Home Office

Crime against businesses: findings from the 2016 Commercial Victimisation Survey

Statistical Bulletin 06/17

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Contents

Conventions used in figures and tables

Table abbreviations

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

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

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

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

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

Unweighted base

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

Percentages

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

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

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

Year-labels on CVS figures and tables

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

'No answers' (missing values)

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

List of figures

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Executive Summary

- Wholesale and retail premises have consistently experienced the highest levels of crime compared with other sectors (Figure E.1), but crime against the sector has shown no statistically significant changes since 2014. The proportion of premises experiencing a crime in this sector has fallen compared with the 2012 CVS, with the largest falls in vandalism and theft.

- The incidence rate of shoplifting offences in the wholesale and retail sector has not shown a statistically significant change compared with the 2012 CVS. The cost of shoplifting has increased compared with the 2012 CVS, and a higher proportion of incidents involved items worth over £50 being stolen.

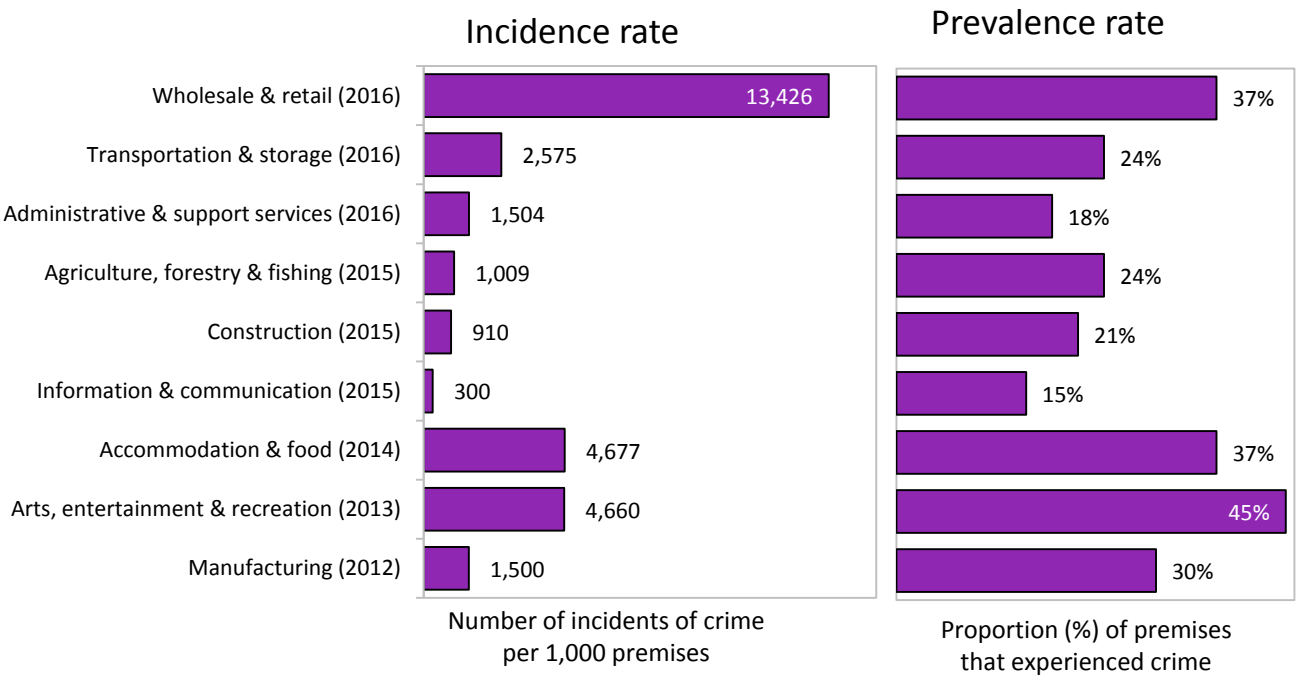
- The proportion of transportation and storage premises experiencing crime has fallen compared with the 2012 CVS. There was a statistically significant fall in the number of incidents for every main crime type except for fraud.

- Less than one-fifth of businesses in the administration and support sector experienced crime in the 2016 survey year (compared with almost two-fifths of wholesale and retail premises); businesses were most likely to experience burglary, vandalism, fraud and theft. Over half of all incidents of crime experienced by this sector were thefts, with thefts by customers making up the largest proportion of theft.

- Administration and support premises experienced the highest rate of online crime across all sectors surveyed in 2012 to 2016. The majority of this was made up of other online crime.

- The majority of premises across all sectors surveyed in 2012 to 2016 were satisfied with the way police handle crime in their area. In every sector, dissatisfaction was higher amongst those premises that had been a victim of crime than amongst those premises that had not.

Figure E.1: Incidents of all crime measured by the CVS (excluding online crime) per 1,000 premises and proportion of premises that were victims, by sector, 2012 to 2016 CVS



Introduction

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

Each year a selection of industry sectors, defined by the UK Standard Industrial Classification 2007 (SIC), is included in the CVS. The 2016 CVS focused on premises in three industry sectors. These were defined by SIC sections G (wholesale and retail trade), H (transportation and storage), and N (administration and support). Between them, these three sectors accounted for just under one-quarter of all business premises in England and Wales in 2016.

In 2012 and 2013, four sectors were included in the survey, with a target of 1,000 interviews in each. In 2014 the number of premises sampled in the wholesale and retail sector was doubled, and only two other sectors were included; this was to allow more detailed analysis of trends in this sector due to high levels of interest in it. In 2015 the CVS returned to sampling four sectors; however, the target number of interviews for the information and communication sector was limited to 200 (compared with 1,000 interviews in the other three sectors) to allocate resource to a feasibility study for a potential survey of head offices. In 2016 three sectors were sampled, with a target of 1,000 interviews in each. By including three sectors rather than four, resource could be allocated to a pilot survey of head offices asking about their experiences of fraud and cyber crime (Annex A).

Two of the three sectors included in the 2016 survey were also included in past surveys (wholesale and retail – surveyed in every year since 2012, transportation and storage – last surveyed in 2012), while the other sector (administration and support) had not been surveyed before, thus expanding the understanding of crimes against businesses by broadening the scope. This bulletin is therefore a combination of time-series analysis (where applicable) and exploratory new analysis.

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

TRENDS OVER TIME & SURVEY COVERAGE

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

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

TERMINOLOGY

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

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

multiplied by 1,000 to give the number of crimes per 1,000 premises, to allow the figures to be compared more easily. For example, comparing an incidence rate of 0.02 crimes per premises is generally not as easy to understand as a rate of 20 crimes per 1,000 premises.

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

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

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

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

The CVS also asks 50 per cent of those respondents who use computers at their premises about their experience of online crime. Online crime covers a range of crime types carried out over computer networks:

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

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

The remaining 50 per cent of respondents were asked whether they had a range of crime prevention measures in place at the premises. Those that had a crime prevention measure in place were asked whether it had been installed in the last 12 months.
Respondents were asked if they had any of the following measures:

1. Burglar alarm
2. Staff security checks
3. Membership of crime prevention partnership
4. Someone to control entry into premises: for example caretaker, receptionist, store detectives, security guard, guard dog or other role.
5. Protective window and door measures:
    - Bars, gates, grilles or shatterproof glass on windows or doors

- Shutters on windows or doors
- Security window or door locks
- Any other protective measures for windows or doors.

6. Outdoor measures:
   - Security lighting including sensors and timed lights
   - CCTV looking at outside of premises
   - Barbed wire fencing or anti-climb walls
   - Intercoms or video-coms
   - Any other protective outside measure
7. Stock protection measures:
   - Property marking or tagging stock/equipment
   - Security cameras, lighting or mirrors inside premises
   - Merchandise alarms
   - Signs to deter shoplifting
   - Safe
   - Secure workshop or storeroom for valuable items
   - Any other protective measures for stock/equipment
8. Vehicle protective measures:
   - Alarm
   - Vehicle tracking system
   - Immobiliser
   - Steering lock
   - Any other protective measures for vehicles
9. Any other crime prevention method

SIGNIFICANCE TESTING & CONFIDENCE INTERVALS

To analyse the responses to a sample survey such as the CVS, it is important to take into account the level of uncertainty introduced by using a sample, instead of the whole population of business premises in England and Wales. To compare levels of crime in different years, statistical significance testing was carried out on the measures of crime described above, where appropriate. This technique is used to determine whether an observed difference is likely to be genuine (statistically significant), rather than due to chance. Unless otherwise stated, all significance testing has been done at the 95 per cent level, as is common for many surveys.
Ninety-five per cent confidence intervals (error margins) have also been constructed. This is another statistical tool, closely related to significance testing. Where confidence intervals around two numbers do not overlap, the difference between the values is statistically significant. It is important to note that the opposite is not always true, i.e. overlapping confidence intervals do not always indicate a lack of statistical significance. To determine whether differences were statistically significant in such cases, formal significance testing was used. For further detail on these statistical tools, see the Technical Annex.

DATA TABLES

The 2016 CVS Headline Tables include breakdowns, by sector and size band, of the following:

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

The 2016 CVS Comparison Tables include comparisons of data from the 2016 CVS with data from the 2012, 2013, 2014 and 2015 CVS for those sectors where previous years' data are available. Comparisons are shown for incidence rates, prevalence rates, proportions of respondents who reported the latest incident to the police, proportions of respondents who perceived the latest incident

to be an organised crime and the average numbers of incidents per victim. Statistically significant year-on-year changes are highlighted, and confidence intervals for the incidence and prevalence (by crime type) are also given. The 2016 CVS anti-social behaviour, perceptions of policing and worry about online crime tables show data which are discussed in Chapter 4. Methodology tables are also provided.

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

FACT SHEETS & INFOGRAPHIC

Summaries of the key findings from the 2016 CVS are available in sector-specific fact sheets for the wholesale & retail, transportation and storage, and administration and support sectors. The 2016 CVS infographic provides a visual summary of most of the key findings for all three sectors.

FURTHER INFORMATION

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

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Crime against wholesale & retail premises

1.0 INTRODUCTION

In the 2016 Commercial Victimisation Survey (CVS), 1,128 respondents[1] from premises in the wholesale and retail sector were asked if they had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced. This business sector includes retailers, wholesalers and motor vehicle trade and repair businesses.

The wholesale and retail sector has now been included in the CVS for five years, allowing comparisons over this period. This chapter presents comparisons with the 2015 and 2012 CVS. The relatively small sample size of the survey makes detecting changes between adjacent years difficult, so the most prominent changes in crime against this sector are visible over the five-year period, rather than in comparison with the 2015 CVS. Comparisons with 2012 and 2015 figures[2], with results of statistical significance testing and confidence intervals, are presented in the 2016 CVS Comparison Tables.

The 2016 CVS also collected information on areas such as online crime, organised crime, cost of crime, and reporting to the police. These findings, and information on repeat victimisation (average number of crimes per victim), are presented in the accompanying 2016 CVS Headline Tables. All data are weighted to ensure that the sample is representative of wholesale and retail businesses in England and Wales as a whole.

Please refer to the main Introduction to this report for further information about the contents of data tables accompanying the publication.

1.1 KEY FINDINGS

- **Crime against the wholesale & retail sector fell between 2012 and 2014 but has since shown no statistically significant change.** The sector experienced a large statistically significant fall between 2012 and 2014, from 7.7 million incidents in 2012 to 4.1 million incidents in 2014. Although the trend appears to have shown an increase between 2014 and 2016, with 5.2 million incidents of crime in 2016, the change is not statistically significant.

- **The proportion of premises experiencing crime has fallen since 2012.** In 2016, 37 per cent of premises in this sector experienced a crime, a statistically significant fall of 16 percentage points from the 2012 CVS when over half (53%) of premises experienced a crime.

- **The average cost of shoplifting incidents has increased.** The median average cost of shoplifting per victim was £237 in 2012 increasing to £500 in 2016, whilst the median average cost per incident has also shown an increase from £35 in 2012 to £54 in 2016 CVS. Furthermore, the proportion of shoplifting incidents that involved items worth over £50 increased from 38% in 2012 to 50% in 2016, a statistically significant change.

- **Food and grocery items were most commonly stolen in shoplifting incidents.** Over a quarter (27%) of all shoplifting incidents involved food and grocery items in 2016. The majority of premises (71%) reported that the food and grocery items stolen were typically low value items (such as milk or bread).

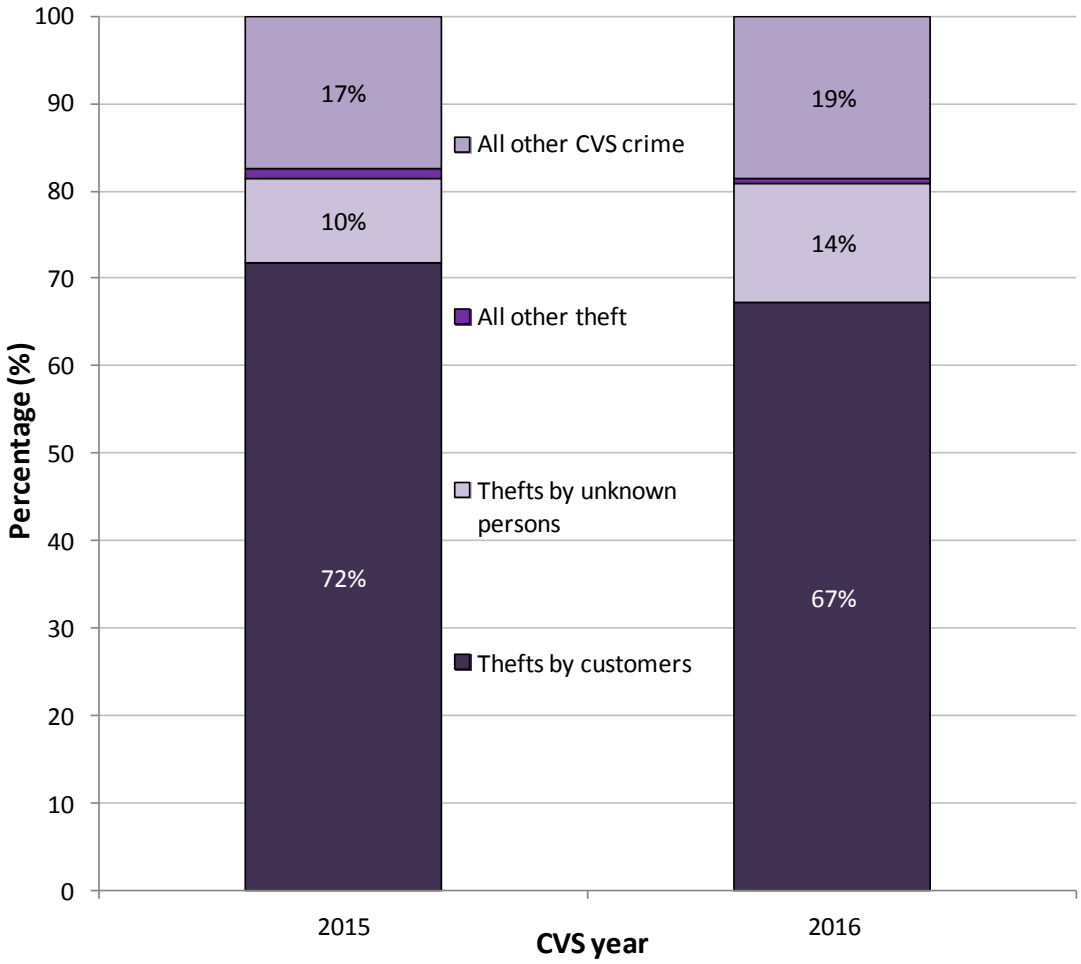
[1] To see more details about the response rate and how the sample was selected please see the Technical Report.
[2] Premises from the wholesale and retail sector were previously also included in the 1994 and 2002 Commercial Victimisation Surveys. Due to changes in methodology between surveys and changes to the Standard Industrial Classification (SIC), estimates for this sector from the 2016 CVS can only be directly compared with the 2012, 2013, 2014 and 2015 surveys.

- **Larger businesses in this sector experienced higher crime rates.** In 2016, premises in the wholesale and retail sector with 50 or more employees experienced around five times as many crimes on average than those with 10-49 employees, and around 42 times more than those with 1-9 employees.

1.2 EXTENT OF CRIME AGAINST WHOLESALE & RETAIL PREMISES

Wholesale and retail premises experienced 5.2 million crimes in the year prior to interview[3]. As shown in Figure 1.1, of these, four-fifths (81%) of incidents were thefts and, specifically, just over two-thirds (67%) were theft by customers (i.e. shoplifting, 3.5 million incidents). This proportion of crime attributed to thefts by customers is statistically significantly smaller than that in the 2015 survey (72%) however it is higher compared with earlier survey years (in which it ranged from 51% to 55% of all crime).

Figure 1.1: Theft as a proportion of all CVS crime, wholesale and retail sector, 2015 and 2016 CVS

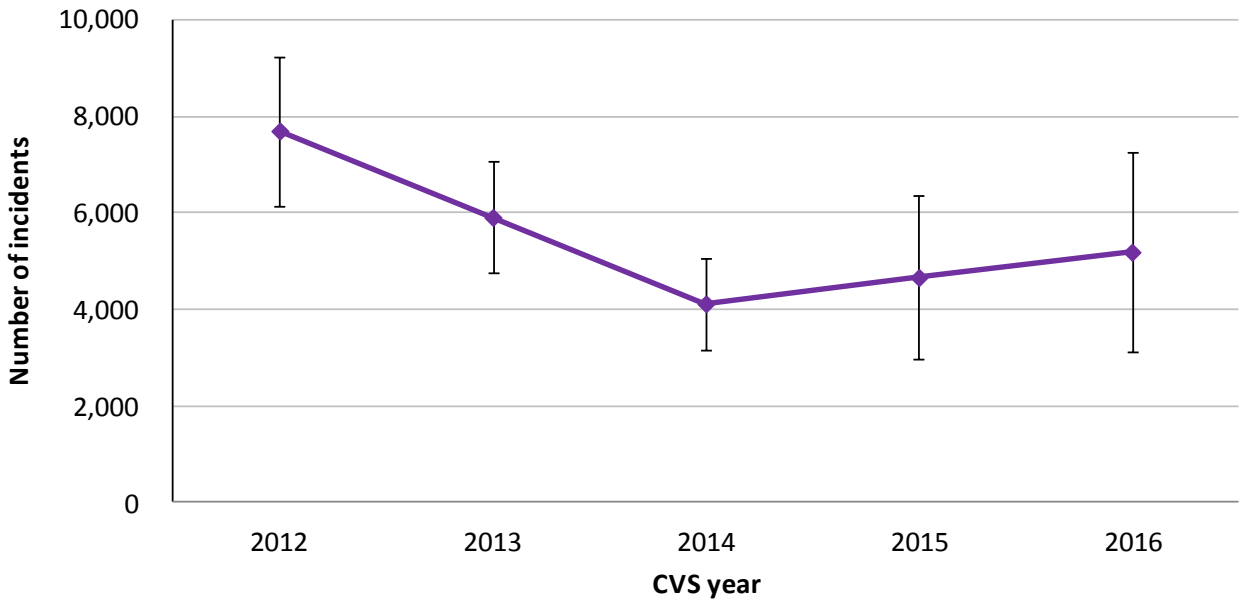


Unweighted base: 2015 (972), 2016 (1,128)
Source: Home Office, 2016 CVS Headline Tables.
Chart notes: All other theft is comprised of theft by employees and theft by others, which combined accounted for less than one per cent of all crime.

[3] Main stage interviews for the 2016 CVS took place between the 1st September and the 29th of November 2016. See the Techincal Report for further detail.

Figure 1.2 shows the trend in the number of incidents of crime against the wholesale and retail sector since 2012. The sector experienced a large statistically significant fall between 2012 and 2014, decreasing from 7.7 million incidents in 2012 to 4.1 million incidents in 2014. Since 2014 the trend appears to have shown a rise to 5.2 million incidents of crime in 2016; however, the change is not statistically significant. The volume of incidents in 2016 is a third lower than in 2012.

Figure 1.2 Number of incidents of crime, wholesale and retail sector, with 95% confidence intervals, 2012 to 2016 CVS



Source: Home Office, 2016 CVS Comparison Tables
Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

Table 1.2 shows that compared with the 2012 CVS, the proportion of premises experiencing crime has also fallen, from 53 per cent of premises to 37 per cent in the 2016 CVS, a statistically significant fall. This fall in prevalence rate was seen across several crime types in the wholesale and retail sector, most notably in overall theft and vandalism (both statistically significant falls of eight percentage points).

Despite this fall in theft, it was still the most commonly experienced crime type with around a quarter (24%) of premises having experienced theft in 2016 (see Table 1.1).

The average number of crime incidents experienced by each victim in 2016 has remained similar to that of the 2012 CVS. However, looking at changes among the different crime types in repeat victimisation, thefts by employees showed a statistically significant decrease, falling from an average of 13 incidents per victim in 2012 to two incidents per victim in 2016.

Table 1.1: Experiences of crime in the last 12 months, wholesale and retail sector, 2016 CVS

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	**117**	**303**	**29**	**7**	**4**
Vandalism	**123**	**319**	**30**	**8**	**4**
All vehicle-related theft	**11**	**28**	**6**	**2**	**-**
All robbery (inc. attempts)	**169**	**437**	**15**	**4**	**11**
Assaults and threats	**203**	**524**	**25**	**6**	**8**
All theft	**4,230**	**10,935**	**92**	**24**	**46**
Thefts by customers	3,493	9,029	80	21	44
Thefts by employees	19	49	8	2	2
Thefts by others	7	19	3	1	-
Thefts by unknown persons	711	1,838	24	6	30
All fraud	**341**	**881**	**34**	**9**	10
ALL W&R CRIME	**5,194**	**13,426**	**144**	**37**	**36**

Unweighted base: 1,128 premises

Table 1.2: Changes in crime in the wholesale & retail sector, 2016 compared with 2012 CVS

Crime type	Change in number of crimes per 1,000 premises	Change in % of premises experiencing	Change in average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	***-34***	***-4*** *	***1***
Vandalism	***-166***	***-8*** *	***1***
All vehicle-related theft	***-43*** *	***-3*** *	**-**
All robbery (inc. attempts)	***-196***	***1***	**-**
Assaults and threats	***-650***	***-4*** *	***-3***
All theft	***-4,901***	***-8*** *	***-4***
Thefts by customers	*-1,416*	*-1*	*-5*
Thefts by employees	*-594* *	*-3* *	*-11* *
Thefts by others	*-120*	*-1* *	*n/a*
Thefts by unknown persons	*-2,771*	*-7* *	*-5*
All fraud	***-286***	***-4*** *	***1***
ALL W&R CRIME	***-6,275***	***-16*** *	***-1***

Source: Home Office, 2016 CVS Headline Tables and 2016 CVS Comparison Tables
Table notes:

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

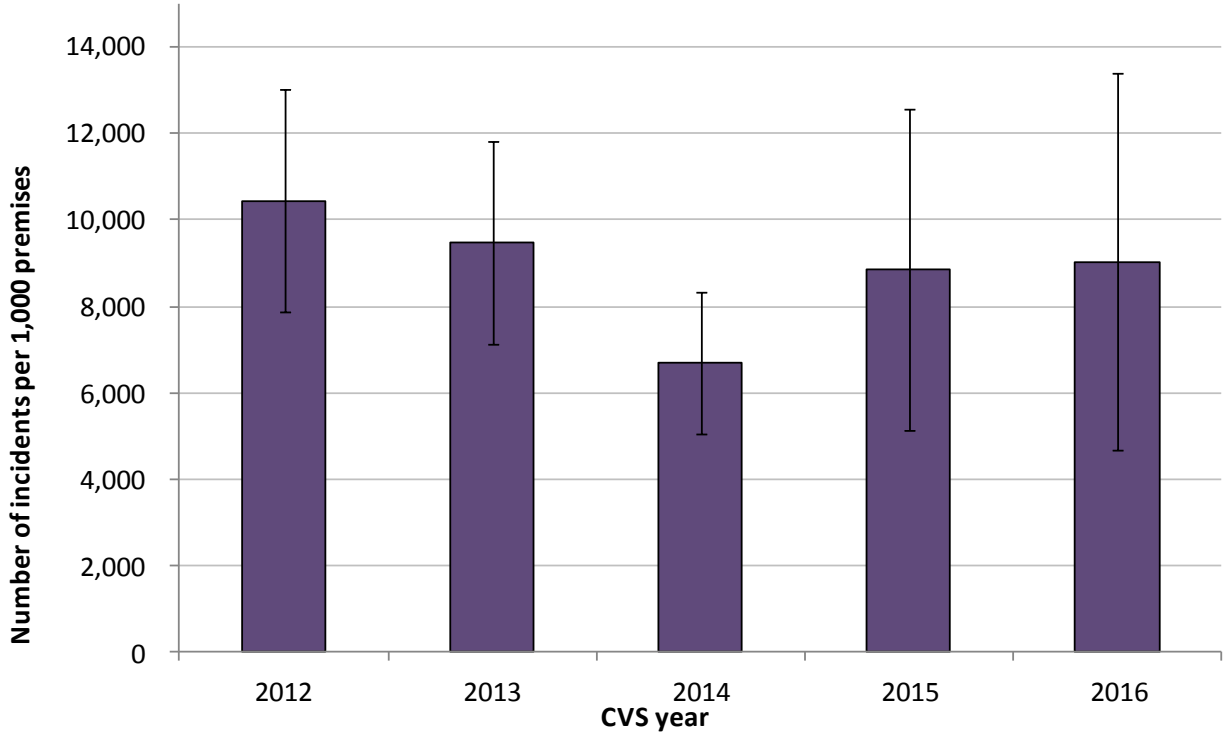
Number of incidents per 1,000 premises (incidence rates)

Trends in the incidence rate of theft

Theft by customers (shoplifting) remains the most common crime against the wholesale and retail sector, with 9,029 incidents per 1,000 premises in the 2016 CVS (see Table 1.1.) This is a much higher incident rate compared with all other types of theft with the rate of shoplifting almost five times as high as theft by unknown persons, the second most common type of theft to affect the sector.

The rate of shoplifting fell statistically significantly between 2012 and 2014 and, although it seems to have shown an increase between 2014 and 2016, this change is not statistically significant (Figure 1.3). However, the rate of shoplifting in 2016 was only a little lower to that of 2012. All other types of theft have not shown statistically significant changes compared with 2012, except for theft by employees which fell from 643 incidents per 1,000 premises in 2012 to 49 incidents per 1,000 premises in 2016 (see 2016 CVS comparison tables).

Figure 1.3: Incidents of theft by customers per 1,000 premises, wholesale and retail sector, with 95% confidence intervals, 2012 to 2016 CVS



Source: Home Office, 2016 CVS Comparison Tables
Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

Trends in the incidence rates for all other crime types

Table W&R1 of the Comparison tables shows that whilst incidence rates have fallen for most of the other crime types in the wholesale and retail sector in 2016, compared with 2012, only vehicle-related theft showed a statistically significant change. The rate of vehicle-related theft fell from 71 incidents per 1,000 premises in 2012 to 28 incidents per 1,000 premises in 2016.

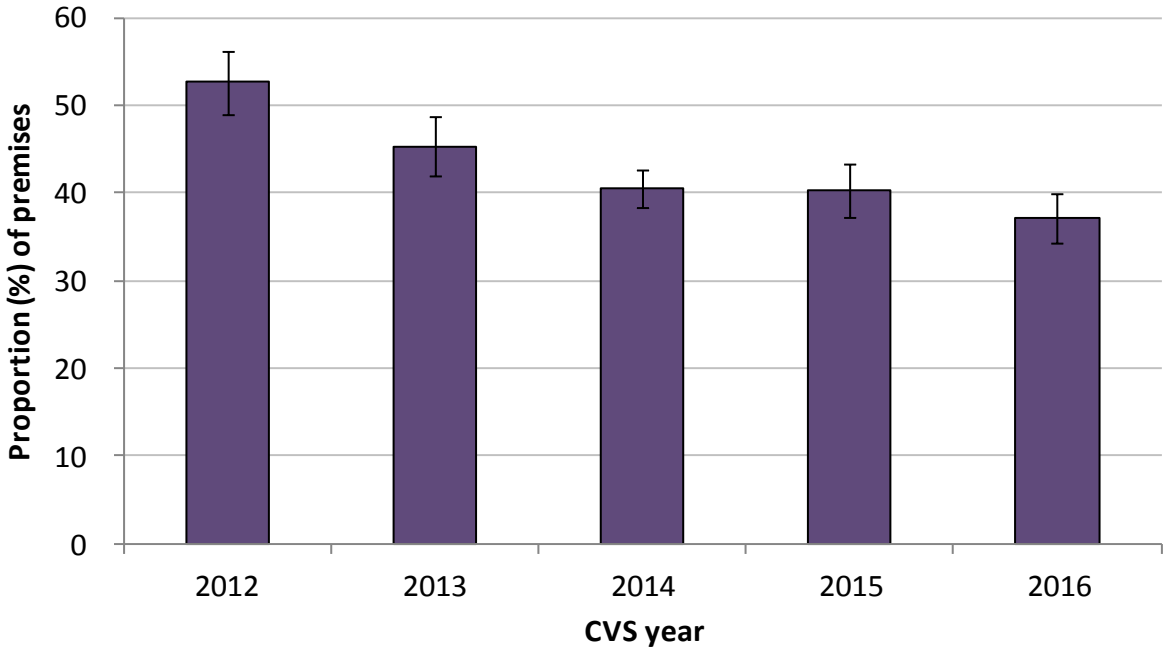
When comparing the incidence rates between the 2016 CVS and 2015 CVS only theft of vehicles

showed a statistically significant change, falling from 12 incidents per 1,000 premises in 2015 to one incident per 1,000 premises in 2016. All other changes were not statistically significant.

Proportions of premises that experienced a crime (prevalence rates)

Similar to previous survey years, the proportion of premises victimised in the wholesale and retail sector was relatively high compared with the other sectors surveyed in 2016. However, figure 1.4 shows that the proportion of premises victimised has fallen steadily over the past four survey years, down to 37 per cent of premises in the recent year, compared with more than half (53%) of businesses in 2012, a statistically significant fall.

Figure 1.4 Proportion of premises that experienced a crime, wholesale and retail sector, 2012 to 2016 CVS



Source: Home Office, 2016 CVS Comparison Tables
Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

Around a quarter (24%) of premises experienced theft; most commonly this was theft by customers (21% of premises). Fraud was the second most prevalent crime type in the wholesale and retail sector in 2016 with nine per cent of premises having experienced fraud, followed by vandalism (8%), burglary (7%) and assaults and threats (6%). Prevalence rates for all other crime types were below six per cent (see 2016 CVS comparison Tables).

Compared with 2012, almost all crime types showed statistically significant decreases in prevalence rates, with theft and vandalism showing the biggest falls (see Table 1.2). Changes in prevalence rates compared with 2012 and 2015 can be found in the 2016 CVS Comparison Tables.

Incidence and prevalence rates by business size

As shown by previous surveys, incidence rates of crime tend to be significantly higher for premises with more employees. This is also seen in the 2016 CVS. The overall number of crimes per 1,000 premises with 50 or more employees was around 42 times as high as for those premises with 1-9

employees in 2016 and five times as high than premises with 10-49 employees. Table 1.3 shows that for all crime types the incidence rate was higher among premises with 50 or more employees compared with 1-9 employees (although the difference is not statistically significant for vandalism and vehicle-related theft).

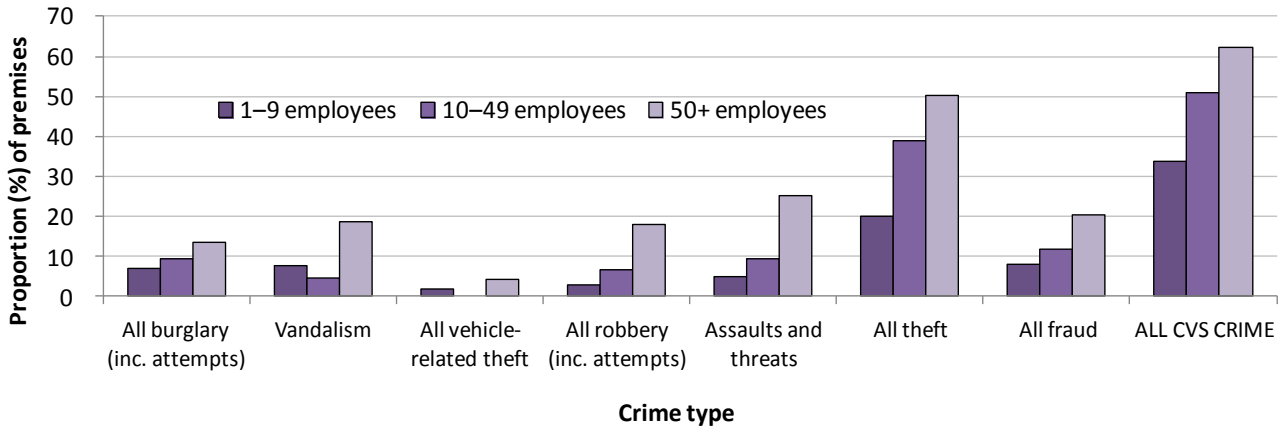
Table 1.3: Number of incidents per 1,000 premises, by crime type and premises size, wholesale and retail sector, 2016 CVS

Crime type	1–9 employees	10–49 employees	50+ employees	All premises
All burglary (inc. attempts)	**150**	**811**	**1,887**	**303**
Vandalism	**151**	**504**	**3,687**	**319**
All vehicle-related theft	**31**	**..**	**81**	**28**
All robbery (inc. attempts)	**138**	**640**	**6,998**	**437**
Assaults and threats	**252**	**946**	**5,449**	**524**
All theft	**2,614**	**28,479**	**141,492**	**10,935**
ALL CVS CRIME	**3,962**	**32,699**	**164,884**	**13,426**
Unweighted base	*635*	*209*	*284*	*1,128*

Source: Home Office, 2016 CVS Headline Tables
Table note: '..' indicates that there were no respondents in the category shown.

A breakdown of prevalence rates by size and crime type (Figure 1.5) presents a similar picture, with prevalence rates increasing with business size for all crime types except for vandalism.

Figure 1.5: Proportion of wholesale and retail premises that experienced crime in the 12 months prior to interview, by crime type and premises size, 2016 CVS



Source: Home Office, 2016 CVS Headline Tables
Chart note: The unweighted base for the '10-49 employees' category for all vehicle-related theft is fewer than 50 respondents and is therefore not shown on this chart.

Average number of incidents of crime per victim (premises)

The average number of incidents of crime per victim is a measure of repeat victimisation, representing the average number of times each victim has experienced a particular crime. It is calculated by dividing the total number of crimes by the total number of victims. Changes in the average number of incidents per victim depend on both the number of incidents and the number of victims. For example, if the number of incidents increases, but the number of victims increases by more, this measure will actually fall. This measure can reveal some interesting trends in crime.

Overall, each victim of crime in the wholesale and retail sector experienced an average of 36 incidents in the last year, similar to 2012 when each victim of crime experienced an average of 37 incidents. The highest average number of incidents per victim in 2016 was for theft, with each victim of theft experiencing an average of 46 thefts in the last year, the majority of which was accounted for by shoplifting, 44 incidents per victim, similar to 2012 (49 incidents per victim).

The lowest average number of incidents per victim was for theft by employees, with two incidents per victim, a statistically significant fall compared with the 2012 CVS (13 incidents per victim),

Looking at other crime types, compared with the 2015 CVS, the average number of all burglaries (including attempts) per victim showed a statistically significant increase, increasing from two incidents in the 2015 CVS to four incidents per victim in the 2016 survey year. Fraud by others also showed a statistically significant increase compared with the previous year, increasing from three incidents per victim in 2015 to 11 incidents per victim in 2016. Despite this increase the figure is similar to that seen in 2012 (8 incidents per victim). It is acknowledged that a premises-based survey such as the CVS may underestimate some types of fraud, which are committed against the business as a whole, rather than a particular premises. For this reason a scoping exercise was carried out to look into the feasibility of carrying out a fraud and cyber crime survey of head offices and subsequently a pilot survey was carried out in March 2017. More details about the progress of the head office survey can be found in Annex A.

1.3 OTHER RESULTS FROM THE SURVEY

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

Shoplifting

The 2016 CVS shows that shoplifting made up around two-thirds (67%) of all incidents of crime against wholesale and retail premises in the 12 months prior to interview. It remains the most common crime type, with 9,029 incidents per 1,000 premises.

Looking at the long-term trend, the rate of shoplifting showed a fall between 2012 and 2014, falling from 10,445 incidents per 1,000 premises compared with 6,695 incidents per 1,000 premises. Since 2014 the trend has shown a small rise, although not statistically significant, to 9,029 incidents per 1,000 premises in 2016.

The proportion of premises experiencing shoplifting has remained steady over the period covered by the CVS from 2012 to 2016, ranging between 20 and 22 per cent. Similarly, the average number of shoplifting incidents per victim (44 incidents in 2016) appears to have shown little change over the 5 year period from 49 incidents per victim in the 2012 CVS, a non-statistically significant change.

The latest police recorded crime statistics published by the Office for National Statistics (ONS) show an increase in shoplifting, which is consistent with the most recent CVS findings for shoplifting (despite this not showing a statistically significant increase). The number of shoplifting offences recorded by the police rose from 332,891 offences in the year ending December 2015 to 358,085 offences in the year to December 2016, an increase of eight per cent. One possible explanation for this increase in the number of offences recorded by the police could be due to an increase in the proportion of

shoplifting incidents that come to the attention of police, or improvements to police recording practices[4]. This is supported by the fact that the police recorded crime figures are lower than those reported by the CVS (3.5 million incidents of shoplifting), however the 2016 CVS shows there has been no change in the proportion of premises that reported the most recent incident of shoplifting to the police, with two-fifths (40%) having reported the latest incident compared with 41 per cent in the 2012 CVS and 36 per cent in the 2015 CVS. A new set of questions were added to the 2016 CVS to look further at changes in reporting practices. The findings for these questions are discussed in detail in the reporting rates section.

The cost and nature of shoplifting

The CVS includes two questions to measure the value of items stolen by customers. The first question focuses on *cost per victim* and asks the respondent to estimate the total value of all items stolen by customers in the last 12 months (Table 1.4). The second question is a proxy for the *cost per incident,* asking the respondent to estimate the total value of items stolen by customers in the *most recent* incident of shoplifting experienced (Table 1.5)[5].

Table 1.4: Value of items stolen/unpaid in all incidents of shoplifting experienced by each victim in the 12 months prior to interview, wholesale & retail sector, 2012 to 2016 CVS

Value of items stolen/unpaid	2012	2013	2014	2015	2016
Mean value of items stolen/unpaid	£3,674	£7,917	£4,403	£5,416	£5,443
Median value of items stolen/unpaid	£237	£400	£350	£300	£500
Maximum value of items stolen/unpaid	£250,000	£500,000	£800,000	£400,000	£750,001
Unweighted base	*230*	*186*	*465*	*194*	*274*

Source: Home Office, 2016 CVS Bulletin Tables.

Table 1.5: Value of items stolen/unpaid in the most recent incident of shoplifting experienced by each victim in the 12 months prior to interview, wholesale & retail sector, 2012 to 2016 CVS

Value of items stolen/unpaid	2012	2013	2014	2015	2016
Mean value of items stolen/unpaid	£158	£177	£126	£545	£248
Median value of items stolen/unpaid	£35	£50	£40	£40	£54
Maximum value of items stolen/unpaid	£20,000	£3,000	£2,500	£132,000	£10,000
Unweighted base	*213*	*207*	*508*	*239*	330

Source: Home Office, 2016 CVS Bulletin Tables.

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

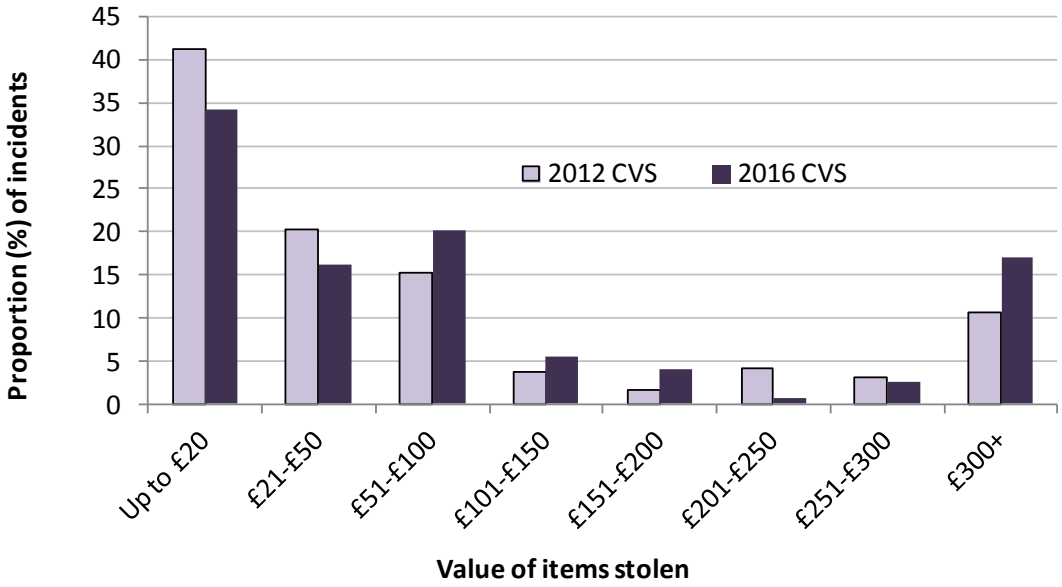
[4] As a result of police force inspections carried out by Her Majesty's Inspectorate Constabulary (HMIC) it is likely that the improvements made to comply with the National Crime Recording System (NCRS) have led to increased recording of crimes by the police although it is not possible to quantify this. For more information please see the User Guide to Crime Statistics for England and Wales.

[5] Please note that this does not yield a true cost "per incident", as only the latest incident is taken into account; other incidents experienced by the respondent are likely to have incurred different costs. Furthermore, responses to the question may be affected by recall bias (e.g. respondents may refer to the most memorable, rather than the most recent incident) so the estimates should be treated with caution. The CVS data appear to support this theory, since the mean cost per incident (based on the most recent incident) was £248 in 2016, and the average number of incidents per victim was 44; multiplying these together would yield a much higher predicted estimate of the total cost per victim than the estimate of £5,443, as measured by the survey question directly, suggesting that the values given by respondents in reference to the "most recent" incident may be exaggerated. Despite this caveat, the average costs based on the most recent incident are a suitable way of monitoring typical costs of shoplifting over time.

most recent incident in the 2016 CVS is broadly similar to that shown in the 2012 CVS although a larger proportion of shoplifting incidents (50%) in 2016 involved items worth over £50 compared with 2012 (38%), a statistically significant change. In the latest year a slightly higher proportion of goods stolen in shoplifting incidents were attributed to items worth over £300 compared to the 2012 CVS although the difference is not statistically significant.

The presence of a small number of extreme values in the distribution of values suggests that the median is a more suitable average than the mean for summarising shoplifting costs (e.g. in 2015 there was at least one incident which cost the business several thousand pounds). The median cost of the latest shoplifting incident shows a small amount of variation over the last five years' surveys with a slight increase to £54 per incident in the 2016 CVS compared with £35 in the 2012 CVS. The median total costs of all incidents per victim in the last 12 months also shows an increase compared with the 2012 CVS, increasing from £237 to £500.

Figure 1.6: Incidents of shoplifting grouped by value of goods stolen/unpaid, based on the most recent incident experienced by each premises, wholesale and retail sector, 2012 and 2016 CVS



Unweighted base: 213 & 330 premises.
Source: Home Office, 2016 CVS Bulletin Tables.

Table 1.6 gives some insight into the types of items stolen in incidents of shoplifting. The 2016 CVS asked victims of shoplifting to name the most commonly stolen items over the year prior to interview, as well as the items stolen in the most recent incident of shoplifting. The most frequent category for both measures was "food or groceries" accounting for around a quarter of responses. Other common categories of items stolen in the wholesale and retail sector included: clothing, cosmetics, alcohol and parts, components or small equipment.

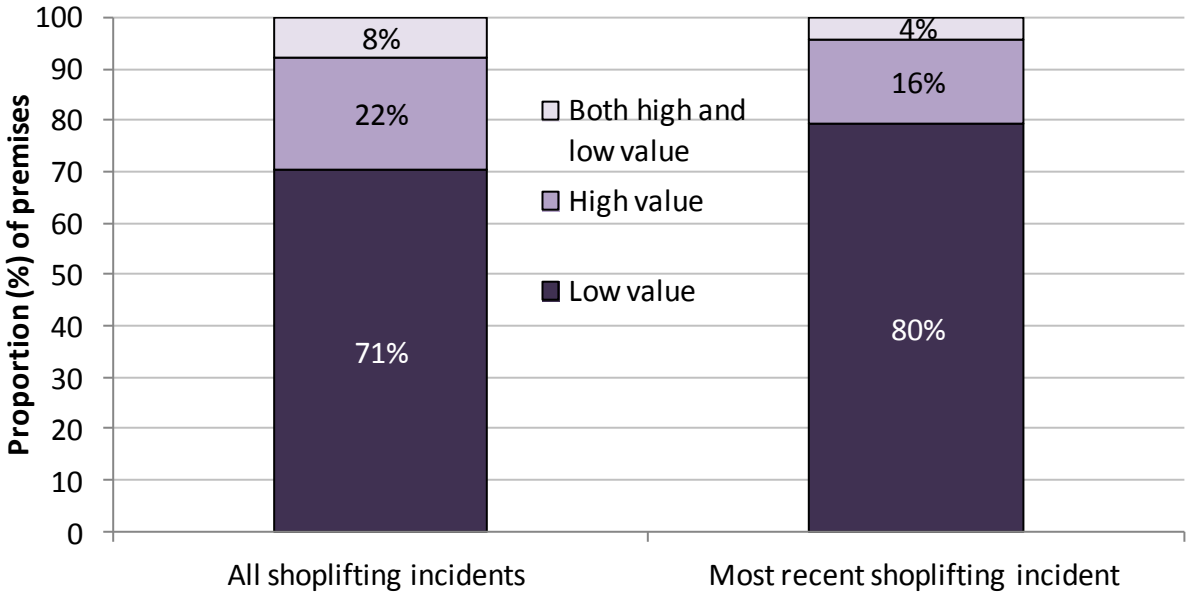
Table 1.6: Items most commonly stolen in all shoplifting incidents and items stolen in the most recent shoplifting incident, wholesale and retail sector, 2016 CVS

Items	2016 CVS: items most commonly stolen in shoplifting	2016 CVS: items stolen in most recent shoplifting incident
Food or groceries	27%	22%
Clothing	16%	15%
Cosmetics	16%	11%
Alcohol	14%	9%
Parts, components or small equipment	14%	12%
Electrical or electronic equipment	7%	5%
Home accessories	6%	4%
Money	4%	4%
Jewellery belonging to the business	4%	2%
Toiletries	3%	1%
Electronics toys/DVDs/toys/games	..	3%
Watches belonging to the business	3%	2%
Personal possessions belonging to employees or customers	3%	2%
Unweighted base	*341*	*341*

Source: Home Office, 2016 CVS Bulletin Tables.
Table note: '..' indicates that there were no respondents in the category shown.

The 2016 CVS also included new questions for respondents who said the most commonly stolen items in shoplifting incidents were food or grocery items. Respondents were asked whether the food or groceries typically stolen were high value luxury items (e.g. expensive cuts of meat), lower value day-to-day items (such as bread or milk) or a combination of these. Figure 1.7 shows that the majority of premises (71% for all incidents and 80% for the most recent incident) typically had low value goods stolen in shoplifting incidents involving food and grocery items.

Figure 1.7: Typical value of food and grocery items stolen in shoplifting incidents reported by victims, wholesale and retail sector, 2016 CVS



Unweighted base: 118 & 91 premises.
Source: Home Office, 2016 CVS Bulletin Tables.
Chart note: Percentages may not add up to 100 per cent due to rounding.

Supermarkets experienced significantly higher incidence and prevalence rates for shoplifting, compared with the wholesale and retail sector as a whole. As in previous years, in 2016 supermarkets experienced 67,732 incidents of shoplifting per 1,000 premises, around 10 times higher than the rest of the wholesale and retail sector which experienced 6,748 incidents per 1,000 premises. Similarly, 51 per cent of supermarkets were victims of shoplifting, compared with 19 per cent of all other wholesale and retail premises, a statistically significant difference. Although around half (51%) of supermarkets were victims of shoplifting, this was a much lower proportion compared with the previous year (72%), a statistically significant decrease. Shoplifting from supermarkets accounted for over a quarter (28%) of all customer theft in the wholesale and retail sector, although supermarket premises accounted for only four per cent of all premises in this sector.

Not all wholesale and retail premises allow customers to freely access their premises, or trade in goods that can be easily concealed and carried off (e.g. businesses operating online, trading in large goods such as machinery, or trading over counters only), there is a common perception that every retailer will experience some customer theft, as users of the CVS tend to associate “retail crime” with theft from high street shops. As a result, some users of the CVS have queried whether the estimates presented are in fact underestimates. In response to this, a question was added to the 2015 CVS, asking those premises that reported no customer theft why they felt this was the case. Of the respondents who confirmed that they had not experienced any customer theft in the 2016 CVS, the most common explanation given for why they had not experienced any shoplifting included: prevention of shoplifting by means of tight security controls (22%); customers not visiting the premises (15%) and there being no records kept of customer thefts (9%). Reasons such as trading in goods difficult to carry off and difficulty in assessing stock losses were also given by survey respondents. While many of these reasons add credibility to responses where no customer theft was reported, other reasons suggest that it is difficult to track shoplifting in some cases, so some respondents may indeed have said they did not experience customer theft, when in fact they may have unknowingly been a victim of theft.

Online crime

Online crime covers a range of crime types carried out over computer networks. The Introduction gives further details on the types of online crime covered in the survey. In the 2016 CVS half of the respondents from the wholesale and retail sector who said that they used computers at the premises were randomly selected to answer questions about their premises' experience of various types of online crime. In the wholesale and retail sector, the majority (84%) of businesses said they used computers.

It is important to bear in mind that respondents were only asked about online crimes affecting the premises. Many online crimes may affect only head offices and will not have been picked up by the survey. To address this, the Home Office has developed a fraud and cyber crime pilot survey to be carried out at the head office/enterprise level. This was launched in February 2017. For further information regarding the pilot survey, please see Annex A.

Although the 2016 CVS shows that the volume of incidents of online crime against businesses in the wholesale and retail sector appears to have decreased compared with the 2015 CVS, the online incidence rate was higher in 2016 than in 2015. There were 787 incidents of online crime per 1,000 premises in 2016 (Table 1.7), the vast majority of which (81%) were 'other online' crimes although this was due to one respondent experiencing high volumes of 'other online' incidents. This is compared with 603 incidents of online crime per 1,000 premises in 2015 and 176 per 1,000 premises in 2012 although none of the changes described are statistically significant, reflecting the degree of uncertainty associated with the relatively small sample sizes in each year.

Table 1.7: Online crime experiences in the 12 months prior to interview, wholesale & retail sector, 2016 CVS

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
Hacking	4	23	2	1	-
Phishing	..	..	0	0	-
Theft of money (online)	3	17	2	1	-
Theft of information (online)	1	6	1	1	-
Website vandalism	4	31	3	2	-
Computer virus	13	78	7	4	-
Other online crime	107	638	12	7	-
ALL ONLINE CRIME	**131**	**787**	**26**	**16**	**5**

Unweighted base: 527 premises

Source: Home Office, 2016 CVS Headline Tables.
Table notes:

- Responses based on randomly selected half sample of those who use a computer at their premises.
- Columns related to victims may not sum to the totals shown for all online crime. This is because one premises can be a victim of more than one type of online crime. Other columns may not sum exactly to the total shown due to rounding.
- '-' indicates that data are not reported because the unweighted base is fewer than 50 respondents.
- '..' indicates that there were no respondents in the category shown.

Prior to the 2016 CVS the most commonly experienced online crime in each of the previous four years were computer viruses. However, the number of online crime incidents involving computer viruses decreased from 96,000 incidents in the 2015 CVS to 13,000 in the 2016 CVS, a statistically significant fall. Although the 2016 CVS shows that the most commonly experienced online crime was all 'other'

online crime, this figure was heavily skewed by one respondent[6] reporting a much higher number of incidents in this category compared to other respondents, bringing the figure to 107,000 incidents.

Looking at changes compared to 2012, the number of incidents of website vandalism was the only online crime type that showed a statistically significant change, increasing from 1,000 incidents in 2012 to 4,000 incidents in the 2016. Despite the increase, the volume of incidents is much lower compared to more traditional crime types.

In terms of prevalence of online crime against the wholesale and retail sector, a higher proportion (16%) of premises experienced at least one type of online crime in the last year, representing a statistically significant increase compared with seven per cent in the 2012 CVS and 11 per cent in the 2015 CVS, and continuing the upward trend.

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

Table 1.8: Number of online crimes per 1,000 premises in the 12 months prior to interview, by premises size, wholesale & retail sector, 2016 CVS

Crime type	1-9 Employees	10-49 Employees	50+ Employees	All premises
Hacking	17	51	10	23
Phishing	..	..	..	..
Theft of money (online)	20	..	31	17
Theft of information (online)	5	11	4	6
Website vandalism	39	5	19	31
Computer virus	42	193	291	78
All other online crime	811[a]	..	..	638
ALL ONLINE CRIME	**924**	**261**	**355**	**787**
Unweighted base	*270*	*111*	*146*	*527*

Source: Home Office, 2016 Bulletin Tables.
a. One respondent in this group reported a very high number of other online crime, see footnote 7.
Tables notes:

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

Table 1.9 combines data from the 2015 and 2016 CVS[7] and shows that the median total annual spend on IT security in the wholesale and retail sector increases with business size. It ranges from a median average of £100 per year for businesses with 1-9 employees, to £1,000 for those with 10-49 employees and £3,751 for those with 50 or more employees. This is a broadly similar pattern to that seen in the combined 2013 and 2014 CVS data, when the median for the smallest businesses (1-9 employees) was £126 and medium businesses (10-49 employees) was £876. However, the median spend for premises with 50 or more employees in 2013 and 2014 combined was higher at £5,000.

[6] During the imputation stage the value for other online crime for this respondent was treated as an outlier and imputed to the mean, however the mean value was still much higher compared with other premises within the sector and size band.
[7] The 2015 and 2016 CVS data on annual IT security spend have been combined in order to present estimates broken down by business size. The unweighted bases in single years are too small to make estimates based on single survey years reliable.

Overall, the median annual spend on IT security across all wholesale and retail premises appears to remain steady, at £100 per year, similar to the 2013-2014 estimate (£126).

Table 1.9: Total amount of money spent per year on IT security, excluding staff time, by premises size, wholesale & retail sector, 2015 and 2016 CVS

	1-9 Employees	10-49 Employees	50+ Employees	All W&R premises
Mean	£3,052	£3,141	£28,273	£3,596
Median	£100	£1,000	£3,751	£100
Maximum	£750,001	£40,000	£750,001	£750,001
Unweighted base	*343*	*72*	*59*	*474*

Source: Home Office, 2016 CVS Bulletin Tables.
Table notes:
- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2015 and 2016 CVS data have been merged to produce a breakdown by business size, as single years' data result in small respondent bases (fewer than 50 respondents).
- A small number of respondents reporting large amounts spent on IT security skew the mean of the distribution upwards, so the median is a more representative average for this measure.
- One respondent of the 2015 CVS, a premises with 1-9 employees reported an annual spend of over £1,000,000 on IT security, which was deemed to be an outlier and set to the median value for all other wholesale and retail premises with 1-9 employees.

Looking at the types of IT security measures in place at wholesale and retail premises (Table 1.10), most businesses of all sizes have anti-virus or anti-spam software and/or a firewall. Other IT security measures become more common as the business size increases; these include measures such as having a data security policy, restrictions on e-mail or internet use by staff, encryption software and restrictions on portable data storage devices. Across businesses of all sizes, relatively low proportions (0-4%) do not have any IT security measures in place.

Table 1.10: Proportions of premises with IT security measures in place, by type, wholesale & retail sector, 2015 and 2016 CVS

IT Security measures	1-9 Employees	10-49 Employees	50+ Employees	All W&R premises
Anti-virus or anti-spam software	84%	75%	87%	83%
Firewall	75%	74%	80%	75%
Data security policy	40%	70%	79%	46%
Restrictions on e-mail/web use	33%	58%	75%	39%
Encryption software	37%	42%	54%	38%
Restrictions on data storage devices	28%	48%	59%	32%
None	4%	3%	0%	4%
Don't know	5%	8%	10%	5%
Other	1%	4%	0%	1%
Unweighted base	*516*	*183*	*189*	*888*

Source: Home Office, 2016 CVS Bulletin Tables.
Table notes:
- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2015 and 2016 CVS data have been merged to produce a breakdown by business size, as single years' data result in small respondent bases (fewer than 50 respondents).

In addition to asking about businesses' experiences of online crime, the 2016 CVS also aimed to

establish whether wholesale and retail businesses conduct any amount of their trade online. On average, just under a third (30%) of wholesale and retail businesses conducted some of their trade online. This proportion increases with business size, from 28 per cent of premises with 1-9 employees to 36 per cent of premises with 10-49 employees and 42 per cent of premises with 50 or more employees.

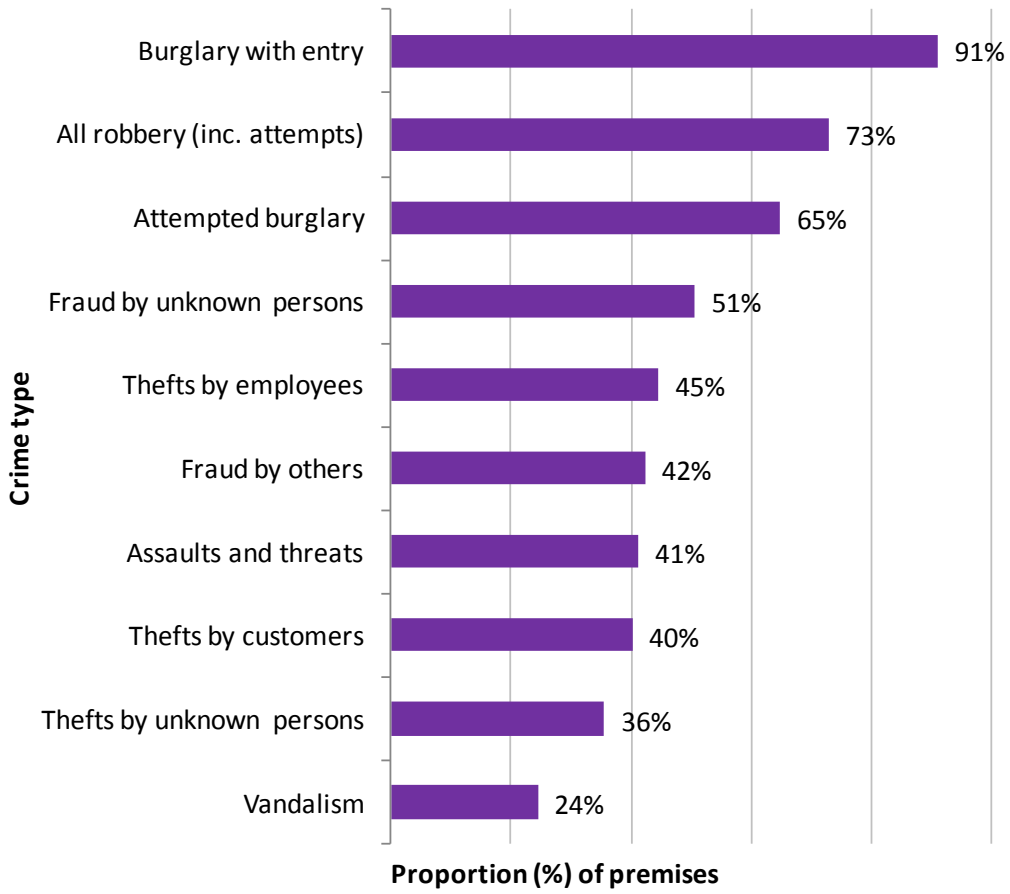
Among those who said that they conduct some of their trade online, a small proportion of businesses (8%) said that all of their trade is conducted online, while 13 per cent said that more than half of their trade takes place online. The majority of businesses said either less than half of their trade takes place online (49%), or that trade infrequently occurs online (30%).

Reporting rates

The 2016 CVS asked those respondents who had experienced crime in the past year whether they had reported the most recent incident of each crime type to the police. Comparisons of 2016 CVS reporting rates to previous CVS findings are shown in the 2016 CVS Comparison Tables. Comparisons should be treated with some caution given their variability year-on-year in many cases.

Where sample sizes were large enough to look at reporting rates for the wholesale and retail sector, the CVS showed that reporting rates varied considerably by the type of offence (Figure 1.8).

Figure 1.8: Proportion of premises that reported the latest incident to the police, for selected crime types, wholesale and retail sector, 2016 CVS



Source: Home Office, 2016 CVS Headline Tables.
Chart note: some categories are not shown due to having an unweighted base of fewer than 50 respondents.

The most recent incidents of burglary and attempted burglary were fairly well reported, with 91 per cent of premises reporting incidents of burglary with entry and 65 per cent reporting incidents of attempted burglary to police according to the 2016 CVS. The high reporting rates for these crime types are likely to reflect the need for victims to obtain a crime reference number from the police in order to make an insurance claim and the perceived seriousness of these crimes Robbery was also well reported with almost three quarters (73%) of victimised premises reporting the crime. Reporting rates were comparatively low for thefts by unknown persons (36%) and vandalism (24%) presumably due to the fact that in most cases the perpetrator is unknown.

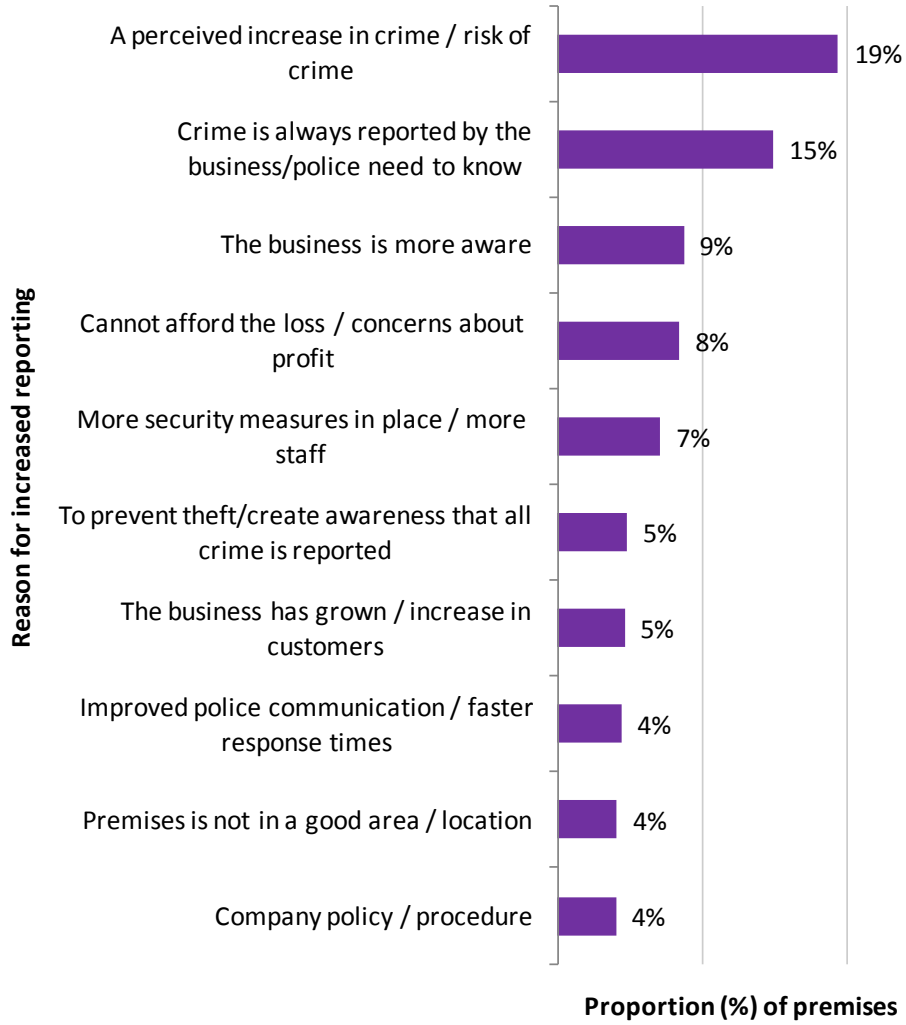
Theft by customers is also less well reported to the police compared to other crime types, with 40 per cent of premises reporting this type of crime, similar to the 2012 CVS (41%). As mentioned in the shoplifting section of this chapter, a set of new questions were introduced to the 2016 CVS to understand businesses' general attitudes to reporting customer theft and whether there had been any changes to reporting practices in the 12 months prior to interview. These questions were introduced partly to understand the increase shown in each of the last five years in the police recorded crime figure for shoplifting; shoplifting increased from 308,326 offences in the year ending March 2012 to 336,318 in the year ending March 2016. One possible explanation was increased reporting of the crime to the police, so the 2016 CVS asked premises what approach the business takes when it comes to reporting incidents of customer theft to the police. Fewer than half of premises (45%) said that all incidents of shoplifting were reported to the police and a similar proportion (41%) said that it depended on the circumstances of the item stolen. The remainder (14%) said that they didn't report shoplifting to the police.

Of the business who said it depended on the circumstances, some of the most common factors that influenced whether a business reported an incident of shoplifting to the police included if a high value item was stolen (47% of premises gave this as a reason), if the incident involved violence towards staff (21%) and if the perpetrator was known (14%).

Looking at changes in reporting practices compared with the previous 12 months, the majority of businesses (63%) said that there had been no change in reporting shoplifting to police. Around a quarter (24%) of premises, however, said they were either a lot more likely or slightly more likely to report shoplifting and 12 per cent said they were either less likely or much less likely to do so.

Figure 1.9 below shows some of the most common reasons given by premises for their increased reporting of shoplifting compared with 12 months ago. Around a fifth (19%) said it was due to a perceived increase in crime or risk of crime.

Figure 1.9 Most common reasons for why businesses have increased their reporting of shoplifting to the police, wholesale & retail sector, 2016 CVS



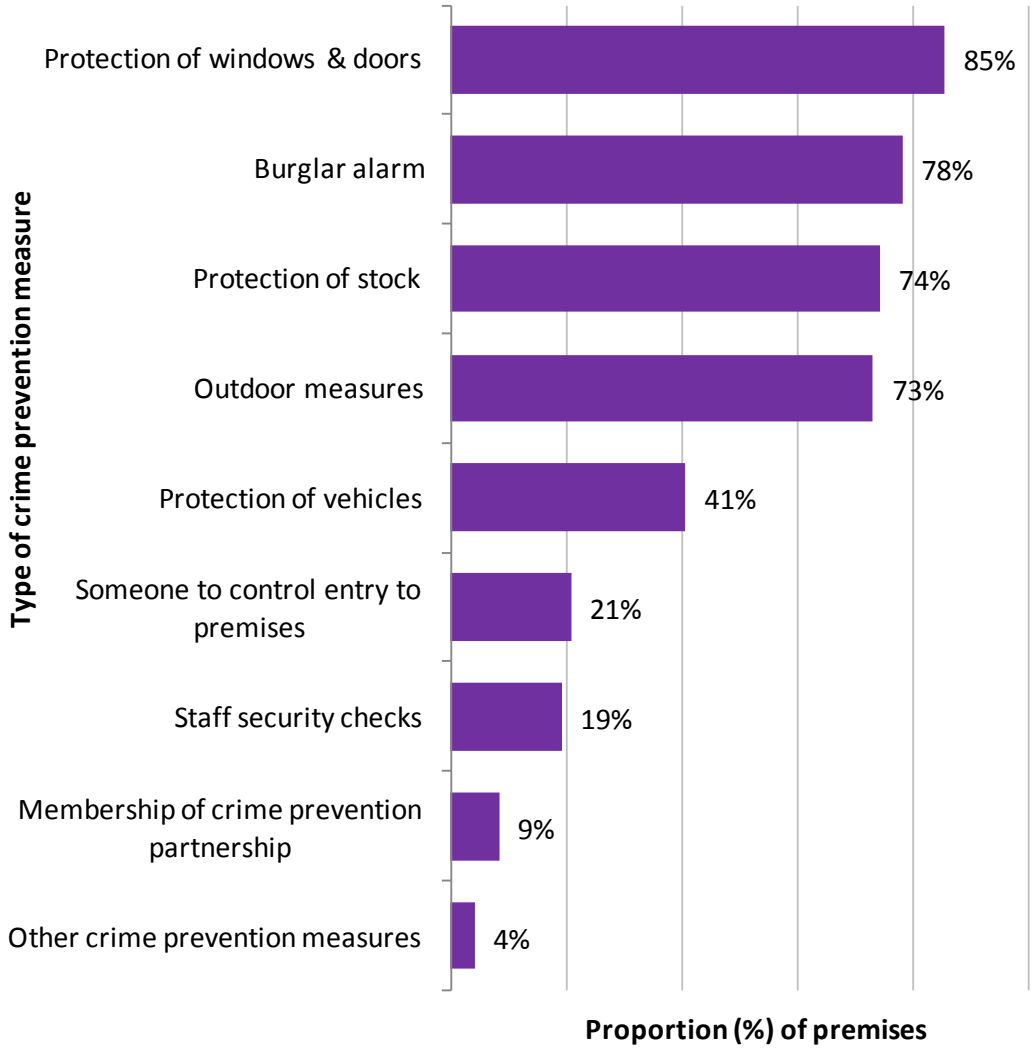
Source: Home Office, 2016 CVS Bulletin Tables.

Crime prevention measures

The 2016 CVS asked half of its respondents whether they had a range of crime prevention measures in place at the premises. The 2016 CVS questions were developed and improved, making them different to those used in the 2015 CVS and therefore it is not possible to make comparisons between survey years (please see the Technical Report for further detail on the changes).

In the wholesale and retail sector, the most common crime prevention measures installed at premises were protection of windows & doors (85% of premises), burglar alarms (78%), protection of stock (74%) and outdoor measures (73%) (these typically include CCTV, security lighting and barbed wire fencing - to see a full list of measures please see the Introduction to this report). Figure 1.10 illustrates the other types of crime prevention measures covered by the CVS.

Figure 1.10: Proportion of all premises that had crime prevention measures in place, wholesale & retail sector, 2016 CVS



Source: Home Office, 2016 CVS Bulletin Tables.

Previously, when comparing victimisation rates between premises which had a measure installed and those without a measure, it was not possible to know which respondents had the measure installed for the full 12 month reference period due to the question wording[8]. To resolve this, the question was changed in the 2016 CVS to ask respondents whether a measure had been installed in the 12 months prior to interview, regardless of whether or not it was in response to a crime that took place. The changes to the questions in the 2016 CVS have allowed a more meaningful comparison to be made when comparing the likelihood of victimisation between premises with and without a measure (Table 1.11). For a summary of other question changes made to the crime prevention questions[9], please see the Technical Report.

In order to see whether a particular crime prevention measure tends to be effective, it is necessary to consider each prevention measure in the context of the crime types it is intended to prevent. For

[8] Previously the prevention measure questions asked respondents whether a measure had been installed in the last 12 months due to a crime. It was then not possible to determine who had installed the measure outside of the 12 month period or whether the measure had been installed in the 12 months for a different reason.
[9] Extra questions were added to the 2016 CVS including perceived effectiveness of the measure however the results are not reported here as the unweighted bases were fewer than 50 respondents.

instance, burglaries may be prevented by burglar alarms, outdoor protection measures and protection measures on doors and windows, and stock protection. A selection of prevention measures have been matched to crime types they are expected to prevent in Table 1.11 below, and the figures are discussed in detail below.

Table 1.11 Proportion of premises that experienced selected crime types, by presence of selected crime prevention measures, wholesale & retail sector, 2016 CVS

Crime prevention measure	Crime type	Proportion (%) of premises *without* the prevention measure that experienced the crime type *(with unweighted base)*	Proportion (%) of premises *with* the prevention measure that experienced the crime type *(with unweighted base)*	
Burglar alarm	Burglary with entry	6 *(94)*	3 *(446)*	
	Attempted burglary	3 *(94)*	3 *(446)*	
Protection on doors & windows	Burglary with entry	2 *(76)*	5 *(497)*	
	Attempted burglary	.. *(76)*	4 *(497)*	
	Vandalism	3 *(76)*	8 *(497)*	*
Protection of stock	Burglary with entry	2 *(106)*	5 *(466)*	
	Attempted burglary	.. *(106)*	5 *(466)*	
	Theft by a customer	9 *(106)*	23 *(466)*	*
	Theft by an employee	.. *(106)*	3 *(466)*	
	Theft by others	2 *(106)*	1 *(466)*	
	Theft by unknown persons	4 *(106)*	7 *(466)*	
	All theft	**13 *(106)***	**27 *(466)***	*
Vehicle protection	Theft of a vehicle	.. *(324)*	.. *(241)*	
	Theft from a vehicle	.. *(324)*	3 *(241)*	
Staff security checks	Theft by an employee	2 *(391)*	3 *(187)*	
	Theft by unknown persons	5 *(391)*	11 *(187)*	*
	Fraud by an employee	1 *(391)*	1 *(187)*	
	Fraud by unknown persons	3 *(391)*	2 *(187)*	
Outdoor measures	Burglary with entry	3 *(127)*	4 *(451)*	
	Attempted burglary	5 *(127)*	3 *(451)*	

Source: Home Office, 2016 CVS Bulletin Tables.

Table notes:

- Asterisks (*) indicate statistically significant differences between the two columns.
- Crime types and prevention measures have been paired based on relevance of the measure to the crime.
- The column showing figures for those with specific prevention measures in place only includes businesses that reported that they had installed the prevention measure outside of the CVS reference period, i.e. had the measure in place for more than 12 months. This was to get a truer picture of whether the prevention measure had been effective in preventing crime.
- '..' indicates that there were no respondents in the category shown.

Table 1.11 shows that for some crime types in the wholesale and retail sector, premises with a prevention measure in place were more likely to have experienced a crime for which the measure is intended compared with premises without the measure. For example:

- Protection on doors and windows: eight per cent of premises with the measure experienced vandalism compared to three per cent of premises without the measure.
- Protection of stock measures: overall theft was experienced by 27 per cent of premises with the measure compared with 13 per cent of premises without the measure.
- Staff security measures: 11 per cent of premises with the measure in place experienced theft by unknown persons compared with five per cent of premises who had no staff security measures in place.

Very few of the measures were associated with a lower likelihood of victimisation and the differences are not statistically significant.

One possible explanation for these findings is that premises that have a higher risk of being a victim of crime due to the nature of their business or their location may be more likely to install a measure as a result of the increased risk. For example a retail supermarket or clothes retailer is at higher risk of theft (with 58% and 43% of premises respectively experiencing theft) compared with a wholesaler of motor vehicles and motorcycles (6%), presumably due to the nature of the goods sold. Looking at location, almost a quarter (23%) of premises located in an urban area experienced shoplifting compared to nine per cent of premises located in a rural area.

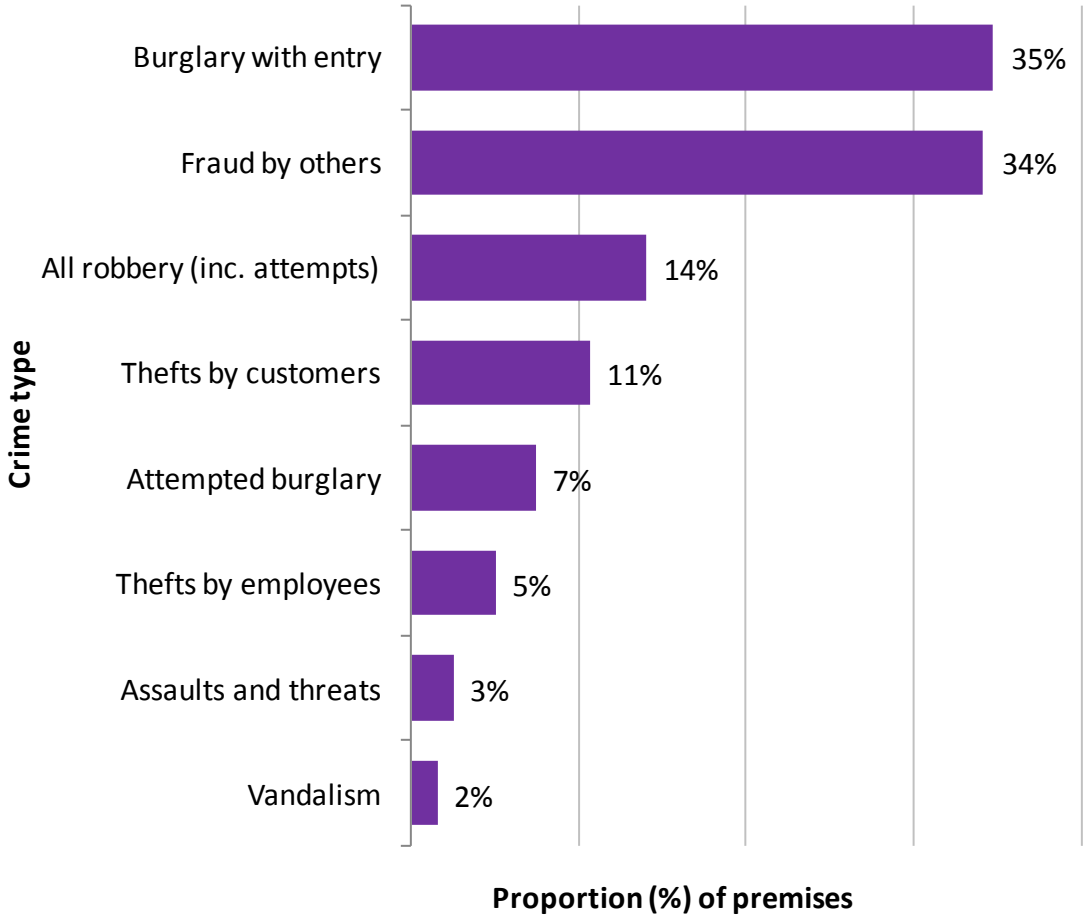
When considering stock measures and theft another possible explanation for the finding may be related to business size; for instance, larger business premises (which are more likely to experience shoplifting – see sections above) are also more likely to use stock protection measures: 97 per cent of premises with 50 or more employees, compared with 88 per cent of those with 10-49 employees and 72 per cent of those with 1-9 employees used such measures. In order to try and account for some of these factors, this year logistic regression modelling was carried out with victimisation (or not) as the dependent variable. However, given the rarity of some of the crime types described, theft was the only crime type that had a sufficient number of victims cases to be included in the model(please see the Technical Annex for more detail), although there is scope for development of this work in the future.

Organised crime and victim intimidation

Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis (National Crime Agency definition). Focusing on the *most recent* incident of each crime type experienced in the 12 months prior to interview, respondents in the wholesale and retail sector were asked whether they perceived it to have been committed by "an organised group of criminals", a "loosely knit group", or "someone working alone". Figures on the proportion of respondents that thought the most recent incident was carried out by an organised group of criminals, by industry sector, can be found in Table OC1 in the 2016 CVS Headline Tables.

The crimes most commonly perceived as organised were burglary with entry and fraud by others, with 35 per cent and 34 per cent of victims respectively believing the most recent incident to have been committed by an organised group of criminals. Figure 1.11 illustrates the proportions of respondents who perceived other crimes to have been carried out by an organised group of criminals.

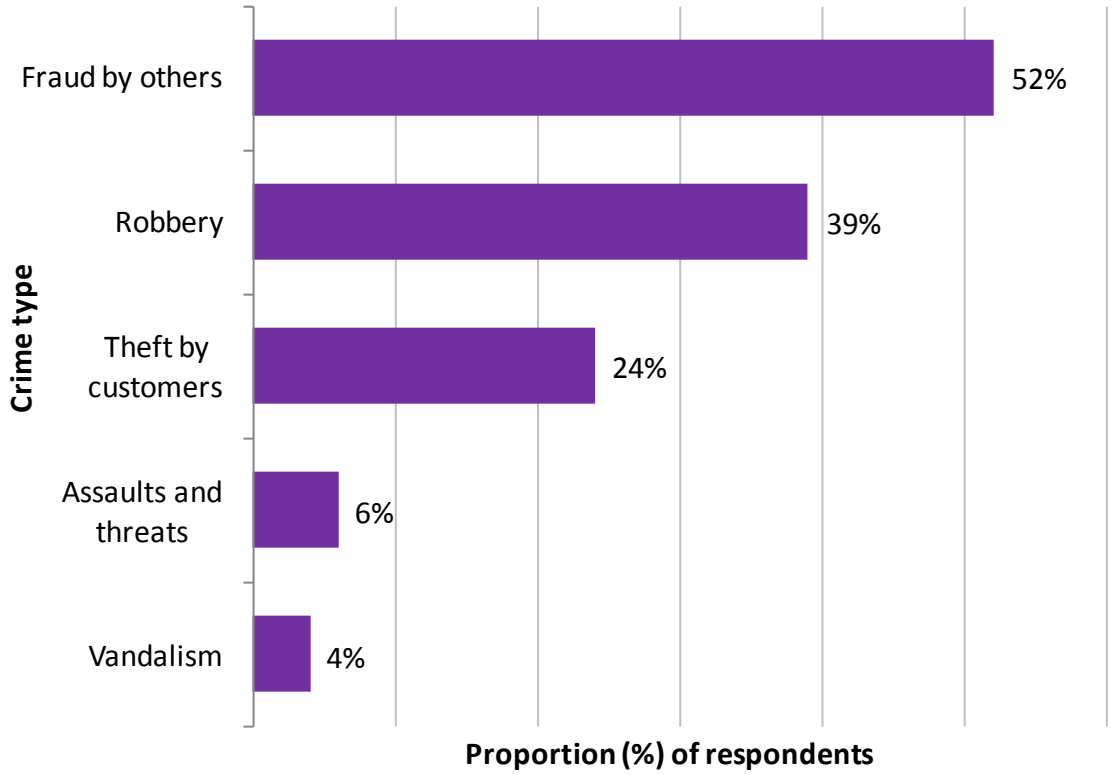
Figure 1.11: Proportion of premises that perceived the most recent incident of crime to have been committed by an organised group of criminals, wholesale & retail sector, 2016 CVS



Source: Home Office, 2016 Headline Tables.
Chart note: Only those crime types with an unweighted base greater than 50 are shown.

A new question was added to the 2016 CVS to understand the extent of organised crime. Premises that had experienced more than one incident of a crime type were asked whether they believed any of the crimes experienced (i.e. not just the most recent incident) had been carried out by an organised group of criminals (see Table OC2 of the 2016 CVS Headline Tables for estimates for all sectors combined). Figure 1.12 below shows that half (52%) of respondents who had experienced more than one incident of fraud by others believed it to be organised crime. Conversely, only four per cent of premises that had experienced vandalism thought that these incidents had been committed by an organised group.

Figure 1.12: Proportion of respondents that thought any of the incidents they experienced was committed by an organised group of criminals, wholesale & retail sector, 2016 CVS



Source: Home Office, 2016 CVS Bulletin Tables.
Chart note: Only those crime types with an unweighted base greater than 50 are shown.
Remaining respondents gave either a 'no' or 'don't know' response.

The 2016 CVS also asked respondents about cases of victim intimidation, that is, experience of intimidation by the perpetrator or their family or friends following an incident of crime. Those respondents who indicated that they had experienced this were then asked in what way they had been intimidated.

For most crime types, fairly low proportions of victims experienced subsequent intimidation: two per cent of vandalism victims and one percent or less of victims had been intimidated after experiencing one of the following crime types: burglary with entry, customer theft or fraud by others. There were no reports of intimidation by victims of attempted burglary. By contrast, 11 per cent of assault or threat victims had been intimidated following the original incident as were eight per cent of victims of theft by employees and six per cent of victims of robbery.

Comparison with 2002

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

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

Comparisons with other sources

The British Retail Consortium (BRC) Retail Crime Survey 2016 results show that theft by customers made up the majority of crime against retailers (75%) This reflects the CVS finding that thefts are amongst the most common crime types experienced by the wholesale and retail sector, although shoplifting in the BRC survey accounts for a higher proportion of all crime compared with the 2016 CVS (62%).

Although there are some similarities between the CVS and BRC results in terms of the crime types affecting the sector, the trends in crime sometimes differ between the two sources. For example the 2016 BRC survey found that fraud accounts for 18 per cent of all incidents of crime against businesses in the wholesale and retail sector, much higher than in the CVS (7%).The difference in trends may be due to differences in coverage and methodology between the sources. CVS results are based on wholesalers as well as retailers, whereas the BRC survey covers only retailers. In addition, the CVS is sampled at premises level, across businesses of all sizes, whereas the BRC samples respondents at head office level, targeting their members, which tend to be the largest retailers. Differences may therefore be due to the different target populations, incidents not being reported to head offices (for those retailers with head offices), or differences in recording practices at the premises and enterprise level. The time periods of the two surveys also differ, with the CVS being based on the 12 months prior to interview[10] while the BRC survey results are based on financial years.

Despite the differences described above, it is useful to compare findings from different sources of data, such as the BRC, CVS, and police recorded crime statistics. Detailed results for the 2015-16 BRC survey are currently unavailable however a comparison of previous survey results can be found in the 2015: Crime against Businesses publication.

The latest police recorded crime statistics published by the Office for National Statistics (ONS) show an increase in shoplifting. The number of shoplifting offences recorded by the police rose from 332,891 offences in the year ending December 2015 to 358,085 offences in the year to December 2016, an increase of eight per cent. However, the increase in the number of offences recorded by the police could be due to an increase in the proportion of shoplifting incidents that come to the attention of police, or changes to police recording practices. The 2016 CVS shows a slight increase (although the change is not statistically significant) compared with the 2015 CVS in the reporting rate of the most recent incident of shoplifting (40% of premises reported the latest incident in 2016, compared with 34% in 2015). Data from the new question on changes in reporting shoplifting however shows that a quarter of premises have increased their reporting of shoplifting in the last year. This is supported by the fact that the police recorded crime figures are lower than those reported by the CVS.

Comparison with other sectors

A comparison of the wholesale and retail sector findings with findings from other sectors is given in Chapter 4 - Crimes against businesses: A comparison of sectors from the 2012 to 2016 CVS.

[10] Main stage interviews for the 2016 CVS took place between the 1st September and the 29th of November 2016. See the Techincal Report for further detail.

2 Crime against transportation and storage premises

2.0 INTRODUCTION

In the 2016 Commercial Victimisation Survey (CVS), 904 respondents from premises in the transportation and storage sector were asked if the business at their current premises had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced.

The transportation and storage sector was surveyed previously in 2012. The sector includes types of businesses such as freight transport, postal and courier services, taxis, warehouses, passenger transport, and removal services.

The 2016 CVS collected information on areas such as online crime, organised crime, and reporting rates (to the police). The information is presented here, as well as information on repeat victimisation (average number of crimes per victim). All data are weighted to ensure that the sample is representative of transportation and storage businesses in England and Wales as a whole.

Results for all CVS sectors, including the transportation and storage sector, are presented in the 2016 CVS Headline Tables. Please refer to the Introduction to this report for further information about the content of data tables accompanying the publication.

2.1 KEY FINDINGS

- **Crimes against the transportation and storage sector fell significantly between the 2012 and 2016 CVS.** The number of incidents experienced by this sector fell from 324,000 in 2012 to 173,000 in 2016. This fall was statistically significant and there were falls in all crime types with the exception of fraud.

- **The proportion of transportation and storage premises experiencing crime has fallen compared with 2012.** According to the 2016 CVS, 24 per cent of transportation and storage premises experienced at least one incident of crime, a statistically significant fall of 16 percentage points compared with 40 per cent in the 2012 CVS.

- **Fraud, assaults and threats, and theft were the most common crime types experienced by this sector**. The highest rates of crime against this sector were for fraud (782 incidents per 1,000 premises), assaults and threats (761 incidents per 1,000 premises), and theft (454 incidents per 1,000 premises).

- **Smaller businesses experienced more fraud than bigger businesses.** Those premises with 1-9 employees experienced around 6 times more fraud (923 incidents per 1,000 premises) than those with 10-49 employees (160 incidents per 1,000 premises), and around 4 times more than those with 50 or more employees (205 incidents per 1,000 premises).

2.2 EXTENT OF CRIME AGAINST TRANSPORTATION AND STORAGE PREMISES

According to the 2016 CVS, transportation and storage premises experienced 173,000 incidents of crime in the year prior to interview (Table 2.1).This is a statistically significant decrease compared with 2012 (324,000 incidents).

The proportions of incidents attributed to each crime type changed between 2012 and 2016. Fraud

accounted for 14 per cent of all crime in 2012, and this has risen to 30 per cent in 2016. This is due to the number of fraud incidents remaining at a similar level since 2012, whilst the other crime types have decreased. The proportion of incidents attributed to theft halved between 2012 and 2016, from 36 per cent to 18 per cent.

Table 2.1: Experiences of crime in the last 12 months, transportation and storage sector, 2016 CVS

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	9	134	4	6	2
Vandalism	14	209	4	6	3
All vehicle-related theft	9	135	4	6	2
All robbery (inc. attempts)	7	101	1	1	-
Assaults and threats	51	761	4	6	14
All theft	31	454	4	6	8
All fraud	53	782	3	5	15
Fraud by employees	10	151	0	0	-
Fraud by others	39	574	2	3	-
Fraud by unknown persons	4	57	1	2	-
ALL T&S CRIME	**173**	**2,575**	**16**	**24**	**11**

Unweighted base: 904 premises
Source: Home Office, 2016 CVS Headline Tables
A hyphen (-) indicates that a figure is not shown because its unweighted base is fewer than 50 respondents.

Table 2.2: Changes in crime in the transportation and storage sector, 2016 compared with 2012 CVS

Crime type	Change in number of crimes per 1,000 premises		Change in % of premises experiencing		Change in average number of crimes experienced by each victim (premises)	
All burglary (inc. attempts)	*-172*	*	*-7*	*	*0*	
Vandalism	*-370*	*	*-8*	*	*-1*	
All vehicle-related theft	*-371*	*	*-8*	*	*-2*	
All robbery (inc. attempts)	*-58*		*-2*	*	*-*	
Assaults and threats	*-559*		*-4*	*	*0*	
All theft	*-1,664*	*	*-9*	*	*-6*	*
All fraud	*-54*		*-2*		*+3*	
ALL T&S CRIME	***-3,248***	*	***-16***	*	***-4***	

Source: Home Office, 2016 CVS Headline Tables and 2016 CVS Comparison Tables.
Table notes:

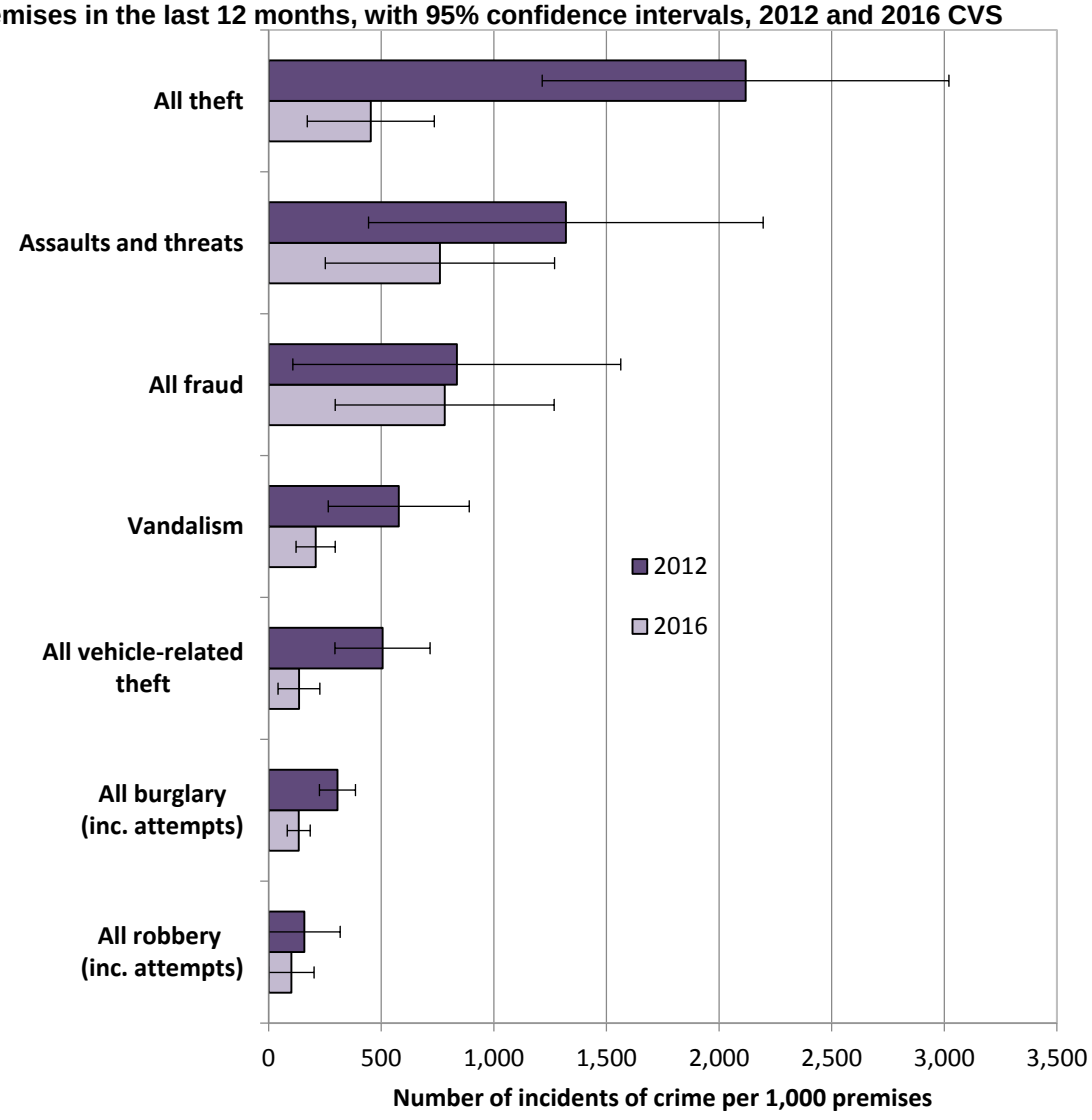
- Columns related to victims may not sum to the totals shown for all crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Statistically significant changes are highlighted in bold italics with asterisks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

Number of incidents per 1,000 premises

The rate of crime against the transportation and storage sector fell from 5,824 incidents per 1,000 premises in 2012 to 2,575 per 1,000 premises in 2016. In 2012, thefts were the most common crime type experienced by this sector (2,118 incidents per 1,000 premises). However, Figure 2.1 shows that the most common crimes types against this sector are now fraud (782 incidents per 1,000 premises), assaults and threats (761 incidents per 1,000 premises), and theft (454 incidents per 1,000 premises).

The trend in the crime rate against this sector appears to be downward, from a total of 5,824 incidents per 1,000 premises in the 2012 CVS to 2,575 incidents per 1,000 premises in the 2016 CVS. This overall decrease is statistically significant. A similar observation can be made about the individual crime categories, as there were statistically significant falls for burglary, vandalism, vehicle-related theft and all theft.

Figure 2.1: Incidents of crime per 1,000 premises experienced by transportation and storage premises in the last 12 months, with 95% confidence intervals, 2012 and 2016 CVS



Source: Home Office, 2016 CVS Comparison Tables.
Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

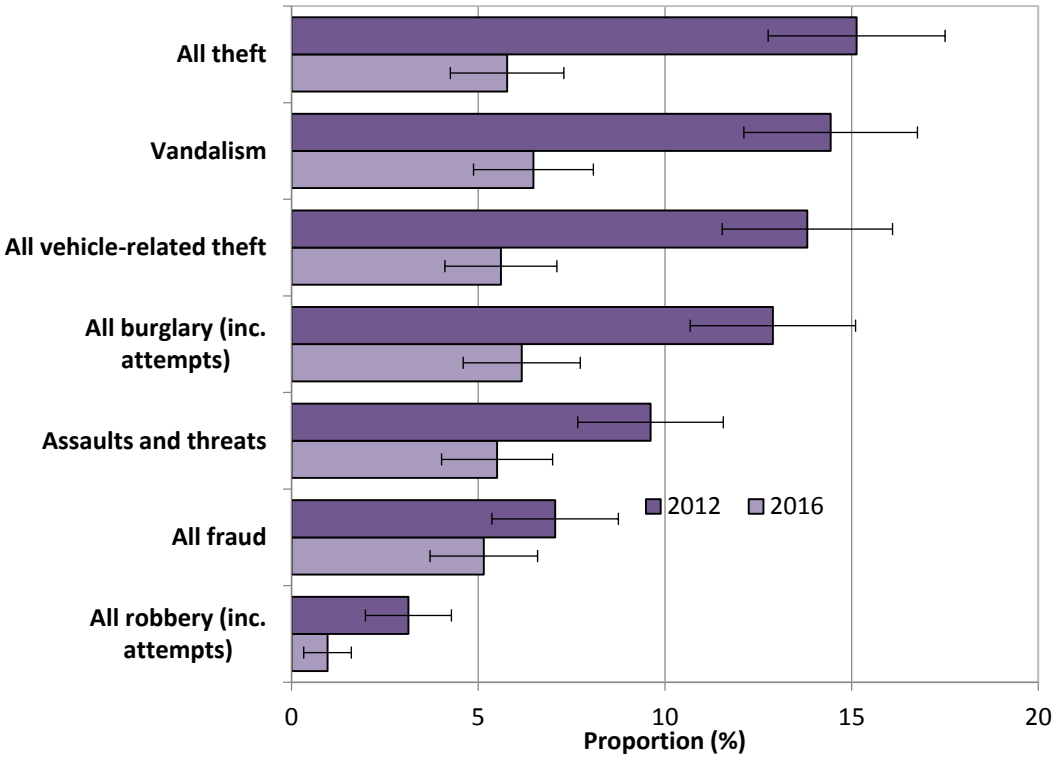
Proportions of premises that experienced a crime

In 2016, just under a quarter (24%) of transportation and storage premises experienced at least one incident of crime in the 12 months prior to interview. This is a statistically significant fall from 40 per cent in the 2012 CVS.

As in 2012, the most prevalent crime types in this sector were burglary, vandalism, vehicle-related theft and theft (with 6% of businesses experiencing each of these crime types).

Compared with the 2012 CVS, there were statistically significant falls for nearly every crime type in the proportions of premises that experienced that crime. As shown in Figure 2.2, these included theft (down by 9 percentage points), vandalism and theft from vehicles (both down by 8 percentage points), burglary (down by 7 percentage points), and attempted burglary (down by 5 percentage points).

Figure 2.2: Proportion of transportation and storage premises that experienced crime in the last 12 months, by type, with 95% confidence intervals, 2012 and 2016 CVS



Source: Home Office, 2016 CVS Comparison Tables.
Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

There were no increases in the prevalence rates for any crime types, and there was no change in the prevalence rate for theft of vehicles compared with 2012 (2% in both 2012 and 2016).

According to findings from the Crime Survey for England and Wales (CSEW), this proportion is higher than the proportion of households that experienced theft of vehicles. The CSEW estimated that 0.3 per cent of households experienced theft of a vehicle in the year to December 2016.

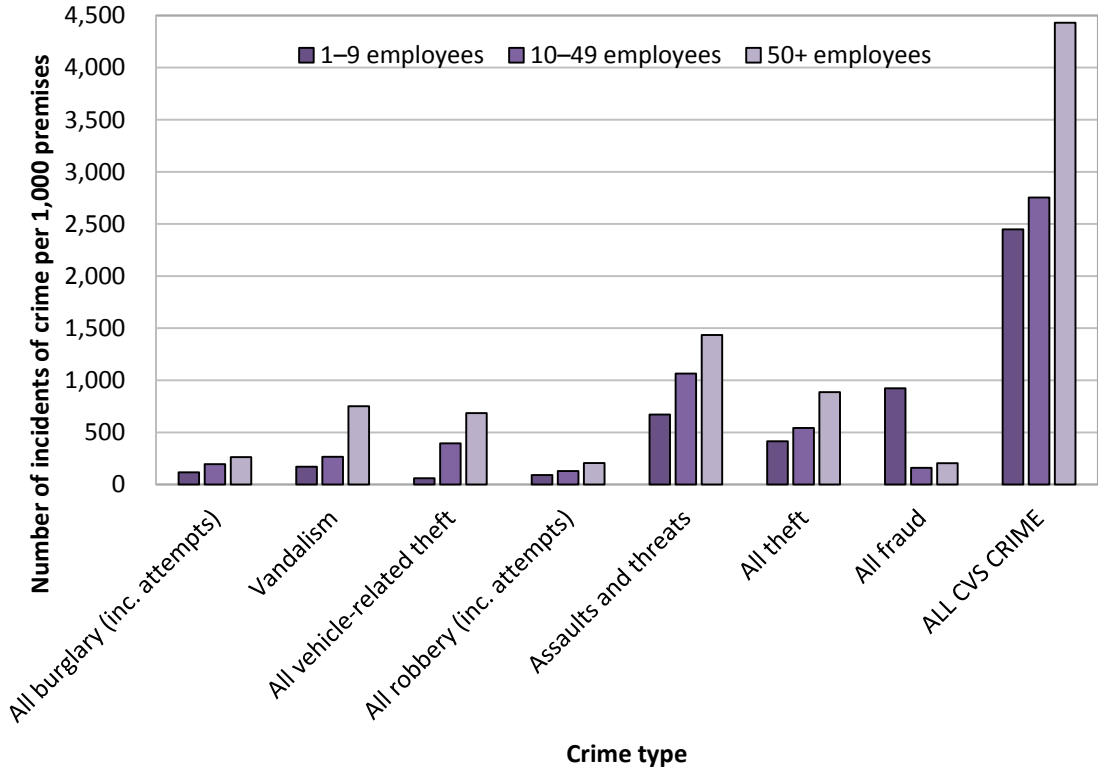
Four per cent of premises experienced thefts from vehicles, showing a statistically significant fall from twelve per cent in 2012. Theft from vehicles was more prevalent among businesses in the transportation and storage sector (4%) than among the household population (2.7%). This suggests that in incidents of vehicle-related theft against this sector, the contents of the vehicle are more frequently a target.

Incidence and prevalence rates by business size

As shown in Figure 2.3 below, the overall rate of crime against transportation and storage premises was highest among those with 50 or more employees (4,431 incidents per 1,000 premises), substantially higher than for premises with 1-9 employees (2,449 incidents per 1,000 premises) or 10-49 employees (2,754 incidents per 1,000 premises).

The usual pattern of incidence rate increasing with business size can be seen for most other crime types in the transportation and storage sector. The exception to this is fraud, where the crime rate is highest for the smallest businesses. The incidence rate for business with 1-9 employees has more than doubled since 2012, from 428 per 1,000 premises to 923 incidents per 1,000 premises. This is due to increases in both fraud by employees and fraud by others.

Figure 2.3: Number of incidents of crime per 1,000 premises experienced by the transportation and storage sector in the last 12 months, by number of employees at premises, 2016 CVS

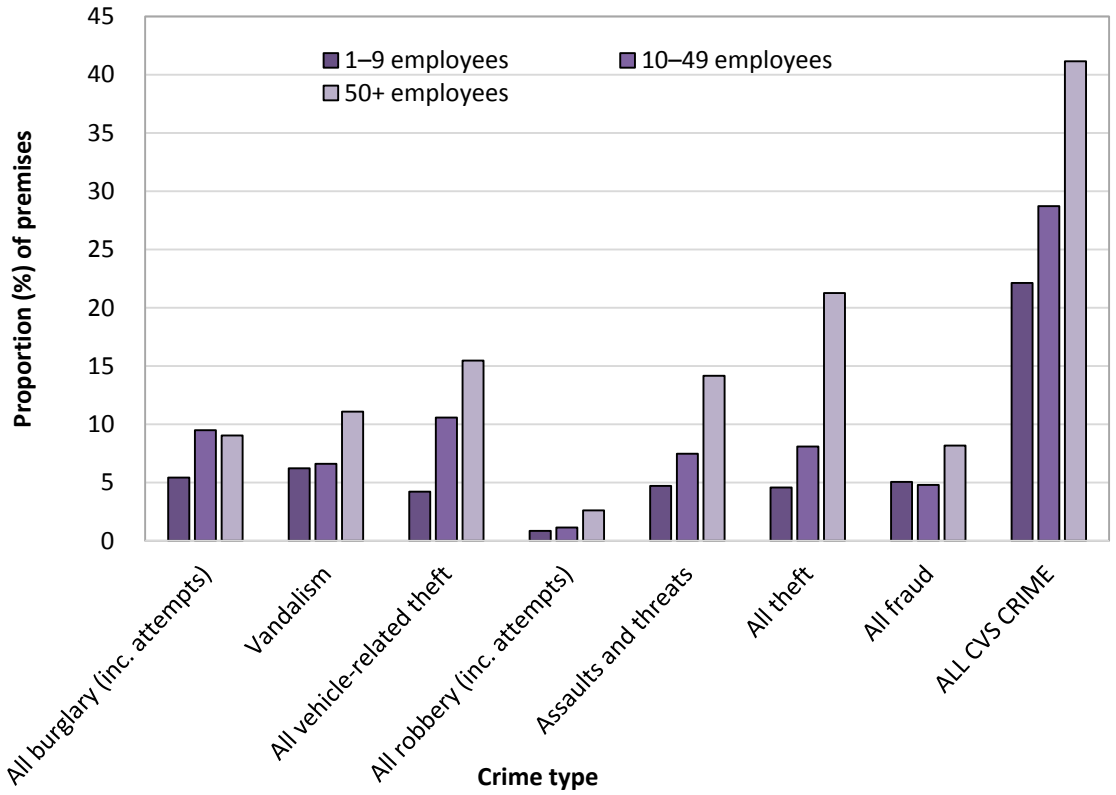


Source: Home Office, 2016 CVS Headline Tables.

As shown in Figure 2.4 below, the prevalence rate for transportation and storage premises of differing sizes (as measured by number of employees) follows a pattern similar to the incidence rate (Figure 2.3) - for most crime types it increases with the number of employees at the premises.

Figure 2.4 also shows that an equal proportion (5%) of businesses with 1-9 employees and 10-49 employees experienced fraud. However, given the much higher fraud incidence rate for premises with 1-9 employees, this suggests smaller businesses are more likely to be repeat victims of fraud.

Figure 2.4: Proportion of transportation and storage premises that experienced crime in the last 12 months, by number of employees at premises, 2016 CVS



Source: Home Office, 2016 CVS Headline Tables.

Average number of incidents of crime per victim (premises)

The average number of incidents of crime per victim is a measure of repeat victimisation, representing the average number of times each victim has experienced a particular crime. It is calculated by dividing the total number of crimes by the total number of victims. Changes in the average number of incidents per victim depend on both the number of incidents and the number of victims. For example, if the number of incidents increases, but the number of victims increases by more, this measure will actually fall. This measure can reveal some interesting trends in crime.

According to the 2016 CVS, each victim of crime in the transportation and storage sector experienced an average of 11 incidents in the 12 months prior to interview. There is no statistically significant change in the average number of incidents per victim compared with the 2012 CVS. The repeat victimisation for fraud (15 incidents) is the highest across all nine sectors ever surveyed by the CVS (see Chapter 4 for more information). There was a much higher repeat victimisation rate for fraud for smaller business, (18 incidents per victim) compared to the other two business sizes (3 incidents per victim for businesses with 10-49 and 50 or more employees).

2.3 OTHER RESULTS FROM THE SURVEY

This section includes findings on online crime, reporting rates, crime prevention, and organised crime in the transportation and storage sector.

Online crime

Online crime covers a range of crime types carried out over computer networks. Please refer to the Introduction for further details on the types of online crime covered in the survey. The 2016 CVS asked respondents from the transportation and storage sector about their experiences of online crime for the first time. In this sector, 89 per cent of premises reported they used computers.

Half of the respondents who said that they used computers at the premises were then asked about their experience of various types of online crime. It is important to bear in mind that respondents were only asked about online crimes affecting the premises. Many online crimes may affect only head offices and will not have been picked up by the survey. To address this, the Home Office developed a fraud and cyber crime pilot survey to be carried out at the head office/enterprise level. This was launched in February 2017. For further information regarding the pilot survey, please see Annex A.

There were 8,000 incidents of online crime against businesses in the transportation and storage sector in the 12 months prior to interview (Table 2.3). This is lower than 2012, when there were 19,000 incidents.

The total crime counts against each sector are affected by the size of different industry sectors. For a comparison of the rate of online crime across sectors (per 1,000 premises), see Figure 5.2 in Chapter 4.

Table 2.3: Experiences of online crime in the last 12 months, transportation and storage sector, 2016 CVS

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
Hacking	1	29	1	2	-
Phishing	0	2	0	1	-
Theft of money (online)	1	18	1	2	-
Theft of information (online)	0	7	0	0	-
Website vandalism	0	2	0	0	-
Computer virus	5	155	2	7	-
Other online crime	2	62	1	2	-
ALL ONLINE CRIME	**8**	**274**	**4**	**12**	**2**

Unweighted base: 420 premises (half-sample of the CVS respondent base)

Source: Home Office, 2016 CVS Headline Tables.
Table notes:

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

On average there were 274 incidents of online crime per 1,000 premises in this sector, which is just over one tenth of the incidence rate for 'traditional' crimes against this sector (2,575 incidents per 1,000 premises).

In line with most of the other sectors, computer viruses were the most commonly experienced online crimes in the transportation and storage sector. In 2016 there were 5,000 incidents in the year prior to interview, making up over half (56%) of all incidents of online crime against this sector.

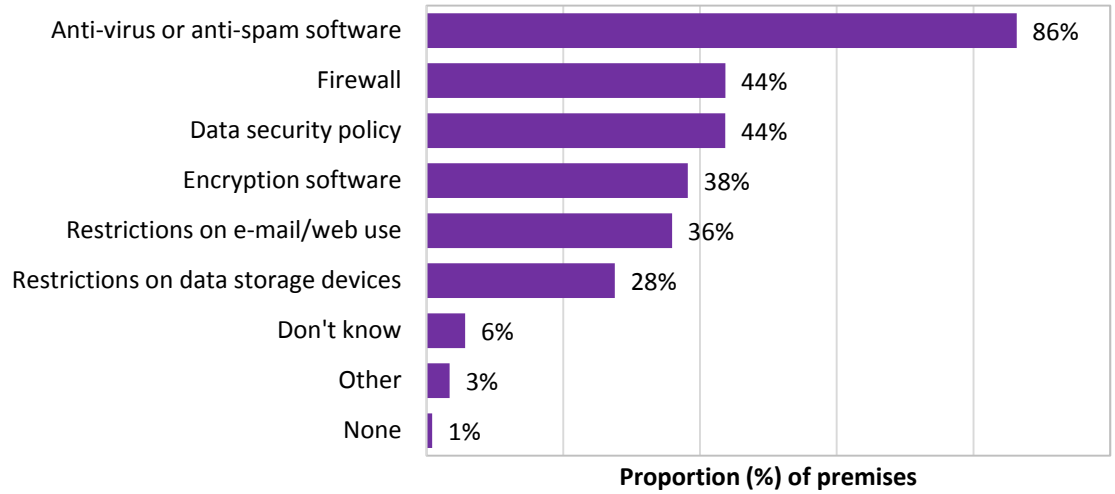
Around 12 per cent of all transportation and storage premises experienced at least one type of online crime in the last year. This is similar to 2012, when 10 per cent of all premises experienced at least one type of online crime.

Similarly to other sectors surveyed, most of this was accounted for by victims of computer viruses (7% of premises experienced these in 2016, and 9% in 2012), while very low proportions of premises suffered from any other type of online crime (2% or less). On average, each victim of an online crime experienced 2 incidents.

The 2016 CVS shows that the median annual spend on IT security among transportation and storage businesses was £176. This is lower than the 2012 median annual spend, which was £400 for the sector. Both the mean and median spend increased with business size (number of employees), see Table 2.5 of the 2016 CVS Bulletin Tables.

The types of IT security measures in place at transportation and storage premises are summarised in Figure 2.5 below. Most premises (86%) had anti-virus or anti-spam software installed, equal numbers had firewalls or a data security policy (44%) and 38% had encryption software. Only one per cent had no security measures whatsoever.

Figure 2.5: Proportion of transportation and storage premises that had IT security measures in place, by type of measure, 2016 CVS



Source: Home Office, 2016 CVS Bulletin Tables.

Reporting rates

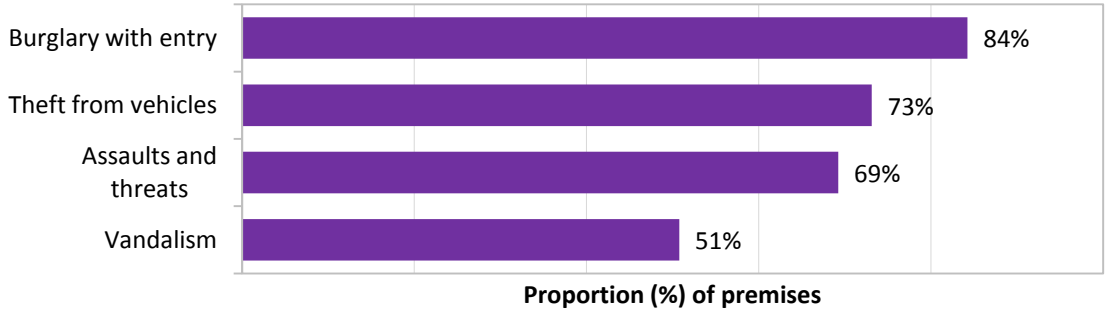
The 2016 CVS asked those respondents who had experienced crime in the past year whether the police came to know about the *most recent incident of each crime type experienced*.

As small numbers of premises experienced certain crime types it is only possible to provide estimates for burglary, vandalism, theft from vehicles and assaults and threats.

The most recent incidents of burglary and theft from vehicles were fairly well reported, with 84 per cent of respondents having reported the most recent burglary with entry and 73 per cent having reported the most recent theft from vehicles, according to the 2016 CVS (Figure 2.6 below). The high reporting rate for burglary is likely to reflect the need for victims to obtain a crime reference number from the police in order to make an insurance claim.

Where base numbers were large enough to make comparisons with previous years, the rate of reporting had not changed for any crime type other than assaults and threats. For this crime, the reporting rate saw a statistically significant increase from 39 per cent in 2012 to 69 per cent in 2016. Respondents are only asked why they did not report a crime to the police, rather than why they did report a crime. Therefore it is hard to determine a reason why the reporting rate has increased. In future, it would be worth exploring the reasons respondents did report a crime.

Figure 2.6: Proportion (%) of respondents who reported the latest incident to the police, for selected crime types, transportation and storage sector, 2016 CVS



Source: Home Office, 2016 CVS Headline Tables.
Chart notes: Only those crime types with an unweighted base of 50 or more respondents are shown.

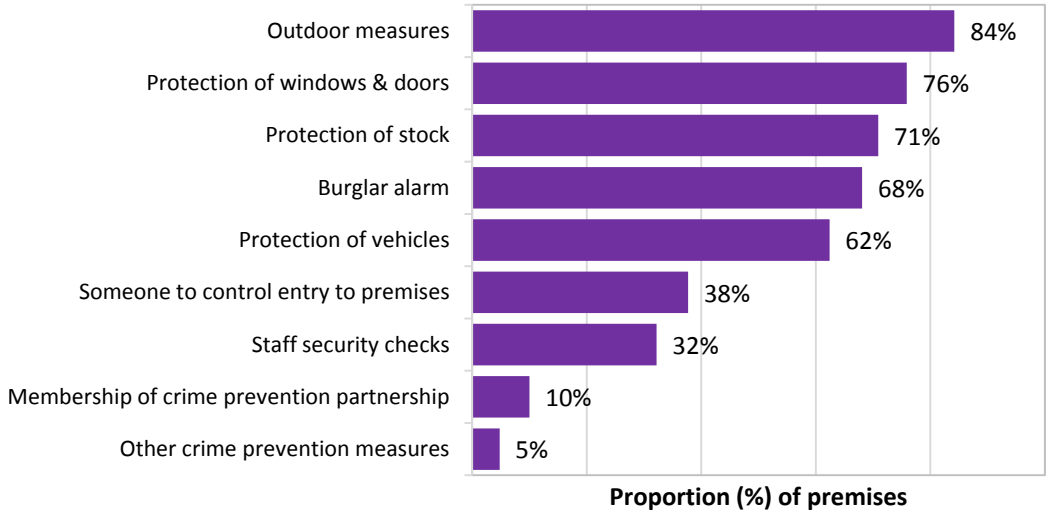
Crime prevention measures

The 2016 CVS asked half of its respondents whether they had a range of crime prevention measures in place at the premises. In the 2016 CVS these questions were developed and improved, making them different to those used in the 2015 CVS and therefore it is not possible to make comparisons between survey years (please see the Technical Report for further detail on the changes).

Figure 2.7 below illustrates the proportions of transportation and storage premises with specific types of measures in place. The most common crime prevention measures were outdoor measures (84% of premises) – these are measures such as CCTV, barbed wire fencing and security lighting – followed by protection measures on windows and doors (76%), and protection of stock (71%).

The Introduction gives further details on the types of measures covered in the survey.

Figure 2.7: Proportion of premises that had crime prevention measures in place, by type of measure, transportation and storage sector, 2016 CVS



Source: Home Office, 2016 CVS Bulletin Tables.

Previously, when comparing victimisation rates between premises which had a security measure installed and those without a measure, it was not possible to know which respondents had the measure installed for the full 12 month reference period due to the question wording[11]. To resolve this, the question was changed in the 2016 CVS to ask respondents whether a measure had been installed in the last 12 months, regardless of whether or not it was in response to a crime that took place. The changes to the questions in the 2016 CVS have allowed a more meaningful comparison to be made when comparing the likelihood of victimisation between premises with and without a measure (Table 2.4). For a summary of other question changes made to the crime prevention questions[12], please see the Technical Report.

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

[11] Previously the prevention measure questions asked respondents whether a measure had been installed in the last 12 months due to a crime. It was then not possible to determine who had installed the measure outside of the 12 month period or whether the measure had been installed in the 12 months for a different reason.
[12] Extra questions were added to the 2016 CVS including perceived effectiveness of the measure however the results are not reported here as the unweighted bases were fewer than 50 respondents.

Table 2.4: Proportion of premises that experienced selected crime types, by presence of selected crime prevention measures, transportation and storage sector, 2016 CVS.

Crime prevention measure	Crime type	Proportion (%) of premises *without* the prevention measure that experienced the crime type *(with unweighted base)*	Proportion (%) of premises *with* the prevention measure that experienced the crime type *(with unweighted base)*	
Burglar alarm	Burglary with entry	6% (126)	5% (311)	
	Attempted burglary	4% (126)	2% (311)	
Protection on doors & windows	Burglary with entry	5% (82)	6% (380)	
	Attempted burglary	4% (82)	2% (380)	
	Vandalism	4% (82)	5% (380)	
Protection of stock	Burglary with entry	1% (88)	7% (365)	*
	Attempted burglary	6% (88)	1% (365)	
	Theft by a customer	..	5% (365)	
	Theft by an employee	0% (88)	2% (365)	
	Theft by others	..	1% (365)	
	Theft by unknown persons	0% (88)	3% (365)	
	All theft	0% (88)	9% (365)	
Vehicle protection	Theft of a vehicle	0% (143)	1% (301)	
	Theft from a vehicle	0% (143)	5% (301)	
Staff security checks	Theft by an employee	1% (251)	1% (219)	
	Theft by unknown persons	1% (251)	4% (219)	*
	Fraud by an employee	0% (251)	..	
	Fraud by unknown persons	3% (251)	3% (219)	

Source: Home Office, 2016 CVS Bulletin Tables.
Table notes:

- Asterisks (*) indicate statistically significant differences between the two columns.
- (..) indicates that there were no respondents in this category.
- Outdoor measures were not included as the unweighted base for proportion of premises without the measure who experienced crime was less than 50.
- Crime types and prevention measures have been paired based on relevance of the measure to the crime.

The 2016 CVS results show no evidence that the presence of certain measures offsets the risk of victimisation. For burglar alarms, protection on doors and windows and vehicle protection, there was not a statistically significant different in the proportion who experienced a crime which the measure is intended to prevent.

For some crime types in the sector, premises with a prevention measure in place were more likely to have experienced a crime for which the measures is intended to prevent, compared with premises without the measure:

- Protection of stock measures: seven per cent of premises with the measure experienced burglary, compared with one per cent of premises without the measure.
- Staff security measures: four per cent of premises with the measure experienced theft by unknown persons, compared with one per cent of premises without the measure.

One possible explanation for these findings is that premises which have a higher risk of being a victim of crime (due to, for example, the nature of their business or their location) may be more likely to install a measure as a result of the increased risk. This security measure does not fully mitigate the risk.

In order to try and account for some of these factors, this year logistic regression modelling was carried out with victimisation (or not) as the dependent variable. However, given the rarity of some of the crime types described, theft was the only crime type successfully modelled (please see the Technical Annex for more detail) although there is scope for development of this work in future.

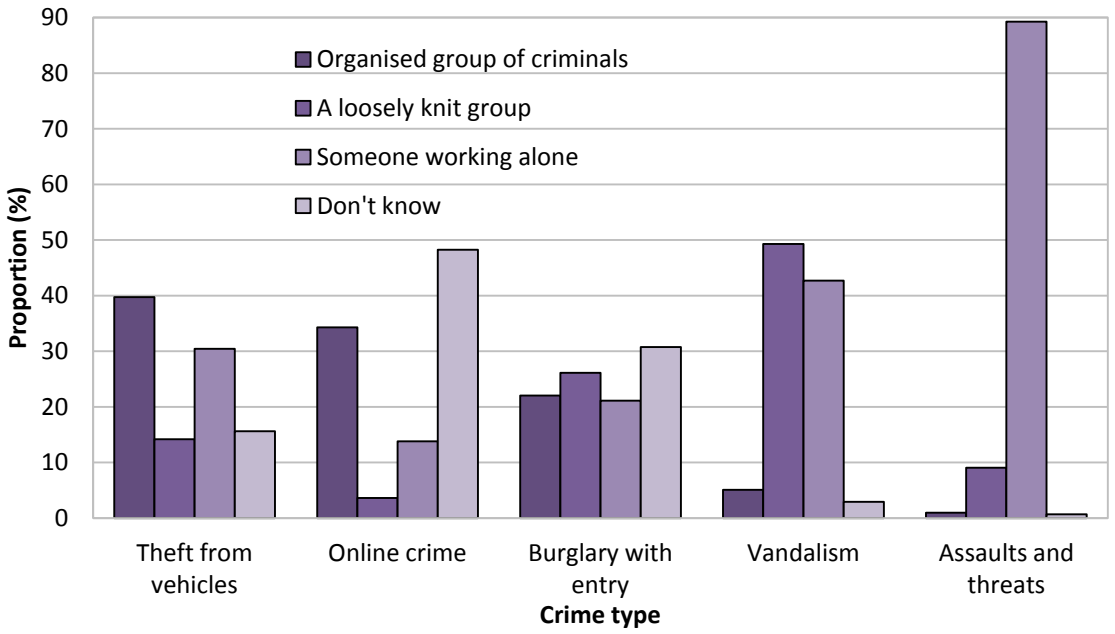
Organised crime

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

Due to the relatively low levels of crime in this sector, the proportion of respondents perceiving a crime to be organised cannot be estimated for all crime types. Selected crime types are included in Figure 2.8. Theft from vehicles was the most likely to be perceived as organised (40%). The main reasons respondents suspected organised crime were that the police information led them to believe this, there was CCTV evidence, that the job was too big for one person, and the suspects seemed very prepared.

The most recently experienced incidents of vandalism and assaults and threats were less commonly perceived to be organised (5% of respondents for vandalism, and 1% for assaults and threats). Again, where base sizes allow comparisons with previous years, there were no statistically significant changes relative to the 2012 CVS.

Figure 2.8: Proportion of victims who thought the latest incident of each crime type they experienced involved an organised group of criminals, transportation and storage sector, 2016 CVS.



Comparison with other sectors

Further comparison of the findings from the transportation and storage sector with the other sectors surveyed by the CVS in 2012 to 2016 is given in Chapter 4.

Crime against administration and support premises

3.0 INTRODUCTION

In the 2016 Commercial Victimisation Survey (CVS), 930 respondents from premises in the administration and support sector were asked if they had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced.

The administration and support sector was introduced for the first time in 2016 and therefore it is not possible to compare findings with previous years. The administration and support sector includes types of businesses such as recruitment agencies, building cleaning services, private security guards, car rentals, machinery rentals, call centres and travel agencies.

The 2016 CVS also collected information on areas such as online crime, organised crime, cost of crime, and reporting rates (to the police). This information is presented here, as well as information on repeat victimisation (average number of crimes per victim). All data are weighted to ensure that the sample is representative of administration and support businesses in England and Wales as a whole.

Results for all CVS sectors, including the administration and support sector, are presented in 2016 CVS headline tables. Please refer to the Introduction to this report for further information about the content of data tables accompanying the publication.

3.1 KEY FINDINGS

- **The most common crime type experienced by the administration and support sector in 2016 was theft.** Of the 227,000 crimes experienced, over half (133,000 incidents) were theft and the largest category within this was theft by customers (62,000 incidents).

- **The incident rate for online crime was more than double the incident rate for 'traditional' crimes against the administration and support sector.** For online crime, there were 3,631 incidents per 1,000 premises and for traditional crime there were 1,504 incidents per 1,000 premises.

- **Almost one fifth of businesses (18%) in the administration and support sector experienced crime in 2016.** Businesses were most likely to experience burglary (including attempts, 6%), theft offences, vandalism and fraud (all 5%).

- **Larger businesses in this sector experienced a higher crime rate of fraud than smaller businesses.** In 2016, those premises in the administration and support sector with 50 or more employees experienced around 10 times as many fraud incidents on average (808 incidents per 1,000 premises) than those with 10-49 employees (82 incidents per 1,000 premises), and around 5 times more than those with 1-9 employees (171 incidents per 1,000 premises**).**

3.2 EXTENT OF CRIME AGAINST ADMINISTRATION AND SUPPORT PREMISES

According to the 2016 CVS, there were 227,000 crimes against administration and support premises in the year prior to interview (Table 3.1).

Of these, over half were theft (58%) and each victim experienced an average of 16 incidents of theft in the 12 months prior to interview. Despite theft making up the largest proportion of overall incidents, just five per cent of premises experienced this type of crime suggesting a high repeat victimisation rate for theft compared with other crime types.

Just under a fifth (18%) of administration and support premises reported being a victim of at least one incident of crime (of any type) within the last 12 months. Within this, the most commonly experienced crime types were burglary including attempts (6% of premises experienced this), theft (5%), vandalism (5%) and fraud (5%).

Table 3.1: Experience of crime in the last 12 months, administration and support sector, 2016 CVS

	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	**18**	**120**	**9**	**6**	**2**
Vandalism	**15**	**102**	**8**	**5**	**2**
All vehicle-related theft	**6**	**39**	**4**	**3**	**-**
All robbery (inc. attempts)	**1**	**8**	**1**	**0**	**-**
Assaults and threats	**22**	**143**	**5**	**3**	**-**
All theft	**133**	**879**	**8**	**5**	**16**
Thefts by customers	62	409	3	2	-
Thefts by employees	29	195	2	1	-
Thefts by others	1	7	1	1	-
Thefts by unknown persons	40	268	3	2	-
All fraud	**32**	**213**	**8**	**5**	**4**
ALL CVS CRIME	**227**	**1,504**	**28**	**18**	**8**

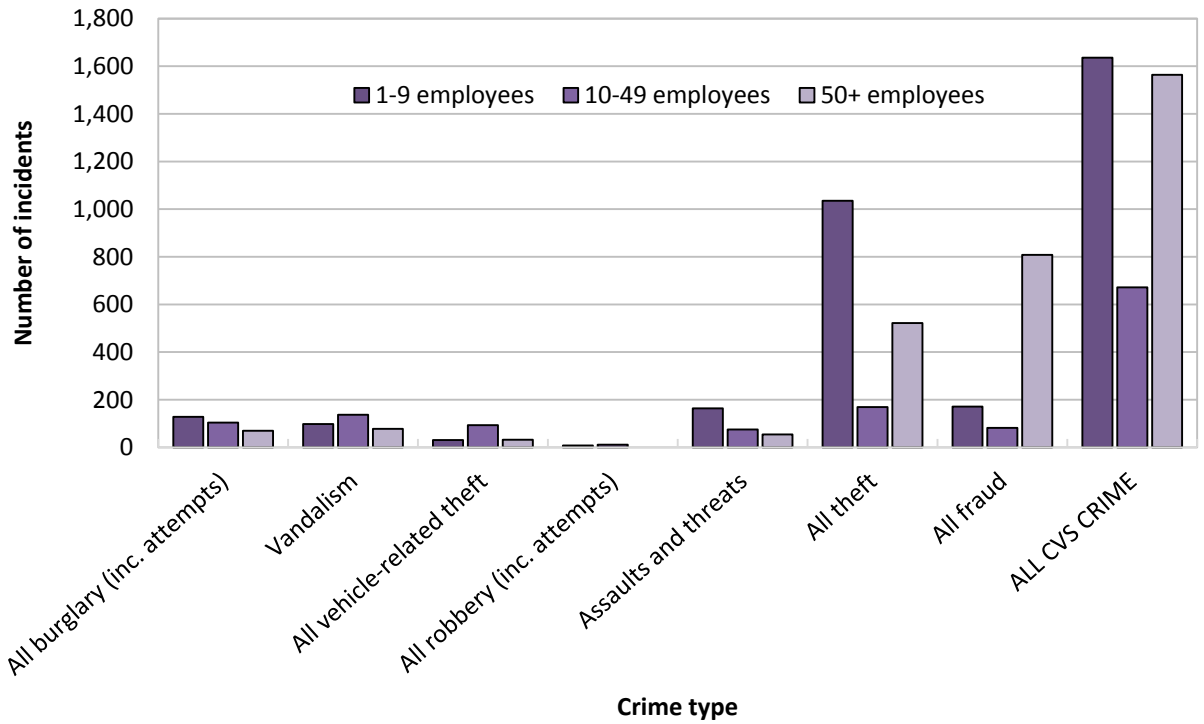
Unweighted base:930 premises

Source: Home Office, 2016 CVS Headline Tables.
Table notes: A hyphen (-) indicates that the unweighted response respondent base is below 50 and the estimate is not shown.

Incidence and prevalence rates by business size

As shown by Figure 3.1, premises' experience of crime was substantially higher for premises with 1-9 employees (1,636 incidents per 1,000 premises) and 50+ employees (1,564 incidents per 1,000 premises) compared with premises with 10-49 employees (672 incidents per 1,000 premises). This pattern differs from other sectors, where larger businesses appear to experience higher crime rates. Here the peak in crime against businesses with 1-9 employees appears to be largely driven by theft (1,035 incidents per 1,000 premises). Smaller businesses had the highest crime rates of theft by customers, theft by employees and theft by others of all three business sizes.

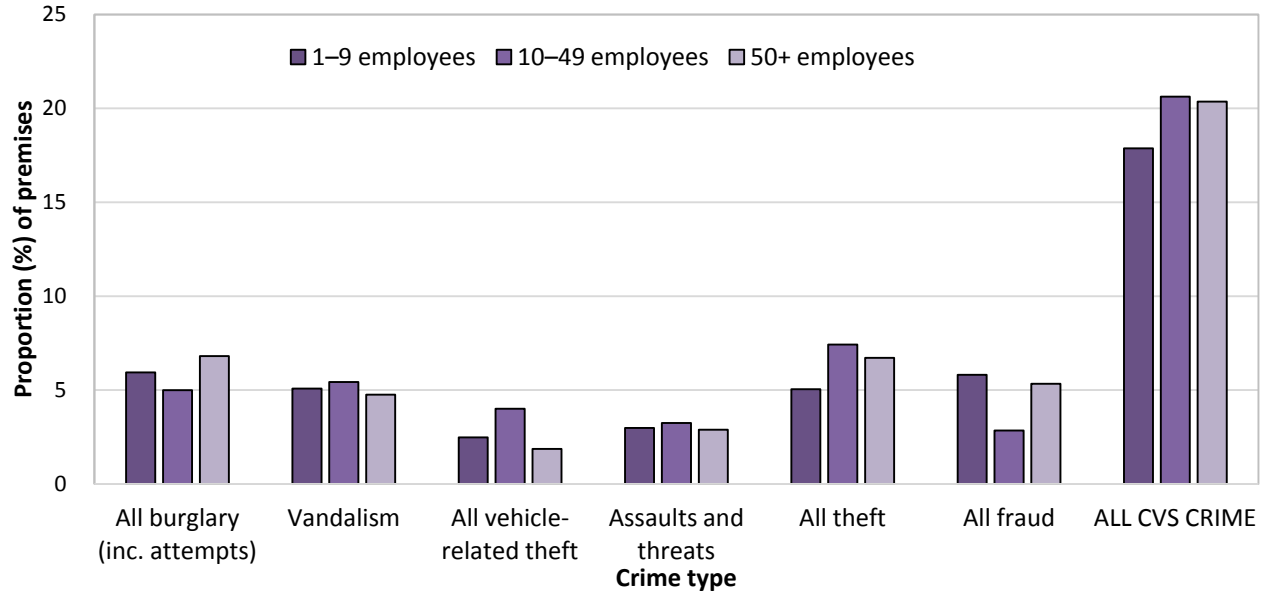
Figure 3.1: Number of incidents of crime per 1,000 premises experienced by the administration and support sector in the last 12 months, by premises size, 2016 CVS



Source: Home Office, 2016 CVS Headline Tables.

As shown in Figure 3.2, premises of differing sizes (as measured by number of employees) have similar crime prevalence rates for most crime types.

Figure 3.2: Proportion of administration and support premises that experienced crime in the 12 months prior to interview, by crime type and premises size, 2016 CVS



Source: Home Office, 2016 CVS Headline Tables.

Average number of incidents of crime per victim (premises)

According to the 2016 CVS, each victim of crime in the administration and support sector experienced an average of 8 incidents in the 12 months prior to interview. Due to small numbers of administration and support premises experiencing certain crime types, it is not possible to provide average number of incidents for all crime types.

Theft has the highest repeat victimisation rate (16 incidents) of crime types reported. This is the second highest rate across all nine sectors ever surveyed by the CVS (the highest is for wholesale and retail at 46 incidents). See Chapter 4 for further comparisons between other sectors.

3.3 OTHER RESULTS FROM THE SURVEY

This section includes findings on online crime, reporting rates, crime prevention, and organised crime.

Online crime

Online crime covers a range of crime types carried out over computer networks. The Introduction gives further details on the types of online crime covered in the survey. Half of the respondents from the administration and support sector who said that they used computers at the premises were randomly selected to represent the sector as a whole, and were asked about their premises' experience of various types of online crime. In the administration and support sector, 92 per cent of businesses said they used computers. This is the highest proportion compared with other sectors surveyed in the 2016 CVS, and reflects the nature of businesses in this sector.

The 2016 CVS estimates there were 241,000 incidents of online crime against businesses in the administration and support sector in the 12 months prior to interview, affecting 18 per cent of premises (Table 3.2). This volume of crime is similar to the findings for the information and communication sector surveyed in the 2015 CVS (252,000 incidents of online crime) which affected 16 per cent of premises. The business types are similar in both sectors, as there is high use of computers and the premises are not usually open to the public.

In 2016, the most commonly experienced online crimes were incidents of 'other online crime' with 223,000 incidents, making up 93 per cent of all incidents of online crime against this sector. A detailed examination of the survey responses in the 2016 CVS data shows that this category was mainly made up of abusive emails and unauthorised access of the Wi-Fi internet connection (also known as piggybacking). This is similar to the information and communication sector in the 2015 CVS, which also categorised the majority of online crime incidents (70%) as 'other online crime'.

On average there were 3,631 incidents of online crime per 1,000 premises in this sector, which is more than double the incidence rate for 'traditional' crimes (1,504 incidents per 1,000 premises). Online crime is not included within the main CVS crime count to avoid double-counting, as there may be some duplication between online crime and other crime types such as fraud.

The percentage of premises experiencing online crime is equal to those experiencing 'traditional' crimes types (both 18%).The average number of incidents for online crime (20 incidents per victim) is over double the rate for 'traditional' crimes (8 incidents per victim). This suggests there is a higher repeat victimisation for online offences.

Table 3.2: Experiences of online crime in the last 12 months, administration and support sector, 2016 CVS

Crime type	Number of incidents (000s)	Number of incidents of crime per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing
Hacking	2	29	2	2
Phishing	3	39	0	0
Theft of money (online)	2	24	1	1
Theft of information (online)	0	1	0	0
Website vandalism	2	44	2	3
Computer virus	9	137	6	9
Other online crime	223	3,363	4	6
ALL ONLINE CRIME	**241**	**3,631**	**12**	**18**

Unweighted base: 448 premises (half sample of the CVS respondent base)
Source: Home Office, 2016 CVS Headline Tables
Table notes:

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

The number of online crime incidents per 1,000 premises was highest for premises with fewer employees (Table 3.3). The types of online crime affecting businesses varied depending on the business size. For premises with 1-9 and 10-49 employees, the number of incidents of online crime was largely made up of 'other online crime'.

Those businesses with 50 or more employees had a higher rate of computer viruses (379 incidents per 1,000 premises) than the other two business sizes. However in contrast the rate of website vandalism against premises was highest amongst those businesses with 1-9 employees (53 incidents per 1,000 premises).

Table 3.3: Number of incidents of online crime per 1,000 premises by premises size, administration and support sector, 2016 CVS

	1-9 employees	10-49 employees	50+ employees
Hacking	30	13	46
Phishing	..	..	407
Theft of money (online)	31	..	..
Theft of information (online)	..	7	..
Website vandalism	53	15	21
Computer virus	115	94	379
Other online crime	3,801	3,274	2
ALL ONLINE CRIME	**4,021**	**3,401**	**854**
Unweighted base	*176*	*147*	*125*

Source: Home Office, 2016 CVS Headline Tables and 2016 CVS responses.
Table notes: '..' indicates that there were no respondents in the category shown.

The median total annual spend on IT security in the administration and support sector is summarised in Table 3.4. It ranges from a median average of £200 per year for businesses with 1-9 employees, to £350 for those with 50+ employees, and £960 for those with 10-49 employees. The maximum spend for premises with 10-49 employees is far higher than the other two business sizes, and there is no clear pattern of spend increasing with business size as seen in the other two sectors.

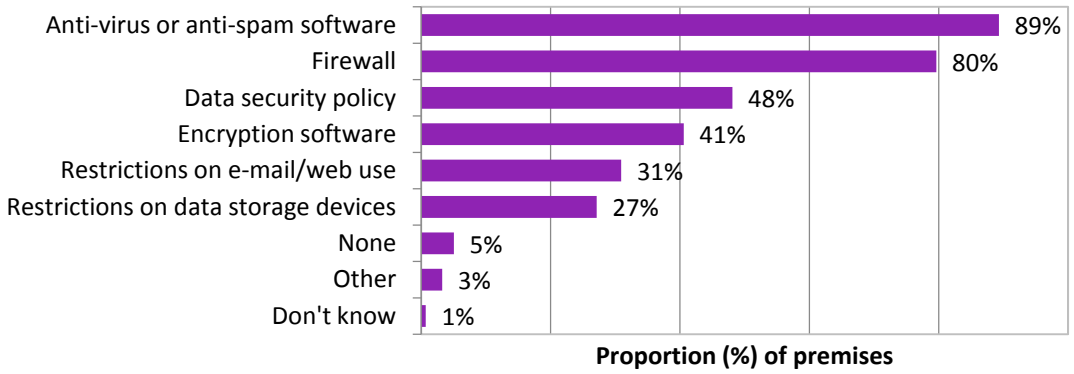
Table 3.4: Total amount of money spent per year on IT security, excluding staff time, by premises size, administration and support sector, 2016 CVS

	1-9 Employees	10-49 Employees	50+ Employees	All A&S premises
Mean	£1,070	£19,423	£9,649	£3,766
Median	£200	£960	£350	£200
Maximum	£100,000	£1,200,000	£300,001	£1,200,000
Unweighted base	*99*	*71*	*55*	*225*

Source: Home Office, 2016 CVS Bulletin Tables.
Table notes:
A small number of respondents reporting large amounts spent on IT security skew the mean of the distribution upwards, so the median is a more representative average for this measure.

The type of IT security measures in place at administration and support businesses are summarised in Figure 3.3. The most common measures were anti-virus or anti-spam software (89% of premises), followed by a firewall (80%), and data security policies (48%). Five per cent of premises had no IT security measures in place.

Figure 3.3: Proportion of premises that had IT security measures in place, by type of measure, administration and support sector, 2016 CVS



Source: Home Office, 2016 CVS Bulletin Tables.

Reporting rates

The 2016 CVS asked those respondents in the administration and support sector who had experienced crime in the past year whether the incident was reported to the police for the *most recent incident of each crime type experienced.* As only small numbers of administration and support premises experienced certain crime types it is only possible to provide a reporting rate estimate for online offences.

According to the 2016 CVS, only 10 per cent of the latest incidents were reported to the police. This may indicate that such incidents have little impact on the business, or perceived as something the police would be unable to address (see further analysis of police perceptions in Chapter 4).It is also worth noting that offences under the Computer Misuse Act are counted using the Home Office Counting Rules for Fraud and should be reported to Action Fraud, which may also relate the low proportion of respondents who reported the most recent online crime to the police.

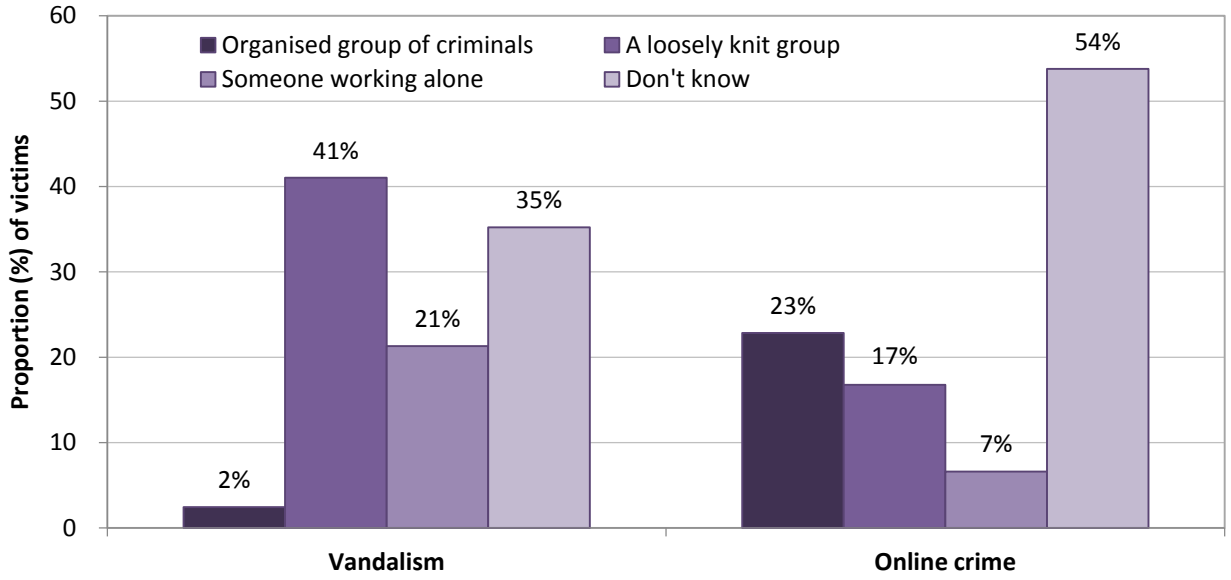
Organised Crime

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

Due to small numbers of administration and support premises experiencing certain crime types, it is only possible to provide organised crime estimates for vandalism and online offences. As shown in Figure 3.4, 23 per cent of respondents in 2016 thought that the most recent incident of online crime was carried out by an organised group of criminals. The main reasons respondents suspected organised crime were that the suspects seemed to be prepared, the suspects were well known to them, or that the job was too big for one person. However, as you would expect given the nature of these crimes, over half of respondents (54%) could not say who carried out the latest incident of online crime.

For vandalism offences, 41 per cent of victims thought a loosely knit group (such as a group of teenagers) might have carried out the latest incident.

Figure 3.4: Proportion of victims who thought the latest incident of each crime type they experienced involved an organised group of criminals, administration and support sector, 2016 CVS



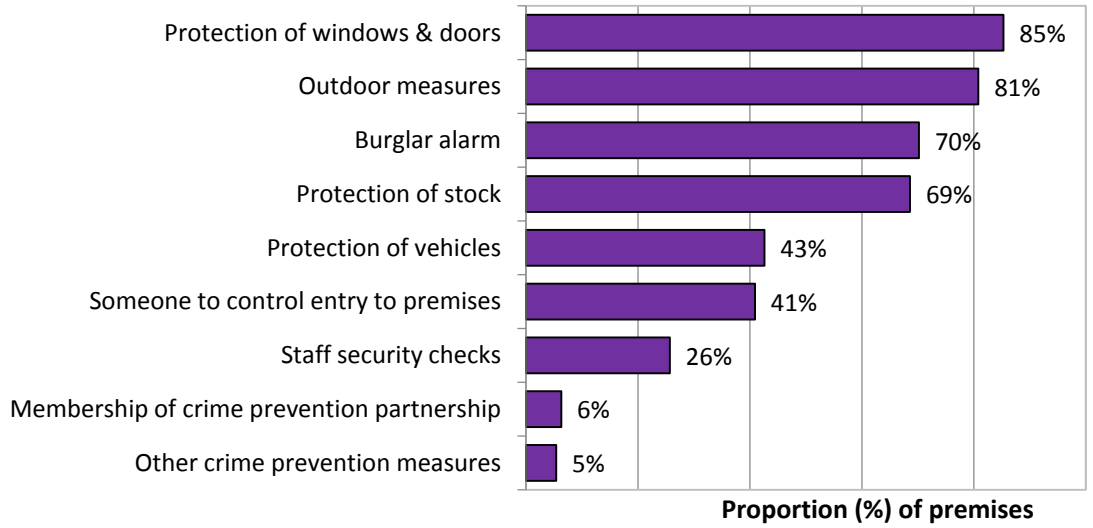
Source: Home Office, 2016 CVS Headline Tables.
Chart notes: Only selected crime types are shown as the number of respondents did not allow for robust estimates in all cases.

Crime Prevention Measures

The 2016 CVS asked half of its respondents whether they had a range of crime prevention measures in place at the premises. The 2016 CVS questions were developed and improved, making them different to those used in the 2015 CVS (please see the Technical Report for further detail on the changes).

The most common crime prevention measures installed in the administration and support sector were protection of windows and doors (85% of premises) - these are measures such as bar and grilles, shutters and window and door locks; these were followed by outdoor measures (80% of premises), burglar alarms (67%) and stock protection measures (67%). The Introduction gives further details on the types of measures covered in the survey. Figure 3.5 illustrates the types of crime prevention measures covered by the CVS.

Figure 3.5: Proportion of all premises that had crime prevention measures in place, administration and support sector, 2016 CVS



Source: Home Office, 2016 CVS Bulletin Tables.

Previously when looking at the difference in victimisation rates between those who had a measure installed and those who did not, it was not possible to know which respondents had the measure installed for the full 12 month reference period due to the question wording. To resolve this, the question was changed in the 2016 CVS to ask respondents whether a measure had been installed in the 12 months prior to interview, regardless of whether or not it was in response to a crime that took place. The changes to the questions in the 2016 CVS have allowed a more meaningful comparison to be made when comparing the likelihood of victimisation between premises with and without a measure (Table 3.5). For a summary of other question changes made to the crime prevention questions[13], please see the technical report.

In order to see whether a particular crime prevention measure tends to be effective, it is necessary to consider each prevention measure in the context of the crime types it is intended to prevent. For instance, burglaries may be prevented by burglar alarms, outdoor protection measures, stock protection, and protection measures on doors and windows. A selection of prevention measures have been matched to crime types they are expected to prevent in Table 3.5.

[13] Extra questions were added to the 2016 CVS including perceived effectiveness of the measure however the results are not reported here as the unweighted bases were fewer than 50 respondents.

Table 3.5: Proportion of premises that experienced selected crime types, by presence of selected crime prevention measures, administration and support sector, 2016 CVS

Crime prevention measure	Crime type	Proportion (%) of premises *without* the prevention measure that experienced the crime type *(with unweighted base)*	Proportion (%) of premises *with* the prevention measure that experienced the crime type *(with unweighted base)*	
Burglar alarm	Burglary with entry	2% (107)	4% (313)	
	Attempted burglary	3% (107)	1% (313)	
Protection on doors & windows	Burglary with entry	2% (83)	4% (368)	
	Attempted burglary	0% (83)	2% (368)	
	Vandalism	4% (83)	5% (368)	
Protection of stock	Burglary with entry	1% (156)	4% (298)	*
	Attempted burglary	2% (156)	1% (298)	
	Theft by a customer	1% (156)	4% (298)	*
	Theft by an employee	1% (156)	1% (298)	
	Theft by others	..	2% (298)	
	Theft by unknown persons	0% (156)	1% (298)	
	All theft	2% (156)	7% (298)	*
Vehicle protection	Theft of a vehicle	..	0% (199)	
	Theft from a vehicle	0% (233)	4% (199)	*
Staff security checks	Theft by an employee	1% (277)	2% (181)	
	Theft by unknown persons	0% (277)	3% (181)	*
	Fraud by an employee	0% (277)	1% (181)	
	Fraud by unknown persons	3% (277)	5% (181)	
Outdoor measures	Burglary with entry	1% (84)	4% (378)	
	Attempted burglary	0% (84)	2% (378)	
	Vandalism	4% (84)	5% (378)	
	Theft of a vehicle	..	0% (378)	
	Theft from a vehicle	..	2% (378)	

Source: Home Office, 2016 CVS Bulletin Tables.

Table notes:
- Asterisks (*) indicate statistically significant differences between the two columns.
- (..) indicates that there were no respondents in this category.
- Crime types and prevention measures have been paired based on relevance of the measure to the crime.

.

Table 3.5 shows that for the selected crime types in the administration and support sector, premises with a prevention measure in place were more likely to have experience a crime for which the measure is intended to prevent compared with premises without the measure:

- Protection of stock measures: four per cent of premises with the measures experienced burglary with entry compared to one per cent of premises without the measures. Overall theft was experienced by seven per cent of premises with the measures, compared with two per cent of premises without the measures.
- Staff security measures: three per cent of premises with the measures in place experienced theft by unknown persons compared with less than one per cent of premises who had no staff security measures in place.

One possible explanation for these findings is that premises who have a higher risk of being a victim of crime (for example, due to the nature or size of their business or their location) may be more likely to install a measure as a result of the increased risk but the measure does not fully mitigate the risk.

In order to try and account for some of these factors, this year logistic regression modelling was carried out with victimisation (or not) as the dependent variable. However, given the rarity of some of the crime types described, theft was the only crime type successfully modelled (please see the Technical Annex for more detail) although there is scope for development of this work in the future.

Comparison with other sectors

Further comparison of the findings from the administration and support sector with the other sectors surveyed by the CVS in 2012 to 2016 is given in Chapter 4.

4 Crime against businesses: a comparison of sectors from the 2012 to 2016 CVS

4.0 INTRODUCTION

This section compares findings from the various sectors covered in the five annual commercial victimisation surveys that have taken place to date (2012 to 2016). Table 4.1 lists the sectors that have been included in at least one of the surveys along with the approximate sample size (number of interviews) in the relevant year.

Table 4.1: Sector coverage and sample size of the CVS, 2012 to 2016

	2012	2013	2014	2015	2016
Wholesale and retail	1,000	1,000	2,000	1,000	1,000
Accommodation and food	1,000	1,000	1,000	0	0
Transportation and storage	1,000	0	0	0	1,000
Manufacturing	1,000	0	0	0	0
Agriculture, forestry and fishing	0	1,000	1,000	1,000	0
Arts, entertainment and recreation	0	1,000	0	0	0
Construction	0	0	0	1,000	0
Information and communication	0	0	0	200	0
Administrative and support services	0	0	0	0	1,000
Total	4,000	4,000	4,000	3,200	3,000

Source: Home Office.

In previous editions of this publication, the results from the different survey years were combined in order to give as broad a picture of crimes against business premises in England and Wales as was possible using the CVS. However, this has not been repeated for this publication as some of the data are now relatively old (e.g. the manufacturing sector was last surveyed in 2012) and may have experienced changes in crime levels since then. Instead, the focus of this chapter is on comparing experiences of crime in the different sectors. Please note that, for the reasons mentioned above, caution must be taken when making comparisons with older data, particularly with the 2012 and 2013 sectors. However data for these sectors will still be included in charts and tables for information.

More information about the sectors included in the 2012, 2013, 2014 and 2015 CVS can be found in past Crime against businesses bulletins, available online.

Results for all CVS sectors are presented in the accompanying 2016 CVS Headline Tables. Tables T1-T4 show crime statistics across all nine sectors surveyed since 2012, including:

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

4.1 KEY FINDINGS

- **Wholesale and retail premises experienced the highest crime incidence rate.** This sector experienced 13,426 crimes per 1,000 premises in the 2016 survey year, nearly three times the next highest rate (4,677 per 1,000 accommodation and food premises in 2014).

- **The wholesale and retail sector and the transportation and storage sector both saw falls in crime since 2012.** In 2016, the transportation and storage sector experienced 2,575 incidents per 1,000 premises, a statistically significant fall from 2012. The wholesale and retail sector experienced a statistically significant fall between 2012 and 2014 but has since shown statistically significant change.

- **The administrative and support sector and the information and communication sector are disproportionally affected by online crime**. These sectors experienced relatively low incidence rates of 'traditional' crimes but by far the highest online crime incidence rates (administrative and support services 3,631 online incidents per 1,000 premises and information and communication 2,303 online incidents per 1,000 premises).

4.2 EXTENT AND TRENDS OF CRIME

The estimates of crime levels presented in Table 4.2 below are based on interviews with respondents in the referenced survey year. The sector with the highest volume of crime was the wholesale and retail sector which experienced 5.2 million crimes (2016 CVS); this was around 9 times higher than the sector with the next highest volume (accommodation and food, 2014 CVS).

The administration and support services sector, which was introduced to the CVS for the first time in 2016, experienced a moderate volume of crime compared with other sectors.

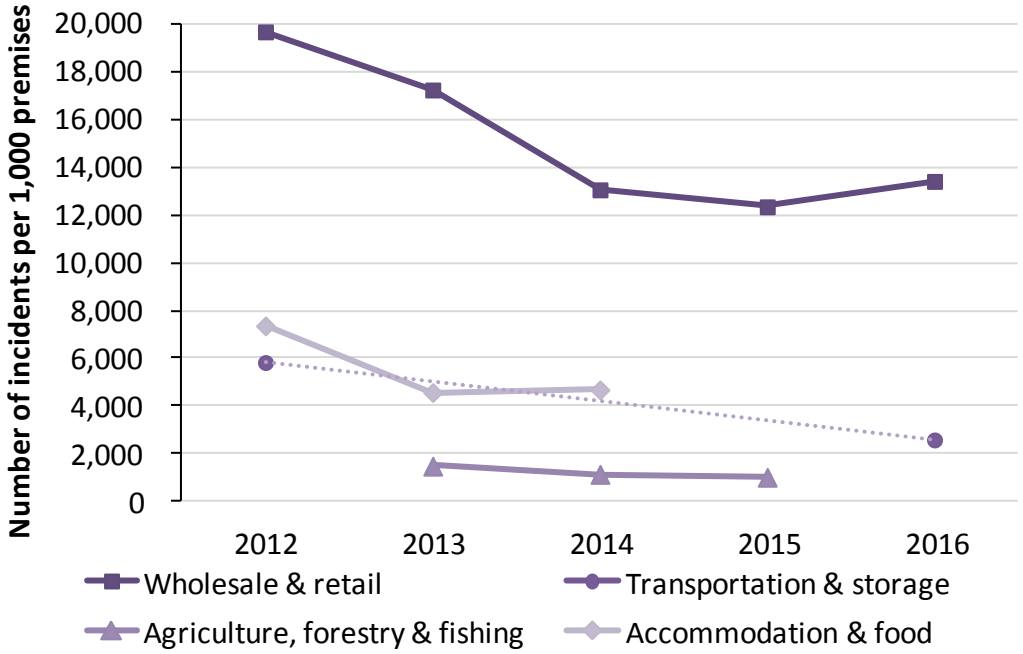
Table 4.2: Experiences of crime in the last 12 months by sector, 2012 to 2016 CVS

	Sector	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes per victim (premises)	*Unweighted base*
2016	Wholesale & retail	5,194	13,426	144	37	36	*1,128*
2016	Transportation & storage	173	2,575	16	24	11	*904*
2016	Administrative & support services	227	1,504	28	18	8	*930*
2015	Agriculture, forestry & fishing	96	1,009	22	24	4	*1,098*
2015	Construction	141	910	33	21	4	*958*
2015	Information & communication	33	300	17	15	-	*176*
2014	Accommodation & food	565	4,677	45	37	13	*1,052*
2013	Arts, entertainment & recreation	196	4,660	19	45	10	*888*
2012	Manufacturing	164	1,500	33	30	5	*962*

Source: Home Office, 2012, 2013, 2014, 2015 and 2016 CVS Headline Tables.
Table notes: Each sector is only shown in the most recent year it was surveyed. A hyphen (-) indicates that the unweighted respondent base is below 50 and the estimate is not shown.

Part of the difference in the volumes of crimes experienced may be explained by the number of premises in each sector since, of the nine sectors surveyed over the lifetime of the CVS, the wholesale and retail sector has the greatest number of premises (almost 414,000 in the UK compared with 215,000 information and communication premises). However, the incidence rate (number of incidents per 1,000 premises) shows that the wholesale and retail sector still experienced the most crime, with over 13,000 incidents per 1,000 premises. Although the administration and support services had a higher volume of crime than transportation and storage, the latter sector had a higher incidence rate and a higher proportion of premises experiencing crime.
Given that both the wholesale and retail sector and the transportation and storage sector were surveyed in both 2012 and 2016, it is interesting to compare the crime trends for these two sectors (see Figure 4.1). Both sectors have seen falls since 2012. In 2016, the transportation and storage sector experienced 2,575 incidents per 1,000 premises, a statistically significant fall from 2012 when the incidence rate was twice as high (5,824 incidents per 1,000 premises). The wholesale and retail sector experienced a statistically significant fall between 2012 and 2014 but has since shown no statistically significant change. In 2016, the wholesale and retail sector experienced 13,426 incidents of crime per 1,000 premises, around a third lower than in 2012 (19,701 incidents per 1,000 premises).

Figure 4.1: Number of crime incidents per 1,000 premises, selected sectors, 2012 to 2016 CVS



Source: Home Office, 2012, 2013, 2014, 2015 and 2016 CVS Headline Tables.

Figure 4.1 also shows trend data for the accommodation and food sector (surveyed 2012 to 2014) and the agriculture, forestry and fishing sector (surveyed 2013 to 2015). The accommodation and food sector has also seen a fall in the crime incidence rate since 2012, with a statistically significant fall between 2012 and 2013, before flattening out in 2014. The crime incidence rate in the agriculture, forestry and fishing sector, however, remained broadly stable over the three years it was surveyed. Together (with the exception of the agriculture sector) this starts to suggest that crime against

businesses has fallen since 2012. This aligns with the Crime Survey for England and Wales[14] which shows that 'traditional'[15] crime against individuals and households has fallen since 2012 (and in fact has been falling since the mid 1990s).

4.3 ONLINE CRIME

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

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

Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime under the Home Office Counting Rules. For example, phishing is an enabler to commit fraud and, where this method has been used to commit fraud or computer misuse offences, the relevant fraud or computer misuse offence would be recorded (no separate crime would be recorded in relation to the phishing).

When comparing levels of online crime it should be noted that not all business premises use computers (although the majority do) and therefore cannot become victims of online crime. Also, the prevalence of computer use varies by sector, as seen in Table 4.3.

Table 4.3: Levels of computer use by sector, 2012 to 2016 CVS

Sector	Survey year	Proportion using computers (%)
Wholesale & retail	2016	84
Transportation & storage	2016	89
Administrative & support services	2016	92
Agriculture, forestry & fishing	2015	77
Construction	2015	92
Information & communication	2015	100
Accommodation & food	2014	68
Art, entertainment & recreation	2013	90
Manufacturing	2012	92

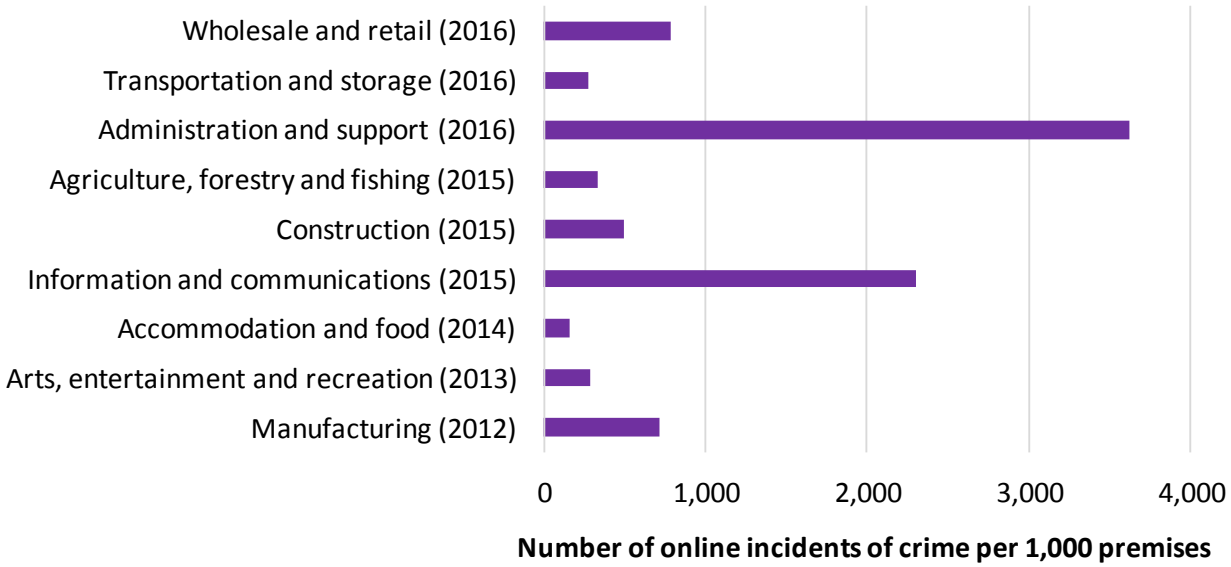
Source: Home Office, 2016 CVS Bulletin Tables

[14] https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/previousReleases

[15] New questions on experience of fraud and cyber crime were added to the Crime Survey for England and Wales (CSEW) in October 2015. At the time of writing, only one year's worth of data were available and so comparisons over time cannot be made. Therefore 'traditional' crime here relates to CSEW crime excluding fraud and cyber crime.

The sectors experiencing by far the highest online crime incidence rates were administrative and support services (3,631 incidents per 1,000 premises) and information and communication (2,303 incidents per 1,000 premises) as shown in Figure 4.2. This possibly reflects the likely central role of computer systems in their businesses when compared to other sectors. In both sectors, the majority of these incidents were either computer viruses or 'other' types of online crime.

Figure 4.2: Number of online crime incidents per 1,000 premises by sector, 2012 to 2016 CVS

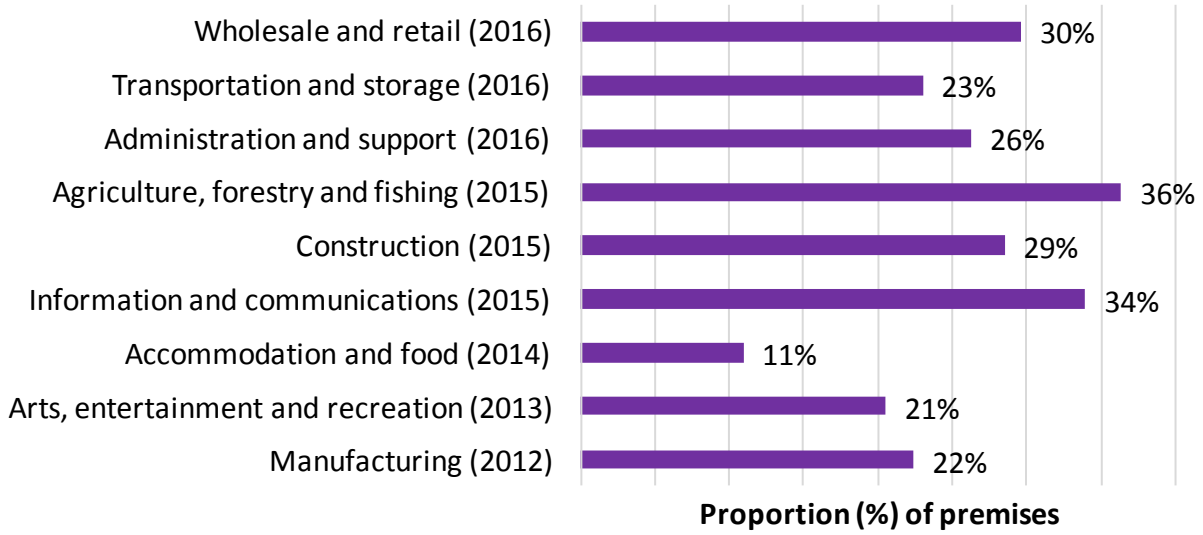


Source: Home Office, 2012, 2013, 2014, 2015 and 2016 CVS Headline Tables.

In almost all of the other sectors, the majority of the online crimes experienced were incidents of computer viruses. Although the levels of computer viruses picked up by the CVS are relatively high, the levels of other online crimes are typically lower. This is likely to be because these crimes do not come to the attention of victims. For example, in the case of phishing, the offending email may be caught by spam filters, or victims may not know that their computer systems have been hacked. It is important to bear in mind that respondents were only asked about online crimes affecting the premises. Therefore it may also be the case that many types of online crime are not picked up by the CVS as they do not affect businesses at the premises level. Some of these offences may be more likely to be focused on head offices or corporate websites. Since the previous publication of this statistical bulletin last year, the Home Office has been undertaking a substantial project to develop a survey at head office (enterprise) level to better measure the prevalence of fraud and cyber crime against businesses. This work culminated in the launch of a pilot survey in February 2017. For more information on this research, please see Annex A.

As well as their experience of online crime, premises were also asked about how worried they were about online crime in general and how much of a problem they think it is for their business. Figure 4.3 shows that worry about online crime is highest in the agriculture, forestry and fishing and information and communication sectors, with around a third of premises in each of these sectors saying they were either fairly or very worried about it.

Figure 4.3: Proportion of premises that were worried about online crime by sector, 2012 to 2016 CVS



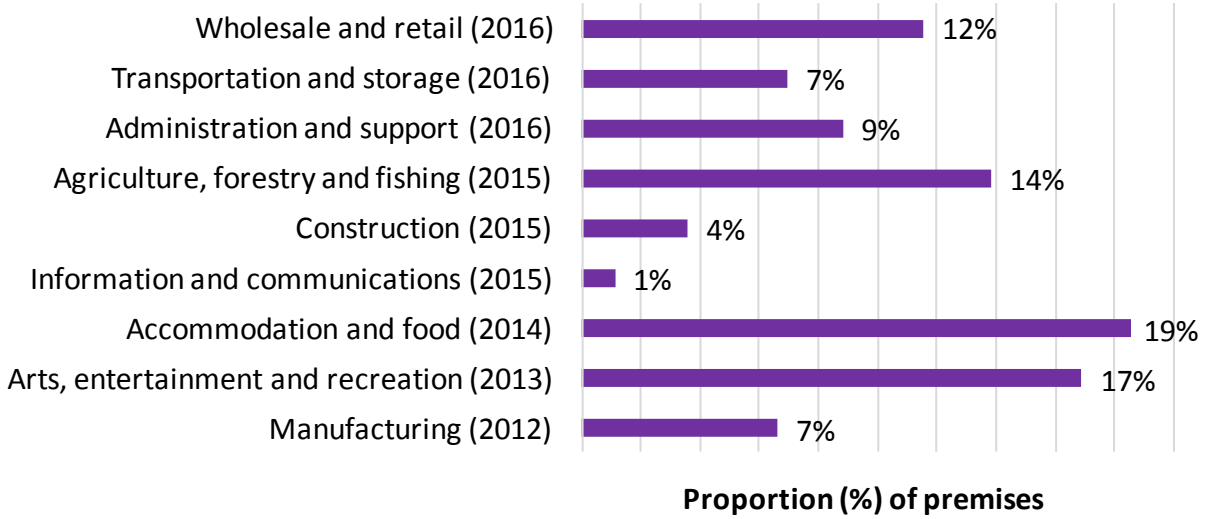
Source: Home Office, 2016 CVS anti-social behaviour, perceptions of policing and worry about online crime tables

The extent to which premises think online crime is a problem for them does not seem to be linked to their worry about online crime. The proportion of premises that thought that online crime was a problem was at a low level (i.e. 8% or less) in each sector. This suggests that the fear of online crime tends to be greater than the problems caused by it in many cases, i.e. the majority of online crimes do not cause major problems but premises nonetheless fear more significant threats. It may also indicate that, whilst online crime was not a major problem at the time of interview, businesses fear that it may become so in the future.

4.4 ANTI-SOCIAL BEHAVIOUR

Respondents to the survey were asked if the business at their premises had been affected by anti-social behaviour (ASB) in the last 12 months. Those sectors containing premises that are more likely to be open to the public were the most likely to experience ASB and, in particular, those sectors more likely to be associated with the night time economy. For example, almost one in five premises in the accommodation and food sector experienced ASB in the 2014 survey year. Of those who had experienced ASB in this sector, almost two-fifths (38%) reported 'street drinking, drunken behaviour or underage drinking'. Findings for the arts, entertainment and recreation sector were similar in the 2013 CVS. The possible exception to this is the agriculture, forestry and fishing sector, which experienced a relatively high prevalence of ASB in the 2015 survey year. However, this sector suffers from industry-specific ASB such as endangering livestock, leaving gates open, breaking fences, hare/deer coursing, poaching, etc. This sector also suffers from a relatively high prevalence of environmental ASB (e.g. litter/rubbish) with 41 per cent of premises saying they had experienced this in the 2015 survey year. In the transportation and storage sector, 7 per cent of premises experienced ASB, similar to the proportion in 2012 (9%). Likewise, the proportion of premises in the wholesale and retail sector experiencing ASB in 2016 (12%) was similar to the proportion in 2012 (also 12%).

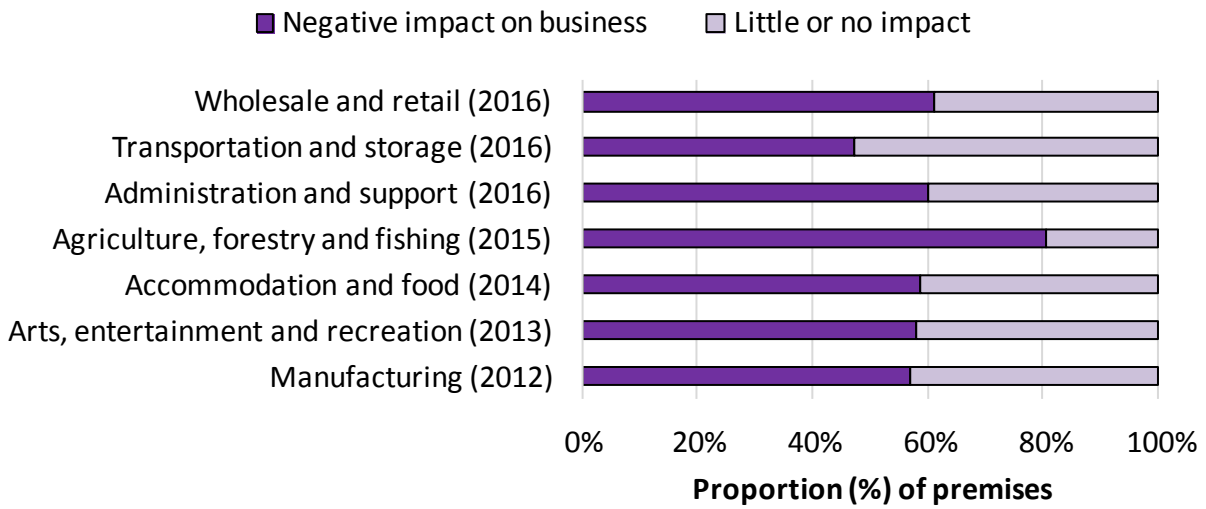
Figure 4.4: Proportion of premises experiencing anti-social behaviour by sector, 2012 to 2016 CVS



Source: Home Office, 2016 CVS anti-social behaviour, perceptions of policing and worry about online crime tables

Victims of ASB were asked how, if at all, the experience of ASB had impacted negatively on the business at their premises, either financially or otherwise (see Figure 4.5). In the agriculture, forestry and fishing sector, 81 per cent of businesses affected by ASB said that this had had a negative impact on their business. However, in both the accommodation and food sector and the arts, entertainment and recreation sector (those sectors where the proportion of premises experiencing ASB was highest), just under 60 per cent said that the ASB had had a negative impact.

Figure 4.5: Proportion of premises experiencing anti-social behaviour reporting the level of impact by sector, 2012 to 2016 CVS



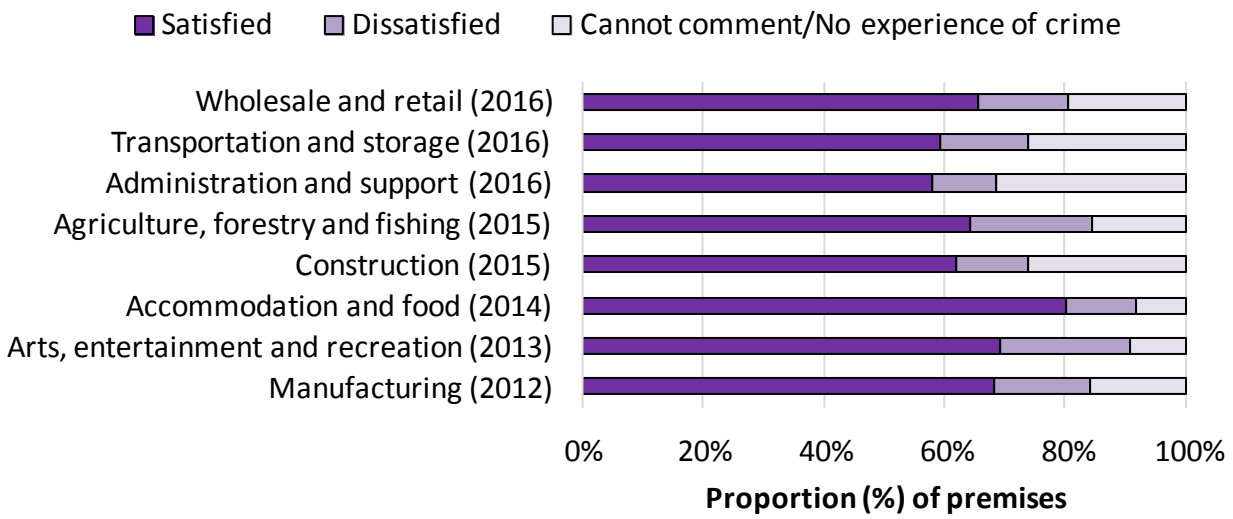
Source: Home Office, 2016 CVS anti-social behaviour, perceptions of policing and worry about online crime tables

Chart notes: the construction sector and information and communications sector are not presented in this chart due to a low number of respondents with experience of ASB (i.e. the unweighted bases were less than 50). Negative impacts include impacts on finances, custom, employees and 'other'.

4.5 PERCEPTIONS OF THE POLICE

Premises were asked about their satisfaction with the way police handle the crime problems facing businesses in their area. As shown in Figure 4.7, the majority of premises were satisfied with the way the police handle crime, with satisfaction ranging from 58 per cent of administrative and support services premises to 80 per cent of accommodation and food premises (this does not take into consideration those premises that felt they could not comment due to no experience of crime or other reasons). Dissatisfaction with the police was highest in the agriculture, forestry and fishing sector and the arts, entertainment and recreation sector. The two main reasons given for dissatisfaction in all sectors were that the police take too long to react to incidents and that they are not interested in reported crimes. In every sector, dissatisfaction was higher amongst those premises that had been a victim of crime than amongst those premises that had not.

Figure 4.6: Proportion of premises satisfied with the way the police handle crime in their area, by sector, 2012 to 2016 CVS



Source: Home Office, 2016 CVS anti-social behaviour, perceptions of policing and worry about online crime tables

Annex A: Development of a fraud and cyber crime survey of head offices

The CVS measures crime levels affecting individual business premises and is a robust measure of 'traditional' crimes, such as burglary, in which there is no ambiguity with regards to the location at which the crime occurred. However, some crime types tend to affect a business as a whole, rather than affecting individual branches or premises. Examples of these are cyber crime[16] and several types of frauds where the location of such crimes (i.e. the location of the perpetrator or the victim) is often difficult to establish. The information about such crimes against businesses is more likely to be held by head offices, rather than individual premises. Therefore, a premises-level survey such as the CVS is likely to underestimate the scale and prevalence of these crimes.

Last year, due to the ever increasing interest in fraud and online crime (and therefore the need for robust statistics), the Home Office began work with Ipsos MORI on a feasibility study to explore whether it would be possible to carry out a survey at head office level. The ultimate aim of the study is to set up a fraud and cyber crime survey that will result in a set of robust, official statistics, which will:

- Enable the Home Office and others to make accurate statements about the size and nature of different kinds of fraud and cyber crime affecting the business community.

- Allow the monitoring of crime trends in fraud and cyber crime and hence the assessment of policy and other interventions (if the survey is repeated on an annual or frequent basis).

- Allow businesses the benefit of data sharing without disclosing commercially sensitive information to one another, potentially leading to a greater understanding of common issues and facilitating closer working.

The first phase of the head office feasibility study involved a review of a number of past government and private sector-led surveys of businesses, some of which focused specifically on measuring crime. This review suggested that a survey of head offices would be feasible but that obtaining the sensitive information regarding fraud and online crime may be more of a challenge. The Home Office then consulted with internal and external experts and stakeholders, to establish definitions for the crime types, measures and sectors of interest. The consultation yielded the following specification for the potential survey of head offices:

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

A detailed selection of subtypes of fraud and online crime of interest was then developed based on the Home Office Counting Rules and used as a basis for initial scoping interviews with around 20 head offices in the two sectors of interest. The aim of the interviews was to determine what information relating to the crime types of interest the head offices tend to hold. In particular, for each offence information was sought on whether data appear to exist, their quality, concerns about potential duplication with data being provided to other organisations and the level of sensitivity around disclosure. Broadly speaking, the scoping interviews showed that it would be feasible to collect data on the incidence, prevalence and cost of fraud and cyber crime. However, substantial practical issues had to be addressed before proceeding to the survey pilot stage. These, along with the approach the Home Office took following consultation with stakeholders, are detailed below.

[16] Cyber crime can include both cyber enabled crimes (e.g. frauds committed using the internet or computer networks) and cyber dependent crime (e.g. hacking, computer viruses, DDoS attacks, etc.).

Geographical jurisdiction

The issue: Crime and policing are devolved matters in the UK and therefore the Home Office's jurisdiction in this sphere covers just England and Wales only, not the UK as a whole. However, the devolution of this responsibility usually has no relevance to businesses. While some retailers and financial institutions would be able to provide data for England and Wales, chiefly because many operate there only, not all could and for some it would take significant resource to produce England and Wales figures.

The approach: Following the consultation of stakeholders, the Home Office decided that the scope of the pilot survey should be the UK rather than England and Wales as this would reduce the burden for respondents (and thereby encourage response) while still mostly meeting the needs of potential users. However, a question was added to the pilot survey to ask respondents how easy it would be to provide data for their England and Wales operations only. This information will then be used to make a decision about the scope of future surveys.

Population definition

The issue: The feasibility study suggested that single-site retailers, who make up a large part of the wholesale and retail business population, experience relatively little fraud or cyber crime and are unlikely to provide much more detailed insight than that which can be collected via the premises-level Commercial Victimisation Survey.

The approach: The Home Office decided to restrict coverage of the wholesale and retail sector in the head office survey pilot to multi-site businesses only, to minimise overlap with the CVS. Some stakeholders had mixed views on this (particularly those with an interest and focus on small businesses). However, it is the Home Office's intention that, should the pilot be successful and a full survey carried out in 2017/18, the results for single site retailers from the CVS premises based survey will be combined with the results for multi-site premises from the head office survey, meaning that there will ultimately be full coverage.

Method of data collection

The issue: Data collection for the pilot survey requires three stages to be completed. Firstly, contacting the right person or people at each business and securing participation; at some large businesses this may be more than one person, as responsibility regarding fraud and cyber crime may be split across teams. Secondly, the respondent needs to be told what data are required and afforded the time and tools to collect them (as this will often require input from a number of individuals within the business). Thirdly, the respondent will need to transmit the data in some form to the survey organisation (currently Ipsos Mori).

The approach: The Home Office decided to use a spreadsheet based self-completion instrument, which would then be uploaded to a secure portal by the business once completed. This choice of data collection method was driven by the importance of maximising data quality and security and to address the practical difficulties described above. A telephone based survey method (similar to that used for the CVS) and a traditional web survey were also considered but ruled out. A telephone survey would press respondents for an immediate response, leaving insufficient time to consider the detailed definitions, which is likely to generate imprecise data. A web survey would be likely to suffer poor response and high dropout rates and may be perceived as more risky for data security. It also makes it much harder for target respondents to make requests for information to complete the instrument – or parts of it – to several departments internally or to their external contractors.

The range of offences

The issue: Some offences are regarded as much more sensitive than others by businesses in both sectors. There is a risk that some respondents could refuse to take part in the proposed head office survey because of concerns about the disclosure of data relating to one or two types of offences.

The approach: The Home Office decided to ask for these potentially sensitive answers, not only to ensure a complete picture of the threats but also because these areas were often the ones of particular interest to users (for example the cyber crime questions). However, in order to address the issue of potential abandonment, respondents are offered the choice of selecting 'prefer not to say' when filling out the survey. In the case of cost of crime information (which businesses may perceive as sensitive), respondents can choose either to input an exact figure or to select from a list of banded costs. It is hoped that these measures will help to mitigate the abandonment risk.

The definition of offences

The issue: Some respondents in the scoping interviews had difficulty understanding the definitions of some offences, which were based on terminology used in the Home Office Counting Rules.

The approach: The Home Office carried out further work to develop specific questions which will be understood by as wide a range of potential respondents as possible. This was achieved by bringing together definitions from the Home Office Counting Rules, feedback from the scoping interviews, terminology used by FFA UK, Cifas and Action Fraud, as well as definitions from existing surveys such as the CVS and DCMS' Cyber Security Breaches Survey. Although the survey definitions should be sufficiently self-explanatory, for the pilot the Home Office has also developed a separate guidance document for each sector. This guidance will help businesses to answer the survey correctly and will act as a first point of reference for any questions they may have.

During the development of the pilot survey, the Home Office and Ipsos Mori also carried out engagement exercises in both of the target sectors in order to explain the aims of the survey to potential respondents and how they might benefit from participation. This led to the endorsement of the survey by the organisations listed below and to the agreement of the British Retail Consortium's Heads of Security group members (typically large retailers) to take part if approached.

Endorsing organisations:

- Association of Convenience Stores (ACS): https://www.acs.org.uk/
- Building Societies Association (BSA): https://www.bsa.org.uk/
- Cifas: https://www.cifas.org.uk/
- Federation of Wholesale Distributors (FWD): http://www.fwd.co.uk/
- Financial Fraud Action UK (FFA UK): https://www.financialfraudaction.org.uk/
- ORIS Forums: http://orisforums.co.uk/

At the time of writing, the pilot survey had just entered the field and so results are not yet available. The pilot will enable the Home Office to ensure the survey questions are comprehensive (yet concise), to understand whether businesses are able to provide the data requested, and to potentially gain an initial idea of the scale and nature of fraud and cyber crime. The outcomes of the pilot will help the Home Office assess the overall feasibility of the survey and to make a decision about launching a full survey in 2017/18.

Technical Annex

This Technical Annex outlines the methodology used in producing the published statistics from the 2016 Commercial Victimisation Survey (CVS). For details of the methodology used in the data collection, please see the Technical Report.

T.0 INTRODUCTION

The 2016 CVS is the fifth in a series of Home Office surveys covering crime against businesses, which have continually run since the 2012 CVS. Prior to this, the survey was run in 1994 and 2002. There are plans to repeat the survey in 2017.

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

T.1 KEY FACTS

- The CVS is a telephone survey in which respondents from a representative sample of business premises in England and Wales are asked about crimes experienced at their premises in the 12 months prior to interview.
- Estimates for the 2016 CVS are based on 2,962[17] interviews with respondents at premises in the wholesale and retail, transportation and storage, and administration and support sectors.
- Fieldwork was carried out between August and November 2016 and the survey achieved a response rate of 49 per cent.

T.2 DATA TABLES

Final fieldwork figures, giving the number of interviews by sector and business size, can be found in the 2016 CVS Methodology Tables.

T.3 SAMPLE AND SURVEY COVERAGE

The 2016 CVS focuses on three industry sectors defined by the UK Standard Industrial Classification 2007 (SIC). These are sectors G (wholesale and retail trade), H (transportation and storage) and N (administration and support).

The 2012 CVS and 2013 CVS each focused on four sectors. In 2014, one sector was dropped in favour of collecting a double sample (2,109 respondents), from the wholesale and retail sector, to allow for more detailed analysis due to particular user interest in this area. In 2015 the CVS returned to sampling four sectors; however, the target number of interviews for the information and communication sector was limited to 200 (compared with 1,000 interviews in the other three sectors) in order to allocate resource to a feasibility study for a potential survey of head offices, while exploring a new sector of interest to inform potential new surveys of this sector. The 2016 survey was reduced back to

[17] In total, 2,963 interviews were carried out; however, one respondent was removed due to extreme values given in their responses, suggesting that they had misunderstood the questions which were asked. Please see the 'Data cleaning' section below.

three sectors to allocate resource to the pilot head office survey.

The wholesale and retail (G) sector has been included in each survey since 2012, meaning that analysis of longer term trends of crime against the sector is possible. The transportation and storage sector (H) was included in the 2012 survey, enabling some comparisons to be made, and the administration and support sector (N) is a new sector, therefore no year on year comparisons can be made.

Decisions on sector coverage were made following discussions with the CVS Steering Group and in response to user needs. Between them, the three sectors included in the 2016 CVS account for just over a quarter of all business premises in England and Wales.

The survey was designed to measure crime at the premises rather than the enterprise level (i.e. a single outlet of a national chain would have been sampled rather than the entire business entity). As such, only crimes that were committed directly against the specific sampled premises were in scope. To be representative at the premises level, the sample was also designed so that multiple premises in the same enterprise could be sampled. In 2015 a feasibility study was carried out to explore the possibility of measuring crime against businesses at head office (enterprise) level. For an update on the progress made on the head office survey, please see Annex A.

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

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

T.4 FIELDWORK

The 2016 CVS was conducted as a series of telephone interviews with respondents between August and November 2016. Premises were first contacted to identify the appropriate respondent for the interview, which was generally the person responsible for security and crime-related issues at the premises. Respondents were then sent an ‘experience of crime’ sheet before being contacted for interview which detailed the information that would be requested by the interviewer, allowing them time to gather and make note of required information relating to the extent of crime against their premises in advance.

The 2016 CVS achieved a total of 2,963 interviews, with around 1,100 in the wholesale and retail and around 900 in both the transportation and storage and administration and support sectors. The overall response rate for the main interviews was 49 per cent, which is considered high for a voluntary survey of businesses and is greater than the response rate achieved in 2015 (43%).The increased response rate may be in part due the endorsement given by several trade bodies, which could have increased trust and awareness of the survey. To further improve response rates an update of the survey website was carried out and the advance materials were also reviewed and renewed. Among other strategies, the contractor committed to stronger refusal conversion; for the first time premises were asked for the reason for refusal, which facilitated this process. The contractor also conducted regular reviews of optimum calling patterns throughout the fieldwork period. Further information on response rates and reasons for non-response is included in the Technical Report.

Table T1: Target and achieved number of interviews, 2016 CVS

Sector	Target number of interviews	Achieved interviews
Wholesale and retail	1,000	1,128
Transportation and Storage	1,000	904
Administration and support	1,000	931
Total	**3,000**	**2,963**

Source: Home Office and Ipsos MORI.

T.5 QUESTIONNAIRE STRUCTURE

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

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

As well as the range of core offences covered by the survey, the CVS questionnaire also includes a module asking about experience of online crime, and another asking about crime prevention. Around half of the sample was randomly assigned to answer questions from the online crime module and the other half the crime prevention module. Several new questions were added to the crime prevention module as well as other sections of the questionnaire. See the Technical Report for more detail.

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

T.6 ANALYSIS

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

Weighting

Data are weighted to take account of both non-response and the stratified sampling design. Non-response is a result of either being unable to identify contact details for sampled business premises or from contacted premises being unwilling to take part in the survey. Weighting accounts for stratification by ensuring that the sample is representative of businesses in these three sectors in England and Wales as a whole. For a detailed description of the weighting methodology, please see the Technical Report.

Data cleaning

The nature of crime against businesses means that it is possible that a small number of premises may have experienced a volume of crime that has a disproportionately large effect on figures for the sample as a whole, which would make comparison of trends over time problematic. To prevent a small number of sampled premises having an excessive influence on overall figures, the data were assessed to identify any outliers. This process involved two stages, the first of which was to manually identify and

remove any extreme cases, where the numbers of crimes reported were so large that they were very likely to be erroneous, for example due to a recording issue, or because the respondents had misunderstood some questions (e.g. they had given the number or value of items stolen rather than the number of incidents of theft). There was one such case in the data and this was removed, as the respondent was judged to be unreliable.

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

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

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

In previous years if **both** of these conditions were satisfied, (i.e. a data point was much higher than the mean for the sector and size band **and** had a large effect on the mean according to the Cook's distance), such data points were identified as outliers. However, after reviewing the data it was clear that these criteria for exclusion were too strict for some of the crime types, i.e. some clearly extreme values did not meet the criteria and therefore remained in the data, disproportionately affecting the estimates for those crime types. A decision was made to change the parameters for burglary, robbery and other online crime in the wholesale and retail sector so that only one of the conditions described above had to be satisfied for the data point to be considered an outlier. This yielded more reasonable estimates that would be expected for these crime types.

Across the 2,962 remaining interviews and the 21 crime types covered by the survey, including online crime types, 27 figures (0.04% of the total 62,202 figures supplied on numbers of crimes experienced) were identified as outliers. These were then set to the mean number of incidents experienced by victims within the same sector and size band.

Imputation of missing data

A small number of survey respondents said that they did not know if their business had been a victim of a particular type of crime at all in the previous 12 months. In these cases, values were imputed to the mean number of incidents experienced by the other business premises in the same industry sector and size band. Where this was less than one, cases were classed as non-victims for the purpose of calculating prevalence rates; where this was one or more, they were classed as victims. Of the 44,856 responses to questions regarding whether a particular crime type had been experienced, a total of 205 (0.3%) were imputed.

T.7 INTERPRETING THE RESULTS

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

Coverage

As outlined above, the 2016 CVS focused on business premises in three industry sectors:

- wholesale and retail
- transportation and storage, and
- administration and support.

Two of these sectors have previously been surveyed, wholesale and retail for several consecutive years and transportation and storage in 2012, while the administration and support sector was surveyed for the first time.

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

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

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

Rates and numbers

Numbers of crimes are presented for premises in each sector, broken down by the numbers of employees at the premises. These numbers are produced by scaling up weighted data from the survey sample to the total number of business premises in each sector and size band combination in England and Wales as a whole. Table T2 below shows the total numbers of premises; crime estimates were grossed up for the sector based on these figures.

Table T2: Total numbers of premises in each sector, 2012 to 2016 CVS.

Sector	Survey year	Approximate total premises count
Wholesale & retail	2016	387,000
Transportation & storage	2016	67,000
Administration and support	2016	151,000
Agriculture, forestry & fishing	2015	95,000
Construction	2015	155,000
Information & communication	2015	109,000
Accommodation & food	2014	121,000
Art, entertainment & recreation	2013	42,000
Manufacturing	2012	109,000

Source: ONS, Interdepartmental Business Register (IDBR).

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

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

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

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

Because these figures are based on the most recent incident of each crime type that occurred in the last 12 months, it is not possible to show percentages for combined crime groups (for example, all burglary, all theft) as the *most recent* incident cannot be identified across these groups for a consistent measure. For example, where a respondent has experienced theft by a customer and theft by an employee, it is not possible to identify which of these was the most recent and therefore produce a figure for the most recent incident of theft. From these questions alone it was not possible to treat the responses as true "rates" and make statements about the proportion of all *incidents* reported to the police or perceived to be organised crime since the questions do not take all incidents into account. For this reason, further questions were added the 2016 CVS which asked respondents about their general reporting practices for all incidents and what factors affected the probability of an incident being reported to the police. A new question was also added to ask repeat victims whether they believed any of the incidents to have been carried out by an organised group of criminals and how many.

Statistical methodology

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

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

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

bulletin have at least a 95 per cent chance of reflecting genuine differences, i.e. the probability of observing such difference by chance is five per cent or less.

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

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

T.8 DETAILS OF THE CALCULATION OF COSTS OF CRIME

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

Which of the following is closest to the total value?

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

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

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

T.9 INITIAL EXPLORATION OF LOGISTIC REGRESSION MODELLING ON CRIME PREVENTION MEASURES

Findings from bivariate analysis of the crime prevention measure questions in the 2015 and 2016 CVS have shown that respondents with a prevention measure installed at their premises often have a higher likelihood of experiencing the crime that the measure was intended to prevent compared to respondents without a measure in place.

One theory is that premises which have an increased risk of experiencing crime due to the nature of the business or other factors such as being located in a high crime area, would naturally be more likely to have a measure installed as a result of the increased risk of victimisation compared to other premises that have a lower risk and that the measure has not fully mitigated this additional risk. To try to control for these external factors and hence determine whether having a prevention measure reduces the likelihood of being a victim of crime, logistic regression modelling was carried out on the 2016 CVS data set.

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

A number of steps were taken in order to decide which variables should be entered into the regression model; firstly a simple bivariate analysis was carried out to check that there was a difference in victimisation. Secondly, variables were checked to see if they were highly correlated with one another (specifically if the Pearson correlation value was larger than +/- 0.5). None were found to be highly correlated; if any the pairs of variables had been highly correlated, the variable that showed the least difference in victimisation in the bivariate analysis would have been excluded. Lastly variables of interest were entered into a ‘forward stepwise’ regression to evaluate the strength of the contribution that each variable made to that model.

The approach using CVS data is based on an iterative process, which relies on a theoretical rationale of how the independent variables might affect the outcome. This process enables evaluation of the impact of certain types of variables on the outcome, for example, if the risk of being a victim of crime is reduced with one or more prevention measures installed at the premises.

Each of the iterations is based on logistic regressions using the ‘enter’ method; in this case there were three iterations, the first was based on business type variables, the second included location variables and the last iteration included the crime prevention measures variables. The ‘-2 log likelihood’ statistic (minus 2 times the log of the likelihood, also known as the ‘scaled deviance’) of each model is presented as a measure indicating how much of the outcome remains unexplained by the independent variables. The fit of each model is compared using a likelihood-ratio test to see if the subsequent iteration predicts the outcome significantly better (this is the case when the difference of the ‘-2 log likelihoods’ of both models exceeds a critical value).

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

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

Table T3 shows the results of the third iteration of the logistic regression modelling on the 2016 CVS data set using theft victimisation (or not) as the dependent variable. The odds ratio column shows the associated 'risk' or likelihood of an outcome, in this example the likelihood of being a victim of theft, in comparison to the reference group (the reference category is denoted in italics). The p-value shows whether the characteristic is statistically significant at the 95 per cent level, those highlighted in bold are statistically significant[18].

Staff checks, stock measures and controlled entry measures were all considered to be relevant to preventing theft and so, rather than considering the measures in isolation, a combined prevention measure was created and victimisation was measured against whether a business had either none of these measures, one of the measures, two of the measures or all three measures installed.

Table T3 Results of analysis of likelihood of victimisation using logistic regression, for all theft

β-coefficient	Standard error	p-value[2]	Odds ratio[3]	Confidence interval		Variables
				Lower	Upper	
-3.342	.752	.000	.035			**Constant**
						Sector
		.000				*Wholesale and retail*
-.926	.361	**.010**	.396	.195	.804	Transport and Storage
-1.171	.280	**.000**	.310	.179	.537	Administration and Support
						Business size
		.000				*1-9 Employees*
1.071	.212	**.000**	2.918	1.925	4.425	10-49 Employees
.906	.404	**.025**	2.473	1.121	5.455	50+ Employees
						Premises type
		.000				*Shop/retail unit*
-1.762	.273	**.000**	.172	.101	.293	Factory/warehouse/storage unit
-2.005	.351	**.000**	.135	.068	.268	Service office or building
-1.264	.409	**.002**	.283	.127	.630	Workshop/garage/cabin
-2.120	.470	**.000**	.120	.048	.301	Other
						Open to public
		.000				*No*
.528	.278	.058	1.695	.983	2.924	Yes
						Acorn
		.000				*Affluent Achievers*
-.450	.301	.135	.638	.353	1.150	Rising Prosperity
-1.351	.331	**.000**	.259	.135	.495	Comfortably Communities
-.735	.311	**.018**	.480	.261	.882	Financially stretched
-.986	.301	**.001**	.373	.207	.673	Urban diversity
-.430	.284	.130	.651	.373	1.134	Non private households
						Location
		.000				*Rural*

[18] See section T7, 'Statistical Methodology' for a more detailed explanation of statistical significance.

.795	.253	**.002**	2.214	1.347	3.639	Urban
						Government Office Region
		.051				*North East*
1.837	.663	**.006**	6.275	1.712	22.994	North West
1.774	.679	**.009**	5.892	1.556	22.305	Yorkshire & Humber
2.316	.692	**.001**	10.134	2.612	39.315	East Midlands
2.009	.675	**.003**	7.455	1.984	28.013	West Midlands
1.699	.689	**.014**	5.468	1.418	21.083	South West
1.779	.674	**.008**	5.926	1.581	22.205	Eastern
1.893	.660	**.004**	6.642	1.822	24.216	London
2.099	.664	**.002**	8.155	2.220	29.955	South East
.976	.792	.218	2.653	.562	12.526	Wales
						Prevention measure at premises
		.000				*No measures*
.017	.207	.935	1.017	.678	1.525	At least one measure
.663	.237	**.005**	1.941	1.219	3.091	At least two measures
1.454	.353	**.000**	4.280	2.143	8.551	Three measures

Assuming all other characteristics in the model remain constant, the model suggests that premises where three measures are installed are around four times more likely (4.28 v 1.00) to have been a victim of theft than a premises with neither staff checks, stock measures and controlled entry measures installed. Some of the other factors in the model that are associated with a higher likelihood of being a victim of theft include a larger business size, being in an urban location, and being open to the public. However, the Nagelkerke R square[19] statistic for this model was 0.334, indicating that the model explains around 33% of the variance in the data, implying that there are likely to be other factors influencing victimisation that have not been accounted for. More development work needs to be carried out on the logistic modelling before making conclusions from the results. For the full results please see 'Table 4: Findings from logistic regression, 2016 CVS'.

The logistic modelling was also attempted for victimisation of crime types other than theft. However, for most of the other crime types, the actual occurrence of the event, i.e. being a victim of crime, was rare. This meant that the models predicted non-occurrence for almost all cases in the data set, resulting in a poor fit. For crime types with a low occurrence, a different type of regression technique, such as penalised regression analysis, is needed to reduce bias in the modelled estimates which is caused by small numbers. This type of analysis will be considered for future reports.

T.10 SURVEY BURDEN

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

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

[19] There are a wide variety of pseudo-R-square statistics, of which Nagelkerke R is one of them. Because this statistic is not the same as what R-squared means in ordinary least squares regression (the proportion of variance explained by the predictors), this statistic should be interpreted with caution.

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

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

- On-line list of Government Statistical Surveys (OLGSS)
- Compliance costs for individual Government surveys

T.11 OTHER DATA SOURCES

Figures on the number of incidents, incidents per 1,000 premises, number of victims, and proportion of premises that experienced crime by sector and business size, can be found in the 2016 CVS Headline Tables.

Headline and detailed findings from the 2012 to 2016 CVS, including figures on the numbers of crimes, numbers of victims and incidence and prevalence rates, are also available online.

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

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

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