



Ipsos MORI
Social Research Institute

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Commercial Victimisation Survey

Technical Report 2016

Ipsos MORI Social Research Institute

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Introduction

Commercial Victimisation Survey 2016

1 Introduction

1.1 About the Commercial Victimization Survey

The 2016 Commercial Victimization Survey (CVS) is the fifth wave in a series commissioned by the Home Office since 2012 to record the nature and extent of crime committed against businesses in England and Wales. The questionnaire gathers detailed information about the following:

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

There are also sections in the questionnaire about cyber-crime, experience of anti-social behaviour, and installation and use of crime prevention measures. More detail about the topics covered in the survey, as well as changes made in 2016, can be found in the Questionnaire chapter below. The full questionnaire can be found in the Appendix.

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

1.2 Methodology

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

Interviews are conducted using Computer Assisted Telephone Interviewing (CATI) at a premises level: referrals to Head Offices or other sites within in the enterprise are not taken. A screening stage takes place before the fieldwork to ascertain the eligibility of sampled premises and an advance letter is sent to the person confirmed as being best placed to answer questions about crime. The letter is accompanied by an Experience of Crime Sheet² (ECS), where the business can record (ahead of the main interview) a few details about each type of crime that has been experienced and which can then be referred to during the interview (where respondents have completed it). As in 2015, respondents were asked for an email address at the screening stage and sent an electronic copy of the advance letter with a link to complete the ECS online if they preferred. The ECS was offered online in order to modernise the survey as some respondents now expect to engage in research via online methods. By enabling online completion of the ECS, we could offer respondents a shorter telephone interview (and thereby encouraging participation) as the online responses were fed into the CATI interview. The Fieldwork chapter below contains more detail on this process.

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

² A copy of the Experience of Crime Sheet can be found in the Appendix.

1.3 Previous survey waves and sector coverage

The CVS has occurred every year since 2012 and was conducted by Ipsos MORI³ for the first time in 2015 and subsequently in 2016. There were also survey waves in 1994 and 2002 but the more recent move to annual waves provides the Home Office with important trend data about the types, incidence and prevalence of crimes being experienced by businesses in England and Wales on a regular and timely basis. As noted above, a representative sample of businesses in a minimum of three sectors is interviewed each year. Sector coverage in each of the last five survey years is shown in the table below.

Table 1.1: Sector coverage in recent CVS waves

	SIC 2007 designation	2012	2013	2014	2015	2016
Agriculture, Forestry and Fishing	A	-	1,000	1,000	1,000	-
Manufacturing	C	1,000	-	-	-	-
Construction	F	-	-	-	1,000	-
Wholesale and Retail	G	1,000	1,000	2,000	1,000	1,000
Transportation and Storage	H	1,000	-	-	-	1,000
Accommodation and Food Service Activities	I	1,000	1,000	1,000	-	-
Information and Communication	J	-	-	-	200	-
Arts, Entertainment and Recreation	R	-	1,000	-	-	-
Administration and Support	N					1,000

In 2016, the Home Office, on the basis of feedback from the CVS Steering Group and other users of the survey, decided to interview 1,000 businesses in each of the three SIC sectors below⁴:

- G (Wholesale and Retail): surveyed in every year since 2012;
- H (Transportation and Storage): last surveyed in 2012; and
- N (Administration and Support): chosen because it had not been surveyed before.

The Development work chapter describes the scoping interviews, cognitive testing and piloting that were undertaken in 2016 to inform changes to the survey.

³ The findings reports and technical reports for 2012, 2013, 2014 and 2015 can be found at: <https://www.gov.uk/government/collections/crime-against-businesses>

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

Development work

Scoping, cognitive testing and pilot stages

2 Development work

2.1 Scoping stage

A scoping stage was undertaken in May 2016 with businesses in the three sectors that were chosen to be surveyed in 2016: Wholesale and Retail (G), Transportation and Storage (H) and Administration and Support (N). Twelve semi-structured telephone interviews (four per sector) were conducted to understand the need for:

- Wording changes to the proposed questionnaire;
- Additional questions; and
- Revisions to code frames⁵.

The sample was drawn from a commercially available business database. To try to capture different experiences, interviews were conducted with businesses in a variety of sub-sectors making up the three sectors (G, H and N). A screening questionnaire was used to recruit to sub-sector and for business size (49 staff or fewer: for the purposes of scoping these tend to be quicker to reach and to interview). A telephone appointment with a researcher was set up and the respondents were offered a £40 donation to charity on behalf of their business, as a thank you for their time.

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

- Ease of identifying their 'premises'. The Administration and Support (N) and Transportation and Storage (H) sectors are comprised of diverse business activities and it was important to explore whether their definition of the word 'premises' differed from that used in the survey.
- The types of crime being experienced in each sector. As businesses in the Administration and Support (N) sector had not been covered before, the scoping interviews aimed to explore whether there were any crimes relevant to the sector not already covered by the questionnaire.
- The cost of any crime experienced.
- Understanding of organised crime. In 2016, there was policy interest in the incidence of organised crime (in addition to asking whether the most recent crime was organised).
- Any measures to prevent crime installed at the business premises (to inform a review of this questionnaire section).
- Reporting patterns (particularly by businesses in the Wholesale and Retail sector of theft by customers).

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

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

2.2 Cognitive testing

Cognitive testing was undertaken in June 2016 with businesses in all three sectors. Thirteen interviews were conducted using a topic guide to understand comprehension of:

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

The sample was drawn from the same commercially available business database as for the scoping interviews. A screening questionnaire was used to recruit to quotas for business size (49 staff or fewer) and sub-sector (different from those targeted during the scoping stage, to ensure a broad mix). A 30-minute telephone appointment with a researcher was set up and the respondents were offered a £40 donation to charity on behalf of their business, as a thank you for their time.

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

- Tightening the definition of 'premises'; particularly for the Transportation and Storage (H) sector;
- Changes to the wording and routing of questions about reporting theft by customers to the police;
- Changes to the code frame intended for a new question about loss or damage, other than financial, from cyber-crime;
- Clarifying the meaning of 'personal data' in a question on cyber-crime;
- Changes to proposed questions about crime prevention measures.

Revisions to questions that were made following the cognitive testing were monitored at the pilot stage, which is discussed in more detail below.

2.3 Pilot stage

A pilot was undertaken between 8th and 18th August 2016, with businesses in all three sectors: Wholesale and Retail (G), Transportation and Storage (H) and Administration and Support (N). It was decided to interview smaller businesses (of 49 staff or fewer), which would be quicker than interviewing large businesses where it might be difficult to contact the most appropriate person. Also, due to the short fieldwork period, interviews were conducted only with those businesses who were either willing to receive the advance materials by email (rather than post) or proceed immediately to an interview and not receive the advance materials.

The sample was drawn again from the same database as for the scoping and cognitive testing stages. The aim of the pilot was to:

- Test technical aspects of the survey such as being able to progress a respondent straight from screening to a main interview and changing the sector of the businesses (more on each of these in Chapter 3).
- Assess the length of the survey, and;

- Provide final feedback about question changes.

2.3.1 Pilot findings

The pilot interviews were conducted by trained telephone interviewers in Ipsos MORI's telephone interviewing centre in Edinburgh. Calls were made mostly during standard business hours (9am -5pm on weekdays). In total, 40 interviews were conducted, spread equally across each of the three sectors.

The average interview length (screener and main interview combined) was 19 minutes and 44 seconds, although this did vary substantially by sector (for example, the average interview length for Wholesale and Retail businesses was 24 minutes, compared with 14 minutes and 31 seconds in the Administration and Support sector).

Eleven of the businesses interviewed proceeded straight to a mainstage interview from the screener (and were therefore not invited to complete the online Experience of Crime Sheet). Five businesses completed the online Experience of Crime Sheet, one of which resulted in a completed CATI interview. The interviewed businesses reported the following number of crimes:

Table 2.1: Incidence and prevalence reported in the pilot

	Incidence (number of crimes)	Prevalence (number of businesses experiencing the crime)
Burglary (A)	20	2
Attempted burglary (B)	2	2
Vandalism (C)	11	4
Theft from vehicles (E)	5	2
Assaults and threats (H)	60	6
Theft by customers (I)	288	8
Theft by employees (J)	12	1
Theft by someone unknown (L)	106	4
Fraud by employees (M)	1	1
Fraud by others (N)	7	3
Cyber-crime (P)	9	2

There were no reports of vehicle theft (section D), robbery or attempted robbery (F and G), theft by 'others' (K), or fraud by 'someone unknown' (O).

The telephone interviewers provided feedback about the script. This was summarised by the Ipsos MORI research team and final recommendations for changes to the questionnaire were discussed with the Home Office and the CVS Steering Group. Details of all of the changes made to the questionnaire in 2016 are described in the following chapter.

Questionnaire

Changes between the 2015 and 2016 survey waves

3 Questionnaire

3.1 Structure of the questionnaire

3.1.1 Screener

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

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

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

3.1.2 Main survey

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

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

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

- Experience of victimisation following crime.

The Cyber-Crime section, after the final Victim Form, was asked of a random selection of 50 per cent of businesses with computers. It asked if businesses had experienced any cyber-related crimes, the value of loss or damage as a result of such crimes, whether the crime(s) were reported to the police or any other agency and about any preventative measures taken against cyber-related crimes. The next section, Anti-Social Behaviour, asked all businesses what types of anti-social behaviour (if any) they had experienced and about the impact this had on the business. The Crime Prevention section that followed then asked all businesses that were not selected to respond to the Cyber-Crime section⁶ about any preventative measures that they have at the premises, whether the measures had been installed in the last 12 months, reasons for installing the measures and the effectiveness of the measures in preventing further crime.

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

3.2 Changes from 2015

Several changes were made to the questionnaire in 2016, including additions and amendments to accommodate requests for new information by the Home Office, the CVS Steering Group and data users. These changes were informed by the scoping, cognitive and pilot stages discussed in the above chapter. Potential changes to trend data for the Wholesale and Retail (G) and Transportation and Storage (H) sectors were carefully considered before amendments were made. Several questions were also removed as the data had not recently been used and to reduce survey burden on the respondents.

3.2.1 Additions and amendments

Sector information – In 2015 it was found that the description given by several businesses at the question MAINACTIVITY indicated that the business was in a different sector to that given in the IDBR sample and that they should not have been included or should have been covered in a different sector. For example, the sector listed by the IDBR for one business was Agriculture, Forestry and Fishing (A) but the description given by the business indicated it was a hairdressing salon and they should not have been surveyed. To prevent this in 2016 – and ensure higher data accuracy - several questions were added to allow the interviewers to recode the sector of any businesses where their description at MAINACTIVITY differed from the sample information. This meant that the interviewers could change the business from one sector to another and ensure they were asked the relevant questions for their sector (e.g. from the Wholesale and Retail to the Transportation and Storage sector), or end the interview if the business was found to be in a sector that was not being covered. If in any doubt however, the interviewers were instructed not to change the sector but to proceed with the interview. See questions RETAILCODEREPEAT, TRANSPORTCODEREPEAT, ADMINCODEREPEAT AND INCORRECTMAINACTIVITY in the questionnaire (see the Appendices).

Amendments and additions for new sectors – A small number of questions were adapted to ensure they were relevant for businesses in the Transportation and Storage (H) and Administration and Support (N) sectors. The adaptations meant adding 'text substitutes', so that words or phrases specific to these sectors would appear for the interviewer to read. These text substitutes were routed from MAINACTIVITY and included:

⁶ Fifty per cent of businesses that said they had a computer at P_COMPUTER were randomly selected to answer the Cyber-Crime section of the survey.

- Expanding the definition of ‘premises’ at BURGLARY, ATTBURG, PREMINFO and ROBBERY (all in the Routing section) for the Transportation and Storage (H) sector. The existing definition was expanded to ask respondents to include ‘workshops or storage facilities’ when considering their premises.
- Adding ‘Stocks of office supplies’ as an answer option for businesses in the Administration and Support (N) sector at the questions asking about the items stolen.

Organised crime - In each of the victim forms there is a question that asks whether the business thinks the most recent incident was organised crime. There was interest in 2016 in understanding the prevalence of organised crime overall, so two questions were added: first to ask if they thought that any of the incidents the business had experienced (of a particular crime type, e.g. burglary) had been as a result of organised crime and, if yes, how many of the incidents they perceived to have been organised crime. See questions ANYORGANISED and NUMBERORGANISED in the questionnaire for more information (see the Appendices).

Theft by customers

Reporting theft by customers – Several new questions were added to collect more information about patterns of reporting theft by customers among businesses in the Wholesale and Retail (G) sector. The questions asked about the approach taken to reporting theft by customers to police: all, none or ‘it depends on the circumstances’; in what circumstances they would be most likely to report theft by customers; whether they were more likely to report theft by customers now compared to 12 months ago and if so, why. See questions I_REPORTINGPOLICY, I_REPORTPOLICYDEPENDS, I_REPORTPOLICYWHEN and I_REPORTPOLICYWHY in the questionnaire (see the Appendices).

Value of stolen food or groceries – There was interest in 2016 from the Home Office in understanding how the current economic environment might be influencing the value of groceries stolen from businesses in the Wholesale and Retail (G) sector, so two questions were added to ask if stolen food and groceries were typically high value, luxury items or lower value, everyday items. See I_COMMONFOODTYPE and I_RECENTFOODTYPE in the questionnaire (in the Appendices).

Fraud

Vishing – One question about ‘vishing’ was added in 2016 to each of the three fraud modules, to ensure that the CVS continues to capture all of the types of fraud that may be experienced by a business. Vishing is defined as the fraudulent practice of making phone calls or leaving voice messages purporting to be from reputable companies in order to induce someone to reveal personal information, such as bank details and credit card numbers.

Value of loss from card fraud – To be able to distinguish the value of loss from card fraud from the total value of any loss from all fraud, a question was added in each of the three fraud modules: ‘fraud by employees’, ‘fraud by others’ and ‘fraud by persons unknown’. See TOTVALUESTOLENCARD and TOTVALUESTOLENCARD2 in the questionnaire (see the Appendices).

Card fraud – The questionnaire asks about different types of fraud, including credit, debit or store card fraud. There was interest in understanding whether the card involved in cases of card fraud belonged to the business, a customer or someone else. A question was added to the two relevant victim forms to clarify this (see CARDOWNERSHIP in the questionnaire, in sections ‘fraud by others’ and ‘fraud by persons unknown’.)

Staff involvement – There was interest in understanding the seniority of staff involved in fraud, so a question was added to the ‘fraud by employees’ victim form to clarify this (see STAFFINVOLVED in the questionnaire).

Cyber-crime

Use of ‘cyber-crime’ – References to ‘computer crime’ were exchanged with ‘cyber-crime’ throughout the cyber-crime section, in order to update the survey according to current understanding and definitions;

Personal use of business computers – an existing question about whether any of the computers or devices owned by the business were used for ‘personal use’ was amended to more specifically ask whether they were used to access personal emails, social media sites or personal bank accounts. See question P_PERSONALUSE in the questionnaire (see the Appendices).

Loss or damage from cyber-crime – Two new questions were added to the cyber-crime section to determine the total value of any loss or damage that occurred as a result of cyber-crime and to understand what additional impacts, aside from financial loss or damage, were experienced by the business as a result of cyber-crime (see VALUELOSSDAMAGE, VALUELOSSDAMAGE2 and OTHERLOSSDAMAGE in the questionnaire).

Crime prevention

Reasons for and effectiveness of crime prevention measures – Multiple changes were made to the crime prevention section to better ascertain whether any crime prevention measures had been installed at the premises prior to the last 12 months. Businesses were asked whether any crime prevention measure was present at the premises (for example R_ALARM). Those who reported having the measure were then asked whether the measure had been installed in the last 12 months (e.g. R_ALARMINSTALLED). Businesses that reported installing any of the measures in the last 12 months were also asked what prompted them to install the measure (e.g. R_ALARMPROMPT) including whether it had been as a result of a crime, and they were also asked how effective the measure had been in preventing other incidents of crime (e.g. R_ALARMEFFECTIVE).

3.2.2 Removed questions

Crime reference numbers – The questions in each victim form about crime reference numbers were removed, as it had proved difficult to correctly link those given with the records held by police. The question at the end of the survey asking for permission to link the crime reference number given by the respondent to the police records was also removed.

Insurance claims – The question in each victim form asking why the businesses had chosen not to make an insurance claim (following the most recent incident of crime) was removed, as the data had not been used recently.

Sampling

Design and preparation

4 Sampling

4.1 Sampling objectives

The objectives for the sample design in 2016 are listed below, with the following sections of the chapter describing how they were met:

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

4.2 Sample design

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

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

- **Business sector**, defined using SIC 2007. The sectors sampled in 2016 can be seen in the Introduction chapter above; and
- **Size band**, as defined by number of employees. Business premises⁷ of all sizes in England and Wales are included. The six size bands used are 0-4; 5-9; 10-19; 20-49; 50-99; 100 or more.

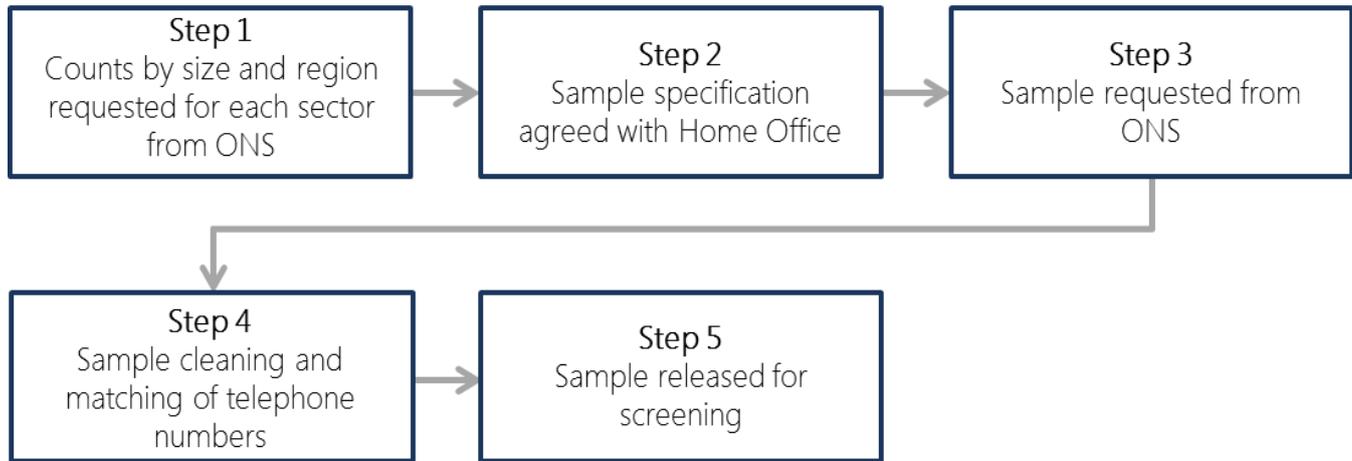
The information on industrial sector is reviewed by the ONS and is generally accurate on the IDBR. However, the information on premises size is prone to fluctuation and in some instances estimated. Inaccuracies therefore need to be dealt with during weighting using survey data (discussed in the Data Processing chapter below). Given the predominance of small businesses in the population, those in the largest size bands were over-sampled in 2016 to achieve sufficient numbers for analysis of the crime experienced by large businesses. The sample was also designed to allow analysis by type of location (urban/rural) and region. This was achieved by ONS sorting the sampling frame by region⁸ and by rural/urban indicators prior to sample selection. This also ensured the sample was representative for these characteristics.

As in previous years, a target sample size of 1,000 interviews in each of the three sectors was set in order to achieve estimates with a good level of precision. This was especially important given the desire to continue to achieve trend data for the Wholesale and Retail sector.

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

⁷ For survey purposes, business premises were defined as a single employer at premises which are not domestic.

⁸ The regions used were: North East, North West, Yorkshire and the Humber, East Midlands, West Midlands, East of England, London, South East, South West and Wales.

Figure 4.1: Flow chart showing the stages involved in sampling

4.3 Sample request

The sampling process began with a request to the ONS for the latest 'counts' of business premises held on the IDBR in each of the three required sectors, by size band and region. This was used to refine the proposed sample design and to ensure the sample was statistically efficient⁹. Based on the counts supplied, assumptions were made about the size of the sample that needed to be drawn to achieve 1,000 interviews in each of the three sectors. In the Wholesale and Retail (G) sector, the assumptions were based on known matching rates (see section on matching below) and screening and main stage response rates from the previous waves of survey. For the Transportation and Storage (H) sector, the assumptions about the size of the sample required in order to achieve 1,000 interviews were based on the 2012 survey. For the Administration and Support (N) sector, the assumptions were based on similar surveys that have included businesses in this sector: as it had not previously been surveyed as part of the CVS. A sample specification was sent to the Home Office for approval, before being requested from the ONS.

4.4 Sample cleaning, matching and batching

4.4.1 Sample received

Details for 28,500 businesses were received from the ONS as the sample frame for the 2016 CVS (10,514 formed a reserve sample). The table below details the total sample received by Ipsos MORI for each sector, by size band. Tables showing the breakdown of sample received per sector by size band and region are shown in the Appendix.

⁹ A statistically efficient sample is one which has the smallest possible confidence intervals (and therefore the lowest standard errors) for a sample of that size.

Table 4.1: Sample received by Ipsos MORI in each sector, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
Wholesale and Retail (G)	3,715	971	540	548	740	925	7,439
Transportation and Storage (H)	6,313	1,120	948	750	566	693	10,390
Administration and Support (N)	6,322	1,237	851	710	752	799	10,671
Total	16,350	3,328	2,339	2,008	2,058	2,417	28,500

4.4.2 Matching process

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

The second step involved manually searching the internet by inputting the company name and first line of the address into a web browser. This was a very successful method for premises in the Wholesale and Retail (G) sector. However, if a number was not returned, the company name would be used in the search bar on its own to see if the business had recently moved premises. If a different address was found, the company name and new address would then be searched together, to confirm that the two were linked. If neither of these two methods were successful, two particular websites¹⁰ known to hold accurate data were searched.

In total, 18,709 cases were issued for matching: including 723 cases from the Transportation and Storage (H) and Administration and Support (N) reserve sample frames (at a later date than the main sample and during the fieldwork period). This accounted for 66 per cent of the sample received from ONS: as 9,791 cases from the reserve sample were not needed and were therefore not sent for matching.

4.4.3 Cleaning

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

- Removing characters such as spaces, hyphens and brackets and adding in missing leading zeros to form a full UK phone number suitable for automated diallers;
- Removing '08' and premium rate telephone numbers to avoid potential market research conduct issues (in the case of Freephone numbers) and cost issues (fixed/premium rate numbers);

¹⁰ The two websites used in 2016 were [yelp.com](http://www.yelp.com) and [companycheck.com](http://www.companycheck.com)

- Removing cases with duplicate telephone numbers (i.e. multiple premises of the same organisation);
- Removing telephone numbers with an invalid format;
- Screening against Ipsos MORI's "do not call" list and removing any numbers included on it. This is an essential compliance procedure that ensures people who have previously explicitly said not to call them ever again were removed from the sample; and
- Recoding sample variables such as sector and company size into a format suitable for the CATI script.

4.4.4 Matching rates

Numbers were found for 12,254 premises (including 523 of the 723 cases making up the reserve sample), constituting a match rate of 65 per cent. This is seven percentage points lower than in 2015. Matching rates differed by sector and by size band. The table below shows how many telephone numbers were matched to the sample for each sector, by size band.

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

	0-4	5-9	10-19	20-49	50-99	100+	Total
Wholesale and Retail (G)	1,810	569	326	335	444	582	4,066
Transportation and Storage (H)	1,567	653	532	432	386	459	4,029
Administration and Support (N)	1,814	583	600	408	371	383	4,159
Total	5,191	1,805	1,458	1,175	1,201	1,424	12,254

The lowest matching rate was obtained for the Transportation and Storage (H) sector, while the Retail and Wholesale (G) sector yielded the highest matching rate. The table below presents the matching rates for each sector, by size band.

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

	0-4	5-9	10-19	20-49	50-99	100+	Total
Wholesale and Retail (G)	73%	88%	91%	92%	90%	94%	82%
Transportation and Storage (H)	37%	80%	84%	86%	82%	83%	56%
Administration and Support (N)	50%	73%	76%	83%	86%	84%	63%
Total	50%	80%	82%	87%	86%	87%	65%

4.4.5 Batching

Following cleaning, the total matched sample file was divided into batches of various sizes before being loaded to the interviewing system for screening. Batching ensured that a steady flow of work was delivered to the interviewers and, more importantly, that each case in the sample received the attention needed to reach a final outcome (whether a completed interview or another final outcome such as a refusal). This is particularly important in a random probability survey because all cases must have the same chance of ending in a successful interview: if they do not, then the risk of non-response bias is increased (see the chapter on Data Processing for a discussion about the non-response bias for the 2016 CVS). This ensures that part of the sample can be held in reserve if needed where response rates exceed expectations, without compromising sample representativeness.

Premises were allocated to batches by carrying out a random selection within the main sample, by sector and size. On average, the batches consisted of c.100 premises, as this batch size is flexible enough to allow fieldwork to progress and response to be monitored. This is discussed more in the Fieldwork chapter. All batches in 2016 were ultimately allocated to interviewers. The 723 cases from the reserve sample sent for matching at a later date, during the fieldwork period, were also selected at random but the 523 cases issued for interviewing (that had had a number appended following matching) were released altogether and not in batches.

4.4.6 Issued to screening stage

All of the successfully matched sample (12,254 premises) was released for screening in batches (including 523 cases making up the reserve sample) between 25th August and 1st November, 2016. The table below details the total cases (including the reserve sample of 523 cases) released for each sector, by size band. Tables showing the cases released for screening per sector, by size band and region can be seen in the Appendix.

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

	0-4	5-9	10-19	20-49	50-99	100+	Total
Wholesale and Retail (G)	1,810	569	326	335	444	582	4,066
Transportation and Storage (H)	1,567	653	532	432	386	459	4,029
Administration and Support (N)	1,814	583	600	408	371	383	4,159
Total	5,191	1,805	1,458	1,175	1,201	1,424	12,254

Fieldwork

Interviewing and fieldwork management

5 Fieldwork

5.1 Overview

The Commercial Victimisation Survey (CVS) is split between a screening and a main stage interview, which overlap. The content of each in 2016 is described in more detail in the Questionnaire chapter above. The screening stage took place between 25th August and 21st November 2016 and the main stage interviewing began on the 1st September and ran until the 29th of November 2016. The main stage fieldwork was begun well before screening was completed to maintain engagement by reducing the gap between premises first being contacted, respondents filling in the Experience of Crime Sheet (ECS) and respondents finally completing the interview. It may also have been possible during a long delay between these stages for the contacted person to have left the business, which could have negatively impacted on response and fieldwork efficiency.

5.2 Advance materials

Following screening, during which the eligibility of the business at the sampled address was established, advance materials were sent to the most appropriate contact. As in 2015, the advance materials consisted of a letter and the Experience of Crime Sheet (ECS), both of which are described in detail below.

5.2.1 Advance letter

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

- An explanation for why the Home Office wanted businesses to take part in the survey;
- Reassurances by Ipsos MORI of anonymity and confidentiality;
- The approximate length of the interview;
- The trade organisations endorsing the survey;
- A Freephone telephone number and email address managed by Ipsos MORI, for queries;
- Web links to previous survey reports and the online ECS; and
- Link to the survey website set up by Ipsos MORI giving more information and reassurances about the authenticity of the CVS.

The endorsements were obtained from relevant organisations and trade bodies by the Home Office. All of the advance letters carried an endorsement by the Department for Business, Energy and Industrial Strategy (BEIS) and the Federation of Small Businesses (FSB), as well as their logos. The letter to businesses in the Wholesale and Retail (G) sector also carried endorsements by the British Independent Retailers Association (BIRA) and the Association of Convenience Stores (ACS). The letter to businesses in the Transportation and Storage (H) sector was also endorsed by the Freight Transport Association (FTA). An example of the letter sent in 2016 to businesses in the Wholesale and Retail (G) sector can be seen in the Appendix below.

5.2.2 Experience of Crime Sheet

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

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

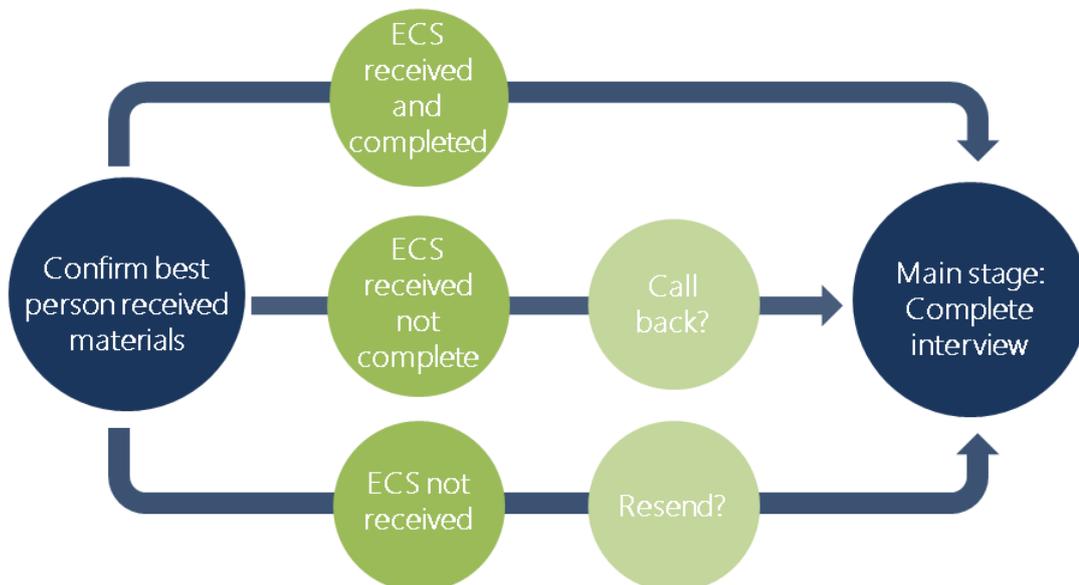
1. Whether the business has experienced that specific crime type (for example burglary);
2. How many incidents there have been in the last 12 months;
3. The value of any loss or damage during the most recent incident; and
4. Whether the most recent incident was reported to the police.

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

5.2.3 Completing the interview

A pause of at least five days was given between sending the advance materials to a business and contacting them again to conduct the main stage interview. During this time, it was hoped that the business would complete the ECS. The diagram below depicts the journey to a completed interview depending on whether the advance materials had been received and the ECS completed, or not.

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



5.3 Interviewer briefings

All of the CATI interviews for both screening and the main stage were conducted from Ipsos MORI's telephone interviewing centre in Edinburgh. Two formal briefings were conducted by the researchers over the course of 2016 with the telephone interviewers. The briefings were designed to inform the telephone interviewers about the:

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

The first briefing was held over the telephone on the 25th of August 2016 with the telephone centre manager and supervisors involved in the project, and interviewers that had worked on the 2015 CVS. The second briefing was held on the 9th September 2016. A Home Office researcher attended this half-day face-to-face briefing in Edinburgh, alongside the researchers from Ipsos MORI.

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

5.4 Fieldwork management

5.4.1 Batch release and queue control

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

5.4.2 Minimum try counts and calling patterns

The 'minimum try count' denotes the number of attempts any one lead must receive before it is abandoned, unless a final outcome is received before (for example a refusal, or invalid number). There is more detail on the final outcome codes for both the screening and main stages in the Response chapter below. No minimum try count was set in 2016 until the later stages of fieldwork, when it was set to 12 calls. The minimum try count does not mean that a lead is necessarily abandoned if all attempted calls have gone unanswered 12 times. For example, if the twelfth call ends in a 'soft appointment' then another attempt will be made.

The CATI system has restrictions built in which mean that a business will not be called again too soon if the outcome of the previous call was unsuccessful. As well as distributing the attempted calls across the week, calls are also distributed across different parts of the day, an efficient strategy to ensure that respondents are not always called at the same time every day.

Response

Response rates achieved and non-response bias

6 Response

6.1 Improving response

Several tasks were undertaken in 2016 to increase trust in the survey and to improve response. These are detailed below:

Advance materials – The advance letter and paper Experience of Crime Sheet were reviewed by Gerry Nicolaas, Head of Data Collection Methodology at Ipsos MORI. Following her feedback several changes were made to improve the design and wording.

Website – A website was developed to provide more detailed information about the CVS than could be mentioned in the advance letter. Respondents were directed to look at the website from the advance letter, and interviewers were instructed to mention it, to provide reassurance about the authenticity of the survey. It was hoped that the website would increase trust in the survey and therefore improve response. The survey website can be accessed here: <http://cvs.ipsos-mori.com/>

Endorsements – As well as detailing the organisations that were endorsing the survey on the advance letter and website, the endorsing organisations were asked to communicate about the CVS to their members, to raise awareness and to improve response. The names of the endorsing bodies were also added to the Screening script, so that interviewers could mention them to increase trust in the survey.

Contacting head offices – Where matching returned one telephone number for multiple premises of the same business (e.g. a switchboard number), the head office was contacted by the research team to ask for unique telephone numbers. Where multiple premises of the same business refused to take part, stating 'it is against head office/ company policy to take part in surveys', the head office of some businesses were also contacted by the research team to ask for permission for their premises to take part.

Proceeding straight to a main interview – Interviewers were given discretion to conduct a full interview with small and small-to-medium sized businesses (49 and fewer staff) during the screening interview (and therefore not sending the advance letter or waiting for them to read it before calling them again), where the interviewer felt that the business would otherwise refuse to take part. This was introduced following feedback from the interviewers in 2015 and it was made available for the smaller sized businesses as they generally experience fewer crimes than larger businesses and it was felt that adopting this approach would not compromise data quality for these businesses.

Re-issues – The research team closely monitored the number and type of refusals being recorded during the 2016 fieldwork. More refusal codes were made available for the interviewers to use in this year than in previous waves of the survey. This meant that businesses giving particular types of refusal could then be targeted more accurately during a re-issue stage, to try to convert them to a successful interview. For example, businesses that first refused by saying they had not experienced any crime were targeted by interviewers tasked with explaining that their views were still important to the Home Office. The following table provides more detail:

Table 6.1: Successfully re-issued sample and conversion rates

	Number re-issued	Successfully converted to a full interview	Conversion rate (%)
Refused: Other	844	123	15
Refused: no crime experienced (but successfully screened)	129	44	34
Eligible but identified respondent unavailable during fieldwork	45	12	27
Other ineligible (where second telephone number was available)	45	1	2
Ineligible: communication difficulty	25	12	48
Language barrier	19	4	21
Deadwood: fax (where second telephone number was available)	4	0	0
Total	1,111	196	18

6.2 Reporting response in 2016

As noted in the Questionnaire chapter, changes to the CATI script were made in 2016 to allow interviewers to change the sector of a business if the description the respondent gave about the main activity (at MAINACTIVITY) differed from the sector indicated in the sample frame. Interviewers could alter the sector of a participating business or, if the description did not match any of the three sectors, end the interview. A table showing the changes between sectors, and how many businesses were screened out as they were found not to be in any of the three sectors being surveyed, is provided in the Appendix.

The response figures detailed in this chapter are based however on the sector indicated in the sample frame, rather than that which the interviewers suggested was more appropriate. This is because it cannot be established how much of the uncontacted sample – the ineligible and unknown cases detailed below – may have been moved from one sector to another, or screened out (if the description given at MAINACTIVITY differed completely from any of the sectors being surveyed) had they been contacted.

6.3 Screening stage response

Of the 12,254 premises that were issued for interviewing in 2016, 6,294 respondents consented to being sent the advance materials as part of the screening stage. The table below shows how many were successfully screened in each sector, by size band.

Table 6.2: Successfully screened sample in each sector, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
Wholesale and Retail	843	356	219	218	311	409	2,356
Transportation and Storage	467	332	331	303	237	272	1,942
Administration and Support	584	306	325	270	237	274	1,996
Total	1,894	994	875	791	785	955	6,294

The screening rate is the proportion of premises that were released for screening and agreed to be sent the advance materials. The Wholesale and Retail (G) sector yielded the highest screening rate. The table below presents the screening rates for each sector, by size band. The screening rates for each sector, by size band and region are presented in the Appendix.

Table 6.3: Screening rates for each sector, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
Wholesale and Retail	47%	63%	67%	65%	70%	70%	58%
Transportation and Storage	30%	51%	62%	70%	61%	59%	48%
Administration and Support	32%	52%	54%	66%	64%	72%	48%
Total	36%	55%	60%	67%	65%	67%	51%

Each attempted call at the screening stage was given an 'outcome code'. As mentioned in the Fieldwork chapter above, premises receiving an interim outcome code would be called until a final outcome code was given to the business (or, in the later stages of fieldwork, until the minimum try count of 12 calls was reached). Full details on the outcome codes given during the screening stage are summarised in the table below. There were 2,787 premises in 2016 described as 'deadwood' or potentially ineligible for the survey. This includes businesses based at residential premises (with no commercial premises). As the CVS is a telephone survey we cannot be certain if premises we cannot contact for screening are eligible or ineligible, though it is highly likely that most of these cases were ineligible. Depending on which of these cases we consider to be out of scope for the survey, the true screener rate lies somewhere between 58 and 65 per cent.

Table 6.4: Sample outcome codes for the 2016 CVS screening stage

	n	%
Total loaded sample	12,254	100.0%
Successfully screened	6,294	51.4%
DEADWOOD	1,401	11.4%
Deadwood - Bad Number / Dead Number	1295	10.57%
Deadwood - Correct Business - Different Branch - DK/Refused Phone Number	56	0.46%
Deadwood - Fax	50	0.41%
ELIGIBLE	2,439	19.9%
Eligible - Not Willing to Give Name	81	0.66%
Eligible used sample - Interview rejected	29	0.24%
Eligible used sample - Refusal	1,601	13.07%
Eligible used sample - Refusal (Head Office policy)	428	3.49%
Eligible used sample - Respondent unavailable during fieldwork	35	0.29%
Eligible used sample - Stopped / abandoned interview	265	2.16%
INELIGIBLE	1,386	11.3%
Ineligible - Branch Closed Down	47	0.38%
Ineligible - Communication difficulty	20	0.16%
Ineligible - Incorrect Company	547	4.46%
Ineligible - No Commercial Premises	678	5.53%
Ineligible - Not correct sector	3	0.02%
Ineligible - Residential number	91	0.74%
UNKNOWN	734	6.0%
Unknown - Answer machine	396	3.23%
Unknown - Appointment	43	0.35%
Unknown - Engaged/Busy	9	0.07%
Unknown - No answer	286	2.33%
Conversion rate (total completes / total loaded sample)		51%
Screener rate 1 (excluding ineligible)		58%
Screener rate 2 (excluding deadwood and ineligible)		65%

6.4 Main stage response

Of the 6,294 cases that were issued to the main stage of interviewing from screening, 2,963 successfully completed an interview. This 'interview rate' differed by sector and by size band. The table below shows how many were successfully interviewed for each sector, by size band.

Table 6.5: Successfully interviewed sample in each sector, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
Wholesale and Retail	420	182	104	94	132	148	1,080
Transportation and Storage	230	167	163	145	109	113	927
Administration and Support	263	138	170	135	105	145	956
Total	913	487	437	374	346	406	2,963

While the Wholesale and Retail (G) sector yielded the highest interview rate at the screening stage, it yielded the lowest at the main stage. The table below presents the interview rates for each sector, by size band. The main stage interviewing rates for each sector, by size band and region are presented in the Appendix.

Table 6.6: Main stage interview rates for each sector, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
Wholesale and Retail	50%	51%	47%	43%	42%	36%	46%
Transportation and Storage	49%	50%	49%	48%	46%	42%	48%
Administration and Support	45%	45%	52%	50%	44%	53%	48%
Total	48%	49%	50%	47%	44%	43%	47%

Full details on the outcome codes given during the main stage are summarised in the table below. In total, 2,963 interviews were completed constituting a 47 per cent conversion rate (from the screening stage). Once a small number of ineligible cases were excluded, the final response rate in 2016 was 49 per cent. This compares with 42 per cent conversion rate and a 43 per cent response rate in 2015.

Table 6.7: Sample outcome codes for 2016 CVS main stage, by sector

	TOTAL	WHOLESALE & RETAIL (G)	TRANSPORT- ATION AND STORAGE (H)	ADMINISTRA- TION AND SUPPORT (N)
Total loaded sample	6,294	2,356	1,942	1,996
Complete interview	2,963	1,080	927	956
DEADWOOD	162	49	64	49
Deadwood - Bad Number / Dead Number	146	41	58	47
Deadwood – Fax	16	8	6	2
ELIGIBLE	2,390	906	714	770
Eligible – Not Willing to Give Name	17	6	6	5
Eligible – Interview rejected	5	2	2	1
Eligible used sample – Refusal	1,498	554	442	502
Eligible used sample - Refusal (Head Office policy)	380	190	102	88
Eligible used sample - Respondent unavailable during fieldwork	231	59	74	98
Eligible used sample - Stopped / abandoned interview	259	95	88	76
INELIGIBLE	145	29	57	59
Ineligible - Communication difficulty	17	10	6	1
Ineligible - Branch Closed Down	4	2	2	-
Ineligible - Incorrect Company	34	4	13	17
Ineligible - No Commercial Premises	56	8	26	22
Ineligible - Not correct sector	13	2	3	8
Ineligible - Residential number	6	2	1	3
Ineligible - wrong sector	15	1	6	8
UNKNOWN	634	292	180	162
Unknown - Answer machine	362	95	149	118
Unknown – Appointment	113	107	2	4
Unknown - Engaged/Busy	18	12	3	3
Unknown - No answer	141	78	26	37
Conversion rate (total completes / total loaded sample)	47%	46%	48%	48%
Response rate (excluding ineligible and deadwood)	49%	47%	51%	51%

6.5 Completion of online Experience of Crime Sheet

Of the 2,963 successful interviews in 2016, 12 per cent had completed the Experience of Crime Sheet (ECS) online: an increase of four percentage points compared with 2015. A further 243 businesses (eight per cent) completed the paper version: a decrease of three percentage points on the previous wave.

Data processing

Data cleaning, coding and weighting

7 Data Processing

7.1 Data preparation and cleaning

The Computer Assisted Telephone Interview (CATI) questionnaire controls the flow of the questionnaire and sample information and answers to questions are used to establish which questions respondents are asked later in the interview. Thorough checks of the script prior to fieldwork ensures that the data are collected only when they should be. Therefore, the majority of the data cleaning comprised removing unwanted variables from the data, relabelling variables into a useable format and recoding 'Don't know' and 'Refused' responses alongside the original question. The final SPSS file produced consisted of 2,963 records.

7.1.1 Coding

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

7.1.2 Derived variables

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

7.1.3 Outliers and imputation

Prior to analysis of the data for publication, some data imputation took place to handle outliers and missing data. For details, please see the Technical Annex of the 2016 Crime Against Businesses bulletin¹¹.

7.2 Weighting

Weights are needed to correct for unequal selection probabilities and non-response bias. For example, in each of the three sectors, larger premises had a higher chance of being selected in the 2016 CVS sample than smaller premises due to being over-sampled in order to ensure sufficient numbers for analysis of larger premises. Non-response bias occurs when premises that do respond to the survey are systematically different to premises that do not. In the CVS, this can occur due to differential matching rates, non-contacts and refusals. The weights adjust the data to make the achieved sample representative of the survey population.

¹¹ The Technical Annex can be found at this webpage: <https://www.gov.uk/government/statistics/crime-against-businesses-findings-from-the-2016-commercial-victimisation-survey>

The overall weighting design for the 2016 CVS followed the same design as that for the 2015 survey. Weighting was completed in four stages:

1. Design weights (and trimming)
2. Eligibility weights
3. Non-response weights
4. Calibration weights

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

7.2.1 Design weights (and trimming)

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

These weights are then trimmed. It is standard practice for business surveys to adjust the selection weights for businesses, or premises in this instance, that turn out to be larger or smaller than expected from the sampling frame, so that they belong in a different stratum to the one in which they were originally sampled in. This is described in Purdon et al.¹² but, in summary, if no adjustment is made then this leads to problems for analysis. This is because estimates are skewed towards those premises that are larger than expected because they have much larger weights than others in the same size band. In addition, premises that are smaller than expected have minimal influence on the estimates as their weights are much smaller than others in the same size band. In 2016 this trimming also accounted for movement between sectors.

The design weights above were trimmed using the same approach as that used in 2015. Weights were trimmed if the expected weight (based on interviewer recorded number of employees) was different from the sample-selection weight by a factor of three:

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

Trimming was undertaken for 527 weights (17.8 per cent of the responding sample). Trimming the design weights improves sample efficiency, particularly when conducting analysis by size.

¹² Purdon, S. (2008) Methodological Review of Research with Large Businesses, Paper 5: Data Preparation and Analysis Issues for Quantitative Surveys. London: HM Revenue & Customs Report 60.

7.2.2 Eligibility weights

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

The model was fitted for all cases with known eligibility, comparing eligible cases (respondents and eligible non-respondents) against ineligible cases. The predictor variables in the model were SIC2007 division, legal status, whether the business had more than one site and employee size band (all taken from the sampling frame¹³). The model is used to predict the probability of being eligible (p_i) for all premises with unknown eligibility. The full model output is given below.

Table 7.1: Output from the eligibility model

	B	S.E.	Wald	df	Sig.	Exp (B)
Size band from IDBR			241.7	5	.000	
0-4 employees	-1.601	.376	18.1	1	.000	.20
5-9 employees	-.369	.385	0.9	1	.338	.69
10-19 employees	-.367	.393	0.9	1	.350	.69
20-49 employees	-.700	.399	3.1	1	.079	.50
50 -99 employees	.048	.507	0.0	1	.925	1.05
100+ employees					baseline	1.00
SIC07 Division			263.2	13	.000	
Wholesale and retail trade and repair of motor vehicles and motorcycles (45)	.937	.120	61.1	1	.000	2.55
Wholesale trade, except of motor vehicles and motorcycles (46)	.280	.105	7.1	1	.008	1.32
Retail trade, except of motor vehicles and motorcycles (47)	.946	.100	88.9	1	.000	2.58
Land transport and transport via pipelines (49)	-.055	.137	0.2	1	.688	.95
Water transport (50)	-.196	.506	0.2	1	.698	.82
Air transport (51)	1.473	1.112	1.8	1	.185	4.36
Warehousing and support activities for transportation (52)	.444	.215	4.2	1	.039	1.56
Postal and courier activities (53)	-.170	.226	0.6	1	.451	.84
Rental and leasing activities (77)	.240	.186	1.7	1	.197	1.27
Employment activities (78)	.214	.166	1.7	1	.199	1.24

¹³ Prior to 2015, the model used region, sector and size only. A wider range of variables were used in the models this year, including legal status, foreign ownership, multi-site locations and SIC division. These were also taken from IDBR. Only variables significantly related to the survey outcome were included in the final model.

Travel agency, tour operator and other reservation service and related activities (79)	.448	.245	3.3	1	.067	1.57
Security and investigation activities (80)	.180	.277	0.4	1	.515	1.20
Services to buildings and landscape activities (81)	-.567	.127	19.9	1	.000	.57
Office administrative, office support and other business support activities (82)					baseline	1.00
Legal status from IDBR			13.6	2	.001	
Company (incl. Building Society)	.116	.104	1.2	1	.265	1.12
Sole Proprietor	-.175	.115	2.3	1	.129	.84
Partnership					baseline	1.00
Business is part of a multi-site organisation	.611	.098	38.6	1	.000	1.84
Region			24.1	9	.004	
North East	-.090	.208	0.2	1	.664	.91
North West	.149	.171	0.8	1	.383	1.16
Yorkshire & Humber	-.136	.174	0.6	1	.434	.87
East Midlands	-.276	.171	2.6	1	.107	.76
West Midlands	.107	.172	0.4	1	.534	1.11
Eastern	.084	.170	0.2	1	.622	1.09
London	.193	.163	1.4	1	.237	1.21
South East	-.101	.159	0.4	1	.527	.90
South West	-.050	.169	0.1	1	.770	.95
Wales					baseline	1.00
Intercept	2.172	.419	26.9	1	.000	8.77

Notes:

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

7.2.3 Non-response weights

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

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

Table 7.2: Output from the non-response model

	B	S.E.	Wald	df	Sig.	Exp (B)
Size band from IDBR			77.0	5	.000	
0-4 employees	-.510	.153	11.2	1	.001	.60
5-9 employees	-.144	.154	0.9	1	.349	.87
10-19 employees	-.075	.157	0.2	1	.634	.93
20-49 employees	-.004	.164	0.0	1	.979	1.00
50 -99 employees	-.024	.198	0.0	1	.904	.98
100+ employees					baseline	1.00
Region from IDBR			18.1	9	.035	
North East	-.063	.140	0.2	1	.655	.94
North West	-.386	.112	12.0	1	.001	.68
Yorkshire and The Humber	-.285	.117	5.9	1	.015	.75
East Midlands	-.302	.119	6.4	1	.011	.74
West Midlands	-.277	.114	5.9	1	.015	.76
Eastern	-.215	.112	3.7	1	.054	.81
London	-.287	.107	7.2	1	.007	.75
South East	-.298	.107	7.7	1	.005	.74
South West	-.333	.116	8.2	1	.004	.72
Wales					baseline	1.00
SIC07 section from IDBR			117.0	13	.000	
Wholesale and retail trade and repair of motor vehicles and motorcycles (45)	.690	.097	51.0	1	.000	1.99

Wholesale trade, except of motor vehicles and motorcycles (46)	.528	.091	33.5	1	.000	1.70
Retail trade, except of motor vehicles and motorcycles (47)	.559	.085	43.6	1	.000	1.75
Land transport and transport via pipelines (49)	.033	.122	0.1	1	.784	1.03
Water transport (50)	.536	.483	1.2	1	.268	1.71
Air transport (51)	.186	.623	0.1	1	.766	1.20
Warehousing and support activities for transportation (52)	.418	.147	8.1	1	.004	1.52
Postal and courier activities (53)	-.102	.219	0.2	1	.640	.90
Rental and leasing activities (77)	.895	.144	38.7	1	.000	2.45
Employment activities (78)	.617	.129	23.0	1	.000	1.85
Travel agency, tour operator and other reservation service and related activities (79)	.465	.192	5.9	1	.015	1.59
Security and investigation activities (80)	.177	.226	0.6	1	.434	1.19
Services to buildings and landscape activities (81)	.027	.136	0.0	1	.844	1.03
Office administrative, office support and other business support activities (82)					baseline	1.00
Legal status from IDBR			9.9	2	0.07	
Company (incl. Building Society)	-.154	.079	3.8	1	.052	.86
Sole Proprietor	-.295	.095	9.7	1	.002	.74
Partnership					baseline	1.00
Intercept	-1.207	.206	34.3	1	.000	.30

Notes:

1. The response is 1 = respondents, 0 = non-respondents with known eligibility and cases with unknown eligibility.
2. Model is weighted by the 'base' weight
3. R squared (Cox and Snell) = 0.055
4. B is the estimate coefficient with standard error S.E. The Wald-test measures the impact of the categorical variable on the model with the appropriate number of degrees of freedom df. If the test is significant (sig < 0.05) then the categorical variable is considered to be 'significantly associated' with the response variable and therefore included in the model.
5. The Wald test for each level of the categorical variable is also shown. This tests the difference between that level and the baseline category.

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

7.2.4 Calibration weights

The final step was to calibrate the weights generated thus far to bring the distribution of the responding cases closer to that of the population. This step was complicated by the need to allow for the survey eligibility criteria: premises without employees and those based at residential premises (with no other commercial premises) were out of scope for the 2016 CVS. Producing calibration weights that adjusted the (weighted) achieved sample directly to control totals (counts) from the IDBR would produce biased estimates, as the control totals would include premises that were out of scope for the study. For this reason, ineligible cases and cases with unknown eligibility were included in the calibration. Non-respondents who were eligible were excluded (as these cases are represented by respondents once the non-response weights are applied). The pre-calibration weights are detailed in the table below.

Table 7.3: Pre-calibration weights used in the 2016 CVS

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

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

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

After calibration, any non-responding premises were dropped from the dataset. The calibrated weight for respondents is the final weight for the 2016 CVS. Scaled versions of the main weight were calculated for sector-specific analysis. These weights sum to the actual interviewed sample size for each sector and have zero values for cases from all other sectors.

Prior to 2015, the calibration used the IDBR size variable for all cases. Since 2015, the calibration has been based on the actual size of the premises, as collected by the interviewer, since this is the size measure that will be used during analysis and is the most accurate information available. The effect of this is to ensure the profile of the responding cases matches that of the population during analysis. The IDBR size variable tends to be smaller than the actual size variable, particularly for small premises. This is because these businesses have more scope to grow than shrink (a shrinking micro business will often go out of business). Hence analysis by the IDBR size variable (and weights based on this variable) will result in a slight under-estimate of the number of smaller premises in the population.

7.2.5 Impact of the weights

Design effects for the overall weights were then generated to assess the impact of trimming the design weights. These are shown below.

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

	Employee size band (from interview)	Actual sample size	Effective sample size using final weights	Design factor using final weights
Wholesale and Retail (G)	0-4	365	355	1.01
	5-9	242	232	1.02
	10-19	124	118	1.03
	20-49	122	98	1.12
	50-99	110	87	1.12
	100+	165	139	1.09
	Overall		1,128	1,023
Transportation and Storage (H)	0-4	199	168	1.09
	5-9	142	105	1.16
	10-19	142	108	1.15
	20-49	171	122	1.19
	50-99	109	87	1.12
	100+	141	116	1.10
	Overall		904	703
Administration and Support (N)	0-4	237	171	1.18
	5-9	248	137	1.35
	10-19	176	99	1.33
	20-49	161	96	1.29
	50-99	53	40	1.15
	100+	56	37	1.24
	Overall		931	572

7.3 Margins of error

The margins of error that would be expected for survey estimates of 50 per cent in each of the three sectors are shown in the table below. The actual sample size is shown, as well as the effective sample size and associated confidence intervals. Hence for the Wholesale and Retail (G) sector, a survey estimate of 50 per cent means 95 times out of 100 the true population value is expected to lie in the interval (46.9 percent - 53.1 per cent).

Table 7.5: Design factor and confidence intervals for survey estimates of 50 per cent in the 2016 survey

	Achieved sample size	Effective sample size	Estimated design factor (deft)	Confidence interval	Lower limit	Upper limit
Wholesale and Retail (G)	1,128	1,023	1.05	3.1	46.9	53.1
Transportation and Storage (H)	904	703	1.13	3.7	46.3	53.7
Administration and Support (N)	931	572	1.28	4.1	45.9	54.1

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WEBINFO

DISPLAY TO ALL WEB COMPLETION (METHOD = 1)

INFO SCREEN

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

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

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

SPEAKTO (was Q1)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

[SECTOR AND COMPANY SIZE FROM SAMPLE]

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

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

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

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

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

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

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

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

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

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

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

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

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

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

1. Yes
2. No

CORRECTPERSON (was Q3)

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

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

READ ONLY IF ASKED: By premises, I mean this site including all buildings you own or lease, any outbuildings such as [barns, silos, workshops, outhouses IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] [,workshops, storage facilities, IF TRANSPORT SECTOR (SAMPLESECTOR = 8)]sheds and warehouses and any outside space that you own or lease including [fields, meadows, woodland, IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] car parks and yards.

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

1. Yes
 2. No
-

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

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

SINGLE CODE

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

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

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

1. Yes
2. No

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

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

SINGLE CODE

Please could you put me through to that person now?

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

1. Yes, transferred
 2. No
-

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

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

SINGLE CODE

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

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

NAMECORRECTPERSON (Was Q5)

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

OPEN

INTERVIEWER: PROBE IF NECESSARY (INCLUDING TITLE)

Title _____
First Name _____
Surname _____

CHECKJOBTITLECORRECTPERSON (Was S9)

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

SINGLE CODE

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

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

1. Yes
2. No

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

JOBTITLECORRECTPERSON (Was S9)

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

OPEN

Job title _____

Don't know

TELNUMBERCORRECTPERSON (Was S11)

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

NUMERIC

And can you give me their telephone number please?

Telephone number _____

Don't know

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

EMAILCORRECTPERSON (Was S12)

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

OPEN

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

[SCRIPTER: STANDARD EMAIL ADDRESS ENTRY VALIDATION PLEASE]

Don't know

[SCRIPTER, NOW CLOSE THE INTERVIEW AND SEND EMAIL]

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

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

SINGLE CODE

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

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

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

1. Yes
2. No

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

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

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

SINGLE CODE

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

1. Yes
2. No

TRANSFERCORRECTDEPARTMENT (was S15)

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

SINGLE CODE

Please may I speak to someone within that department?

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

1. Yes
2. No

TRANSFERSECURITYMAIN (was S16)

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

SINGLE CODE

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

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

1. Yes
2. No

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

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

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

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

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

NAMECORRECTDEP (was S19)

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

INTERVIEWER: PROBE IF NECESSARY (INCLUDING TITLE)

Title _____
First Name _____
Surname _____

JOBTITLECORRECTDEP (was S20)

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

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

Job title _____
Don't know

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

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

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

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

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

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

1. Yes
2. No

[SCRIPTER, IF CODE 2, RETURN TO WHOBESTPERSON]

IF CORRECT PERSON AND RECEIVED INFO

CRIMESHEET (Was Q3A)

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

Have you looked at the Experience of Crime sheet?

1. Yes
2. No

PAPERCRIMESHEET (Was Q3B)

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

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

1. Yes
2. No

WANTCRIMESHEET (Was Q7)

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

Are you OK to proceed or would you prefer me to call you back when you've had a chance to look at the Experience of Crime Sheet?

[APPEARS ON APPOINTMENT SCREEN: An interviewer will call you in a couple of days, once you have had chance to look over the Experience of Crime Sheet.]

1. Happy to proceed
2. Want a call back – BOOK APPOINTMENT
3. Want a copy to be resent - ENTER EMAIL ADDRESS AND NAME AND SEND EMAIL

IF CORRECT PERSON BUT NOT RECEIVED INFO

RESENCRIMESHEET (Was TINT4)

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

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

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

1. Yes, happy to proceed
2. No, please send again

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

BACKGROUND

BGROUNDINFO (was Q4INFO)

DISPLAY TO ALL CATI SCRIPT (METHOD = 2) OR IF SCREENING INTERVIEW BEING SKIPPED AND MAINSTAGE INTERVIEW IS BEING CONDUCTED STRAIGHT AWAY (CONFIRMMAINSTAGE = 1)
INFO SCREEN

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

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

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

MAINACTIVITY (was Q4INFO)

ASK ALL CATI SCRIPT (METHOD = 2)

ONLY CODES APPLICABLE TO THE SECTOR SHOULD BE SHOWN ON SCREEN

CODE 90 ONLY SHOWN IF ADMINISTRATION SECTOR OR TRANSPORT SECTOR (SAMPLESECTOR = 8 OR 10)

CODE 91 ONLY SHOWN IF RETAIL AND WHOLESALE SECTOR OR ADMINISTRATION SECTOR (SAMPLESECTOR = 4 OR 10)

CODE 92 ONLY SHOWN IF RETAIL AND WHOLESALE SECTOR OR TRANSPORT SECTOR (SAMPLESECTOR = 4 OR 8)

SINGLE CODE

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

DO NOT READ OUT BUT PROMPT IF NECESSARY

Retail and wholesale (SAMPLESECTOR = 4)

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

Agriculture, Forestry and Fishing (SAMPLESECTOR = 1)

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

Accommodation and food service (SAMPLESECTOR = 5)

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

Arts / entertainment (SAMPLESECTOR = 6)

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

Construction (SAMPLESECTOR = 2)

32. Construction of buildings (residential and non-residential)
33. Civil engineering
34. Demolition or site preparation

- 35. Electrical, plumbing and other construction installation activities
- 36. Building completion and finishing (including plastering, painting, joinery and glazing)
- 37. Roofing and scaffolding
- 38. Other construction (specify)

Information and Communication (SAMPLESECTOR = 3)

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

Financial and Insurance (SAMPLESECTOR = 7)

- 46. Other finance and insurance (specify)

Transport and storage (SAMPLESECTOR = 8)

- 47. Passenger transport, including by water, rail and road
- 48. Freight and logistics
- 49. Removals
- 50. Warehousing and storage
- 51. Operation of passenger and freight terminals and facilities
- 52. Service activities and support to sector
- 53. Cargo handling
- 54. Couriers
- 55. Other transport and storage (specify)

Administration and Support (SAMPLESECTOR = 10)

- 56. Renting and leasing of vehicles
- 57. Renting and leasing of agricultural equipment
- 58. Renting and leasing of construction equipment and plant
- 59. Renting and leasing of machinery
- 60. Renting and leasing of other goods or services
- 61. Recruitment or casting agency
- 62. Travel agent, tour operator or tourist guides
- 63. Security or investigation services
- 64. Building facilities service
- 65. Cleaning services
- 66. Event and conference organisers
- 67. Call centre
- 68. Office administrative support
- 69. Other administrative and support service (specify)

Manufacturing (SAMPLESECTOR = 9)

- 70. Other manufacturing (specify)

- 90. Description sounds as if business is actually in Retail and Wholesale sector
- 91. Description sounds as if business is actually in Transport and Storage sector

92. Description sounds as if business is actually in Administration and Support sector

93. Description given is very different from expected sector and cannot code it

RETAILCODEREPEAT (new in 2016)

ASK IF DESCRIPTION GIVEN IS DIFFERENT FROM SAMPLE INFORMATION AND ACTUALLY IS A RETAIL AND WHOLESALE BUSINESS (MAINACTIVITY = 90)

SINGLE CODE

INTERVIEWER: CODE APPROPRIATE MAIN ACTIVITY USING DESCRIPTION JUST GIVEN. CHECK AGAIN IF UNSURE.

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

TRANSPORTCODEREPEAT (new in 2016)

ASK IF DESCRIPTION GIVEN IS DIFFERENT FROM SAMPLE INFORMATION AND ACTUALLY IS A TRANSPORT AND STORAGE BUSINESS (MAINACTIVITY = 91)

SINGLE CODE

INTERVIEWER: CODE APPROPRIATE MAIN ACTIVITY USING DESCRIPTION JUST GIVEN. CHECK AGAIN IF UNSURE.

47. Passenger transport, including by water, rail and road
48. Freight and logistics
49. Removals
50. Warehousing and storage
51. Operation of passenger and freight terminals and facilities
52. Service activities and support to sector
53. Cargo handling
54. Couriers
55. Other transport and storage (specify)

ADMINCODEREPEAT (new in 2016)

ASK IF DESCRIPTION GIVEN IS DIFFERENT FROM SAMPLE INFORMATION AND ACTUALLY IS AN ADMINISTRATION BUSINESS (MAINACTIVITY = 92)

SINGLE CODE

INTERVIEWER: CODE APPROPRIATE MAIN ACTIVITY USING DESCRIPTION JUST GIVEN. CHECK AGAIN IF UNSURE.

56. Renting and leasing of vehicles
57. Renting and leasing of agricultural equipment
58. Renting and leasing of construction equipment and plant
59. Renting and leasing of machinery
60. Renting and leasing of other goods or services
61. Recruitment or casting agency
62. Travel agent, tour operator or tourist guides
63. Security or investigation services
64. Building facilities service
65. Cleaning services
66. Event and conference organisers
67. Call centre
68. Office administrative support
69. Other administrative and support service (specify)

INCORRECTMAINACTIVITY (new in 2016)

ASK ALL CATI SCRIPT (METHOD = 2) AND IF SECTOR BUSINESS DESCRIBED IS ENTIRELY DIFFERENT FROM SAMPLE (MAINACTIVITY = 93)

The information we have about your business is different from what you have just described. We thought your business could broadly be described as being in the [Retail and Wholesale IF SAMPLESECTOR = 4][Transport and Storage IF SAMPLESECTOR = 8][Administration and Support IF SAMPLESECTOR = 10] sector. Is that correct?

1. Yes – RECORD DESCRIPTION AND CONTINUE
2. No – thank and close
3. Don't know – RECORD DESCRIPTION AND CONTINUE

P_COMPUTER (Was N1NW)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

P_PERSONALUSE (new in 2016)

ASK ALL CATI SCRIPT (METHOD = 2) AND BUSINESS HAS COMPUTERS (P_COMPUTER =1)

SINGLE CODE

And are any of the computers or devices owned by the business also used to access personal emails, social media sites or personal bank accounts?

1. Yes
2. No
3. DO NOT READ OUT: They shouldn't be used for personal use but it probably happens
7. Refused
9. Don't know

P_WEBSITE

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

And does your business have a website?

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

P_ONLINE (Was NESALE)**ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND CATI SCRIPT (METHOD = 2)****SINGLE CODE**

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

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

P_ONLINESALES**ASK ALL WHO SELL ONLINE (P_ONLINE = 1) AND CATI SCRIPT (METHOD = 2)****SINGLE CODE**

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

READ OUT

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

I_REPORTINGPOLICY (new in 2016)**ASK ALL CATI SCRIPT (METHOD = 2) AND IF A RETAIL AND WHOLESALE (SAMPLESECTOR = 4)****SINGLE CODE**

What is the approach the business takes to reporting theft by customers to the police? Would you say...

READ OUT

1. All thefts by customers are reported to police,
2. None are reported, or
3. It depends on the circumstances or items stolen
9. DO NOT READ OUT: Don't know

I_REPORTPOLICYDEPENDS (new in 2016)

ASK ALL CATI SCRIPT (METHOD = 2) AND IF A RETAIL AND WHOLESALE (SAMPLESECTOR = 4) AND REPORTING THEFT BY CUSTOMERS DEPENDS ON CIRCUMSTANCES OR DON'T KNOW (I_REPORTINGPOLICY = 3, 9)

OPEN

MULTI CODE

In what circumstances is theft by customers most likely to be reported to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

1. If high-value items are stolen
 2. If it involves violence toward staff
 3. If it involves damage to property
 4. If a crime reference number is needed
 5. For insurance purposes
 6. If perpetrator is known
 7. If frequency of thefts increases
 8. Other (specify)
- Don't know

I_REPORTPOLICYWHEN (new in 2016)

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

Compared with 12 months ago, are you more or less likely to report theft by customers to police? Would you say you are...

READ OUT

1. A lot more likely
2. Slightly more likely
3. Slightly less likely
4. A lot less likely
5. DO NOT READ OUT: There has there been no change
9. DO NOT READ OUT: Don't know

I_REPORTPOLICYWHY (new in 2016)

ASK ALL CATI SCRIPT (METHOD = 2) AND IF A RETAIL AND WHOLESALE (SAMPLESECTOR = 4) AND FREQUENCY OF REPORTING THEFT TO POLICE HAS CHANGED (I_REPORTPOLICYWHEN = 1-4)

Why would you say you are [a lot more IF I_REPORTPOLICYWHEN = 1][slightly more IF REPORTPOLICYWHEN = 2][slightly less IF REPORTPOLICYWHEN = 3][a lot less IF REPORTPOLICYWHEN = 4] likely to report theft by customers to the police than you were 12 months ago?

PROBE FULLY

WRITE IN _____

SELSERV (was SELFSERV)

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

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

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

FARMTYPE (was NEWFARMTYPE)

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

What type of farming do you do at these premises?

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

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

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

ANIMCOUNT (was NEWANIMALCOUNT1)

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

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

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

WRITE IN _____

Refused

Don't know

ANIMCOUNTDK (was NEWANIMALCOUNT2)

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

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

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

ACTIVITYTYPE (was Q5A)

ASK ALL CATI SCRIPT (METHOD = 2)

MULTI CODE (EXCEPT CODE 4)

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

READ OUT

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

LENGTHOP (was Q7)

ASK IF COMPWEB = 0

SINGLE CODE

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

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

CATI: DO NOT READ OUT

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

MONTHOP (was Q8)

ASK IF BUSINESS HAS BEEN IN OPERATION LESS THAN 12 MONTHS (LENGTHOP = 1)

NUMERIC (RANGE: 0 - 11)

How many months has this business operated from these premises?

WRITE IN NUMBER OF MONTHS _____

Refused

Don't know

NUMBERPREMISES (was Q9)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

IFHEADOFFICE (was Q9)

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

SINGLE CODE

And is the business at these premises the head office?

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

PREMISETYPE (was Q9A)

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

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

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

ALCOHOL (was Q9AX)

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

MULTI CODE (EXCEPT CODE 3)

Is your premises licensed to serve alcohol?

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

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

PREMISELOCATION (was Q9B)

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

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

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

STAFFNUMBER (was Q8A)

ASK ALL CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 100,000)

SOFT CHECK IF > 1,000: That sounds like quite a lot, please can you confirm for me again how many? Including you, how many people work at, or from these premises?

Please **include** both full and part-time staff and temporary or sub-contracted staff who consider this their main place of work.

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

WRITE IN NUMBER OF PEOPLE _____

Don't know

STAFFNUMBERDK (was Q8RANGE)

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

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

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

STAFFINWEEK (was QAVERAGE2RANGE)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

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

NEARHOUSES (was Q10A)ASK ALL CATI SCRIPT (METHOD = 2) AND IF NOT AGRICULTURE (i.e. SAMPLESECTOR = 2-9)

SINGLE CODE

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

READ OUT

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

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

NEARROAD (was NEWFARMRISK1)

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

SINGLE CODE

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

READ OUT

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

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

NEARTOWN (was NEWFARMRISK2)

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

SINGLE CODE

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

READ OUT

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

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

ROUTING QUESTIONS

ROUTINFO (was Q23info)

DISPLAY TO ALL

INFO SCREEN

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

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

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

ROUTWEBCORRECT

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

SINGLE CODE

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

READ OUT

[IF BURGLARY = 1] Burglary
 [IF ATTBURG = 1] Attempted burglary
 [IF DELDAM = 1] Vandalism or deliberate damage
 [IF VEHTHEFT = 1] Theft of vehicles
 [IF VEHCONTHEFT = 1] Theft from vehicles
 [IF ROBBERY = 1] Theft using force or violence
 [IF ATTROBB = 1] Attempted theft using force or violence
 [IF ASSAULT = 1] Assaults or threats
 [IF THEFT = 1] Theft by customers
 [IF THEFT = 2] Theft by employees
 [IF THEFT = 3] Theft by others, not customers or employees
 [IF THEFT = 4] Theft by persons unknown
 [IF FRAUD = 1] Fraud by employees
 [IF FRAUD = 2] Fraud by others, not employees
 [IF FRAUD = 3] Fraud by persons unknown
 [OTHCRIEVERB RESPONSE]

And that you have not experienced the following crimes.

READ OUT

[IF BURGLARY NOT EQUAL TO 1] Burglary
 [IF ATTBURG NOT EQUAL TO 1] Attempted burglary
 [IF DELDAM NOT EQUAL TO 1] Vandalism or deliberate damage
 [IF VEHTHEFT NOT EQUAL TO 1] Theft of vehicles
 [IF VEHCONTHEFT NOT EQUAL TO 1] Theft from vehicles
 [IF ROBBERY NOT EQUAL TO 1] Theft using force or violence
 [IF ATTROBB NOT EQUAL TO 1] Attempted theft using force or violence
 [IF ASSAULT NOT EQUAL TO 1] Assaults or threats
 [IF THEFT NOT EQUAL TO 1] Theft by customers
 [IF THEFT NOT EQUAL TO 2] Theft by employees
 [IF THEFT NOT EQUAL TO 3] Theft by others, not customers or employees
 [IF THEFT NOT EQUAL TO 4] Theft by persons unknown
 [IF FRAUD NOT EQUAL TO 1] Fraud by employees
 [IF FRAUD NOT EQUAL TO 2] Fraud by others, not employees
 [IF FRAUD NOT EQUAL TO 3] Fraud by persons unknown

Are all of these details still correct?

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

ROUTWEBINCORRECT

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

INFO SCREEN

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

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

BURGLARY (was Q23)

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

SINGLE CODE

BURGLARY (ITEM A)

[During the last 12 months IF LENGTHOP IS NOT CODE 1] [Since being at these premises IF LENGTHOP = 1] has anyone got into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)][, workshops, storage facilities or sites IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] belonging to this business [at these premises IF LENGTHOP IS NOT CODE 1] without permission and STOLEN or TRIED TO STEAL anything?

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

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

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

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

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

ATTBURG (was Q23A)

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

ATTEMPTED BURGLARY (ITEM B)

And [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since being here IF LENGTHOP = 1] has anyone ATTEMPTED but FAILED to get into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)][, workshops, storage facilities or sites IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] belonging to the business at these premises without permission to STEAL something?

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

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

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

PREMINFO (was Q23Binfo)

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

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

When I talk about your premises, I mean this site including all buildings you own or lease, [any workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [any workshops, storage facilities or building sites, IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] any outbuildings such as [barns, silos, workshops, outhouses IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] sheds and warehouses and any outside space that you own or lease including [fields, meadows, woodland, IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] car parks and yards.

DELDAM (was Q23B)

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

SINGLE CODE

VANDALISM OR DELIBERATE DAMAGE (ITEM C)

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

This is apart from any damage caused during a burglary. Please include damage to any buildings or structures, including walls and fences, and to vehicles, equipment or stock belonging to this business either at these premises or elsewhere.

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

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

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

DELDAMARSON (was QARSON)

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

SINGLE CODE

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

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

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

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

VEHOWN (was Q24)

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

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

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

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

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

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

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

VEHTHEFT (was Q24A)

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

SINGLE CODE

THEFT OF VEHICLES (ITEM D)

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

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

VEHCONTHEFT (was Q24B)

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

SINGLE CODE

THEFT FROM VEHICLES (ITEM E)

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

Please exclude personal possessions.

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

ROBBERY (was Q25)

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

SINGLE CODE

THEFT USING FORCE OR VIOLENCE (ITEM F)

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

[In the last 12 months IF LENGTHOP IS NOT CODE 1] [Since being here IF LENGTHOP = 1] has anyone stolen anything from your business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?

WEB: This includes theft by force of personal property as well as money, goods, equipment or other assets belonging to the business, provided employees were on duty at the time. It includes theft by force from employees on duty away from the premises, for example professional drivers. It does not include theft by force of personal property from non-employees. This can include incidents where the offender was an employee.

CATI: READ ONLY IF ASKED: This includes theft by force of personal property as well as money, goods, equipment or other assets belonging to the business, provided employees were on duty at the time. It includes theft by force from employees on duty away from the premises, for example professional drivers. It does not include theft by force of personal property from non-employees. This can include incidents where the offender was an employee.

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

ATTROBB (was Q25ATTEMPT)

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

SINGLE CODE

ATTEMPTED THEFT USING FORCE OR VIOLENCE (ITEM G)

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

WEB: This includes ATTEMPTED theft by force of personal property as well as money, goods, equipment or other assets belonging to the business, provided employees were on duty at the time. It includes ATTEMPTED theft by force from employees on duty away from the premises, for example professional drivers. It does not include ATTEMPTED theft by force of personal property from non-employees. This can include incidents where the offender was an employee.

CATI: READ ONLY IF ASKED: This includes ATTEMPTED theft by force of personal property as well as money, goods, equipment or other assets belonging to the business, provided employees were on duty at the time. It includes ATTEMPTED theft by force from employees on duty away from the premises, for example professional drivers. It does not include ATTEMPTED theft by force of personal property from non-employees. This can include incidents where the offender was an employee.

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

ASSAULT (was Q25ASS)

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

SINGLE CODE

ASSAULTS OR THREATS (ITEM H)

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

Please include any incidents which were a result of disagreements with customers or other employees. Include incidents which happened both at these premises and when staff were on duty elsewhere.

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

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

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

THEFTINFO (was Q26COMBinfo)

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

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

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

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

THEFT (was Q26COMB)

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

THEFT (ITEMS I, J, K and L)

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

WEB: Please choose all that apply

CATI: READ OUT AND CODE ALL THAT APPLY

1. A customer
2. An employee
3. Someone else, for example a supplier, contractor or visitor to your premises
4. Or, were there any thefts where you were UNABLE TO ESTABLISH who the offender was

DO NOT READ OUT: No thefts

DO NOT READ OUT: Don't know

THEFTSURE

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

SINGLE CODE

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

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

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

WHYNOTHEFT

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

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

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

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

OTHTHEFT (was QOTHTHEFT)

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

MULTI CODE

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

SHOW CODE 4 IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)

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

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

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

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

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

WEB: Please choose all that apply

CATI: READ OUT AND CODE ALL THAT APPLY

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

DO NOT READ OUT: None of these

DO NOT READ OUT: Don't know

FRAUDINFO (was Q27info)

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

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

FRAUD (was Q27)

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

MULTI CODE

FRAUD (ITEMS M, N and O)

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

WEB: Please choose all that apply

CATI: READ OUT AND CODE ALL THAT APPLY

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

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

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

DO NOT READ OUT: No frauds

DO NOT READ OUT: Don't know

OTHRIME (was Q29NEW1)

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

SINGLE CODE

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

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

OTHRIMEVERB (was Q29NEW2)

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

OPEN

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

INTERVIEWER: Record verbatim response

[Text box]

Don't know

VICTIM FORMS

A BURGLARY

A_WEBCORRECT

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

SINGLE CODE

When you completed the online part of the survey, you said that someone got into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] at these premises without permission and had STOLEN or TRIED TO STEAL something [INSERT NUMBER FROM A_NUMBER times IF A_NUMBER > 1][once IF A_NUMBER = 1], that [you didn't know IF A_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM A_VALUESTOLEN2 IF A_VALUESTOLEN2 = 1-16] and that you [did report IF A_REPORT = 1][did not report IF A_REPORT = 2][did not know if you reported IF A_REPORT = DK] it to the police.

Are all of these details still correct?

READ ONLY IF ASKED: For the purposes of this question, burglary is where someone got into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [, workshops, storage facilities or sites belonging to this business IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] at the premises without permission to try to steal something. It includes incidents where someone gained entry but then did not actually steal anything.

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

A_WEBINCORRECT

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

INFO SCREEN

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

A_INFO (Was A1INTRO)

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

INFO SCREEN

You said earlier that someone got into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [, workshops, storage facilities or sites belonging to this business IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] at these premises without permission and had stolen or tried to steal something. [I would like to ask a few questions about this. IF CATI (METHOD = 2)]

I will refer to this type of incident as a burglary.

Burglary must involve entry without permission into a building at the premises. It can include entry into secure or non-public areas of buildings, for example staff-only areas, secure workshops and stockrooms.

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

A_NUMBER (WAS A1)

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

A_CHK (Was A_CHK)

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

A_CHK2 (Was A_CHK2)

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

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

A_ANYORGANISED (new in 2016)

ASK IF HAD MORE THAN ONE BURGLARY (A_NUMBER > 1 OR A_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF A_NUMBER OR A_CHK = 2][any IF A_NUMBER OR A_CHK > 2] of the burglaries to have been carried out by an organised group of criminals?

INTERVIEWER, IF NECESSARY: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

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

A_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (A_NUMBER > 1 OR A_CHK > 1 AND A_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2)

LOGIC CHECK: A_NUMBERORGANISED CAN NOT BE HIGHER THAN A_NUMBER

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many of these [RESPONSE AT A_NUMBER] burglaries would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

- Don't know
- Refused

A_RECENT

DISPLAY IF MORE THAN ONE BURGLARY (A_NUMBER > 1 OR A_CHK > 1)

INFO SCREEN

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

A_WEEK (Was A3)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

A_TIME (Was A12)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

At what time of day did it happen?

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

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

A_STOLEN (Was AX) (changed in 2016)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2)
MULTI CODE

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

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

CODE 14 ONLY SHOWN IF CONSTRUCTION OR ADMINISTRATION OR TRANSPORT INDUSTRY (SAMPLESECTOR = 2, 8 OR 10)

CODE 17 ONLY SHOWN IF ADMINISTRATION AND SUPPORT INDUSTRY ONLY (SAMPLESECTOR = 10)

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

READ OUT AND CODE ALL THAT APPLY

01. Money
 02. Jewellery belonging to the business
 03. Watches belonging to the business
 04. IT or Electrical equipment
 05. Food or groceries belonging to the business
 06. Alcohol
 07. Tobacco
 08. Cosmetics
 09. Clothing
 - ~~10. Other goods or stock~~
 11. Tools of the trade belonging to the business
 12. Building materials
 13. Parts, components or small pieces of equipment
 14. Plant not considered to be a vehicle
 - ~~15. Other company property~~
 16. Personal possessions of employees or customers
 17. Stocks of office supplies
 18. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen
DO NOT READ OUT: Don't know

A_METAL (Was AX2X)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND
SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)
SINGLE CODE

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

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

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

A_CHEM (Was AX2CHEM)

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

SINGLE CODE

Were any chemicals stolen?

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

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

A_FUEL (Was AX2FUEL)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

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

A_ANIMAL (Was AX2ANIMAL)

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

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

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

A_ANIMALTYPE (Was A3ANIMAL2)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT BURGLARY (A_ANIMAL = 1)
MULTI CODE

And what types of animals or livestock were stolen?

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

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
 2. Beef or breeding cattle
 3. Sheep
 4. Poultry
 5. Pigs
 6. Other (please specify)
- DO NOT READ OUT: Don't know

A_VALUESTOLEN (Was A4)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A_WEBCORRECT = 2 OR DK)

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

SOFT CHECK IF > 15,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** burglary again?

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

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

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

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

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT A_VALUESTOLEN2]

A_VALUESTOLEN2 (Was A6)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (A_VALUESTOLEN = DK OR REF) SINGLE CODE

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

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

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

A_VALUEDAMAGE (Was A5)

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

SOFT CHECK IF > 5,000: That sounds like quite a lot, please can you confirm the value of any damage that was caused during the **most recent** burglary again?

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

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT A_VALUEDAMAGE2]

A_VALUEDAMAGE2 (Was A6)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND NOT SURE OF VALUE OF DAMAGE (A_VALUEDAMAGE = DK OR REF)

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

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

A_REPORT (Was A8A)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF A_NUMBER > 1 OR A_CHK > 1] incident to the police?

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

A_NOTREPORT (Was A9)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (A_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

A_INSURANCE (Was A10A)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

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

A_BREAKIN (Was A13)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2)
MULTI CODE

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

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

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

A_GROUP (Was AX2)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

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

READ OUT

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

A_WHYGROUP (Was AX3)

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (A_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

A_INTIMIDATE

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

A_HOWINTIMIDATE

ASK IF AT LEAST ONE BURGLARY (A_NUMBER > 0 OR A_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (A_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

B ATTEMPTED BURGLARY

B_WEBCORRECT

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

SINGLE CODE

When you completed the online part of the survey, you said that someone ATTEMPTED but FAILED to get into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [or workshops, storage facilities or sites IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] belonging to the business at these premises without permission, to STEAL something, but did not actually gain entry [INSERT NUMBER FROM B_NUMBER times IF B_NUMBER > 1][once IF B_NUMBER = 1], that [you didn't know IF B_VALUEDAMAGE2 = DK OR REF] the total value of any recent damage caused [was approximately £INSERT NUMBER FROM B_VALUEDAMAGE2 IF B_VALUEDAMAGE2 = 1-16] and that you [did report IF B_REPORT = 1][did not report IF B_REPORT = 2][did not know if you reported IF B_REPORT = DK] it to the police.

Are all of these details still correct?

READ ONLY IF ASKED: For the purposes of this question, attempted burglary is where someone attempted but failed to get into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [or workshops, storage facilities or sites IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] belonging to the business at the premises without permission where there is clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks or broken doors.

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

B_WEBINCORRECT

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

INFO SCREEN

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

B_INFO (Was B1INTRO)

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

INFO SCREEN

You said earlier that someone ATTEMPTED but FAILED to get into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [or workshops, storage facilities or sites IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] belonging to the business at these premises without permission, to steal something, but did not actually gain entry. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

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

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

B_NUMBER (WAS B1)

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

B_CHK (Was BCHK)

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

B_CHK2 (Was BCHK2)

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

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

B_ANYORGANISED (new in 2016)

ASK IF HAD MORE THAN ONE ATTEMPTED BURGLARY (B_NUMBER > 1 OR B_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF B_NUMBER OR B_CHK = 2][any IF B_NUMBER OR B_CHK > 2] of these attempted burglaries to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

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

B_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (B_NUMBER > 1 OR B_CHK > 1 AND B_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2)

LOGIC CHECK: B_NUMBERORGANISED CAN NOT BE HIGHER THAN B_NUMBER

And how many of these [RESPONSE AT B_NUMBER] attempted burglaries would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

- Don't know
Refused

B_RECENT

DISPLAY IF MORE THAN ONE ATTEMPTED BURGLARY (B_NUMBER > 1 OR B_CHK > 1)

INFO SCREEN

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

B_WEEK (Was B3)

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B_NUMBER > 0 OR B_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

B_TIME (Was BX)

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B_NUMBER > 0 OR B_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

B_VALUEDAMAGE (Was B4)

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B_NUMBER > 0 OR B_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B_WEBCORRECT = 2 OR DK)

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

SOFT CHECK IF > 2,500: That sounds like quite a lot, please can you confirm the value of any damage caused during the **most recent** attempted burglary again?

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

WEB: If you are unsure, please estimate

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

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT B_VALUEDAMAGE2]

B_VALUEDAMAGE2 (Was B5)

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B_NUMBER > 0 OR B_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B_WEBCORRECT = 2 OR DK) AND NOT SURE OF VALUE OF DAMAGE (B_VALUEDAMAGE = DK OR REF)

SINGLE CODE

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

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

B_REPORT (Was B7a)

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B_NUMBER > 0 OR B_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF B_NUMBER > 1 OR B_CHK > 1] incident to the police?

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

B_NOTREPORT (Was B8)

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B_NUMBER > 0 OR B_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (B_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

B_INSURANCE (Was B9A)

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B_NUMBER > 0 OR B_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

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

B_GROUP (Was BX2)

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B_NUMBER > 0 OR B_CHK > 0) AND CATI SCRIPT
(METHOD = 2)

SINGLE CODE

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

READ OUT

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

B_WHYGROUP (Was BX3)

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B_NUMBER > 0 OR B_CHK > 0) AND CATI SCRIPT
(METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (B_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

B_INTIMIDATE

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B_NUMBER > 0 OR B_CHK > 0) AND CATI SCRIPT
(METHOD = 2)

SINGLE CODE

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

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

B_HOWINTIMIDATE

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B_NUMBER > 0 OR B_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (B_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

C VANDALISM OR DELIBERATE DAMAGE

C_WEBCORRECT

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

SINGLE CODE

When you completed the online part of the survey, you said that, APART from damage resulting from any burglaries or attempted burglaries, deliberate damage was caused to these premises [INSERT NUMBER FROM C_NUMBER times IF C_NUMBER >1][once IF C_NUMBER > 1], that [you didn't know IF C_VALUEDAMAGE2 = DK OR REF] the total value of the most recent damage caused [was approximately £INSERT NUMBER FROM C_VALUEDAMAGE2 IF C_VALUEDAMAGE2 = 1-16] and that you did [did report IF C_REPORT = 1][did not report IF C_REPORT = 2][did not know if you reported IF C_REPORT = DK] it to the police.

Are all of these details still correct?

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

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

C_WEBINCORRECT

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

INFO SCREEN

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

C_INFO (Was C1INTRO)

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

INFO SCREEN

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

I will refer to this type of incident as vandalism.

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

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

C_TYPEVANDALISM (Was C1)

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

MULTI CODE

SHOW CODE 5 IF FARMTYPE = 5-10

SHOW CODE 6 IF FARMTYPE = 1-4

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

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

READ OUT AND CODE ALL THAT APPLY

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

C_NUMBER (WAS C2)

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

C_CHK (Was CCHK)

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

C_CHK2 (Was CCHK2)

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

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

C_ANYORGANISED (new in 2016)

ASK IF HAD MORE THAN ONE INCIDENT OF VANDALISM (C_NUMBER > 1 OR C_CHK > 1) AND CATI SCRIPT (METHOD = 2) SINGLE CODE

Do you consider [either IF C_NUMBER OR C_CHK =2][any IF C_NUMBER OR C_CHK > 2] of these incidents of vandalism to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

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

C_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (C_NUMBER > 1 OR C_CHK > 1 AND C_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2) LOGIC CHECK: C_NUMBERORGANISED CAN NOT BE HIGHER THAN C_NUMBER

And how many of these [RESPONSE AT C_NUMBER] incidents of vandalism would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

Refused

C_RECENT

DISPLAY IF MORE THAN ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 1 OR C_CHK > 1)

INFO SCREEN

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

C_WEEK (Was C4)

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 0 OR C_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

C_TIME (Was C4A)

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 0 OR C_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

C_VALUEDAMAGE (Was C6)

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

SOFT CHECK IF > 8,000: That sounds like quite a lot, please can you confirm the value of any damage caused during the **most recent** incident of vandalism again?

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

WEB: If you are unsure, please estimate

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

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT C_VALUEDAMAGE2]

C_VALUEDAMAGE2 (Was C7)

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 0 OR C_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C_WEBCORRECT = 2 OR DK) AND NOT SURE OF VALUE OF DAMAGE (C_VALUEDAMAGE = DK OR REF)

SINGLE CODE

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

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

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

C_REPORT (Was C9A)

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 0 OR C_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF C_NUMBER > 1 OR C_CHK > 1] incident to the police?

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

C_NOTREPORT (Was C10)

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 0 OR C_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (C_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

C_INSURANCE (Was C10A)

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 0 OR C_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

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

C_RACE (Was C11)

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 0 OR C_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

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

C_GROUP (Was C12)

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 0 OR C_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

C_WHYGROUP (Was C13)

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 0 OR C_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (C_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

C_INTIMIDATE

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 0 OR C_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

C_HOWINTIMIDATE

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C_NUMBER > 0 OR C_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (C_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

D THEFT OF VEHICLES

D_WEBCORRECT

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

SINGLE CODE

When you completed the online part of the survey, you said that there [were INSERT NUMBER FROM D_NUMBER incidents IF D_NUMBER >1][was an incident IF D_NUMBER =1] of vehicles owned or leased by this business and used by employees who consider these premises as their main place of work being stolen, that [you didn't know IF D_VALUESTOLEN2 = DK OR REF] the total value of the vehicles stolen in the most recent incident, including the contents, [was approximately £INSERT NUMBER FROM D_VALUESTOLEN2 IF D_VALUESTOLEN2 = 1-16] and that you did [did report IF D_REPORT = 1][did not report IF D_REPORT = 2][did not know if you reported IF D_REPORT = DK] it to the police.

Are all of these details still correct?

READ ONLY IF ASKED: Please only include company cars if they are used for business purposes. Company cars that are used for travelling to and from work, but not for any other business purposes, should not be included. Please exclude theft of employees' or customers' vehicles.

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

D_WEBINCORRECT

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

INFO SCREEN

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

D_INFO (Was D1INTRO)

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

INFO SCREEN

You said earlier that vehicles owned or leased by this business and used by employees who consider these premises as their main place of work have been stolen. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

Vehicle theft includes company cars if they are used for business purposes. Company cars that are used for travelling to and from work, but not for any other business purposes, should not be included. Please exclude theft of employees' or customers' vehicles.

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

D_TYPEVEHSTOLEN (Was D1)

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

MULTI CODE

SHOW CODE 6 IF CONSTRUCTION (SAMPLESECTOR = 2)

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

READ OUT AND CODE ALL THAT APPLY

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

D_NUMBER (WAS D2)

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

D_CHK (Was DCHK)

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

D_CHK2 (Was DCHK2)

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

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

D_ANYORGANISED (new in 2016)

ASK IF HAD MORE THAN ONE INCIDENT OF VEHICLE THEFT (D_NUMBER > 1 OR D_CHK > 1) AND CATI SCRIPT (METHOD = 2) SINGLE CODE

Do you consider [either IF D_NUMBER OR D_CHK = 2][any IF D_NUMBER OR D_CHK > 2] of these incidents of vehicle theft to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

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

D_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (D_NUMBER > 1 OR D_CHK > 1 AND D_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2)

LOGIC CHECK: D_NUMBERORGANISED CAN NOT BE HIGHER THAN D_NUMBER

And how many of these [RESPONSE AT D_NUMBER] incidents of vehicle theft would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

- Don't know
Refused

D_RECENT

DISPLAY IF MORE THAN ONE VEHICLE THEFT (D1 > 1 OR D_CHK > 1)

INFO SCREEN

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

D_VEHICLE (Was D3X)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

D_VEHICLETYPE (Was D3X)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

ONLY SHOW ANSWERS GIVEN AT D_TYPEVEHSTOLEN

ONLY SHOW CODE 6 IF CONSTRUCTION (SAMPLESECTOR = 2)

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

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

READ OUT [AND CODE ALL THAT APPLY IF D_VEHICLE = 2 OR DK]

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

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't Know

D_VEHICLEPENUM (Was D3X)

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

ONLY DISPLAY CODES SELECTED AT D_VEHICLETYPE

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

READ OUT AND RECORD NUMBER

Passenger cars _____

Vans or lorries requiring an HGV licence to drive _____

Vans or lorries NOT requiring HGV licence to drive _____

Motorbikes, Scooters [or quad bikes IF AGRICULTURE (SAMPLESECTOR = 1)] _____

[Tractors, IF AGRICULTURE (SAMPLESECTOR = 1)] Forklifts, JCBS or other industrial vehicles _____

[Plant that can be driven IF CONSTRUCTION (SAMPLESECTOR = 2)]

D_WEEK (Was D4)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

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

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

D_TIME (Was D4AX)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

At what time of day did it happen?

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

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

D_DELIVERY (Was D4A1)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

And can I just check did this incident of vehicle theft occur during a delivery from yourselves to your customers?

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

D_RECOVERED (Was D4A)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)
MULTI CODE (EXCEPT CODE 3 AND 4)

DISPLAY CODE 4 ONLY IF D_VEHICLE = 2 OR DK

[Was the vehicle IF D_VEHICLE = 1] [Were any of the vehicles IF D_VEHICLE = 2 or DK]...

READ OUT

1. Recovered with the contents
2. Recovered without the contents
3. Not recovered
4. (DO NOT READ OUT) A mixture: one or more recovered with contents and some recovered without contents

D_VALUESTOLEN (Was D4B)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CORRECT INFO NOT ALREADY
HELD FROM WEB SURVEY (COMPWEB = 0 OR D_WEBCORRECT = 2 OR DK)

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

SOFT CHECK IF > 100,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** vehicle theft again?

What was the total value in pounds of the vehicle[s IF (D_VEHICLE = 2 or DK) OR WEB (METHOD = 1)] stolen, including the value of the contents that were not later recovered? Please tell me the total value, regardless of whether you received any insurance payout.

Please only include the value of contents belonging to the business not items that belong to employees.

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

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

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT D_VALUESTOLEN2]

D_VALUESTOLEN2 (Was D4BX)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D_WEBCORRECT = 2 OR DK) AND NOT SURE OF VALUE OF DAMAGE (D_VALUESTOLEN = DK OR REF)

SINGLE CODE

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

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

D_RECOVEREDDAM (Was D4C)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND VEHICLES RECOVERED (D_RECOVERED = 1-2)

MULTI CODE

Was there...

READ OUT

1. No damage to the recovered vehicle(s), i.e. no costs
2. Some damage to the recovered vehicle(s), i.e. some repair costs
3. A write off of the recovered vehicle(s)

D_VALUEDAMAGE (Was A5)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)
 NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 5,000: That sounds like quite a lot, please can you confirm the value of any damage caused during the **most recent** incident of vehicle theft again?

What was the total value in pounds that it cost to either replace or repair the vehicles, including the value of any stolen contents from the vehicle(s) that were not later recovered? Please tell me the total value, regardless of whether you received any insurance pay out.

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT D_VALUEDAMAGE2]

D_VALUEDAMAGE2 (Was A6)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND NOT SURE OF VALUE OF DAMAGE (D_VALUEDAMAGE = DK OR REF)

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

D_REPORT (Was D9A)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF D_NUMBER > 1 OR D_CHK > 1] incident to the police?

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

D_NOTREPORT (Was D10)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (D_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

D_INSURANCE (Was D10A)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

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

D_GROUP (Was D12)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

D_WHYGROUP (Was D13)

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)
AND THINKS IT WAS AN ORGANISED GROUP (D_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

D_INTIMIDATE

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

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

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

D_HOWINTIMIDATE

ASK IF AT LEAST ONE VEHICLE THEFT (D_NUMBER > 0 OR D_CHK > 0) AND CATI SCRIPT (METHOD = 2)
AND BEEN INTIMIDATED (D_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

E THEFT FROM VEHICLES

E_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND THEFT FROM VEHICLES MODULE COMPLETED ONLINE (E_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that someone stole something off or from vehicles owned or leased by this business and used by employees who consider these premises to be their main place of work [INSERT NUMBER FROM E_NUMBER times IF E_NUMBER >1][once IF E_NUMBER =1], that [you didn't know IF E_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM E_VALUESTOLEN2 IF E_VALUESTOLEN2 = 1-16] and that you did [did report IF E_REPORT = 1][did not report IF E_REPORT = 2][did not know if you reported IF E_REPORT = DK] it to the police..

Are all of these details still correct?

READ ONLY IF ASKED: This should not include employees' possessions which were in the vehicle at the time of the incident

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

E_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (E_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND THEFT FROM VEHICLES MODULE COMPLETED ONLINE (E_NUMBER = RESPONSE)

INFO SCREEN

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

E_INFO (Was E1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1)

INFO SCREEN

You said earlier that someone stole something off or from vehicles owned or leased by this business and used by employees who consider these premises to be their main place of work. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

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

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

E_NUMBER (WAS E1)

ASK IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 8: That sounds like quite a few, please can you confirm for me again how many?

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

E_CHK (Was ECHK)

ASK IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E_WEBCORRECT = 2 OR DK) AND NO THEFT FROM VEHICLES (E_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 8: That sounds like quite a few, please can you confirm for me again how many?

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

E_CHK2 (Was ECHK2)

ASK IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E_WEBCORRECT = 2 OR DK) AND STILL NO THEFT FROM VEHICLES (E_CHK = 0 OR DK)

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

E_ANYORGANISED (new in 2016)

ASK IF HAD MORE THAN ONE THEFT FROM A VEHICLE (E_NUMBER > 1 OR E_CHK > 1) AND CATI SCRIPT (METHOD = 2) SINGLE CODE

Do you consider [either IF E_NUMBER OR E_CHK =2][any IF E_NUMBER OR E_CHK > 2] of these incidents of theft from vehicles to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

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

E_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (E_NUMBER > 1 OR E_CHK > 1 AND E_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2)

LOGIC CHECK: E_NUMBERORGANISED CAN NOT BE HIGHER THAN E_NUMBER

And how many of these [RESPONSE AT E_NUMBER] incidents of theft from vehicles would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

- Don't know
- Refused

E_RECENT

DISPLAY IF MORE THAN ONE THEFT FROM A VEHICLE (E_NUMBER > 1 OR E_CHK > 1)

INFO SCREEN

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

E_WEEK (Was E3)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

E_TIME (Was E3X)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

E_DELIVERY (Was E3A)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

And can I just check did this incident of theft from a vehicle occur during a delivery from yourselves to your customers?

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

E_METAL (Was EX2)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

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

E_CHEM (Was EX2CHEM)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

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

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

E_FUEL (Was EX2FUEL)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

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

E_ANIMAL (Was EX2ANIMAL)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1)

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

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

E_ANIMALTYPE (Was E3ANIMAL2)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT BURGLARY (E_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

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

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
 2. Beef or breeding cattle
 3. Sheep
 4. Poultry
 5. Pigs
 6. Other (please specify)
- DO NOT READ OUT: Don't know

E_VALUESTOLEN (Was E4)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E_WEBCORRECT = 2 OR DK)

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

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** theft again?

What was the value, in pounds, of the items [or livestock IF AGRICULTURE (SAMPLESECTOR = 1)] stolen from the vehicle?
Please exclude the value of any personal or employees' possessions.

Please tell me the total value, regardless of whether the items were later recovered or whether you received any insurance pay out?

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

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

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT E_VALUESTOLEN2]

E_VALUESTOLEN2 (Was E5)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (E_VALUESTOLEN = DK OR REF)

SINGLE CODE

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

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

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

E_REPORT (Was E7A)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF E_NUMBER > 1 OR E_CHK > 1] incident to the police?

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

E_NOTREPORT (Was E8)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (E_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

E_INSURANCE (Was E9A)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

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

E_GROUP (Was E12)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

E_WHYGROUP (Was E13)

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (E_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

E_INTIMIDATE

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

E_HOWINTIMIDATE

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E_NUMBER > 0 OR E_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (E_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

F&G ROBBERY

F_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND EITHER BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND ROBBERY MODULE COMPLETED ONLINE (F_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that someone who was NOT employed at these premises [stole IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted to steal IF ATTROBB = 1] something from your business or from your employees by using or threatening to use force or violence [INSERT NUMBER FROM F_NUMBER times IF F_NUMBER > 1][once IF F_NUMBER =1], that [you didn't know IF F_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM F_VALUESTOLEN2 IF F_VALUESTOLEN2 = 1-16] and that you [did report IF F_REPORT = 1][did not report IF F_REPORT = 2][did not know if you reported IF F_REPORT = DK] it to the police.

Are all of these details still correct?

READ ONLY IF ASKED: This includes [incidents where personal property as well as money or items belonging to the business were stolen, provided employees were on duty at the time and IF ATTROBB = 2 OR DK] incidents where employees were on duty away from the premises. It does not include incidents where only personal property was stolen from non-employees.

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

F_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (F_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND ROBBERY MODULE COMPLETED ONLINE (F_NUMBER = RESPONSE)

INFO SCREEN

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

F_INFO (Was L1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

INFO SCREEN

You said earlier that someone who was NOT employed at these premises [stole IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted to steal IF ATTROBB = 1] something from your business or from your employees by using or threatening to use force or violence. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

I will refer to this type of incident as [a robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [an attempted robbery IF ATTROBB = 1].

Robberies include [incidents where personal property as well as money or items belonging to the business were stolen, provided employees were on duty at the time and IF QATTROBB = 2 OR DK] incidents where employees were on duty away from the premises. It does not include incidents where only personal property was stolen from non-employees.

[This is sections F and G on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

F_ROBBERYTYPENUM_INFO (Was L1INTRO)

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

INFO SCREEN

For each of the following types of [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] please tell me how many incidents you experienced [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

Please include incidents even if they took place away from the premises but only if they took place while the employee was working. Exclude incidents where an employee was robbed while they were simply travelling during the working day – for example travelling between meetings or travelling to/from work.

F_ROBBERYTYPENUM[{PREMISES}].ANS

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] at your premises

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

CATI: IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_ROBBERYTYPENUM[{AWAYPREMISES}].ANS

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees when they were in a vehicle away from your premises

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

CATI: IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_ROBBERYTYPENUM[{STREET}].ANS

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises on the street

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

CATI: IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_ROBBERYTYPENUM[{OTHSITUATION}].ANS

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises, but in any other situation

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

CATI: IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_ROBBERYTYPEOTH

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

OPEN

Were there any other incidents?

If yes, please specify [(type in) IF WEB]: _____

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate

CATI: IF DK ASK: Approximately how many?

Write in number _____

Don't know

LOGIC CHECK – IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) AND ATTEMPTED ROBBERY USING FORCE (ATTROBB = 1) THEN THERE MUST BE AT LEAST TWO INCIDENTS.

IF NOT:

WEB: You have recorded fewer than 2 incidents but you have experienced a robbery and attempted robbery. Please could you check this?

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

[INSTRUCTION TO SCRIPTER: SET F_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT F_ROBBERYTYPENUM]

F_CHKROBBERYTYPENUM_INFO (Was L1INTROCHK)

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F_NUMBER = 0)

INFO SCREEN

You said earlier that you did have [a IF ROBBERY = 1][a IF ROBBERY =1 AND ATTROBB = 1][an IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many [robberies IF ROBBERY =1][or IF ROBBERY =1 AND ATTROBB =1][attempted robberies IF ATTROBB =1] have occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] for each of the following?

F_CHKROBBERYTYPENUM[{{PREMISES}}].ANS

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F_NUMBER = 0)
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] at your premises

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

CATI: IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_CHKROBBERYTYPENUM[{{AWAYPREMISES}}].ANS

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F_NUMBER = 0)
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees when they were in a vehicle away from your premises

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

CATI: IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_CHKROBBERYTYPENUM[{{STREET}}].ANS

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F_NUMBER = 0)
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises on the street

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

CATI: IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_CHKROBBERYTYPENUM[Othsituation].ANS

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F_NUMBER = 0)
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises, but in any other situation

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

CATI: IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_CHKROBBERYTYPEOTH

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F_NUMBER = 0)

OPEN

Were there any other incidents?

If yes, please specify [(type in) IF WEB]: _____

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate

CATI: IF DK ASK: Approximately how many?

Write in number _____

Don't know

LOGIC CHECK – IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) AND ATTEMPTED THEFT USING FORCE (ATTROBB = 1) THEN THERE MUST BE AT LEAST TWO INCIDENTS.

IF NOT:

WEB: You have recorded fewer than 2 incidents but you have experienced a robbery and attempted robbery. Please could you check this?

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

[INSTRUCTION TO SCRIPTER: SET F_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT F_CHKTYPENUM]

F_CHK2 (Was LCHK2)

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F_WEBCORRECT = 2 OR DK) AND STILL NO THEFT OR ATTEMPTED THEFT USING FORCE (F_CHK = 0)
OPEN

WEB: You said earlier that there has been [a robbery IF ROBBERY = 1] [and IF ROBBERY = 1 AND ATTROBB = 1] [an attempted robbery IF ATTROBB = 1]. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been [a robbery IF ROBBERY = 1] [and IF ROBBERY = 1 AND ATTROBB = 1] [an attempted robbery IF ATTROBB = 1]. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

F_WEAPONTYPENUM (Was L1AINFO)

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CATI SCRIPT (METHOD = 2)

ONLY DISPLAY CODES SELECTED AT F_ROBBERYTPENUM (IF GREATER THAN ZERO) OR F_CHKTPENUM (IF GREATER THAN ZERO)

INFO SCREEN

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

F_WEAPONTYPENUM[{PREMISES}].ANS

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY AT THE PREMISES (F_ROBBERYTPENUM[{PREMISES}].ANS > 0)
NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] at your premises

IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_WEAPONTYPENUM[{{AWAYPREMISES}}].ANS

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY AWAY FROM THE PREMISES

(F_ROBBERYTYPENUM[{{AWAYPREMISES}}].ANS > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees when they were in a vehicle away from your premises

IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_WEAPONTYPENUM[{{STREET}}].ANS

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY ON STREET (F_ROBBERYTYPENUM[{{STREET}}].ANS > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises on the street

IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_WEAPONTYPENUM[{{OTHSITUATION}}].ANS

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY IN ANOTHER SITUATION

(F_ROBBERYTYPENUM[{{OTHSITUATION}}].ANS > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises, but in any other situation

IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_WEAPONTYPENUM[OTH].ANS

ASK IF EXPERIENCED OTHER INCIDENT OF ROBBERY OR ATTEMPTED ROBBERY (F_ROBBERYTYPETH > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? [SCRIPTER: USE WORDING GIVEN BY RESPONDENT AT F_ROBBERYTYPETH]

IF DK ASK: Approximately how many?

Write in number _____

Don't know

LOGIC CHECK – FOR EACH CODE, NUMBER ENTERED SHOULD BE LESS THAN AT F_ROBBERYTYPENUM (IF GREATER THAN ZERO) OR F_CHKTYPENUM (IF GREATER THAN ZERO).

IF NOT: 'The number of incidents involving weapons cannot be greater than the number of incidents. Please check the number of incidents, or the number that involved the use of a weapon.'

[INSTRUCTION TO SCRIPTER: SET F_WEAPON EQUAL TO TOTAL NUMBER OF INCIDENTS AT F_WEAPONTYPENUM]

F_INJURYTYPENUM_INFO (Was L1BINFO)

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CATI SCRIPT (METHOD = 2)

ONLY DISPLAY CODES SELECTED AT F_ROBBERYTYPENUM (IF GREATER THAN ZERO) OR F_CHKTYPENUM (IF GREATER THAN ZERO)

INFO SCREEN

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

F_INJURYTYPENUM[PREMISES].ANS

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY AT THE PREMISES (F_ROBBERYTYPENUM[PREMISES].ANS > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] at your premises

IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_INJURYTYPENUM[AWAYPREMISES].ANS

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY AWAY FROM THE PREMISES

(F_ROBBERYTYPENUM[AWAYPREMISES].ANS > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees when they were in a vehicle away from your premises

IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_INJURYTYPENUM[STREET].ANS

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY ON STREET (F_ROBBERYTYPENUM[STREET].ANS > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises on the street _____

IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_INJURYTYPENUM[OTHSITUATION].ANS

ASK IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY IN ANOTHER SITUATION

(F_ROBBERYTYPENUM[OTHSITUATION].ANS > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises, but in any other situation

IF DK ASK: Approximately how many?

Write in number _____

Don't know

F_INJURYTYPENUM[OTH].ANS

ASK IF EXPERIENCED OTHER INCIDENT OF ROBBERY OR ATTEMPTED ROBBERY (F_ROBBERYTYPETH > 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? [SCRIPTER: USE WORDING GIVEN BY RESPONDENT AT F_ROBBERYTYPETH]

IF DK ASK: Approximately how many?

Write in number _____

Don't know

LOGIC CHECK – FOR EACH CODE, NUMBER ENTERED SHOULD BE LESS THAN AT F_ROBBERYTYPETH (IF GREATER THAN ZERO) OR F_CHKYPETH (IF GREATER THAN ZERO).

IF NOT: The number of incidents where an employee was physically injured cannot be greater than the number of incidents. Please check how many incidents there were, or how many where an employee was physically injured.'

[INSTRUCTION TO SCRIPTER: SET F_INJURY EQUAL TO TOTAL NUMBER OF INCIDENTS AT F_INJURYTYPETH]

F_ANYORGANISED (new in 2016)

ASK IF HAD MORE THAN ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 1 OR F_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF F_NUMBER OR F_CHK = 2][any IF F_NUMBER OR F_CHK > 2] of these incidents of [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

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

F_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (F_NUMBER > 1 OR F_CHK > 1 AND F_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2)

LOGIC CHECK: F_NUMBERORGANISED CAN NOT BE HIGHER THAN F_NUMBER

And how many of these [RESPONSE AT F_NUMBER] incidents of [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

Refused

F_RECENTROBB (Was L1D)

ASK IF EXPERIENCED ROBBERY AND ATTEMPTED ROBBERY (ROBBERY = 1 AND ATTROBB = 1)

SINGLE CODE

Now thinking about the most recent incident was it...

CATI: READ OUT

1. A robbery
2. Or, an attempted robbery

F_RECENT

DISPLAY IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY AND EXPERIENCED EITHER MORE THAN ONCE (IF ROBBERY = 1 OR ATTROBB = 1 AND IF F_NUMBER > 1 OR F_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to continue to think about the most recent incident of [robbery IF ROBBERY = 1 AND F_NUMBER OR F_CHK > 1, OR IF F_RECENTROBB = 1 AND F_NUMBER OR F_CHK > 1] [attempted robbery IF ATTROBB = 1 AND F_NUMBER OR F_CHK > 1, OR IF F_RECENTROBB = 2 AND F_NUMBER OR F_CHK > 1].

F_WHERE (Was L1C)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Where did this incident take place?

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

DO NOT READ OUT

1. At your premises
2. When employees were in a vehicle away from your premises
3. When employees were away from your premises on the street
4. When employees were away from your premises, but in any other situation
5. Other (please specify)
9. Don't Know

F_PEOPLE (Was L2)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

How many people were at the premises at the time, including customers and staff?

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

F_WEEK (Was L5)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

F_TIME (Was L6)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

F_STOLEN (Was L3_1)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

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

CODE 14 ONLY SHOWN IF CONSTRUCTION OR ADMINISTRATION OR TRANSPORT INDUSTRY (SAMPLESECTOR = 2, 8 OR 10)

CODE 17 ONLY SHOWN IF ADMINISTRATION AND SUPPORT INDUSTRY ONLY (SAMPLESECTOR = 10)

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

READ OUT AND CODE ALL THAT APPLY

- 01. Money
 - 02. Jewellery belonging to the business
 - 03. Watches belonging to the business
 - 04. IT or Electrical equipment
 - 05. Food or groceries belonging to the business
 - 06. Alcohol
 - 07. Tobacco
 - 08. Cosmetics
 - 09. Clothing
 - ~~10. Other goods or stock~~
 - 11. Tools of the trade belonging to the business
 - 12. Building materials
 - 13. Parts, components or small pieces of equipment
 - 14. Plant not considered to be a vehicle
 - ~~15. Other company property~~
 - 16. Personal possessions of employees or customers
 - 17. Stocks of office supplies
 - 18. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen
DO NOT READ OUT: Don't know

F_METAL (Was LX2)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

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

F_CHEM (Was LX2CHEM)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

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

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

F_FUEL (Was LX2FUEL)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

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

F_ANIMAL (Was LX2ANIMAL)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURE SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

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

F_ANIMALTYPE (Was L3ANIMAL2)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT BURGLARY (F_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

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

READ OUT AND CODE ALL THAT APPLY

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

DO NOT READ OUT: Don't know

F_VALUESTOLEN (Was L7)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND MOST RECENT INCIDENT WAS A ROBBERY RATHER THAN AN ATTEMPTED ROBBERY (F_RECENTROBB=1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F_WEBCORRECT = 2 OR DK) NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** robbery again?

Now thinking just about those items that were stolen that belong to the business, excluding customers' personal possessions, what was the total value in pounds of any money, goods or other items that were stolen?

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

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

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

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT F_VALUESTOLEN2]

F_VALUESTOLEN2 (Was L8)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (F_VALUESTOLEN = DK OR REF)

SINGLE CODE

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

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

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

F_REPORT (Was L10A)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF F_NUMBER > 1 OR F_CHK > 1] incident to the police?

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

F_NOTREPORT (Was L12)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (F_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

F_INSURANCE (Was L7A)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

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

F_GUN (Was L15)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

F_KNIFE (Was L16A)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

And did they have a knife?

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

F_OTHWEAPON (Was L16B)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

F_INJURED (Was L17)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Were employees physically injured?

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

F_OFFENDERNUM (Was L18)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

How many offenders were involved in this incident?

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

F_OFFENDERSEX (Was L19)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

CODE 3 ONLY SHOWN IF F_OFFENDERNUM 2, 3 OR 4
SINGLE CODE

Were they male or female?

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

F_RACE (Was L20)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

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

F_GROUP (Was L21)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

F_WHYGROUP (Was L22)

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (F_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

F_INTIMIDATE

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

F_HOWINTIMIDATE

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F_NUMBER > 0 OR F_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (F_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

H ASSAULTS OR THREATS

H_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND ASSAULTS OR THREATS MODULE COMPLETED ONLINE (H_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that employees had experienced assault, threats or intimidation [INSERT NUMBER FROM H_NUMBER times IF H_NUMBER > 1][once IF H_NUMBER = 1] and that you [did report IF H_REPORT = 1][did not report IF H_REPORT = 2][don't know if it was reported IF H_REPORT = DK] to the police.

Are all of these details still correct?

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

H_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (H_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND ASSAULTS OR THREATS MODULE COMPLETED ONLINE (H_NUMBER = RESPONSE)

INFO SCREEN

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

H_INFO (Was M1INTRO)

DISPLAY IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1)

INFO SCREEN

You said earlier that employees had experienced assault, threats or intimidation. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

H_ASSAULTTYPE_INFO (Was M1A)

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK)

INFO SCREEN

For each of the following please tell me how many incidents employees experienced [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

Please do not include any injuries that resulted from a robbery or an attempted robbery as this is covered elsewhere.

H_ASSAULTTYPENUM[{{ASSAULTTEMP}}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of:

Assault by a fellow employee

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

H_ASSAULTTYPENUM[{{THREATTEMP}}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by a fellow employee that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

H_ASSAULTTYPENUM[{{ASSAULTCUST}}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Assault by a customer

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

H_ASSAULTTYPENUM[{THREATCUST}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by a customer that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

H_ASSAULTTYPENUM[{ASSAULYOTH}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Assault by someone else, including a supplier or a distributor

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

H_ASSAULTTYPENUM[{THREATOTH}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by someone else, including a supplier or a distributor that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

[INSTRUCTION TO SCRIPTER: SET H_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT H_ASSAULTTYPENUM]

H_CHKASSAULTTYPENUM_INFO (Was MCHK)

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H_NUMBER = 0)

INFO SCREEN

You said earlier that employees had experienced assault, threats or intimidation [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many such assaults, threats or intimidation have occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] for each of the following?

H_CHKASSAULTYPENUM[{ASSAULTTEMP}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of:

Assault by a fellow employee

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

H_CHKASSAULTYPENUM[{THREATTEMP}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by a fellow employee that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

H_CHKASSAULTTYPENUM[{{ASSAULTCUST}}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Assault by a customer

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

H_CHKASSAULTTYPENUM[{{THREATCUST}}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by a customer that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

H_CHKASSAULTTYPENUM[{{ASSAULTYOTH}}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Assault by someone else, including a supplier or a distributor

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

H_CHKASSAULTYPENUM[{{THREATOTH}}].ANS

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by someone else, including a supplier or a distributor that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

[INSTRUCTION TO SCRIPTER: SET H_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT H_CHKYPENUM]

H_CHK2 (Was MCHK2)

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK) AND STILL NO ASSAULTS OR THREATS (H_CHK = 0)

OPEN

WEB: You said earlier that employees had experienced assault, threats or intimidation. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that employees had experienced assault, threats or intimidation. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

H_ANYORGANISED (new in 2016)

ASK IF HAD MORE THAN ONE INCIDENT OF ASSAULT (H_NUMBER > 1 OR H_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF H_NUMBER OR H_CHK =2][any IF H_NUMBER OR H_CHK > 2] of these incidents of assault, threat or intimidation to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

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

H_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (H_NUMBER > 1 OR H_CHK > 1 AND H_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2)

LOGIC CHECK: H_NUMBERORGANISED CAN NOT BE HIGHER THAN H_NUMBER

And how many of these [RESPONSE AT H_NUMBER] incidents of assault, threat or intimidation would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

Refused

H_RECENT

DISPLAY IF MORE THAN ONE ASSAULT OR THREAT (H_NUMBER > 1 OR H_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of assault, threat or intimidation an employee has been a victim of.

H_WEEK (Was M3)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

H_TIME (Was M4)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

H_REPORT (Was M5A)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF H_NUMBER > 1 OR H_CHK > 1] incident to the police?

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

H_NOTREPORT (Was M6)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (H_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

H_INSURANCE (Was M7A)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

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

H_GUN (Was M9A)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

H_KNIFE (Was M9B)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

And did they have a knife?

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

H_OTHWEAPON (Was M9C)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

H_INJURED (Was M9D)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Were employees physically injured?

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

H_RACE (Was M10)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

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

H_GROUP (Was M11)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

H_WHYGROUP (Was M12)

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (H_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

H_INTIMIDATE

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

H_HOWINTIMIDATE

ASK IF AT LEAST ONE ASSAULT OR THREAT (H_NUMBER > 0 OR H_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (H_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

I THEFT BY CUSTOMERS

I_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND THEFT BY CUSTOMERS MODULE COMPLETED ONLINE (I_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that a customer stole money, goods, company property, services or something else from your business at these premises [INSERT NUMBER FROM I_NUMBER times IF I_NUMBER >1][once IF I_NUMBER =1], that [you did not know IF I_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM I_VALUESTOLEN2 IF I_VALUESTOLEN2 = 1-16] and that you [did report it IF I_REPORT =1][did not report it IF I_REPORT = 2][don't know if it was reported IF I_REPORT = DK] to the police.

Are all of these details still correct?

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

I_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (I_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND THEFT BY CUSTOMERS MODULE COMPLETED ONLINE (I_NUMBER = RESPONSE)

INFO SCREEN

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

I_INFO (Was F1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1)

INFO SCREEN

You said earlier that a customer stole money, goods, company property, services or something else from your business at these premises. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

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

I_NUMBERA (WAS F1)

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 350: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of thefts by customers has the business experienced [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since being at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

I_NUMBERB (WAS F1)

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I_WEBCORRECT = 2 OR DK) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I_NUMBERA = DK)

NUMERIC (RANGE 0 - 100,000)

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

Could you tell me how many incidents of thefts were committed by customers in an average week [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

I_NUMBERBCHK

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I_WEBCORRECT = 2 OR DK) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I_NUMBERA = DK) BUT CAN GUESS HOW MANY IN A WEEK (I_NUMBERB > 0) SINGLE CODE

Based on what you have just told me, that means there would have been around [I_NUMBERB*52] incidents in the last year. Does that sound approximately right?

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

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

I_NUMBER

IF I_NUMBERA HAS A RESPONSE, SET I_NUMBER = I_NUMBERA

IF DON'T KNOW AT I_NUMBERA, SET I_NUMBER EQUAL TO I_NUMBERB*52

IF DON'T KNOW AT I_NUMBERB OR I_NUMBERBCHK, SET I_NUMBER EQUAL TO DON'T KNOW

I_CHKA (Was FCHK)

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I_WEBCORRECT = 2 OR DK) AND NO THEFTS BY CUSTOMERS (I_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 350: That sounds like quite a few, please can you confirm for me again how many?

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

I_CHKB (Was FCHKB)

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I_WEBCORRECT = 2 OR DK) AND NO THEFTS BY CUSTOMERS (I_NUMBER = 0) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I_CHKA = DK)

NUMERIC (RANGE 0 - 100,000)

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

Could you tell me how many incidents of thefts were committed by customers in an average week [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

I_CHKBCHK

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I_WEBCORRECT = 2 OR DK) AND NO THEFTS BY CUSTOMERS (I_NUMBER = 0) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I_CHKA = DK) BUT CAN GUESS HOW MANY IN A WEEK (I_CHKB > 0)

SINGLE CODE

Based on what you have just told me, that means there would have been around [I_CHKB*52] incidents in the last year. Does that sound approximately right?

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

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

I_CHK

IF I_CHKA HAS A RESPONSE, SET I_CHK = I_CHKA

IF DON'T KNOW AT I_CHKA, SET I_CHK EQUAL TO I_CHK*52

IF DON'T KNOW AT I_CHK*52, SET I_CHK EQUAL TO DON'T KNOW

I_CHK2 (Was FCHK2)

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I_WEBCORRECT = 2 OR DK) AND STILL NO THEFTS BY CUSTOMERS (I_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been a theft by a customer. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a theft by a customer. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

I_ANYORGANISED (new in 2016)

ASK IF HAD MORE THAN ONE INCIDENT OF THEFT BY CUSTOMERS (I_NUMBER > 1 OR I_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF I_NUMBER OR I_CHK =2][any IF I_NUMBER OR I_CHK > 2] of these incidents of theft by customers to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

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

I_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (I_NUMBER > 1 OR I_CHK > 1 AND I_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2)

LOGIC CHECK: I_NUMBERORGANISED CAN NOT BE HIGHER THAN I_NUMBER

And how many of these [RESPONSE AT I_NUMBER] incidents of theft by customers would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

Refused

I_COMMON (Was F1A)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

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

CODE 14 ONLY SHOWN IF CONSTRUCTION OR ADMINISTRATION OR TRANSPORT INDUSTRY (SAMPLESECTOR = 2, 8 OR 10)

Thinking about all incidents [at these premises in the last 12 months IF LENGTHOP IS NOT =1][since the business has been at these premises IF LENGTHOP = 1], what item or items were most commonly stolen?

READ OUT AND CODE ALL THAT APPLY

- 01. Money
 - 02. Jewellery belonging to the business
 - 03. Watches belonging to the business
 - 04. IT or Electrical equipment
 - 05. Food or groceries belonging to the business
 - 06. Alcohol
 - 07. Tobacco
 - 08. Cosmetics
 - 09. Clothing
 - ~~10. Other goods or stock~~
 - 11. Tools of the trade belonging to the business
 - 12. Building materials
 - 13. Parts, components or small pieces of equipment
 - 14. Plant not considered to be a vehicle
 - ~~15. Other company property~~
 - 16. Personal possessions of employees or customers
 - 17. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen
DO NOT READ OUT: Don't know

I_COMMONFOODTYPE (new in 2016)

ASK IF RETAIL SECTOR (SAMPLESECTOR = 4) AND AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND COMMONLY FOOD OR GROCERIES (I_COMMON = 5)

SINGLE CODE

You said that food or groceries are commonly stolen. Are such items usually...

READ OUT

- 1. High value or luxury items (IF UNSURE: for example, expensive cuts of meat)
- 2. Lower value, day-to-day items (IF UNSURE: for example, bread or milk)
- 3. DO NOT READ OUT: Both
- 7. DO NOT READ OUT: Refused
- 9. DO NOT READ OUT: Don't know

I_TOTVALUESTOLEN (Was F2)

ASK IF MORE THAN ONE THEFT BY A CUSTOMER (I_NUMBER > 1 OR I_CHK > 1) AND CATI SCRIPT (METHOD = 2)

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

SOFT CHECK IF > 100,000: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any thefts by customers again?

Thinking about all incidents [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], what was the total value in pounds of money, goods, company property or services that were stolen?

[Please include tools, materials and any plant that you would not consider to be vehicles IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)].

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

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT I_TOTVALUESTOLEN2]

I_TOTVALUESTOLEN2 (Was F2A)

ASK IF MORE THAN ONE THEFT BY A CUSTOMER (I_NUMBER > 1 OR I_CHK > 1) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (I_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

I_SELFSEVTHEFT

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND HAS A SELF-SERVICE TILL (SEFSERV = 1)

NUMERIC (RANGE 0 - 100,000)

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

LOGIC CHECK: ANSWER GIVEN AT I_SELFSEVTHEFT CAN NOT BE HIGHER THAN ANSWER GIVEN AT I_NUMBER

Of all the incidents of customer theft your business experienced [in the last 12 months IF LENGTHOP IS NOT = 1][since being at these premises IF LENGTHOP =1], how many involved self-service tills?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER £ _____

Don't know

Refused

I_SELFSEVTHEFT_PERCENT

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND HAS A SELF-SERVICE TILL (SELSERV = 1) AND DOESN'T KNOW HOW MANY THEFTS FROM SELF-SERVICE TILLS (I_SELFSEVTHEFT = DK)

SINGLE CODE

What proportion would you say involved self-service tills? Was it...

READ OUT UNTIL RESPONDENT STOPS YOU.

- 01. 0 - 5%
- 02. 6 - 10%
- 03. 11 - 20%
- 04. 21 - 30%
- 05. 31 - 40%
- 06. 41 - 50%
- 07. 51 - 60%
- 08. 61 - 70%
- 09. More than 70%
- 97. DO NOT READ OUT: Refused
- 99. DO NOT READ OUT: Don't know

I_RECENT

DISPLAY IF MORE THAN ONE THEFT BY A CUSTOMER (I_NUMBER > 1 OR I_CHK > 1)

INFO SCREEN

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

I_WEEK (Was F3)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

I_TIME (Was F3A)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

I_STOLEN (Was F3B)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

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

CODE 14 ONLY SHOWN IF CONSTRUCTION OR ADMINISTRATION OR TRANSPORT INDUSTRY (SAMPLESECTOR = 2, 8 OR 10)

CODE 17 ONLY SHOWN IF ADMINISTRATION AND SUPPORT INDUSTRY ONLY (SAMPLESECTOR = 10)

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

READ OUT AND CODE ALL THAT APPLY

01. Money
 02. Jewellery belonging to the business
 03. Watches belonging to the business
 04. IT or Electrical equipment
 05. Food or groceries belonging to the business
 06. Alcohol
 07. Tobacco
 08. Cosmetics
 09. Clothing
 - ~~10. Other goods or stock~~
 11. Tools of the trade belonging to the business
 12. Building materials
 13. Parts, components or small pieces of equipment
 14. Plant not considered to be a vehicle
 - ~~15. Other company property~~
 16. Personal possessions of employees or customers
 17. Stocks of office supplies
 18. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen
DO NOT READ OUT: Don't know

I_RECENTFOODTYPE (new in 2016)

ASK IF RETAIL SECTOR (SAMPLESECTOR = 4) AND AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND MOST RECENT INCIDENT WAS THEFT OF FOOD OR GROCERIES (I_STOLEN = 5)

SINGLE CODE

You said that the most recent incident involved food or groceries being stolen. Were these...

READ OUT

1. High value or luxury items (IF UNSURE: for example, expensive cuts of meat)
2. Lower value, day-to-day items (IF UNSURE: for example, bread or milk)
3. DO NOT READ OUT: Both
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

I_METAL (Was F3C)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

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

I_CHEM (Was F3CCHEM)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

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

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

I_FUEL (Was F3CFUEL)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

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

I_ANIMAL (Was F3CANIMAL)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

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

I_ANIMALTYPE (Was I3ANIMAL2)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (I_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

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

READ OUT AND CODE ALL THAT APPLY

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

DO NOT READ OUT: Don't know

I_VALUESTOLEN (Was F4)

ASK IF MORE THAN ONE THEFT BY A CUSTOMER (I_NUMBER > 1 OR I_CHK > 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I_WEBCORRECT = 2 OR DK)

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

SOFT CHECK IF > 25,000: That sounds like quite a lot, please can you confirm the value of loss that resulted from the **most recent** theft by a customer again?

LOGIC CHECK: ANSWER GIVEN AT I_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT I_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT INCIDENT IS GREATER THAN THE TOTAL VALUE OF ALL OF THE INCIDENTS. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

Thinking about the most recent incident of theft by a customer, what was the total value in pounds of any money, goods or other items that were stolen?

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

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

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

WRITE IN AMOUNT IN POUNDS £_____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT I_VALUESTOLEN2]

I_VALUESTOLEN2 (Was F5)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (I_VALUESTOLEN = DK OR REF)

SINGLE CODE

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

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

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

I_REPORT (Was F7a)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF I_NUMBER > 1 OR I_CHK > 1] incident to the police?

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

I_NOTREPORT (Was A9)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (I_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

I_INSURANCE (Was F9A)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

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

I_GROUP (Was F12)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

I_WHYGROUP (Was F13)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (I_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

- 01. Seemed to have knowledge of business layout/ area
- 02. Other businesses in area recently experienced similar offences
- 03. Recognised several offenders as having previously committed an offence
- 04. Group that seemed to know each other
- 05. Job too big for one person
- 06. Police information (other stolen goods discovered, group known to police)
- 07. Suspects seemed very prepared

08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)

09. Other reason (Specify)

Refused

Don't know

I_INTIMIDATE

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

I_HOWINTIMIDATE

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I_NUMBER > 0 OR I_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (I_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

J THEFT BY EMPLOYEES

J_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND THEFT BY EMPLOYEES MODULE COMPLETED ONLINE (J_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that an employee stole money, goods, company property, services or something else from your business at these premises [INSERT NUMBER FROM J_NUMBER times IF J_NUMBER > 1][once IF J_NUMBER = 1], that [you didn't know IF J_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM J_VALUESTOLEN2 IF J_VALUESTOLEN2 = 1-16] and that you [did report it IF J_REPORT = 1][did not report it IF J_REPORT = 2][don't know if it was reported IF J_REPORT = DK] to the police.

Are all of these details still correct?

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

J_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (J_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND THEFT BY EMPLOYEES MODULE COMPLETED ONLINE (J_NUMBER = RESPONSE)

INFO SCREEN

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

J_INFO (Was G1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2)

INFO SCREEN

You said earlier that an employee stole money, goods, company property, services or something else from your business at these premises. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

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

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

J_NUMBER (WAS G1)

ASK IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

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

How many thefts of money, goods, company property or non-payment for services were committed by employees [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

J_CHK (Was GCHK)

ASK IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J_WEBCORRECT = 2 OR DK) AND NO THEFTS (J_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

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

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

Can I just check, how many incidents of thefts of money, goods, company property or services were committed by employees [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

J_CHK2 (Was GCHK2)

ASK IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J_WEBCORRECT = 2 OR DK) AND STILL NO THEFTS (J_CHK = 0 OR DK)

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

J_ANYORGANISED (new in 2016)

ASK IF HAD MORE THAN ONE INCIDENT OF THEFT BY EMPLOYEES (J_NUMBER > 1 OR J_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF J_NUMBER OR I_CHK =2][any IF J_NUMBER OR J_CHK > 2] of these incidents of theft by employees to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

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

J_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (J_NUMBER > 1 OR J_CHK > 1 AND J_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2)

LOGIC CHECK: J_NUMBERORGANISED CAN NOT BE HIGHER THAN J_NUMBER

And how many of these [RESPONSE AT J_NUMBER] incidents of theft by employees would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

- Don't know
- Refused

J_RECENT

DISPLAY IF MORE THAN ONE THEFT BY AN EMPLOYEE (J_NUMBER > 1 OR J_CHK > 1)

INFO SCREEN

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

J_WEEK (Was G3A1)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

J_TIME (Was G3A2)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

J_STOLEN (Was G3B)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

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

CODE 14 ONLY SHOWN IF CONSTRUCTION OR ADMINISTRATION OR TRANSPORT INDUSTRY (SAMPLESECTOR = 2, 8 OR 10)

CODE 17 ONLY SHOWN IF ADMINISTRATION AND SUPPORT INDUSTRY ONLY (SAMPLESECTOR = 10)

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

READ OUT AND CODE ALL THAT APPLY

01. Money
 02. Jewellery belonging to the business
 03. Watches belonging to the business
 04. IT or Electrical equipment
 05. Food or groceries belonging to the business
 06. Alcohol
 07. Tobacco
 08. Cosmetics
 09. Clothing
 - ~~10. Other goods or stock~~
 11. Tools of the trade belonging to the business
 12. Building materials
 13. Parts, components or small pieces of equipment
 14. Plant not considered to be a vehicle
 - ~~15. Other company property~~
 16. Personal possessions of employees or customers
 17. Stocks of office supplies
 18. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen
DO NOT READ OUT: Don't know

J_METAL (Was G3C)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

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

J_CHEM (Was G3CCHEM)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

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

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

J_FUEL (Was G3CFUEL)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

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

J_ANIMAL (Was G3CANIMAL)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR SAMPLESECTOR = 1)

SINGLE CODE

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

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

J_ANIMALTYPE (Was J3ANIMAL2)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (J_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

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

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
 2. Beef or breeding cattle
 3. Sheep
 4. Poultry
 5. Pigs
 6. Other (please specify)
- DO NOT READ OUT: Don't know

J_VALUESTOLEN (Was G4)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J_WEBCORRECT = 2 OR DK)

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

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** theft by an employee again?

Thinking about the most recent incident of theft by an employee, what was the total value in pounds of any money, goods or other items that were stolen?

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

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

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

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT J_VALUESTOLEN2]

J_VALUESTOLEN2 (Was G5)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (J_VALUESTOLEN = DK OR REF)

SINGLE CODE

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

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

J_REPORT (Was G7a)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF J_NUMBER > 1 OR J_CHK > 1] incident to the police?

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

J_NOTREPORT (Was G8)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (J_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

J_INSURANCE (Was G9A)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

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

J_ACTION (Was G10A)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you take any disciplinary action against the employee responsible?

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

J_NOACTION (Was G10B)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT TAKE DISCIPLINARY ACTION (J_ACTION = 2)

MULTI CODE

Why didn't you take any disciplinary action against the employee responsible?

DO NOT READ OUT BUT CODE ALL THAT APPLY

1. No loss or damage
2. Too trivial (loss was so small / very low value)
3. Employee resigned
4. Was employee's 'first offence'
5. Don't have the time; inconvenient
6. Other (please specify)
- Don't know / can't remember

J_GROUP (Was G11)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

J_WHYGROUP (Was G12)

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (J_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

J_INTIMIDATE

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

J_HOWINTIMIDATE

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J_NUMBER > 0 OR J_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (J_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

K THEFT BY OTHERS

K_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY OTHER (THEFT = 3) AND THEFT BY OTHERS MODULE COMPLETED ONLINE (K_NUMBER = RESPONSE) SINGLE CODE

When you completed the online part of the survey, you said that someone else, that is not customers or employees, stole money, goods, company property or services from your business at these premises [INSERT NUMBER FROM K_NUMBER times IF K_NUMBER >1][once IF K_NUMBER =1], that [you didn't know IF K_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM K_VALUESTOLEN2 IF K_VALUESTOLEN2 = 1-16 and that you [did report it IF K_REPORT =1][did not report it IF K_REPORT = 2][don't know if it was reported IF K_REPORT = DK] to the police.

Are all of these details still correct?

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

K_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (K_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND THEFT BY OTHERS MODULE COMPLETED ONLINE (K_NUMBER = RESPONSE) INFO SCREEN

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

K_INFO (Was H1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) INFO SCREEN

You said earlier that someone else, that is not a customer or employee stole money, goods, company property or services from your business at these premises. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

[For the moment I am only interested in thefts by other known persons; we will [talk about IF CATI] [cover IF WEB] thefts committed by persons unknown in a minute IF THEFT = 4]

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

K_NUMBER (WAS H1)

ASK IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 60: That sounds like quite a few, please can you confirm for me again how many?

How many thefts of money, goods, company property or non-payment for services were committed by others [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

K_CHK (Was HCHK)

ASK IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K_WEBCORRECT = 2 OR DK) AND NO THEFTS (K_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 60: That sounds like quite a few, please can you confirm for me again how many?

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

Can I just check, how many incidents of thefts of money, goods, company property or services were committed by others [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

K_CHK2 (Was HCHK2)

ASK IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K_WEBCORRECT = 2 OR DK) AND STILL NO BURGLARIES (K_CHK = 0 OR DK)

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

K_ANYORGANISED (new in 2016)

ASK IF HAD MORE THAN ONE INCIDENT OF THEFT BY OTHERS (K_NUMBER > 1 OR K_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF K_NUMBER OR K_CHK =2][any IF K_NUMBER OR K_CHK > 2] of these incidents of theft by others to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

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

K_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (K_NUMBER > 1 OR K_CHK > 1 AND K_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2)

LOGIC CHECK: K_NUMBERORGANISED CAN NOT BE HIGHER THAN K_NUMBER

And how many of these [RESPONSE AT K_NUMBER] incidents of theft by others would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

- Don't know
Refused

K_RECENT

DISPLAY IF MORE THAN ONE THEFT BY OTHERS (K_NUMBER > 1 OR K_CHK > 1)

INFO SCREEN

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

K_WEEK (Was H3A)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

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

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

K_TIME (Was H3B)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

At what time of day did it happen?

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

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

K_STOLEN (Was H3C)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2)
MULTI CODE

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

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

CODE 14 ONLY SHOWN IF CONSTRUCTION OR ADMINISTRATION OR TRANSPORT INDUSTRY (SAMPLESECTOR = 2, 8 OR 10)

CODE 17 ONLY SHOWN IF ADMINISTRATION AND SUPPORT INDUSTRY ONLY (SAMPLESECTOR = 10)

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

READ OUT AND CODE ALL THAT APPLY

01. Money
 02. Jewellery belonging to the business
 03. Watches belonging to the business
 04. IT or Electrical equipment
 05. Food or groceries belonging to the business
 06. Alcohol
 07. Tobacco
 08. Cosmetics
 09. Clothing
 - ~~10. Other goods or stock~~
 11. Tools of the trade belonging to the business
 12. Building materials
 13. Parts, components or small pieces of equipment
 14. Plant not considered to be a vehicle
 - ~~15. Other company property~~
 16. Personal possessions of employees or customers
 17. Stocks of office supplies
 18. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen
DO NOT READ OUT: Don't know

K_METAL (Was H3D)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2)
AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

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

K_CHEM (Was H3DCHEM)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2)
AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR
(SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

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

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

K_FUEL (Was H3DFUEL)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2)
AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

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

K_ANIMAL (Was H3DANIMAL)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

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

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

K_ANIMALTYPE (Was K3ANIMAL2)

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (K_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

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

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
 2. Beef or breeding cattle
 3. Sheep
 4. Poultry
 5. Pigs
 6. Other (please specify)
- DO NOT READ OUT: Don't know

K_VALUESTOLEN (Was H4)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K_WEBCORRECT = 2 OR DK)

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

SOFT CHECK IF > 5,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** theft by others again?

Thinking about the most recent incident of theft by others, what was the total value in pounds of any money, goods or other items that were stolen?

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

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

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

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT K_VALUESTOLEN2]

K_VALUESTOLEN2 (Was H5)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (K_VALUESTOLEN = DK OR REF)

SINGLE CODE

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

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

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

K_REPORT (Was H7a)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF K_NUMBER > 1 OR K_CHK > 1] incident to the police?

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

K_NOTREPORT (Was H8)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (K_REPORT = 2) AND CATI SCRIPT (METHOD = 2)
MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

K_INSURANCE (Was H9A)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

Did you make a claim to an insurance company?

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

K_GROUP (Was H11)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

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

READ OUT

1. A loosely knit group
2. Or, an organised group of criminals
3. DO NOT READ OUT: Someone working alone
9. DO NOT READ OUT: Don't know

K_WHYGROUP (Was H12)

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2)
AND THINKS IT WAS AN ORGANISED GROUP (K_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
 02. Other businesses in area recently experienced similar offences
 03. Recognised several offenders as having previously committed an offence
 04. Group that seemed to know each other
 05. Job too big for one person
 06. Police information (other stolen goods discovered, group known to police)
 07. Suspects seemed very prepared
 08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
 09. Other reason (Specify)
- Refused
Don't know

K_INTIMIDATE

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

K_HOWINTIMIDATE

ASK IF AT LEAST ONE THEFT BY OTHERS (K_NUMBER > 0 OR K_CHK > 0) AND CATI SCRIPT (METHOD = 2)
AND BEEN INTIMIDATED (K_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

L THEFT BY PERSONS UNKNOWN

L_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND THEFT BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (L_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that the business had experienced theft of money, goods, company property or services where you were unable to establish who the offender was [INSERT NUMBER FROM L_NUMBER times IF L_NUMBER > 1][once IF L_NUMBER =1], that [you didn't know IF L_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM L_VALUESTOLEN2 IF L_VALUESTOLEN2 = 1-16] and that you [did report it IF L_REPORT =1][did not report it IF L_REPORT = 2][don't know if it was reported IF L_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

L_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (L_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND THEFT BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (L_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

L_INFO (Was I1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4)

INFO SCREEN

You said earlier that the business had experienced theft of money, goods, company property or services where you were unable to establish who the offender was. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

I will refer to this type of incident as a theft by persons unknown.

[This is section L on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

L_NUMBER (WAS I1)

ASK IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 1000: That sounds like quite a few, please can you confirm for me again how many?

How many thefts of money, goods, company property or non-payment for services were there [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] where you were unable to establish who committed the theft?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

L_CHK (Was ICHK)

ASK IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L_WEBCORRECT = 2 OR DK) AND NO THEFTS (L_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 1000: That sounds like quite a few, please can you confirm for me again how many?

You said earlier that you did have a theft by persons unknown [at the premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many incidents of thefts of money, goods, company property or services were there at your premises [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] where you were unable to establish who committed the theft?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN _____

Don't know

L_CHK2 (Was ICHK2)

ASK IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L_WEBCORRECT = 2 OR DK) AND STILL NO BURGLARIES (L_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been a theft by persons unknown but you've just confirmed that [there have been zero IF L_CHK = 0][you don't know of any IF L_CHK = DK] thefts. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a theft by persons unknown but you've just confirmed that [there have been zero IF L_CHK = 0][you don't know of any IF L_CHK = DK] thefts. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

L_RECENT

DISPLAY IF MORE THAN ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 1 OR L_CHK > 1)
INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of theft by persons unknown.

L_WHYUNKNOWN

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CATI SCRIPT
(METHOD = 2)

OPEN (LIMIT 200 CHARACTERS)

What makes you say that the theft was by 'someone unknown'?

WRITE IN _____

Don't know

L_WEEK (Was I3A)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CATI SCRIPT
(METHOD = 2)

SINGLE CODE

Did this incident take place during the week or at the weekend?

1. During the week
2. At the weekend
9. Don't know

L_TIME (Was I3C)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CATI SCRIPT
(METHOD = 2)

SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

1. During morning (6am-noon)
2. During afternoon (noon-6pm)
3. Morning/afternoon (can't say which)
4. During evening (6pm – midnight)
5. During night (midnight-6am)
6. Evening/night (can't say which)
9. Don't know

L_STOLEN (Was I3C)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

CODE 11 ONLY SHOWN IF AGRICULTURE OR CONSTRUCTION INDUSTRY (SAMPLESECTOR = 1-2)

CODE 12 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

CODE 14 ONLY SHOWN IF CONSTRUCTION OR ADMINISTRATION OR TRANSPORT INDUSTRY (SAMPLESECTOR = 2, 8 OR 10)

CODE 17 ONLY SHOWN IF ADMINISTRATION AND SUPPORT INDUSTRY ONLY (SAMPLESECTOR = 10)

Could you tell me which of the following, if any, were actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned.

READ OUT AND CODE ALL THAT APPLY

- 01. Money
 - 02. Jewellery belonging to the business
 - 03. Watches belonging to the business
 - 04. IT or Electrical equipment
 - 05. Food or groceries belonging to the business
 - 06. Alcohol
 - 07. Tobacco
 - 08. Cosmetics
 - 09. Clothing
 - ~~10. Other goods or stock~~
 - 11. Tools of the trade belonging to the business
 - 12. Building materials
 - 13. Parts, components or small pieces of equipment
 - 14. Plant not considered to be a vehicle
 - ~~15. Other company property~~
 - 16. Personal possessions of employees or customers
 - 17. Stocks of office supplies
 - 18. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen
DO NOT READ OUT: Don't know

L_METAL (Was I3D)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

Were any metal items stolen? That is, was anything stolen that you suspect was taken for its scrap metal value?

This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

- 1. Yes
- 2. No
- 9. Don't know

L_CHEM (Was I3DCHEM)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3) AND AGRICULTURAL OR CONSTRUCTION SECTOR (SAMPLESECTOR = 1-2)

SINGLE CODE

Were any chemicals stolen?

[This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises. IF AGRICULTURE SECTOR (SAMPLESECTOR = 1)]

1. Yes
2. No
9. Don't know

L_FUEL (Was I3DFUEL)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

1. Yes
2. No
9. Don't know

L_ANIMAL (Was I3DANIMAL)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

1. Yes
2. No
9. Don't know

L_ANIMALTYPE (Was L3ANIMAL2)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (L_ANIMAL = 1)
MULTI CODE

And what types of animals or livestock were stolen?

READ ONLY IF ASKED: Only include animals stolen as part of the theft, belonging to the business.

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
2. Beef or breeding cattle
3. Sheep
4. Poultry
5. Pigs
6. Other (please specify)

DO NOT READ OUT: Don't know

L_VALUESTOLEN (Was I4)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 5,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** theft by persons unknown again?

Thinking about the most recent incident of theft by persons unknown, what was the total value in pounds of any money, goods or other items that were stolen?

Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £_____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT L_VALUESTOLEN2]

L_VALUESTOLEN2 (Was I5)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (L_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

L_REPORT (Was I7a)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF L_NUMBER > 1 OR L_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

L_NOTREPORT (Was I8)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (L_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
 02. Too trivial (loss was so small / very low value)
 03. Police could not have done anything
 04. Police have not done anything in the past
 05. Police would not be interested
 06. There was no insurance requirement
 07. Inappropriate for the police; dealt with matter ourselves
 08. Fear of reprisals
 09. They occur too frequently
 10. Reported to other authorities
 11. Don't have the time; inconvenient
 12. Would increase insurance cost
 13. Fear of negative publicity / impact on reputation of business
 14. Tried to / was unable to contact police
 15. Police came automatically / responded to an alarm
 16. Someone else reported the incident
 17. Other (please specify)
- Don't know / can't remember

L_INSURANCE (Was I9A)

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L_NUMBER > 0 OR L_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

M FRAUD BY EMPLOYEES

M_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND FRAUD BY EMPLOYEES MODULE COMPLETED ONLINE (M_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that your business had experienced fraud by employees [INSERT NUMBER FROM M_NUMBER times IF M_NUMBER > 1][once IF M_NUMBER = 1], that [you didn't know IF M_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM M_VALUESTOLEN2 IF M_VALUESTOLEN2 = 1-16] and that you [did report it IF M_REPORT = 1][did not report it IF M_REPORT = 2][don't know if it was reported IF M_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

M_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (M_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND FRAUD BY EMPLOYEES MODULE COMPLETED ONLINE (M_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

M_INFO (Was JINTRO)

DISPLAY IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1)

INFO SCREEN

You said earlier that your business had experienced fraud by employees. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

Remember this is only against this business at these premises.

[This is section M on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

M_FRAUDTYPENUM_INFO (Was J1ANW)

INFO SCREEN

For each of the following please tell me how many incidents you have had where an employee has performed this type of fraud, [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

M_FRAUDTYPENUM[{{ACCOUNTING}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

How many incidents where an employee:

Committed fraudulent accounting

WEB: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

CATI: INTERVIEWER, IF ASKED: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_FRAUDTYPENUM[{{CARD}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Fraudulently used a business credit or debit card

WEB: For example used it beyond what is permitted by business policy.

CATI: INTERVIEWER, IF ASKED: For example used it beyond what is permitted by business policy.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_FRAUDTYPENUM[{{SKIMMED}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

Withheld or 'skimmed' takings

WEB: For example taken money from customers that was intended for the business.

CATI: INTERVIEWER, IF ASKED: For example taken money from customers that was intended for the business.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_FRAUDTYPENUM[{{NONEXISTENT}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Created non-existent customers or suppliers to defraud the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_FRAUDTYPENUM[{{DIVERTED}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Diverted company funds to their own account

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_FRAUDTYPENUM[{{EXPLOITED}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Exploited business assets and information

WEB: For example misused confidential or commercially valuable information such as customer data.

CATI: INTERVIEWER, IF ASKED: For example misused confidential or commercially valuable information such as customer data.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_FRAUDTYPENUM[{{PROCUREMENT}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Committed a fraud relating to purchase of goods or services

WEB: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

CATI: INTERVIEWER, IF ASKED: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_FRAUDTYPENUM[{{SOLDGOODS}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Sold goods or services fraudulently

WEB: For example sold without giving the takings back to the business

CATI: INTERVIEWER, IF ASKED: For example sold without giving the takings back to the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_FRAUDTYPENUM[{{KICKBACK}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Took kickback or sweetheart payments or colluded with another organisation to defraud your business?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_FRAUDTYPENUM[{{VISHING}}].ANS (new in 2016)

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Committed vishing, a fraud relating to stealing personal or sensitive information over the phone

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_FRAUDTYPEOTH

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

OPEN

Was there any other type of fraud?

If yes, please specify: [(type in) IF WEB] _____

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

[INSTRUCTION TO SCRIPTER: SET M_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT M_FRAUDTYPENUM]

M_CHKFRAUDTYPENUM_INFO (Was JCHK)

INFO SCREEN

You said earlier that you had experienced fraud by employees.

Can I just check, how many times has an employee done any of the following [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

M_CHKFRAUDTYPENUM[ACCOUNTING].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD (M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

How many incidents where an employee:

Fraudulent accounting

WEB: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

CATI: INTERVIEWER, IF ASKED: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_CHKFRAUDTYPENUM[{{CARD}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Fraudulently used a business credit or debit card

WEB: For example used it beyond what is permitted by business policy.

CATI: INTERVIEWER, IF ASKED: For example used it beyond what is permitted by business policy.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_CHKFRAUDTYPENUM[{{SKIMMED}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Withheld or 'skimmed' takings

WEB: For example taken money from customers that was intended for the business.

CATI: INTERVIEWER, IF ASKED: For example taken money from customers that was intended for the business.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_CHKFRAUDTYPENUM[{{NONEXISTENT}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Created non-existent customers or suppliers to defraud the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_CHKFRAUDTYPENUM[{{DIVERTED}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Diverted company funds to their own account

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_CHKFRAUDTYPENUM[{{EXPLOITED}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Exploited business assets and information

WEB: For example misused confidential or commercially valuable information such as customer data.

CATI: INTERVIEWER, IF ASKED: For example misused confidential or commercially valuable information such as customer data.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_CHKFRAUDTYPENUM[{{PROCUREMENT}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD (M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Committed a fraud relating to purchase of goods or services

WEB: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

CATI: INTERVIEWER, IF ASKED: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_CHKFRAUDTYPENUM[{{SOLDGOODS}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD (M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Sold goods or services fraudulently

WEB: For example sold without giving the takings back to the business

CATI: INTERVIEWER, IF ASKED: For example sold without giving the takings back to the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_CHKFRAUDTYPENUM[{{KICKBACK}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Took kickback or sweetheart payments or colluded with another organisation to defraud your business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_CHKFRAUDTYPENUM[{{VISHING}}].ANS (new in 2016)

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Committed vishing, a fraud relating to stealing personal or sensitive information over the phone

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

M_CHKFRAUDTYPEOTH

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M_NUMBER = 0 or DK)

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] _____

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

[INSTRUCTION TO SCRIPTER: SET M_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT M_CHKFRAUDTYPENUM]

M_CHK2 (Was JCHK2)

ASK IF BEEN A VICTIM OF FRAUD BY EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND STILL NO FRAUD (M_CHK = 0 OR DK)

OPEN

WEB: You said earlier that you had experienced fraud by employees. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that you had experienced fraud by employees. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

M_ANYORGANISED (new in 2016)

DISPLAY IF MORE THAN ONE INCIDENT OF FRAUD BY AN EMPLOYEE (M_NUMBER > 1 OR M_CHK > 1)
AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF M_NUMBER OR M_CHK =2][any IF M_NUMBER OR M_CHK > 2] of these incidents of fraud by employees to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

1. Yes
2. No
7. Refused
9. Don't know

M_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (M_NUMBER > 1 OR M_CHK > 1 AND M_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2)

LOGIC CHECK: M_NUMBERORGANISED CAN NOT BE HIGHER THAN M_NUMBER

And how many of these [RESPONSE AT M_NUMBER] incidents of fraud by employees would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

Refused

M_TOTVALUESTOLEN (Was JCOG)

ASK IF MORE THAN ONE FRAUD BY EMPLOYEE (M_NUMBER > 1 OR M_CHK > 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any fraud by employees again?

Thinking about all incidents of fraud by employees against your business [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since being at these premises IF LENGTHOP = 1], what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT M_TOTVALUESTOLEN2]

M_TOTVALUESTOLEN2 (Was JCOGZ)

ASK IF MORE THAN ONE FRAUD BY EMPLOYEE (M_NUMBER > 1 OR M_CHK > 1) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (M_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

M_TOTVALUESTOLENCARD (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (M_FRAUDTYPENUM[{{CARD}}].ANS OR M_CHKFRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD

LOGIC CHECK: VALUE AT M_TOTVALUESTOLENCARD CANNOT BE MORE THAN VALUE AT

M_TOTVALUESTOLEN

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any card fraud by employees again?

And now thinking about the incidents of fraud involving credit or debit cards by employees that you mentioned, what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £_____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT M_TOTVALUESTOLEN2]

M_TOTVALUESTOLENCARD2 (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (M_FRAUDTYPENUM[{{CARD}}].ANS OR M_CHKFRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD

AND IF NOT SURE OF VALUE OF STOLEN ITEMS (M_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

M_RECENT

DISPLAY IF MORE THAN ONE FRAUD BY EMPLOYEE (M_NUMBER > 1 OR M_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of fraud by employees.

M_RECENTFRAUD (Was J2)

ASK IF FRAUDULENT INCIDENT BY EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CATI SCRIPT (METHOD = 2)

IF M_NUMBER > 0 DISPLAY CODES WITH A RESPONSE AT M_FRAUDTYPENUM

IF M_CHK > 0 DISPLAY CODES WITH A RESPONSE AT M_CHKFRAUDTYPENUM

SINGLE CODE

What type of fraud was this? Was it...

READ OUT

1. Fraudulent accounting
2. Fraudulent use of a business credit or debit card
3. Withholding or 'skimming' takings
4. Creation of non-existent customers or suppliers to defraud the business
5. Diversion of company funds to their own account
6. Exploitation of business assets and information
7. A fraud relating to purchase of goods or services
8. The sale of goods or services fraudulently
9. Kickback or sweetheart payments, or collusion with another organisation to defraud your business
10. Vishing
11. Any other type of fraud? [INCLUDE VERBATIM FROM CODE 10 AT M_FRAUDTYPENUM IF M_NUMBER > 1 OR M_CHK TYPENUM IF M_CHK > 1]

M_VALUESTOLEN (Was J3)

ASK IF AT LEAST ONE FRAUD BY EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** incident of fraud by an employee again?

LOGIC CHECK: ANSWER GIVEN AT M_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT M_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT FINANCIAL LOSS IS GREATER THAN THE TOTAL VALUE OF ALL OF THE FINANCIAL LOSSES. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

What was the value of financial loss, in pounds, to the business at these premises in the most recent incident of fraud by employees?

Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT M_VALUESTOLEN2]

M_VALUESTOLEN2 (Was J4)

ASK IF AT LEAST ONE FRAUD BY EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (M_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

M_REPORT (Was J7a)

ASK IF AT LEAST ONE FRAUD BY EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF M_NUMBER > 1 OR M_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

M_NOTREPORT (Was J8A)

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (M_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
 02. Too trivial (loss was so small / very low value)
 03. Police could not have done anything
 04. Police have not done anything in the past
 05. Police would not be interested
 06. There was no insurance requirement
 07. Inappropriate for the police; dealt with matter ourselves
 08. Fear of reprisals
 09. They occur too frequently
 10. Reported to other authorities
 11. Don't have the time; inconvenient
 12. Would increase insurance cost
 13. Fear of negative publicity / impact on reputation of business
 14. Tried to / was unable to contact police
 15. Police came automatically / responded to an alarm
 16. Someone else reported the incident
 17. Realised too late after the incident / too long had passed
 18. Know to report fraud incidents directly to Action Fraud
 19. Other (please specify)
- Don't know / can't remember

M_REPACTIONFRAUD (Was J8B)

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

[Can I just check, did IF M_NOTREPORT = 18] [Did IF M_NOTREPORT = NOT 18] you report the [most recent IF M_NUMBER > 1 OR M_CHK > 1] incident to Action Fraud?

1. Yes
2. No
9. Don't know

M_KNOWACTIONFRAUD (Was J8B)

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT REPORT TO ACTION FRAUD (M_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (M_NOTREPORT NOT EQUAL TO 18)

SINGLE CODE

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

1. Yes
2. No
9. Don't know

M_INSURANCE (Was J9A)

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

M_ACTION (Was J10A)

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you take any disciplinary action against the employee responsible?

1. Yes
2. No
9. Don't know

M_NOACTION (Was J10B)

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT TAKE DISCIPLINARY ACTION (M_ACTION = 2)

MULTI CODE

Why didn't you take any disciplinary action against the employee responsible?

DO NOT READ OUT BUT CODE ALL THAT APPLY

1. No loss or damage
 2. Too trivial (loss was so small / very low value)
 3. Employee resigned
 4. Was employee's 'first offence'
 5. Don't have the time; inconvenient
 6. Other (please specify)
- Don't know / can't remember

M_STAFFINVOLVED (new in 2016)

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

And thinking about the employee or employees involved, were they...

READ OUT AND CODE ALL THAT APPLY

1. Non-management
 2. Lower level management
 3. Mid-level management
 4. Senior management
 5. The CEO
- DO NOT READ OUT: Refused
DO NOT READ OUT: Don't know

M_GROUP (Was J12)

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you think this was someone working alone or...

READ OUT

1. A loosely knit group
2. Or, an organised group of criminals
3. DO NOT READ OUT: Someone working alone
9. DO NOT READ OUT: Don't know

M_WHYGROUP (Was J13)

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M_NUMBER > 0 OR M_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (M_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
 02. Other businesses in area recently experienced similar offences
 03. Recognised several offenders as having previously committed an offence
 04. Group that seemed to know each other
 05. Job too big for one person
 06. Police information (other stolen goods discovered, group known to police)
 07. Suspects seemed very prepared
 08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
 09. Other reason (Specify)
- Refused
Don't know

M_INTIMIDATE

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (M_NUMBER > 0 OR M_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

M_HOWINTIMIDATE

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (M_NUMBER > 0 OR M_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (M_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

N FRAUD BY OTHERS

N_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF FRAUD BY OTHERS (FRAUD = 2) AND FRAUD BY OTHERS MODULE COMPLETED ONLINE (N_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that your business had experienced fraud by someone other than an employee [INSERT NUMBER FROM N_NUMBER times IF N_NUMBER > 1][once IF N_NUMBER = 1], that [you didn't know IF N_VALUESTOLEN2 =DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM N_VALUESTOLEN2 IF N_VALUESTOLEN2 = 1-16] and that you [did report it IF N_REPORT =1][did not report it IF N_REPORT = 2][don't know if it was reported IF N_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

N_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (N_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF FRAUD BY OTHERS (FRAUD = 2) AND FRAUD BY OTHERS MODULE COMPLETED ONLINE (N_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

N_INFO (Was KINTRO)

DISPLAY IF BEEN A VICTIM OF FRAUD BY OTHERS (FRAUD = 2)

INFO SCREEN

You said earlier that your business had experienced fraud by someone other than an employee. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

I will refer to this type of crime as fraud by others.

Remember this is only against this business at these premises.

[This is section N on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

N_FRAUDOTHTYPENUM_INFO (Was K1)

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

INFO SCREEN

For each of the following please tell me how many incidents you have had where someone other than an employee has performed this type of fraud [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

N_FRAUDOTHTYPENUM[{{CARD}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of:

Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_FRAUDOTHTYPENUM[{{CHEQUE}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud

CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_FRAUDOTHTYPENUM[{{REFUNDS}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Refunds or receipt fraud

WEB: For example, where someone fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example, where someone fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_FRAUDOTHTYPENUM[{{ONLINEBANKING}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_FRAUDOTHTYPENUM[{{INSURANCECLAIM}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY
(COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

A fraudulent insurance claim against you

WEB: For example, where a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example, where a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_FRAUDOTHTYPENUM[{{MANDATE}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY
(COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_FRAUDOTHTYPENUM[{{PROCUREMENT}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY
(COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified **WEB: Sometimes called 'procurement fraud'**

CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_FRAUDOTHTYPENUM[{{IDENTITY}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY
(COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services

WEB: Sometimes called 'identity fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_FRAUDOTHTYPENUM[{{VISHING}}].ANS (new in 2016)

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM
WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Vishing, a fraud relating to stealing personal or sensitive information over the phone

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_FRAUDTYPEOTH

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] _____

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

[INSTRUCTION TO SCRIPTER: SET N_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT N_FRAUDOTHTYPENUM]

N_CHKFRAUDOTHTYPENUM_INFO (Was KCHK)

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND NO FRAUD (N_NUMBER = 0)

INFO SCREEN

You said earlier that you had experienced fraud by someone other than an employee [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many times has someone other than an employee done any of the following [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

N_CHKFRAUDOTHTYPENUM[{CARD}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND NO FRAUD (N_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_CHKFRAUDOTHTYPENUM[{CHEQUE}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND NO FRAUD (N_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud

CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_CHKFRAUDOTHTYPENUM[{REFUNDS}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND NO FRAUD (N_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Refunds or receipt fraud

WEB: For example fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_CHKFRAUDOTHTYPENUM[{ONLINEBANKING}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND NO FRAUD (N_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_CHKFRAUDOTHTYPENUM[{INSURANCECLAIM}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND NO FRAUD (N_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

A fraudulent insurance claim against you

WEB: For example a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_CHKFRAUDOTHTYPENUM[{MANDATE}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND NO FRAUD (N_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_CHKFRAUDOTHTYPENUM[{PROCUREMENT}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND NO FRAUD (N_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified WEB: Sometimes called 'procurement fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_CHKFRAUDOTHTYPENUM[{IDENTITY}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND NO FRAUD (N_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services WEB: Sometimes called 'identity fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_CHKFRAUDOTHTYPENUM[{VISHING}].ANS (new in 2016)

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD (M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Vishing, a fraud relating to stealing personal or sensitive information over the phone

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

N_CHKFRAUDTYPEOTH

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND NO FRAUD (N_NUMBER = 0)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] _____

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

[INSTRUCTION TO SCRIPTER: SET N_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT N_CHKFRAUDOTHTYPENUM]

N_CHK2 (Was KCHK2)

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND STILL NO FRAUD (N_CHK = 0 OR DK)

OPEN

WEB: You said earlier that you had experienced fraud someone other than an employees. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that you had experienced fraud by someone other than an employee. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

N_ANYORGANISED (new in 2016)

ASK IF HAD MORE THAN ONE INCIDENT OF FRAUD BY OTHERS (N_NUMBER > 1 OR N_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF N_NUMBER OR N_CHK =2][any IF N_NUMBER OR N_CHK > 2] of these incidents of fraud by others to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

1. Yes
2. No
7. Refused
9. Don't know

N_NUMBERORGANISED (new in 2016)

ASK IF HAD ORGANISED CRIME (N_NUMBER > 1 OR N_CHK > 1 AND N_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2)

LOGIC CHECK: N_NUMBERORGANISED CAN NOT BE HIGHER THAN N_NUMBER

And how many of these [RESPONSE AT N_NUMBER] incidents of fraud by others would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER _____

Don't know

Refused

N_TOTVALUESTOLEN (Was KCOG)

ASK IF MORE THAN ONE FRAUD BY OTHER (N_NUMBER > 1 OR N_CHK > 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any incidents of fraud by someone other than employee again?

Thinking about all incidents of fraud by someone other than an employee against your business [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT N_TOTVALUESTOLEN2]

N_TOTVALUESTOLEN2 (Was KCOGZ)

ASK IF MORE THAN ONE FRAUD BY OTHER (N_NUMBER > 1 OR N_CHK > 1) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (N_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

N_TOTVALUESTOLENCARD (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (N_FRAUDTYPENUM[{{CARD}}].ANS OR N_CHKFRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD

LOGIC CHECK: VALUE AT N_TOTVALUESTOLENCARD CANNOT BE MORE THAN VALUE AT

N_TOTVALUESTOLEN

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any card fraud by others again?

And now thinking about the incidents of fraud involving credit or debit cards by others that you mentioned, what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT N_TOTVALUESTOLEN2]

N_TOTVALUESTOLENCARD2 (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (N_FRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD AND IF NOT SURE OF VALUE OF STOLEN ITEMS (N_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

N_RECENT

DISPLAY IF MORE THAN ONE FRAUD BY OTHER (N_NUMBER > 1 OR N_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of fraud by others.

N_RECENTOTHFRAUD (Was K2)

ASK IF FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND CATI SCRIPT (METHOD = 2)

IF N_NUMBER > 0 DISPLAY CODES WITH A RESPONSE AT N_FRAUDOTHTYPENUM

IF N_CHK > 0 DISPLAY CODES A RESPONSE AT N_CHKFRAUDOTHTYPENUM

SINGLE CODE

What type of fraud was this? Was it...

READ OUT

1. Credit, debit or store card fraud
2. Cheque fraud
3. Refunds or receipt fraud
4. Online banking fraud
5. A fraudulent insurance claim against you
6. Diversion of payments to a fraudulent account
7. Fraudulent payment claims for goods or services that were not delivered or not delivered as specified
8. A false claim to be working for your business to obtain credit, goods or services
9. Vishing
10. Any other type of fraud? [INCLUDE VERBATIM FROM CODE 9 AT N_FRAUDOTHTYPENUM IF N_NUMBER > 1 OR N_CHKFRAUDOTHTYPENUM IF N_CHK > 1]

N_CCFRAUD (Was K1C)

ASK IF FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND LAST INCIDENT WAS CREDIT/DEBIT/STORE CARD FRAUD (N_RECENTOTHFRAUD = 1) OR N_FRAUDOTHTYPENUM = 1 AND NOTHING ELSE OR N_CHKFRAUDOTHTYPENUM = 1 AND NOTHING ELSE

SINGLE CODE

Was the most recent incident of credit, debit or store card fraud conducted in person, over the internet or over the phone?

1. In person
2. Over the internet
3. Over the phone
9. Don't know

N_CARDOWNERSHIP (new in 2016)

ASK IF FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND LAST INCIDENT WAS CREDIT/DEBIT/STORE CARD FRAUD (N_RECENTOTHFRAUD = 1) OR (N_FRAUDOTHTYPENUM{CARD} >= 1 AND NO OTHERS) OR (N_CHKFRAUDOTHTYPENUM {CARD} >= 1 AND NO OTHERS)

SINGLE CODE

And did the card involved in this incident belong to the business, a customer or someone else?

1. Business
2. Customer
3. Someone else (SPECIFY)
9. Don't know

N_VALUESTOLEN (Was K3)

ASK IF AT LEAST ONE FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** incident of fraud by someone other than an employee again?

LOGIC CHECK: ANSWER GIVEN AT N_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT N_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT FINANCIAL LOSS IS GREATER THAN THE TOTAL VALUE OF ALL OF THE FINANCIAL LOSSES. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

What was the value of financial loss, in pounds, to the business at these premises in the most recent incident of fraud by others?

Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT N_VALUESTOLEN2]

N_VALUESTOLEN2 (Was K4)

ASK IF AT LEAST ONE FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (N_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

N_REPORT (Was K6A)

ASK IF AT LEAST ONE FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF N_NUMBER > 1 OR M_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

N_NOTREPORT (Was K7)

ASK IF AT LEAST ONE FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (N_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
 02. Too trivial (loss was so small / very low value)
 03. Police could not have done anything
 04. Police have not done anything in the past
 05. Police would not be interested
 06. There was no insurance requirement
 07. Inappropriate for the police; dealt with matter ourselves
 08. Fear of reprisals
 09. They occur too frequently
 10. Reported to other authorities
 11. Don't have the time; inconvenient
 12. Would increase insurance cost
 13. Fear of negative publicity / impact on reputation of business
 14. Tried to / was unable to contact police
 15. Police came automatically / responded to an alarm
 16. Someone else reported the incident
 17. Realised too late after the incident / too long had passed
 18. Know to report fraud incidents directly to Action Fraud
 19. Other (please specify)
- Don't know / can't remember

N_REPACTIONFRAUD (Was K7A)

ASK IF AT LEAST ONE FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

[Can I just check, did IF N_NOTREPORT = 18] [Did IF N_NOTREPORT = NOT 18] you report the [most recent IF N_NUMBER > 1 OR N_CHK > 1] incident to Action Fraud?

1. Yes
2. No
9. Don't know

N_KNOWACTIONFRAUD (Was K7A)

ASK IF AT LEAST ONE FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT REPORT TO ACTION FRAUD (N_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (N_NOTREPORT NOT EQUAL TO 18) AND NOT ASKED IN SECTION M (M_KNOWACTIONFRAUD NOT ANSWERED)
SINGLE CODE

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

1. Yes
2. No
9. Don't know

N_INSURANCE (Was K8)

ASK IF AT LEAST ONE FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

N_GROUP (Was K12)

ASK IF AT LEAST ONE FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

Do you think this was someone working alone or...

READ OUT

1. A loosely knit group
2. Or, an organised group of criminals
3. DO NOT READ OUT: Someone working alone
9. DO NOT READ OUT: Don't know

N_WHYGROUP (Was K13)

ASK IF AT LEAST ONE FRAUD BY OTHER (N_NUMBER > 0 OR N_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (N_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
02. Other businesses in area recently experienced similar offences
03. Recognised several offenders as having previously committed an offence
04. Group that seemed to know each other
05. Job too big for one person
06. Police information (other stolen goods discovered, group known to police)
07. Suspects seemed very prepared
08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
09. Other reason (Specify)

Refused

Don't know

N_INTIMIDATE

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (N_NUMBER > 0 OR N_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

N_HOWINTIMIDATE

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (N_NUMBER > 0 OR N_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (N_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

O FRAUD BY PERSONS UNKNOWN

O_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND FRAUD BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (O_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that an unknown person or persons defrauded your business at these premises [INSERT NUMBER FROM O_NUMBER times IF O_NUMBER > 1][once IF O_NUMBER = 1], that [you didn't know IF O_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM O_VALUESTOLEN2 IF O_VALUESTOLEN2 = 1-16] and that you [did report it IF O_REPORT = 1][did not report it IF O_REPORT = 2][don't know if it was reported IF O_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

O_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (O_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND FRAUD BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (O_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

O_INFO (Was UKINTRO)

DISPLAY IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3)

INFO SCREEN

You said earlier that an unknown person or persons defrauded your business at these premises. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

I will refer to this type of incident as a fraud by persons unknown.

Remember this is only against this business at these premises.

[This is section O on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

O_FRAUDUKTYPENUM_INFO (Was UK1A)

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)
INFO SCREEN

For each of the following please tell me how many incidents of fraud by persons unknown you have experienced [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

O_FRAUDUKTYPENUM[{{CARD}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)
NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_FRAUDUKTYPENUM[{{CHEQUE}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)
NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud

CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_FRAUDUKTYPENUM[{{REFUNDS}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Refunds or receipt fraud

WEB: For example fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_FRAUDUKTYPENUM[{{ONLINEBANKING}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_FRAUDUKTYPENUM[{{INSURANCECLAIM}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

A fraudulent insurance claim against you

WEB: For example a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_FRAUDUKTYPENUM[{{MANDATE}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_FRAUDUKTYPENUM[{{PROCUREMENT}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified WEB: Sometimes called 'procurement fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_FRAUDUKTYPENUM[{{IDENTITY}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services

WEB: Sometimes called 'identity fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_FRAUDTYPENUM[{{VISHING}}].ANS (new in 2016)

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Vishing, a fraud relating to stealing personal or sensitive information over the phone

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_FRAUDTYPEOTH

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] _____

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

[INSTRUCTION TO SCRIPTER: SET O_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT O_FRAUDUKTYPENUM]

O_CHKFRAUDUKTYPENUM_INFO (Was UKCHK)

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND NO FRAUD (O_NUMBER = 0)

INFO SCREEN

You said earlier that you had experienced fraud by persons unknown [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many times has an unknown person done any of the following [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

O_CHKFRAUDUKTYPENUM[{{CARD}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND NO FRAUD (O_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of:

Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_CHKFRAUDUKTYPENUM[{{CHEQUE}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND NO FRAUD (O_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud

CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_CHKFRAUDUKTYPENUM[REFUNDS].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND NO FRAUD (O_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Refunds or receipt fraud

WEB: For example fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_CHKFRAUDUKTYPENUM[ONLINEBANKING].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND NO FRAUD (O_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_CHKFRAUDUKTYPENUM[{{INSURANCECLAIM}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND NO FRAUD (O_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

A fraudulent insurance claim against you

WEB: For example a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_CHKFRAUDUKTYPENUM[{{MANDATE}}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND NO FRAUD (O_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_CHKFRAUDUKTYPENUM[{PROCUREMENT}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND NO FRAUD (O_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified **WEB: Sometimes called 'procurement fraud'**

CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_CHKFRAUDUKTYPENUM[{IDENTITY}].ANS

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND NO FRAUD (O_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services

WEB: Sometimes called 'identity fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_CHKFRAUDTYPENUM[{VISHING}].ANS (new in 2016)

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD (M_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Vishing, a fraud relating to stealing personal or sensitive information over the phone

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

O_CHKFRAUDTYPEOTH

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND NO FRAUD (O_NUMBER = 0)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] _____

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: _____

Don't know

[INSTRUCTION TO SCRIPTER: SET O_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT O_CHKFRAUDUKTYPENUM]

O_CHK2 (Was UKCHK2)

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND STILL NO FRAUD (O_CHK = 0 OR DK)

OPEN

WEB: You said earlier that you had experienced fraud by persons unknown. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that you had experienced fraud by persons unknown. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

O_TOTVALUESTOLEN (Was UKCOG)

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 1 OR O_CHK > 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any fraud by persons unknown again?

Thinking about all incidents of fraud by persons unknown against your business [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £_____

Don't know

Refused

[INTRUCTION TO SCRIPTER: CODE TO BANDS AT M_TOTVALUESTOLEN2]

O_TOTVALUESTOLEN2 (Was UKCOGZ)

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 1 OR O_CHK > 1) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (O_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

O_TOTVALUESTOLENCARD (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (O_FRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD

LOGIC CHECK: VALUE AT O_TOTVALUESTOLENCARD CANNOT BE MORE THAN VALUE AT O_TOTVALUESTOLEN

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any card fraud by someone unknown again?

And now thinking about the incidents of fraud involving credit or debit cards by someone unknown that you mentioned, what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £_____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT M_TOTVALUESTOLEN2]

O_TOTVALUESTOLENCARD2 (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (O_FRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD AND IF NOT SURE OF VALUE OF STOLEN ITEMS (O_TOTVALUESTOLENCARD = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

O_RECENT

DISPLAY IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 1 OR O_CHK > 1)
INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of fraud by persons unknown.

O_RECENTUKFRAUD (Was UK2)

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 1 OR O_CHK > 1) AND CATI
SCRIPT (METHOD = 2)

IF O_NUMBER > 1 ONLY DISPLAY CODES WITH MORE THAN ONE RESPONSE AT O_FRAUDTYPENUM

IF O_CHK > 1 ONLY DISPLAY CODES WITH MORE THAN ONE RESPONSE AT O_CHKFRAUDUKTYPENUM

SINGLE CODE

What type of fraud was this? Was it...

READ OUT

1. Credit, debit or store card fraud
2. Cheque fraud,
3. Refunds or receipt fraud
4. Online banking fraud
5. A fraudulent insurance claim against you
6. Diversion of payments to a fraudulent account
7. Fraudulent payment claims for goods or services that were not delivered or not delivered as specified
8. A false claim to be working for your business to obtain credit, goods or services
9. Vishing
10. Any other type of fraud? [INCLUDE VERBATIM FROM CODE 9 AT O_FRAUDUKTYPENUM IF O_NUMBER > 1 OR O_CHKFRAUDUKTYPENUM IF O_CHK > 1]

O_CCFRAUD (Was UK1C)

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 1 OR O_CHK > 1) AND CATI
SCRIPT (METHOD = 2) AND LAST INCIDENT WAS CREDIT/DEBIT/CHEQUE CARD FRAUD

(O_RECENTUKFRAUD = 1 OR O_FRAUDOTHTYPENUM = 1 AND NOTHING ELSE OR O_CHKOTHTYPENUM
= 1 AND NOTHING ELSE)

SINGLE CODE

Was the most recent incident of credit, debit or cheque card fraud conducted in person, over the internet or over the phone?

1. In person
2. Over the internet
3. Over the phone
9. Don't know

O_CARDOWNERSHIP

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 1 OR O_CHK > 1) AND CATI
SCRIPT (METHOD = 2) AND LAST INCIDENT WAS CREDIT/DEBIT/CHEQUE CARD FRAUD

(O_RECENTUKFRAUD = 1 OR O_FRAUDOTHTYPENUM = 1 AND NOTHING ELSE OR O_CHKOTHTYPENUM = 1 AND NOTHING ELSE)

SINGLE CODE

And did the card involved in this incident belong to the business, a customer or someone else?

1. Business
2. Customer
3. Someone else (SPECIFY)
9. Don't know

O_VALUESTOLEN (Was UK3)

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 0 OR O_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)
 NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** incident of fraud by persons unknown again?

LOGIC CHECK: ANSWER GIVEN AT O_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT O_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT FINANCIAL LOSS IS GREATER THAN THE TOTAL VALUE OF ALL OF THE FINANCIAL LOSSES. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

What was the value of financial loss, in pounds, to the business at these premises in the most recent incident of fraud by persons unknown?

Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT O_VALUESTOLEN2]

O_VALUESTOLEN2 (Was UK4)

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 0 OR O_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (O_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

O_REPORT (Was UK6A)

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 0 OR O_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF O_NUMBER > 1 OR O_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

O_NOTREPORT (Was UK7)

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 0 OR O_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (O_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
 02. Too trivial (loss was so small / very low value)
 03. Police could not have done anything
 04. Police have not done anything in the past
 05. Police would not be interested
 06. There was no insurance requirement
 07. Inappropriate for the police; dealt with matter ourselves
 08. Fear of reprisals
 09. They occur too frequently
 10. Reported to other authorities
 11. Don't have the time; inconvenient
 12. Would increase insurance cost
 13. Fear of negative publicity / impact on reputation of business
 14. Tried to / was unable to contact police
 15. Police came automatically / responded to an alarm
 16. Someone else reported the incident
 17. Realised too late after the incident / too long had passed
 18. Know to report fraud incidents directly to Action Fraud
 19. Other (please specify)
- Don't know / can't remember

O_REPACTIONFRAUD (Was UK7A)

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 0 OR O_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

[Can I just check, did IF NOTREPORT = 18] [Did IF NOTREPORT = NOT 18] you report the [most recent IF O_NUMBER > 1 OR O_CHK > 1] incident to Action Fraud?

1. Yes
2. No
9. Don't know

O_KNOWACTIONFRAUD (Was UK7A)

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 0 OR O_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT REPORT TO ACTION FRAUD (O_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (O_NOTREPORT NOT EQUAL TO 18) AND NOT ASKED IN SECTION M OR N (M_KNOWACTIONFRAUD AND N_KNOWACTIONFRAUD NOT ANSWERED)

SINGLE CODE

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

1. Yes
2. No
9. Don't know

O_INSURANCE (Was UK8)

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O_NUMBER > 0 OR O_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did you make a claim to an insurance company?

1. Yes
2. No
9. Don't know

OTHER FORMS

P CYBER CRIME

INSTRUCTION TO SCRIPTER: ASK ALL IN INFORMATION AND COMMUNICATION SECTOR WHEN BEING SURVEYED (SAMPLESECTOR = 3). OTHERWISE, SELECT 50% to ANSWER AT RANDOM OF THOSE WITH COMPUTERS (P_COMPUTER = 1)

P_FIRSTINFO (Was N1NW)

DISPLAY TO ALL CATI SCRIPT (METHOD = 2) WHO USE COMPUTERS (P_COMPUTER = 1)
INFO SCREEN

I'm now going to ask about any cyber-crime that may have been committed against your business [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

P_CONTINUE (Was NCHECK)

ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

DO NOT READ OUT: IF RESPONDENT SPONTANEOUSLY SAYS THEY CANNOT ANSWER QUESTIONS ON CYBER CRIME AS A MATTER OF COMPANY POLICY RECORD HERE

1. Happy to proceed
2. Company policy not to provide information on cyber-crime

P_CONTINUE2 (Was NCHECK2)

ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND WHO DO NOT WANT TO CONTINUE (P_CONTINUE = 2) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

I'd like to assure you that all your answers are treated in the strictest of confidence and none of your answers will be linked to you or your business.

We would be grateful if you could answer.

1. Yes – happy to proceed
2. No – still not willing to answer

P_CONTINUEWHY (Was NCHECKWHY)

ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND WHO DO NOT WANT TO CONTINUE (P_CONTINUE2 = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Can I ask why your company cannot / does not want to discuss your experiences of cyber- crime?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. Fear of negative publicity / damage to reputation
 02. Fear of being attacked as a result / do not want to expose weaknesses
 03. Do not want competitors to know
 04. No-one will do anything about it
 05. Do not regard them as crimes
 06. Don't know who to report to
 07. It's company policy
 08. No reason
- Refused

P_INFO (Was N2NWA)

ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P_CONTINUE = 1 OR P_CONTINUE2 = 1) AND CATI SCRIPT (METHOD = 2)

INFO SCREEN

The next few questions are about the types of cyber-crime you may have been a victim of. Please remember that all your answers are treated in the strictest of confidence.

P_CYBERTYPE (Was N2NWA)

ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P_CONTINUE = 1 OR P_CONTINUE2 = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

ONLY SHOW CODE 5 ONLY IF HAS A WEBSITE (P_WEBSITE = 1)

ONLY SHOW CODE 6 ONLY IF INFORMATION AND COMMUNICATION SECTOR (SAMPLESECTOR = 3)

ONLY SHOW CODE 8 ONLY IF INFORMATION AND COMMUNICATION SECTOR (SAMPLESECTOR = 3)

[In the last 12 months IF LENGTHOP IS NOT CODE 1] [Since this business has been at these premises IF LENGTHOP = 1] has anyone...

READ OUT AND CODE ALL THAT APPLY

1. Accessed the computers, networks or servers without permission? INTERVIEWER, IF NECESSARY: This is usually called hacking.
2. Stolen money from you electronically? INTERVIEWER, IF NECESSARY: For example, through online banking
3. Stolen money after sending you fraudulent messages or redirecting you to a fake website? INTERVIEWER, IF NECESSARY: this is usually called phishing
4. Stolen confidential information like staff or customer data from you electronically?
5. Defaced, damaged or taken down the business website
6. Downloaded unlicensed or stolen software to your computers or network, whether accidentally or on purpose?
7. Or did any computers become infected with a virus or another computer infection like spyware or malware?
8. And, in the last 12 months has the business at these premises experienced theft of intellectual property?
9. Have there been any other types of cyber-crime? (please specify)

DO NOT READ OUT: None of the above

P_CYBERTYPENUM (Was N2NWA)

ASK IF AT LEAST ONE CYBER CRIME (P_CYBERTYPE = 1 -9) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 100,000)

ONLY SHOW CODES SELECTED AT P_CYBERTYPE

And how many times [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] did ...

READ OUT AND RECORD NUMBER FOR EACH

IF DK ASK: Approximately how many?

1. Anyone access the computers, networks or servers without permission?
2. Anyone steal money from you electronically?
3. Anyone steal money after sending you fraudulent messages or redirecting you to a fake website?
4. Anyone steal confidential information like staff or customer data from you electronically?
5. Anyone deface, damage or take down the business website?
6. Anyone download unlicensed or stolen software to your computers or network, whether accidentally or on purpose?
7. Any computers become infected with a virus or another computer infection like spyware or malware?
8. The business at these premises experience theft of intellectual property?
9. [VERBATIM FROM CODE 9 AT P_CYBERTYPE]

[INSTRUCTION TO SCRIPTER: SET P_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT P_CYBERTYPENUM]

P_VIRUS (Was N2NWC)

ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P_CONTINUE = 1 OR P_CONTINUE2 = 1) AND IF COMPUTER BEEN INFECTED (P_CYBERTYPE = 7) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

You said that you experienced a computer virus or other computer infection like spyware or malware [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]. Did this infect your computer as a direct result of opening an email or a web link?

1. Yes
2. No
9. Don't know

P_VALUELOSSDAMAGE (new in 2016)

ASK IF AT LEAST ONE CYBER CRIME (P_CYBERTYPE = 1 -9) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 50,000,000)

Thinking about the cyber-crime experienced by the business in the last 12 months, what was the total value of any loss or damage that was caused?

Please tell me the total value, regardless of whether you received any insurance payment.

INTERVIEWER, IF NECESSARY: Could you give an estimate?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

P_VALUELOSSDAMAGE2 (new in 2016)

ASK IF AT LEAST ONE CYBER CRIME (P_CYBERTYPE = 1 -9) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF LOSS OR DAMAGE (P_VALUELOSSDAMAGE2 = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

P_OTHERLOSSDAMAGE (new in 2016)

ASK IF AT LEAST ONE CYBER CRIME (P_CYBERTYPE = 1 -9) AND CATI SCRIPT (METHOD = 2)

CODE 5 NOT ASKED IF P_CYBERTYPE = 8 (EXPERIENCED INTELLECTUAL PROPERTY THEFT)

MULTI CODE

RANDOMISE CODES 1-16

Aside from financial loss or damage, has the business experienced any of the following as a result of cyber-crime?

READ OUT AND CODE ALL THAT APPLY

01. Loss of existing business
 02. Reduction in new business
 03. Reputational damage
 04. Loss or corruption of data or files
 05. Loss of intellectual property
 06. Access to, or loss from, bank accounts
 07. Lost or stolen assets
 08. Loss of revenue or share value
 09. Prevented from providing goods or services
 10. Discouraged from carrying out planned, future business activity
 11. Staff prevented from working
 12. Repair or recovery costs
 13. Time needed to repair or recover software or files
 14. Emotional harm
 15. Loss of staff
 16. Fines from regulators or authorities
- DO NOT READ OUT: Refused
DO NOT READ OUT: Don't know

P_RECENT (Was N6NW)

DISPLAY IF MORE THAN ONE CYBER CRIME (P_NUMBER > 1) AND CATI SCRIPT (METHOD = 2)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of cyber-crime you have been a victim of.

P_DOWNLOAD

ASK IF EXPERIENCED ILLEGAL DOWNLOAD OF SOFTWARE (P_CYBERTYPE = 6) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

You said that someone downloaded unlicensed or stolen software to your computers or network. Was this deliberate or accidental?

1. Deliberate
2. Accidental
7. Refused
9. Don't know

P_IMPACTDOWNLOAD

ASK IF EXPERIENCED ILLEGAL DOWNLOAD OF SOFTWARE (P_CYBERTYPE = 6) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Has the business suffered financial loss as a result of unlicensed or stolen software being downloaded?

1. Yes
2. No
7. Refused
9. Don't know

P_RECENTCYBER (Was N7NW)

ASK IF EXPERIENCED MORE THAN ONE TYPE OF CYBER CRIME (CYBERTYPE = MORE THAN ONE RESPONSE) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

ONLY SHOW CODES SELECTED AT P_CYBERTYPE

Was the most recent incident...

READ OUT

1. Someone accessing the computers, networks or servers without permission? INTERVIEWER, IF NECESSARY: This is usually called hacking.
2. Someone stealing money from you electronically? INTERVIEWER, IF NECESSARY: For example, through online banking
3. Someone stealing money after sending fraudulent messages or redirecting you to a fake website? INTERVIEWER, IF NECESSARY: this is usually called phishing
4. Someone stealing confidential information like staff or customer data from you electronically?
5. Someone defacing, damaging or taking down the business website?
6. Someone downloading unlicensed or stolen software to your computers or network, whether accidentally or on purpose?
7. Computers becoming infected with a virus or another computer infection like spyware or malware?
8. Theft of intellectual property?
9. [VERBATIM FROM CODE 9 AT P_CYBERTYPE]?

P_REMOTELY (Was N8NW2)

ASK IF AT LEAST ONE CYBER CRIME (P_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Was the [most recent IF P_NUMBER > 1] incident caused by...

READ OUT

1. Someone targeting your system remotely (e.g. by email or hacking)
2. Or, did they physically access a computer at your premises?
9. DO NOT READ OUT: Don't Know

P_REPORT (Was NPOL)

ASK IF AT LEAST ONE CYBER CRIME (P_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

Did you report the [most recent IF P_NUMBER > 1] incident to the police?

1. Yes
2. No
9. Don't know

P_NOTREPORT (Was NPOLB)

ASK IF INCIDENT NOT REPORTED TO POLICE (P_REPORT = 2) AND CATI SCRIPT (METHOD = 2)
MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. It's not a crime / it's just something that happens
02. No loss or damage
03. Too trivial (loss was so small / very low value)
04. Police could not have done anything
05. Police have not done anything in the past
06. Police would not be interested
07. There was no insurance requirement
08. Inappropriate for the police; deal with matter ourselves
09. Fear of reprisals
10. They occur too frequently
11. Reported to other authorities
12. Don't have the time; inconvenient
13. Would increase insurance cost
14. Fear of negative publicity / impact on reputation of business
15. Tried to / was unable to contact police
16. Police came automatically / responded to an alarm
17. Someone else reported the incident
18. Know to report fraud incidents directly to Action Fraud
19. Other (please specify)
- Don't know / can't remember

P_REPACTIONFRAUD (Was N7ACTFR)

ASK IF AT LEAST ONE CYBER CRIME (P_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

[Can I just check, did IF P_NOTREPORT = 18] [Did IF NOTREPORT = NOT 18] you report the [most recent IF P_NUMBER > 1] incident to Action Fraud?

1. Yes
2. No
9. Don't know

P_KNOWACTIONFRAUD (Was N7ACTFR)

ASK IF AT LEAST ONE CYBER CRIME (P_NUMBER > 0) AND DID NOT REPORT TO ACTION FRAUD (P_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (P_NOTREPORT NOT EQUAL TO 18) AND NOT ASKED IN SECTION M, N OR O (M_KNOWACTIONFRAUD AND N_KNOWACTIONFRAUD AND O_KNOWACTIONFRAUD NOT ANSWERED) AND CATI SCRIPT (METHOD = 2) SINGLE CODE

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

1. Yes
2. No
9. Don't know

P_REPOTHER (Was N7ANW)

ASK IF AT LEAST ONE CYBER CRIME (P_NUMBER > 0) AND CATI SCRIPT (METHOD = 2) MULTI CODE

Did you report the incident to any of the following ...

READ OUT AND CODE ALL THAT APPLY

1. Another law enforcement agency – such as the National Crime Agency (NCA)
 2. National Fraud Intelligence Bureau
 3. Your Internet Service Provider
 4. Your website hosting company
 5. Your bank / financial institution
 6. The organisation that provides you with cyber-security
 7. Any other body (please specify)
- None of the above

P_PROTECT (Was N8NW)

ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following to protect computers at your premises?

READ OUT AND CODE ALL THAT APPLY

1. Encryption software on computers and other electronic devices
 2. A firewall
 3. Anti-virus software or anti-spam software
 4. Restrictions on staff external e-mail or internet use
 5. Restrictions on mobile data storage devices such as USB sticks or mobile devices such as smart phones or tablets
 6. A data security policy, staff code of conduct for computer use or a data security officer responsible for ensuring data security
 7. DO NOT READ OUT: Other (please specify)
- DO NOT READ OUT: None
DO NOT READ OUT: Don't know

P_SPENDIT (Was N10NW2)

ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE 0 – 10,000,000)

What is the total amount of money spent a year on IT security, excluding staff time?

IF RESPONDENT IS UNSURE ASK: Approximately how much in pounds?

WRITE IN AMOUNT IN POUNDS £_____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT P_SPENDIT2]

P_SPENDIT2 (Was N11)

ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P_CONTINUE = 1) AND NOT SURE OF SPEND ON IT (P_SPENDIT = DK OR REF) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

P_WORRY (Was NCONC)

ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

In general, how worried is your business at these premises about cyber-crime? Would you say it is...

READ OUT

1. Very worried

2. Fairly worried

3. Not very worried

4. Not at all worried

7. DO NOT READ OUT: Refused

9. DO NOT READ OUT: Don't know

P_PROBLEM (Was NPROB)

ASK ALL WHO USE COMPUTERS (P_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

And, in general, how much of a problem is cyber-crime to your business at these premises? Would you say it is...

READ OUT

1. A very big problem

2. A fairly big problem

3. Not a very big problem

4. No problem at all

- 7. DO NOT READ OUT: Refused
- 9. DO NOT READ OUT: Don't know

P_GROUP (Was N9NW)

ASK IF AT LEAST ONE CYBER CRIME (P_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

Do you think this was someone working alone or...

READ OUT

- 1. A loosely knit group
- 2. Or, an organised group of criminals
- 3. DO NOT READ OUT: Someone working alone
- 9. DO NOT READ OUT: Don't know

P_WHYGROUP (Was N9ANW)

ASK IF AT LEAST ONE CYBER CRIME (P_NUMBER > 0) AND THINKS IT WAS AN ORGANISED GROUP (P_GROUP = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
 02. Other businesses in area recently experienced similar offences
 03. Recognised several offenders as having previously committed an offence
 04. Group that seemed to know each other
 05. Job too big for one person
 06. Police information (other stolen goods discovered, group known to police)
 07. Suspects seemed very prepared
 08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
 09. Other reason (Specify)
- Refused
Don't know

Q EXPERIENCE OF ANTI-SOCIAL BEHAVIOUR**Q_INFO**

DISPLAY TO ALL CATI SCRIPT (METHOD = 2)

INFO SCREEN

I'd now like to ask you some questions about how, if at all, your business at these premises has been affected by anti-social behaviour.

Please exclude any specific incident we've already talked about.

Q_ANTISOC (Was ASBEXP)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

[In the last 12 months, IF LENGTHOP IS NOT CODE 1] has your business at these premises been affected by any sort of anti-social behaviour?

READ ONLY IF ASKED: Anti-social behaviour is any behaviour that causes people nuisance or annoyance. This can include behaviours that are aggressive or intimidating or that impact on your business.

1. Yes
2. No
9. Don't know

Q_WHATANTISOC (Was WHASBEX)

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q_ANTISOC = 1)

MULTI CODE

What sorts of anti-social behaviour has the business been affected by [in the last 12 months IF LENGTHOP IS NOT CODE 1]?

PROBE FULLY: What else?

INTERVIEWER: DO NOT CODE A SINGLE INCIDENT AS MORE THAN ONE TYPE OF ANTI-SOCIAL BEHAVIOUR: IF ONE INCIDENT OF ANTI-SOCIAL BEHAVIOUR COULD FIT INTO MORE THAN ONE CODE, PLEASE SELECT THE CODE CLOSEST TO WHAT IS BEING DESCRIBED.

INTERVIEWER: IF WHAT THE RESPONDENT DESCRIBES IS CLEARLY A CRIME YOU SHOULD CODE THIS AS 'OTHER CRIME'. IF YOU ARE IN DOUBT ASK: Do you think that what you experienced or witnessed was anti-social behaviour or actually criminal behaviour?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. Youths / teenagers / groups hanging about on the streets
02. Street drinking / drunken behaviour / under-age drinking
03. Vandalism, criminal damage or graffiti (e.g. to buildings, vehicles, bus shelters, phone boxes, trees or plants, etc.)
04. Inconsiderate behaviour (e.g. repeated or inappropriate use of fireworks; youths kicking / throwing / playing football in inappropriate areas; cycling / skateboarding in pedestrian areas or obstructing pavements; people throwing stones, bottles, eggs, etc.)
05. Loud music or other noise (e.g. shouting, noisy cars, noise from pubs, etc.)
06. People using or dealing drugs or evidence of drugs (e.g. 'discarded needles or other drug paraphernalia like foil or spoons, crack houses and premises selling new psychoactive substances or so called "legal highs"')
07. People being intimidated, threatened, verbally abused or harassed (inc. on the grounds of race, religion, disability, sexual orientation, etc.)
08. Environmental (e.g. Litter or rubbish (including fly-tipping) or dog fouling)
09. Vehicle related (e.g. Inconvenient or illegal parking; Abandoned vehicles; Speeding cars or motorcycles, joyriding, car revving, boy racers)
10. Begging, vagrancy, problems with homeless people
11. Sexual (e.g. Prostitution or kerb crawling or evidence of prostitution (e.g. cards in phone boxes, used condoms) People committing inappropriate or indecent sexual acts in public)
12. Other anti-social behaviour (please specify)

OTHER CRIME

Q_EFFECTANTISOC (Was NEWASB)

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q_ANTISOC = 1)

MULTI CODE

What impact have these types of anti-social behaviour had on your business at these premises [in the last 12 months IF LENGTHOP IS NOT CODE 1]?

PROBE FULLY: What effect has it had, or what has happened as a result?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. Off-putting for / prevents customers
 02. Financial loss to the business
 03. Time / Cost taken to clean or clear-up
 04. Upsetting/ Disruptive for staff
 05. Damage to the property
 06. General nuisance / annoyance / inconvenience
 07. Costs incurred for security/ added security
 08. Damage to the reputation or the business
 09. Little / minimal impact
 10. Other (please specify)
 11. No impact
- Refused
Don't know

Q_PROBLEM (Was Q12E)

ASK IF CATI SCRIPT (METHOD = 2) SINGLE CODE

And can you tell me how much of a problem anti-social behaviour in general is for your business at these premises? Would you say it is...

READ OUT

1. A very big problem
2. A fairly big problem
3. Not a very big problem
4. No problem at all
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

Q_AGRICANTI (Was QAGRIASB1)

ASK IF AGRICULTURE (SAMPLESECTOR = 1)

MULTI CODE

Including anything you have already mentioned, has your business at these premises been affected by any of the following [in the last 12 months IF LENGTHOP IS NOT CODE 1]?

READ OUT AND CODE ALL THAT APPLY

1. Trespassing or any unauthorised access of your land or buildings
2. Poaching, hare coursing, illegal hunting
3. 'Lamping', quad biking or using other vehicles on your land without permission.
4. Unauthorised occupancy of land or buildings, for example unauthorised camping, parties or raves
5. Using your land for grazing animals without permission, sometimes called 'fly grazing'
6. People or dogs chasing or worrying livestock

DO NOT READ OUT: None of these

DO NOT READ OUT: Don't know

Q_LOSS (Was QAGRIASB2)

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q_ANTISOC = 1) AND AGRICULTURE (SAMPLESECTOR = 1) AND EXPERIENCED AGRICULTURE ANTI-SOCIAL BEHAVIOUR (Q_AGRICANTI = 1-6)

SINGLE CODE

Did any of these incidents result in a financial loss to your business at these premises?

1. Yes
2. No
9. Don't know

Q_VALUELOSS (Was QAGRIASB2)

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q_ANTISOC = 1) AND AGRICULTURE (SAMPLESECTOR = 1) AND EXPERIENCED AGRICULTURE ANTI-SOCIAL BEHAVIOUR (Q_AGRICANTI = 1-6) AND RESULTED IN FINANCIAL LOSS (Q_LOSS = 1)

NUMERIC (RANGE: 0 - 1,000,000)

SOFT CHECK IF > 15,000: That sounds like quite a lot, please can you confirm the total value of the loss that resulted from any anti-social behaviour for me again?

What was the total value in pounds of any financial loss in the last 12 months? Please tell me the total loss, regardless of whether you received any insurance pay out.

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT Q_VALUELOSS2]

Q_VALUELOSS2 (Was QAGRIASB3)

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q_ANTISOC = 1) AND AGRICULTURE (SAMPLESECTOR = 1) AND EXPERIENCED AGRICULTURE ANTI-SOCIAL BEHAVIOUR (Q_AGRICANTI = 1-6) AND RESULTED IN FINANCIAL LOSS (Q_LOSS = 1) AND IF NOT SURE OF VALUE OF LOSS (Q_VALUELOSS = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value of the loss?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

R CRIME PREVENTION

[SCRIPTER: ASK ALL WHO WERE NOT ASKED THE CYBER CRIME SECTION]

R_INFO (was T1Intro)

ASK ALL CATI SCRIPT (METHOD = 2)

INFO SCREEN

I'd now like to ask you about the measures that are in place to protect your premises and your business against crime. I would again like to stress that this survey is entirely confidential.

Please include measures that your business has taken, as well as any measures that were in place before you moved to this premises.

R_ALARM (was T1a)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you have a burglar alarm at your premises?

1. Yes
2. No
7. Refused
9. Don't know

R_ALARMINSTALLED (was TX1) (changed in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND HAS AN ALARM (R_ALARM = 1)

SINGLE CODE

Was this installed in the last 12 months?

1. Yes
2. No
9. Don't know

R_ALARM_PROMPT (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND HAS AN ALARM (R_ALARM = 1) AND IF ALARM INSTALLED IN LAST 12 MONTHS (R_ALARM_INSTALLED = 1)

MULTI CODE

What prompted the business to install a burglar alarm at these premises?

DO NOT READ OUT BUT CODE ALL THAT APPLY

- 01. As a result of crime
 - 02. To reduce or prevent crime
 - 03. For insurance reasons/ reduce insurance premiums
 - 04. Company policy
 - 05. Common sense
 - 06. Advised to install by police
 - 07. Because of the high-value stock the business holds
 - 08. Area has a high crime rate
 - 09. New legislation requires it
 - 10. Other (specify)
- Refused
Don't know

R_ALARM_CRIME (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND HAS AN ALARM (R_ALARM = 1) AND IF ALARM INSTALLED IN LAST 12 MONTHS (R_ALARM_INSTALLED = 1) AS A RESULT OF A CRIME (R_ALARM_PROMPT=1)

OPEN

And what crime, or crimes, prompted you to install the burglar alarm?

[WRITE IN]

- Don't know
- Refused

R_ALARM_EFFECTIVE (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND HAS AN ALARM (R_ALARM = 1) AND IF ALARM INSTALLED IN LAST 12 MONTHS (R_ALARM_INSTALLED = 1)

SINGLE CODE

And how effective has the burglar alarm been in preventing [further IF R_ALARM_PROMPT=1] incidents of crime? Would you say ...

READ OUT

- 1. Very effective
- 2. Fairly effective
- 3. Neither effective or ineffective
- 4. Fairly ineffective
- 5. Very ineffective
- 9. DO NOT READ OUT: Don't know

R_TYPE_DOOR_PROTECT (was T7)

ASK IF CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following protective window and door measures...

READ OUT AND CODE ALL THAT APPLY

1. Bars, gates, grilles or shatterproof glass on windows or doors
2. Shutters on windows or doors
3. Security window or door locks
4. Any other protective window or door measure (SPECIFY)?

DO NOT READ OUT: None of these

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't know

R_WHICHDOORINSTALL (TX2b)

ASK IF CATI SCRIPT (METHOD = 2)

AND IF HAS WINDOW / DOOR PROTECTION (R_TYPEDOORPROTECT = 1-4)

MULTI CODE

ONLY SHOW ANSWERS GIVEN AT TYPEDOORPROTECT

And [was the measure IF ONLY ONE CODE OF 1 -4 AT TYPEDOORPROTECT] [were any of the following IF TYPEDOORPROTECT MORE THAN ONE CODE] that you just mentioned installed in the last 12 months?

READ OUT AND CODE IF YES

1. The bars, gates, grilles or shatterproof glass on windows or doors
2. Shutters on windows or doors
3. Security window or door locks
4. [VERBATIM COMMENT FROM R_TYPEDOORPROTECT = 4]

DO NOT READ OUT: None of these

R_DOORPROTECTPROMPT (new in 2016)

ASK IF CATI SCRIPT (METHOD =2) AND HAS DOOR PROTECTION (R_TYPEDOORPROTECT = 1-4) AND IF DOOR PROTECTION INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHICHDOORINSTALL CODES 1-4)
MULTI CODE

What prompted the business to install [this measure IF ONLY ONE CODE AT WHICHDOORINSTALL][these measures IF WHICHDOORINSTALL MORE THAN ONE CODE] at these premises?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. As a result of crime
02. To reduce or prevent crime
03. For insurance reasons/ reduce insurance premiums
04. Company policy
05. Common sense
06. Advised to install by police
07. Because of the high-value stock the business holds
08. Area has a high crime rate
09. New legislation requires it
10. Other (specify)

Refused

Don't know

R_DOORCRIME (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND HAS PROTECTIVE WINDOW AND DOOR MEASURES (R_TYPEDOORPROTECT = 1-4) AND IF INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHICHDOORINSTALL CODES 1-4) AND AS A RESULT OF A CRIME (R_DOORPROTECTPROMPT=1)
OPEN

And what crime, or crimes, prompted you to install the protective window and door measures?

[WRITE IN]

Don't know

Refused

R_DOORPROTECTEFFECT (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND IF HAS DOOR PROTECTION (R_TYPEDOORPROTECT = RESPONSE) AND IF DOOR PROTECTION MEASURE(S) INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHICHDOORINSTALL CODES 1-4) SINGLE CODE

And how effective [has this measure IF ONLY ONE CODE AT R_WHICHDOORINSTALL] [have these measures IF R_WHICHDOORINSTALL MORE THAN ONE CODE] been in preventing [further IF R_DOORPROTECTPROMPT=1] incidents of crime? Would you say...

READ OUT

1. Very effective
2. Fairly effective
3. Neither effective or ineffective
4. Fairly ineffective
5. Very ineffective
- 9.DO NOT READ OUT: Don't know

R_TYPEPROTECTOUTSIDE (was T4)

ASK ALL CATI SCRIPT (METHOD = 2)
MULTI CODE

Do you have any of the following protective measures for the outside of the premises...

READ OUT AND CODE ALL THAT APPLY

1. Security lighting including sensor/timed lights
 2. CCTV looking at the road or grounds outside
 3. Barbed wire fencing or anti-climb walls
 4. Intercoms or video-coms
 5. Any other protective measures for the outside (SPECIFY)?
- DO NOT READ OUT: None of these

R_WHICHOUTSIDEINSTALL (was TX3b)

ASK IF CATI SCRIPT (METHOD = 2) AND HAS OUTSIDE PROTECTION MEASURES (R_TYPEPROTECTOUTSIDE = 1-5)

ONLY SHOW ANSWERS GIVEN AT TYPEPROTECTOUTSIDE

MULTI CODE

And [was the measure IF ONLY ONE CODE OF 1 -5 AT TYPEPROTECTOUTSIDE] [were any of the following IF TYPEPROTECTOUTSIDE MORE THAN ONE CODE] that you just mentioned installed in the last 12 months?

READ OUT AND CODE IF YES

1. Security lighting including sensor/timed lights
 2. CCTV looking at the road or grounds outside
 3. Barbed wire fencing or anti-climb walls
 4. Intercoms or video-coms
 5. [VERBATIM COMMENT FROM R_TYPEPROTECTOUTSIDE = 5]
- DO NOT READ OUT: None of these

R_OUTSIDEPROTECTPROMPT (new in 2016)

IF CATI SCRIPT (METHOD =2) AND HAS OUTSIDE PROTECTION MEASURES (R_TYPEPROTECTOUTSIDE = 1-5) AND IF OUTSIDE PROTECTION INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHICHOUTSIDEINSTALL CODES 1-5)

MULTI CODE

What prompted the business to install [this measure IF ONLY ONE CODE OF 1 -5 AT WHICHOUTSIDEINSTALL][these measures IF WHICHOUTSIDEINSTALL MORE THAN ONE CODE] at these premises?

DO NOT READ OUT BUT CODE ALL THAT APPLY

- 01. As a result of crime
 - 02. To reduce or prevent crime
 - 03. For insurance reasons/ reduce insurance premiums
 - 04. Company policy
 - 05. Common sense
 - 06. Advised to install by police
 - 07. Because of the high-value stock the business holds
 - 08. Area has a high crime rate
 - 09. New legislation requires it
 - 10. Other (specify)
- Refused
Don't know

R_OUTSIDE CRIME (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND HAS OUTSIDE PROTECTION MEASURES (R_TYPEPROTECTOUTSIDE = 1-5) AND IF INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHICHOUTSIDEINSTALL CODES 1-5) AND AS A RESULT OF A CRIME (R_OUTSIDE PROTECTPROMPT=1)

OPEN

And what crime, or crimes, prompted you to install the outside protection measures?

[WRITE IN]

Don't know
Refused

R_OUTSIDEPROTECTEFFECT (new in 2016)

IF CATI SCRIPT (METHOD =2) AND HAS OUTSIDE PROTECTION MEASURES (R_TYPEPROTECTOUTSIDE = 1-5) AND IF OUTSIDE PROTECTION INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF

R_WHICHOUTSIDEINSTALL CODES 1-5)
SINGLE CODE

And how effective [has this measure IF ONLY ONE CODE AT WHICHOUTSIDEINSTALL][have these measures IF WHICHOUTSIDEINSTALL MORE THAN ONE CODE] been in preventing [further IF R_OUTSIDEPROTECTPROMPT = 1] incidents of crime? Would you say...

READ OUT

1. Very effective
2. Fairly effective
3. Neither effective or ineffective
4. Fairly ineffective
5. Very ineffective
9. DO NOT READ OUT: Don't know

R_TYPEPROTECTSTOCK (was T10)

ASK IF CATI SCRIPT (METHOD = 2)

MULTI CODE

ONLY SHOW CODE 4 IF RETAIL SECTOR (SAMPLESECTOR = 4)

Do you have any of the following measures to protect stock, equipment or other assets at your premises...

READ OUT AND CODE ALL THAT APPLY

01. Property marking or tagging of your equipment or stock, including SmartWater
 02. Security cameras, lighting or mirrors inside your premises
 03. Merchandise alarms
 04. Signs to deter shoplifting
 05. A secure workshop or storeroom for valuable items
 06. A safe
 07. Any other protective measures for stock or equipment (SPECIFY)?
- DO NOT READ OUT: None of these
DO NOT READ OUT: Refused
DO NOT READ OUT: Don't know

R_WHICHSTOCKINSTALL (was TX4b)

ASK IF CATI SCRIPT (METHOD = 2) AND IF HAS STOCK PROTECTION MEASURES (R_TYPEPROTECTSTOCK = 1-7)

ONLY SHOW ANSWERS GIVEN AT R_TYPEPROTECTSTOCK

MULTI CODE

And [was the measure IF ONLY ONE CODE OF 1 -7 AT R_TYPEPROTECTSTOCK] [were any of the following IF R_TYPEPROTECTSTOCK MORE THAN ONE CODE] that you just mentioned installed in the last 12 months?

READ OUT AND CODE IF YES

1. Property marking or tagging of your equipment or stock, including SmartWater
2. Security cameras, lighting or mirrors inside your premises
3. Merchandise alarms
4. [Signs to deter shoplifting ONLY IF RETAIL (SAMPLESECTOR = 4)]
5. A secure workshop or storeroom for valuable items
6. A safe
7. [VERBATIM COMMENT FROM R_TYPEPROTECTSTOCK = 7]

DO NOT READ OUT: None of these

R_STOCKPROTECTPROMPT (new in 2016)

ASK IF CATI SCRIPT (METHOD =2) AND IF HAS STOCK PROTECTION MEASURES (R_TYPEPROTECTSTOCK = 1-7) AND IF ANY STOCK PROTECTION INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHICHSTOCKINSTALL CODES 1-7)

MULTI CODE

What prompted the business to install [this measure IF ONLY ONE CODE AT WHICHSTOCKINSTALL] [these measures IF WHICHSTOCKINSTALL MORE THAN ONE CODE] at these premises?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. As a result of crime
02. To reduce or prevent crime
03. For insurance reasons/ reduce insurance premiums
04. Company policy
05. Common sense
06. Advised to install by police
07. Because of the high-value stock the business holds
08. Area has a high crime rate
09. New legislation requires it
10. Other (specify)

Refused

Don't know

R_STOCKCRIME (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND HAS STOCK PROTECTIVE MEASURES (R_TYPEPROTECTSTOCK = 1-7) AND IF INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHICHSTOCKINSTALL CODES 1-7) AND AS A RESULT OF A CRIME (R_STOCKPROTECTPROMPT=1)

OPEN

And what crime, or crimes, prompted you to install the stock protection measures?

[WRITE IN]

Don't know

Refused

R_STOCKPROTECTEFFECT (new in 2016)

ASK IF CATI SCRIPT (METHOD =2) AND IF HAS STOCK PROTECTION MEASURES (R_TYPEPROTECTSTOCK = 1-7) AND IF ANY STOCK PROTECTION INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHICHSTOCKINSTALL CODES 1-7)

SINGLE CODE

And how effective [has this measure IF ONLY ONE CODE AT WHICHSTOCKINSTALL] [have these measures IF WHICHSTOCKINSTALL MORE THAN ONE CODE] been in preventing [further IF R_STOCKPROTECTPROMPT = 1] incidents of crime? Would you say...

READ OUT

1. Very effective
2. Fairly effective
3. Neither effective or ineffective
4. Fairly ineffective
5. Very ineffective
9. DO NOT READ OUT: Don't know

R_TYPEPROTECTVEH (was T11)

ASK IF CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following measures to protect the vehicles used by the business...

READ OUT AND CODE ALL THAT APPLY

1. An alarm
2. Vehicle tracking system
3. Immobiliser
4. Steering lock
5. Security marking / tagging of vehicles, e.g. CESAR
6. Any other protective measures for vehicles (SPECIFY)?

DO NOT READ OUT: None of these

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't know

R_WHICHVEHINSTALL (was TX5b)

ASK IF CATI SCRIPT (METHOD = 2) AND IF ONE OR MORE PROTECTION MEASURES FOR VEHICLES (R_TYPEPROTECTVEH = 1 – 6)

ONLY SHOW ANSWERS GIVEN AT R_TYPEPROTECTVEH

MULTI CODE

And [was the measure IF ONLY ONE CODE OF 1 -6 AT R_TYPEPROTECTVEH] [were any of the following IF R_TYPEPROTECTSVEH MORE THAN ONE CODE] that you just mentioned installed in the last 12 months?

READ OUT AND CODE IF YES

1. An alarm
2. Vehicle tracking system
3. Immobiliser
4. Steering lock
5. Security marking / tagging of vehicles, e.g. CESAR
6. [VERBATIM COMMENT FROM R_TYPEPROTECTVEH = 6]

DO NOT READ OUT: None of these

R_VEHICLEPROTECTPROMPT (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND IF HAS VEHICLE PROTECTION MEASURES (R_TYPEPROTECTVEH = 1 – 6) AND IF VEHICLE PROTECTION INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHICHVEHINSTALL CODES 1-6)

MULTI CODE

What prompted the business to install [this measure IF ONLY ONE CODE OF 1 -6 AT WHICHVEHINSTALL] [these measures IF WHICHVEHINSTALL MORE THAN ONE CODE] at these premises?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. As a result of crime
 02. To reduce or prevent crime
 03. For insurance reasons/ reduce insurance premiums
 04. Company policy
 05. Common sense
 06. Advised to install by police
 07. Because of the high-value stock the business holds
 08. Area has a high crime rate
 09. New legislation requires it
 10. Other (specify)
- Refused
Don't know

R_VEHICLECRIME (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND HAS VEHICLE PROTECTION MEASURES (R_TYPEPROTECTVEH = 1-6) AND IF INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHICHVEHINSTALL CODES 1-6) AND AS A RESULT OF A CRIME (R_VEHICLEPROTECTPROMPT=1)

OPEN

And what crime, or crimes, prompted you to install the protective measures for vehicles?

[WRITE IN]

Don't know

Refused

R_VEHICLEPROTECTEFFECT (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND IF HAS VEHICLE PROTECTION MEASURES (R_TYPEPROTECTVEH = 1 – 6) AND IF VEHICLE PROTECTION INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHICHVEHINSTALL CODES 1-6)

SINGLE CODE

And how effective [has this measure IF ONLY ONE CODE AT WHICHVEHINSTALL] [have these measures IF WHICHVEHINSTALL MORE THAN ONE CODE] been effective in preventing [further IF R_VEHICLEPROTECTPROMPT =1] incidents of crime? Would you say...

READ OUT

1. Very effective
2. Fairly effective
3. Neither effective or ineffective
4. Fairly ineffective
5. Very ineffective
9. DO NOT READ OUT: Don't know

R_WHOSECURITY (was T14a)

ASK IF CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following to control entry into your premises...

READ OUT AND CODE ALL THAT APPLY

1. A caretaker
 2. A receptionist
 3. Store detectives
 4. Security guards / patrols
 5. A guard dog
 6. Someone / something else (SPECIFY)
- DO NOT READ OUT: None of these
DO NOT READ OUT: Don't know
DO NOT READ OUT: Refused

R_WHYEMPLOY (was TX6b)

ASK IF CATI SCRIPT (METHOD = 2) AND SECURES ENTRANCE (IF YES AT ANY OF R_WHOSECURITY = 1-6)

ONLY SHOW ANSWERS GIVEN AT R_WHOSECURITY

MULTI CODE

And did you hire [them IF ONE CODE AT R_WHOSECURITY][any of the following IF MORE THAN ONE CODE AT R_WHOSECURITY] in the last 12 months?

READ OUT AND CODE IF YES

1. A caretaker
2. A receptionist
3. Store detectives
4. Security guards / patrols
5. A guard dog
6. [VERBATIM COMMENT FROM R_WHOSECURITY = 6]

DO NOT READ OUT: None of these

R_EMPLOYPROMPT (new in 2016)

IF CATI SCRIPT (METHOD =2) AND IF CONTROLS ENTRANCE (R_WHOSECURITY = 1-6) AND IF HIRED PROTECTION IN LAST 12 MONTHS (R_WHYEMPLOY = 1)

MULTI CODE

What prompted the business to start controlling entry to the premises in this way?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. As a result of crime
02. To reduce or prevent crime
03. For insurance reasons/ reduce insurance premiums
04. Company policy
05. Common sense
06. Advised to install by police
07. Because of the high-value stock the business holds
08. Area has a high crime rate
09. New legislation requires it
10. Other (specify)

Refused

Don't know

R_EMPLOYCRIME (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND HAS EMPLOYED SOMEONE FOR SECURITY PURPOSES (R_WHOSECURITY= 1-6) AND IF INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R_WHYEMPLOY = 1-6) AND AS A RESULT OF A CRIME (R_EMPLOYPROMPT=1)

OPEN

And what crime, or crimes, prompted you to begin controlling entry to the premises?

[WRITE IN]

Don't know

Refused

R_EMPLOYEFFECT (new in 2016)

IF CATI SCRIPT (METHOD =2) AND IF CONTROLS ENTRANCE (R_WHOSECURITY = 1-6) AND IF HIRED PROTECTION IN LAST 12 MONTHS (IF YES AT ANY OF R_WHYEMPLOY = 1-6)

SINGLE CODE

And how effective [has this measure IF ONLY ONE CODE AT WHYEMPLOY] [have these measures IF R_WHYEMPLOY MORE THAN ONE CODE] been effective in preventing [further IF R_EMPLOYPROMPT =1] incidents of crime? Would you say...

READ OUT

1. Very effective
2. Fairly effective
3. Neither effective or ineffective
4. Fairly ineffective
5. Very ineffective
9. DO NOT READ OUT: Don't know

R_CHECKSTAFF (was TCRB)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you carry out any security checks on staff who work at your premises?

IF NECESSARY: This includes things like DBS or CRB checking.

1. Yes
2. No
7. Refused
9. Don't know

R_WHENCHECKSTAFF (was TX7) (new in 2016)

ASK CATI SCRIPT (METHOD = 2) AND CONDUCTS STAFF SECURITY CHECKS (R_CHECKSTAFF = 1)
SINGLE CODE

Did you start checking staff in the last 12 months?

1. Yes
2. No
9. Don't know

R_CHECKSTAFFPROMPT (new in 2016)

IF CATI SCRIPT (METHOD =2) AND IF CHECKS STAFF (R_CHECKSTAFF = 1) AND IF STARTED CHECKING STAFF IN LAST 12 MONTHS (R_WHENCHECKSTAFF = 1)
MULTI CODE

What prompted the business to start checking staff?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. As a result of crime
 02. To reduce or prevent crime
 03. For insurance reasons/ reduce insurance premiums
 04. Company policy
 05. Common sense
 06. Advised to install by police
 07. Because of the high-value stock the business holds
 08. Area has a high crime rate
 09. New legislation requires it
 10. Other (specify)
- Refused
Don't know

R_STAFFCRIME (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND CHECKS STAFF (R_CHECKSTAFF = 1) AND IF STARTED CHECKING IN LAST 12 MONTHS (R_WHENCHECKSTAFF = 1) AND AS A RESULT OF A CRIME (R_CHECKSTAFFPROMPT=1)

OPEN

And what crime, or crimes, prompted you to start doing checks on staff?

[WRITE IN]

- Don't know
Refused

R_EMPLOYEEFFECT (new in 2016)

IF CATI SCRIPT (METHOD =2) AND IF CHECKS STAFF (R_CHECKSTAFF = 1) AND IF STARTED CHECKING STAFF IN LAST 12 MONTHS (R_WHENCHECKSTAFF = 1)

SINGLE CODE

And how effective has this measure been in preventing [further IF R_CHECKSTAFFPROMPT = 1] incidents of crime? Would you say...

READ OUT

1. Very effective
2. Fairly effective
3. Neither effective or ineffective
4. Fairly ineffective
5. Very ineffective
9. DO NOT READ OUT: Don't know

R_CRIMENETWORK (was QOTHAWANEW)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Is your business, at these premises, a member of any partnerships that work together to help reduce crime against businesses?

1. Yes
2. No
9. Don't know

R_WHATNETWORK (was QOTHAWANEW)

ASK IF PART OF CRIME PREVENTION NETWORK (R_CRIMENETWORK = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Is this a...

READ OUT AND CODE ALL THAT APPLY.

1. Local crime and disorder partnership
 2. Local community safety partnership
 3. [Farm Watch, IF AGRICULTURE SECTOR (SAMPLESECTOR = 1)] Local Neighbourhood Watch, or Business Watch group
 4. Local Business Crime Reduction Partnership
 5. Local Business Improvement District
 6. Ring-round scheme
 7. Meetings between local businesses and police
 8. Some other organisation (SPECIFY)?
- DO NOT READ OUT: Don't know

R_OTHPREVENT (was TOther)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you have any other measures in place to protect your premises against crime that we have not already covered?

1. Yes
2. No
7. Refused
9. Don't know

R_WHATOTHPREVENT (was TOther2)

ASK IF HAS OTHER PREVENTION MEASURE NOT ALREADY MENTIONED (R_OTHPREVENT = 1)

OPEN

What other measures do you have in place that we have not already covered?

[WRITE IN]

Don't know

Refused

R_OTHPREVENTINSTALL (was TX8)

ASK CATI SCRIPT (METHOD = 2) AND HAS OTHER PREVENTION MEASURE NOT ALREADY MENTIONED (R_OTHPREVENT = 1)

AND

SINGLE CODE

Were any of these other measures installed in the last 12 months?

1. Yes
2. No
9. Don't know

R_OTHERPROTECTPROMPT (new in 2016)

IF OTHER PROTECTION INSTALLED IN LAST 12 MONTHS (R_OTHPREVENTINSTALL = 1)

MULTI CODE

What prompted the business to install this /these other measures to protect against crime?

DO NOT READ OUT BUT CODE ALL THAT APPLY

- 01. As a result of crime
 - 02. To reduce or prevent crime
 - 03. For insurance reasons/ reduce insurance premiums
 - 04. Company policy
 - 05. Common sense
 - 06. Advised to install by police
 - 07. Because of the high-value stock the business holds
 - 08. Area has a high crime rate
 - 09. New legislation requires it
 - 10. Other (specify)
- Refused
Don't know

R_OTHERCRIME (new in 2016)

ASK IF CATI SCRIPT (METHOD = 2) AND HAS OTHER PROTECTION INSTALLED (R_OTHPREVENT = 1) AND IF INSTALLED IN LAST 12 MONTHS (R_OTHPREVENTINSTALL = 1) AND AS A RESULT OF A CRIME (R_OTHERPROTECTPROMPT=1)

OPEN

And what crime, or crimes, prompted you to install the other protective measures?

[WRITE IN]

Don't know
Refused

R_SECURESPEND (was T28)

ASK ALL CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 1,000,000)

Can you estimate in pounds the total amount spent on security [at these premises during the last 12 months IF LENGTHOP NOT =1] [since being at these premises IF LENGTHOP = 1]?

Please **include** maintenance and running costs, charges for new security equipment and security personnel costs. Do **not** include the costs of insurance or IT security.

WRITE IN AMOUNT IN POUNDS £ _____

Don't know
Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT R_SECURESPEND2]

R_SECURESPEND2 (was T29)

ASK IF DON'T KNOW OR REFUSED TO SAY HOW MUCH THEY HAVE SPENT ON SECURITY (R_SECURESPEND = DK OR REF) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

S CONTEXT

R_POLICECONTACT (was T30)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Apart from any crimes you may have reported to the police [in the last 12 months if LENGTHOP NOT CODE 1] [since being at these premises IF LENGTHOP =1], has your business had any contact with the police about crime problems or crime prevention?

1. Yes
2. No
7. Refused
9. Don't know

R_POLICECONTACTTYPE (was T30a)

ASK IF HAD CONTACT WITH POLICE (R_POLICECONTACT = 1) AND CATI SCRIPT (METHOD = 2)

OPEN

What type of contact was this?

INTERVIEWER, IF RESPONDENT DESCRIBES A METHOD (e.g. 'by phone'), ASK THEM TO DESCRIBE WHAT THEY SPOKE TO THE POLICE ABOUT.

WRITE IN _____

Don't know

R_POLICESATIS (was T31)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

In general, how satisfied or dissatisfied are you with the way the police deal with the crime problems facing businesses in this area?

Please think about crime generally, not just incidents you have experienced by your business at these premises. Are you...?

READ OUT

1. Very satisfied
2. Fairly satisfied
3. A bit dissatisfied
4. Very dissatisfied
5. DO NOT READ OUT: Can't comment / no experience of crime
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

R_WHYPOLICEDISSAT (was T32)

ASK IF DISSATISFIED WITH POLICE SERVICE (R_POLICESATIS = 3-4) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why do you say you are dissatisfied?

DO NOT READ OUT BUT CODE ALL THAT APPLY

- 01. Police not seen in this area
 - 02. Take too long to react to incidents
 - 03. Do not react to alarms going off
 - 04. Do not catch or prosecute offenders
 - 05. Give little or no information back on reported crimes
 - 06. No day-to-day contact with police
 - 07. Not interested in reported crimes
 - 08. Nothing seems to change / crime levels remain the same
 - 09. Not enough police / police undermanned / not enough resources
 - 10. There is nothing the police can do
 - 11. Other (SPECIFY)
- Don't know

S_TURNOVER (Was T40)

ASK ALL CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 – 99,000,000)

Finally I need to ask a few questions about your business at these premises to help us put your answers into context. Again I'd like to reassure you the survey is entirely confidential.

What is the approximate annual turnover of your business at these premises?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ _____

Don't know

Refused

S_PUBLIC (Was T40a2)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Is your business at these premises ever open to the public?

READ ONLY IF ASKED: That is are they able to come into your premises even if this is only at specific times of day or days of the week?

- 1. Yes
- 2. No
- 9. Don't know

S_PUBLICWEEK (Was T411)

ASK IF OPEN TO PUBLIC (S_PUBLIC = 1) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

How many hours are you open to the public on weekdays?

1. 1 – 8 hours
2. 9 – 12 hours
3. More than 12 hours
4. 24 hours a day

S_PUBLICWEEKEND (Was T40a2)

ASK IF OPEN TO PUBLIC (S_PUBLIC = 1) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

How many hours are you open to the public on weekends?

1. 1 – 8 hours
2. 9 – 12 hours
3. More than 12 hours
4. 24 hours a day
5. Not open to public at weekends

S_PUBLICNUM (Was TNEWFOOTFALL)

ASK IF OPEN TO PUBLIC (S_PUBLIC = 1) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

How many visitors or customers come to your premises in an average week?

INTERVIEWER, IF NECESSARY: Could you give an estimate?

01. 100 or less
02. 101 – 200
03. 201 – 300
04. 301 – 400
05. 401 – 500
06. 501 – 600
07. 601 – 700
08. 701 – 800
09. 801 – 900
10. 901 – 1000
11. 1001 – 2000
12. 2001 – 3000
13. 3001 – 4000
14. 4001 – 5000
15. More than 5,000
97. Refused
99. Don't know

S_THEFTCUST (Was Ttheftprob)

ASK IF OPEN TO PUBLIC (S_PUBLIC = 1) AND CATI SCRIPT (METHOD = 2)
SINGLE CODE

How much of a problem, if at all, is theft FROM customers? Is it...

READ OUT

1. A very big problem
2. Quite a big problem
3. Not much of a problem
4. Not a problem at all
9. DO NOT READ OUT: Don't know

S_POLICEFORCE (Was PFORCE)

ASK IF REPORTED AT LEAST ONE INCIDENT TO THE POLICE (ANY A_REPORT TO P_REPORT = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Earlier you told me that you had reported one or more incidents to the police. Can you tell me which police force you reported these incidents to?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. Avon and Somerset Constabulary
02. Bedfordshire Police
03. Cambridgeshire Constabulary
04. Cheshire Police
05. City of London Police
06. Cleveland Police
07. Cumbria Constabulary
08. Derbyshire Constabulary
09. Devon & Cornwall Constabulary
10. Dorset Police
11. Durham Constabulary
12. Dyfed-Powys
13. Essex Police
14. Gloucestershire Constabulary
15. Greater Manchester Police
16. Gwent
17. Hampshire Constabulary
18. Hertfordshire Constabulary
19. Humberside Police
20. Kent Police
21. Lancashire Constabulary
22. Leicestershire
23. Lincolnshire
24. Merseyside
25. Metropolitan Police
26. Norfolk Constabulary
27. North Wales
28. North Yorkshire Police
29. Northamptonshire Police
30. Northumbria Police
31. Nottinghamshire
32. South Wales Police
33. South Yorkshire
34. Staffordshire Police

- 35. Suffolk
- 36. Surrey Police
- 37. Sussex
- 38. Thames Valley Police
- 39. Warwickshire
- 40. West Mercia Constabulary
- 41. West Midlands
- 42. West Yorkshire
- 43. Wiltshire
- 44. British Transport Police
- 45. Other (please specify)
- Refused
- Don't know

S_RECONTACT (Was T431)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Thank you very much for your time. The Home Office may be conducting research in the next 18 months on similar issues. If they do decide to do so, would it be ok to contact you again?

- 1. Yes, agree to further contact
- 2. No, do not agree to further contact

S_RECORDING (Was NEWQ2)

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

We said to you at the beginning of our call that we may be recording this interview for quality control purposes. Would you be happy for Ipsos MORI to pass your recording to our end client, the Home Office, if they also wish to hear some of the interviews?

You would not receive any marketing or sales contact from them as a result of this.

- 1. Yes
- 2. No

QRECONMAIN

ASK ALL CATI SCRIPT (METHOD = 2)
SINGLE CODE

Thank you very much for taking part in the survey. We may re-contact you for quality control purposes in the next few weeks. Would you also be willing for us to contact you if we have any further questions about the interview?

1. Yes
2. No

QNAME

ASK ALL CATI SCRIPT (METHOD = 2) WHO AGREE TO BE CONTACTED (QRECON = 1)
OPEN

In that case could I just take a note of your name? This is only so we know who to ask for if we call again.

WRITE IN NAME _____

SEX

ASK ALL CATI SCRIPT (METHOD = 2)
SINGLE CODE
CODE SEX
INTERVIEWER CODE, DO NOT ASK RESPONDENT

1. Male
2. Female

COMPLETEEND

DISPLAY TO ALL CATI SCRIPT (METHOD = 2)
INFO SCREEN

Thank you on behalf of Ipsos MORI and the Home Office.

If you have any queries regarding the survey or our company, I can give you the telephone number of the company or the Market Research Society Freephone number.

PROVIDE AS NECESSARY

Company number – 0131 561 4603
MRS Freephone number – 0500 39 69 99
Job number – 16-011807-01

INTERVIEWER: MRS can only provide confirmation that we are a genuine Market Research company.

8.2 Advance letter

The below is a copy of the advance letter that was posted to businesses in the Wholesale and Retail (G) sector for the 2016 Commercial Victimization Survey. The back of the letter contained a link to complete the online Experience of Crime Sheet and a unique username.



Home Office





«ConfirmTitle» «ConfirmFirstName» «ConfirmSurName»
 «ConfirmJobTitle»
 «CORRECTCOMPNAME»
 «CORRECTADDRESS.AddressLine1»
 «CORRECTADDRESS.AddressLine2»
 «CORRECTADDRESS.AddressLine3»
 «CORRECTADDRESS.City»
 «CORRECTADDRESS.AddressLine5»
 «CORRECTADDRESS.PostalCode»

Dear «ConfirmTitle» «ConfirmFirstName» «ConfirmSurName»,

Help the Home Office to tackle crimes against businesses

I am writing to ask for your help with an important study about crimes against businesses in England and Wales. The study aims to collect accurate data about the nature, extent and cost of crimes committed against businesses. The data will be used to:

- monitor crime trends
- identify what needs to be done to reduce crime
- find out what support, advice and information would be most helpful to the wholesale and retail sector, which is key sector of interest having been surveyed every year since 2012.

The study is endorsed by the Association of Convenience Stores, the British Independent Retailers Association (BIRA) and the Federation of Small Businesses (FSB) as well as by the Department for Business, Energy and Industrial Strategy (BEIS).

We need to hear from as many businesses as possible, including yours

The Home Office is interested in hearing from all of the selected businesses, whether your business has been a victim of crime or not. Only then can we be sure that the results represent the experiences of all businesses in the wholesale and retail sector. If you could participate in this survey, I would be very grateful for your time.

An Ipsos MORI interviewer will call you

Ipsos MORI, the independent social research organisation, is carrying out the study on behalf of the Home Office. An Ipsos MORI interviewer from our Edinburgh office (dialling code 0131) will call you to conduct an interview over the telephone, or to arrange a convenient time to call back. The interview should take about 20 minutes, however it is possible for you to reduce the length of the interview by completing a few questions online. For information on how to do this, please turn over the page. You will also find more general information about the survey over the page, including contact details should you have any questions.

I hope that you will take part and thank you in advance for your assistance.

Yours sincerely,

Laura Williams

Laura Williams
 Crime and Policing Statistics Programme - Home Office



Commercial Victimization Survey (Wholesale and Retail) 16-011807 FINAL 030816

Marsham Street
London
SW1P 4DF

Who is running this survey?

The Home Office has commissioned this survey. The Home Office plays a fundamental role in the security and economic prosperity of the UK. It is the lead government department responsible for immigration and passports, drugs policy, crime, counter-terrorism and police.

Ipsos MORI, the independent social research organisation, will be conducting the survey on behalf of the Home Office.

How will the results be used?

This is an important Government survey that aims to collect accurate data about the nature, extent and cost of crimes committed against businesses in England and Wales. The Home Office, other government departments, businesses and other interested stakeholders use the data to:

- monitor crime trends
- identify what needs to be done to reduce crime
- find out what support, advice and information would be most helpful to businesses

The Lead for Business Crime Reduction and Private Security Industry at the National Police Chiefs Council, Detective Chief Constable Fish, has said '*As the National policing lead for Business Crime Reduction the Commercial Victimisation Survey helps immensely in understanding the crime issues affecting business*'.

Results of the surveys carried out in previous years can be found on the Gov.uk website:

<https://www.gov.uk/government/collections/crime-against-businesses>

How can I reduce the length of the telephone interview?

You can reduce the length of the telephone interview by answering a few questions beforehand. You can do this online by going to the web address www.ipsos-mori.com/businesscrime and entering your unique log-in: **«respondent.id»**.

If you cannot go online, then please try and complete as much of the enclosed *Experience of Crime Sheet* as you can. You will find it much easier to answer the interview questions if you have looked up the information in advance and have the sheet to hand. You do not need to send it back to us.

Is it confidential?

The research findings will not identify you or your business. No personal or commercial information will be passed to anyone outside the Ipsos MORI research team.

Further questions?

If you would like any more information about the survey please visit <http://cvs.ipsos-mori.com>.

Alternatively, please contact Ipsos MORI on 0808 129 6822 or at businesscrimesurvey@ipsos.com.

8.2 Experience of Crime Sheet

Below is a copy of the four-page paper Experience of Crime sheet that was posted to businesses with the advance letter (shown above).

2016 COMMERCIAL VICTIMISATION SURVEY			
EXPERIENCE OF CRIME SHEET			
Please read each question carefully, and give the most accurate answer you can.			
You do not need to return this sheet but you might find it helpful to have it to hand when we call you.			
This questionnaire consists of four pages. Thank you in advance for your time.			
A. Burglary	<u>If yes:</u> How many times in the last 12 months?	Please estimate the total value of anything stolen during the most recent incident	Was the most recent incidence of this crime reported to the police?
Has anyone got into the buildings belonging to the business at these premises without permission and STOLEN or TRIED TO STEAL anything? <i>Please exclude incidents where employees or other people with access to the building let themselves in with a key or a pass. This must involve entry into a building without permission.</i>		£	Yes / No
B. Attempted burglary		Please estimate the total value of any <u>damage</u> caused during the most recent incident	Yes / No
Has anyone ATTEMPTED but FAILED to get into the buildings belonging to the business at these premises without permission to STEAL something? <i>There must be clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks, broken doors, etc.</i>		£	Yes / No
C. Vandalism and deliberate damage		Please estimate the total value of any <u>damage</u> caused to the premises during the most recent incident	Yes / No
Has anyone caused deliberate damage, including graffiti or arson, to these premises? This is apart from any damage caused during a burglary. Please include damage to any buildings or structures, including walls and fences, and to vehicles, equipment or stock belonging to this business either at these premises or elsewhere. <i>Do not include civil matters or anti-social behaviour such as trespassing, fly tipping, etc. unless there was deliberate or malicious damage caused as a result. Do not include incidents where someone has caused damage to the building by stealing something, for example stealing lead from the roof of the building. Incidents of this type should be recorded as 'other theft' later in the questionnaire.</i>		£	Yes / No
Page No. 1	Commercial Victimization Survey 2016 FINAL – 02082016	ID: «respondent.id»	

D. Vehicle theft	If yes: How many times in the last 12 months?	Please estimate the total value of anything stolen during the most recent incident	Was the most recent incidence of this crime reported to the police?
<p>Were any vehicles that are owned or leased by the business stolen from these premises or from somewhere else?</p> <p><i>Include <u>all</u> types of vehicle: cars and vans, lorries including those that need an HGV license, motorbikes, scooters and mopeds, as well as any other industrial vehicles.</i></p> <p><i>Only include company cars if they are used for business purposes. Company cars that are used for travelling to and from work, but not for any other business purposes, should <u>not</u> be included.</i></p>		£	Yes / No
<p>E. Theft from vehicles</p> <p>Apart from theft of any actual vehicles was anything stolen off or from any vehicles while they were at these premises or somewhere else?</p> <p><i>Please exclude personal possessions.</i></p>		£	Yes / No
<p>F. Robbery</p> <p>Has anyone stolen anything from your business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?</p> <p><i>Include theft by force of personal possessions as well as money, goods, equipment or other assets belonging to the business. Include theft by force from employees even if on duty away from the premises, for example professional drivers. Do not include theft by force of personal property from non-employees. Include incidents where the offender was an employee.</i></p>		£	Yes / No

Page No. **2**

Commercial Victimization Survey 2016 FINAL – 02082016

ID: «respondent.id»

G. Attempted robbery	<u>If yes:</u> How many times in the last 12 months?	Was the most recent incidence of this crime reported to the police?	
<p>Did anyone ATTEMPT but FAIL to steal anything from the business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?</p> <p><i>Include attempted theft by force of personal possessions as well as money, goods, equipment or other assets belonging to the business. Include theft by force from employees even if on duty away from the premises, for example professional drivers. Do not include theft by force of personal property from non-employees. Include incidents where the offender was an employee.</i></p>		Yes / No	
H. Assaults or threats			
<p>Apart from anything that you have already mentioned, were any EMPLOYEES assaulted, threatened or intimidated? Please include any incidents which were a result of disagreements with customers or other employees. Include incidents which happened both at these premises and when staff were on duty elsewhere.</p> <p><i>This should NOT include incidents where the assault was really part of a theft or motivated only by desire to steal. This has already been covered by previous questions. This can include incidents of verbal assault but should NOT include assaults of customers.</i></p>		Yes / No	
<p>The next few questions are about incidents where money, goods or assets, company property or services were stolen from the business at these premises. That is, apart from incidents involving violence or threats of violence, OR anything stolen during a burglary. Please include any instances when someone failed to pay for a service your businesses had provided them with.</p>			
I. Theft by customers	<u>If yes:</u> How many times in the last 12 months?	Please estimate the total value of anything stolen during the most recent incident	Was the most recent incidence of this crime reported to the police?
Has the business at these premises been a victim of theft by a customer?		£	Yes / No
J. Theft by employees		£	
Has the business at these premises been a victim of theft by an employee?			Yes / No
Page No. <input type="text" value="3"/>	Commercial Victimization Survey 2016 FINAL – 02082016	ID: «respondent.id»	

K. Theft by someone else	If yes: How many times in the last 12 months?	Please estimate the total value of anything stolen during the most recent incident	Was the most recent incidence of this crime reported to the police?
Has the business at these premises been a victim of theft by someone else? <i>'Someone else' is someone that is not a customer or employee.</i>		£	Yes / No
L. Theft by someone unknown		£	Yes / No
Was your business at these premises a victim of theft where you were UNABLE TO ESTABLISH who the offender was?		£	Yes / No
The next few questions are about incidents of fraud against the business at these premises; that is where someone cheated the business in terms of diverting funds, goods or services for their own purpose.			
M. Fraud by employees		£	Yes / No
Has your business at these premises been a victim of fraud by an employee?		£	Yes / No
N. Fraud by someone else		£	Yes / No
Has your business at these premises been a victim of fraud by someone else? <i>'Someone else' can include customers, distributors, suppliers, consultants or financial professionals who are not employed by the business.</i>		£	Yes / No
O. Fraud by someone unknown		£	Yes / No
Has your business at these premises been a victim of fraud by someone unknown?		£	Yes / No
Once you have finished please take a minute to check you have answered all of the relevant questions.			
Page No. 4	Commercial Victimization Survey 2016 FINAL – 02082016		ID: «respondent.id»

8.3 Sample details

8.3.1 Sample received

Appendix Table 1: Wholesale and Retail (G) sample received from IDBR, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	121	38	23	22	28	31	263
North West	447	121	67	67	98	113	913
Yorkshire and the Humber	332	89	52	51	73	76	673
East Midlands	299	76	43	45	63	78	604
West Midlands	370	94	53	56	77	99	749
East of England	397	101	58	59	82	102	799
London	651	145	74	79	111	137	1,197
South East	572	153	86	88	117	162	1,178
South West	357	103	56	54	66	87	723
Wales	169	51	28	27	25	40	340
Total	3,715	971	540	548	740	925	7,439

Appendix Table 2: Transportation and Storage (H) sample received from IDBR, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	167	42	33	30	26	27	325
North West	735	132	115	95	74	82	1,233
Yorkshire and the Humber	623	108	91	70	53	65	1,010
East Midlands	790	96	79	62	49	70	1,146
West Midlands	797	107	93	73	58	75	1,203
East of England	769	133	124	95	66	70	1,257
London	814	175	135	93	80	132	1,429
South East	863	169	138	116	83	99	1,468
South West	502	103	89	75	51	52	872
Wales	253	55	51	41	26	21	447
Total	6,313	1,120	948	750	566	693	10,390

Appendix Table 3: Administration and Support (N) sample received from IDBR, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	170	41	28	25	25	30	319
North West	652	133	91	80	79	102	1,137
Yorkshire and the Humber	455	91	65	56	62	73	802
East Midlands	443	113	70	50	57	66	799
West Midlands	517	106	73	63	63	79	901
East of England	692	131	91	78	83	83	1,158
London	1,521	253	182	157	160	161	2,434
South East	1,091	206	144	117	130	120	1,808
South West	530	112	75	57	67	58	899
Wales	251	51	32	27	26	27	414
Total	6,322	1,237	851	710	752	799	10,671

8.3.2 Sample released to screening stage

Appendix Table 4: Wholesale and Retail (G) sample released to screening stage, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	69	24	15	11	19	20	158
North West	222	63	44	44	59	73	505
Yorkshire and the Humber	162	52	30	32	47	47	370
East Midlands	163	45	24	24	33	46	335
West Midlands	192	60	32	30	50	71	435
East of England	183	66	39	37	50	63	438
London	262	77	42	50	70	77	578
South East	290	92	51	52	75	106	666
South West	182	66	33	33	29	53	397
Wales	85	24	16	22	12	25	184
Total	1,810	569	326	335	444	582	4,066

Appendix Table 5: Transportation and Storage (H) sample released to screening stage, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	51	23	20	16	19	17	146
North West	157	88	70	61	55	53	484
Yorkshire and the Humber	144	62	46	40	36	50	378
East Midlands	154	54	51	39	38	53	389
West Midlands	187	59	49	45	35	60	435
East of England	198	73	70	63	47	43	494
London	218	91	68	48	44	76	545
South East	238	102	81	55	62	57	595
South West	143	65	50	45	34	37	374
Wales	77	36	27	20	16	13	189
Total	1,567	653	532	432	386	459	4,029

Appendix Table 6: Administration and Support (N) sample released to screening stage, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	65	22	22	9	13	12	143
North West	167	63	59	45	40	55	429
Yorkshire and the Humber	127	38	49	26	35	36	311
East Midlands	129	38	41	29	32	36	305
West Midlands	164	52	53	41	30	36	376
East of England	188	63	71	45	31	43	441
London	370	122	114	87	69	73	835
South East	355	112	108	73	73	52	773
South West	176	48	57	34	37	25	377
Wales	73	25	26	19	11	15	169
Total	1,814	583	600	408	371	383	4,159

8.3.3 Sample successfully screened

Appendix Table 7: Wholesale and Retail (G) sample successfully screened, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	40	17	13	10	11	10	101
North West	105	33	27	29	37	53	284
Yorkshire and the Humber	71	28	22	21	37	36	215
East Midlands	68	26	16	14	24	28	176
West Midlands	97	34	26	20	36	54	267
East of England	87	47	25	20	39	45	263
London	122	59	27	33	44	50	335
South East	120	56	32	32	54	73	367
South West	80	39	20	22	23	42	226
Wales	53	17	11	17	6	18	122
Total	843	356	219	218	311	409	2,356

Appendix Table 8: Transportation and Storage (H) sample successfully screened, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	12	8	17	12	7	13	69
North West	47	47	49	36	44	32	260
Yorkshire and the Humber	41	33	23	30	17	31	175
East Midlands	32	30	34	28	23	34	181
West Midlands	52	35	27	30	19	36	199
East of England	63	31	43	43	34	31	245
London	85	45	39	37	22	32	260
South East	75	51	51	39	38	35	289
South West	44	34	34	35	21	20	188
Wales	16	18	14	13	12	8	81
Total	467	332	331	303	237	272	1,942

Appendix Table 9: Administration and Support (N) sample successfully screened, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	21	12	11	4	8	9	65
North West	58	36	30	31	25	36	216
Yorkshire and the Humber	41	17	24	15	25	26	148
East Midlands	42	22	20	16	25	27	152
West Midlands	52	24	31	31	17	27	182
East of England	63	30	45	31	19	32	220
London	133	57	60	62	39	52	403
South East	109	60	57	45	48	39	358
South West	44	30	30	21	24	16	165
Wales	21	18	17	14	7	10	87
Total	584	306	325	270	237	274	1,996

8.3.4 Screening rates

Appendix Table 10: Wholesale and Retail (G) screening rates, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	58%	71%	87%	91%	58%	50%	64%
North West	47%	52%	61%	66%	63%	73%	56%
Yorkshire and the Humber	44%	54%	73%	66%	79%	77%	58%
East Midlands	42%	58%	67%	58%	73%	61%	53%
West Midlands	51%	57%	81%	67%	72%	76%	61%
East of England	48%	71%	64%	54%	78%	71%	60%
London	47%	77%	64%	66%	63%	65%	58%
South East	41%	61%	63%	62%	72%	69%	55%
South West	44%	59%	61%	67%	79%	78%	57%
Wales	62%	71%	69%	77%	50%	72%	66%
Total	47%	63%	67%	65%	70%	70%	58%

Appendix Table 11: Transportation and Storage (H) screening rates, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	24%	35%	85%	75%	37%	76%	47%
North West	30%	53%	70%	59%	80%	60%	53%
Yorkshire and the Humber	25%	53%	50%	75%	47%	62%	46%
East Midlands	21%	56%	67%	72%	61%	64%	47%
West Midlands	28%	59%	55%	67%	54%	60%	46%
East of England	32%	42%	61%	68%	72%	72%	50%
London	39%	49%	57%	77%	50%	42%	48%
South East	32%	50%	63%	71%	61%	61%	49%
South West	31%	52%	68%	78%	62%	54%	50%
Wales	21%	50%	52%	65%	75%	60%	43%
Total	30%	51%	62%	70%	61%	59%	48%

Appendix Table 12: Administration and Support (N) screening rates, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	32%	55%	50%	44%	62%	75%	45%
North West	35%	57%	51%	69%	63%	65%	50%
Yorkshire and the Humber	32%	45%	49%	58%	71%	72%	48%
East Midlands	33%	58%	49%	55%	78%	75%	50%
West Midlands	32%	46%	58%	76%	57%	75%	48%
East of England	34%	48%	63%	69%	61%	74%	50%
London	36%	47%	53%	71%	57%	71%	48%
South East	31%	54%	53%	62%	66%	75%	46%
South West	25%	63%	28%	62%	65%	64%	44%
Wales	29%	72%	65%	74%	64%	67%	51%
Total	32%	52%	54%	66%	64%	72%	48%

8.3.5 Sample successfully interviewed

Appendix Table 13: Wholesale and Retail (G) sample successfully interviewed, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	17	8	7	3	3	2	40
North West	55	15	13	8	16	14	121
Yorkshire and the Humber	32	12	11	13	18	19	105
East Midlands	34	15	8	8	8	12	85
West Midlands	52	18	8	6	18	21	123
East of England	44	27	12	9	13	19	124
London	60	32	17	13	16	17	155
South East	59	30	18	14	22	26	169
South West	37	19	7	12	16	12	103
Wales	30	6	3	8	2	6	55
Total	420	182	104	94	132	148	1,080

Appendix Table 14: Transportation and Storage (H) sample successfully interviewed, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	7	5	11	4	4	5	36
North West	27	25	23	19	15	12	121
Yorkshire and the Humber	21	20	12	16	10	11	90
East Midlands	15	11	16	10	8	14	74
West Midlands	18	17	16	15	7	16	89
East of England	31	13	20	18	21	18	121
London	42	24	18	20	7	14	125
South East	39	26	23	21	22	14	145
South West	20	18	20	15	10	5	88
Wales	10	8	4	7	5	4	38
Total	230	167	163	145	109	113	927

Appendix Table 15: Administration and Support (N) sample successfully interviewed, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	9	7	5	2	5	1	29
North West	26	12	12	14	6	21	91
Yorkshire and the Humber	20	10	14	9	14	13	80
East Midlands	19	13	12	8	10	15	77
West Midlands	20	7	18	15	5	14	79
East of England	29	15	22	18	6	14	104
London	65	25	32	27	20	32	201
South East	46	26	30	23	20	21	166
South West	16	14	18	9	15	9	81
Wales	13	9	7	10	4	5	48
Total	263	138	170	135	105	145	956

8.3.6 Main interviewing rates

Appendix Table 16: Wholesale and Retail (G) main interview rates, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	43%	47%	54%	30%	27%	20%	40%
North West	52%	45%	48%	28%	43%	26%	43%
Yorkshire and the Humber	45%	43%	50%	62%	49%	53%	49%
East Midlands	50%	58%	50%	57%	33%	43%	48%
West Midlands	54%	53%	30%	30%	33%	39%	46%
East of England	51%	57%	48%	45%	33%	42%	47%
London	49%	54%	63%	39%	36%	34%	46%
South East	49%	54%	56%	44%	41%	36%	46%
South West	46%	49%	35%	55%	70%	29%	46%
Wales	57%	35%	27%	47%	33%	33%	45%
Total	50%	51%	47%	43%	42%	36%	46%

Appendix Table 17: Transportation and Storage (H) main interview rates, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	58%	63%	65%	33%	57%	38%	52%
North West	57%	53%	47%	53%	34%	38%	47%
Yorkshire and the Humber	51%	61%	52%	53%	59%	35%	51%
East Midlands	47%	37%	47%	36%	35%	41%	41%
West Midlands	35%	49%	59%	50%	37%	44%	45%
East of England	49%	42%	47%	42%	62%	58%	49%
London	49%	41%	46%	32%	32%	44%	48%
South East	52%	51%	45%	54%	58%	40%	50%
South West	45%	53%	59%	43%	48%	25%	47%
Wales	63%	44%	29%	54%	42%	50%	47%
Total	49%	50%	49%	48%	46%	42%	48%

Appendix Table 18: Administration and Support (N) main interview rates, by size band

	0-4	5-9	10-19	20-49	50-99	100+	Total
North East	43%	58%	45%	50%	63%	11%	45%
North West	45%	33%	40%	45%	50%	63%	42%
Yorkshire and the Humber	49%	59%	58%	60%	56%	50%	54%
East Midlands	45%	59%	60%	50%	40%	56%	51%
West Midlands	38%	29%	58%	48%	29%	52%	43%
East of England	46%	50%	49%	58%	32%	44%	47%
London	49%	44%	53%	44%	51%	62%	50%
South East	42%	43%	53%	51%	42%	54%	46%
South West	36%	47%	60%	43%	63%	56%	49%
Wales	62%	50%	41%	71%	57%	50%	55%
Total	45%	45%	52%	50%	44%	53%	48%

8.3.7 Sector revisions

The table below shows the final number of interviews achieved following alterations made to the sector by interviewers at MAINACTIVITY: as compared with the interview numbers achieved if the IDBR sector description was assumed to be correct, and on which the response rates have been reported in the chapter above.

Appendix Table 19: Interview numbers per sector, following sector alterations

	Based on sector indicated in the IDBR sample frame	After sector alterations at MAINACTIVITY
Retail and Wholesale (G)	1,080	1,128
Administration and Support (N)	956	904
Transportation and Storage (H)	927	931
Total	2,963	2,963

There were also 15 businesses that were interviewed but which were later removed from the dataset as the description given at MAINACTIVITY indicated that they should not have been included under any of the three sectors being surveyed in 2016.

Nicholas Gilby
Research Director
Nicholas.Gilby@ipsos.com

Colin Gardiner
Associate Director
Colin.Gardiner@ipsos.com

Sarah Tipping
Statistical Consultant
Sarah.Tipping@ipsos.com

Hannah Silvester
Senior Research Executive
Hannah.Silvester@ipsos.com

Kelly Finnerty
Senior Research Executive
Kelly.Finnerty@ipsos.com

Jess Beider
Research Assistant

For more information

3 Thomas More Square
London
E1W 1YW

t: +44 (0)20 3059 5000

www.ipsos-mori.com
<http://twitter.com/IpsosMORI>

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