Home Office

Crime against businesses: findings from the 2015 Commercial Victimisation Survey

Statistical Bulletin 03/16

Edited by: Laura Williams

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Contents

Conventions used in figures and tables

Table abbreviations

'0' indicates less than 0.5 (this does not apply when figures are presented to one decimal point).

'n/a' indicates that the question was not applicable or not asked in that particular year.

'-' indicates that figures are not reported because the unweighted base number of respondents is less than 50.

'..' indicates that there were no respondents in the category shown.

'*' indicates that a change or difference is statistically significant at the five per cent level. Where an apparent change over time is not statistically significant this is noted in the text.

Unweighted base

All CVS percentages and rates presented in the tables are based on data weighted to compensate for differential non response. Tables show the unweighted base which represents the number of business premises interviewed in the specified group.

Percentages

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

Most CVS tables present cell percentages where the figures refer to the percentage of business premises that have the attribute being discussed and the complementary percentage, to add to 100%, is not shown.

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

Year-labels on CVS figures and tables

The respondents' experience of crime relates to the 12 full months prior to interview (i.e. a moving reference period). Year-labels identify the CVS year of interview.

'No answers' (missing values)

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

List of figures

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Executive Summary

- Wholesale and retail premises have consistently experienced the highest levels of crime compared with other sectors (Figure E.1), but crime against the wholesale and retail sector fell significantly between the 2012 and 2015 CVS, showing a steady downward trend over time.

- Compared with 2014, a larger number of thefts have been identified as shoplifting (rather than theft by unknown persons) in the 2015 CVS, but the incidence rate of shoplifting offences has not changed significantly compared with the 2012 CVS. Similarly, the cost of shoplifting has remained steady compared with the 2012 CVS.

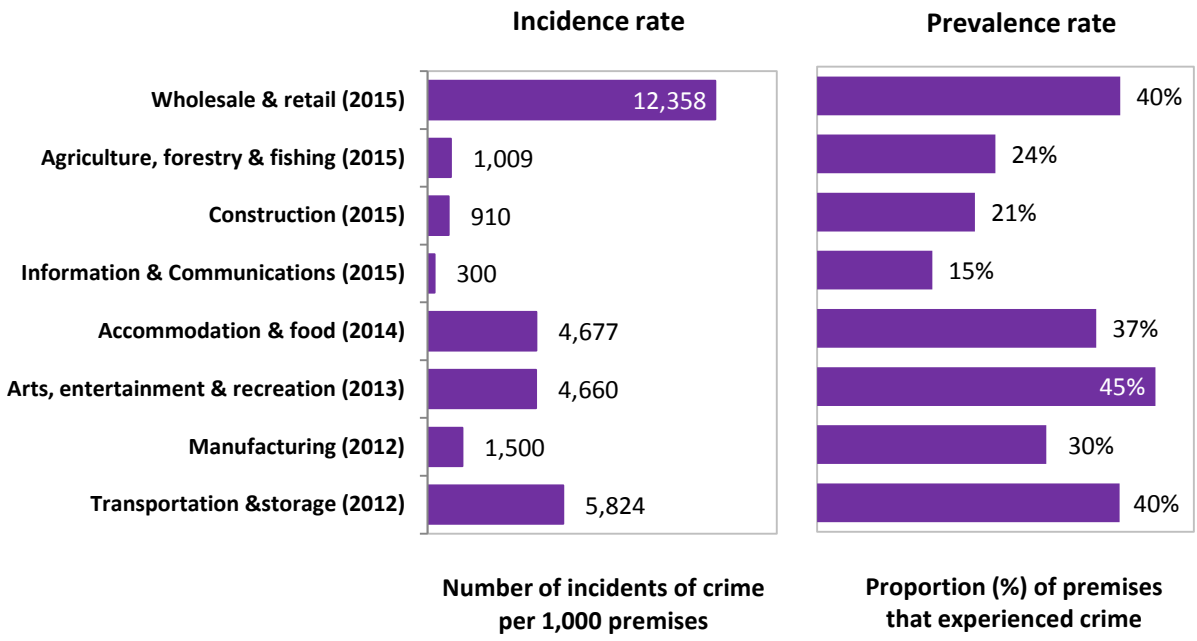
- The proportion of agricultural premises experiencing crime has fallen compared with the 2013 CVS. The trend in the overall crime rate also appears to be downward (not statistically significantly). Online crime against this sector was also measured for the first time in the 2015 CVS – the majority of this was made up of computer viruses.

- One fifth of businesses in the construction sector experienced crime in the 2015 survey year (compared with two fifths of wholesale and retail premises); businesses were most likely to experience theft from vehicles, burglary and other theft not related to vehicles. Over half of all incidents of crime experienced by this sector were assaults and threats or thefts.

- Information and communication premises are disproportionally affected by online crime: they experienced the lowest rate of 'traditional' crime but the highest rate of online crime across all sectors surveyed in 2012 to 2015. Furthermore, a third of the 'traditional' crime against this sector was fraud.

- The majority of premises across all sectors surveyed in 2012 to 2015 were satisfied with the way police handle crime in their area.

Figure E.1: Incidents of all crime measured by the CVS (excluding online crime) per 1,000 premises and proportion of premises that were victims, by sector, 2012 to 2015 CVS



Introduction

This is the first release of data from the 2015 Commercial Victimisation Survey (CVS), a sample survey that examines the extent of crime against business premises in England and Wales. The CVS was previously run in 1994, 2002, 2012, 2013 and 2014, and is planned to be repeated in 2016 and 2017.

Each year a selection of industry sectors, defined by the UK Standard Industrial Classification 2007 (SIC), is included in the CVS. The 2015 CVS focused on premises in four industry sectors. These were defined by SIC sections A (agriculture, forestry and fishing), G (wholesale and retail trade), F (construction) and J (information and communication). Between them, these four sectors accounted for just over two-fifths all business premises in England and Wales in 2015.

In 2012 and 2013, four sectors were included in the survey, with a target of 1,000 interviews in each. In 2014 the number of premises sampled in the wholesale and retail sector was doubled, and only two other sectors were included; this was to allow more detailed analysis of trends in this sector due to high levels of interest in it. In 2015 the CVS returned to sampling four sectors; however, the target number of interviews for the information and communication sector was limited to 200 (compared with 1,000 interviews in the other three sectors) to allocate resource to a feasibility study for a potential survey of head offices, which is briefly outlined in Annex A. The limited sample size for the information and communication sector does not allow for any detailed analysis, but was intended as an initial exploratory sample of the sector to produce indicative headline estimates and inform potential further surveys of this sector.

Two of the four sectors included in the 2015 survey were also included in past surveys (wholesale and retail – 2012 to 2015, agriculture, forestry and fishing – 2013 to 2015), while the other two sectors had not been surveyed before, thus expanding the understanding of crimes against businesses by broadening the scope. This bulletin is therefore a combination of time-series analysis (where applicable) and exploratory new analysis.

Decisions in relation to which sectors should be included were made following discussions with the CVS Steering Group, and in response to user needs. The sectors covered in future surveys will be decided in the same way, and we welcome all suggestions and feedback on this. If you would like to provide feedback, please email crimeandpolicestats@homeoffice.gsi.gov.uk.

TRENDS OVER TIME & SURVEY COVERAGE

Three to four years' data are now available for some sectors, showing trends in crime over time. However, comparisons between adjacent survey years should be treated with caution, as the relatively small sample sizes associated with each sector in the survey cause year-on-year estimates to fluctuate. The true trends are expected to become more apparent over the longer term.

It is important to note that although the Interdepartmental Business Register (IDBR), the sampling frame for the survey, covers 99 per cent of UK businesses, there will be some small businesses and recently started businesses that are not covered. As a result, these will be excluded from the survey.

TERMINOLOGY

Throughout the analysis presented in this bulletin, and its associated tables, there are four key measures of the extent of business crime presented. These focus on incidence, i.e. the number of crimes respondents said their business premises had experienced in the last 12 months prior to interview, and prevalence, i.e. the number of businesses that were victims in the same reference period. The main measures are as follows:

- Total incidence – also referred to as the total crime count. This is the total number of incidents of crime experienced by business premises sampled from a particular sector. This is weighted (i.e. scaled-up) to represent the population of business premises as a whole in that sector.

- Incidence rate – also referred to as the crime rate. This is the total number of incidents of crime, divided by the total number of business premises in the given sector. The numbers are then multiplied by 1,000 to give the number of crimes per 1,000 premises, to allow the figures to be compared more easily. For example, comparing an incidence rate of 0.02 crimes per premises is generally not as easy to understand as a rate of 20 crimes per 1,000 premises.

- Total prevalence – also referred to as the total victim count. This is the total number of premises that have been victims of crime. This is weighted (i.e. scaled-up) to represent the population of business premises as a whole.

- Prevalence rate – also occasionally referred to as the victimisation rate. This is the total number of business premises that were victims of crimes, divided by the total number of premises in that sector, multiplied by 100 to give percentages. This gives the proportion of business premises that were victims.

Another measure that is presented is repeat victimisation (also known as crime concentration). This is the number of times each victim (business premises) has experienced a particular crime. It is calculated by dividing the total number of crimes by the total number of premises that were victims. It is different from the incidence rate, which divides the total number of crimes by the total number of premises (i.e. including victims and non-victims).

Some measures are based on CVS questions which are asked about the most recent incident of a particular crime type. These include reporting of the most recent incident to the police, receiving a crime reference number for the incident, perception of the incident as being carried out by an organised group of criminals, the costs of items stolen on this occasion, and others. Where such measures are presented, they are described as proportions of respondents who made a specific statement about the latest incident of a particular crime type they experienced. It is important not to interpret these measures as *rates* (i.e. proportions of the total number of incidents). This is made clear in the text of the bulletin.

The CVS also asks a half-sample of those respondents who use computers at their premises about their experience of online crime. Online crime covers a range of crime types carried out over computer networks:

1. **Hacking**: having a computer, network or server accessed without permission;
2. **Online theft of money**: having money stolen electronically (e.g. through online banking);
3. **Phishing**: having money stolen after responding to fraudulent messages or being redirected to fake websites;
4. **Online theft of information**: having confidential information stolen electronically (such as staff or customer data);
5. **Website vandalism**: having a website defaced, damaged or taken down; and
6. **Viruses**: having computers infected with files or programmes intended to cause harm;
7. **Other online crimes**: Any other online crimes which do not fall into the above categories.

Online crime is not included within the main CVS crime count to avoid double-counting, as there may be some duplication between online crime and fraud. Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime according to the Home Office Counting Rules.

SIGNIFICANCE TESTING & CONFIDENCE INTERVALS

To analyse the responses to a sample survey such as the CVS, it is important to take into account the level of uncertainty introduced by using a sample, instead of the whole population of business premises in England and Wales. To compare levels of crime in different years, statistical significance testing was carried out on the measures of crime described above, where appropriate. This technique is used to determine whether an observed difference is likely to be genuine (statistically significant), rather than due to chance. Unless otherwise stated, all significance testing has been done at the 95 per cent level, as is common for many surveys.

Ninety-five per cent confidence intervals (error margins) have also been constructed. This is another statistical tool, closely related to significance testing. Where confidence intervals around two numbers do not overlap, the difference between the values is statistically significant. It is important to note that the opposite is not always true, i.e. overlapping confidence intervals do not always indicate a lack of statistical significance. To determine whether differences were statistically significant in such cases, formal significance testing was used. For further detail on these statistical tools, see the Technical Annex.

DATA TABLES

The 2015 CVS headline tables include breakdowns, by sector and size band, of the following:

- The total number of incidents of crime (incidence, or crime count);
- The number of incidents of crime per 1,000 premises (incidence rate, or crime rate);
- The total number of victims of crime (prevalence, or victim count);
- The proportion of premises that experienced crime (prevalence rate, or victimisation rate).

The 2015 CVS comparison tables include comparisons of data from the 2015 CVS with data from the 2012, 2013 and 2014 CVS for those sectors where previous years' data are available. Comparisons are shown for incidence rates, prevalence rates, proportions of respondents who reported the latest incident to the police, proportions of respondents who perceived the latest incident to be an organised crime and the average numbers of incidents per victim. Statistically significant year-on-year changes are highlighted, and confidence intervals for the incidence and prevalence (by crime type) are also given. The 2015 CVS anti-social behaviour, perceptions of policing and worry about online crime tables show data which are discussed in Chapter 5. Methodology tables are also provided.

Please note that some estimates used in the bulletin are not formally presented in the published data tables. These figures can either be derived by users from the raw CVS data published via the UK Data Service, or requested directly from the Home Office in ODS format if required by users. Please see the further information below for contact details.

FACT SHEETS & INFOGRAPHIC

Summaries of the key findings from the 2015 CVS are available in sector-specific fact sheets for the wholesale & retail, agriculture, forestry & fishing and construction sectors. A fact sheet for the information and communication sector is not provided, as the 2015 CVS infographic provides a visual summary of most of the key findings for this sector, as well as key findings for the other three sectors.

FURTHER INFORMATION

The dates of forthcoming publications are pre-announced and can be found via the gov.uk statistics release calendar. For further information about the Commercial Victimisation Survey please email crimeandpolicestats@homeoffice.gsi.gov.uk.

Home Office Responsible Statistician

Damon Wingfield, Crime & Policing Statistics Programme Director
Contact via crimeandpolicestats@homeoffice.gsi.gov.uk.

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1 Crime against wholesale & retail premises

1.0 INTRODUCTION

In the 2015 Commercial Victimisation Survey (CVS), 972 respondents from premises in the wholesale and retail sector were asked if they had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced. This business sector includes retailers, wholesalers and motor vehicle trade and repair businesses.

The wholesale and retail sector has now been included in the CVS for four years, allowing comparisons over this period. This chapter presents comparisons with data from the 2014 CVS (i.e. the previous year) and the 2012 CVS (i.e. the first year of the current time series). The relatively small sample size of the survey, coupled with the relatively small magnitude of changes from one year to the next, makes detecting changes between adjacent years difficult, so the most prominent changes in crime against this sector are visible over the four-year period, rather than in comparison with the 2014 CVS. More information will become available in future years as longer trends develop. Comparisons with 2012 and 2014 figures[1], along with the results of statistical significance testing and confidence intervals, are presented in the 2015 CVS Comparison Tables.

The 2015 CVS also collected information on areas such as online crime, organised crime, cost of crime, and reporting to the police. These findings, and information on repeat victimisation (average number of crimes per victim), are presented in the accompanying 2015 CVS Headline Tables. All data are weighted to ensure that the sample is representative of wholesale and retail businesses in England and Wales as a whole.

Please refer to the introduction to this report for further information about the content of data tables accompanying the publication.

1.1 KEY FINDINGS

- **Crime against the wholesale & retail sector fell significantly between the 2012 and 2015 CVS.** The number of incidents experienced by this sector fell from 7.7 million in 2012 to 4.7 million in 2015. This fall was statistically significant and largely driven by falls in thefts (down by 2.3 million).

- **The proportion of premises that experienced a crime fell significantly between the 2012 and 2015 CVS.** In the 2015 survey year, two-fifths (40%) of premises in this sector experienced a crime in the 12 months prior to interview, compared with more than half (53%) in the 2012 CVS.

- **Compared with 2014, more thefts have been identified as shoplifting in the 2015 CVS.** The rate of thefts by unknown persons (where the offender was not identified) shows a statistically significant fall, by 1,995 incidents per 1,000 premises, compared with the 2014 CVS. This occurs alongside an increase in customer thefts by a similar amount (not statistically significant) and may reflect a rise in the number of thefts where the offender was identified.

- **Larger businesses in this sector experienced higher crime rates than smaller businesses.** In 2015, those premises in the wholesale and retail sector with 50 or more employees experienced more than twice as many crimes on average (96,212 incidents per 1,000 premises) than those with 10-49 employees (38,847 incidents per 1,000 premises), and 20 times more than those with 1-9 employees (4,776 incidents per 1,000 premises).

[1] Premises from the wholesale and retail sector were previously also included in the 1994 and 2002 Commercial Victimisation Surveys. Due to changes in methodology between surveys and changes to the Standard Industrial Classification (SIC), estimates for this sector from the 2015 CVS can only be directly compared with the 2012, 2013 and 2014 surveys.

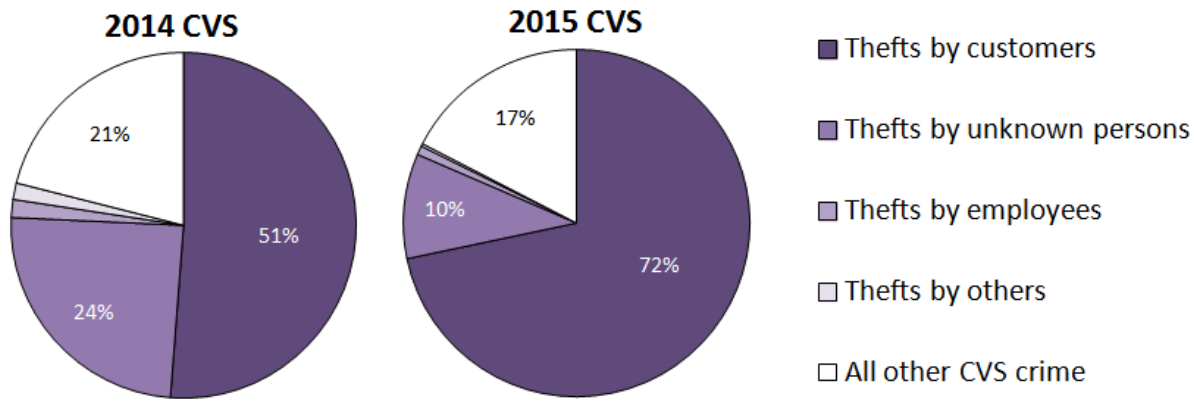
- **The cost of shoplifting has not changed significantly compared with the 2012 CVS.** The median cost per incident of shoplifting was estimated at £40, which is similar to the estimate of £35 in the 2012 CVS. Likewise, the median cost per victim (based on all incidents) has shown little fluctuation; in the 2015 CVS this was estimated at £300 per victim in the last year.

- **The 2015 CVS suggests that crime prevention measures do not always fully alleviate the risk of the crimes they are intended to prevent, but that many are effective to some extent.** For example, premises with a burglar alarm were less likely to have experienced burglary with entry (4% of premises) than those without (9%). The difference is not statistically significant.

1.2 EXTENT OF CRIME AGAINST WHOLESALE & RETAIL PREMISES

Wholesale and retail premises experienced 4.7 million crimes in the year prior to interview (Table 1.1). Of these, almost three-quarters (72%) were theft by customers (i.e. shoplifting, 3.3 million incidents). This proportion of crime attributed to thefts by customers is higher than in previous survey years (2012 to 2014) where it ranged from 51 per cent to 55 per cent of all crime. By contrast, the proportion of thefts by unknown persons (i.e. thefts where the offender could not be identified) has fallen to 10 per cent of all crime against this sector, compared with proportions of between a fifth and a quarter in each of the previous three survey years (Figure 1.1).

Figure 1.1: Thefts as proportions of all CVS crime, wholesale and retail sector, 2014 and 2015 CVS



Source: Home Office, 2015 CVS Headline Tables.

The breakdown of the theft figures is affected by the fact that it is not always possible to identify the offender. In the past it has been supposed that theft by unknown persons largely consists of theft by customers. The changes described above may suggest that in 2015, rather than there being a genuine change in the rate of thefts by unknown persons, the perpetrator has been identifiable in a higher proportion of cases, particularly as the combined proportion of wholesale and retail theft made up of shoplifting and theft by unknown persons has remained nearly constant, between 96 and 99 per cent.

The rate of all crime against the wholesale and retail sector fell significantly between the 2012 and 2015 CVS. The latest estimate of 4.7 million incidents shows a statistically significant fall compared with the 2012 CVS estimate of 7.7 million incidents. This fall appears to be largely driven by a fall in thefts (down by 2.3 million incidents).

Compared with the 2012 CVS, the proportion of premises experiencing crime has also fallen, from 53 per cent of premises to 40 per cent in the 2015 CVS – a statistically significant fall. By contrast, the average number of incidents experienced by each victim has remained unchanged.

Table 1.1: Experiences of crime in the last 12 months, wholesale and retail sector, 2015 CVS

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	**50**	**133**	**31**	**8**	**2**
Vandalism	**91**	**240**	**30**	**8**	**3**
All vehicle-related theft	**11**	**29**	**8**	**2**	**-**
All robbery (inc. attempts)	**123**	**326**	**7**	**2**	**-**
Assaults and threats	**401**	**1,062**	**31**	**8**	**13**
All theft	**3,854**	**10,203**	**93**	**25**	**41**
Thefts by customers	3,348	8,862	82	22	41
Thefts by employees	39	103	7	2	-
Thefts by others	12	31	4	1	-
Thefts by unknown persons	456	1,207	18	5	26
All fraud	**138**	**365**	**33**	**9**	**4**
ALL W&R CRIME	**4,669**	**12,358**	**152**	**40**	**31**

Unweighted base: 972 premises

Source: Home Office, 2015 CVS Headline Tables.
Table notes:
- A hyphen (-) indicates that a figure is not shown because its unweighted base is fewer than 50 respondents.
- Columns related to victims may not sum to the totals shown for all crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.

Table 1.2: Changes in crime in the wholesale & retail sector, 2015 compared with 2012 CVS

Crime type	Change in number of crimes per 1,000 premises		Percentage point change in % of premises experiencing		Change in average number of crimes experienced by each victim (premises)	
All burglary (inc. attempts)	***-203***	*	***-3***	*	***-1***	*
Vandalism	***-244***	*	***-8***	*	***0***	
All vehicle-related theft	***-42***	*	***-2***	*	***-***	
All robbery (inc. attempts)	***-306***		***-1***		***-***	
Assaults and threats	***-112***		***-2***		***+2***	
All theft	***-5,632***		***-7***	*	***-9***	
Thefts by customers	*-1,583*		*0*		*-8*	
Thefts by employees	*-540*	*	*-3*	*	*-*	
Thefts by others	*-108*		*-1*	*	*-*	
Thefts by unknown persons	*-3,402*	*	*-8*	*	*-9*	
All fraud	***-802***	*	***-4***	*	***-5***	*
ALL W&R CRIME	***-7,342***	*	***-12***	*	***-7***	

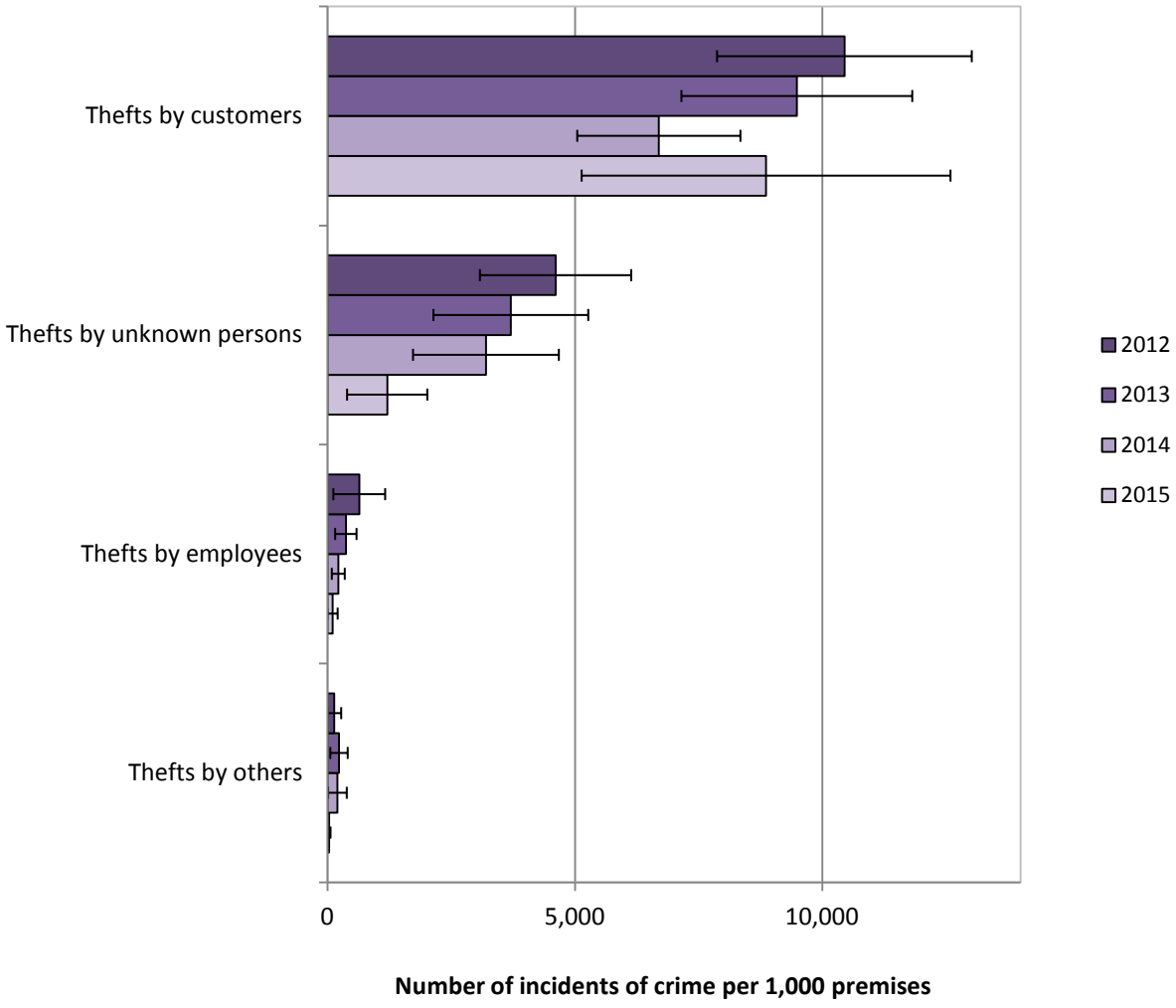
Source: Home Office, 2015 CVS Comparison Tables.
Table notes:
- A hyphen (-) indicates that a figure is not shown because its unweighted base is fewer than 50 respondents.
- Statistically significant changes are highlighted in bold italics with asterisks (*). Other changes are not significant.

Number of incidents per 1,000 premises

Theft by customers (shoplifting) remains the most common crime against the wholesale and retail sector, with an estimated 8,862 incidents per 1,000 premises (a total of 3.3 million incidents in the 12 months prior to interview), see Table 1.1 above.

In the 2015 CVS, the rate of thefts by customers appears to have increased compared with 2014, but this apparent change is not statistically significant. Simultaneously, the rate of thefts by unknown persons has fallen significantly over the same period, from 3,202 to 1,207 incidents per 1,000 premises (Figure 1.2). This is linked to the change in the proportions of theft incidents attributed to each type of theft offender – it is possible that in the 2015 CVS more thieves were identified as customers than in the 2014 CVS, where they were counted as "unknown persons".

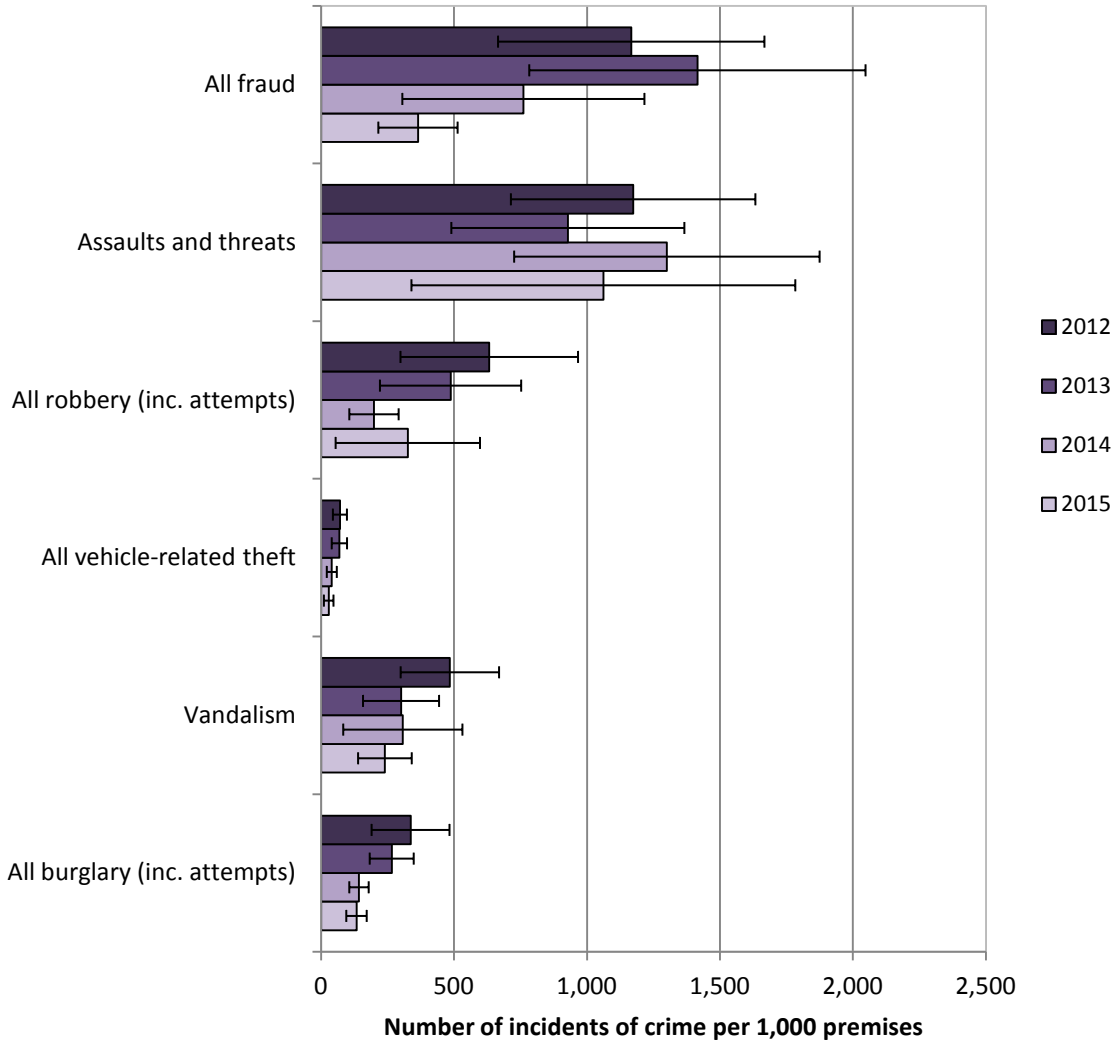
Figure 1.2: Incidents of theft per 1,000 premises, by type, experienced by wholesale and retail premises in the last 12 months, with 95% confidence intervals, 2012 to 2015 CVS



Source: Home Office, 2015 CVS Comparison Tables.

There have been several statistically significant falls in the rates of various other crime types (per 1,000 premises) compared with the 2012 CVS, including burglaries, vandalism, vehicle-related theft and fraud. (Figure 1.3)

Figure 1.3: Incidents of crime per 1,000 premises (excl. thefts) experienced by wholesale and retail premises in the last 12 months, with 95% confidence intervals, 2012 to 2015 CVS



Source: Home Office, 2015 CVS Comparison Tables.

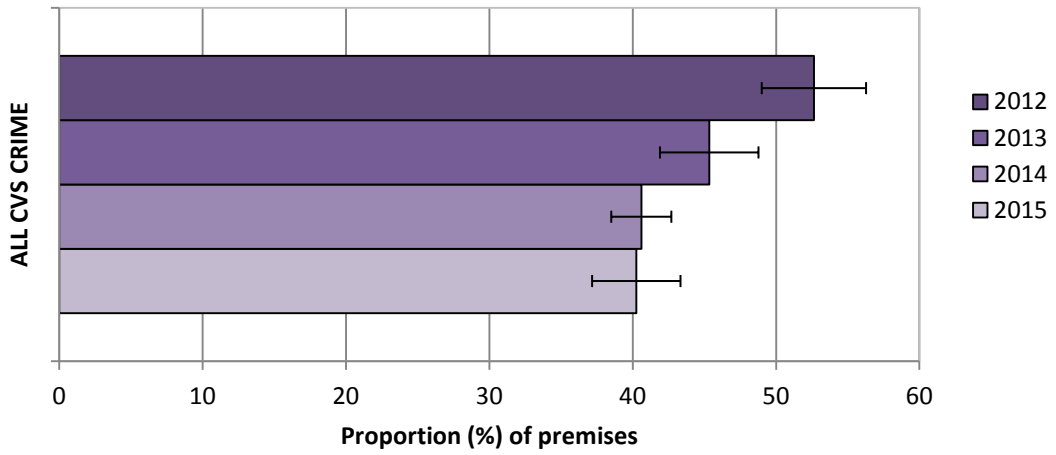
Proportion of premises that experienced a crime

The level of victimisation in the wholesale and retail sector was relatively high compared with the other sectors (for more detail, see Chapter 5). However, it has fallen over the past four years (Figure 1.4), showing a statistically significant fall in comparison with the 2012 CVS. In the 2015 survey year, two-fifths (40%) of premises in this sector experienced a crime in the 12 months prior to interview, compared with more than half (53%) in the 2012 CVS.

A quarter (25%) of premises experienced theft; most commonly this was theft by customers (22% of premises). Around one-tenth (9%) experienced fraud, while assaults and threats, burglaries and vandalism were each experienced by eight per cent of premises. Prevalence rates for other crime types were lower (below 5%).

Compared with 2012, there was a statistically significant fall in the proportion of wholesale and retail premises experiencing theft, as well as a variety of other crime types (Table 1.2). Changes in victimisation levels compared with 2012 and 2014 can be found in the 2015 CVS Comparison Tables.

Figure 1.4: Proportion of wholesale and retail premises that experienced crime in the last 12 months, with associated 95% confidence intervals, 2012 to 2015 CVS



Source: Home Office, 2015 CVS Comparison Tables.
Chart notes: error bars represent 95% confidence intervals. While non-overlapping confidence intervals indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

Incidence and prevalence rates by business size

As previously shown by past surveys, incidence rates of crime (i.e. number of incidents per 1,000 premises) tend to be significantly higher for larger premises (i.e. those with more employees). This is also seen in the 2015 CVS. The overall number of crimes per 1,000 premises with 50 or more employees was more than twice as high as for those premises with 10-49 employees in 2015 and 20 times higher than those premises with 1-9 employees. This difference in crime rate is driven by the most common crime types against the wholesale and retail sector: theft, assaults and threats, and fraud (Table 1.3). A breakdown of incidence rate by size for sub-types of the crimes shown is presented in Table G2 of the 2015 CVS Headline Tables.

Table 1.3: Number of incidents per 1,000 premises for most common crime types, by premises size, wholesale and retail sector, 2015 CVS

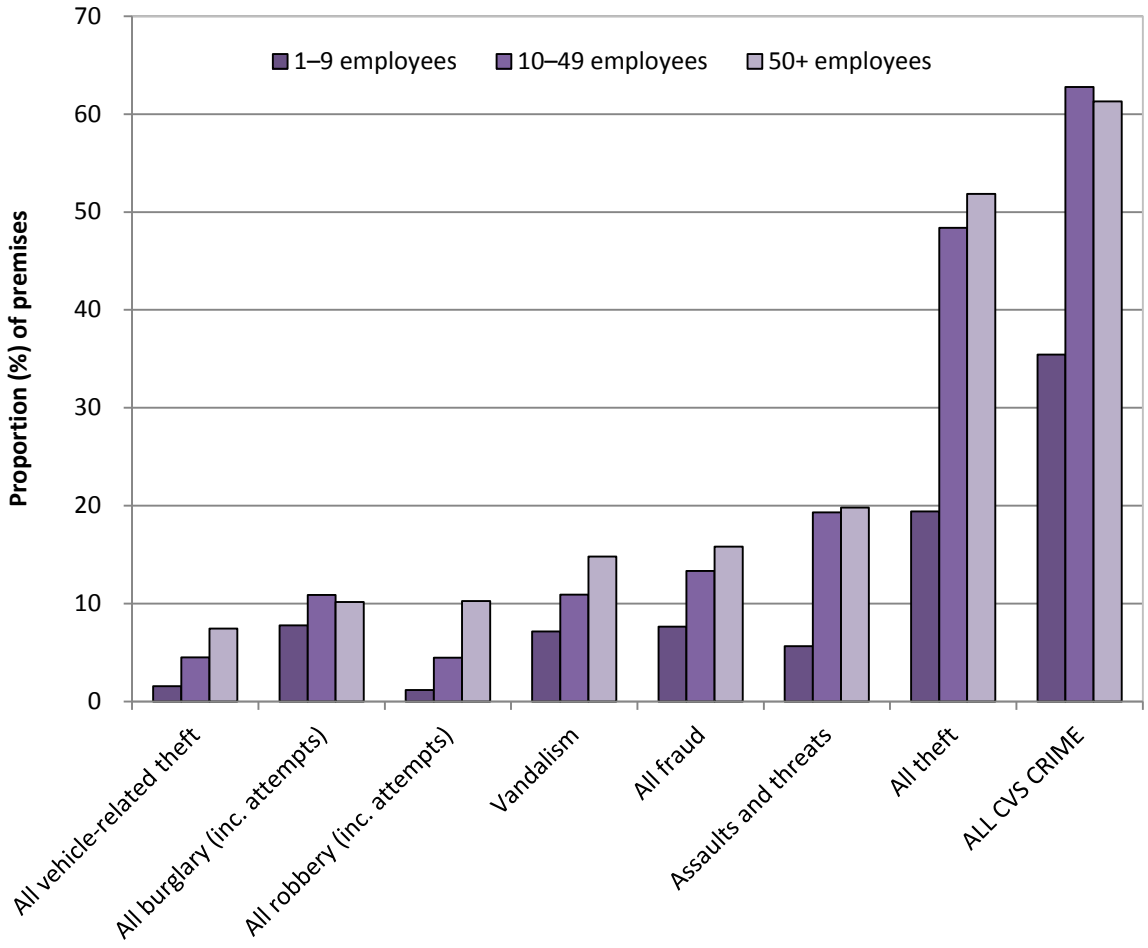
Crime type	1–9 employees	10–49 employees	50+ employees	All premises
All burglary (inc. attempts)	104	267	280	133
Vandalism	219	211	1,059	240
All vehicle-related theft	17	60	227	29
All robbery (inc. attempts)	120	1,216	1,658	326
Assaults and threats	350	3,421	9,639	1,062
All theft	3,688	33,095	81,510	10,203
All fraud	278	577	1,838	365
ALL W&R CRIME	**4,776**	**38,847**	**96,212**	**12,358**
Unweighted base	*644*	*214*	*114*	*972*

Source: Home Office, 2015 CVS Headline Tables.

A breakdown of prevalence rates by size (Figure 1.5) presents a similar picture. The proportions of premises that experienced a crime in the 12 months prior to interview also increased with the number of employees at the premises; however, for many crime types the proportions of businesses that

experienced the crime were similar for medium-sized (10-49 employees) and large (50+ employees) businesses, while the proportions of small businesses (1-9 employees) were noticeably lower.

Figure 1.5: Proportion of wholesale and retail premises that experienced crime in the last 12 months, by crime type and number of employees at premises, 2015 CVS



Source: Home Office, 2015 CVS Headline Tables.

Average number of incidents of crime per victim (premises)

The average number of incidents of crime per victim is used as a measure of repeat victimisation. It is calculated by dividing the total number of crimes by the total number of victims (premises). Changes in the average number of incidents per victim depend on both the number of incidents and the number of victims. For example, if the number of incidents increases, but the number of victims increases by more, the average number of incidents per victim will actually fall. This measure can reveal some interesting trends in crime, in particular around repeat victimisation.

Overall, each victim of crime in the wholesale and retail sector experienced an average of 31 incidents in the last year (Table 1.1). The highest average numbers of incidents per victim were for thefts, with each theft victim experiencing an average of 41 thefts in the last year. Looking at different types of theft, there were 41 incidents per victim of theft by customers, and 26 incidents per victim of theft by unknown persons. Victims of assaults and threats experienced 13 incidents of this crime on average.

Compared with the 2012 CVS, the average number of crimes per victim has remained steady, showing a non-statistically significant reduction from 37 to 31 incidents per victim. Within this, there has been a statistically significant fall in the average number of burglaries with entry per victim, from 3

incidents to 1 incident per victim in the 2015 CVS, while the average numbers of attempted burglaries have remained steady over the four-year period. This may indicate that attempts are becoming less successful. Although there is no direct explanation for this trend, one possible theory is that security measures are improving; however, there is no clear-cut evidence for this.

The average number of frauds per victim has also fallen, to 4 incidents per victim in the 2015 survey year, compared with 9 incidents per victim in the 2012 CVS; the fall was statistically significant, although the estimates for the average numbers of fraud per victim fluctuate between the 2012 and 2015 CVS, so the figures should be treated with caution. Furthermore, it is acknowledged that a premises-based survey such as the CVS may underestimate some types of fraud, which are committed against the enterprise as a whole, rather than particular premises. For further information regarding the possibility of measuring fraud against businesses at head office (enterprise) level, please see Annex A.

1.3 OTHER RESULTS FROM THE SURVEY

This section includes a focus on shoplifting (theft by customers), online crime, reporting rates, crime prevention, organised crime and comparisons of CVS findings with data from other sources.

Shoplifting

The 2015 CVS reveals that shoplifting (theft by customers) made up almost three-quarters (72%) of all incidents of crime against wholesale and retail premises in the 12 months prior to interview. It remains the most common crime type against the sector, with 8,862 incidents per 1,000 premises.

The rate of shoplifting shows no statistically significant changes compared with previous years. It appears lower than the 2012 estimate of 10,445 incidents per 1,000 premises but higher than the 2014 estimate of 6,695 incidents per 1,000 premises. It should be noted that these estimates have large confidence intervals and it is therefore difficult to detect significant changes over time. However, the rate of thefts by customers is likely to be closely linked with the rate of thefts by unknown persons, which is believed to contain a large proportion of unidentified customer thefts. Compared with the 2014 CVS, the rate of thefts by unknown persons has fallen significantly, from 3,202 to 1,207 incidents per 1,000 premises. This may represent a shift of thefts from the “unknown” category into shoplifting, suggesting that the perpetrators of more thefts have been identified as customers. This may partially explain the non statistically significant rise in customer thefts between the 2014 and 2015 CVS.

The proportion of premises experiencing shoplifting has remained steady over the period covered by the CVS from 2012 to 2015, fluctuating between 20 and 22 per cent. However, the proportion of premises experiencing theft by unknown persons (5%) has fallen significantly compared with both the 2012 CVS (13%) and the 2014 CVS (8%).

The average number of shoplifting incidents per victim (41 incidents) also shows no statistically significant changes compared with previous years (33 incidents in the 2014 CVS, 49 incidents in the 2012 CVS).

Some of these findings are consistent[2] with findings from the British Retail Consortium (BRC) Retail Crime Survey 2015. For example, the BRC survey also showed that theft by customers made up the majority of crime against retailers (83%). However, according to the BRC survey, customer theft in the past year has decreased slightly from 552,069 incidents in 2013/14 to 521,351 in 2014/15 among the survey respondents, whereas the CVS shows a non-statistically significant increase.

The latest police recorded crime statistics published by the Office for National Statistics (ONS) also show an increase in shoplifting. The number of shoplifting offences recorded by the police rose from

[2] Although it is valuable to draw parallels between similar data sources, the differences in methodology and timing make it impossible to compare the CVS and the BRC Retail Crime Survey directly. The Comparison with other sources section of this chapter discusses these differences in more detail.

325,541 offences in the year ending December 2014 to 333,671 offences in the year to December 2015, an increase of 2 per cent. However, the increase in the number of offences recorded by the police could be due to an increase in the proportion of shoplifting incidents that come to the attention of police, or changes to police recording practices. This is supported by the fact that the police recorded shoplifting offences are lower than those reported by the CVS (3.3 million incidents). Further analysis of reporting rates is available on page 15.

The cost and nature of shoplifting

The CVS includes two questions to measure the value of items stolen by customers. The first question focuses on *cost per victim* and asks the respondent to estimate the total value of all items stolen by customers in the last 12 months (Table 1.4). The second question is a proxy for the *cost per incident,* asking the respondent to estimate the total value of items stolen by customers in the *most recent* incident of shoplifting they experienced (Table 1.5)[3].

Table 1.4: Value of items stolen/unpaid in all incidents of shoplifting experienced by each victim in the 12 months prior to interview, wholesale & retail sector, 2012 to 2015 CVS

Value of items stolen/unpaid	2012	2013	2014	2015
Mean value of items stolen/unpaid	£3,674	£7,917	£4,403	£5,416
Median value of items stolen/unpaid	£237	£400	£350	£300
Maximum value of items stolen/unpaid	£250,000	£500,000	£800,000	£400,000
Unweighted base	*230*	*186*	*465*	*194*

Source: Home Office, 2012-2015 CVS responses.

Table 1.5: Value of items stolen/unpaid in the most recent incident of shoplifting experienced by each victim in the 12 months prior to interview, wholesale & retail sector, 2012 to 2015 CVS

Value of items stolen/unpaid	2012	2013	2014	2015
Mean value of items stolen/unpaid	£158	£177	£126	£545
Median value of items stolen/unpaid	£35	£50	£40	£40
Maximum value of items stolen/unpaid	£20,000	£3,000	£2,500	£132,000
Unweighted base	*213*	*207*	*508*	*239*

Source: Home Office, 2012-2015 CVS responses.

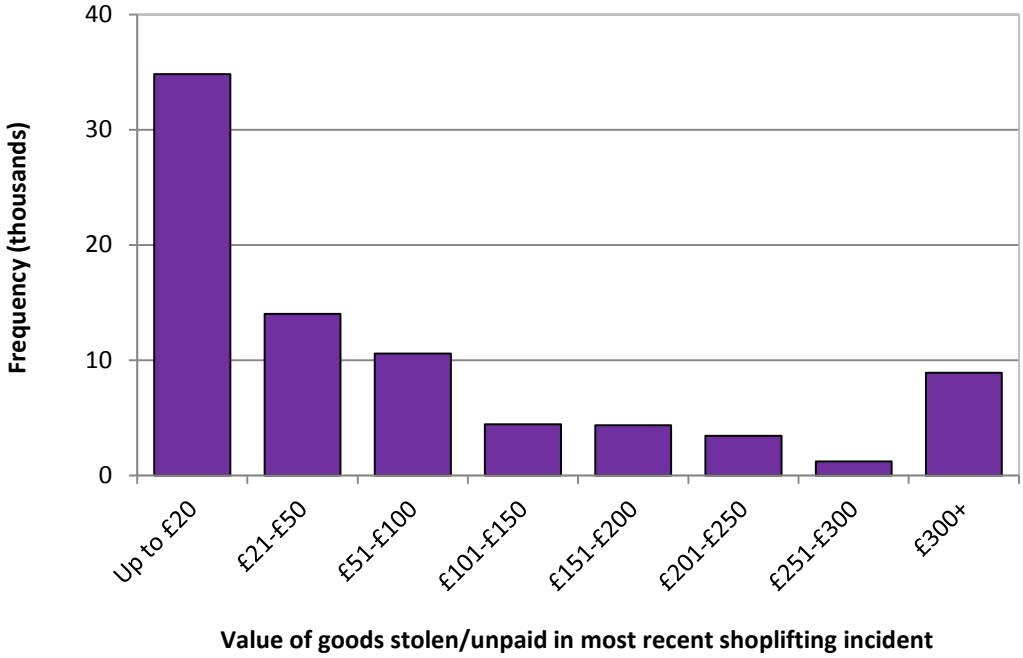
Comparing the mean, median and maximum costs of the most recent shoplifting incident experienced by respondents in the 12 months prior to interview (Table 1.5) reveals that most incidents of shoplifting are fairly low-cost, although there are a small number of incidents where high-value items have been stolen. This is illustrated by Figure 1.6 below, which shows the range of values of items stolen in the most recent incident of shoplifting (grouped into bands). The presence of a small number of extreme values in the distribution of values suggests that the median is a more suitable average than the mean for summarising shoplifting costs.

The median cost of the latest shoplifting incident shows little to no variation over the last four years' surveys (Figure 1.7). Similarly, the median total costs of all incidents per victim in the last 12 months

[3] Please note that this does not yield a true cost "per incident", as only the latest incident is taken into account; other incidents experienced by the respondent are likely to have incurred different costs. Furthermore, responses to the question may be affected by recall bias (e.g. respondents may refer to the most memorable, rather than the most recent incident) so the estimates should be treated with caution. The CVS data appear to support this theory, since the mean cost per incident (based on the most recent incident) was £545 in 2015, and the average number of incidents per victim was 41; multiplying these together would yield a much higher predicted estimate of the total cost per victim than the estimate of £5,416, as measured by the survey question directly, suggesting that the values given by respondents in reference to the "most recent" incident may be exaggerated. Despite this caveat, the average costs based on the most recent incident are a suitable way of monitoring typical costs of shoplifting over time.

show little variation. These findings contrast those reported in the BRC Retail Crime Survey 2015, which suggests an increase in the cost of shoplifting, due to an observed 35% increase in the mean cost of theft by customers between 2013/14 and 2014/15, from £241 to £325 per incident. However, as mentioned previously, the mean average may be affected by a small number of extreme values. Please see Figure 1.8 and the commentary below for a comparison of the CVS mean averages of shoplifting costs with the BRC estimate.

Figure 1.6: Incidents of shoplifting grouped by value of goods stolen/unpaid, based on the most recent incident experienced by each premises, wholesale and retail sector, 2015 CVS



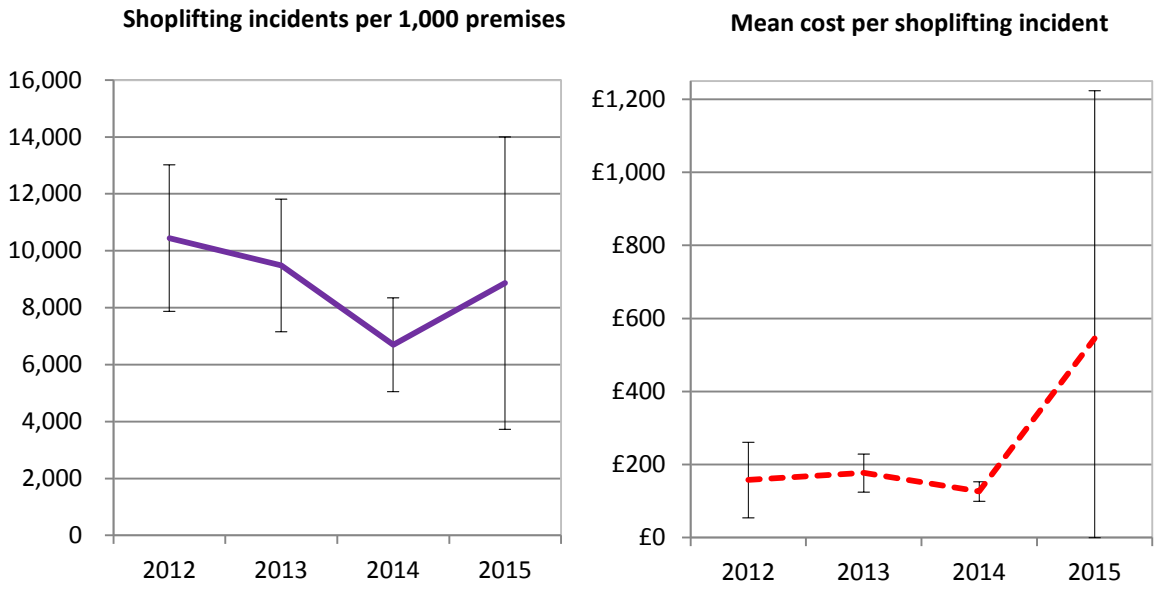
Unweighted base: 239 premises.
Source: Home Office, 2015 CVS responses.

Figure 1.7: Median values of items stolen/unpaid in the most recent incident and median total values of items stolen/unpaid per victim, wholesale and retail sector, 2012 to 2015 CVS

Source: Home Office, 2015 CVS responses.

According to the 2015 CVS, the mean cost of shoplifting per incident (based on the most recent incident recalled by the respondent) was £545. As shown in Figure 1.8, this appears to be a substantial increase compared with 2012 (£158), 2013 (£177) and 2014 (£126); however the differences compared with previous years are not statistically significant[4]. Table 1.5 shows that the 2015 estimate of the mean cost per incident (based on the most recent incident) is heavily skewed by at least one respondent reporting a value of several thousand pounds[5], which was not the case in previous years. This is not sufficient evidence to suggest that there has been an increase in the cost of shoplifting per incident, as the median has remained steady, although this change in the mean average is consistent with the (smaller) increase in the mean cost reported by the BRC.

Figure 1.8: Incidents of theft by customers per 1,000 premises and mean value of items stolen/unpaid in the most recent incident, wholesale and retail sector, 2012 to 2015 CVS



Source: Home Office, 2012-2015 CVS responses and 2015 CVS Headline Tables.
Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

Table 1.6 gives some insight into the types of items stolen in incidents of shoplifting. The 2015 CVS asked victims of shoplifting to name the most commonly stolen items over the year prior to interview, as well as the items stolen in the most recent incident of shoplifting. The most frequent category for both measures was “other goods or stock”, accounting for around two-fifths of shoplifting incidents, which illustrates the diversity of the items stolen, as well as the diversity of the wholesale and retail sector.

Other common categories of items stolen included food or groceries, clothing, cosmetics, and alcohol. These categories are also reflected in police recorded data on shoplifting from the Home Office Data Hub (Table 1.6), which shows the proportion of recorded incidents involving one of the listed items. The percentages are not directly comparable to the CVS data, firstly because not all incidents are reported to the police, and secondly because the police data include information on each recorded incident, rather than summary information provided by each victim responding to the CVS. However, there are some similarities to the CVS data in terms of how frequently each type of item is mentioned. There is little to no difference in the HODH proportions compared with the previous year.

[4] For more information on how the costs of shoplifting are calculated, please see the Technical annex at the end of this bulletin.
[5] The 2015 CVS included checks for extreme values, where respondents either confirmed that the number they gave was correct, or were given the chance to amend their response.

Table 1.6: A comparison of 2015 CVS and police recorded incidents from the Home Office Data Hub (HODH), most frequent categories, England and Wales

Items	2015 CVS: items most commonly stolen in shoplifting	2015 CVS: items stolen in most recent shoplifting incident	HODH: proportion of police recorded shoplifting incidents involving listed items, 2014/15
Food or groceries	26%	18%	32%
Clothing	19%	19%	10%
Cosmetics	14%	9%	12%
Alcohol	14%	9%	17%
Electrical or electronic equipment	9%	7%	7%
Parts, components or small equipment	7%	4%	4%
Service or labour not paid for	5%	4%	n/a
Money	3%	3%	0%
Jewellery belonging to the business	2%	1%	2%
Other goods or stock	44%	36%	18%
Other company property	5%	2%	9%
Unweighted base	*250*	*250*	

Source: Home Office, 2015 CVS survey responses and Home Office Data Hub (10 police forces).

Supermarkets experienced significantly higher incidence and prevalence rates for shoplifting, compared with the wholesale and retail sector as a whole. In 2015 supermarkets experienced 75,127 incidents of shoplifting per 1,000 premises, compared with 6,764 incidents per 1,000 premises across the rest of the wholesale and retail sector. Similarly, 72 per cent of supermarkets were victims of shoplifting, compared with 20 per cent of all other wholesale and retail premises. Shoplifting from supermarkets accounts for one quarter (26%) of all customer theft in the wholesale and retail sector, although supermarket premises account for only three per cent of all premises in this sector.

Although not all wholesale and retail premises allow customers to freely access their premises, or trade in goods that can be easily concealed and carried off (e.g. businesses operating online, trading in large goods such as machinery, or trading over counters only), there is a common perception that every retailer will experience some customer theft, as users of the CVS tend to associate “retail crime” with theft from high street shops. As a result, some users of the CVS have queried whether the estimates presented are in fact underestimates. In response to this, a question was added to the 2015 CVS, asking those premises that reported no customer theft why they felt this was the case. Among those respondents who confirmed that they had not experienced any customer theft, the most common reasons included prevention of shoplifting by means of tight security controls (24% of those who did not experience customer theft), customers not visiting the premises (20%) and there being no records of customer thefts (12%). Reasons such as lack of customer access to the premises, or trading in goods difficult to carry off were also given by survey respondents. While many of these reasons add credibility to responses where no customer theft was reported, other reasons suggest that it is difficult to track shoplifting in some cases, so some respondents may indeed have said they did not experience customer theft, when it may have in fact occurred.

The 2014 CVS included a new question, asking retail supermarket premises whether they had any self service tills. Findings from this question are presented in the 2014 Crime against Businesses bulletin. The 2015 CVS complemented this by also asking respondents what proportion of shoplifting incidents they thought occurred at a self-service till. However, due to the small sample size, the 2015 CVS captured only 35 premises with self-service tills that had experienced theft by customers and were therefore asked this follow-up question; this base is too low to derive reliable findings, but findings based on combined data from multiple survey years may be presented in future, once sufficient samples are gathered.

Online crime

Online crime covers a range of crime types carried out over computer networks. The Introduction gives further details on the types of online crime covered in the survey. Half of the respondents from the wholesale and retail sector who said that they used computers at the premises were randomly selected to represent the sector as a whole, and were asked about their premises' experience of various types of online crime. In the wholesale and retail sector 87% of businesses said they used computers in the 2015 CVS, compared with 85% in the previous survey year.

It is important to bear in mind that respondents were only asked about online crimes affecting the premises. Many online crimes may affect only head offices and will not have been picked up by the survey. For further information regarding the possibility of measuring online crime against businesses at head office (enterprise) level, please see Annex A.

The 2015 CVS estimates that there were 228,000 incidents of online crime against businesses in the wholesale and retail sector in the 12 months prior to interview (Table 1.7). This is a notable increase compared with both the 2012 CVS (69,000 incidents) and the 2014 CVS (136,000 incidents), but lower than the 2013 figure (234,000 incidents). None of the year-on-year changes are statistically significant, reflecting the degree of uncertainty associated with the relatively small sample sizes in each year.

Table 1.7: Online crime experiences in the last 12 months, wholesale & retail sector, 2015 CVS

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
Hacking	32	86	7	2	-
Phishing	77	204	1	0	-
Theft of money (online)	10	26	4	1	-
Theft of information (online)	1	3	1	0	-
Website vandalism	10	37	5	2	-
Computer virus	96	255	35	9	-
ALL ONLINE CRIME	**228**	**603**	**42**	**11**	**5**

Unweighted base: 431 premises

Source: Home Office, 2015 CVS Headline Tables.
Table notes: columns related to victims may not sum to the totals shown for all online crime. This is because one premises can be a victim of more than one type of online crime. Other columns may not sum exactly to the total shown due to rounding.

The most commonly experienced online crimes in each of the last four years were computer viruses. In 2015 there were 96,000 of these incidents in the year prior to interview.

Although there were no statistically significant changes in the incidence of online crime of any type compared with both the 2012 and the 2014 CVS, some changes appear to be substantial. In particular, hacking appears to have risen from 6,000 to 32,000 incidents and phishing appears to have risen from 5,000 to 77,000 incidents, compared with the 2014 CVS. By contrast, the incidence of computer viruses appears to be lower compared with the previous year (96,000 in 2015, compared with 118,000 incidents in the 2014 CVS).

Around 11 per cent of all wholesale and retail premises experienced at least one type of online crime in the last year, representing a statistically significant increase compared with seven per cent in the 2012 CVS. Although changes between consecutive years are not statistically significant, the four-year trend appears to have been steadily increasing.

Nine per cent of wholesale and retail premises experienced a virus and two per cent experienced hacking in the 12 months prior to interview. These proportions are similar to previous survey years. By

contrast, the proportion of premises that experienced website vandalism has risen from less than one per cent in the 2012 CVS to two per cent in the 2015 CVS, a statistically significant increase.

Unlike the pattern seen in more 'traditional' or physical crimes such as burglary, the number of online crime incidents per 1,000 premises was higher for premises with fewer employees (Table 1.8). This may reflect the fact that smaller businesses tend to spend less per year on IT security (Table 1.9 below).

Table 1.8: Numbers of online crime per 1,000 premises in the last 12 months, by number of employees at premises, wholesale & retail sector, 2015 CVS

Crime type	1-9 Employees	10-49 Employees	50+ Employees	All premises
Hacking	97	45	..	**86**
Phishing	251	..	..	**204**
Theft of money (online)	30	7	..	**26**
Theft of information (online)	4	..	..	**3**
Website vandalism	36	..	..	**37**
Computer virus	272	139	358	**255**
ALL ONLINE CRIME	**690**	**191**	**358**	**603**
Unweighted base	*274*	*93*	*64*	*431*

Source: Home Office, 2015 CVS responses.
Table notes:

- '..' indicates that there were no respondents in the category shown.
- Columns related to victims do not sum to the totals shown for all online crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Incidents of online crime are not included in the overall count of CVS crime as these questions are only asked of half the sample and there is a risk of double-counting with other crime types, such as theft or fraud.
- Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime according to the Home Office Counting Rules.

Table 1.9 combines data from the 2014 and 2015 CVS[6] and shows that the median total annual spend on IT security in the wholesale and retail sector increases with business size. It ranges from a median average of £100 per year for businesses with 1-9 employees, to £876 for those with 10-49 employees and £3,751 for those with fifty or more employees. This is a similar pattern to that seen in the combined 2012 and 2013 CVS data, when the median for the smallest businesses was £126, while the median for those with 10-49 employees was £500. The 2012-2013 CVS estimate for the largest premises is not presented due to its small unweighted base of 38 respondents. Overall, the median annual spend on IT security across all wholesale and retail premises appears to remain steady, at £126 per year, unchanged from the 2012-2013 estimate.

Table 1.9: Total amount of money spent per year on IT security, excluding staff time, by number of employees at premises, wholesale & retail sector, 2014 and 2015 CVS

	1-9 Employees	10-49 Employees	50+ Employees	All W&R premises
Mean	£1,347	£2,569	£129,460	£3,759
Median	£100	£876	£3,751	£126
Maximum	£600,000	£100,000	£9,000,000	£9,000,000
Unweighted base	*570*	*127*	*70*	*767*

Source: Home Office, 2015 CVS responses.

Table notes:

[6] The 2014 and 2015 CVS data on annual IT security spend have been combined in order to present estimates broken down by business size. The unweighted bases in single years are too small to make estimates based on single survey years reliable.

- 2014 and 2015 CVS data have been merged to produce a breakdown by business size, as single years' data result in small respondent bases (fewer than 50 respondents).
- A small number of respondents reporting large amounts spent on IT security skew the mean of the distribution upwards, so the median is a more representative average for this measure.
- One respondent of the 2015 CVS, a premises with 1-9 employees reporting over £1,000,000 annual spend on IT, was deemed to be an outlier and set to the median value for all other wholesale and retail premises with 1-9 employees.

Looking at the types of IT security measures in place at wholesale and retail premises (Table 1.10), most businesses of all sizes have anti-virus or anti-spam software and/or a firewall. Other IT security measures become more common as the business size increases; these include measures such as having a data security policy, restrictions on e-mail or internet use by staff, encryption software or restrictions on portable data storage devices. Across businesses of all sizes, relatively low proportions (3-5%) do not have any IT security measures in place.

Table 1.10: Proportions of premises with IT security measures in place at wholesale & retail premises, by type, 2014 and 2015 CVS

IT Security measures	1-9 Employees	10-49 Employees	50+ Employees	All W&R premises
Anti-virus or anti-spam software	86%	81%	84%	85%
Firewall	76%	78%	80%	77%
Data security policy	43%	77%	85%	50%
Restrictions on e-mail/web use	35%	70%	78%	43%
Encryption software	34%	43%	52%	36%
Restrictions on data storage devices	28%	53%	62%	33%
None	4%	5%	3%	4%
Don't know	5%	2%	6%	4%
Other	1%	3%	0%	1%
Unweighted base	*802*	*287*	*269*	*1,358*

Source: Home Office, 2015 CVS responses.
Table notes: 2014 and 2015 CVS data have been merged to produce a breakdown by business size, as single years' data result in small respondent bases (fewer than 50 respondents).

In addition to asking about businesses' experiences of online crime, the 2015 CVS also aimed to establish whether wholesale and retail businesses conduct any amount of their trade online. On average, a third of wholesale and retail businesses conducted some of their trade online. This proportion increases with business size, from 32 per cent of premises with 1-9 employees to 37 per cent of premises with 10-49 employees and 42 per cent of premises with 50 or more employees.

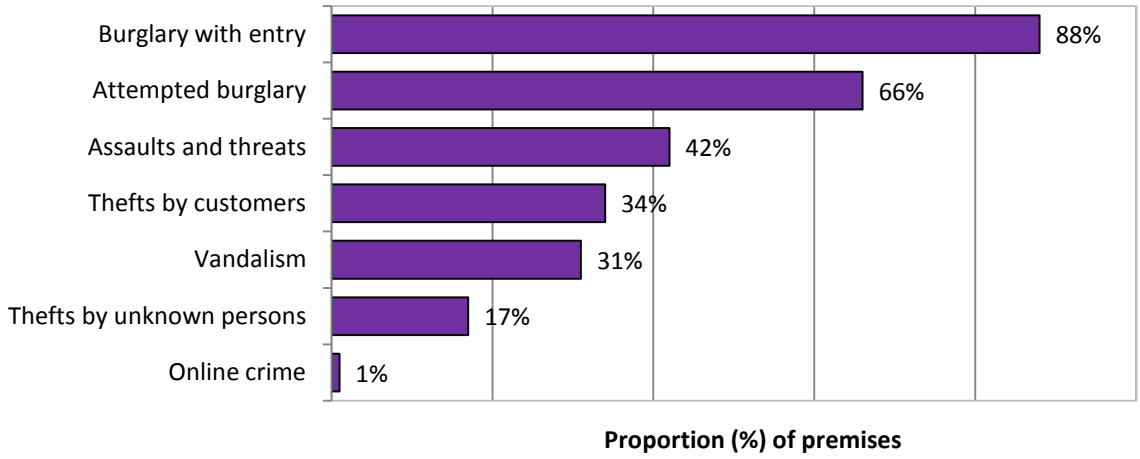
Among those who said that they conducted some of their trade online, a small proportion of businesses (5%) said that all of their trade is conducted online, while 12 per cent said that more than half of their trade took place online. The majority of businesses said either that less than half of their trade takes place online (46%), or that trade infrequently occurs online (37%).

Reporting rates

The 2015 CVS asked those respondents who had experienced crime in the past year whether the police came to know about the *most recent incident of each crime type experienced*. Comparisons of 2015 CVS reporting rates to the 2014, 2013 and 2012 CVS findings are shown in the 2015 CVS Comparison Tables. Comparisons should be treated with some caution given their variability year-on-year in many cases.

Where sample sizes were large enough to look at reporting rates for the wholesale and retail sector, the CVS showed that reporting rates varied considerably by the type of offence (Figure 1.9).

Figure 1.9: Proportion of premises that reported the latest incident to the police, for selected crime types, wholesale and retail sector, 2015 CVS



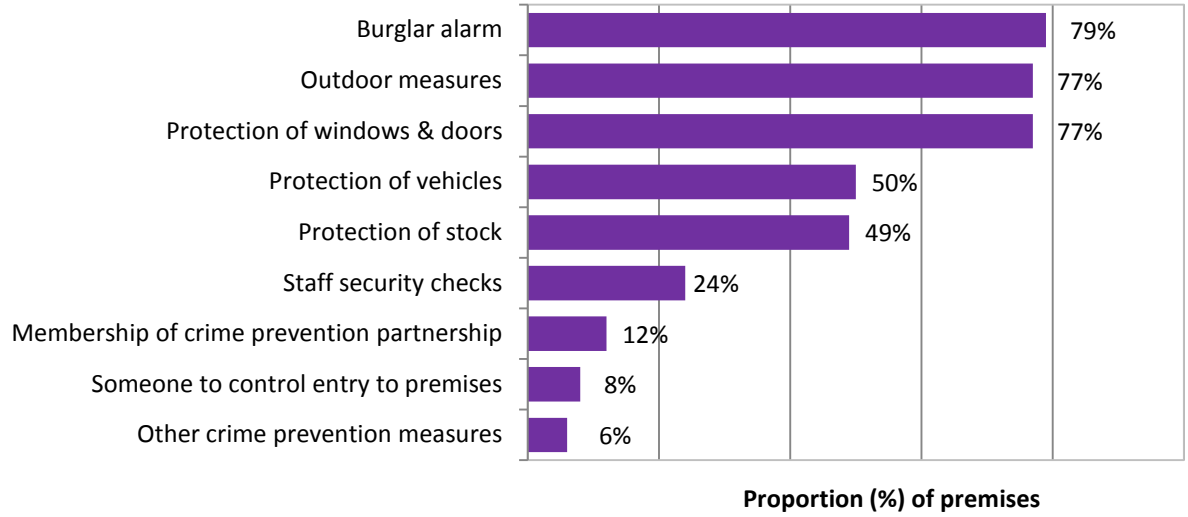
Source: Home Office, 2015 CVS Headline Tables.
Chart notes: some categories are not shown due to having an unweighted base of fewer than 50 respondents.

The most recent incidents of burglary and attempted burglary were fairly well reported, with 88 per cent of incidents of burglary with entry and 66 per cent of incidents of attempted burglary being reported to police according to the 2015 CVS. The high reporting rates for these crime types are likely to reflect the need for victims to obtain a crime reference number from the police in order to make an insurance claim. Reporting rates were comparatively low for theft by customers (34%), vandalism (31%), and thefts by unknown persons (17%).

Only one per cent of online crime incidents were reported, which may indicate that such incidents tend to have little impact, or are perceived as something the police would be unable to address (see further analysis of police perceptions in Chapter 5). It is also worth noting that offences under the Computer Misuse Act are counted using the Home Office Counting Rules for Fraud and should be reported to Action Fraud, which may also relate to the low proportion of respondents who reported the most recent online crime to the police.

Crime prevention measures

Figure 1.10: Proportion of premises that had crime prevention measures in place, wholesale and retail sector, 2015 CVS



Source: Home Office, 2015 CVS responses.

The 2015 CVS asked half of its respondents whether they had a range of crime prevention measures in place at the premises and, if so, whether these had been adopted or installed as a result of a crime experienced in the last 12 months. In the wholesale and retail sector, the most common crime prevention measures installed at premises were burglar alarms (79% of premises), protective measures on doors and windows (77%) and a variety of outdoor security measures (77%); these typically include CCTV, security lighting and barbed wire fencing. Figure 1.10 illustrates the other types of crime prevention measures covered by the CVS.

The 2015 CVS also asked whether each crime prevention measure had been installed as a result of having experienced a crime in the last 12 months. However, relatively low proportions of victims with a particular measure installed said that it had been installed for this reason. Among those who had experienced a crime in the last 12 months, nine per cent with stock protection measures, seven per cent of those with protective measures on windows and doors, six per cent of those with outdoor measures, three per cent of those with burglar alarms, and two per cent of those who performed staff security checks said that they put the measure in place due to a crime they experienced in the last 12 months. However, it should be noted that some crime prevention measures may have been initially installed as a result of a crime that occurred earlier than 12 months prior to interview; this is not currently captured by the CVS.

Table 1.11 Proportion of premises that experienced selected crime types, by presence of selected crime prevention measures, wholesale and retail sector, 2015 CVS

Crime prevention measure	Crime type	Proportion (%) of premises ***without*** the prevention measure that experienced the crime type *(with unweighted base)*	Proportion (%) of premises ***with*** the prevention measure that experienced the crime type *(with unweighted base)*	
Burglar alarm	Burglary with entry	9% (80)	4% (407)	
	Attempted burglary	4% (80)	5% (407)	
Protection on doors & windows	Burglary with entry	7% (112)	5% (380)	
	Attempted burglary	2% (112)	5% (380)	
Protection of stock	Theft by a customer	14% (227)	33% (262)	*
	Theft by an employee	1% (227)	4% (262)	*
	Theft by others	1% (227)	1% (262)	
	Theft by unknown persons	4% (227)	7% (262)	
	All theft	**16%** (227)	**37%** (262)	*
Vehicle protection	Theft of a vehicle	3% (88)	2% (103)	
	Theft from a vehicle	3% (88)	5% (103)	
Staff security checks	Theft by an employee	2% (337)	4% (151)	
	Theft by unknown persons	4% (337)	10% (151)	*
	Fraud by an employee	0% (337)	1% (151)	
	Fraud by unknown persons	3% (337)	5% (151)	
Outdoor measures	Burglary with entry	5% (98)	5% (401)	
	Attempted burglary	2% (98)	5% (401)	*
	Vandalism	8% (98)	9% (401)	
	Theft of a vehicle	0% (98)	1% (401)	*
	Theft from a vehicle	1% (98)	2% (401)	

Source: Home Office, 2015 CVS responses.
Table notes:

- Asterisks (*) indicate statistically significant differences between the two columns.
- Crime types and prevention measures have been paired based on relevance of the measure to the crime.
- The column showing figures for those with specific prevention measures in place includes those who said they installed their security measure as a result of a crime in the last 12 months. It is not currently possible to indentify whether measures were installed within or outside the CVS reference period, regardless of experiencing a crime.

In order to see whether particular crime prevention measures tend to be effective, it is necessary to consider each prevention measure in the context of the crime types it is intended to prevent. For instance, burglaries may be prevented by burglar alarms, outdoor protection measures and protection measures on doors and windows. A selection of prevention measures have been matched to crime types they are expected to prevent in Table 1.11 above, and the figures are discussed in detail below.

The 2015 CVS shows that wholesale and retail premises with a burglar alarm were less likely to have experienced a burglary with entry in the last year (4% of premises) than those without (9% of premises). By contrast a slightly higher proportion of those with a burglar alarm experienced an attempted burglary (5% of those with a burglar alarm, compared with 4% of those without). Although neither of these differences is statistically significant, these figures suggest that, for premises in this sector, burglar alarms may reduce the chances of becoming a victim of burglary with entry. In a similar way, protection measures on doors and windows (such as locks, bars and grilles) also appeared to reduce the risk of burglary.

By contrast, the presence of outdoor measures (such as security lighting, outdoor CCTV or barbed wire fencing) does not appear, on the face of it, to reduce the risk of burglary. The proportion of premises experiencing burglary with entry was the same for those with the measures as without (5%). One possible reason for this is that such measures are typically installed in high-risk areas and, as such, do not fully alleviate the increased risk of burglary[7]. For example, the prevalence of burglaries (including attempts) is higher in urban areas (9% of premises) than rural areas (7% of premises) and, similarly, outdoor crime prevention measures are more commonly installed in urban areas (78% of premises) than in rural areas (74% of premises).

Aside from the example of burglary, Table 1.11 also shows that many other crime prevention measures do not appear to fully alleviate the risk of experiencing the crimes they are intended to prevent. For example, although stock protection measures are intended to reduce theft, a significantly higher proportion of premises using these measures were victims of theft in the last year (37% of premises) than those without stock protection measures (16%). This difference is driven by customer and employee thefts and may be related to business size; for instance, larger business premises (which are more likely to experience shoplifting – see sections above) are also more likely to use stock protection measures: 81 per cent of premises with 50 or more employees[8], compared with 72 per cent of those with 10-49 employees and 43 per cent of those with 1-9 employees used such measures.

In conclusion, there appears to be evidence that some crime prevention measures are effective (e.g. burglar alarms), although for many the message is less clear-cut, potentially due to factors such as location risk. The 2015 CVS provides limited evidence (in terms of the urban/rural breakdown and the breakdown by business size) that crime prevention measures may have a tendency to be installed by those who are more at risk. This is also supported by the fact that most premises did not install crime prevention measures as a result of experiencing a crime in the last 12 months, but rather had these measures already installed at the time they were victimised.

Organised crime and victim intimidation

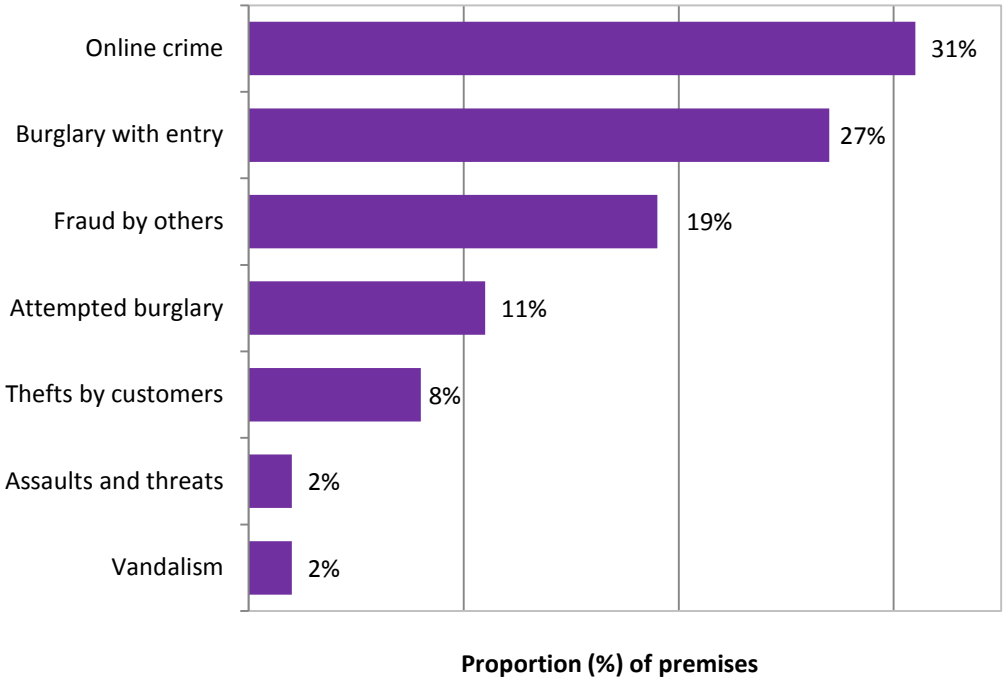
Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis (National Crime Agency definition). Focusing on the *most recent* incident of each crime type experienced in the 12 months prior to interview, respondents in the wholesale and retail sector were asked whether they perceived it to have been carried out by "an organised group of criminals", a "loosely knit group", or "someone working alone". Figures on the proportion of incidents respondents thought were carried out by an organised group of criminals, by industry sector, can be found in Table OC1 in the 2015 CVS Headline Tables.

[7] Readers should note that an analysis of the combined effects on burglary of several measures installed together is beyond the scope of this bulletin. Such analysis may follow at a future date, in response to user needs.

[8] The estimated proportion of premises with 50 or more employees that used stock protection measures has an unweighted base of 47 respondents. This estimate should therefore be treated with caution, as it would have a fairly wide confidence interval; however, it is deemed to be sufficiently accurate to conclude that larger premises are more likely to use stock protection measures than smaller ones. All other estimates presented in this bulletin have an unweighted base of 50 or more respondents.

The crime most commonly perceived as organised was online crime, with 31% of respondents saying that they thought the last incident of online crime they experienced was carried out by an organised group of criminals. Figure 1.11 illustrates the proportions of respondents who perceived other crimes to have been carried out by an organised group of criminals.

Figure 1.11: Proportion of premises that perceived the most recent incident of crime to have been carried out by an organised group of criminals, wholesale and retail sector, 2015 CVS



Source: Home Office, 2015 Headline Tables.
Chart notes: only those crime types with an unweighted base greater than 50 are shown.

The 2015 CVS also asked respondents about cases of victim intimidation, that is experience of intimidation by the perpetrator or their family or friends following an incident of crime. Those respondents who indicated that they had experienced this were then asked in what way they had been intimidated.

For most crime types, fairly low proportions of victims experienced subsequent intimidation: two per cent of attempted burglary victims and one percent of victims of vandalism, customer theft and fraud by others had been intimidated. By contrast, ten per cent of assault or threat victims had been intimidated following the original incident. For all other crime types unweighted respondent bases were below 50 and are not reported. Those who had experienced intimidation following an assault or threat most commonly said that they had received a verbal or written threat of physical violence.

Comparison with 2002

A comparison between the wholesale and retail sector in 2002 and 2012 was carried out for the Crime against businesses: Detailed findings from the 2012 Commercial Victimisation Survey report, published in June 2013. Analysis was based on a subset of the 2012 CVS data in order to make it directly comparable with the 2002 dataset (see the report for more details). The analysis showed there were around 14.5 million fewer crimes against wholesale and retail business premises in 2012 than in 2002 (down from around 21.5 million to around 8 million).

A further comparison of the more recent CVS sweeps (2012-2014) with the older sweeps (2002 and 1994 CVS) are provided in Hopkins (2016), which explores the long-term fall in business crime.

Comparisons with other sources

The British Retail Consortium (BRC) Retail Crime Survey 2015 results show that theft by customers made up the majority of crime against retailers (83%) and fraud accounted for the second highest proportion of all retail crimes (16%). This reflects the CVS finding that thefts are amongst the most common crime types experienced by the wholesale and retail sector, although the CVS places assaults and threats as the second most common crime type, followed by fraud.

Although there are some similarities between the CVS and BRC results in terms of the crime types affecting the sector, the trends in crime sometimes differ between the two. This may be due to differences in coverage and methodology between sources. CVS results are based on wholesalers as well as retailers, whereas the BRC survey covers only retailers. In addition, the CVS is sampled at premises level, across businesses of all sizes, whereas the BRC samples respondents at head office level, targeting their members, which tend to be the largest retailers. Differences may therefore be due to the different target populations, incidents not being reported to head offices (for those retailers with head offices), or differences in recording practices at the premises and enterprise level. The time periods of the two surveys also differ, with the CVS being based on calendar years while the BRC survey results are based on financial years.

In addition, the BRC survey and the CVS differ in terms of their measures of reporting rates to the police. Victims captured in the CVS are only asked if they reported the most recent incident to the police, not all incidents. Therefore results could be subject to recall error, where respondents recall the most prominent (rather than most recent) incident. This may lead to higher 'reporting' figures, as more prominent incidents are more likely to be reported to the police. It is also possible that some CVS victims may say they reported to the police, but actually reported to their internal security, for example. When comparing results of the BRC survey with the CVS, users should bear in mind these differences between the two surveys.

Despite the differences described above, it is useful to compare findings from different sources of data, such as the BRC, CVS, and police recorded crime statistics. According to the BRC survey, customer theft has decreased slightly in the last year, from 552,069 incidents in 2013/14 to 521,351 in 2014/15 among the survey respondents. By contrast, the 2015 CVS showed a small increase in customer theft compared with 2014, albeit not statistically significant. However, the BRC also shows a long term increase in customer theft, from just under 4,000 incidents per 100 stores in 2008/09 to around 4,444 per 100 stores in 2013/14. By comparison, the CVS shows a long-term non-statistically significant fall in customer theft, from 10,445 incidents per 1,000 premises (1,044 per 100) in the 2012 survey to 8,862 per 1,000 (886 per 100) in the 2015 survey. This difference in scale may reflect the different target populations of the two surveys. The BRC conducts surveys of its members, which tend to be large retailers, whereas the CVS samples businesses of all sizes, with the majority of each stratified sample consisting of premises with 1-9 employees. The CVS also shows that larger businesses tend to suffer higher rates of customer theft.

The latest police recorded crime statistics published by the Office for National Statistics (ONS) show an increase in shoplifting. The number of shoplifting offences recorded by the police rose from 325,541 offences in the year ending December 2014 to 333,671 offences in the year to December 2015, an increase of 2 per cent. However, the increase in the number of offences recorded by the police could be due to an increase in the proportion of shoplifting incidents that come to the attention of police, or changes to police recording practices. This is supported by the fact that the police recorded crime figures are lower than those reported by the CVS and BRC.

The 2015 CVS found that the cost of shoplifting has remained steady compared with past survey years. The mean cost per incident of shoplifting was estimated at £545, which appears to be a substantial increase compared with 2012 (£158), 2013 (£177) and 2014 (£126), but these changes are not statistically significant. Similarly, the mean cost per victim (based on all incidents) has remained steady. These findings contrast those reported in the BRC Retail Crime Survey 2015, which reported a 35 per cent increase in the average cost of theft by customers between 2013/14 and 2014/15, from £241 to £325 per incident.

In the case of burglary rates, the BRC showed a 13 per cent rise between 2013/14 and 2014/15, while the CVS showed a non-statistically significant 13 per cent fall in the wholesale and retail sector between 2014 and 2015, and a longer term statistically significant fall compared with 2012. Furthermore, the BRC survey found that the rate of fraud had increased by 55 per cent in 2014/15 compared with the year before, while the CVS indicated a fall between 2014 and 2015, albeit not statistically significant.

Comparison with other sectors

A comparison of the wholesale and retail sector findings with findings from other sectors is given in Chapter 5 - Crimes against businesses: A comparison of sectors from the 2012 to 2015 CVS.

2 Crime against agriculture, forestry and fishing premises

2.0 INTRODUCTION

In the 2015 Commercial Victimisation Survey (CVS), 1,098 respondents from premises in the agriculture, forestry and fishing sector were asked if the business at their current premises had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced.

The 2015 CVS also asked businesses in this sector about their experiences of online crime for the first time. In addition, the 2015 CVS collected information on other crime types, such as livestock and chemical theft, organised crime and reporting rates. These, alongside comparisons with 2014 and 2013 CVS figures, are presented here and in the 2015 CVS Comparison Tables. Note that this sector was not included in the 2012 survey.

The relatively small sample size of the survey makes detecting changes between adjacent years difficult, so the most prominent changes in crime against this sector are visible in comparison with the 2013, rather than the 2014 CVS. Data are weighted to ensure that the sample is representative of businesses in this sector in England and Wales as a whole.

The majority of premises interviewed (82%, 895 premises) from the agriculture, forestry and fishing sector describe farming as the main activity at the premises. Of these farming premises, around half farmed animals, just under a third were crop farmers and around a fifth farmed both animals and crops. This is similar to the sector sample composition for the 2013 and 2014 CVS.

Results for all CVS sectors, including the agriculture, forestry and fishing sector are presented in the 2015 CVS Headline Tables. Please refer to the introduction to this report for further information about the contents of data tables accompanying the publication.

2.1 KEY FINDINGS

- **The proportion of agricultural premises experiencing crime has fallen compared with 2013.** According to the 2015 CVS, 24 per cent of agriculture, forestry and fishing premises experienced at least one incident of crime, a statistically significant fall of six percentage points compared with the 2013 CVS.

- **Vandalism, theft and burglary were the most common crime types experienced by this sector**. The highest rates of crime against this sector were for vandalism (317 incidents per 1,000 premises), theft (284 incidents per 1,000 premises), and burglary (198 incidents per 1,000 premises).

- **The majority of online crimes experienced by this sector were computer viruses.** In 2015 there were 23,000 incidents of computer viruses in the year prior to interview, making up three-quarters of all incidents of online crime against this sector.

2.2 EXTENT OF CRIME AGAINST AGRICULTURE, FORESTRY AND FISHING PREMISES

According to the 2015 CVS, agriculture, forestry and fishing premises experienced 96,000 crimes in the year prior to interview (Table 2.1). This was very similar to the number experienced in 2014 (95,000) but lower than experienced in 2013 (133,000); however, this change was not statistically significant.

Similarly, compared with 2013, the proportions of incidents attributed to each crime type are the same; vandalism and theft each accounted for just under a third of crimes against this sector, while around a fifth were burglaries and the remaining fifth was accounted for by other crime types[9].

Table 2.1: Experiences of crime in the last 12 months, agriculture, forestry and fishing sector, 2015 CVS

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	19	198	10	11	2
Vandalism	30	317	7	7	4
All vehicle-related theft	4	47	3	3	2
All robbery (inc. attempts)	1	16	0	0	-
Assaults and threats	8	83	2	2	-
All theft	27	284	8	8	3
All fraud	6	65	2	2	-
ALL A,F&F CRIME	**96**	**1,009**	**22**	**24**	***4***

Unweighted base: 1,098 premises

Table 2.2: Changes in crime in the agriculture, forestry and fishing sector, 2015 compared with 2013 CVS

Crime type	Change in number of crimes per 1,000 premises	Change in % of premises experiencing		Change in average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	*-90*	*-4*	*	*0*
Vandalism	*-127*	*-3*	*	*0*
All vehicle-related theft	*-22*	*-2*	*	*0*
All robbery (inc. attempts)	*+6*	*0*		-
Assaults and threats	*-80*	*-2*	*	-
All theft	*-104*	*-1*		*-1*
All fraud	*-49*	*-2*	*	-
ALL A,F&F CRIME	***-466***	***-6***	*	***-1***

Source: Home Office, 2015 CVS Headline Tables and 2015 CVS Comparison Tables.
Table notes:

- Columns related to victims may not sum to the totals shown for all crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Statistically significant changes are highlighted in bold italics with asterisks (*). Other changes are not significant.
- A hyphen (-) indicates that a figure is not shown because its unweighted base is fewer than 50 respondents.

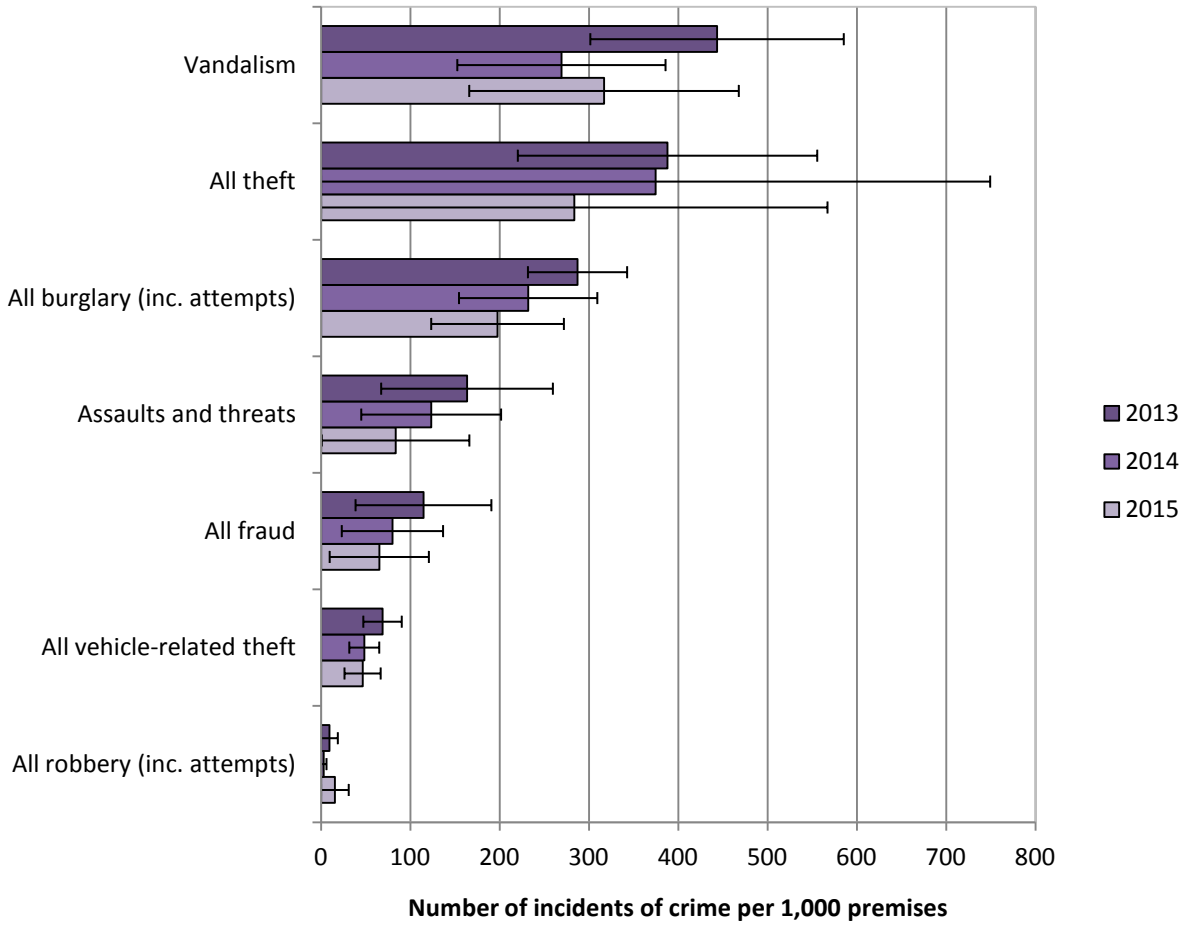
Number of incidents per 1,000 premises

The agriculture, forestry and fishing sector experienced relatively low rates of crime compared with the other sectors surveyed over the lifetime of the CVS (see Chapter 5 for more information). Figure 2.1 shows that the highest rates of crime against this sector were for vandalism (317 incidents per 1,000 premises), theft (284 incidents per 1,000 premises), and burglary (198 incidents per 1,000 premises).

[9] For crime types such as animal theft, which relate specifically to this sector, please see Table 2.5 below. The 2015 CVS also included a measure of agriculture related anti-social behaviour, which includes endangering livestock, leaving gates open, breaking fences, hare or deer coursing, poaching and other types; such incidents of anti-social behaviour are not included in the crime count. The 2015 CVS found that 23 per cent of agriculture, forestry and fishing premises experienced such behaviour in the last year.

The trend in the crime rate against this sector appears to be downward, from a total of 1,475 incidents per 1,000 premises in the 2013 CVS and 1,131 incidents per 1,000 premises in the 2014 CVS to 1,009 in the 2015 CVS; however, these changes are not statistically significant. A similar observation can be made about the individual crime categories, with the exception of vandalism and robbery.

Figure 2.1: Incidents of crime per 1,000 premises experienced by agriculture, forestry and fishing premises in the last 12 months, with 95% confidence intervals, 2013 to 2015 CVS



Source: Home Office, 2015 CVS Comparison Tables.
Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

Proportions of premises that experienced a crime

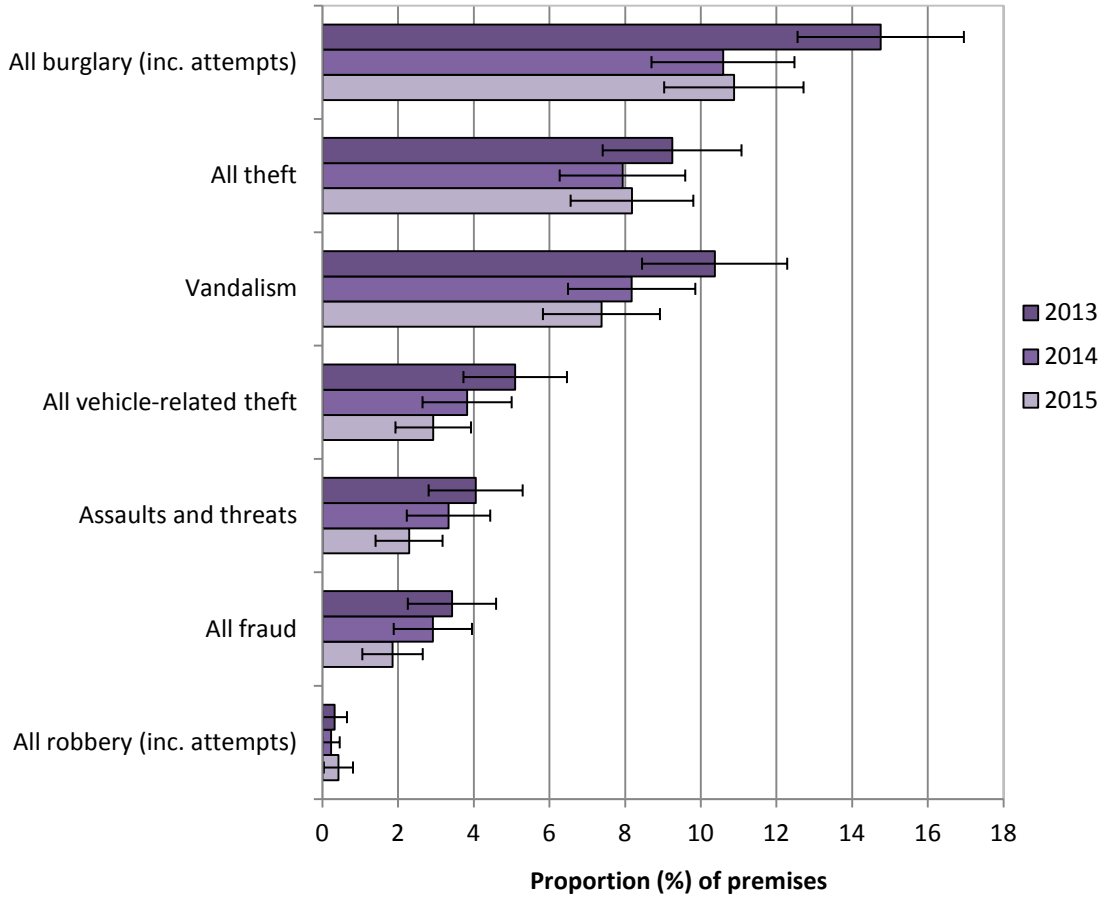
Just under a quarter (24%) of agriculture, forestry and fishing premises experienced at least one incident of crime in the 12 months prior to interview. This is a statistically significant fall of six percentage points compared with the 2013 CVS. There is no statistically significant change compared with the 2014 CVS, although, as with the crime rate, the trend in the prevalence of crime against premises in this sector appears to be downward (30% of premises in 2013, 26% in 2014 and 24% in 2015 experienced at least one crime of the types shown in Figure 2.2 below).

As in previous years, burglary was the most prevalent crime type in the agriculture, forestry and fishing sector in 2015, with 11 per cent of premises having experienced it (Figure 2.2). This was followed by theft (8% of premises) and vandalism (7% of premises).

Compared with the 2013 CVS there were small but statistically significant falls in the proportions of premises that experienced a variety of crime types. These included burglary (down by 4 percentage

points), vandalism (down by 3 percentage points), vehicle-related theft (down by 2 percentage points), assaults and threats (down by 2 percentage points) and thefts by employees (down by 1 percentage point). There were no statistically significant increases in the prevalence rates for any crime types. There were also no statistically significant changes by crime type compared with the 2014 CVS.

Figure 2.2: Proportion of agriculture, forestry and fishing premises that experienced crime in the last 12 months, by type, with 95% confidence intervals, 2013 to 2015 CVS



Source: Home Office, 2015 CVS Comparison Tables.
Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

One per cent of agriculture, forestry and fishing premises experienced theft of a vehicle in 2015, showing no statistically significant change compared with 2013. According to findings from the Crime Survey for England and Wales (CSEW), this proportion is higher than the proportion of households that experienced theft of vehicles. The CSEW estimated that 0.3 per cent of households experienced theft of a vehicle in the year to December 2015. By contrast, thefts from vehicles were more prevalent among the household population (2.3%) than among businesses in the agriculture, forestry and fishing sector (2%). This suggests that in incidents of vehicle-related theft against this sector, the vehicle itself is more frequently a target, most likely due to higher value compared with household vehicles. This hypothesis is supported by the 2014 NFU Rural Crime Survey, which revealed that the cost of rural theft was being driven up by thefts of high-value tractors worth up to £80,000, as well as lower value tractors not fitted with high-tech security systems.

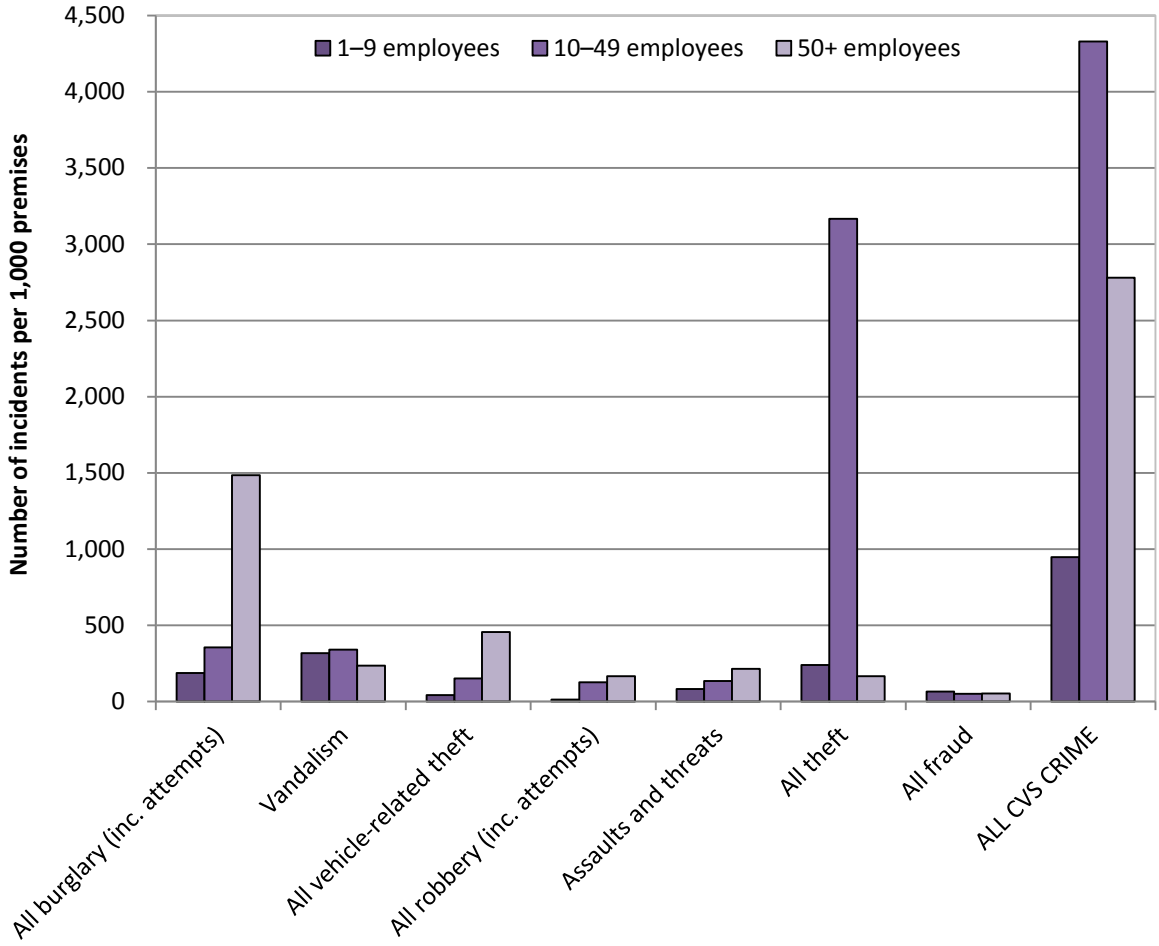
In 2015, the NFU found that the cost of rural theft in the UK had fallen during 2014, to an estimated £37.8m – down 15 per cent on 2013's high of £44.5m. The NFU said that while tractor thefts were coming down, thanks to innovations in security and associated insurance discounts, thefts of quad bikes had risen dramatically, in some regions by as much as 80 per cent. This is consistent with

the CVS finding that theft of vehicles from businesses in the agriculture, forestry and fishing sector has remained steady overall.

Incidence and prevalence rates by business size

As shown in Figure 2.3 below, the overall rate of crime against agriculture, forestry and fishing premises was highest among those with 10-49 employees (4,329 incidents per 1,000 premises), substantially higher than for premises with 1-9 employees (948 incidents per 1,000 premises) or 50 or more employees (2,781 incidents per 1,000 premises). This pattern differs from other sectors, where larger businesses appear to experience higher crime rates. Here the peak in crime against businesses with 10-49 employees appears to be largely driven by thefts, which were 13 times more frequent than for small businesses and 19 times more frequent than for large businesses; however the usual pattern of crime rate increasing with business size can be seen for most other crime types against the agriculture, forestry and fishing sector.

Figure 2.3: Number of incidents of crime per 1,000 premises experienced by the agriculture, forestry and fishing sector in the last 12 months, by number of employees at premises, 2015 CVS

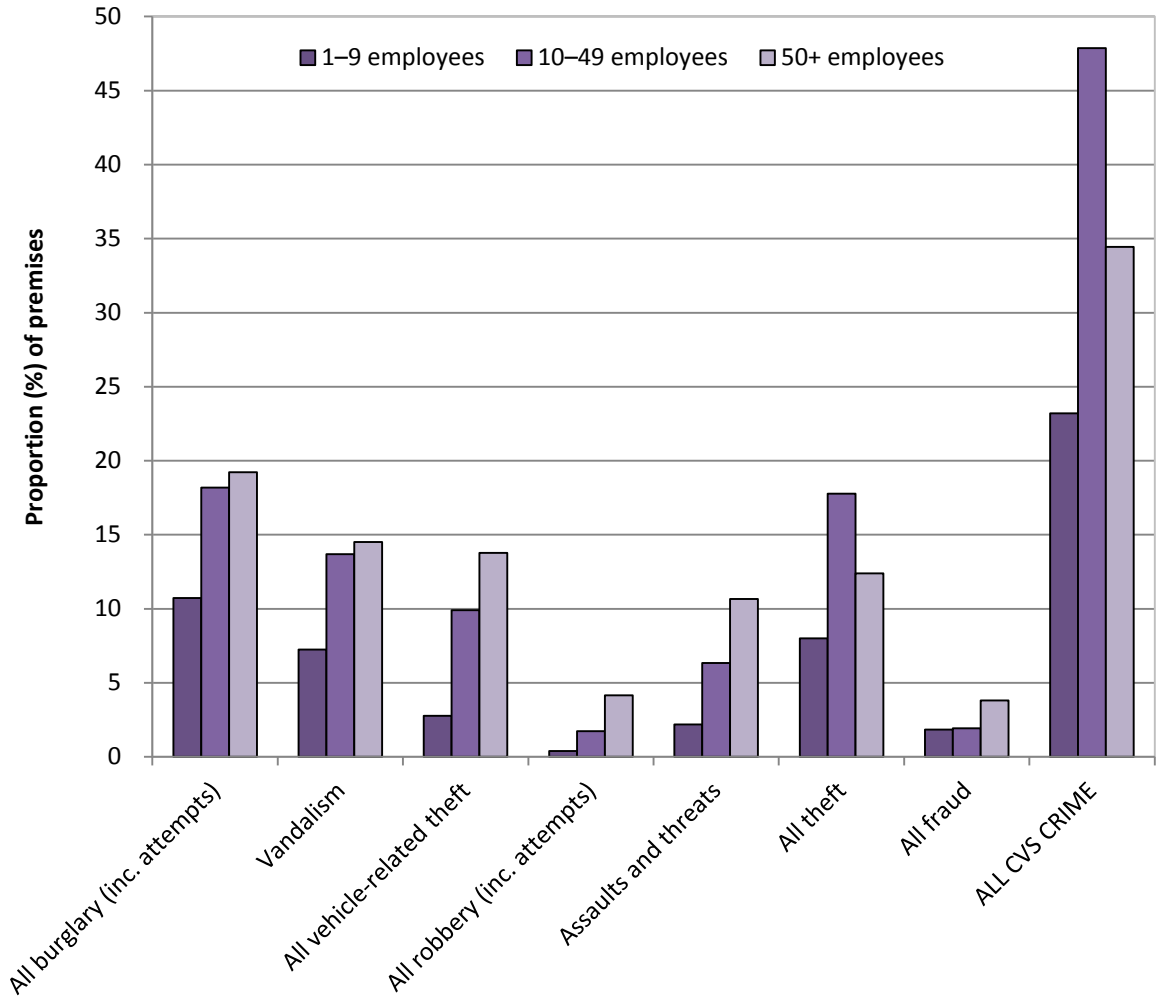


Source: Home Office, 2015 CVS Headline Tables.

As shown by Figure 2.4 below, the crime prevalence rate for agriculture, forestry and fishing premises of differing sizes (as measured by number of employees) follows a pattern similar to the incidence rate (Figure 2.3). For most crime types it increases with the number of employees at the premises, with the exception of theft which is most prevalent among businesses with 10-49 employees. A detailed examination of the survey responses in the 2015 CVS data does not reveal any clear reasons why

businesses with 10-49 employees appear to have suffered more from thefts than businesses of other sizes. This observation may be an effect of sampling variability, as the distribution of the prevalence rate of thefts by business size has varied from year to year; however, a similar pattern can be seen for the incidence rate of thefts across the three CVS years in which this sector was sampled.

Figure 2.4: Proportion of agriculture, forestry and fishing premises that experienced crime in the last 12 months, by number of employees at premises, 2015 CVS



Source: Home Office, 2015 CVS Headline Tables.

Average number of incidents of crime per victim (premises)

According to the 2015 CVS, each victim of crime in the agriculture, forestry and fishing sector experienced an average of 4 incidents in the 12 months prior to interview. This repeat victimisation rate has not changed significantly since the 2013 CVS (5 incidents per victim), nor the 2014 CVS (4 incidents per victim). The repeat victimisation rate for this sector is one of the lowest across all eight sectors ever surveyed by the CVS (see Chapter 5 for more information).

2.3 OTHER RESULTS FROM THE SURVEY

This section includes findings on online crime, reporting rates, crime prevention, organised crime, and the cost of crime in the agriculture, forestry and fishing sector, as well as theft of metal, fuel, chemicals and livestock from premises in this sector.

Online crime

Online crime covers a range of crime types carried out over computer networks. Please refer to the Introduction for further details on the types of online crime covered in the survey. The 2015 CVS asked respondents from the agriculture, forestry and fishing sector about their experiences of online crime for the first time. In this sector, 77% of premises reported the use of computers, which is the lowest proportion compared with other sectors surveyed in the 2015 CVS. Half of the respondents who said that they used computers at the premises were then asked about their experience of various types of online crime. It is important to bear in mind that respondents were only asked about online crimes affecting the premises. Many online crimes may affect only head offices and will not have been picked up by the survey in those cases where a business premises belongs to a multi-site enterprise (although the proportion of such cases in this sector is expected to be low).

There were 31,000 incidents of online crime against businesses in the agriculture, forestry and fishing sector in the 12 months prior to interview (Table 2.3). This is the lowest number of incidents of online crime among those sectors surveyed in 2015, but higher than the numbers of incidents estimated by earlier surveys in the accommodation and food sector (2014 CVS), the arts, entertainment and recreation sector (2013 CVS) and the transportation and storage sector (2012 CVS). The total crime counts against each sector are affected by the size of different industry sectors. For a comparison of the rate of online crime across sectors (per 1,000 premises), see Figure 5.2 in Chapter 5, which paints a similar picture.

Table 2.3: Experiences of online crime in the last 12 months, agriculture, forestry and fishing sector, 2015 CVS

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
Hacking	2	23	1	1	-
Phishing	1	6	1	1	-
Theft of money (online)	2	19	1	1	-
Theft of information (online)	1	7	0	0	-
Website vandalism	0	8	0	1	-
Computer virus	23	247	10	10	2
Other online crime	2	25	1	1	-
ALL ONLINE CRIME	**31**	**330**	**12**	**12**	**3**

Unweighted base: 449 premises (half-sample of the CVS respondent base)

Source: Home Office, 2015 CVS Headline Tables.
Table notes:

- A hyphen (-) indicates that a figure is not shown because its unweighted base is fewer than 50 respondents.
- Columns related to victims do not sum to the totals shown for all online crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Incidents of online crime are not included in the overall count of CVS crime as these questions are only asked of half the sample and there is a risk of double-counting with other crime types, such as theft or fraud.
- Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime according to the Home Office Counting Rules.

On average there were 330 incidents of online crime per 1,000 premises in this sector, which is around a third of the incidence rate for 'traditional' crimes against this sector (1,009 incidents per 1,000 premises).

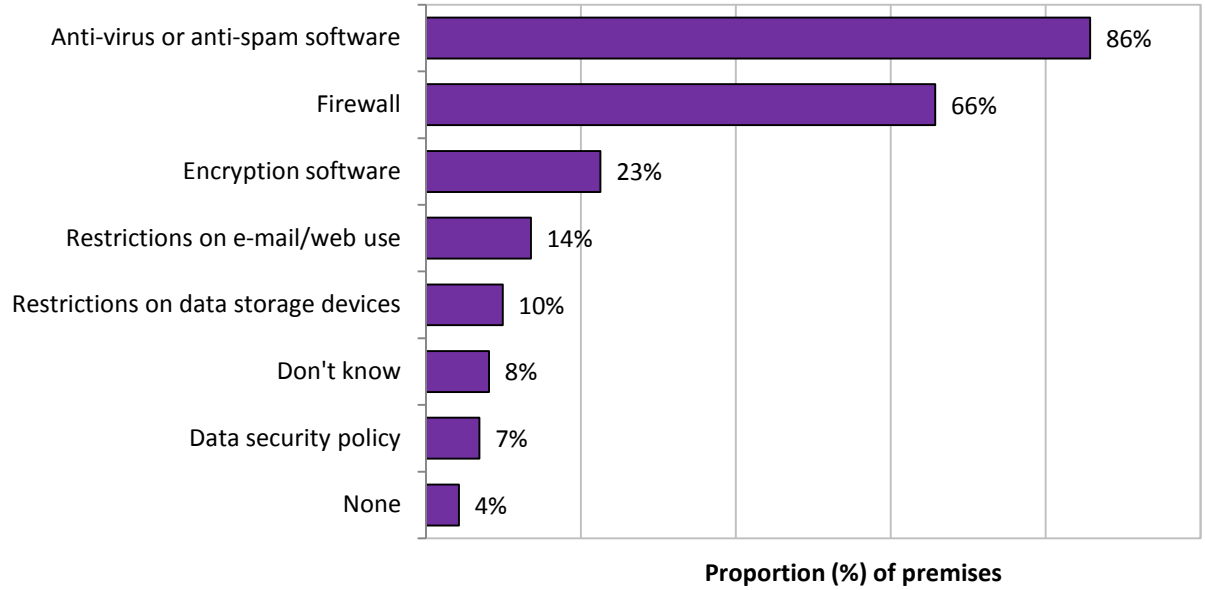
In line with most of the other sectors, computer viruses were the most commonly experienced online crimes in the agriculture, forestry and fishing sector. In 2015 there were 23,000 incidents in the year prior to interview, making up three-quarters of all incidents of online crime against this sector.

Around 12 per cent of all agriculture, forestry and fishing premises experienced at least one type of online crime in the last year. Similarly to other sectors surveyed, most of this was accounted for by victims of computer viruses (10% of premises experienced these), while very low proportions of premises suffered from any other type of online crime (1% or less). On average, each victim of a computer virus experienced 2 incidents.

The 2015 CVS shows that the mean annual spend on IT security among agriculture, forestry and fishing businesses was £102; this is substantially less than the estimates for the other sectors surveyed in 2015, each of which spent more than a thousand pounds a year on average on IT security measures. This could be linked with the relatively low level of computer use in this sector. It is also possible that single-site businesses tend to spend less on IT security (similar to small businesses with 1-9 employees in the wholesale and retail sector).

The types of IT security measures in place at agriculture, forestry and fishing premises are summarised in Figure 2.5 below. Most premises (86%) had anti-virus or anti-spam software installed, two-thirds (66%) had a firewall and just under a quarter (23%) used encryption software.

Figure 2.5: Proportion of agriculture, forestry and fishing premises that had IT security measures in place, by type of measure, 2015 CVS



Source: Home Office, 2015 CVS responses.

Reporting rates

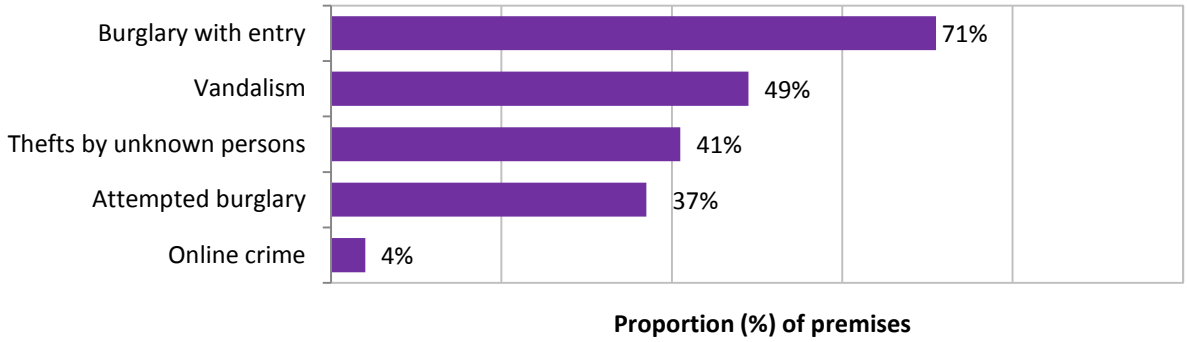
The 2015 CVS asked those respondents who had experienced crime in the past year whether the police came to know about the *most recent incident of each crime type experienced*.

The most recent incidents of burglary were fairly well reported, with 71 per cent of respondents having reported the most recent incident according to the 2015 CVS (Figure 2.6 below). The high reporting rates for this crime type is likely to reflect the need for victims to obtain a crime reference number from the police in order to make an insurance claim.

Reporting rates were comparatively low for attempted burglary (37% reported the latest incident), vandalism (49% reported), and theft by unknown persons (41% reported). Latest incidents of online crime were the least likely to be reported to the police (4%); this may be due to the fact that the majority of incidents were computer viruses, which typically cause little damage.

Where base numbers were large enough to make comparisons with previous years, there were no statistically significant changes in reporting rates compared with either the 2013 or the 2014 CVS.

Figure 2.6: Proportion of respondents who reported the latest incident to the police (%), for selected crime types, agriculture, forestry and fishing sector, 2015 CVS

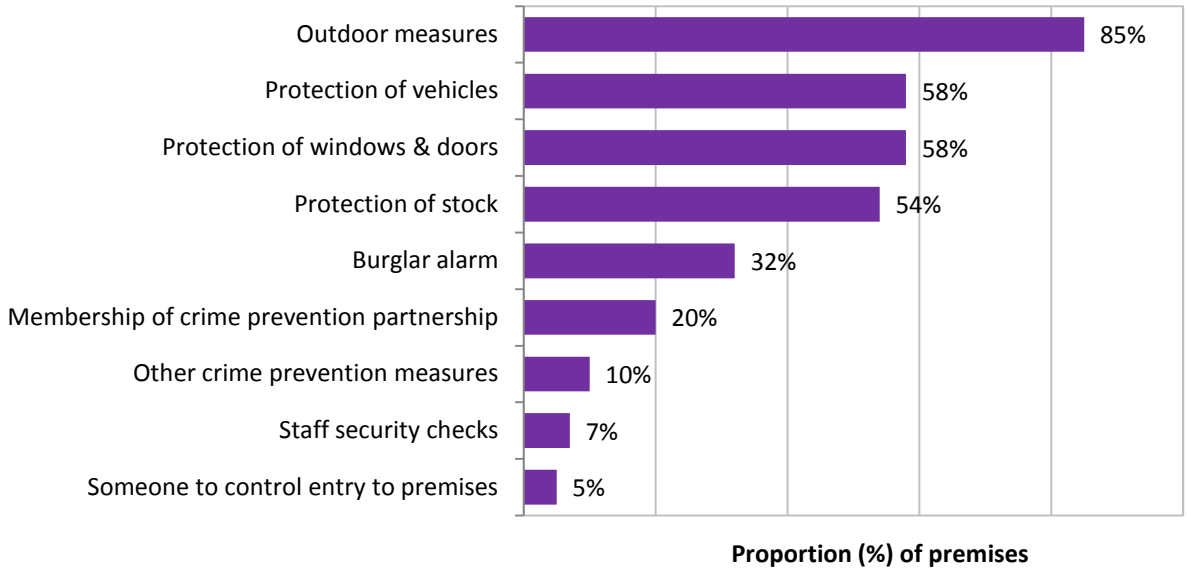


Source: Home Office, 2015 CVS Headline Tables.
Chart notes: Only those crime types with an unweighted base of 50 or more respondents are shown.

Crime prevention measures

The 2015 CVS asked half of its respondents whether they had a range of crime prevention measures in place at the premises and, if so, whether these had been adopted or installed as a result of a crime experienced in the last 12 months. Figure 2.7 below illustrates the proportions of agriculture, forestry and fishing premises with specific types of measures in place. The most common crime prevention measures were outdoor measures (85% of premises) – these are measures such as CCTV, barbed wire fencing and security lighting – followed by protection measures on windows and doors (58%), and on vehicles (58%). This is a similar picture to the construction sector (Chapter 3), where the same types of measures were the most popular.

Figure 2.7: Proportion of premises that had crime prevention measures in place, by type of measure, agriculture, forestry and fishing sector, 2015 CVS



Source: Home Office, 2015 CVS responses.

Among those who had experienced a crime in the last 12 months, 18 per cent of those with outdoor measures, 16 per cent of those with burglar alarms, 12 per cent of those with protection measures on doors and windows, nine per cent of those with stock protection measures and seven per cent of

those with measures to protect vehicles said that they installed the measure due to a crime they experienced in the last 12 months. However, it should be noted that some crime prevention measures may have been initially installed as a result of a crime that occurred earlier than 12 months prior to interview; this is not currently captured by the CVS. These proportions are relatively low, but higher than those for the wholesale and retail sector, despite the fact that the wholesale and retail sector generally suffers more crime than the agriculture, forestry and fishing sector. This suggests that businesses in this sector may be more likely to respond to experience of crime by installing crime prevention measures. In turn, this may indicate that the impact (or perceived impact) of crime against this sector is greater than against the wholesale and retail sector. However, it is still the case that the majority of victims of crime in this sector already had their crime prevention measures installed at the time that a crime took place in the last 12 months.

In order to see whether particular crime prevention measures tend to be effective, it is necessary to consider each prevention measure in the context of the crime types it is intended to prevent. For instance, burglaries may be prevented by burglar alarms, outdoor protection measures and protection measures on doors and windows. A selection of prevention measures have been matched to crime types they are expected to prevent in Table 2.4 below, followed by a discussion of the figures.

Table 2.4: Proportion of premises that experienced selected crime types, by presence of selected crime prevention measures, agriculture, forestry and fishing sector, 2015 CVS.

Crime prevention measure	Crime type	Proportion (%) of premises ***without*** the prevention measure that experienced the crime type *(with unweighted base)*	Proportion (%) of premises ***with*** the prevention measure that experienced the crime type *(with unweighted base)*	
Burglar alarm	Burglary with entry	5% (316)	12% (242)	*
	Attempted burglary	2% (316)	8% (242)	*
Protection on doors & windows	Burglary with entry	6% (227)	8% (332)	
	Attempted burglary	3% (227)	5% (332)	
Protection of stock	Theft by a customer	2% (253)	1% (302)	
	Theft by an employee	0% (253)	0% (302)	
	Theft by others	1% (253)	0% (302)	
	Theft by unknown persons	5% (253)	4% (302)	
	All theft	**8%** (253)	**6%** (302)	
Vehicle protection	Theft of a vehicle	2% (127)	1% (212)	
	Theft from a vehicle	2% (127)	2% (212)	
Staff security checks	Theft by an employee	0% (493)	0% (69)	
	Theft by unknown persons	5% (493)	1% (69)	*
	Fraud by an employee	0% (493)	.. (69)	
	Fraud by unknown persons	1% (493)	2% (69)	
Outdoor measures	Burglary with entry	3% (70)	8% (497)	
	Attempted burglary	2% (70)	5% (497)	
	Vandalism	1% (70)	8% (497)	*
	Theft of a vehicle	2% (70)	1% (497)	
	Theft from a vehicle	0% (70)	1% (497)	

Source: Home Office, 2015 CVS responses.
Table notes:

- Asterisks (*) indicate statistically significant differences between the two columns.
- (..) indicates that there were no respondents in this category.
- Crime types and prevention measures have been paired based on relevance of the measure to the crime.
- The column showing figures for those with specific prevention measures in place includes those who said they installed their security measure as a result of a crime in the last 12 months. It is not currently possible to indentify whether measures were installed within or outside the CVS reference period, regardless of experiencing a crime.

Relatively low proportions of respondents had a burglar alarm (32%). This contrasts other surveyed sectors, where the majority of premises have alarms installed. However, the 2015 CVS results show no evidence that the presence of a burglar alarm offsets the risk of victimisation; in fact, it appears that those with a burglar alarm were significantly more likely to experience a burglary with entry (12% of premises) than those without a burglar alarm (5% of premises). Similarly, those with burglar alarms were more likely to experience an attempted burglary (8% of premises) than those without (2%). A similar picture is seen for outdoor measures and protective measures on windows and doors, although the differences are not statistically significant. Together[10], these findings suggest that there may be underlying risk factors meaning that security measures do not fully alleviate the increased risk of burglary for these premises; however, further detailed analysis of the 2015 CVS data is needed to identify such factors. Similarly, premises with outdoor measures were significantly more likely to experience vandalism, which suggests that there may be underlying risk factors for this crime type as well.

The 2015 CVS findings on burglar alarms in the agriculture, forestry and fishing sector are similar to a finding by Tilley et al (2015), whereby alarms were actually associated with increased risk of burglary in households. This may suggest that there is some similarity between households and agricultural premises; for example, most of the premises sampled in this sector were farms, and so burglaries may have taken place at farmhouses that serve both as business and residential premises, although the CVS does not capture such information.

By contrast, premises with stock protection measures appeared to be less likely to experience theft (8% of premises) than those without such measures (6%); this difference is not statistically significant. Furthermore, premises that performed security checks on their staff were significantly less likely to experience thefts by unknown persons than those that did not. This may support the theory that a proportion of thefts "by unknown persons" is accounted for by employee thefts.

In conclusion, there appears to be evidence that some crime prevention measures are effective (e.g. stock protection measures against theft), although for many, such as measures against burglary, the message is less clear-cut. Further analysis of the 2015 CVS data is needed to identify the risk factors which prompt premises to install crime prevention measures.

Organised crime and victim intimidation

Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis (National Crime Agency definition). Focusing again on the *most recent incident of each crime type* experienced in the 12 months prior to interview, respondents in the agriculture, forestry and fishing sector were asked whether they perceived it to have been carried out by "an organised group of criminals", a "loosely knit group", or "someone working alone".

Due to the low levels of crime in this sector, there are only a few crime types for which the proportion of respondents perceiving a crime to be organised can be estimated. Burglary with entry was more likely to be perceived as organised crime than attempted burglary: 29 per cent of respondents perceived the latest incident of burglary with entry to be an organised crime, compared with 19 per cent for attempted burglary. The most recently experienced incidents of vandalism were less commonly perceived to be organised (14% of respondents). Again, where base sizes allow comparisons with previous years, there were no statistically significant changes relative to the 2013 and 2014 CVS.

Figures on the proportion of incidents respondents thought were carried out by an organised group of criminals, by industry sector, can be found in Table OC1 in the 2015 CVS Headline Tables and in Table OC3 in the 2015 CVS Comparison Tables.

[10] Readers should note that an analysis of the combined effects on burglary of several measures installed at the same premises is beyond the scope of this bulletin. Such analyses may follow at a future date, in response to user needs. Rather, this section refers to the collective findings about each measure against burglary considered individually.

The 2015 CVS also asked respondents about cases of victim intimidation, that is experience of intimidation by the perpetrator or their family or friends following an incident of crime. For the three crime types with a sufficiently large sample size, fairly low proportions of victims experienced subsequent intimidation: six per cent of attempted burglary victims, four per cent of vandalism victims, and two percent of victims of burglary with entry had been intimidated.

Metal, fuel, livestock and chemical theft

CVS respondents in the agriculture, forestry and fishing sector were separately asked whether any metal, fuel, livestock or chemicals[11] had been stolen from the premises in the 12 months prior to interview. Table 2.5 below shows that the proportions of premises in this sector that had experienced these types of theft in 2015 were relatively low, and down compared with 2013.

However, the only statistically significant change was a decrease of five percentage points in the proportion of premises experiencing metal theft, which has been showing a general downward trend. This is consistent with findings published in Focus on Property Crime 2014/15, which reported that there were 27,512 metal theft offences recorded by police in England and Wales in 2014/15, a decrease of more than a half compared with 2012/13.

Table 2.5: Proportion of agriculture, forestry and fishing premises that experienced metal, livestock, chemical or fuel theft in the last 12 months, 2013 to 2015 CVS

Percentages

Crime type	2013	2014	2015	Change (2013-2015)	
Metal theft	**10**	**6**	**5**	***-5***	*
Livestock theft	**4**	**2**	**2**	-1	
Chemical theft	**0.4**	**0.4**	**0.3**	0	
Fuel theft	**7**	**5**	**5**	-2	
Unweighted base	*1,085*	*1,019*	*1,098*	*n/a*	

Source: Home Office, 2015 CVS Comparison Tables.
Table notes:

- Figures of one per cent or greater are rounded to the nearest percentage point, and to one decimal place if below one. Percentage point changes have been calculated based on unrounded estimates and subsequently rounded.
- The figures presented on livestock theft are proportions of those premises that reported having livestock. The unweighted bases are therefore different from those shown in the table; they are 651 for 2013, 631 for 2014 and 625 for 2015.
- Statistically significant changes are highlighted in bold italics with asterisks (*). Other changes are not significant.

Comparisons with other sources

The National Farmers' Union (NFU) Mutual analysed data collected in their survey of insurance claims experiences, combined with claims data, in order to produce their annual Rural Crime Survey findings. These findings are not directly comparable with the CVS, as the NFU surveys their member base of around 300 insurance agencies regarding their claims experience, rather than directly surveying businesses about their experience of crime. NFU Mutual provides insurance to 73% of the rural market.

The latest NFU Mutual findings for 2015 focus on events that took place in 2014. They showed that while the cost of rural crime appears to have fallen from 2013's high of £44.5m to £37.8m in 2014, largely due to falls in tractor thefts as a result of improved security, other crime remains a concern. For example, according to the NFU findings, quad bike theft appears to have risen; however, the CVS shows a statistically significant fall in the incidence and prevalence rates of vehicle-related theft. The

[11] Chemical theft could include theft of fertilisers, or other chemicals used to treat crops or livestock, that are kept on the premises.

majority of those surveyed by NFU Mutual (63%) also said that cybercrime is a growing concern for rural communities.

The National Rural Crime Network (NRCN) conducted an online survey of a self-selecting sample of rural residents and business owners, to explore the cost of crime in rural areas. The findings were published in September 2015 and revealed that of the 12,369 self-selected respondents, whose postcodes were classified as being rural, 13 per cent had been victims of crime in the last year. Again, this survey is not largely comparable with the CVS (which is based on a random sample of premises) as it captured household residents, business owners, or both, so estimates of crime against business are not clear-cut.

The NRCN survey found that the average cost of crime was around £4,100 per victim who owned a business. However, this is likely to be an over-estimate, as respondents to a self-selecting online survey are more likely to be those that have suffered a serious crime, rather than being representative of the rural business community as a whole. This cost estimate amalgamates all crime types and all types of cost associated with experience of these crimes, including replacement value of property, repair of damage, loss of earnings, buying and installing security equipment and other costs.

By contrast, the 2015 CVS asked about the value of items stolen in the most recent incident of each crime type included in the survey. Due to the low prevalence of crime against businesses in the agriculture, forestry and fishing sector, the respondent bases for most crime types are too low to produce reliable cost estimates for most types of thefts, except for burglaries and thefts by unknown persons. The mean value of items stolen in the most recent incident of burglary at a business premises was £1,653, but this is driven up by a small number of respondents reporting large values, while most recent incidents of burglary resulted in less costly losses – the median value was £500. Similarly, the mean value of items stolen in the most recent incident of theft by unknown persons was £754, while the median was £300.

Comparison with other sectors

Further comparison of the findings from the agriculture, forestry and fishing sector with the other sectors surveyed by the CVS in 2012 to 2015 is given in Chapter 5.

3 Crime against construction premises

3.0 INTRODUCTION

In the 2015 Commercial Victimisation Survey (CVS), 958 respondents from premises in the construction sector were asked if they had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced.

The construction sector was introduced for the first time in 2015 and therefore it is not possible to compare findings with previous years. The construction sector includes types of businesses such as building, roofing, scaffolding, civil engineering, electrics, and plumbing.

The 2015 CVS also collected information on areas such as online crime, organised crime, cost of crime, and reporting rates (to the police). This information is presented here, as well as information on repeat victimisation (average number of crimes per victim). All data are weighted to ensure that the sample is representative of construction businesses in England and Wales as a whole.

Results for all CVS sectors, including the construction sector, are presented in the 2015 CVS headline tables. Please refer to the Introduction to this report for further information about the content of data tables accompanying the publication.

3.1 KEY FINDINGS

- **One fifth of businesses in the construction sector experienced crime in 2015.** Businesses were most likely to experience theft from vehicles (7% of construction premises experiencing), burglary (including attempts, 6%), and theft offences (6%).

- **Theft and assaults and threats were the most common crime types experienced by this sector.** The 2015 CVS recorded 141,000 crimes against construction premises, of which nearly a third (45,000) were assaults and threats, and a further quarter (36,000) were thefts.

- **Larger premises experienced higher rates of crime than smaller premises.** The rate of crime experienced by premises with 50 or more employees was 2,066 incidents per 1,000 premises compared with 1,064 per 1,000 premises with 10-49 employees, and 866 crimes per 1,000 premises with 1-9 employees.

3.2 EXTENT OF CRIME AGAINST CONSTRUCTION PREMISES

According to the 2015 CVS, there were 141,000 crimes against construction premises in the year prior to interview (Table 3.1). Of these, almost a third (32%, 45,000 incidents) were assaults and threats and a quarter (25%, 36,000 incidents) were theft offences.

Just over a fifth (21%) of construction premises reported being a victim of at least one incident of crime (of any type) within the last 12 months. Within this, the most commonly experienced crime types were vehicle related theft (7% of premises experienced this), burglary (6%) and theft (6%). Despite assaults and threats making up the largest proportion of total incidents, only two per cent of premises experienced this type of crime, a notably lower victimisation rate than lower volume crime types such as vehicle related theft and burglary offences. This suggests that there may be a relatively high repeat victimisation rate for assaults and threats compared with other crime types.

Table 3.1: Experience of crime in the last 12 months, construction sector, 2015 CVS.

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	**17**	**109**	**10**	**6**	**2**
Vandalism	**6**	**39**	**3**	**2**	**-**
All vehicle-related theft	**21**	**135**	**11**	**7**	**2**
All robbery (inc. attempts)	**1**	**6**	**1**	**1**	**-**
Assaults and threats	**45**	**289**	**3**	**2**	**-**
All theft	**36**	**230**	**9**	**6**	**4**
Thefts by customers	18	117	4	3	**-**
Thefts by employees	9	61	1	1	-
Thefts by others	4	27	2	1	-
Thefts by unknown persons	4	26	2	1	-
All fraud	**16**	**103**	**6**	**4**	-
ALL CRIME TYPES	**141**	**910**	**33**	**21**	**4**

Unweighted base: 958 premises
Source: Home Office, 2015 CVS Headline Tables.
Table notes: A hyphen (-) indicates that the unweighted respondent base is below 50 and the estimate is not shown.

Incidence and prevalence rates by business size

Premises' experience of crime increases with business size (measured by number of employees). This is evident in both the crime incidence rate (number of incidents per 1,000 premises) and the prevalence rate (the proportion of businesses that experience at least one incident of crime) as shown in Table 3.2. Over a third (34%) of premises with 50 or more employees experienced a crime in 2015, compared with 27 per cent of premises with 10-49 employees and a fifth (20%) of premises with 1-9 employees. This trend is driven by a higher proportion of victims of vehicle related theft in larger premises compared with smaller premises. For premises with 50 or more employees, over 40 per cent of all incidents are vehicle related thefts. However, for small premises with 1-9 employees, this proportion is much smaller (13%) and other crime types such as assaults and threats (which make up over a third of all incidents) are more prominent.

Table 3.2: Number of incidents of crime per 1,000 premises and proportion of premises experiencing at least 1 incident of crime, by premises size, construction sector, 2015 CVS.

	1-9 employees		10-49 employees		50+ employees	
	incidence (per 1,000)	*prevalence (%)*	*incidence (per 1,000)*	*prevalence (%)*	*incidence (per 1,000)*	*prevalence (%)*
All burglary (inc. attempts)	95	6	183	8	383	9
Vandalism	23	2	213	6	121	4
All vehicle-related theft	109	6	214	15	861	21
All robbery (inc. attempts)	6	1	12	1	..	..
Assaults and threats	306	1	90	4	178	6
All theft	233	6	160	6	314	6
All fraud	93	4	192	5	209	6
All CVS crime	**866**	**20**	**1,064**	**27**	**2,066**	**34**

Unweighted base: 958 premises
Source: Home Office, 2015 CVS Headline Tables.
Table notes: '..' indicates that there were no respondents in the category shown.

3.3 OTHER RESULTS FROM THE SURVEY

Online crime

Online crime covers a range of crime types carried out over computer networks. The Introduction gives further details on the types of online crime covered in the survey. Half of the respondents from the construction sector who said that they used computers at the premises were randomly selected to represent the sector as a whole, and were asked about their premises' experience of various types of online crime. In the construction sector 92 per cent of businesses said they used computers.

The 2015 CVS estimates there were 77,000 incidents of online crime against businesses in the construction sector in the 12 months prior to interview, affecting 15 per cent of premises (Table 3.3). In 2015 the most commonly experienced online crimes were computer viruses with 54,000 incidents, making up 71 per cent of all incidents of online crime against this sector.

Table 3.3: Experiences of online crime in the last 12 months, construction sector, 2015 CVS

Crime type	Number of incidents (000s)	Number of incidents of crime per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing
Hacking	8	49	4	3
Phishing	1	6	1	1
Theft of money (online)	2	15	2	1
Theft of information (online)	0	1	0	0
Website vandalism	1	15	1	1
Computer virus	54	349	17	11
Other online crime	10	64	1	0
ALL ONLINE CRIME	77	494	23	15

Unweighted base: 473 premises

Source: Home Office, 2015 CVS Headline Tables.
Table notes:

- Columns related to victims do not sum to the totals shown for all online crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Incidents of online crime are not included in the overall count of CVS crime as these questions are only asked of half the sample and there is a risk of double-counting with other crime types, such as theft or fraud.
- Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime according to the Home Office Counting Rules.

Table 3.4: Number of incidents of online crime per 1,000 premises by premises size, construction sector, 2015 CVS.

	1-9 employees	10-49 employees	50+ employees
Hacking	52	13	52
Phishing	6	..	20
Theft of money (online)	14	9	43
Theft of information (online)	..	10	5
Website vandalism	11	..	..
Computer virus	351	309	394
Other online crime	72	..	12
ALL ONLINE CRIME	**506**	**341**	**526**
Unweighted base	*249*	*114*	*110*

Source: Home Office, 2015 CVS Headline Tables and 2015 CVS responses.
Table notes: '..' indicates that there were no respondents in the category shown.

Unlike the pattern seen for more 'traditional' or physical crimes such as burglary or vehicle related thefts, the number of online crime incidents per 1,000 premises was not markedly higher for larger premises (Table 3.4). This may reflect the fact that larger businesses tend to spend more per year on IT security (Table 3.5).

Table 3.5: Total amount of money spent per year on IT security, excluding staff time, by number of employees at premises, construction sector, 2015 CVS.

	1-9 Employees	10-49 Employees	50+ Employees	All premises
Mean	£439	£1,602	£26,058	£1,131
Median	£100	£500	£4,000	£100
Maximum	£20,000	£30,001	£750,001	£750,001
Unweighted base	*182*	*70*	*54*	*306*

Source: Home Office, 2015 CVS responses.

Reporting rates

The 2015 CVS asked those respondents in the construction sector who had experienced crime in the past year whether the police came to know about the *most recent incident of each crime type experienced.* Note that, as only small numbers of construction premises experienced certain crime types it is only possible to provide reporting rate estimates for burglary with entry, theft from vehicles and online offences.

According to the 2015 CVS, 69 per cent of respondents said that they reported the last incident of burglary with entry and 63 per cent said they reported the most recent incident of theft from vehicles to the police. These reporting rates for burglary with entry and theft from vehicles may be higher than other crime types because the business needs a crime reference number in order to claim on insurance. This contrasts with online crime, where only 3 per cent of most recent incidents were reported to the police. This may indicate that such incidents tend to have little impact, or are perceived as something the police would be unable to address (see further analysis of police perceptions in Chapter 5). It is also worth noting that offences under the Computer Misuse Act are counted using the Home Office Counting Rules for Fraud and should be reported to Action Fraud, which may also relate to the low proportion of respondents who reported the most recent online crime to the police.

Timing of incidents

As the construction sector was introduced to the survey for the first time in 2015, some additional analysis was carried out in order to explore the nature of crime against this sector. Those respondents who had been a victim of crime were asked about the time of day the most recent incident of each crime type experienced occurred and whether the incident occurred during the week or at the weekend. This breakdown could not be provided for all crime types as the relatively low number of respondents reporting these meant that the sample size was too small.

Burglary with entry and theft from vehicles were the two most commonly experienced crimes within the construction sector. Estimates for when the *most recent incident* of these took place are shown in Table 3.6.

Table 3.6: Proportions of most recent incidents of burglary and theft from vehicle offences by day of week and time of day, construction sector, 2015 CVS.

Timing of incident	Burglary with entry	Theft from vehicles
During the week	53	89
At the weekend	47	11
Unweighted base	*61*	*86*
Morning/Afternoon		
Morning	8	12
Afternoon	21	23
Morning/afternoon (unsure which)	6	1
Evening/Night		
Evening	19	10
Night	36	46
Evening/night (unsure which)	9	9
Unweighted base	*52*	*82*

Source: Home Office, 2015 CVS responses.
Table notes:

- Weekend is from Friday 6pm to Monday 6am.
- Morning is from 6am to noon, Afternoon is from noon to 6pm.
- Evening is from 6pm to midnight, night is from midnight to 6am.

For the last incident of burglary with entry experienced by each construction premises, just over half (53%) took place during the week (Monday to Friday), and just under two thirds (64%) took place in the evening or at night (6pm to 6am). The vast majority (89%) of the latest incidents of theft from a vehicle also occurred during the week and, similar to burglary with entry, just under two thirds (65%) of the most recent incidents took place in the evening or night time. These are perhaps the times that construction premises are most likely to be vacant and vehicles unattended.

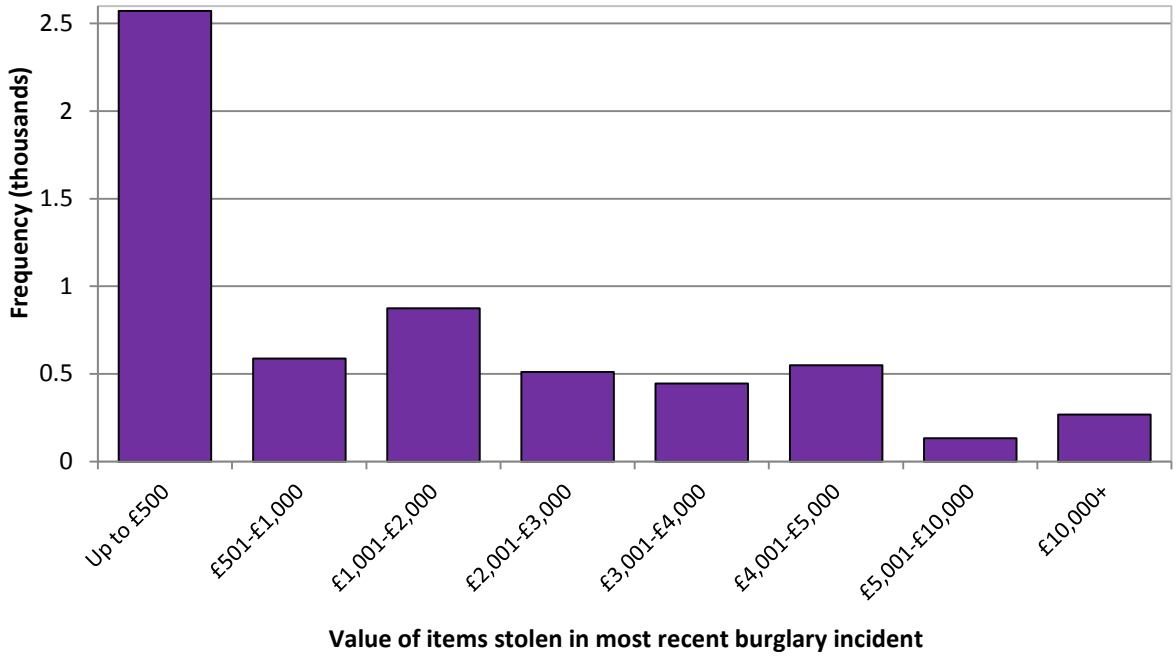
Items stolen and costs of crime

The 2015 CVS asked victims of burglary offences to name the items stolen in the most recent incident of burglary. Around two-thirds (68%) of the most recent burglary incidents included the theft of “tools of the trade”. The next most common category of items stolen was “small parts, components or pieces of equipment”, which were stolen in 19 per cent of the most recent incidents. Other common categories included building materials (16% of the most recent incidents) and IT or electrical equipment (14%).

The 2015 CVS also asked victims about the value of items stolen in the most recent incidents of burglary with entry and theft from vehicle offences.

Figure 3.1 shows the range of values of items stolen in incidents of burglary with entry (grouped into bands). The most frequent band was “up to £500”; in 43 per cent of cases, the total value of items stolen in the most recent incident of burglary experienced by each victim fell into this band.

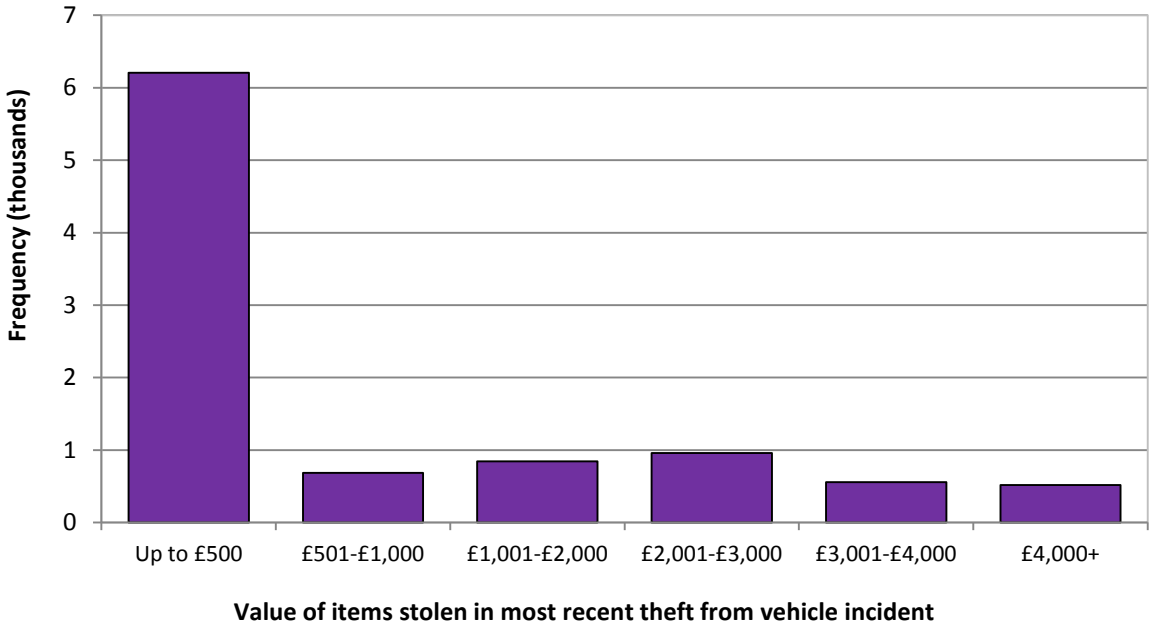
Figure 3.1: Incidents of burglary with entry grouped by value of items stolen, based on the most recent incident experienced by each premises, construction sector, 2015 CVS



Source: Home Office, 2015 CVS responses.

Incidents of theft from a vehicle paint a fairly similar picture (Figure 3.2): around two-thirds (64%) of latest incidents of theft from a vehicle resulted in losses of £500 or less.

Figure 3.2: Incidents of theft from vehicle grouped by value of items stolen, based on the most recent incident experienced by each premises, construction sector, 2015 CVS



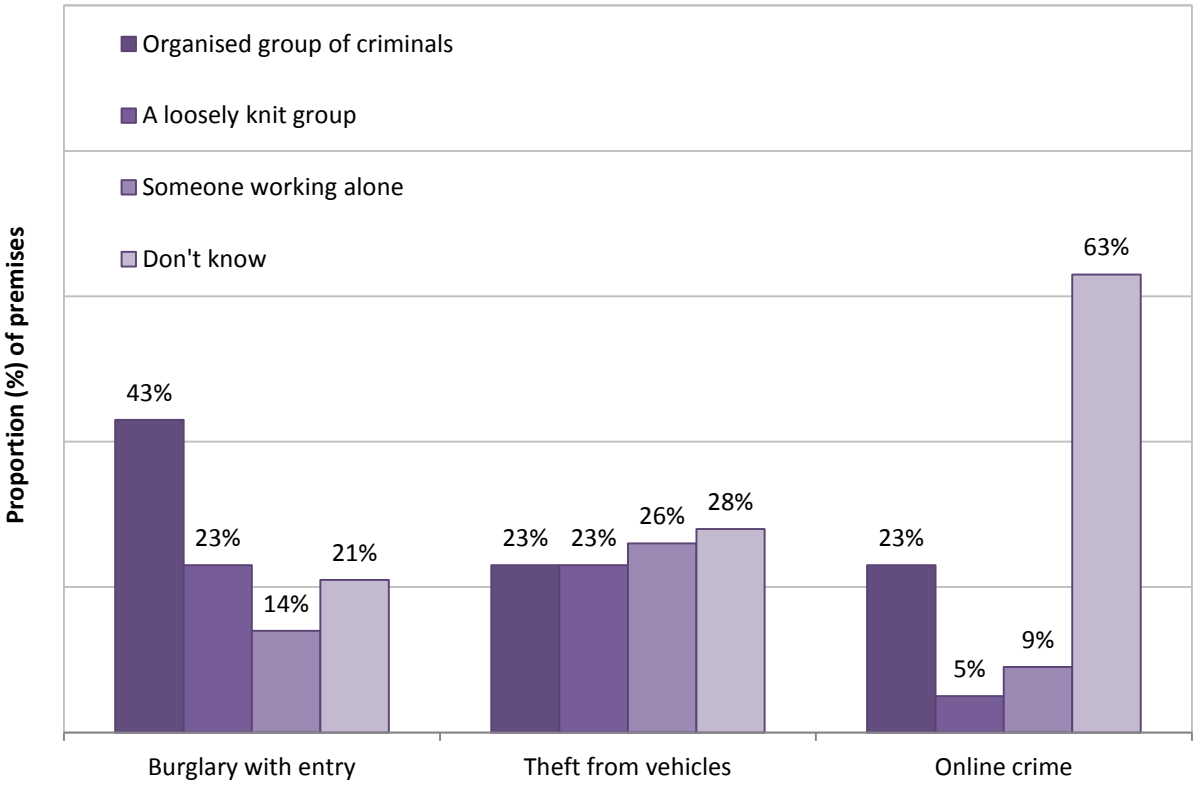
Source: Home Office, 2015 CVS responses.

Organised crime and victim intimidation

Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis (National Crime Agency definition). Focusing on the most recent incident of each crime type experienced in the last year, respondents were asked whether they perceived it to have been carried out by "an organised group of criminals", a "loosely knit group", or "someone working alone".

Due to small numbers of construction premises experiencing certain crime types, it is only possible to provide organised crime estimates for burglary with entry, theft from vehicles and online offences. As shown in Figure 3.3, 43 per cent of respondents in 2015 thought that the most recent incident of burglary with entry was carried out by an organised group of criminals. The main reasons respondents suspected organised crime were that the suspects seemed to be prepared or have knowledge of the area, the job was too big for one person, or that other businesses in the area experienced similar offences.

Figure 3.3: Proportion of premises that perceived the most recent incident to have been carried out by an organised group of criminals, construction sector, 2015 CVS



Source: Home Office, 2015 CVS Headline Tables.
Chart notes: only selected crime types are shown as the number of respondents did not allow for robust estimates in all cases.

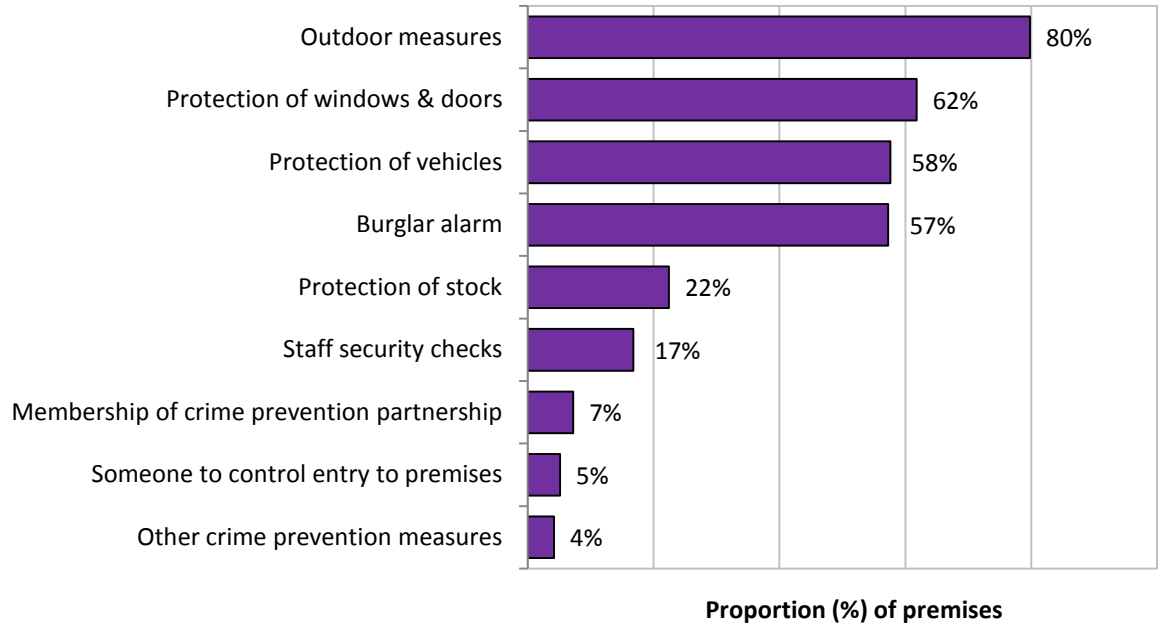
Around a quarter (23%) of victims of theft from vehicles thought that the latest incident was carried out by an organised group of criminals, with a similar proportion suspecting a loosely knit group and someone working alone. Just under a quarter of respondents thought that the latest incident of online crime (23%) was as a result of organised crime. However, as you would expect given the nature of these crimes, the vast majority of respondents (63%) could not say who carried out the latest incident of online crime.

The 2015 CVS also asked respondents about cases of victim intimidation, that is experience of intimidation by the perpetrator or their family or friends following an incident of crime. Around 1 per cent of victims of theft from vehicle offences were intimidated after the most recent incident occurred. For the other crime types no respondents reported that they were intimidated after the most recent incident of that crime, with the exception of fraud by others and theft by employees, where the number of respondents asked if they experienced intimidation was too small to provide a robust estimate.

Crime prevention measures

The 2015 CVS asked half of its respondents whether they had a range of crime prevention measures in place at the premises and, if so, whether these had been put in place as a result of a crime experienced in the last 12 months. Figure 3.4 below illustrates the proportions of premises with specific types of measures in place. The most common crime prevention measures installed in the construction sector were outdoor measures (80% of premises) - these are measures such as CCTV cameras, security lighting and barbed wire fencing; these were followed in popularity by protection measures on windows and doors (62% of premises) and vehicle protection measures (58%). This is a similar picture to the agriculture, forestry and fishing sector, where the same types of measures were the most popular.

Figure 3.4: Proportion of premises that had crime prevention measures in place, by type of measure, construction sector, 2015 CVS



Source: Home Office, 2015 CVS responses.

Among those who had experienced a crime in the last 12 months, 12 per cent of those with protective measures on windows and doors, eight per cent of those with burglar alarms, seven per cent of those with outdoor measures, and three per cent of those with vehicle protection measures said that they installed the measure due to a crime they experienced in the last 12 months. However, it should be noted that some crime prevention measures may have been initially installed as a result of a crime that occurred earlier than 12 months prior to interview; this is not currently captured by the CVS. These proportions are relatively low and indicate that the majority of victims of crime in the construction sector already had their crime prevention measures installed at the time that a crime took place in the last 12 months.

In order to see whether particular crime prevention measures tend to be effective, it is necessary to consider each prevention measure in the context of the crime types it is intended to prevent. For instance, burglaries may be prevented by burglar alarms, outdoor protection measures and protection

measures on doors and windows. A selection of prevention measures have been matched to crime types they are expected to prevent in Table 3.7 below, and the figures are discussed in detail.

Table 3.7: Proportion of premises that experienced selected crime types, by presence of selected crime prevention measures, construction sector, 2015 CVS.

Crime prevention measure	Crime type	Proportion (%) of premises *without* the prevention measure that experienced the crime type *(with unweighted base)*	Proportion (%) of premises *with* the prevention measure that experienced the crime type *(with unweighted base)*	
Burglar alarm	Burglary with entry	3% (125)	5% (331)	
	Attempted burglary	3% (125)	2% (331)	
Protection on doors & windows	Burglary with entry	3% (143)	6% (317)	
	Attempted burglary	0% (143)	4% (317)	*
Protection of stock	Theft by a customer	2% (296)	8% (159)	*
	Theft by an employee	0% (296)	1% (159)	
	Theft by others	1% (296)	0% (159)	
	Theft by unknown persons	2% (296)	2% (159)	
	All theft	5% (296)	11% (159)	*
Vehicle protection	Theft of a vehicle	1% (124)	3% (204)	
	Theft from a vehicle	11% (124)	8% (204)	
Staff security checks	Theft by an employee	0% (317)	1% (135)	
	Theft by unknown persons	3% (317)	1% (135)	
	Fraud by an employee	..% (317)	0% (135)	
	Fraud by unknown persons	3% (317)	0% (135)	*
Outdoor measures	Burglary with entry	3% (64)	5% (399)	
	Attempted burglary	4% (64)	2% (399)	
	Vandalism	4% (64)	2% (399)	
	Theft of a vehicle	.. (64)	2% (399)	
	Theft from a vehicle	4% (64)	6% (399)	

Source: Home Office, 2015 CVS responses.
Table notes:

- Asterisks (*) indicate statistically significant differences between the two columns.
- (..) indicates that there were no respondents in this category.
- Crime types and prevention measures have been paired based on relevance of the measure to the crime.
- The column showing figures for those with specific prevention measures in place includes those who said they installed their security measure as a result of a crime in the last 12 months. It is not currently possible to indentify whether measures were installed within or outside the CVS reference period, regardless of experiencing a crime.

Similarly to findings about the agriculture, forestry and fishing sector, those with burglar alarms, outdoor measures or protection measures on doors and windows (each of which may be expected to prevent burglary) were more likely to experience a burglary or an attempted burglary than those without such measures[12] (although most of these differences are not statistically significant). Likewise, those with measures in place to protect their stock seemed to be generally more likely to experience theft (11% of premises) than those without (5% of premises), largely driven by customer theft. These findings suggest that there may be underlying risk factors meaning that security measures do not fully alleviate the increased risk of these crime types for these premises.

By contrast, staff security checks appear to be associated with a lower risk of theft and fraud by unknown persons. This may suggest that a proportion of thefts and frauds “by unknown persons” is accounted for by employee thefts and frauds, where the perpetrator was not identified.

[12] Readers should note that an analysis of the combined effects on burglary of several measures installed at the same premises is beyond the scope of this bulletin. Such analyses may follow at a future date, in response to user needs.

In conclusion, there appears to be evidence that some crime prevention measures are effective (e.g. staff security checks against theft and fraud), although for many, such as measures against burglary and customer theft, the message is less clear-cut. Further analysis of the 2015 CVS data is needed to identify the risk factors which prompt premises to install crime prevention measures.

Comparison with other sectors

Further comparison of the findings from the construction sector with the other sectors surveyed by the CVS in 2012 to 2015 is given in Chapter 5.

4 Crime against information and communication premises

4.0 INTRODUCTION

In the 2015 Commercial Victimisation Survey (CVS), 176 respondents from premises in the information and communication sector were asked if they had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced.

The information and communication sector was introduced for the first time in 2015 and therefore it is not possible to compare findings with previous years. The sector includes businesses such as telecommunications, accountancy, and computer programming.

The three other sectors surveyed by the 2015 CVS each had a sample size of around 1,000, while the sample size for the information and communication sector is much smaller. The reason for this is that the Home Office is currently investigating the feasibility of a head office based survey of businesses to learn more about experience of fraud and online crime (as head offices may be more likely to know about incidents of these affecting the business – see Annex A for more details). With the limited resource remaining from this study we decided to consider a snapshot of a sector likely to be most associated with these crime types. As the sample size is much smaller than for other sectors, it is only possible to present a brief snapshot of crime against this sector and a lot of the analysis presented in the chapters for the other sectors is not feasible.

Results for all CVS sectors, including the information and communication sector, are presented in 2015 CVS Headline Tables. All data are weighted to ensure that the sample is representative of information and communication business premises in England and Wales as a whole. Please refer to the Introduction of this report for further information about the content of data tables accompanying the publication.

4.1 KEY FINDINGS

- **A third of the 'traditional' crime against the information and communication sector were fraud offences.** According to the 2015 CVS, there were 33,000 crimes against information and communication premises. Of these, 34 per cent (11,000 incidents) were fraud offences.

- **The number of online crimes experienced was far greater than the number of 'traditional crime' experienced.** According to the 2015 CVS, the information and communication sector experienced 252,000 online crime incidents, almost 8 times more than the volume of 'traditional' crimes experienced.

4.2 EXTENT OF CRIME AGAINST INFORMATION AND COMMUNICATION PREMISES

According to the 2015 CVS, the information and communication sector experienced 33,000 crimes in the year prior to interview (Table 4.1). Of these, a third (34%, 11,000 incidents) were fraud offences and just over a quarter (27%, 9,000 incidents) were theft offences. Fifteen per cent of premises in the sector reported experiencing at least one incident of crime; however, this proportion is relatively low compared to the other sectors surveyed by the CVS (for more information, see Chapter 5).

Table 4.1: Experience of crime in the last 12 months, information and communication sector, 2015 CVS.

	Number of incidents (000s)	Number of incidents of crime per 1,000 premises	Number of victims (000s of premises)	Proportion (%) of premises experiencing
All burglary (inc. attempts)	**3**	**28**	**3**	**3**
Vandalism	**5**	**48**	**5**	**4**
All vehicle-related theft	**..**	**..**	**..**	**..**
All robbery (inc. attempts)	**..**	**..**	**..**	**..**
Assaults and threats	**4**	**41**	**3**	**3**
All theft	**9**	**82**	**4**	**3**
Thefts by customers	7	65	3	**3**
Thefts by employees	..	..	..	..
Thefts by others	0	4	0	0
Thefts by unknown persons	1	13	1	1
All fraud	**11**	**101**	**7**	**7**
ALL CVS CRIME	**33**	**300**	**17**	**15**

Unweighted base: 176 premises

Source: Home Office, 2015 CVS Headline Tables.
Table notes: ".." indicates there were no respondents in that category shown.

4.3 OTHER RESULTS FROM THE SURVEY

Online crime

Online crime covers a range of crime types carried out over computer networks. The Introduction gives further details on the types of online crime covered in the survey. All of the respondents from the information and communication sector were asked whether computers were used at the premises and 100 per cent replied that they were. Respondents were then asked about their experience of various types of online crime.

The 33,000 crimes against the information and communication sector in 2015 described in Table 4.1 do not include incidents of online crime as there is a risk of double-counting with other crime types, such as theft or fraud. Also, although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime according to the Home Office Counting Rules. For example, whether receiving a phishing email or being infected by virus is counted as a crime depends on whether the incident was targeted at a specific victim, or any financial loss was incurred.

As shown in Table 4.2, the information and communication sector experienced 252,000 online crime incidents, almost eight times more than the volume of 'traditional' crimes experienced. There were 2,303 incidents per 1,000 premises, a much higher rate of incidence than for any of the other sectors surveyed by the CVS (see Chapter 5 for more information). These findings give weight to the hypothesis set out in the introduction that this sector is more susceptible to fraud and cyber crime than the 'traditional' crime types.

Table 4.2: Experience of online crime in the last 12 months, information and communication sector, 2015 CVS.

Crime type	Number of incidents (000s)	Number of incidents of crime per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing
Hacking	4	36	2	1
Phishing	0	1	0	0
Theft of money (online)	1	9	0	0
Theft of information (online)	..	..	..	..
Website vandalism	..	..	..	..
Unlicensed software downloads	2	22	0	0
Computer virus	60	552	11	10
Intellectual property theft	7	66	2	2
Other online crime	177	1,617	6	5
ALL ONLINE CRIME	**252**	**2,303**	**17**	**16**

Unweighted base: 176

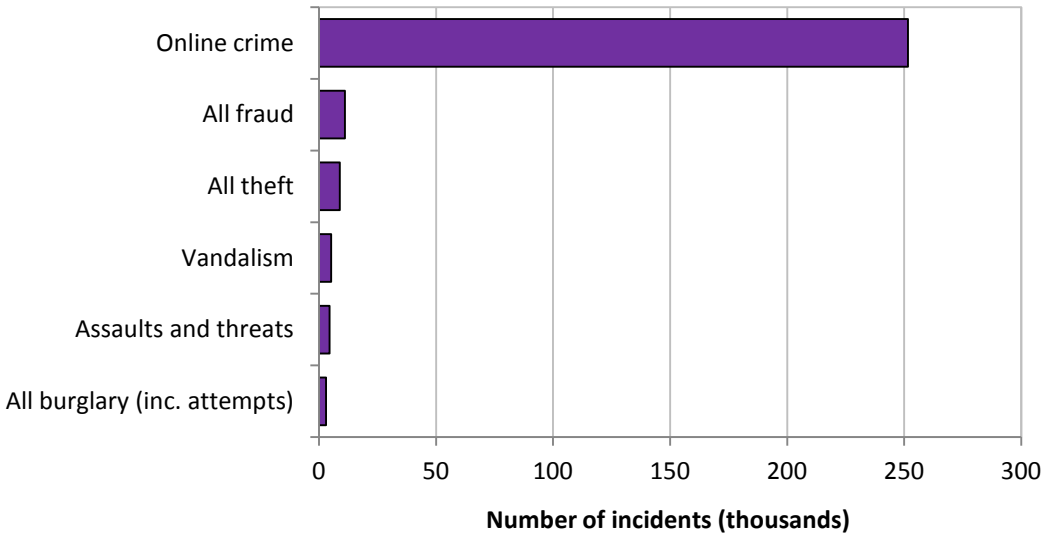
Source: Home Office, 2015 CVS Headline Tables.
Table notes:
- "0" has been presented for some crime types as a result of rounding.
- '..' indicates that there were no respondents in the category shown.
- Unlicensed software downloads and intellectual property theft were two crime types included in the 2015 CVS specifically for the information and communication sector. These options were not included for the other sectors surveyed.
- No information for the average number of incidents experienced has been presented, as the base numbers do not allow for robust estimates.

The majority of the online crime incidents (70%) were categorised as "other online crime". The responses to this 'other' category included denial of service attacks and various email-related incidents. Therefore, if this sector is to be surveyed again in the future, it would be worth exploring how best to classify the online crime incidents, in order to gain a better understanding of the types of crime affecting this sector.

Overall, approximately 16 per cent of premises in the information and communication sector experienced one or more online crime incident in 2015. This is similar to the proportion of premises in this sector experiencing incidents of 'traditional' crime (15%) and, as such, suggests that the level of repeat victimisation for online offences is high.

Figure 4.1 illustrates the differing levels of crime experienced (by crime type) by the information and communication sector in 2015. It is clear that incidents of online crime dominate the picture, with 252,000 incidents in the last year. This is notably more than the next highest crime type fraud, of which there were 11,000 incidents in the last year. However, it should be noted that not all the 252,000 online incidents would be counted as crimes, according to the Home Office Counting Rules.

Figure 4.1: The number of incidents for selected crime types and online crime, information and communication sector, 2015 CVS.



Source: Home Office, 2015 CVS Headline Tables.
Table notes: Although presented here on one chart, total incidents of online crime should not be added to other CVS crime types for a total crime count, due to the possibility of double-counting of theft and fraud incidents.

Comparisons with other sectors

A comparison of the information and communication sector findings with findings from other sectors is given in Chapter 5 - Crimes against businesses: A comparison of sectors from the 2012 to 2015 CVS.

5 Crimes against businesses: a comparison of sectors from the 2012 to 2015 CVS

5.0 INTRODUCTION

This section compares findings from the various sectors covered in the four commercial victimisation surveys that have taken place so far (2012, 2013, 2014 and 2015). Table 5.1 lists the sectors that have been included in (at least one of) the surveys along with the approximate sample size (number of interviews) in the relevant year.

Table 5.1: Sector coverage and sample size of the CVS, 2012 to 2015

	2012	2013	2014	2015
Wholesale and retail	1,000	1,000	2,000	1,000
Accommodation and food	1,000	1,000	1,000	0
Transportation and storage	1,000	0	0	0
Manufacturing	1,000	0	0	0
Agriculture, forestry and fishing	0	1,000	1,000	1,000
Arts, entertainment and recreation	0	1,000	0	0
Construction	0	0	0	1,000
Information and communication	0	0	0	200
Total	4,000	4,000	4,000	3,200

Source: Home Office.

In previous editions of this publication, the results from the different survey years were combined in order to give as broad a picture of crimes against business premises in England and Wales as was possible using the CVS. However, this has not been repeated for this publication as some of the data are now relatively old (e.g. the manufacturing and transportation and storage sectors were last surveyed in 2012) and may have experienced changes in crime levels since then. Instead, the focus of this chapter is on comparing experiences of crime in the different sectors. Please note that, for the reasons mentioned above, caution must be taken when making comparisons with older data, particularly with the 2012 sectors. However data for these sectors will still be included in charts and tables for information.

More information about the sectors included in the 2012, 2013 and 2014 CVS can be found in past Crime against businesses bulletins, available online.

Results for all CVS sectors are presented in the accompanying 2015 CVS Headline Tables. Tables T1-T4 show crime statistics across all eight sectors surveyed since 2012, including:

- The total number of incidents of crime (incidence, or crime count);
- The number of incidents of crime per 1,000 premises (incidence rate, or crime rate);
- The total number of victims of crime (prevalence, or victim count);
- The proportion of premises that experienced crime (prevalence rate, or victimisation rate).

5.1 KEY FINDINGS

- **Wholesale and retail premises experienced the highest levels of crime.** Driven predominantly by shoplifting, this sector experienced 4.7 million crimes in the 2015 survey year, around 8 times higher than the sector with the next highest volume (accommodation and food in 2014).

- **Information and communication premises are disproportionally affected by online crime.** This sector experienced the lowest incidence rate of 'traditional' crimes at 300 incidents per 1,000 premises. However, they experienced the highest rate of online crime with approximately 2,300 incidents per 1,000 premises.

- **The majority of premises were satisfied with the way police handle crime in their area.** The proportion of premises satisfied ranged from 62 per cent of construction premises to 80 per cent of accommodation and food premises across the four survey years.

5.2 EXTENT OF CRIME

The estimates of crime levels presented in Table 5.2 below are based on interviews with respondents in the referenced survey year. The sector with the highest volume of crime was the wholesale and retail sector which experienced 4.7 million crimes (2015 CVS); this was around 8 times higher than the sector with the next highest volume (accommodation and food, 2014 CVS). Forty per cent of premises in the wholesale and retail sector experienced one or more incidents of crime, a similar proportion to that in the accommodation and food sector (37%, 2014 CVS), suggesting that the level of repeat victimisation was much higher in the wholesale and retail sector. Indeed each premises in the wholesale and retail sector experienced an average of 31 incidents of crime, compared to an average of 13 incidents in the accommodation and food sector.

The construction, information and communication (the two sectors introduced to the CVS for the first time in 2015) and agriculture, forestry and fishing sectors all experienced a relatively low volume of crime compared with the wholesale and retail sector and, to a lesser extent, the accommodation and food sector. Of all the sectors, information and communication experienced the lowest volume of crime (33,000 incidents in the 2015 survey year).

Table 5.2: Experiences of crime in the last 12 months by sector, 2012 to 2015 CVS

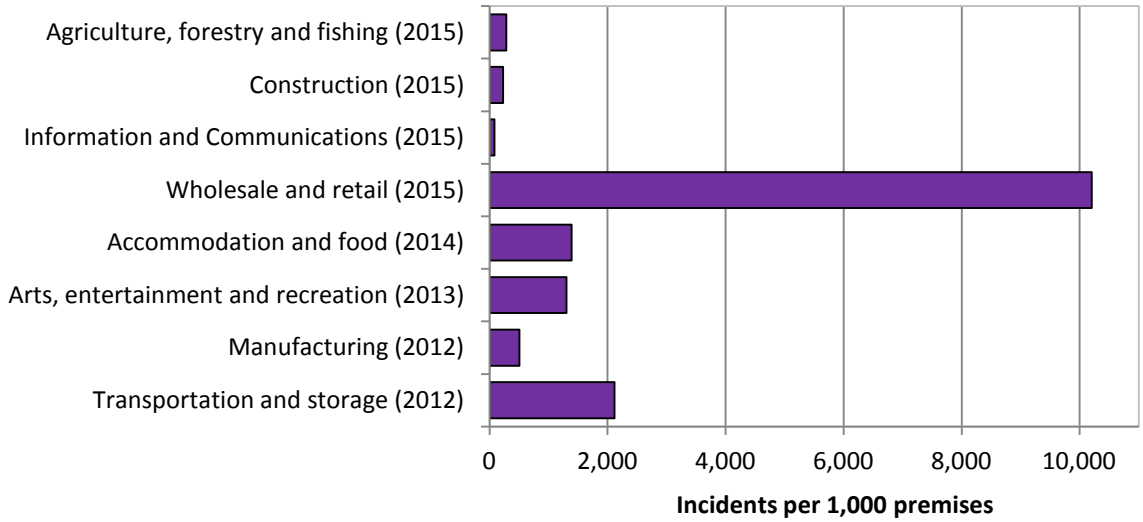
	Sector	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes per victim (premises)	*Unweighted base*
2015	**Wholesale &retail**	4,669	12,358	152	40	31	*972*
	Agriculture, forestry & fishing	96	1,009	22	24	4	*1,098*
	Construction	141	910	33	21	4	*958*
	Information & communication	33	300	17	15	-	*176*
2014	**Accommodation & food**	565	4,677	45	37	13	*1,052*
2013	**Arts, entertainment & recreation**	196	4,660	19	45	10	*888*
2012	**Manufacturing**	164	1,500	33	30	5	*962*
	Transportation & storage	324	5,824	22	40	14	*879*

Source: Home Office, 2012, 2013, 2014 and 2015 CVS Headline Tables.
Table notes: Each sector is only shown in the most recent year it was surveyed. A hyphen (-) indicates that the unweighted respondent base is below 50 and the estimate is not shown.

Part of the difference in the volumes of crimes experienced may be explained by the number of premises in each sector since, of the eight sectors surveyed over the lifetime of the CVS, the wholesale and retail sector has the greatest number of premises (almost 378,000 in the UK compared with 109,000 information and communication premises). However, the incidence rate (number of incidents per 1,000 premises) shows that the wholesale and retail sector still experienced the most crime, with over 12,000 incidents per 1,000 premises, and that the information and communications sector experienced the least (300 incidents per 1,000 premises). However, it must be noted that the information and communications sector experienced the highest rate of online crime (which are counted separately to 'traditional' crimes), as discussed below.

The high rate of crime experienced by the wholesale and retail sector was driven mainly by a very high rate of thefts (10,203 incidents per 1,000 premises) compared with the other sectors, as shown in Figure 5.1. In turn, this was driven by a high rate of thefts by customers (i.e. shoplifting). This sector is different to the others in that their premises are open to the public, and therefore potential thieves, and that they have portable items available to steal.

Figure 5.1: Number of thefts per 1,000 premises experienced in the 12 months prior to interview, by sector, 2012 to 2015 CVS



Source: Home Office, 2015 CVS Headline Tables.

The wholesale and retail sector also experienced a relatively high rate of robbery (326 incidents per 1,000 premises in the 2015 CVS) compared with the other sectors. However, the accommodation and food sector had the highest rate of assaults and threats (2,158 incidents per 1,000 premises in the 2014 CVS), which is perhaps unsurprising given the nature of some businesses in this sector (e.g. pubs and clubs).

5.3 ONLINE CRIME

Online crime covers a range of crime types carried out over computer networks. The CVS asks respondents who used computers at their premises about their experience of the following types of online crime:

1. **Hacking**: having a computer, network or server accessed without permission;
2. **Online theft of money**: having money stolen electronically (e.g. through online banking);
3. **Phishing**: having money stolen after responding to fraudulent messages or being redirected to fake websites;
4. **Online theft of information**: having confidential information stolen electronically (such as staff or customer data);
5. **Website vandalism**: having a website defaced, damaged or taken down;
6. **Viruses**: having computers infected with files or programmes intended to cause harm; and
7. **Other online crimes**: Any other online crimes which do not fall into the above categories.

Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime by the police. Whether a phishing email or a virus infection is counted as a crime depends on whether the incident was targeted at a specific victim, or any financial loss was incurred, as per the Home Office Counting Rules.

When comparing levels of online crime it should be noted that not all business premises use computers and therefore cannot become victims of online crime. Also, the prevalence of computer use varies by sector, as seen in Table 5.3.

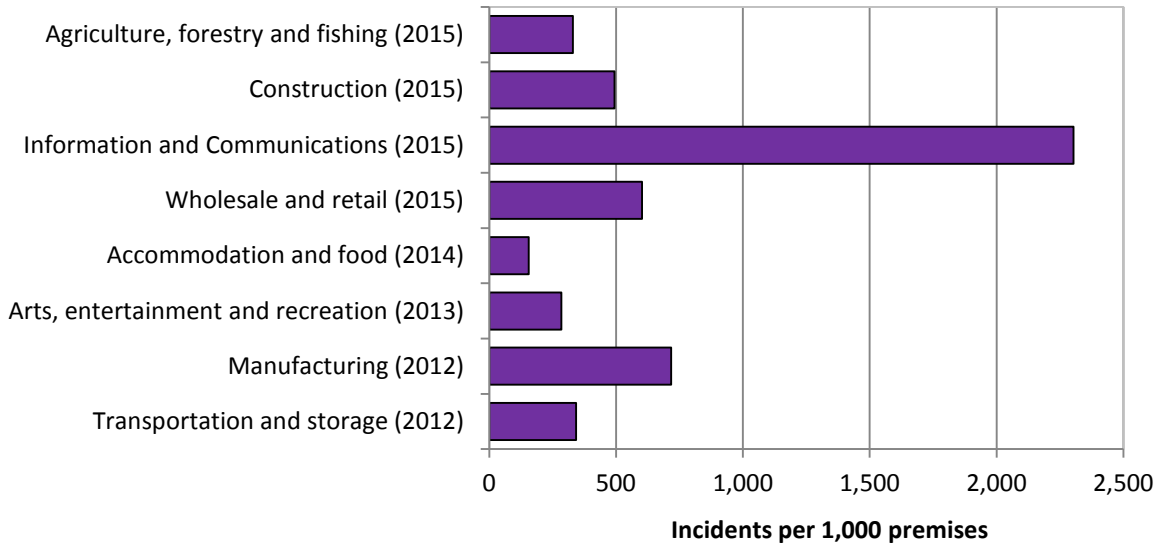
Table 5.3: Levels of computer use by sector, 2012 to 2015 CVS

Sector	Survey year	Proportion using computers (%)
Wholesale & retail	2015	87
Agriculture, forestry & fishing	2015	77
Construction	2015	92
Information & communication	2015	100
Accommodation & food	2014	68
Art, entertainment & recreation	2013	90
Manufacturing	2012	92
Transportation & storage	2012	91

Source: 2012 to 2015 CVS responses.

The sector experiencing by far the highest online crime incident rate was information and communication with 2,303 incidents per 1,000 premises (as shown in Figure 5.2), possibly reflecting the likely central role of computer systems in their businesses when compared to other sectors. The majority of these incidents were either computer viruses or 'other' types of online crime.

Figure 5.2: Number of online crime incidents per 1,000 premises by sector, 2012 to 2015 CVS



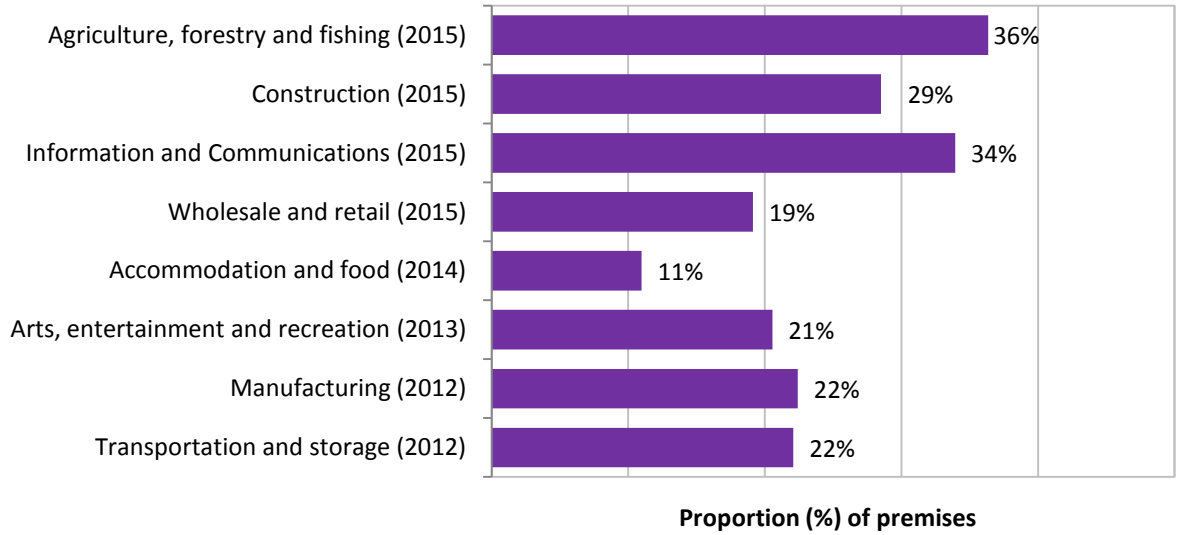
Source: Home Office, 2012, 2013, 2014 and 2015 CVS Headline Tables.

In almost all of the other sectors, the majority of the online crimes experienced were incidents of computer viruses. Although the levels of computer viruses picked up by the CVS are relatively high, the levels of other online crimes are typically lower. This is likely to be because these crimes do not come to the attention of victims. For example, in the case of phishing, the offending email may be caught by spam filters, or victims may not know that their computer systems have been hacked. It is

important to bear in mind that respondents were only asked about online crimes affecting the premises. Therefore it may also be the case that many types of online crime are not picked up by the CVS as they do not affect businesses at the premises level. Some of these offences may be more likely to be focused on head offices or corporate websites. For further information regarding the possibility of measuring crime against businesses at head office (enterprise) level, please see Annex A.

As well as their experience of online crime, premises were also asked about how worried they were about online crime in general and how much of a problem they think it is for them. Figure 5.3 shows that worry about online crime is highest in the agriculture, construction and information and communication sectors, with around a third of premises in each of these sectors saying they were either fairly or very worried about it.

Figure 5.3: Proportion of premises that were worried about online crime by sector, 2012 to 2015 CVS



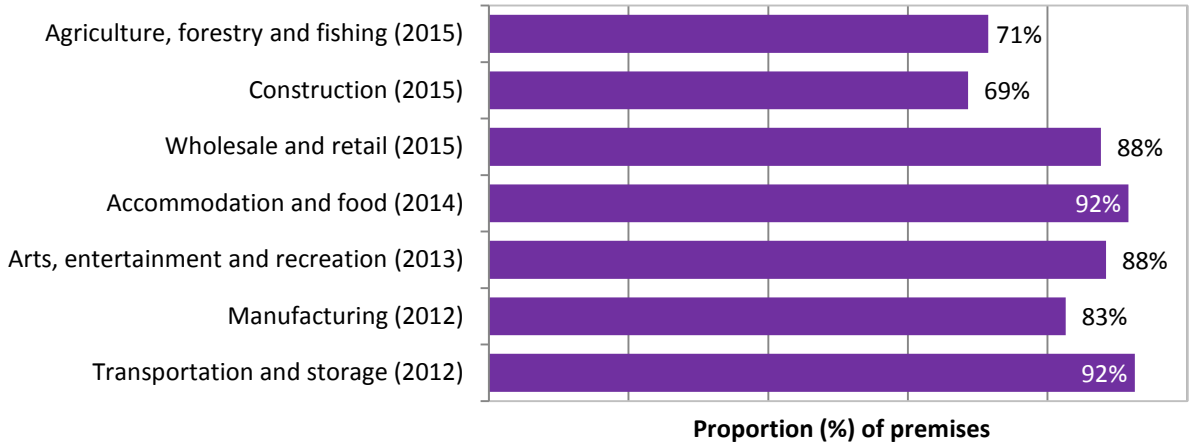
Source: Home Office, 2015 CVS Anti-social behaviour, perceptions of policing and cybercrime tables.

The extent to which premises think online crime is a problem for them does not seem to be linked to their worry about online crime. The proportion of premises that thought that online crime was a problem was at a low level (i.e. 6% or less) in each sector. This suggests that the fear of online crime tends to be greater than the problems caused by it in many cases, i.e. the majority of online crimes do not cause major problems but premises nonetheless fear more significant threats. It may also indicate that, whilst online crime was not a major problem at the time of interview, businesses fear that it may become so in the future.

5.4 REPORTING RATES

The CVS asked those respondents who had experienced an incident of crime in the past year whether the police came to know about the *most recent incident of each crime type*. Reporting rates (as seen in Table RR1 in the 2015 CVS Headline Tables) vary considerably by the type of offence, with respondents being most likely to have reported the latest incident of theft of vehicle or burglary with entry that they experienced. This may partly be due to the higher losses associated with these crimes (as indicated by findings from the 2013 survey), which in turn mean that victims need to obtain a crime reference number from the police in order to make an insurance claim. However, reporting rates also seem to vary by sector, as illustrated by reporting rates for burglary with entry (Figure 5.4). In the agriculture and construction sectors, around 70 per cent of the most recent incidents were reported, compared to over 80 per cent in the other sectors. The reasons for this difference between sectors is not clear but one suggested hypothesis is that agriculture and construction sites are relatively open and so burglaries might not involve forced entry, potentially altering the perception of the incident.

Figure 5.4: Proportion of burglary with entry incidents reported to the police, by sector, 2012 to 2015 CVS



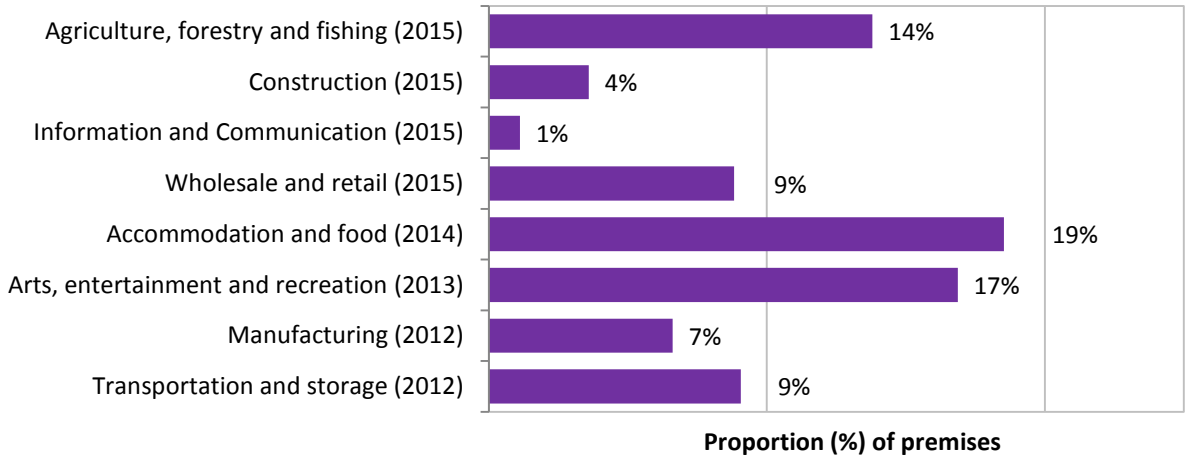
Source: Home Office, 2015 CVS Headline Tables.
Table notes: the information and communication sector is not presented in this chart as the unweighted base was less than 50.

While the most recent incidents of burglary with entry were mostly reported, by contrast, incidents of online crime were mostly unreported. This is true across all of the sectors surveyed, with less than 5 per cent of respondents in each sector having reported the most recent incident of online crime. This may be because the losses associated with many of these crimes, in particular computer viruses, are relatively small.

5.5 ANTI-SOCIAL BEHAVIOUR

Respondents to the survey were asked if the business at their premises had been affected by anti-social behaviour (ASB) in the last 12 months. Those sectors containing premises that are more likely to be open to the public were the most likely to experience ASB. For example, almost one in five premises in the accommodation and food sector experienced ASB in the 2014 survey year. The possible exception to this is the agriculture, forestry and fishing sector, which experienced a relatively high prevalence of ASB in the 2015 survey year. However, this sector suffers from industry-specific ASB such as endangering livestock, leaving gates open, breaking fences, hare/deer coursing, poaching, etc. This sector also suffers from a relatively high prevalence of environmental ASB (e.g. litter/rubbish) with 41 per cent of premises saying they had experienced this in the 2015 survey year, compared with 17 per cent of wholesale and retail premises.

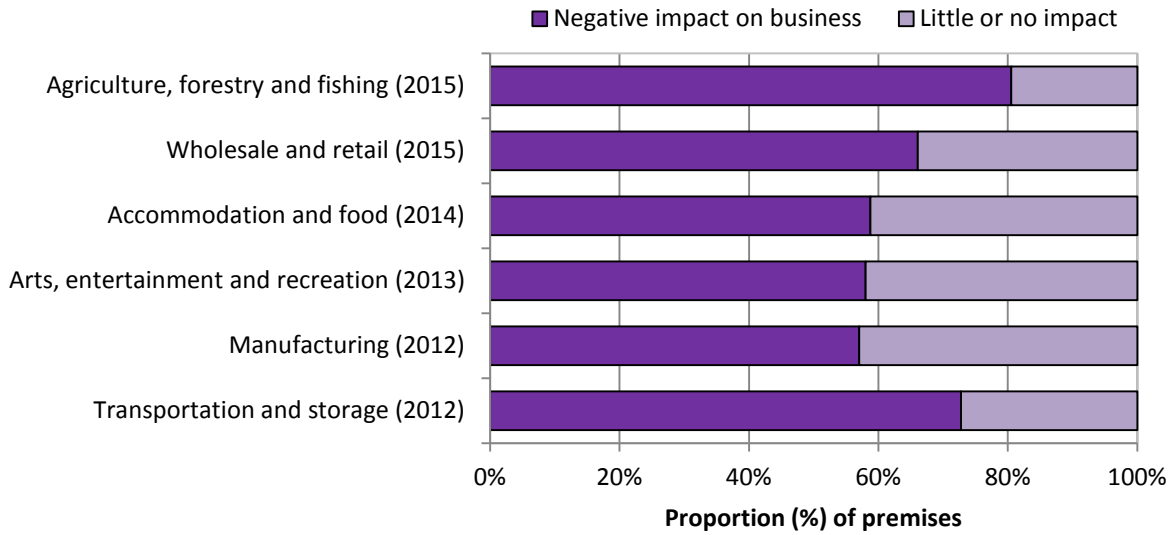
Figure 5.5: Proportion of premises experiencing anti-social behaviour by sector, 2012 to 2015 CVS



Source: Home Office, 2015 CVS Anti-social behaviour, perceptions of policing and cybercrime tables.

Victims of ASB were asked how, if at all, the experience of ASB had impacted negatively on the business at their premises, either financially or otherwise (see Figure 5.6). In the agriculture, forestry and fishing sector, 81 per cent of businesses affected by ASB said that this had had a negative impact on their business. However, in both the accommodation and food sector and the arts, entertainment and recreation sector (those sectors where the proportion of premises experiencing ASB was highest), just under 60 per cent said that the ASB had had a negative impact.

Figure 5.6: Proportion of premises experiencing anti-social behaviour reporting the level of impact by sector, 2012 to 2015 CVS

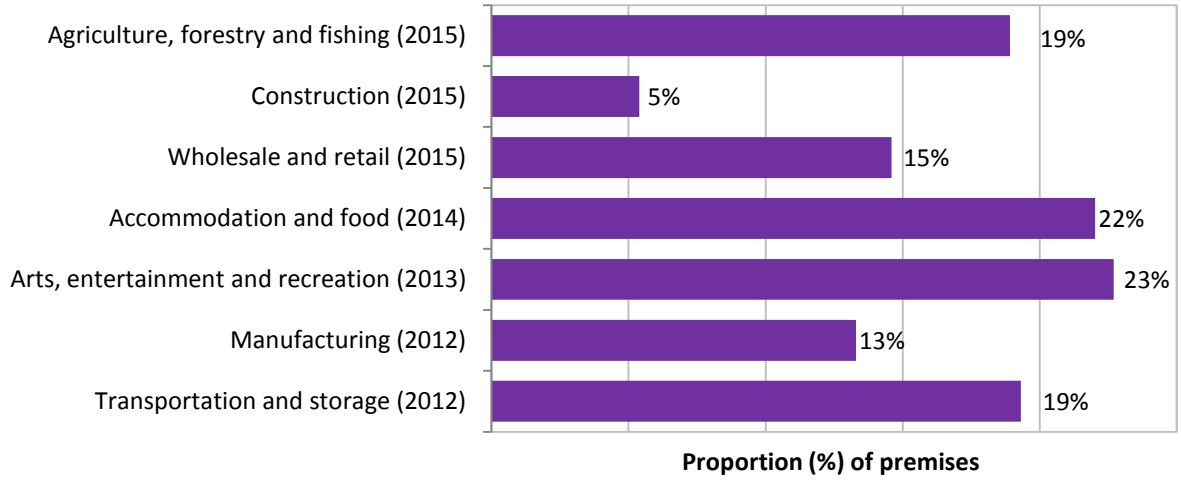


Source: Home Office, 2015 CVS Anti-social behaviour, perceptions of policing and cybercrime tables.
Table notes: the construction sector and information and communications sector are not presented in this chart due to a low number of respondents with experience of ASB (i.e. the unweighted bases were less than 50). Negative impacts include impacts on finances, custom, employees and 'other'.

5.6 CONTACT WITH AND PERCEPTIONS OF THE POLICE

The CVS asked half of the business premises in each sector about the contact they have had with the police (premises in the information and communication sector were not asked these questions). As shown in Figure 5.7, the proportion of premises in the construction sector reporting police contact was much lower than in the other sectors.

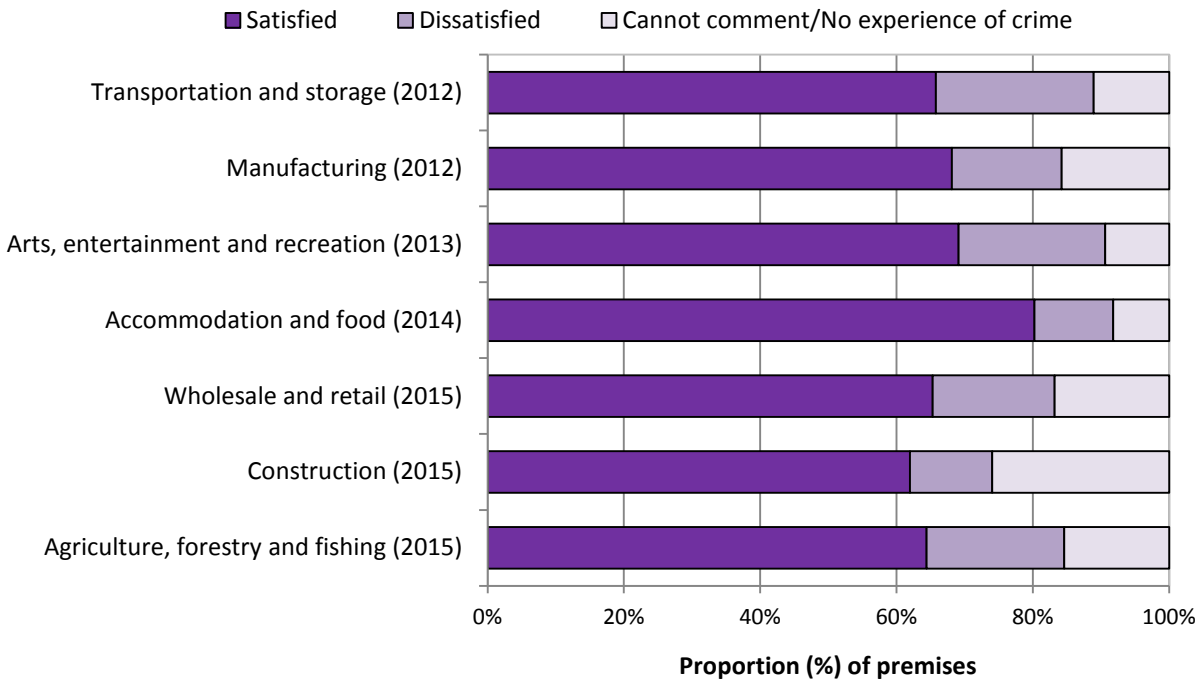
Figure 5.7: Proportion of premises that had contact with the police about crime problems or prevention in the last 12 months, by sector, 2012 to 2015 CVS



Source: Home Office, 2015 CVS Anti-social behaviour, perceptions of policing and cybercrime tables.

Premises were asked about their satisfaction with the way police handle the crime problems facing businesses in their area. As shown in Figure 5.8, the majority of premises were satisfied with the way the police handle crime, with satisfaction ranging from 62 per cent of construction premises to 80 per cent of accommodation and food premises. In every sector, dissatisfaction was higher amongst those premises that had been a victim of crime than amongst those premises that had not. Across most of the sectors, the two main reasons given for dissatisfaction were that the police take too long to react to incidents and that they are not interested in reported crimes.

Figure 5.8: Proportion of premises satisfied with the way the police handle crime in their area, by sector, 2012 to 2015 CVS



Source: Home Office, 2015 CVS Anti-social behaviour, perceptions of policing and cybercrime tables.

Annex A: A feasibility study for a potential survey of head offices

The CVS measures crime levels affecting individual business premises and is a robust measure of 'traditional' crimes, such as burglary, in which there is no ambiguity with regards to the location at which they occurred. However, some crime types tend to affect a business as a whole, rather than affecting individual branches. Examples of these are online crimes and some types of frauds. The location of such crimes (i.e. the location of the perpetrator or the victim) is often difficult to establish. It is hypothesised that information about such crimes against businesses is more likely to be held by head offices, rather than individual premises. As such, a premises-level survey such as the CVS may be prone to underestimating them.

Due to the increasing interest in fraud and online crime, the Home Office has liaised with Ipsos MORI to begin a feasibility study to explore whether it will be possible to carry out a survey at head office level, in order to measure these crime types. This would not only provide a more robust measure of fraud and online crime against businesses in previously surveyed sectors (such as wholesale and retail), but would also provide a way of approaching sectors that have not previously been surveyed using the CVS due to the typical structure of businesses within them, for example the financial services sector.

The first phase of the head office feasibility study involved a review of a number of past government and private sector-led surveys of businesses, some of which focused specifically on measuring crime. This review revealed that a telephone based approach such as that used for the premises-based CVS would be the most suitable way of administering a head office survey, and should be able to yield a sufficiently high response rate. However, obtaining the sensitive information regarding fraud and online crime may be more of a challenge.

One of the main conclusions of the review was that approaches to head office surveys differ, depending on the precise purpose of each survey. For example, different head office surveys use different concepts of what is "representative" of head offices. Hence, clear definitions are essential. In order to formulate the necessary definitions, the Home Office consulted with internal and external experts and stakeholders, to establish definitions for the crime types, measures and sectors of interest, and also to establish a precise definition of an enterprise. The consultation yielded the following specification for the potential survey of head offices:

"The Home Office would like to be able to make statements about the incidence and prevalence of different kinds of fraud and online crime against enterprises, as well as the size and nature of losses associated with crimes of these types. The focus would be on enterprises (of varying sizes) with headquarters based in England & Wales, which operate in the Financial and Wholesale & Retail sectors."

A detailed selection of subtypes of fraud and online crime of interest was then developed based on the Home Office Counting Rules, and a framework of potential types of associated costs was drawn up by Home Office researchers. Together these were used as a basis for designing initial scoping interviews with a small selection of head offices in the wholesale and retail and financial services sectors.

Scoping interviews are ongoing at the time of this publication. Following the completion of around forty interviews with businesses in the two sectors of interest, a recommendation will be made by the Home Office regarding whether a survey of head offices is likely to be feasible, and whether a pilot of such a survey should be carried out as part of further development. If the recommendation is to go ahead with this next development stage, the pilot will provide further evidence regarding the survey feasibility. If the head office survey proves feasible, it will be carried out in 2017.

Annex B: Matching CVS data to the Home Office Data Hub

In the 2015 CVS, respondents were asked[13] whether they received a crime reference number from the police when they reported an incident. Those who did receive one were then asked to provide it. Crime reference numbers (CRNs) offer extra opportunities for analysis, as these can potentially be matched with the Home Office Data Hub (HODH), a record level database of police recorded crime. In principle, the combined information provided by the two data sources could allow much more in depth analysis to be produced, such as more detailed geographical analysis and details about the crimes themselves, such as items stolen, or the outcomes of them. However, in practice, the success of matching CRNs collected using the CVS to those in the HODH has been limited, as very few CRNs have been matched.

There are several questions in the CVS that lead to the respondent being asked for a crime reference number. Importantly, victims are only asked to provide a crime reference number for the most recent incident that they experienced, if they reported it to the police. This is to avoid placing unnecessary burden on respondents, but it does limit the number of opportunities for matching these numbers with the HODH, especially for businesses that experience many crimes in the year. As such, the number of crime reference numbers provided can never be as great as the number of incidents reported in the CVS – it can only be as high as the number of incidents discussed with the respondent (i.e. the most recent incident of each crime type that they experienced and reported to the police). Figure B.1 illustrates the number of steps an incident that is matched with HODH records must pass through, and partially explains why so few cases can be matched in total.

Figure B.1: Conceptual diagram illustrating the process by which crime reference numbers are provided in the CVS.

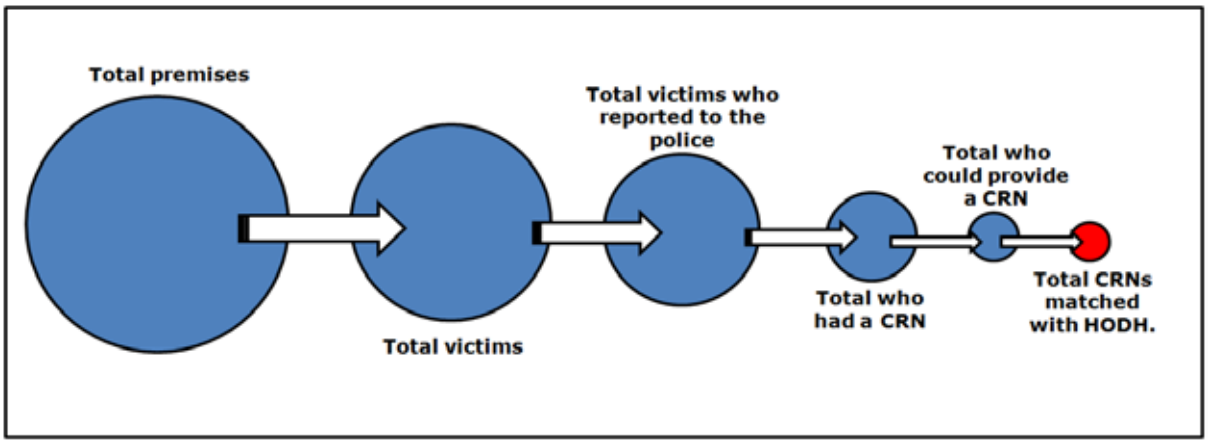


Chart notes:

- CRN = crime reference number.
- HODH = Home Office Data Hub
- Diagram not to scale
- The difference between the number of victims who reported to the police and the number who had a CRN represents the total number of victims compared with the total who said they had been given a CRN, which was slightly lower. All crimes reported to the police should receive a CRN.

Table B.1 shows the number of cases this translated to in the survey. These figures show the rate of attrition through the crime reference number matching process, with the greatest loss of potential

[13] This question was first asked in the 2014 CVS.

cases occurring in the final stage, i.e. the number of CRNs provided by respondents is far lower than the number of cases reported to the police.

Table B.1: The number of respondents or cases for each stage of the crime reference number collection process, 2015 CVS.

	Count
Number of premises surveyed	3,204
Number of victims	1,050
Total number of incidents in the CVS	26,045
Number of *latest* incidents	1,807
Number of *latest* incidents reported to the police	923
Number given a CRN	704
Number a CRN was provided for in the CVS	82

Source: Home Office, 2015 CVS.
Table notes:
- These figures are unweighted, to illustrate the numbers involved in the data matching process.
- The number of premises surveyed excludes two respondents that were removed from the data set prior to all CVS analysis. For further information, see the Technical annex. Similarly, incidents of online crime are excluded.
- The potential total number of CRNs is greater than the number of victims, because each victim could provide more than one CRN, if they had a CRN for incidents of different crime types.
- Number of the latest incidents, rather than the total number of incidents has been included, as the respondents were only asked to provide a CRN for the latest incident for each crime type.
- Respondents were only asked for a CRN if the latest incident was reported to the police.

Very few premises were able to provide a crime reference number for the latest incident of any crime they experienced. Table B.2 summarises some of the reasons why premises were unable provide this information. Across all crime types, the most common reason for not providing their crime reference number was because they did not know where it was. The other two main reasons a crime reference number was not provided was because it had been thrown away, or someone else may have had it but the respondent did not.

Table B.2: Reasons that the respondent could not provide a crime reference number, presented as proportions of premises giving each reason, by crime type, 2015 CVS.

Percentages

Reason	Burglary with entry	Attempted burglary	Vandalism	Theft of vehicles	Theft from vehicles	Theft by customers
Threw it away	18	13	21	15	18	15
Doesn't know where it is	68	56	63	40	58	68
Someone else may know it	12	27	11	24	23	11
Don't have it at hand	1	..	0	3	..	..
It is at work	0	..	2	..	..	4
It is in the incident book	..	..	1	..	1	0
Other reason	..	4	..	..	..	0
Don't know	1	..	2	18	..	1
Unweighted base	*142*	*58*	*67*	*50*	*79*	*82*

Source: Home Office, 2015 CVS responses.
Table notes:
- These figures are weighted, to represent proportions of premises in the business sectors surveyed, which would not have been able to provide a CRN.
- (..) indicates that there were no respondents in the category shown.

Matching was only attempted for burglary with entry offences. The aim of the CRN matching was to find more detail about each particular crime type covered by the CVS and burglary with entry yielded the greatest number of CRNs via the CVS (23 of 82). As only three cases out of a potential 23 were matched, it was decided that the time-consuming process of data matching would not be attempted for the other crime types. This low matching rate may be accounted for by a number of reasons:

- Respondents do not recall the crime reference number correctly, and what they provide the interviewer with is not actually the correct crime reference number. There were some cases where the reference number provided was clearly not the correct one.

- The crime is not in the Home Office Data Hub. Currently 41 police forces are providing some data via this method, although the completeness and quality (particularly for identifiers such as crime reference numbers) varies. Therefore, some offences in the CVS will not be found in HODH.

The number of crime reference numbers from both the 2014 and 2015 CVS matched to the HODH has been too low for any meaningful analysis. Therefore the Home Office has decided to remove the questions concerning crime reference numbers from the 2016 CVS in order to reduce the burden on respondents and to make room for potential new questions on other aspects of crime against businesses.

Technical Annex

This Technical Annex outlines the methodology used in producing the published statistics from the 2015 CVS. For details of the methodology used in the data collection, please see the technical report.

T.0 INTRODUCTION

The 2015 Commercial Victimisation Survey (CVS) is the fourth of a series of Home Office surveys covering crime against businesses, which began with the 2012 CVS. There are plans to repeat the survey in 2016 and 2017. Prior to this, the survey was run in 1994 and 2002.

The National Statistician's review of crime statistics recommended the Home Office continue to implement its plans for a telephone survey of businesses in order to address the significant gap in crime statistics that existed for crimes against businesses. While police recorded crime does include crimes against businesses, it does not separate these out from other crimes (other than for offences such as shoplifting which, by their nature, are against businesses) and also only includes those crimes that are reported to, and recorded by, the police. The Crime Survey for England and Wales (CSEW) is a survey of crime against households and individuals living in those households and so does not cover crime against businesses.

T.1 KEY FACTS

- The CVS is a telephone survey in which respondents from a representative sample of business premises in England and Wales are asked about crimes experienced at their premises in the 12 months prior to interview.

- Estimates for the 2015 CVS are based on 3,204[14] interviews with respondents at premises in the wholesale and retail, agriculture, forestry and fishing, information and communication, and construction industry sectors.

- Fieldwork was carried out between August and December 2015 and the survey achieved a response rate of 43 per cent.

T.2 DATA TABLES

Final fieldwork figures, giving the number of interviews by sector and business size, can be found in the 2015 CVS Methodology Tables.

T.3 SAMPLE AND SURVEY COVERAGE

The 2015 CVS focused on four industry sectors defined by the UK Standard Industrial Classification 2007 (SIC). These were sectors A (agriculture, forestry and fishing), G (wholesale and retail trade), F (construction) and J (information and communication).

The 2012 and 2013 Crime Victimisation Surveys each focused on four sectors. In 2014, one sector was dropped in favour of collecting a double sample (2,109 respondents) from the wholesale and retail sector. This was to allow more detailed analysis of this sector, due to particular user interest in this area. In 2015 the CVS returned to sampling four sectors; however, the target number of interviews for the information and communication sector was limited to 200 (compared with 1,000 interviews in the other three sectors) in order to allocate resource to a feasibility study for a potential survey of head offices, while exploring a new sector of interest in order to inform potential new surveys of this sector.

[14] In total, 3,206 interviews were carried out, but two respondents were removed, due to extreme values given in their responses, suggesting that they had misunderstood the questions which were asked. Please see the Data cleaning section below.

Two of the four sectors included in the 2015 survey were also included in the 2012 to 2014 surveys. They were the wholesale and retail (G) sector and the agriculture, forestry and fishing (A) sector. This continuity has enabled further reporting on trends in crime against businesses, building on the first trend analysis published in 2015.

Decisions on sector coverage were made following discussions with the CVS Steering Group and in response to user needs. Between them, the four sectors included in the 2015 CVS account for just over two-fifths of all business premises in England and Wales.

The survey was designed to measure crime at the premises rather than the enterprise level (i.e. a single outlet of a national chain would have been sampled rather than the entire business entity). As such, only crimes that were committed directly against the specific sampled premises were in scope. To be representative at the premises level, the sample was also designed so that multiple premises in the same enterprise could be sampled. For further information regarding the possibility of measuring crime against businesses at head office (enterprise) level, please see Annex A.

The sample was drawn from the Interdepartmental Business Register (IDBR), a list of UK businesses covering 99 per cent of UK economic activity which is maintained by the Office for National Statistics (ONS) and widely used as a sample frame for national surveys of businesses. Companies are included on the IDBR if they are registered with HM Revenue and Customs (HMRC) for VAT purposes, operate a PAYE scheme, or are registered at Companies House. In practice, the VAT registration threshold means that all companies in the UK with a turnover of taxable goods and services over £79,000 per annum were included in the sample. Those with a turnover less than this are excluded, and as a result it is likely that some recently formed companies and small companies will not be covered by the survey.

The sample was stratified by size and industry sector to ensure that there were an adequate number of interviews for analysis of different sized businesses within each sector. However, as the survey was designed to produce national estimates, there was no geographic stratification and therefore the sample size is too small to produce sub-national estimates.

T.4 FIELDWORK

The 2015 CVS was conducted as a series of telephone interviews with respondents between August and December 2015. Premises were first contacted to identify the appropriate respondent for the interview, which was generally the person responsible for security and crime-related issues at the premises. Respondents were then sent an ‘Experience of crime’ sheet before being contacted for interview which detailed the information that would be requested by the interviewer, allowing them time to gather and make note of required information relating to the extent of crime against their premises in advance.

The 2015 CVS achieved a total of 3,206 interviews, with around 1,000 in each of the wholesale and retail, agriculture, forestry and fishing, and construction sectors, and around 200 in the information and communication sector. The final main stage of the survey had an overall response rate of 43 per cent, which is considered high for a voluntary survey of businesses. While this is lower than previous years’ response rates, it is known that co-operation is hard to gain amongst two of the sectors that were surveyed in 2015: the Construction and Information and Communication sectors. Subsequent sweeps of the CVS will aim to improve on the response rate however, for example by increasing awareness and trust in the survey by approaching several relevant trade bodies each year, by updating the survey website and by reviewing and renewing the advance materials. Among other strategies, the contractor has committed to stronger refusal conversion and to conduct regular reviews of optimum calling patterns throughout the fieldwork period. Further information on response rates and reasons for non-response is included in the technical report.

Table T1: Target and achieved number of interviews, 2015 CVS

Sector	Target number of interviews	Achieved interviews
Wholesale and retail	1,000	973
Agriculture, forestry and fishing	1,000	1,098
Construction	1,000	958
Information and communication	200	177
Total	**3,200**	**3,206**

Source: Home Office and Ipsos MORI.

In previous survey years, fieldwork was typically completed by mid-November; however, in the 2015 survey year the completion of fieldwork was delayed due to the need to sample extra respondents from the IDBR. This resulted in the fieldwork continuing into December. Due to this difference from fieldwork in previous survey years, additional analysis was carried out to determine whether the numbers of incidents reported by those interviewed after the usual completion date differed significantly from those interviewed during the usual fieldwork period. In particular this was a concern for wholesale and retail premises, as it was hypothesised that the Christmas shopping period may affect the numbers of customer thefts (shoplifting) being reported. However, following the analysis, this was found not to be the case, so the respondents interviewed after mid-November were retained in the data set and included in the published analysis.

T.5 QUESTIONNAIRE STRUCTURE

Respondents were asked whether the business at the current premises had experienced a range of crimes in the 12 months prior to interview. If so, they were then asked how many crimes of each type had been experienced in the same 12-month period. Around five per cent of businesses had been at their current premises for less than 12 months and in these cases they were asked only about crimes experienced since they had moved to their current premises.

Respondents were also asked a number of questions about the circumstances of the crimes experienced, some of which (such as reporting the incident to the police and whether they thought the incident had been carried out by an organised group of criminals) are reported here. Where business premises had experienced more than one incident of a particular crime type in the last 12 months, they were asked about the circumstances of only the most recent incident.

As well as the range of core offences covered by the survey, the CVS questionnaire also includes a module asking about experience of online crime and another asking about crime prevention. Around half of the sample was randomly assigned to answer questions from the online crime module and the other half the crime prevention module.

Respondents were also asked about other crime-related issues at the sampled premises, such as experience of anti-social behaviour and contact with the police.

T.6 ANALYSIS

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

Weighting

Data are weighted to take account of both non-response and the stratification of the original sample. Non-response is a result of either being unable to identify contact details for sampled business

premises or from contacted premises being unwilling to take part in the survey. Weighting accounts for stratification by ensuring that the sample is representative of businesses in these four sectors in England and Wales as a whole. For a detailed description of the weighting methodology, please see the technical report.

Data cleaning

The nature of crime against businesses means that it is possible that a small number of premises may have experienced a volume of crime that has a disproportionately large effect on figures for the sample as a whole, which would make comparison of trends over time problematic. To prevent a small number of sampled premises having an excessive influence on overall figures, the data were assessed to identify any outliers. This process involved two stages, the first of which was to manually identify and remove any extreme cases, where the numbers of crimes reported were so large that they were very likely to be erroneous, for example due to a recording issue, or because the respondents had misunderstood some questions (e.g., they had given the number or value of items stolen rather than the number of incidents of theft). There were two such cases in the data and these were removed, as these respondents were judged to be unreliable.

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

A statistical measure known as Cook's distance was used as a measure of whether data points were outliers. A high Cook's distance indicates that a data point has a large effect on the mean. For each crime type, any data points within a particular sector and size band were checked to see whether:

- They had a Cook's distance greater than 10;
- They were substantially higher than the mean number of incidents experienced by respondents in the same sector and size band (i.e. more than 30 times the square root of the mean).

If **both** of these conditions were satisfied, (i.e. a data point was much higher than the mean for the sector and size band **and** had a large effect on the mean according to the Cook's distance), such data points were identified as outliers.

Across the 3,204 remaining interviews and the 14 crime types covered by the survey (a total of 44,856 figures supplied on numbers of crimes experienced), a total of 16 figures (0.04%) were identified as outliers. These were then set to the mean number of incidents experienced by victims within the same sector and size band.

Imputation of missing data

A small number of respondents to the survey said that they did not know if their business had been a victim of a particular type of crime at all in the previous 12 months. In these cases, values were imputed to the mean number of incidents experienced by the other business premises in the same industry sector and size band. Where this was less than one, these cases were classed as non-victims for the purpose of calculating prevalence rates; where this was one or more, they were classed as victims. Of the 44,856 responses to questions regarding whether a particular crime type had been experienced, a total of 207 (0.5%) were imputed.

T.7 INTERPRETING THE RESULTS

When interpreting the results presented in this publication, some consideration should be given to various issues around the structure of the survey and of business premises in England and Wales.

Coverage

As outlined above, the 2015 CVS focused on business premises in four industry sectors:

- wholesale and retail;
- agriculture, forestry and fishing;
- construction
- information and communication.

Two of these sectors have previously been surveyed for several consecutive years, while the other two were explored for the first time.

Due to the varied nature of business sectors, the results of the survey should not be considered to be representative of crime against businesses as a whole, only of crime against the sectors surveyed. For example, it would be unwise to take the survey results presented here to indicate trends in crime against the financial or administrative services sectors, which are very different in their nature.

The CVS is a premises-based survey and many businesses will operate at, or own, a number of different premises. It is important to bear this in mind when considering the results of the survey. In addition, where results are presented by premises size (measured by the number of employees at the premises), it should be remembered that this relates to the number of employees employed at that particular premises, and not in the business as a whole.

Similarly, while the CVS is intended to complement existing sources of information on crime, such as the CSEW, consideration of the methodology and coverage of the surveys means that it is not possible to combine the results from the two to obtain a 'total' count of crime. Differences in definitions and methodology between the two surveys mean figures are not directly comparable. In addition, as stated above, the CVS does not intend to give a full count of crime against all businesses, only against those businesses in the sectors covered. There may also be a small amount of double counting between the two surveys, particularly in cases of robbery and assaults and threats.

Rates and numbers

Numbers of crimes are presented for premises in each sector, broken down by the numbers of employees at the premises. These numbers are produced by scaling up weighted data from the survey sample to the total number of business premises in each sector and size band combination in England and Wales as a whole. Table T2 below shows the total numbers of premises, which estimated numbers of crimes were grossed up to in each of the 2012 to 2015 survey years.

Table T2: Total numbers of premises in each sector, 2012 to 2015 CVS.

Sector	Survey year	Approximate total premises count
Wholesale & retail	2015	378,000
Agriculture, forestry & fishing	2015	95,000
Construction	2015	155,000
Information & communication	2015	109,000
Accommodation & food	2014	121,000
Art, entertainment & recreation	2013	42,000
Manufacturing	2012	109,000
Transportation & storage	2012	56,000

Source: ONS, Interdepartmental Business Register (IDBR).
Table notes: These figures were supplied to the Home Office by ONS on request at the time of each sample design phase. These figures are rounded to the nearest thousand and may differ from those in official publications of IDBR statistics.

Care should be taken when comparing levels of crime between sectors, or when comparing different premises sizes, due to differences in the number of such premises in the country as a whole. For example, a greater number of crimes against the wholesale and retail sector would be expected, as it accounts for more premises than any of the other sectors surveyed by the CVS in any year. For this reason, when making comparisons between different types of business premises, either by sector or by size, it is better to compare the rates of crime between these premises, which control for the different number of premises in each category.

Reporting rates and organised crime ("most recent incident" measures)

As well as measuring rates and numbers for the 14 main crime types, the CVS also asked a series of questions about the *most recent incident* of each crime type. These questions included whether the incident was reported to the police and whether the respondent perceived this to have been carried out by an organised group of criminals. Responses to these questions were used to estimate "reporting rates" (the proportion of respondents who reported the most recent incident of a particular crime type to the police) and "organised crime rates" (the proportion of respondents who perceived the most recent incident of a particular crime type to have been carried out by an organised group of criminals).

Because these figures are based on the most recent incident of each crime type that occurred in the last 12 months, it is not possible to show percentages for combined crime groups (for example, all burglary, all theft) as the *most recent* incident cannot be identified across these groups for a consistent measure. For example, where a respondent has experienced theft by a customer and theft by an employee, it is not possible to identify which of these was the most recent and therefore produce a figure for the most recent incident of theft. The responses to these questions should not be treated as true "rates", since they do not take all incidents into account; for example it is not possible to say that a certain proportion of *incidents* was reported to the police or perceived to be organised crime. For the same reason, it is not possible to reliably identify factors that affect the probability of an incident being reported to the police or being perceived as an organised crime.

Statistical methodology

The CVS estimates are based on a representative sample of businesses in a selection of industry sectors in England and Wales each year. The CVS uses a sample, which is a small-scale representation of the population from which it is drawn.

Any sample survey may produce estimates that differ from the figures that would have been obtained if the whole population had been interviewed. It is, however, possible to calculate a range of values around an estimate, known as the confidence interval (also referred to as margin of error) of the estimate. Standard 95 per cent confidence intervals were calculated using the means and standard deviations of variables estimated using the survey data. In practice this means that if many different samples of business premises were drawn, the estimates produced from the vast majority of these would fall within the interval (error margin).

Formal significance testing of the differences between survey estimates from different years was carried out. Significance testing is a statistical tool which is used to determine whether a difference between two estimates is likely to be genuine (statistically significant) or whether there is insufficient evidence in the survey data to suggest that the difference hasn't been observed by chance, due to sample variation (not statistically significant). Unless otherwise stated, all significance tests were carried out at the 95 per cent level. This means that the statistically significant results quoted in this bulletin have at least a 95 per cent chance of reflecting genuine differences, i.e. the probability of observing such difference by chance is 5 per cent or less.

Two-sample z-tests for means were used to do significance testing for incidence rates and the average numbers of crimes per victim, while unpooled two-sample z-tests for proportions were used for prevalence rates, reporting rates (to the police) and the proportions of crimes that were perceived to have been carried out by an organised group of criminals. Statistical significance was determined by the results of the z-tests.

In some places significance was also indicated by the fact that the confidence intervals of two estimates did not overlap. However, while non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

T.8 DETAILS OF THE CALCULATION OF COSTS OF CRIME

Respondents who had been victims of crime within the previous 12 months were asked for the direct financial cost resulting from the most recent incident of that crime type. Respondents were asked for the total value regardless of whether the items were returned or whether they received any insurance payment. A minority of respondents were unable to provide absolute figures for the cost of a particular crime and were therefore asked to estimate them within a range. Some respondents were unable or refused to provide an estimate. Information from both questions was combined to produce the estimates presented, by taking the midpoint of each range in the second question as the estimate of the cost, if an estimate was not given in the first question. The ranges defined in the questionnaire are as follows:

Which of the following is closest to the total value?

Nil or negligible
Up to £25
£26 to £50
£51 to £100
£101 to £250
£251 to £500
£501 to £750
£751 to £1,000
£1,001 to £2,500
£2,501 to £5,000
£5,001 to £10,000
£10,001 to £50,000
£50,001 to £100,000
£100,001 to £500,000
£500,001 to £1,000,000
More than £1,000,000
Don't know

The same cost ranges were used for other measurements of cost, for example the amount businesses spend annually on IT security.

It should be noted that these ranges differ from those used in the 2012 to 2014 CVS. They were revised as part of survey development for 2015, to give narrower ranges at the lower end, and a lower maximum, as 2012-2014 CVS data showed that these would be more appropriate and informative.

T.9 SURVEY BURDEN

Producers of official statistics, such as those presented in this report, are required to be compliant with the Code of Practice for Official Statistics (2009) (the Code) Principle (6) on proportionate burden, which states: *"The cost burden on data suppliers should not be excessive and should be assessed relative to the benefits arising from the use of the statistics"*

In order to comply with the Code, the Home Office is required to report the estimated costs to businesses of responding to statistical surveys such as the CVS, using a compliance cost model that is used consistently by government departments.

As the CVS is completed by businesses, the Home Office make annual estimates of the cost to these organisations of completing the survey. The total compliance cost for this survey, on businesses, is estimated to be around £24,000 per annum.

Estimates of survey compliance costs are collated and published by the ONS Survey Control Unit, for all government departments, including the Home Office. These can be found here:

- Total survey compliance costs for each Government department
- Compliance costs for individual Government surveys

T.10 OTHER DATA SOURCES

Figures on the number of incidents, incidents per 1,000 premises, number of victims and proportion of premises that experienced crime by sector and business size, can be found in the 2015 CVS Headline Tables.

Headline and detailed findings from the 2012 to 2015 CVS, including figures on the numbers of crimes, numbers of victims and incidence and prevalence rates, are also available online.

Statistical Bulletins are prepared by staff in Home Office Statistics under the National Statistics Code of Practice and can be downloaded from GOV.UK:

https://www.gov.uk/government/organisations/home-office/about/statistics

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