</i>	<input type="checkbox"/> <input type="checkbox"/>		£	<input type="checkbox"/> <input type="checkbox"/>
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For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

O. Has your business at these premises been a victim of fraud by someone unknown?	<input type="checkbox"/> <input type="checkbox"/>		£	<input type="checkbox"/> <input type="checkbox"/>
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For the most recent incident, were you or your business given a crime reference number? If so, please write in the box provided

Once you have finished please take a minute to check you have answered all the questions that you should have answered.

You will find it useful to have this sheet to hand when we call you. You do not need to return this sheet to Ipsos MORI.

## 8.3 Sample details

### 8.3.1 Sample received

**Appendix Table 1: Agriculture, forestry and fishing (A) sample received from IDBR, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	132	20	8	5	4	2	171
North West	385	67	21	15	9	8	505
Yorkshire and the Humber	377	73	28	18	17	6	519
East Midlands	354	87	31	31	17	12	532
West Midlands	404	72	28	16	19	30	569
East of England	372	128	48	39	39	23	649
London	19	10	3	3	5	3	43
South East	362	109	46	36	35	46	634
South West	796	127	37	22	26	6	1,014
Wales	467	46	14	5	9	1	542
<b>Total</b>	<b>3,668</b>	<b>739</b>	<b>264</b>	<b>190</b>	<b>180</b>	<b>137</b>	<b>5,178</b>

**Appendix Table 2: Construction (F) sample received from IDBR, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	152	27	17	22	29	29	276
North West	515	82	50	59	71	71	848
Yorkshire and the Humber	413	65	40	43	50	52	663
East Midlands	411	62	36	46	40	39	634
West Midlands	454	65	40	40	46	65	710
East of England	718	95	53	60	70	72	1,068
London	847	98	54	48	57	76	1,180
South East	988	125	70	72	81	110	1,446
South West	624	92	51	47	53	39	906
Wales	271	41	22	24	28	31	417
<b>Total</b>	<b>5,393</b>	<b>752</b>	<b>433</b>	<b>461</b>	<b>525</b>	<b>584</b>	<b>8,148</b>

Appendix Table 3: Wholesale and Retail (G) sample received from IDBR, by size band and sector

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	83	29	17	13	12	12	166
North West	307	92	50	41	41	42	573
Yorkshire and the Humber	232	67	40	29	32	27	427
East Midlands	209	58	33	28	26	28	382
West Midlands	258	70	41	31	35	36	471
East of England	278	76	44	36	35	37	506
London	443	110	58	43	49	51	754
South East	400	114	66	52	53	59	744
South West	269	77	43	32	28	32	481
Wales	131	38	21	16	12	15	233
<b>Total</b>	<b>2,610</b>	<b>731</b>	<b>413</b>	<b>321</b>	<b>323</b>	<b>339</b>	<b>4,737</b>

Appendix Table 4: Information and Communication (J) sample received from IDBR, by size band and sector

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	55	2	2	0	0	0	59
North West	202	7	6	3	2	2	222
Yorkshire and the Humber	162	6	5	2	1	0	176
East Midlands	155	7	5	3	1	0	171
West Midlands	189	6	6	2	2	1	206
East of England	257	11	8	4	3	2	285
London	749	26	22	9	8	7	821
South East	510	17	16	7	5	5	560
South West	315	9	8	2	3	1	338
Wales	149	3	3	0	0	0	155
<b>Total</b>	<b>2,743</b>	<b>94</b>	<b>81</b>	<b>32</b>	<b>25</b>	<b>18</b>	<b>2,993</b>

## 8.3.2 Sample released to screening stage

**Appendix Table 5: Agriculture, forestry and fishing (A) sample released to screening stage, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	105	17	3	3	2	1	<b>131</b>
North West	317	53	8	13	5	7	<b>403</b>
Yorkshire and the Humber	292	53	16	9	9	5	<b>384</b>
East Midlands	265	63	16	16	14	11	<b>385</b>
West Midlands	303	51	16	9	13	26	<b>418</b>
East of England	273	97	35	33	26	22	<b>486</b>
London	11	7	2	2	5	2	<b>29</b>
South East	260	77	29	23	24	41	<b>454</b>
South West	630	82	24	19	18	5	<b>778</b>
Wales	366	39	8	1	6	1	<b>421</b>
<b>Total</b>	<b>2,822</b>	<b>539</b>	<b>157</b>	<b>128</b>	<b>122</b>	<b>121</b>	<b>3,889</b>

**Appendix Table 6: Construction (F) sample released to screening stage, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	100	23	17	19	27	26	<b>212</b>
North West	359	68	45	55	61	61	<b>649</b>
Yorkshire and the Humber	272	56	35	39	45	47	<b>494</b>
East Midlands	288	54	32	44	37	30	<b>485</b>
West Midlands	313	48	40	36	37	49	<b>523</b>
East of England	504	79	47	58	63	59	<b>810</b>
London	418	74	41	41	42	63	<b>679</b>
South East	643	112	67	65	74	88	<b>1,049</b>
South West	466	76	47	42	46	36	<b>713</b>
Wales	192	33	20	20	27	27	<b>319</b>
<b>Total</b>	<b>3,555</b>	<b>623</b>	<b>391</b>	<b>419</b>	<b>459</b>	<b>486</b>	<b>5,933</b>

**Appendix Table 7: Wholesale and Retail (G) sample released to screening stage, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	64	27	15	11	12	11	140
North West	223	80	47	35	36	37	458
Yorkshire and the Humber	177	59	40	26	27	24	353
East Midlands	158	49	29	26	23	27	312
West Midlands	193	62	38	27	32	35	387
East of England	196	67	41	33	31	31	399
London	272	98	53	35	43	47	548
South East	295	100	62	48	46	56	607
South West	209	70	40	27	22	25	393
Wales	104	32	21	15	12	15	199
<b>Total</b>	<b>1,891</b>	<b>644</b>	<b>386</b>	<b>283</b>	<b>284</b>	<b>308</b>	<b>3,796</b>

**Appendix Table 8: Information and Communication (J) sample released to screening stage, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	20	1	2	0	0	0	23
North West	89	6	4	1	2	2	104
Yorkshire and the Humber	80	5	3	2	1	0	91
East Midlands	76	6	3	3	0	0	88
West Midlands	82	2	6	2	2	1	95
East of England	98	8	6	3	3	2	120
London	245	20	19	8	5	7	304
South East	211	12	9	7	5	4	248
South West	161	7	8	2	3	0	181
Wales	74	2	3	0	0	0	79
<b>Total</b>	<b>1,136</b>	<b>69</b>	<b>63</b>	<b>28</b>	<b>21</b>	<b>16</b>	<b>1,333</b>

## 8.3.3 Sample successfully screened

**Appendix Table 9: Agriculture, forestry and fishing (A) sample successfully screened, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>North East</b>	48	12	1	3	2	1	<b>67</b>
<b>North West</b>	166	34	7	10	3	5	<b>225</b>
<b>Yorkshire and the Humber</b>	156	33	11	8	6	4	<b>218</b>
<b>East Midlands</b>	119	41	14	13	11	7	<b>205</b>
<b>West Midlands</b>	166	33	9	8	10	18	<b>244</b>
<b>East of England</b>	133	64	25	22	18	16	<b>278</b>
<b>London</b>	2	5	1	0	4	2	<b>14</b>
<b>South East</b>	115	50	22	16	19	30	<b>252</b>
<b>South West</b>	339	52	17	12	13	3	<b>436</b>
<b>Wales</b>	193	25	4	1	3	1	<b>227</b>
<b>Total</b>	<b>1,437</b>	<b>349</b>	<b>111</b>	<b>93</b>	<b>89</b>	<b>87</b>	<b>2,166</b>

**Appendix Table 10: Construction (F) sample successfully screened, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>North East</b>	34	16	13	15	23	19	<b>120</b>
<b>North West</b>	95	33	28	42	38	48	<b>284</b>
<b>Yorkshire and the Humber</b>	92	32	23	30	32	31	<b>240</b>
<b>East Midlands</b>	83	35	22	34	28	17	<b>219</b>
<b>West Midlands</b>	105	29	30	28	29	35	<b>256</b>
<b>East of England</b>	149	46	36	40	48	40	<b>359</b>
<b>London</b>	158	40	22	28	31	38	<b>317</b>
<b>South East</b>	201	74	52	52	49	55	<b>483</b>
<b>South West</b>	131	41	33	32	33	29	<b>299</b>
<b>Wales</b>	74	18	11	15	21	21	<b>160</b>
<b>Total</b>	<b>1,122</b>	<b>364</b>	<b>270</b>	<b>316</b>	<b>332</b>	<b>333</b>	<b>2,737</b>

Appendix Table 11: Wholesale and Retail (G) sample successfully screened, by size band and sector

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	28	17	9	6	5	8	73
North West	105	49	34	24	21	21	254
Yorkshire and the Humber	83	34	21	19	18	15	190
East Midlands	78	35	17	17	16	21	184
West Midlands	102	49	29	21	23	28	252
East of England	89	48	26	25	23	22	233
London	135	62	33	25	31	28	314
South East	160	61	43	36	34	31	365
South West	106	53	29	20	16	22	246
Wales	60	17	15	6	10	7	115
<b>Total</b>	<b>946</b>	<b>425</b>	<b>256</b>	<b>199</b>	<b>197</b>	<b>203</b>	<b>2,226</b>

Appendix Table 12: Information and Communication (J) sample successfully screened, by size band and sector

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	10	1	2	0	0	0	13
North West	25	3	3	1	2	1	35
Yorkshire and the Humber	24	1	2	2	0	0	29
East Midlands	27	4	2	1	0	0	34
West Midlands	17	0	4	1	0	0	22
East of England	28	6	5	1	2	1	43
London	82	11	13	3	1	2	112
South East	74	8	6	7	3	4	102
South West	39	4	7	2	1	0	53
Wales	22	1	3	0	0	0	26
<b>Total</b>	<b>348</b>	<b>39</b>	<b>47</b>	<b>18</b>	<b>9</b>	<b>8</b>	<b>469</b>

## 8.3.4 Screening rates

**Appendix Table 13: Agriculture, forestry and fishing (A) screening rates, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>North East</b>	46%	71%	33%	100%	100%	100%	<b>51%</b>
<b>North West</b>	52%	64%	88%	77%	60%	71%	<b>56%</b>
<b>Yorkshire and the Humber</b>	53%	62%	69%	89%	67%	80%	<b>57%</b>
<b>East Midlands</b>	45%	65%	88%	81%	79%	64%	<b>53%</b>
<b>West Midlands</b>	55%	65%	56%	89%	77%	69%	<b>58%</b>
<b>East of England</b>	49%	66%	71%	67%	69%	73%	<b>57%</b>
<b>London</b>	18%	71%	50%	0%	80%	100%	<b>48%</b>
<b>South East</b>	44%	65%	76%	70%	79%	73%	<b>56%</b>
<b>South West</b>	54%	63%	71%	63%	72%	60%	<b>56%</b>
<b>Wales</b>	53%	64%	50%	100%	50%	100%	<b>54%</b>
<b>Total</b>	<b>51%</b>	<b>65%</b>	<b>71%</b>	<b>73%</b>	<b>73%</b>	<b>72%</b>	<b>56%</b>

**Appendix Table 14: Construction (F) screening rates, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>North East</b>	34%	70%	76%	79%	85%	73%	<b>57%</b>
<b>North West</b>	26%	49%	62%	76%	62%	79%	<b>44%</b>
<b>Yorkshire and the Humber</b>	34%	57%	66%	77%	71%	66%	<b>49%</b>
<b>East Midlands</b>	29%	65%	69%	77%	76%	57%	<b>45%</b>
<b>West Midlands</b>	34%	60%	75%	78%	78%	71%	<b>49%</b>
<b>East of England</b>	30%	58%	77%	69%	76%	68%	<b>44%</b>
<b>London</b>	38%	54%	54%	68%	74%	60%	<b>47%</b>
<b>South East</b>	31%	66%	78%	80%	66%	63%	<b>46%</b>
<b>South West</b>	28%	54%	70%	76%	72%	81%	<b>42%</b>
<b>Wales</b>	39%	55%	55%	75%	78%	78%	<b>50%</b>
<b>Total</b>	<b>32%</b>	<b>58%</b>	<b>69%</b>	<b>75%</b>	<b>72%</b>	<b>69%</b>	<b>46%</b>

Appendix Table 15: Wholesale and Retail (G) screening rates, by size band and sector

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	44%	63%	60%	55%	42%	73%	52%
North West	47%	61%	72%	69%	58%	57%	55%
Yorkshire and the Humber	47%	58%	53%	73%	67%	63%	54%
East Midlands	49%	71%	59%	65%	70%	78%	59%
West Midlands	53%	79%	76%	78%	72%	80%	65%
East of England	45%	72%	63%	76%	74%	71%	58%
London	50%	63%	62%	71%	72%	60%	57%
South East	54%	61%	69%	75%	74%	55%	60%
South West	51%	76%	73%	74%	73%	88%	63%
Wales	58%	53%	71%	40%	83%	47%	58%
<b>Total</b>	<b>50%</b>	<b>66%</b>	<b>66%</b>	<b>70%</b>	<b>69%</b>	<b>66%</b>	<b>59%</b>

Appendix Table 16: Information and Communication (J) screening rates, by size band and sector

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	50%	100%	100%	N/A	N/A	N/A	57%
North West	28%	50%	75%	100%	100%	50%	34%
Yorkshire and the Humber	30%	20%	67%	100%	0%	N/A	32%
East Midlands	36%	67%	67%	33%	N/A	N/A	39%
West Midlands	21%	0%	67%	50%	0%	0%	23%
East of England	29%	75%	83%	33%	67%	50%	36%
London	33%	55%	68%	38%	20%	29%	37%
South East	35%	67%	67%	100%	60%	100%	41%
South West	24%	57%	88%	100%	33%	N/A	29%
Wales	30%	50%	100%	N/A	N/A	N/A	33%
<b>Total</b>	<b>31%</b>	<b>57%</b>	<b>75%</b>	<b>64%</b>	<b>43%</b>	<b>50%</b>	<b>35%</b>

## 8.3.5 Sample successfully interviewed

**Appendix Table 17: Agriculture, forestry and fishing (A) sample successfully interviewed, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	25	7	1	1	1	1	36
North West	91	18	3	2	2	2	118
Yorkshire and the Humber	78	12	6	6	3	2	107
East Midlands	57	19	8	9	5	6	104
West Midlands	90	14	3	3	4	9	123
East of England	60	37	11	12	7	9	136
London	0	5	1	0	2	1	9
South East	55	25	12	7	6	13	118
South West	182	29	8	6	6	2	233
Wales	96	12	3	1	2	0	114
<b>Total</b>	<b>734</b>	<b>178</b>	<b>56</b>	<b>47</b>	<b>38</b>	<b>45</b>	<b>1,098</b>

**Appendix Table 18: Construction (F) sample successfully interviewed, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	10	9	4	6	8	5	42
North West	34	16	12	12	3	17	94
Yorkshire and the Humber	30	10	8	13	8	6	75
East Midlands	25	18	12	10	9	2	76
West Midlands	35	17	8	8	10	13	91
East of England	41	16	18	15	11	11	112
London	53	17	8	10	9	11	108
South East	65	39	18	24	13	24	183
South West	53	20	15	12	10	12	122
Wales	23	4	4	7	9	8	55
<b>Total</b>	<b>369</b>	<b>166</b>	<b>107</b>	<b>117</b>	<b>90</b>	<b>109</b>	<b>958</b>

**Appendix Table 19: Wholesale and Retail (G) sample successfully interviewed, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	15	8	2	3	1	3	32
North West	41	25	17	8	6	5	102
Yorkshire and the Humber	39	13	14	10	5	4	85
East Midlands	42	18	12	8	6	9	95
West Midlands	47	25	8	10	8	8	106
East of England	41	22	13	5	10	5	96
London	55	29	17	12	6	2	121
South East	73	35	30	14	10	6	168
South West	52	24	14	10	3	8	111
Wales	30	10	5	3	7	2	57
<b>Total</b>	<b>435</b>	<b>209</b>	<b>132</b>	<b>83</b>	<b>62</b>	<b>52</b>	<b>973</b>

**Appendix Table 20: Information and Communication (J) sample successfully interviewed, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	4	0	0	0	0	0	4
North West	13	1	1	0	0	0	15
Yorkshire and the Humber	9	0	2	1	0	0	12
East Midlands	11	2	1	1	0	0	15
West Midlands	7	0	1	0	0	0	8
East of England	9	4	2	1	1	1	18
London	30	2	4	3	0	0	39
South East	29	1	2	0	0	1	33
South West	22	0	3	0	1	0	26
Wales	4	1	2	0	0	0	7
<b>Total</b>	<b>138</b>	<b>11</b>	<b>18</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>177</b>

## 8.3.6 Main interviewing rates

**Appendix Table 21: Agriculture, forestry and fishing (A) main interview rates, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>North East</b>	52%	58%	100%	33%	50%	100%	<b>54%</b>
<b>North West</b>	55%	53%	43%	20%	67%	40%	<b>52%</b>
<b>Yorkshire and the Humber</b>	50%	36%	55%	75%	50%	50%	<b>49%</b>
<b>East Midlands</b>	48%	46%	57%	69%	45%	86%	<b>51%</b>
<b>West Midlands</b>	54%	42%	33%	38%	40%	50%	<b>50%</b>
<b>East of England</b>	45%	58%	44%	55%	39%	56%	<b>49%</b>
<b>London</b>	0%	100%	100%	N/A	50%	50%	<b>64%</b>
<b>South East</b>	48%	50%	55%	44%	32%	43%	<b>47%</b>
<b>South West</b>	54%	56%	47%	50%	46%	67%	<b>53%</b>
<b>Wales</b>	50%	48%	75%	100%	67%	0%	<b>50%</b>
<b>Total</b>	<b>51%</b>	<b>51%</b>	<b>50%</b>	<b>51%</b>	<b>43%</b>	<b>52%</b>	<b>51%</b>

**Appendix Table 22: Construction (F) main interview rates, by size band and sector**

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>North East</b>	29%	56%	31%	40%	35%	26%	<b>35%</b>
<b>North West</b>	36%	48%	43%	29%	8%	35%	<b>33%</b>
<b>Yorkshire and the Humber</b>	33%	31%	35%	43%	25%	19%	<b>31%</b>
<b>East Midlands</b>	30%	51%	55%	29%	32%	12%	<b>35%</b>
<b>West Midlands</b>	33%	59%	27%	29%	34%	37%	<b>36%</b>
<b>East of England</b>	28%	35%	50%	38%	23%	28%	<b>31%</b>
<b>London</b>	34%	43%	36%	36%	29%	29%	<b>34%</b>
<b>South East</b>	32%	53%	35%	46%	27%	44%	<b>38%</b>
<b>South West</b>	40%	49%	45%	38%	30%	41%	<b>41%</b>
<b>Wales</b>	31%	22%	36%	47%	43%	38%	<b>34%</b>
<b>Total</b>	<b>33%</b>	<b>46%</b>	<b>40%</b>	<b>37%</b>	<b>27%</b>	<b>33%</b>	<b>35%</b>

Appendix Table 23: Wholesale and Retail (G) main interview rates, by size band and sector

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	54%	47%	22%	50%	20%	38%	44%
North West	39%	51%	50%	33%	29%	24%	40%
Yorkshire and the Humber	47%	38%	67%	53%	28%	27%	45%
East Midlands	54%	51%	71%	47%	38%	43%	52%
West Midlands	46%	51%	28%	48%	35%	29%	42%
East of England	46%	46%	50%	20%	43%	23%	41%
London	41%	47%	52%	48%	19%	7%	39%
South East	46%	57%	70%	39%	29%	19%	46%
South West	49%	45%	48%	50%	19%	36%	45%
Wales	50%	59%	33%	50%	70%	29%	50%
<b>Total</b>	<b>54%</b>	<b>47%</b>	<b>22%</b>	<b>50%</b>	<b>20%</b>	<b>38%</b>	<b>44%</b>

Appendix Table 24: Information and Communication (J) main interview rates, by size band and sector

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	40%	0%	0%	N/A	N/A	N/A	31%
North West	52%	33%	33%	0%	0%	0%	43%
Yorkshire and the Humber	38%	0%	100%	50%	N/A	N/A	41%
East Midlands	41%	50%	50%	100%	N/A	N/A	44%
West Midlands	41%	N/A	25%	0%	N/A	N/A	36%
East of England	32%	67%	40%	100%	50%	100%	42%
London	37%	18%	31%	100%	0%	0%	35%
South East	39%	13%	33%	0%	0%	25%	32%
South West	56%	0%	43%	0%	100%	N/A	49%
Wales	18%	100%	67%	N/A	N/A	N/A	27%
<b>Total</b>	<b>40%</b>	<b>28%</b>	<b>38%</b>	<b>33%</b>	<b>22%</b>	<b>25%</b>	<b>38%</b>

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