



Home Office

Crime against businesses: findings from the 2018 Commercial Victimisation Survey

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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 and therefore the quality of resulting estimates is not deemed sufficient for publication.
- '..'** indicates that there were no respondents in the category shown.
- '**'** indicates that a change or difference is statistically significant at the 5% 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. 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.

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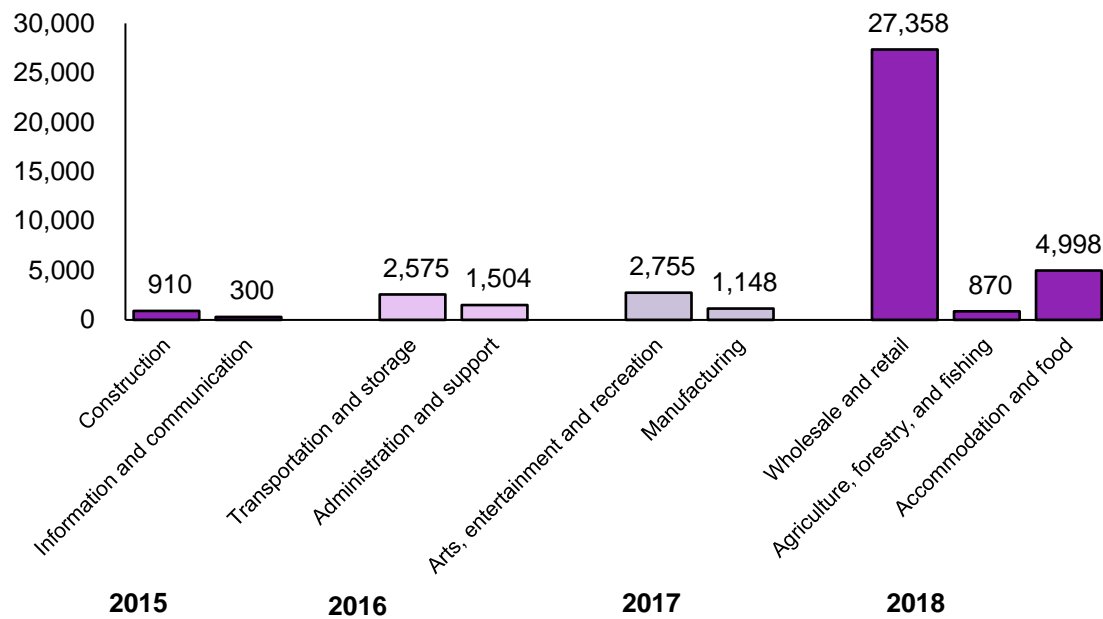
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Executive Summary

- **As in previous survey years, the Wholesale and retail sector experienced the highest levels of crime of all sectors covered in the 2018 CVS with 10.1 million incidents of crime. While individual year-on-year changes have not been statistically significant, there has been a general upward trend in the crime rate in this sector since the 2015 CVS (from 12,400 to 27,400 incidents per 1,000 premises in the 2018 CVS).**
- **While the incidence rate in the Wholesale and retail sector has shown an upward trend, the proportion of premises that experienced a crime in the 2018 CVS (40%) fell compared with the 2012 CVS (53%) and the previous survey year (44%). The difference in trends can be explained by an increase in the repeat victimisation rate which saw an increase over the same period (from 32 incidents per premises in the 2012 survey year to 69 incidents per premises in the most recent survey year). Repeat victimisation has particularly increased for “theft by customers”, up from 49 incidents per premises in the 2012 CVS to 92 incidents per premises in the latest year.**
- **Crime in the other 2018 CVS sectors remained largely stable. The crime rate against the Agriculture, forestry and fishing sector was estimated at 870 crimes per 1,000 premises.** The crime rate has showed little change compared with all other years that the sector had been surveyed. The exception to this was the 2017 CVS which saw a rise in the crime rate, but the latest estimates return it to similar levels seen prior to the 2017 CVS.
- **The Accommodation and food sector also saw little change in levels of crime in the 2018 CVS with the sector experiencing around 5,000 incidents per 1,000 premises.** This was at a similar level to the 2014 CVS estimate (when last surveyed) and also the 2013 estimate. Prior to this, crime against the sector fell between the 2012 and 2013 CVS from 7,400 incidents per 1,000 premises to 4,600 per 1,000 premises.

Figure E.1: Number of incidents per 1,000 premises, all CVS sectors when last surveyed, 2015 to 2018 CVS



Introduction

This bulletin presents findings from the 2018 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 and then each year since 2012. The survey has been paused for 2019 while a review has been undertaken to consider whether changes are needed to better meet user needs. It is currently planned for the survey to be repeated in 2020.

Each year a selection of industry sectors, defined by the [UK Standard Industrial Classification 2007](#) (SIC), is included in the CVS. The 2018 CVS focused on premises in three industry sectors. These were defined by SIC sections G (Wholesale and retail), A (Agriculture, forestry and fishing), and I (Accommodation and food). The target number of interviews was 2,000 for premises in the Wholesale and retail sector, with 1,000 each for the Agriculture, forestry, and fishing, and the Accommodation and food sectors.

All sectors included in the 2018 survey have been covered before and thus it is possible to examine trends over time. However, the relatively small sample size of the survey makes detecting changes between years difficult; therefore, it is necessary to consider the long-term trend when looking at changes over time. The table below shows the sectors previously covered by the survey and the number of interviews for each sector.

Table E.1: Sector coverage and sample size of the CVS, 2012 to 2018 CVS

	2012	2013	2014	2015	2016	2017	2018
Wholesale and retail	1,000	1,000	2,000	1,000	1,000	1,000	2,000
Accommodation and food	1,000	1,000	1,000	-	-	-	1,000
Transportation and storage	1,000	-	-	-	1,000	-	-
Manufacturing	1,000	-	-	-	-	1,000	-
Agriculture, forestry and fishing	-	1,000	1,000	1,000	-	1,000	1,000
Arts, entertainment and recreation	-	1,000	-	-	-	1,000	-
Construction	-	-	-	1,000	-	-	-
Information and communication	-	-	-	200	-	-	-
Administrative and support services	-	-	-	-	1,000	-	-
Total	4,000	4,000	4,000	3,200	3,000	4,000	4,000

Although the [Interdepartmental Business Register \(IDBR\)](#), the sampling frame for the survey, covers 99% of UK businesses, there will be some small businesses¹ and recently started businesses that are not covered by 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:

- **Total incidence** – also referred to as the estimated total crime count for the sectors surveyed. This is the total number of incidents of crime (asked about in the survey) 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 estimated total number of incidents of crime, divided by the total number of business premises in the given sector.

¹ Businesses with a turnover below £79,000 per annum are not covered by the IDBR therefore it is likely that some recently formed companies and small companies will not be covered by the survey.

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.

- **Total prevalence** – also referred to as the estimated total victim count for the sectors surveyed. This is the total number of business premises that have been victims of crime (asked about in the survey). This is weighted (i.e. scaled-up) to represent the population of business premises as a whole.
- **Prevalence rate** – also 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 (which is one measure of crime concentration). This is the number of times each victim (business premises) has experienced a particular crime in the 12 months prior to interview. 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 were asked about the most recent incident of a particular crime type. These include: reporting of the most recent incident to the police, whether or not the respondent thought the incident had been carried out by an organised group of criminals, and the costs of items stolen on this occasion. 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).

Throughout the report we refer to business size, which is related to the number of staff employed at the premises (as opposed to turnover for example). For the purposes of this report, a small business was defined as those with 1-9 employees, a medium sized business as having 10-49 employees, and a large business as having 50 or more employees.

To maximise the topic coverage of the survey, while restricting the length of the survey for respondents, two topic areas were each asked of around half of the respondents surveyed. One of these topics was online crime² – these questions were asked of half of the respondents (selected randomly) that said their business had a computer. Online crime covered a range of offences carried out over computer networks including:

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;
7. **Denial of service attack (extortion):** having a website shut down through targeted request overloads;
8. **Ransomware:** having computer access illegally blocked until a ransom is paid;
9. **Unlicensed software downloads:** having unlicensed or stolen software downloaded to the organisations computers or network (*Information and Communications sector only – not surveyed in 2018*);

² Online crime was not included within the main CVS crime estimates to avoid double-counting offences, as there may be some duplication between online crime and fraud. Although described here as crime, it is worth noting that these incidents may not always be recorded as a crime in law. For example, where an incident has involved phishing, under the Home Office Counting Rules it is the subsequent offence of fraud or Computer Misuse that would be recorded as a crime, phishing is simply the enabler to a crime.

10. **Intellectual property theft:** the organisation having experienced theft of intellectual property (*Information and Communications sector only – not surveyed in 2018*);
11. **Other online crimes:** Any other online crimes which do not fall into the above categories.

The remaining respondents (around 50% of the total surveyed) were asked whether or not they had a range of crime prevention measures in place at the premises, from alarm systems to signs to deter shoplifting. Those that had a crime prevention measure in place were asked whether or not such measures had been installed in the last 12 months.

SIGNIFICANCE TESTING & CONFIDENCE INTERVALS

To analyse the responses to a sample survey such as the CVS, it is important to account for the level of uncertainty around estimates based on a survey sample, rather than a census of the whole population of business premises in England and Wales. To compare estimated levels of crime in different years, statistical significance testing was carried out on the measures of crime described above, where appropriate. This technique was used to determine whether or not an observed difference was likely to be genuine (statistically significant), rather than due to chance. Unless otherwise stated, all significance testing was done at the 95% level.

Confidence intervals (error margins) at the 95% level were produced around the survey estimates. Where confidence intervals around two independent estimates of the same measure (e.g. between survey years) do not overlap, the difference between the values is said to be 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](#).

ROUNDING OF DATA IN THE REPORT

Figures in the main report are rounded using the convention described below. Figures in the tables are presented as unrounded.

- millions to the nearest 100,000	e.g. 7,141,083 rounds to 7,100,000
- hundred-thousands to the nearest 10,000	e.g. 108,674 rounds to 110,000
- ten-thousands to nearest 1,000	e.g. 10,100 rounds to 10,000
- thousands to the nearest 100	e.g. 1,598 rounds to 1,600
- hundreds to the nearest ten	e.g. 147 rounds to 150
- numbers below 100 are unrounded	e.g. 55 stays as 55

DATA TABLES

The [2018 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 premises that experienced crime (prevalence, or victim count);
- The proportion of premises that experienced crime (prevalence rate, or victimisation rate).

The Headline Tables also provide information on incidence by business size, repeat victimisation rates, reporting rates and perceptions of organised crime.

The [2018 CVS Comparison Tables](#) include comparisons of data from the 2018 CVS with data from the 2012, 2013, 2014, 2015, 2016, and 2017 surveys for those sectors where previous years' data were available. Comparisons are shown for incidence, incidence rates, prevalence, 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 data presented in the 2018 CVS anti-social behaviour, perceptions of policing and worry about online crime tables are discussed in [Chapter 4. Methodology tables](#) are also provided – these show final fieldwork figures, giving the number of interviews by sector and business size.

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 Open Document Spreadsheet (ODS) format. Please see the ‘further information’ section below for contact details.

CHANGES IN THE 2018 CVS PUBLICATION

Following a review of the publication, chapters are more concise to improve user accessibility. This means that some analysis that was previously in the report has either been moved to the cross-sector chapter (Chapter 4), or now available only in the data tables. The following data have been affected by these changes:

- Experience of crime tables in the last 12 months and the change in crime compared with 2012 (or first year surveyed) - available in tables T1-T4 of the 2018 CVS Comparison tables.
- Items most commonly stolen (Wholesale and retail sector only) – available in tables 1.6a and 1.6b of the 2018 CVS Bulletin tables.
- Reasons for not reporting customer theft (Wholesale and retail sector only) – available in Table 1.12 in the 2018 CVS Bulletin tables.
- Experience of online crime – available in the cross-sector chapter (Chapter 4).
- IT security spend – available in the crime prevention section of each sector specific chapter.
- Online presence – available in the 2018 CVS bulletin tables (Table 4.4).
- Prevalence rates by presence of crime prevention measures for selected crime types - available in Tables 1.7, 2.5 and 3.6 of the 2018 CVS Bulletin tables.
- Organised crime and victim intimidation – available in the cross-sector chapter (Chapter 4).

FACTSHEETS & INFOGRAPHIC

Summaries of the key findings from the 2018 CVS are available in sector-specific factsheets for the Wholesale and retail sector, Agriculture, forestry and fishing sector, Accommodation and food sector. The [2018 CVS Infographic](#) provides 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 Victimization Survey please email crimeandpolicestats@homeoffice.gov.uk.

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This statistical bulletin is produced to the highest professional standards and is free from political interference. It has been produced by statisticians working in the Home Office Analysis and Insight Directorate in accordance with the Home Office's [statement of compliance](#) with the Code of Practice for Official Statistics, which covers Home Office policy on revisions and other matters. The Chief Statistician, as Head of Profession, reports to the National Statistician with respect to all professional statistical matters and oversees all Home Office National Statistics products with respect to the Code, being responsible for their timing, content and methodology. Please note that the statistics presented in this bulletin are not designated as National Statistics.

Crime against Wholesale and retail premises

1.0 KEY FINDINGS

- **The latest survey year estimated that the Wholesale and retail sector experienced 27,400 incidents per 1,000 premises. While this was not statistically significantly higher than the previous survey year's estimate, it continued the recent upward trend seen in this sector.** Since 2015, the CVS has shown non-significant year-on-year increases, rising from 12,400 to 27,400 incidents per 1,000 premises in the 2018 CVS.
- **This recent increasing trend has been driven by rises in theft by customers, the most common crime type in this sector with a rate of 19,300 incidents per 1,000 premises in the 2018 CVS.** Since the 2014 CVS the rate of theft by customer has risen although the individual year-on-year increases have not been large enough to be statistically significant. This reflects a similar pattern in shoplifting offences recorded by the police in England and Wales.
- **While there has been a general upward trend in the estimated volume of crime suffered by premises in this sector, the proportion of premises that experienced a crime has fallen since the 2012 CVS.** The latest survey year showed that 40% of premises in this sector experienced a crime compared with 53% in the 2012 CVS. This shows that those business premises that experienced crime in the latest survey year, suffered higher levels of victimisation. This is reflected in the increase in the rate of repeat victimisation which rose over the same period (from 32 incidents per premises in the 2012 survey year to 69 in the most recent survey year).
- **Assaults and threats saw an apparent rise in the latest survey year for this sector, up to 1,600 incidents per 1,000 premises.** Although the latest estimate was not a statistically significant increase compared with the previous survey year, it continued the rising trend seen since the 2016 CVS (500 incidents per 1,000 premises). The 2018 CVS estimated that larger business premises (with 50+ employees) experienced 13,800 incidents per 1,000 premises, this rate was around 28 times higher than the rate for smaller sized premises (1-9 employees) and around three times higher than medium sized premises (10-49 employees).

1.1 INTRODUCTION

In the 2018 Commercial Victimisation Survey (CVS), 1,992 respondents³ 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. Those who had were asked 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 seven years, as it is one of the largest sectors and is known to experience high volumes of the crimes asked about in the survey.

Premises from the Wholesale and retail sector were previously also included in the 1994 and 2002 CVS. Due to changes in methodology between surveys and changes to the Standard Industrial Classification (SIC), estimates for this sector from the 2018 CVS can only be directly compared with the 2012 to 2017 surveys. The relatively small sample size of the survey makes detecting changes between individual survey years difficult. A clearer pattern can often be seen by considering longer-term trends. Comparisons with 2012 and 2017 figures, with results of

³ The sample size for the Wholesale and retail sector was doubled in 2018 compared with 2017. To see more details about the response rate and how the sample was selected please see the Technical Report.

statistical significance testing and confidence intervals, are presented in the [2018 CVS Comparison Tables](#).

The 2018 CVS also collected information on issues 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 [2018 CVS Headline Tables](#).

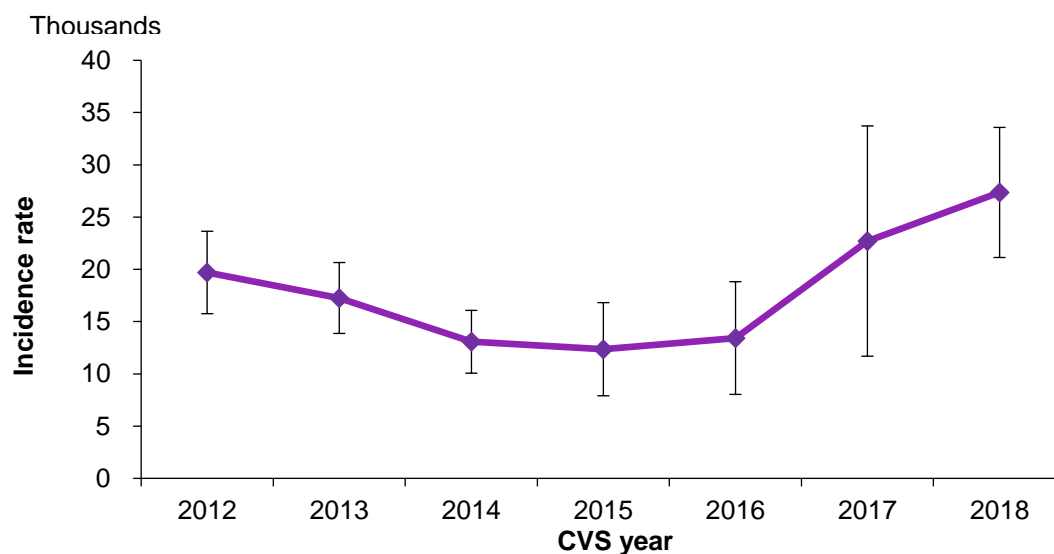
1.2 EXTENT OF CRIME AGAINST WHOLESALE AND RETAIL PREMISES

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

The 2018 CVS showed that Wholesale and retail premises experienced an estimated 10.1 million crimes in the year prior to interview⁴.

Figure 1.1 shows the trend in the incidence rate (number of incidents per 1,000 premises) against the Wholesale and retail sector since 2012. While the changes in estimates were not always statistically significant year on year, the pattern has been one of a downward trend between the 2012 and 2015 surveys (from 19,700 to 12,400 incidents per 1,000 premises) followed by an upward one since. The incidence rate in the 2018 CVS (27,400 incidents per 1,000 premises) was significantly higher than in the 2015 CVS and most previous CVS years. The incidence rate shows a similar trend when customer theft is excluded.

Figure 1.1 Number of incidents per 1,000 premises, Wholesale and retail sector, with 95% confidence intervals, 2012 to 2018 CVS



Source: Home Office, [2018 CVS Comparison Tables](#).

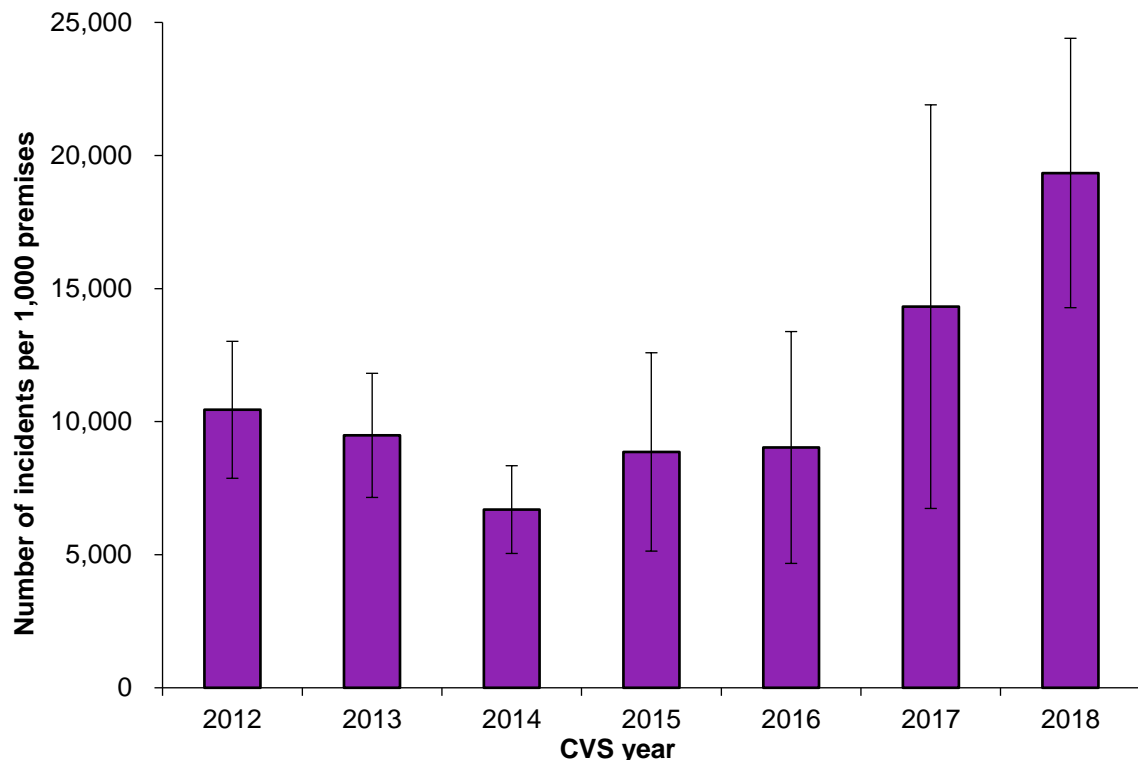
Trends in the incidence rate of theft

Theft by customers remained the most common crime against premises in the Wholesale and retail sector, with 19,300 incidents per 1,000 premises in the 2018 CVS. As in previous survey years, this was a much higher incidence rate compared with all other types of theft. For example, the rate of theft by customer was almost seven times as high as theft by unknown persons; the second most common type of theft to affect premises in the sector.

⁴ Main stage interviews for the 2018 CVS took place between the 3rd September and the 30th November 2018. See the Technical Report for further detail.

The rate of theft by customers fell between the 2012 and 2014 surveys (from 10,400 to 6,700 incidents per 1,000 premises). Since 2014 the rate has shown non-significant increases each year; rising from 6,700 incidents per 1,000 premises in 2014 to 19,300 incidents per 1,000 premises in 2018, and at a higher level compared with the 2012 CVS (Figure 1.3). This is similar to the Police Recorded Crime trend for shoplifting, which has risen over recent years, increasing from 308,000 incidents in the year ending March 2012 to 382,000 incidents in the year ending March 2018.

Figure 1.2: Incidents of theft by customers per 1,000 premises, Wholesale and retail sector, with 95% confidence intervals, 2012 to 2018 CVS



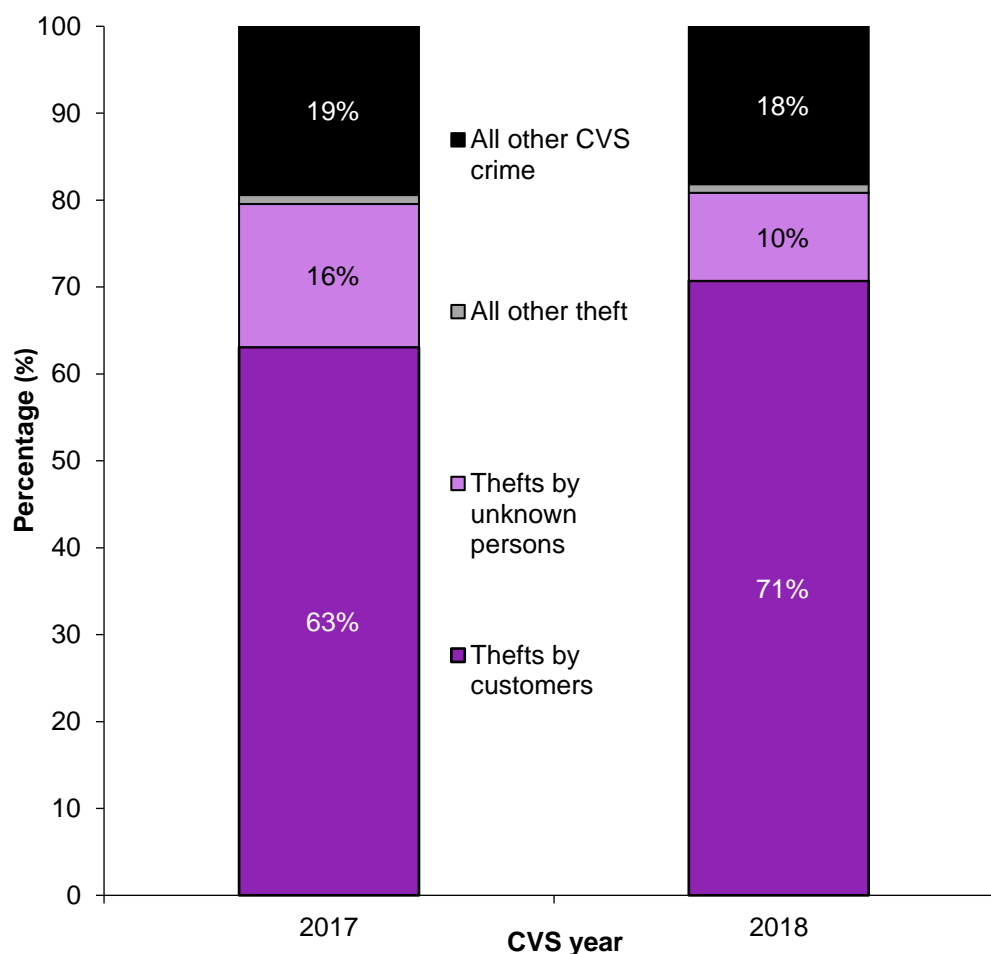
Source: Home Office, [2018 CVS Comparison Tables](#).

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.

Figure 1.3 shows that the majority of all CVS crime in this sector was theft, accounting for around four-fifths (82%) of all incidents. Specifically, almost three-quarters (71%) of all incidents were theft by customers (7.1 million incidents). The proportion of crime attributed to theft by customers was larger compared with previous survey years with it being 63% and 53% respectively in the 2017 and 2012 surveys.

Theft by unknown persons accounted for 1 in 10 incidents in the Wholesale and retail sector in the 2018 CVS. Theft by unknown persons includes incidents where the premises was unable to establish the offender. It is possible that some businesses would automatically consider this type of crime as a theft by customer, which could explain the low proportion for this crime type.

Figure 1.3: Theft as a proportion of all CVS crime, Wholesale and retail sector, 2017 and 2018 CVS



Unweighted base: 2017 (1,046), 2018 (1,992)

Source: Home Office, [2018 CVS Comparison Tables](#).

Chart notes: All other theft is comprised of theft by employees and theft by others, which combined accounted for just over one percent of all crime.

As in previous years, supermarkets experienced higher incidence and prevalence rates for theft by customers, than other premises in the Wholesale and retail sector. The 2018 CVS estimated that supermarkets experienced around 153,000 incidents of theft by customers per 1,000 premises, around 13 times higher than the rest of the Wholesale and retail sector which experienced just under 12,000 incidents per 1,000 premises. Similarly, 66% of supermarkets were victims of theft by customers, compared with 18% of all other Wholesale and retail premises.

The British Retail Consortium's (BRC) 'Retail Crime Survey 2019' results showed that theft by customers accounted for almost three-quarters of the cost of retail crime. This reflected the CVS finding that theft by customers was the most common crime type experienced by the Wholesale and retail sector. However, theft by customers in the BRC survey accounted for a slightly higher proportion of all crime compared with the 2018 CVS (71%). The BRC report states that, on average, across all retail employees, 115 individuals were attacked every day of the year. The 2018 CVS showed that there were 590,000 incidents of assaults and threats experienced by Wholesale and retail premises in the last 12 months.

Although there were 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. The

difference in trends may be due to differences in coverage and methodology between the sources⁵.

The 2019 Association of Convenience Stores (ACS) report was published in March 2019. Similar to the BRC and CVS, the ACS also reported that customer theft (or shop theft) continued to be one of the most prevalent crimes for retailers. Also supporting the BRC findings on increases in violence with injury, the ACS report stated that retailers were most concerned about violence against staff, reporting that 41% of violent incidents resulted in injury to store staff. The ACS report also stated that 48% of retailers had experienced violence or verbal abuse.

The Crime Survey for England and Wales (CSEW) estimated that in the year to March 2019 there were 694,000 incidents of violence experienced at work by adults in employment, continuing the relatively stable trend seen over the last five years. This is in contrast to the 2018 CVS which has seen an increase in assaults and threats compared with the 2016 CVS (up from around 200,000 incidents in the 2016 CVS to 590,000 incidents in the 2018 CVS).

The most recent PRC statistics show a decrease in shoplifting, which are in contrast to the most recent CVS findings for theft by customer. The number of shoplifting offences recorded by the police rose from 370,000 offences in the year to March 2017 to 382,000 offences in the year to March 2018, an increase of three per cent, continuing the long-term trend of an increase in the number of shoplifting offences. Police recorded crime figures are substantially lower than those reported by the CVS (7.1 million incidents of theft by customer), with the 2018 CVS showing there has been an increase in the proportion of premises that reported the most recent incident of theft by customer to the police, with 42% having reported the latest incident, compared with 36% in the 2017 CVS. The reporting rates section of this report discusses the findings of changes in business reporting practices.

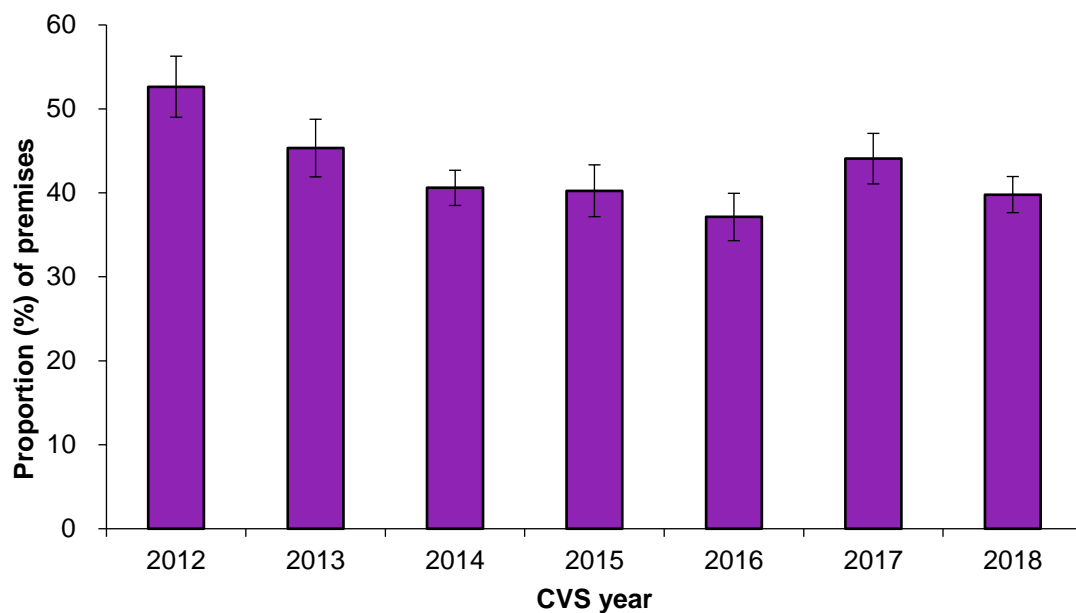
Proportion of premises that experienced a crime (prevalence rates)

Although the number of incidents of crime experienced by the Wholesale and retail sector has shown an upward trend in recent years, the proportion of premises experiencing crime has remained relatively flat. However, compared with the 2012 survey the prevalence rate showed a decrease from 53% to 40% of premises in the 2018 CVS (Figure 1.4). This fall in prevalence rate was seen across several crime types, most notably in vandalism and overall theft (falls of six percentage points and seven percentage points respectively).

Despite this fall, the proportion of premises victimised in the Wholesale and retail sector was relatively high compared with the other sectors surveyed in the 2018 CVS, a similar pattern to previous survey years.

⁵ 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 larger 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 while the BRC survey results are based on financial years.

Figure 1.4 Proportion of premises that experienced a crime, Wholesale and retail sector, with 95% confidence intervals, 2012 to 2018 CVS



Source: Home Office, [2018 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.

Theft was still by far the most commonly experienced crime type with nearly a quarter (24%) of premises having experienced it in the 2018 CVS. Theft by customers was the most common type of theft experienced by premises (21% of premises). However, there was a decrease in the prevalence rate compared with the 2017 CVS (24%).

Prevalence rates for most other crime types fell compared with the 2012 survey, though there was an increase in the prevalence of robbery, with five per cent of premises experiencing this crime type in 2018 compared with three per cent in 2012. Police recorded crime data shows a similar trend, with robbery of business property increasing from 6,800 offences in the year to March 2012 to 7,700 offences in the year to March 2018.

Incidence and prevalence rates by business size

As shown by previous surveys, incidence rates tended to be higher for premises with more employees. The overall number of crimes per 1,000 premises with 50 or more employees was around 23 times as high as for those premises with one to nine employees and around twice as high as for those premises with 10 to 49 employees. For all individual crime types the incidence rate was also higher among premises with 50 or more employees compared with premises with 1 to 9 employees.

A breakdown of prevalence rates by size and crime type showed a similar picture, with prevalence rates increasing with business size for all crime types (see [2018 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 victimisation⁶, representing the average number of times each victim has experienced a particular crime in the 12-month reference period. 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 remained level, but the number of victims *decreased*, this measure would increase as fewer victims would be experiencing more incidents of crime.

Overall, each victim of crime in the Wholesale and retail sector experienced an average of 69 incidents in the latest survey year, an increase compared with the 2012 CVS, when each victim of crime experienced an average of 37 incidents. Repeat victimisation was highest for victims of theft, with a rate of 92 thefts per victim in the last 12 months. Premises were most likely to experience repeat incidents of theft by customer compared with all other types of theft. The repeat victimisation rate for this crime type almost doubled, from 49 incidents per victim in the 2012 CVS to 92 incidents per victim in the 2018 CVS.

1.3 OTHER RESULTS FROM THE SURVEY

This section includes a focus on the cost and nature of theft by customers, crime prevention, IT security and reporting rates.

The cost and nature of theft by customer

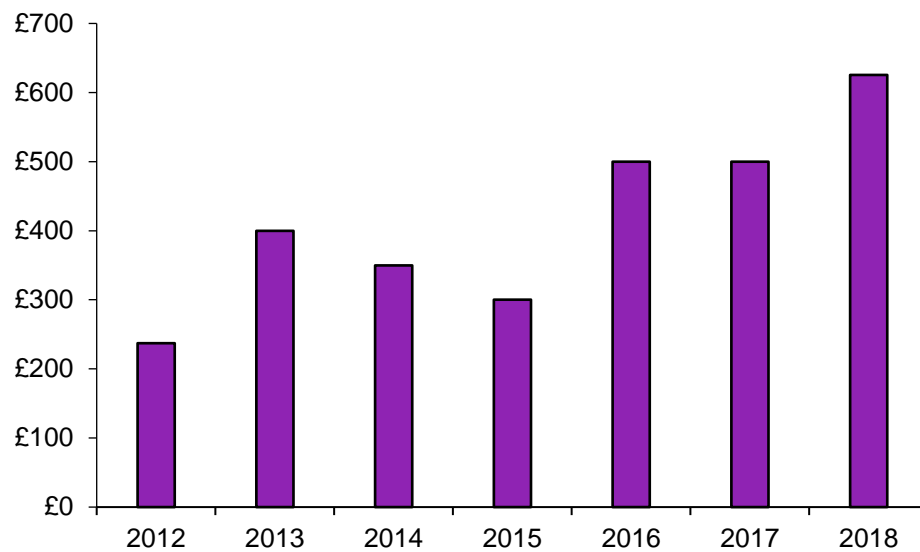
The CVS includes two questions used to estimate the value of items stolen by customers. The first question focuses on *cost per victim* and asks the respondent to estimate the total value of all items stolen by customers in the last 12 months (Figure 1.5). The second question is a proxy for the *cost per incident*, asking the respondent to estimate the total value of items stolen by customers in the *most recent* incident of theft by customer experienced (Figure 1.6)⁷.

The median total costs of all incidents per victim in the last 12 months was estimated to be £626 in the 2018 CVS, compared with £237 in the 2012 CVS, and £500 in the 2017 CVS. Since the 2015 CVS there has been an increase in the median total costs.

⁶ Repeat victimisation is a measure of crime concentration. Other measures of crime concentration include hot spots and repeat offending.

⁷ 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 £277 in 2018, and the average number of incidents per victim was 92; multiplying these together would yield a much higher predicted estimate of the total cost per victim than the estimate of £7,483, 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 theft by customer offences over time.

Figure 1.5: Median value of items stolen/unpaid in all incidents of theft by customer experienced by each victim in the 12 months prior to interview, Wholesale and retail sector, 2012 to 2018 CVS

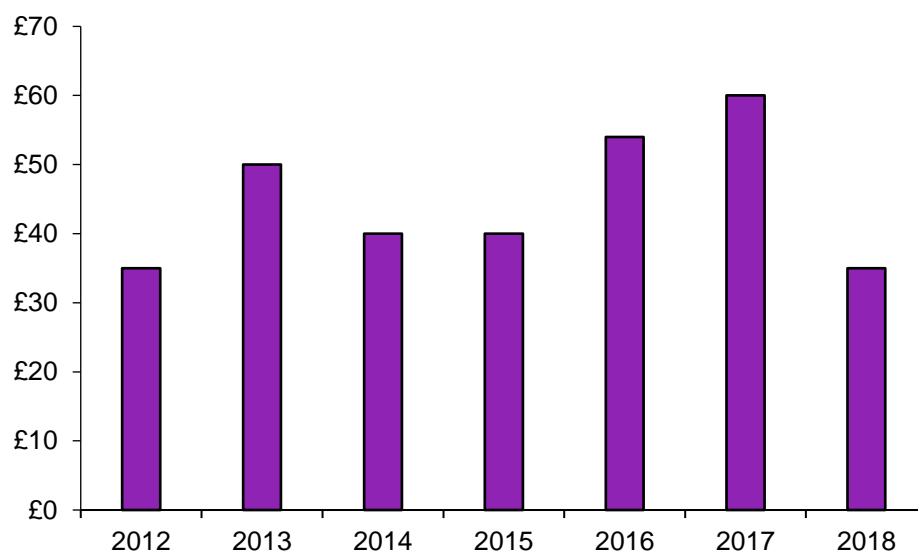


Source: Home Office, [2018 CVS Bulletin Tables](#).

Note: The presence of a small number of extreme values in the distribution of values makes the median a more suitable average than the mean for summarising theft by customer costs (e.g. in 2018 there was at least one incident which cost the business several thousand pounds).

The median cost of the latest theft by customer incident has shown a small amount of variation over the last seven survey years (Figure 1.6). The median cost in 2018 was £35 per incident, no change from 2012, and lower than in 2017 (£60 per incident).

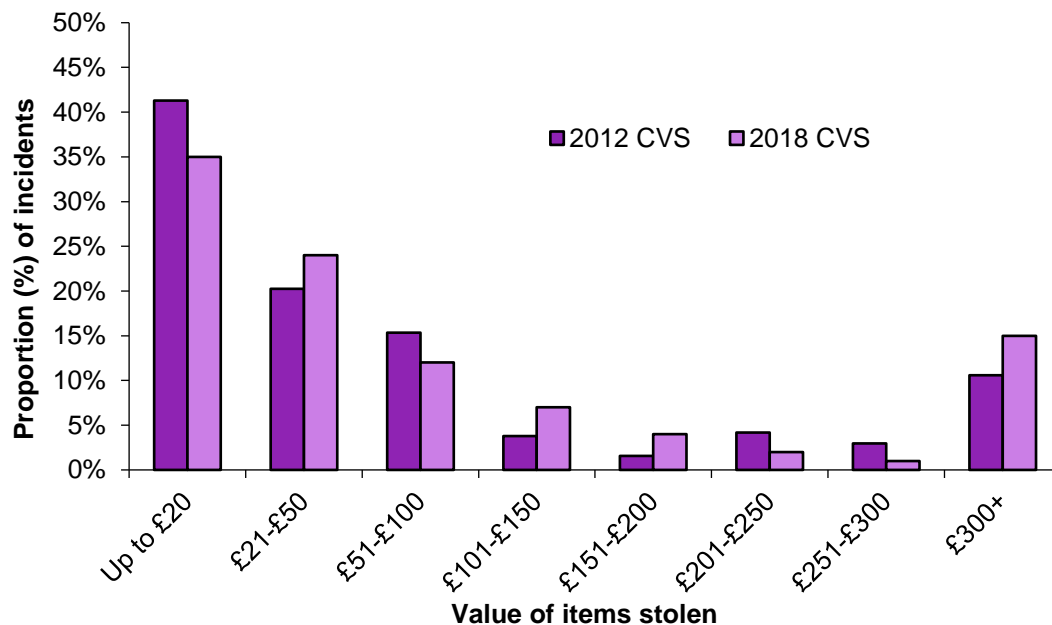
Figure 1.6: Median value of items stolen/unpaid in the most recent incident of theft by customer experienced by each victim in the 12 months prior to interview, Wholesale and retail sector, 2012 to 2018 CVS



Source: Home Office, [2018 CVS Bulletin Tables](#).

Comparing the mean, median and maximum costs of the most recent theft by customer incident (see [2018 CVS Bulletin tables](#)) reveals that most incidents were fairly low-cost, with the exception of a few incidents. This is illustrated by Figure 1.7, which shows the range of values of items stolen in the most recent incident of theft by customer (grouped into bands). The value of items stolen in the most recent incident showed a broadly similar pattern to that shown in the 2012 CVS, with the majority of items worth £100 or less.

Figure 1.7: Incidents of theft by customer grouped by value of goods stolen/unpaid, based on the most recent incident experienced by each premises, Wholesale and retail sector, 2012 and 2018 CVS



Unweighted base: 2012 (213), 2018 (590)
 Source: Home Office, [2018 CVS Bulletin Tables](#).

To give some insight into the types of items stolen in incidents of theft by customer, the 2018 CVS asked victims of theft by customer 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 theft by customer. As in previous years, the most frequent category for both measures was “food or groceries” accounting for over a quarter of responses. Other common categories of items stolen in the Wholesale and retail sector included: clothing, alcohol, cosmetics, electrical or electronic equipment and parts, components or small equipment (see [2018 CVS Bulletin tables](#)).

Since the 2016 survey, the CVS has also asked respondents whether the food or groceries 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. Low-value goods were stolen in just over half (56%) of the most recent incidents and were involved in half of all incidents where food and groceries had been stolen by a customer.

Crime Prevention

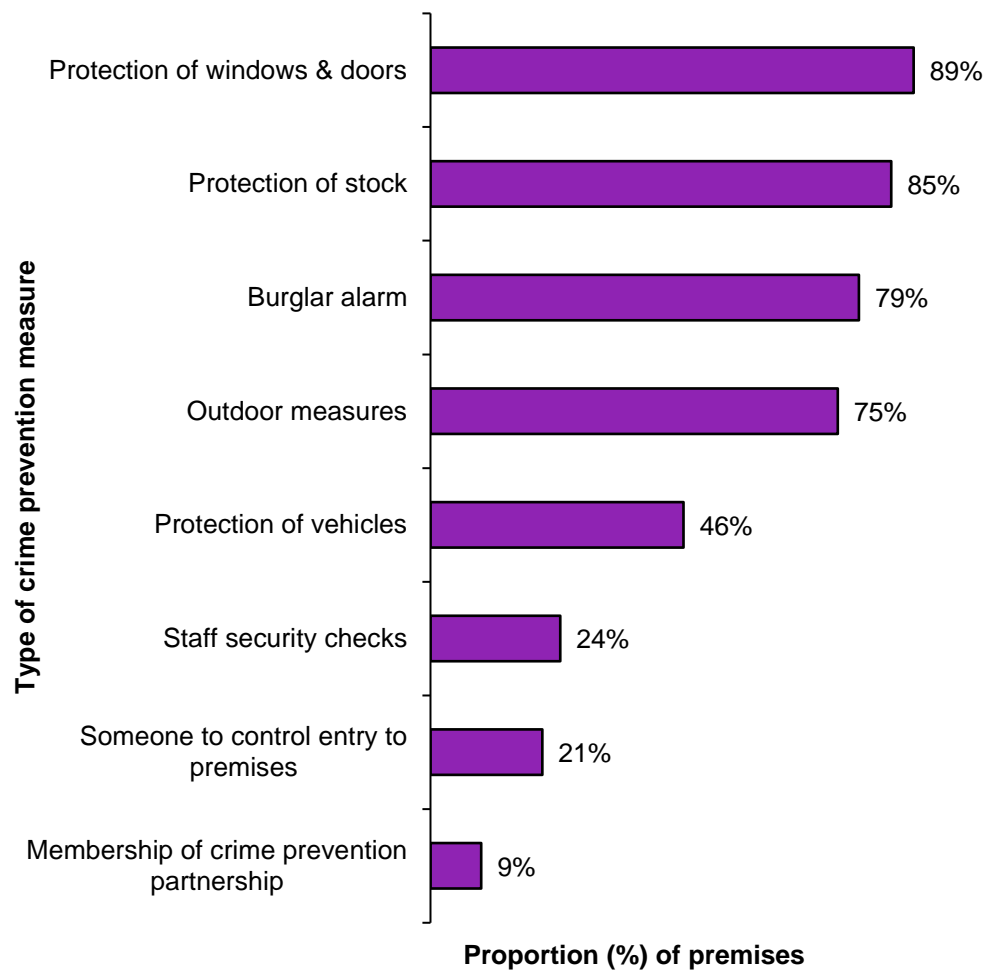
Prevention measures installed at the premises

The 2018 CVS asked half of its respondents whether or not they had a range of crime prevention measures in place at their premises. Respondents that confirmed having a crime prevention measure at the premises were then also asked whether the measure had been

installed at the premises during the last twelve months. This question was added to the 2016 CVS to allow a more meaningful comparison to be made when comparing the likelihood of victimisation between premises with and without a measure. Prior to the 2016 CVS it was not known whether a measure had been installed in the last twelve months.

In the Wholesale and retail sector, the most common crime prevention measures installed at premises were “protection of windows and doors” (89% of premises), “protection of stock” (85%), “burglar alarms” (79%) and “outdoor measures” (75%). “Outdoor measures” typically included CCTV, security lighting, and barbed wire fencing. To see a full list of measures please see the Technical Annex to this report. Figure 1.8 illustrates the other types of crime prevention measures covered by the CVS.

Figure 1.8: Proportion of premises that reported having installed a crime prevention measure, by type of crime prevention measure, Wholesale and retail sector, 2018 CVS



Source: Home Office, [2018 CVS Bulletin Tables](#).

Chart note: Proportions relate to only those premises that were asked the crime prevention measure questions.

To examine whether or not a particular crime prevention measure tended to be effective, it is necessary to consider each prevention measure in the context of the crime types it was intended to prevent. For instance, burglaries may be prevented by burglar alarms, outdoor protection measures, protection measures on doors and windows, and stock protection. A selection of prevention measures has been matched to the crime types they are expected to prevent, and this is presented below.

For the Wholesale and retail sector in general, premises that had crime prevention measures in place (for at least 12 months) experienced higher levels of victimisation. For example, the 2018 CVS showed:

- Protection on doors and windows: 5% of premises with the measure experienced attempted burglary compared with 1% of premises without the measure.
- Protection of stock measures: 28% of premises with the measure experienced theft (all theft) compared with 7% of premises without the measure.
- Staff security checks: 13% of premises with the measure in place experienced theft by unknown persons compared with 4% of premises that did not have such security measures in place.

A lower likelihood of victimisation was associated with very few of the measures. This is in contrast to the pattern seen with household crime and security, where households with security measures in place are less likely to experience crime than households without security measures.⁸ One likely explanation for these findings is that premises that have a higher risk of being a victim of crime, for example due to the nature of their business or its 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 67% and 41% of premises respectively experiencing theft) compared with a wholesaler of motor vehicles and motorcycles (14%), presumably due to the nature of the goods sold and the goods being on display and more easily stolen. Regarding location, 23% of premises sited in an urban area experienced theft by customer compared with 12% of premises 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 theft by customer – see sections above) were also more likely to use stock protection measures: 100% of premises with 50 or more employees, compared with 93% of those with 10 to 49 employees and 83% of those with one to nine employees used such measures. To try to account for some of these factors, logistic regression modelling was carried out previously 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 [2016 Technical Annex](#) for more detail), although there is scope for development of this work in the future.

IT security

The information presented in this section is based on combined data from the 2017 and 2018 surveys to allow analysis by business size.

Looking at the types of IT security measures in place at Wholesale and retail premises (Table 1.1), most businesses of all sizes had 'anti-virus or anti-spam software' and/or a 'firewall'. Other IT security measures became more common as the business size increased; these included measures such as having a 'data security policy', 'restrictions on e-mail or internet use by staff', 'encryption software', and 'restrictions on the use of portable data storage devices'. Across businesses of all sizes, relatively low proportions (less than five per cent) did not have any IT security measures in place. In the 2018 CVS a new response category of 'cloud security'⁹ was added, which was used by just over a third of all Wholesale and retail premises, and just over half of all larger businesses (over 50 employees).

⁸ See 'Property crime data tables: year ending March 2018', Office for National Statistics (ONS).

⁹ Cloud security is the protection of data stored online.

Table 1.1: Proportions of premises with IT security measures in place, by type of measure, Wholesale and retail sector, 2017 and 2018 CVS

IT Security measures	1-9 Employees	10-49 Employees	50+ Employees	All W&R premises
Anti-virus or anti-spam software	83%	83%	84%	83%
Firewall	76%	79%	83%	76%
Data security policy	48%	69%	83%	53%
Restrictions on e-mail/web use	35%	59%	75%	40%
Encryption software	42%	51%	69%	44%
Restrictions on data storage devices	26%	50%	65%	31%
Cloud security	33%	46%	51%	36%
None	5%	2%	2%	5%
Don't know	5%	6%	8%	5%
Other	2%	3%	4%	2%
<i>Unweighted base</i>	<i>708</i>	<i>290</i>	<i>252</i>	<i>1,250</i>

Source: Home Office, [2018 CVS Bulletin Tables](#).

Table notes:

- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2017 and 2018 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 – therefore the quality of resulting estimates is not deemed sufficient for publication).
- Percentages have been rounded.

Table 1.2 shows the average IT security spend by business size. The sample size for larger businesses (50+ employees) was still below 50, even with the combined dataset, so data are not shown (as the quality of resulting estimates is not deemed sufficient for publication). Comparable data for smaller business and medium-sized businesses shows that the median total annual spend on IT security in the Wholesale and retail sector was £100 per year and £1,000 per year respectively. This is in line with previous years' findings, which have indicated an increase in IT security spend in line with business size.

Table 1.2: Total amount of money spent per year on IT security, excluding staff time, by premises size, Wholesale and retail sector, 2017 and 2018 CVS

	1-9 Employees	10-49 Employees	50+ Employees	All W&R premises
Mean	£2,943	£15,455	-	£5,247
Median	£100	£1,000	-	£150
Maximum	£1,000,000	£1,000,000	-	£2,000,000
<i>Unweighted base</i>	<i>412</i>	<i>106</i>	<i>46</i>	<i>564</i>

Source: Home Office, [2018 CVS Bulletin Tables](#).

Table notes:

- A hyphen (-) indicates that the unweighted respondent base is below 50 and the estimate is not shown as the quality of resulting estimates is not deemed sufficient for publication.
- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2017 and 2018 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.

Table 1.3 shows that the median spend on IT security was higher for those premises that had experienced online crime, than for those premises that had not experienced it in the last 12 months. The maximum spend for businesses that did not experience online crime was £2,000,000, which skewed the mean value.

Table 1.3: Total amount of money spent per year on IT security, excluding staff time, by victimisation, Wholesale & retail sector, 2017 and 2018 CVS

	Premises that experienced online crime	Premises that did not experience online crime
Mean	£2,507	£5,573
Median	£300	£100
Maximum	£20,000	£2,000,000
<i>Unweighted base</i>	67	497

Source: Home Office, [2018 CVS Bulletin Tables](#).

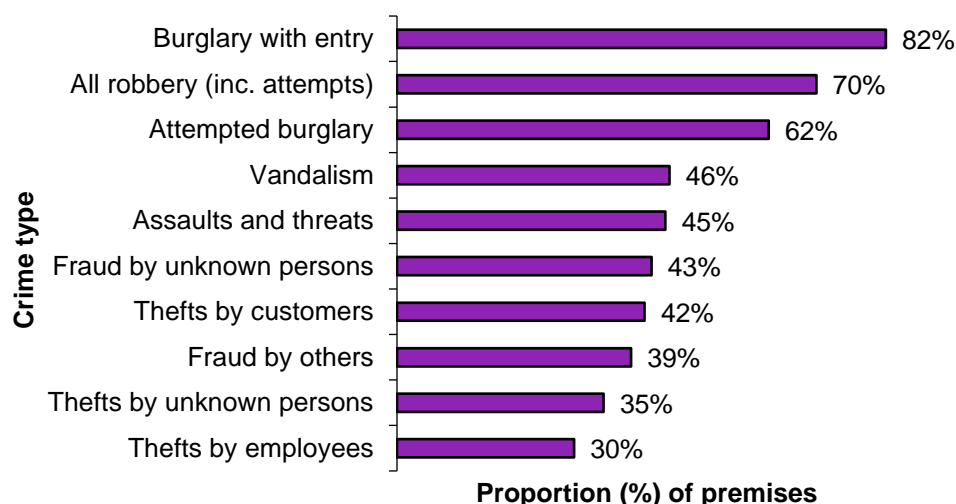
Table notes:

- A hyphen (-) indicates that the unweighted respondent base is below 50 and the estimate is not shown as the quality of resulting estimates is not deemed sufficient for publication.
- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2017 and 2018 CVS data have been merged to produce a breakdown by victimisation, 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.

Reporting rates

The 2018 CVS asked those respondents who had experienced crime in the past year whether or not they had reported the most recent incident of each crime type to the police. Comparisons of 2018 CVS reporting rates to previous CVS findings are shown in the [2018 CVS Comparison Tables](#). Comparisons should be treated with some caution given their variability year-on-year in many cases. Where sample sizes were large enough to look at reporting rates for the Wholesale and retail sector, the CVS showed that reporting rates varied considerably by the type of offence (Figure 1.9).

Figure 1.9: Proportion of premises that reported the latest incident to the police, for selected crime types, Wholesale and retail sector, 2018 CVS



Source: Home Office, [2018 CVS Headline Tables](#).

Chart note: some categories are not shown due to having an unweighted base of fewer than 50 respondents and therefore the quality of resulting estimates is not deemed sufficient for publication.

As in previous years, the most recent incidents of burglary and attempted burglary were fairly well reported, with 82% of premises reporting incidents of burglary with entry and 62% reporting incidents of attempted burglary to police. 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 to make an insurance claim and the perceived seriousness of these crimes. Robbery was also well reported with over two thirds (70%) of victimised premises reporting such an incident. In contrast, reporting rates were comparatively low for thefts by unknown persons (35%) and fraud by others (39%) likely in part due to the fact that in many cases the perpetrator was unknown.

Theft by customers was also less well reported to the police compared with other crime types, with 42% of premises reporting this type of crime. This is similar to previous years, having fluctuated between 34% and 44% since the 2012 CVS. A new set of questions were introduced to the 2016 CVS to understand businesses' general attitudes to reporting customer theft and whether or not 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 recent years in the police recorded crime figures for shoplifting; with such offences having increased from 308,000 offences in the year ending March 2012 to 382,000 offences in the year ending March 2018.

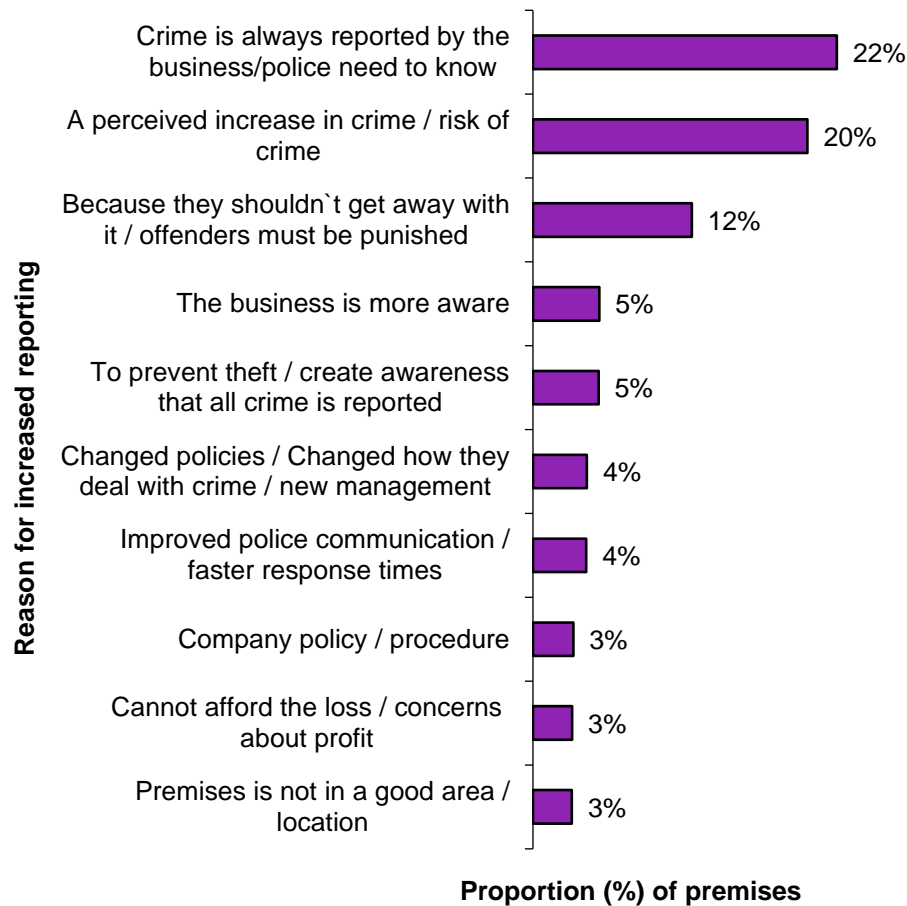
One possible explanation for the long term increase could be increased reporting of the crime to the police; premises were asked if they had made changes to their reporting practices compared with the previous 12 months, and while the majority of businesses (57%) said that there had been no change in reporting theft by customer to police, around a quarter (24%) of premises said they were either a lot more likely or slightly more likely to report theft by customer. This was offset by the 17% of premises that said they were either less likely or much less likely to do so. Increased reporting of crime may have had some impact on the increased levels of recorded crime, but it does not account for all of the increase.

When asked about their general reporting practices for theft by customer, just under half of premises (45%) in this sector said that this type of incident was always reported to the police and 47% said that it depended on the circumstances of the item stolen. The remainder (8%) said that they didn't report theft by customer to the police.

Of the business who said it depended on the circumstances, some of the most common factors that influenced whether or not a business reported an incident to the police included if a high value item was stolen (49% of premises gave this as a reason), if the incident involved violence towards staff (19%), or if the perpetrator was known (11%).

Figure 1.10 shows some of the most common reasons given by premises who said that they had increased their reporting of theft by customer to the police compared with 12 months ago. Over a fifth (22%) said it was because crime is always reported to the police / police need to know.

Figure 1.10 Most common reasons for why businesses had increased their reporting of theft by customer to the police, Wholesale and retail sector, premises that had increased their reporting to the police, 2018 CVS



Unweighted base: 802 premises

Source: Home Office, [2018 CVS Bulletin Tables](#).

Chart notes: Premises could give more than one answer to this question. Only most common reasons reported in this chart.

Crime against Agriculture, forestry and fishing premises

2.0 KEY FINDINGS

- **The crime rate against the Agriculture, forestry and fishing sector was estimated at 870 crimes per 1,000 premises in the 2018 CVS.** Although this was a fall compared with the 2013 survey year (1,500 incidents per 1,000 premises), levels of crime have remained relatively stable compared with all other years that the sector has been surveyed. The exception to this was the 2017 CVS when there was a rise in the crime rate, but the latest estimates have returned to similar levels seen previously.
- **Just over a quarter (26%) of business premises in this sector experienced at least one crime incident in the 2018 CVS, a similar level to previous years but lower than in the 2013 CVS (30%).**
- **The most common crime type reported by the sector in the 2018 CVS was vandalism which accounted for around a third (34%) of all CVS crime.** This was followed by burglary (including attempts, 22%) and fraud (16%). Around 1 in 11 premises (or 9%) experienced vandalism, with a slightly higher proportion experiencing burglary (11%) and four per cent experiencing fraud.

2.1 INTRODUCTION

In the 2018 Commercial Victimisation Survey (CVS), 1,002 respondents from premises in the Agriculture, forestry and fishing sector were asked about their experiences of crime in the 12 months prior to interview.

The Agriculture, forestry and fishing sector has previously been included in the 2013, 2014, 2015 and 2017 surveys. The relatively small sample size of the survey makes detecting changes between years difficult; therefore, it is necessary to consider the long-term trend when looking at changes over time. Data are weighted to ensure that the sample is representative of businesses in this sector in England and Wales as a whole.

The majority of premises interviewed (87% or 780 premises) from this sector described farming as the main activity at the premises. Other activities included fishing and fish farming, forestry or logging and plant propagation.

Results for all CVS sectors, including the Agriculture, forestry and fishing sector, are presented in [2018 CVS Headline tables](#).

All changes presented in this chapter are statistically significant at the 95% level unless otherwise stated.

2.2 EXTENT OF CRIME AGAINST AGRICULTURE, FORESTRY AND FISHING PREMISES

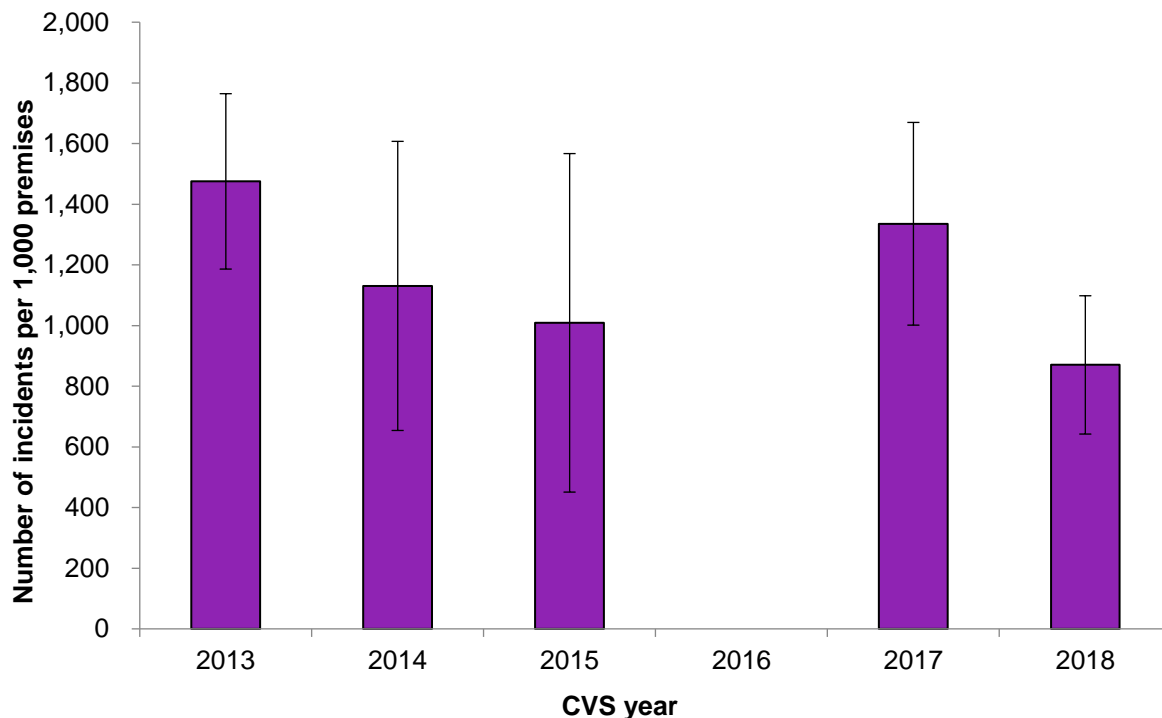
Number of incidents per 1,000 premises (incidence rates)

Figure 2.1 shows the trend in the number of incidents of crime per 1,000 premises against the Agriculture, forestry and fishing sector in each year it has been surveyed since the 2013 CVS.

Levels of crime in this sector have generally shown little variation since the 2014 CVS apart from the 2017 CVS when there was a rise in the crime rate (up to 1,300 incidents per 1,000 premises). The 2018 CVS estimate showed a fall compared with the previous survey year down

to 870 incidents per 1,000 premises, returning to a broadly similar level seen in the 2015 survey (1,000 incidents per 1,000 premises).

Figure 2.1 Number of incidents per 1,000 premises, Agriculture, forestry and fishing sector, with 95% confidence intervals, 2013, 2014, 2015, 2017 and 2018 CVS



Source: Home Office, [2018 CVS Comparison Tables](#)

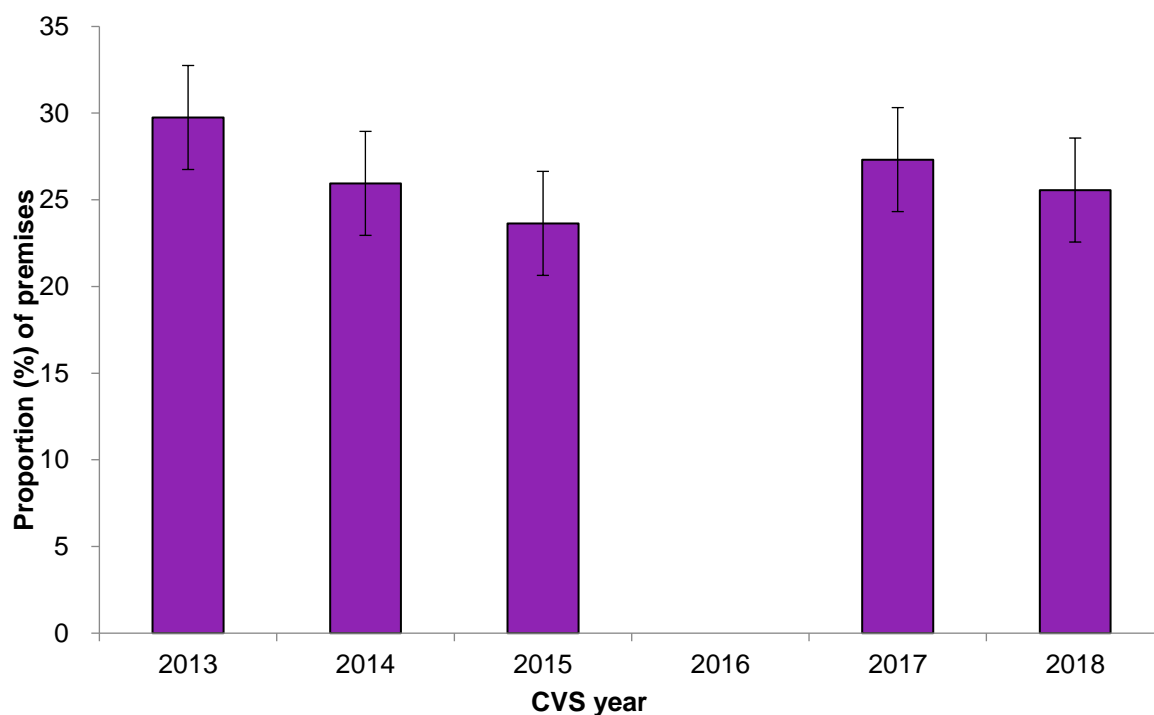
Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

The 2018 CVS showed that compared with the 2013 CVS there were falls in the incidence rate for: burglary (from 290 incidents to 190 per 1,000 premises); all vehicle-related theft (from 69 incidents to 36 incidents per 1,000 premises) and all theft (from 390 incidents to 140 incidents per 1,000 premises).

Proportions of premises that experienced a crime (prevalence rates)

Figure 2.2 shows that the prevalence rate in the Agriculture, forestry and fishing sector has shown a broadly similar trend to the incidence rate. The 2018 CVS prevalence rate remained relatively stable compared with all previous survey years at around a quarter (26%), although this was lower than in the 2013 CVS (30%).

Figure 2.2 Proportion of premises that experienced a crime, Agriculture, forestry and fishing sector, with 95% confidence intervals, 2013, 2014, 2015, 2017 and 2018 CVS



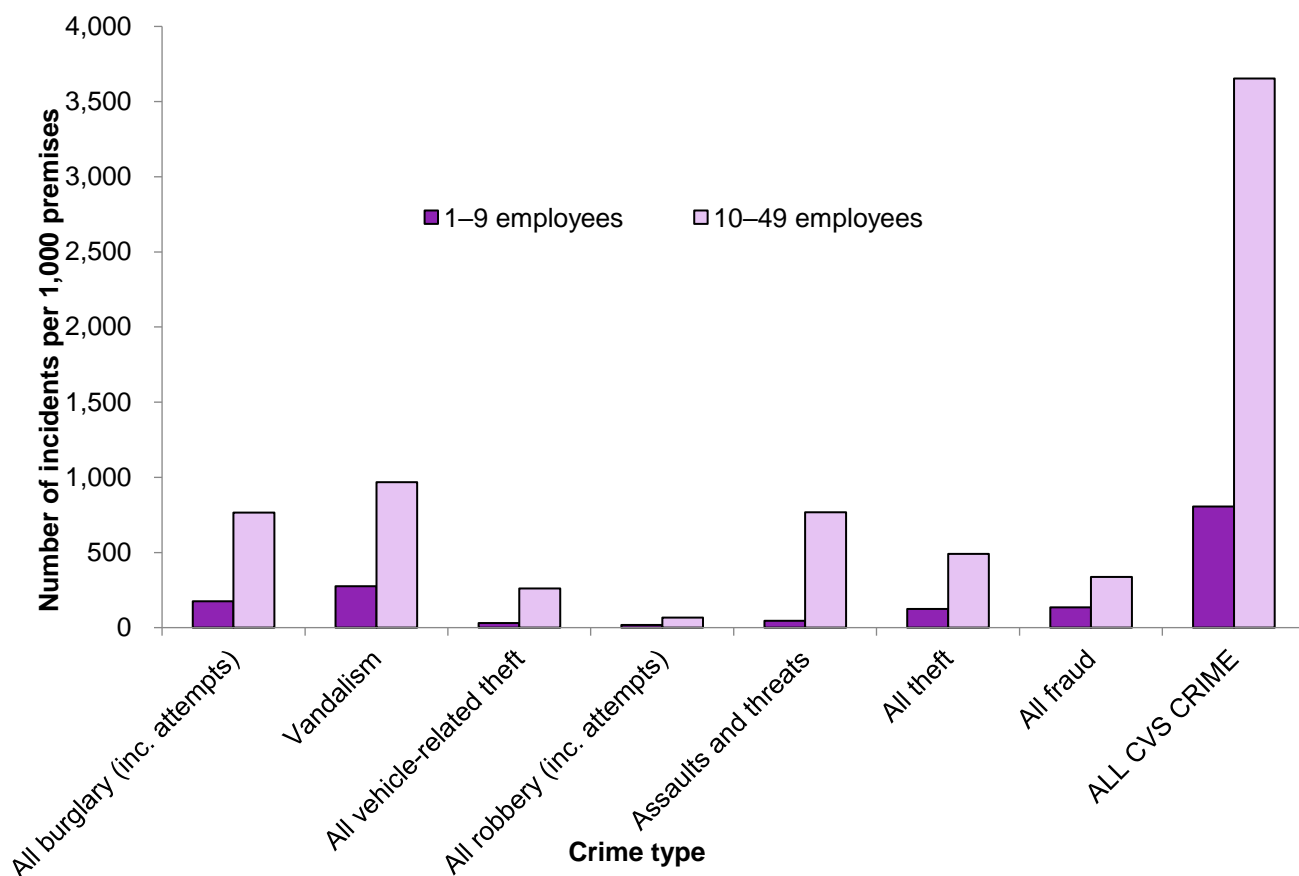
Source: Home Office, [2018 CVS Comparison Tables](#)

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.

Incidence and prevalence rates by business size

As shown in Figure 2.3, premises' experience of crime was higher for those with 10-49 employees (3,700 incidents per 1,000 premises) compared with smaller premises of one to nine employees (810 incidents per 1,000 premises). This was true for all crime types. Incidence and prevalence rates cannot be reported for business premises with 50+ employees due to the base being lower than 50 (the quality of resulting estimates from this sample size is not deemed sufficient for publication).

Figure 2.3: Number of incidents of crime per 1,000 premises, Agriculture, forestry and fishing sector in the last 12 months, by premises size, 2018 CVS



Source: Home Office, 2018 CVS Headline Tables.

A breakdown of prevalence rates by employee size and crime type showed a similar picture, with prevalence rates increasing with business size for all crime types ([2018 CVS Headline tables](#)).

Average number of incidents of crime per victim (premises)

The 2018 CVS showed that premises in the Agriculture, forestry and fishing sector that were victims of crime experienced an average of three incidents in the 12 months prior to interview. This was the same as the previous survey year and lower than the 2013 survey year when victims experienced an average of five incidents. The sector has consistently experienced some of the lowest repeat victimisation rates across all sectors ever surveyed. See the 2018 CVS Headline Tables for a breakdown by crime type.

2.3 OTHER RESULTS FROM THE SURVEY

This section includes a focus on crime prevention, IT security, reporting rates, livestock, fuel, metal and chemical theft and agriculture-related antisocial behaviour (ASB).

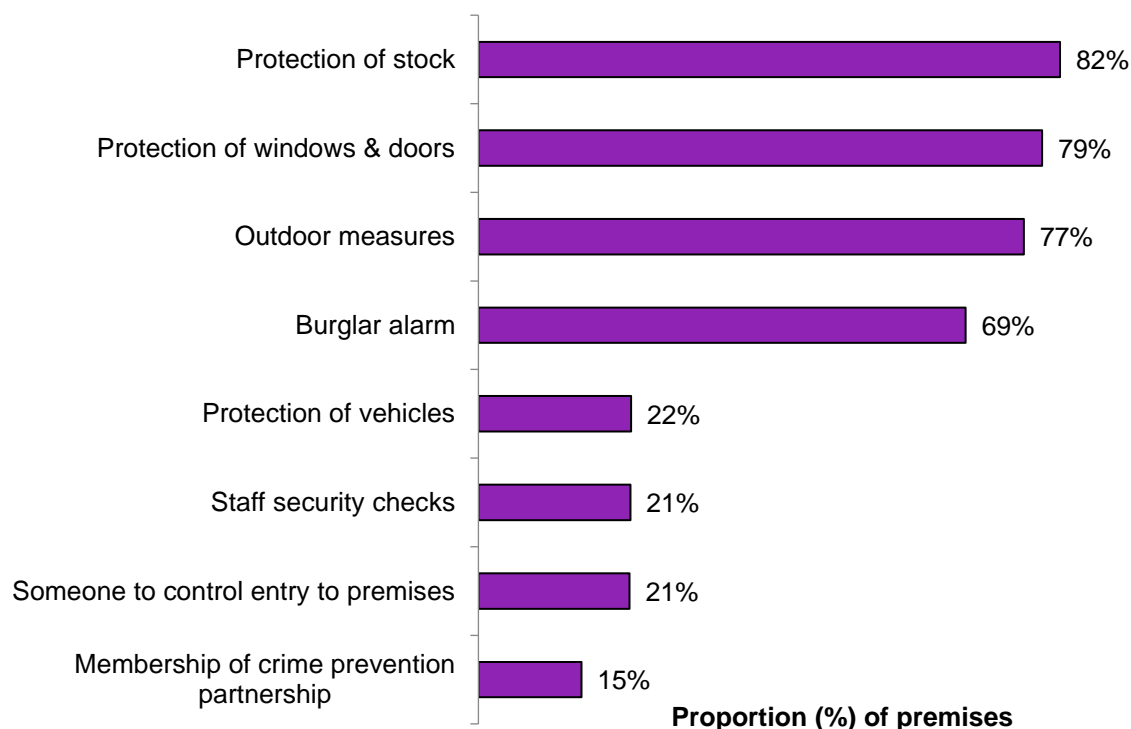
Crime Prevention

Prevention measures installed at the premises

The 2018 CVS asked half of its respondents whether or not they had a range of crime prevention measures in place at their premises. Respondents that confirmed having a crime prevention measure at the premises were then also asked whether or not the measure had been installed at the premises in the last 12 months. This question was added to the 2016 CVS to allow a more meaningful comparison to be made when comparing the likelihood of victimisation between premises with and without a measure. Prior to the 2016 CVS it was not known whether a measure had been installed in the last 12 months or not.

Figure 2.4 shows that the most common crime prevention measures installed in the Agriculture, forestry and fishing sector were: 'protection of stock' (82% of premises); 'protection of windows and doors' (79%) and 'outdoor measures' (77%). 'Outdoor measures' typically included CCTV, security lighting and barbed wire fencing - to see a full list of measures please see the Technical Annex to this report.

Figure 2.4: Proportion of premises that reported having installed a crime prevention measure, by type of crime prevention measure, Agriculture, forestry and fishing sector, 2018 CVS



Source: Home Office, [2018 CVS Bulletin Tables](#).

Chart note: Proportions relate to only those premises that were asked the crime prevention measure questions.

To consider whether or not a particular crime prevention measure tended 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.

For the majority of the selected crime types in the Agriculture, forestry and fishing sector, having a prevention measure in place (for at least 12 months) made no difference to the likelihood of

victimisation. Where there was a difference, having a crime prevention measure was associated with a *higher* risk of victimisation:

- Burglary with entry: experienced by seven per cent of premises with 'outdoor measures' compared with two per cent of premises without the measure.
- Theft by unknown persons: six per cent of premises with 'protection of stock' measures compared with two per cent of premises without them.

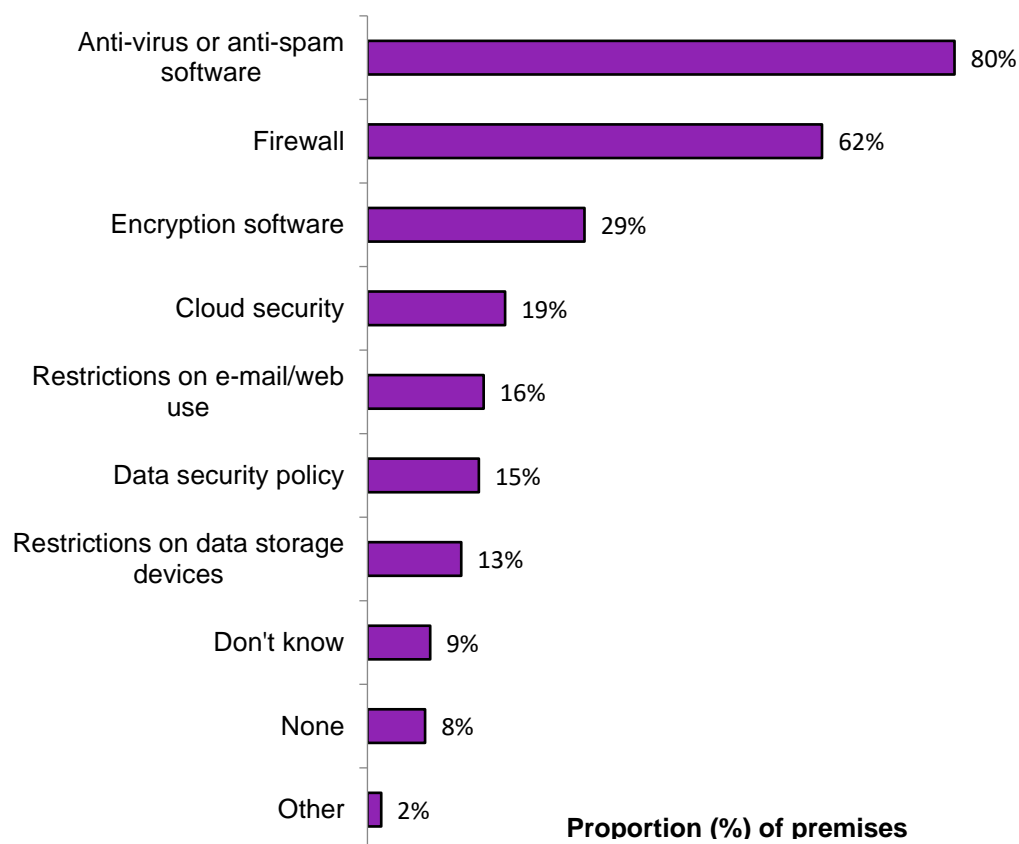
The exceptions were premises that carried out 'staff security checks', they showed a lower prevalence rate (less than 1%) for fraud by unknown persons compared with premises that did not carry out these types of checks (3%).

One likely explanation for these findings is that premises that 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.

IT security

The type of IT security measures that were in place at Agriculture, forestry and fishing businesses are shown in Figure 2.5. The most common measures were 'anti-virus or anti-spam software' (80% of premises), followed by a 'firewall' (62%), and 'encryption software' (29%). Eight per cent of premises had no IT security measures in place.

Figure 2.5: Proportion of premises that had IT security measures in place, by type of measure, Agriculture, forestry and fishing sector, 2017 and 2018 CVS



Source: Home Office, [2018 CVS Bulletin Tables](#).

Businesses were asked about how much money they spent on IT security in the last 12 months. Table 2.1 shows that smaller sized premises on average spent less on IT security compared with medium sized premises. The median spend for medium sized premises was four times that of the median spend across all premises in the Agriculture, forestry and fishing sector. Figures for larger sized businesses are not presented as the number of premises in the sample of this size was fewer than 50 and the quality of resulting estimates is not deemed sufficient for publication.

Table 2.1: Total amount of money spent per year on IT security, excluding staff time, by premises size, Agriculture, forestry and fishing sector, 2017 and 2018 CVS

England and Wales

	1-9 Employees	10-49 Employees	50+ Employees	All A,F&F premises
Mean	£236	£1,587	-	£303
Median	£50	£200	-	£50
Maximum	£80,000	£30,001	-	£100,000
<i>Unweighted base</i>	<i>444</i>	<i>63</i>	<i>43</i>	<i>550</i>

Table notes:

- A hyphen (-) indicates that the unweighted respondent base is below 50 therefore the estimate is not shown as the quality of resulting estimates is not deemed sufficient for publication.
- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2017 and 2018 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.

Table 2.2 shows that premises that were victims of online crime had an average higher spend on IT security compared with premises that did not experience online crime.

Table 2.2: Total amount of money spent per year on IT security, excluding staff time, by victimisation, Agriculture, forestry and fishing sector, 2017 and 2018 CVS

England and Wales

	Premises that experienced online crime	Premises that did not experience online crime
Mean	£405	£291
Median	£100	£50
Maximum	£100,000	£80,000
<i>Unweighted base</i>	<i>77</i>	<i>473</i>

Table notes:

- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2017 and 2018 CVS data have been merged to produce a breakdown by victimisation, as single years' data result in respondent bases that are fewer than 50 respondents - the quality of resulting estimates from this sample size is not deemed sufficient for publication).
- 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.

Reporting rates

The 2018 CVS asked respondents who had experienced crime in the past year whether or not the incident was reported to the police for the *most recent incident of each crime type experienced*. As only small numbers of Agriculture, forestry and fishing premises experienced certain crime types it is only possible to provide a reporting rate estimate for some crime types. Comparisons of 2018 CVS reporting rates to previous CVS findings are shown in the [2018 CVS Comparison Tables](#). Due to small sample sizes, reporting rate estimates tend to fluctuate between survey years so caution should be taken when making comparisons.

The 2018 CVS showed that the crime type that showed the highest reporting rate in this sector was burglary with entry with just under three-quarters (71%) of victims having reported the latest incident to the police. Thefts by unknown persons showed the lowest reporting rate with just over a third (35%) of business premises reporting this crime type.

Experience of livestock, fuel, metal and chemical theft

Premises in the Agriculture, forestry and fishing sector were asked about their experiences of theft of livestock, metal, chemicals and fuel.

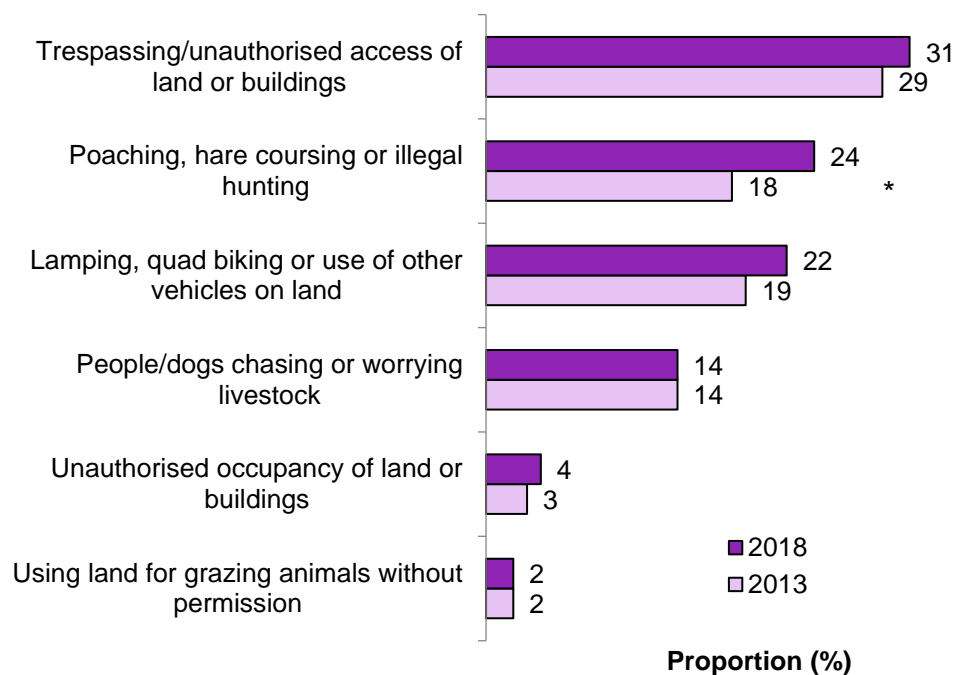
The 2018 CVS found that five per cent of premises had experienced metal theft, half the prevalence rate experienced by the sector in the 2013 CVS (10%). The proportion of premises experiencing fuel theft also fell from seven per cent in the 2013 CVS to four per cent in the 2018 CVS.

Prevalence rates for livestock theft has remained stable in each year that the sector has been surveyed since 2014, at around two per cent. Less than one per cent of premises experienced chemical theft in the 2018 CVS, no change from the 2013 CVS.

Antisocial behaviour

Premises in the Agriculture, forestry and fishing sector were asked about their experience of anti-social behaviour (ASB) specific to their sector within the previous 12 months. Figure 2.6 shows that 'trespassing/unauthorised access of land or buildings' remained the most common type of ASB experienced. Almost a third (31%) of premises reported this type of agriculture-related ASB in the latest survey year, showing little change compared with the 2013 CVS (29%). 'Poaching, hare coursing or illegal hunting' was the second most common type of sector-specific ASB experienced. This type of ASB showed the biggest increase compared with the 2013 CVS, up from 18% to around a quarter (24%) in the 2018 CVS. Prevalence rates across other agriculture-related ASB showed little or no change compared with the 2013 CVS.

Figure 2.6: Proportion of businesses that experienced agriculture-related ASB, by type of ASB, Agriculture, forestry and fishing premises, 2013 and 2018 CVS



The National Farmers' Union annual Rural Crime Report¹⁰ also highlighted that farmers are concerned about hare coursing as well as theft from property, fly-tipping and livestock theft. It also highlights dissatisfaction with the police due to poor handling of calls and delayed police response, causing a sense of fear, isolation and distrust with the police. The 2018 CVS showed that the 'police appearing not to be interested in reported crime' was one of the most important reasons for dissatisfaction with police (32%), therefore supporting findings from the NFU report.

¹⁰ <https://www.nfumutual.co.uk/news-and-stories/rural-crime-2018-infographic/>

Crime against Accommodation and food premises

3.0 KEY FINDINGS

- **Crime against the Accommodation and food sector remained stable with around 5,000 incidents per 1,000 premises in the 2018 CVS.** Crime against the sector was highest in 2012 when there were an estimated 7,400 incidents per 1,000 premises. The incidence rate then fell to 4,600 per 1,000 premises in 2013 and has remained just slightly above this level in the 2014 (when last surveyed) and 2018 surveys.
- **The proportion of premises experiencing crime fell compared with the 2012 CVS.** In the latest survey year, just over a third (35%) of premises in this sector experienced a crime, a fall of eight percentage points from the 2012 CVS when 43% of premises experienced a crime. Compared with the last time this sector was surveyed the prevalence rate has shown little change (37% of premises in the 2014 CVS).
- **Theft by customers had the highest crime rate in this sector at 1,200 crimes per 1,000 premises, accounting for around a quarter (24%) of all crime incidents.** In previous survey years assaults and threats had the highest incident rate for this sector; the 2018 CVS showed that the sector experienced 1,100 incidents of assaults and threats per 1,000 premises (in previous survey years the rate ranged between 1,900 and 2,200 incidents per 1,000 premises).

3.1 INTRODUCTION

In the 2018 Commercial Victimisation Survey (CVS), 1,006 respondents¹¹ from premises in the Accommodation and food 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 vast majority of Accommodation and food premises surveyed in the 2018 CVS were in the food and beverage service (82%) with the remainder comprised of accommodation services (10%) and other accommodation and food services (8%).

The Accommodation and food sector was last included in the 2014 CVS and has also previously been included in the 2012 and 2013 CVS surveys, allowing comparisons with these periods. The relatively small sample size of the survey makes detecting changes between years difficult; therefore, it is necessary to consider the long-term trend when looking at changes over time. Comparisons with 2012 and 2014 figures, with results of statistical significance testing and confidence intervals, are presented in the [2018 CVS Comparison Tables](#). Data are weighted to ensure that the sample is representative of businesses in this sector in England and Wales as a whole.

The 2018 CVS also collected information on issues 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 [2018 CVS Headline Tables](#).

¹¹ To see more details about the response rate and how the sample was selected please see the Technical Report.

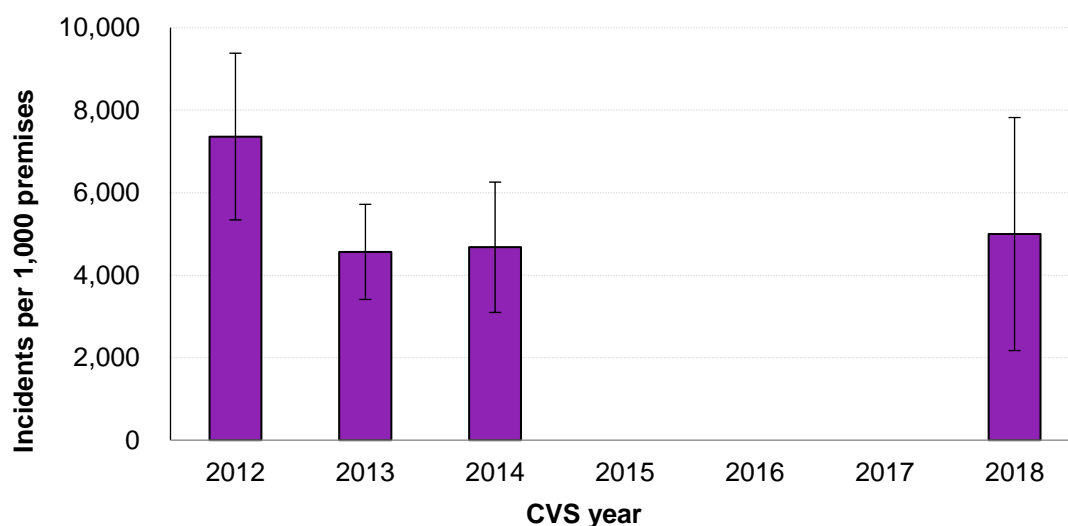
3.2 EXTENT OF CRIME AGAINST ACCOMMODATION AND FOOD PREMISES

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

The 2018 CVS showed that Accommodation and food premises experienced around 710 thousand crimes in the year prior to interview¹², or the equivalent of around 5,000 crimes per 1,000 premises.

Figure 3.1 shows the trend in the crime rate against the Accommodation and food sector since the 2012 CVS. The crime rate was at a peak of 7,400 incidents per 1,000 premises in 2012 and fell to 4,600 incidents per 1,000 premises in 2013. Estimates from the 2014 and 2018 CVS show that the crime rate has remained just slightly above this level since 2013. Although the 2018 incidence rate appears lower compared with 2012, the change is not statistically significant.

Figure 3.1 Number of incidents per 1,000 premises, Accommodation and food sector, with 95% confidence intervals, 2012, 2013, 2014 and 2018 CVS



Source: Home Office, [2018 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.

The fall in crime rate between the 2012 and 2013 surveys was driven by falls in theft by employees (1,400 to 230 incidents per 1,000 premises), theft by unknown persons (880 to 120 incidents per 1,000 premises) and fraud (840 to 330 incidents per 1,000 premises).

The 2018 CVS showed that theft by customers was the most common crime type to affect the Accommodation and food sector with a crime rate of 1,200 crimes per 1,000 premises and accounting for around a quarter (24%) of all crime in this sector, followed by assaults and threats (1,100 crimes per 1,000 premises or 22% of all incidents.) In previous survey years, assaults and threats had the highest incident rate for this sector (in the 2017 CVS it was at 2,200 incidents per 1,000 premises).

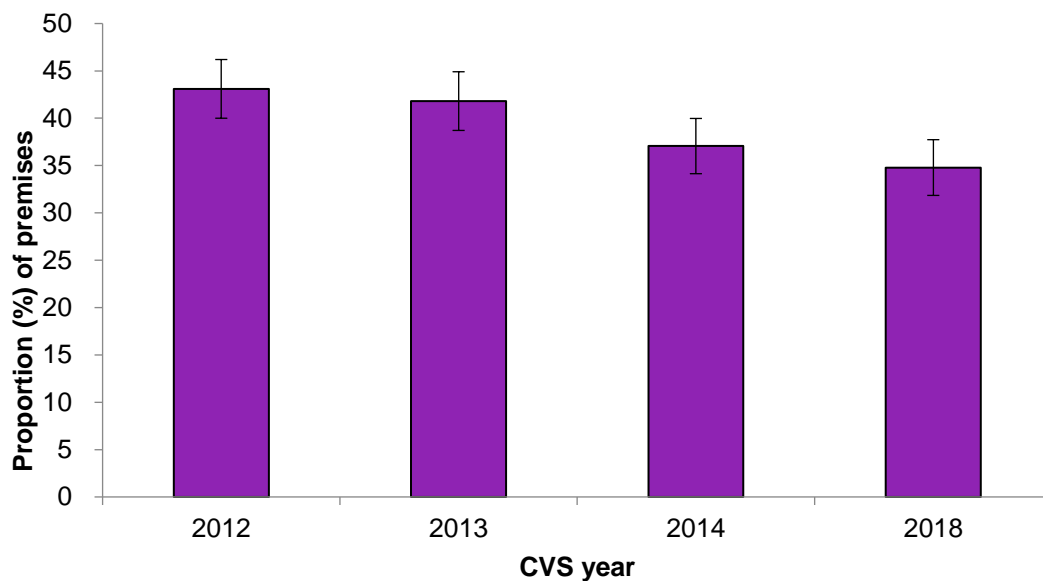
¹² Main stage interviews for the 2018 CVS took place between 3 September and 30 November 2018. See the Technical Report for further detail.

Although several crime types have fallen compared with the 2012 survey, only vandalism showed a statistically significant change, declining from 570 incidents per 1,000 premises in the 2012 CVS to 340 incidents per 1,000 premises in 2018 (see [2018 CVS Comparison tables](#)).

Proportions of premises that experienced a crime (prevalence rates)

The 2018 CVS estimated that just over a third (35%) of Accommodation and food premises experienced at least one crime in the 12 months prior to interview, a similar proportion to the 2014 CVS (37%) but a fall from the 2012 CVS (43%).

Figure 3.2 Proportions of premises that experienced a crime, Accommodation and food sector, 2012, 2013, 2014 and 2018 CVS



Source: Home Office, [2018 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.

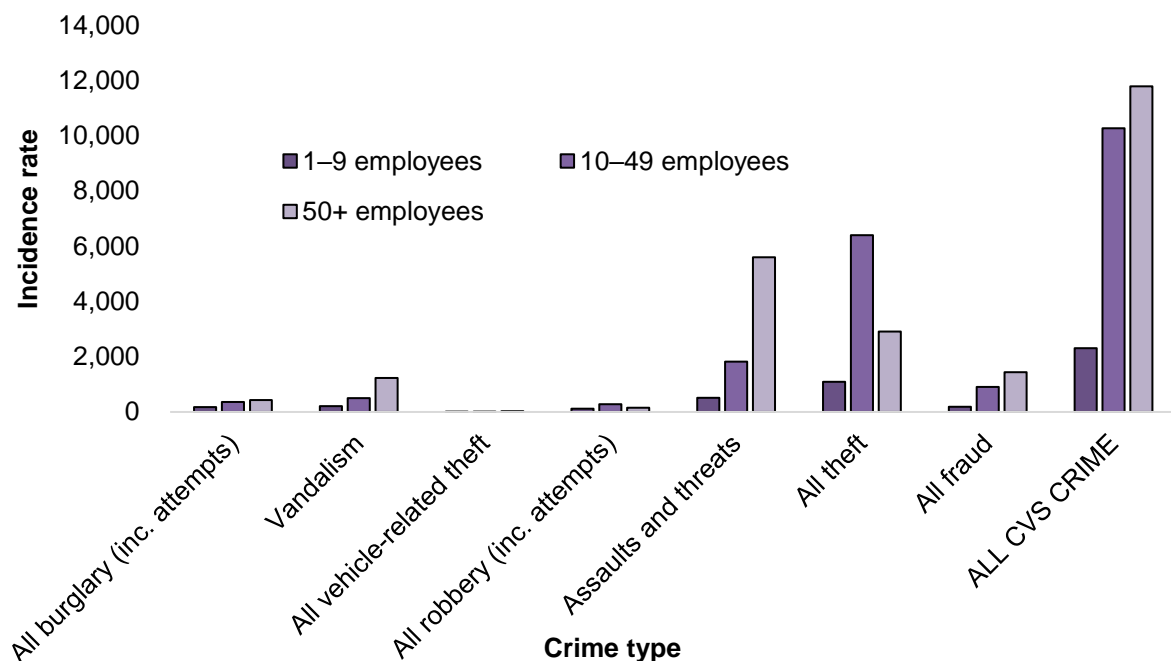
The latest survey year showed several falls in prevalence rates across the different crime types, compared with the 2012 CVS, including burglary, vandalism and assaults and threats, each falling to 11%. Vandalism showed the largest percentage point fall (6 percentage points), down from 17% in the 2012 survey (see 2018 CVS Comparison tables).

Incidence and prevalence rates by business size

As shown by previous CVS surveys, incidence rates of crime tended to increase with business size (Figure 3.3). The 2018 CVS estimated that in the Accommodation and food sector, business premises with 50 or more employees experienced a crime rate of 11,800 incidents per 1,000 premises, around five times higher than premises with one to nine employees (2,300 incidents per 1,000 premises).

This pattern was shown across all main crime types except for theft and robbery, for which businesses with 10-49 employees had the highest incidence rate.

Figure 3.3: Number of incidents per 1,000 premises, by crime type and premises size, Accommodation and food sector, 2018 CVS



Source: Home Office, [2018 CVS Headline Tables](#)

A breakdown of prevalence rates by size and crime type showed a similar picture, with prevalence rates increasing with business size for all crime types except for vehicle-related theft.

Average number of incidents of crime per victim (premises)

Overall, each victim of crime in the Accommodation and food sector experienced an average of 14 incidents in the last year, a similar level to that estimated by the 2012 survey, when each victim of crime experienced an average of 17 incidents. Theft had the highest rate of repeat victimisation at 15 incidents per victim while burglary (including attempts) had the lowest repeat victimisation rate at two incidents per victim.

3.3 OTHER RESULTS FROM THE SURVEY

This section includes a focus on crime prevention, IT security and reporting rates.

Crime prevention

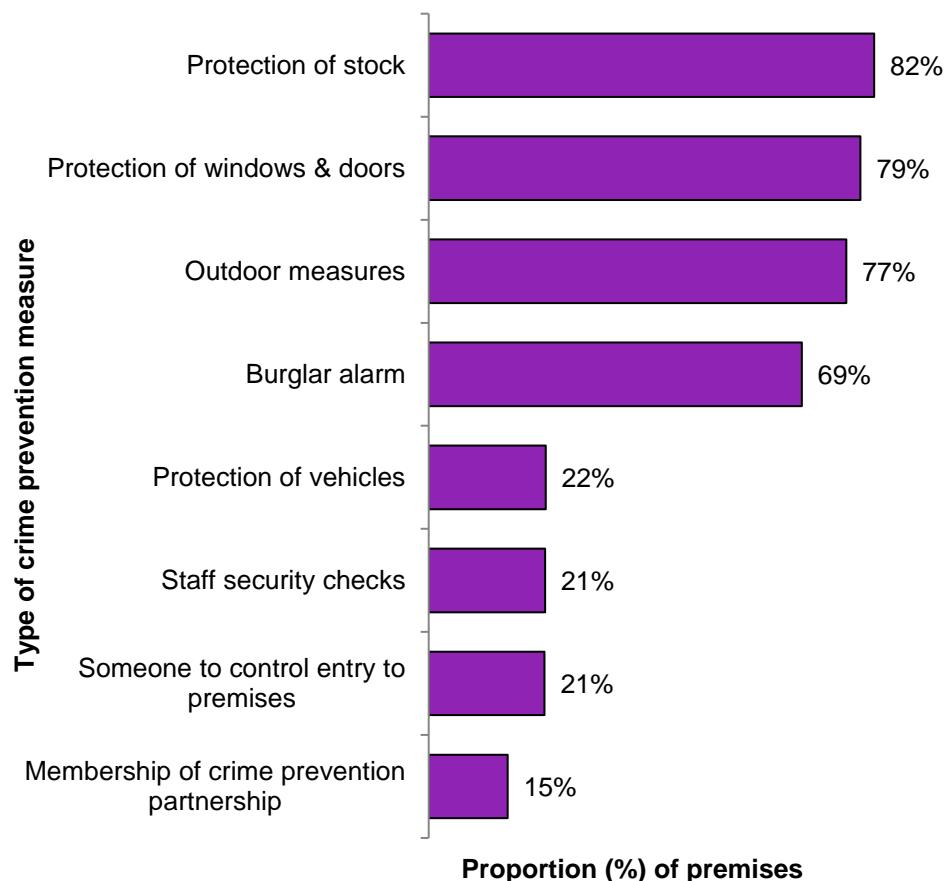
Prevention measures installed at the premises

The 2018 CVS asked half of its respondents whether or not they had a range of crime prevention measures in place at the premises. Respondents that confirmed having a crime prevention measure at the premises were then also asked whether or not the measure had been installed at the premises in the last 12 months. This question was added to the 2016 CVS to allow a more meaningful comparison to be made when comparing the likelihood of victimisation between premises with and without a measure. Prior to the 2016 CVS it was not known whether or not a measure had been installed in the last 12 months or not.

In the Accommodation and food sector, the most common crime prevention measures installed at premises were 'protection of stock' (82% of premises), 'protection of windows' and 'doors' (79%), 'outdoor measures' (77%) and a 'burglar alarm' (69%). 'Outdoor measures' typically

included CCTV, security lighting and barbed wire fencing - to see a full list of measures please see the Technical Annex to this report. Figure 3.4 illustrates the other types of crime prevention measures covered by the CVS.

Figure 3.4: Proportion of premises that reported having installed a crime prevention measure, by type of crime prevention measure Accommodation and food sector, 2018 CVS



Source: Home Office, [2018 CVS Bulletin Tables](#).

Chart note: Proportions relate to only those premises that were asked the crime prevention measure questions.

To see whether or not a crime prevention measure tended 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, and stock protection.

Analysis of victimisation rates among premises in the Accommodation and food sector that had a prevention measure installed (for at least 12 months) compared with premises that did not, showed that in general, having a crime prevention measure was associated with a higher risk of victimisation:

- Theft: experienced by 13% of premises with stock protection measures compared with seven per cent of premises without the measures.
- Vandalism: 12% of premises with outdoor measures compared with four per cent for those without the measure.

The exception to this pattern was staff security checks, only one percent of premises with these checks in place experienced theft by unknown persons compared with three per cent of premises without these checks in place. For more detail [see Bulletin Table 3.6](#).

This pattern of higher victimisation in premises that had security measures in place contrasts with the pattern seen with household crime and security, where households with security measures in place are generally less likely to experience domestic burglary than households without security measures.¹³

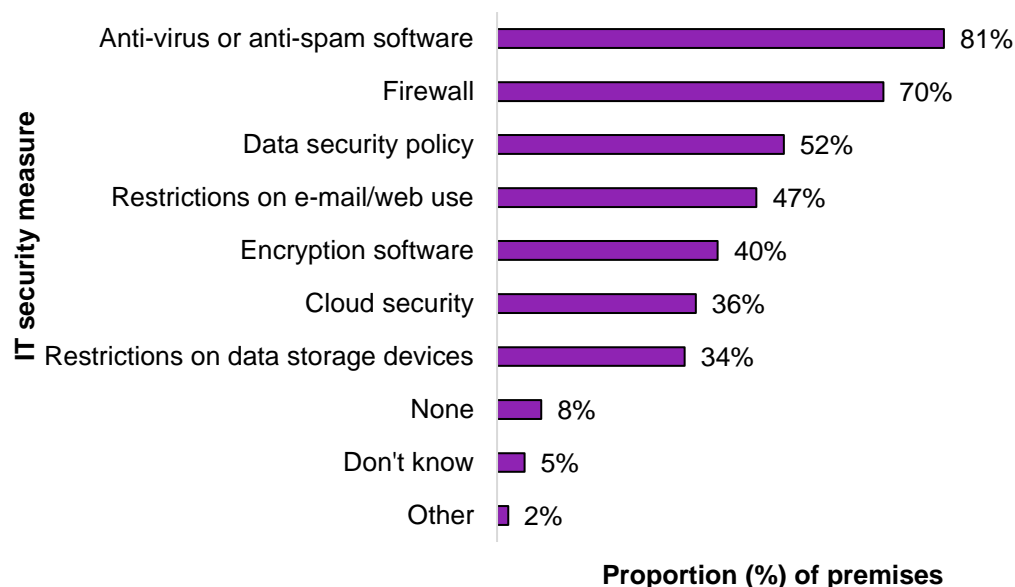
One possible explanation for these findings is that premises that have a higher risk of being a victim of crime due to their location may be more likely to install a measure as a result of the increased risk. For example, 36% of premises in the Accommodation and food sector located in an urban area experienced at least one crime compared with 30% 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 generally experience higher crime rates - see sections above) were also more likely to use stock protection measures: 93% of large premises, compared with 78% of small premises, used such measures.

IT security

Looking at the types of IT security measures in place at Accommodation and food premises (Figure 3.5), most business premises had anti-virus or anti-spam software (81%) and/or a firewall (70%). For the first time, businesses were asked if they used any kind of cloud security, with over a third (36%) saying that they did. Around one in thirteen premises (8%) did not have any IT security measures in place.

Figure 3.5: Proportions of premises with IT security measures in place, by type of measure, Accommodation and food sector, 2018 CVS



Source: Home Office, [2018 CVS Bulletin Tables](#).

Table notes:

- Responses based on randomly selected half sample of those who use a computer at their premises.

¹³ See footnote '8', Office for National Statistics (ONS).

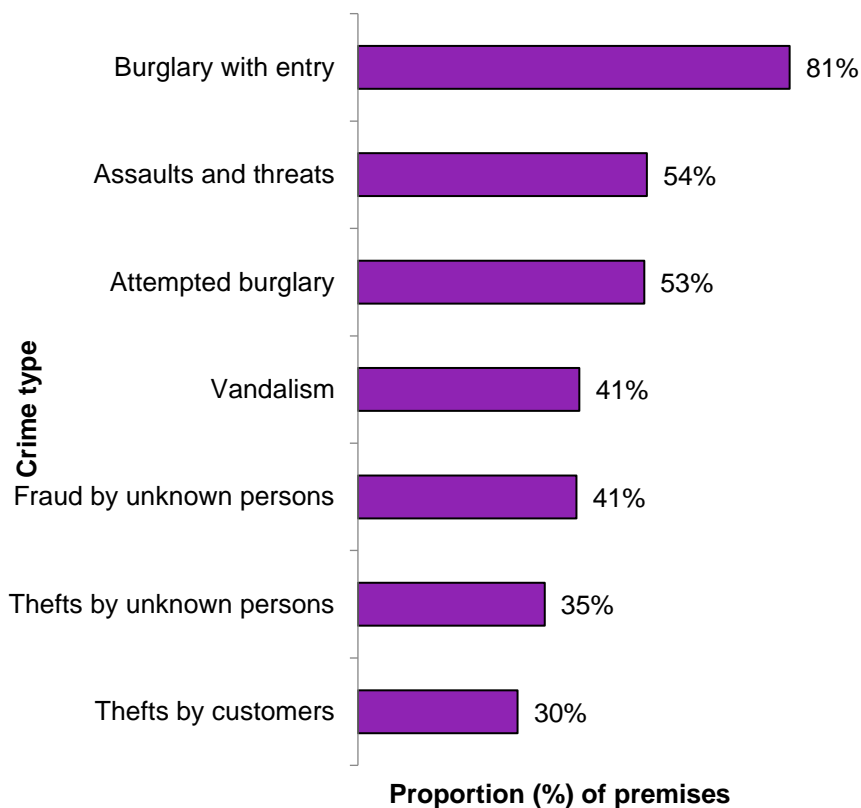
The CVS asks premises from a randomly selected half sample for an estimate of their annual IT security spend. The sample sizes for medium sized and large businesses were below 50, so comparisons between business size cannot be made for this sector. The 2018 CVS estimated that the median total annual spend on IT security for small businesses in the Accommodation and food sector was £76, lower than the median spend for all premises in this sector (£100).

Reporting rates

The 2018 CVS asked those respondents who had experienced crime in the past year whether or not they had reported the most recent incident of each crime type to the police. Comparisons of 2018 CVS reporting rates to previous CVS findings are shown in the [2018 CVS Comparison Tables](#). Due to small sample sizes, reporting rate estimates tend to fluctuate between survey years so caution should be taken when making comparisons.

Where sample sizes were large enough to look at reporting rates for the Accommodation and food sector, the CVS showed that reporting rates varied considerably by the type of offence (Figure 3.6).

Figure 3.6: Proportion of premises that reported the latest incident to the police, for selected crime types, Accommodation and food sector, 2018 CVS



Source: Home Office, [2018 CVS Headline Tables](#).

Chart note: some categories are not shown due to having an unweighted base of fewer than 50 respondents; the quality of resulting estimates from this sample size is not deemed sufficient for publication.

The 2018 CVS estimated that in the Accommodation and food sector, 81% of premises reported the most recent incident of burglary with entry. This was much higher than the second most reported crime type, assaults and threats, with a little over half (54%) of all premises reporting this type of incident to the police. The high reporting rate for burglary is likely to reflect the need

for victims to obtain a crime reference number from the police to make an insurance claim and the perceived seriousness of this crime type. Compared with when this sector was last surveyed, burglary with entry has shown a fall in reporting rates, down from 92% in the 2014 CVS to 81% in the 2018 CVS. In contrast, reporting rates for assaults and threats increased from 42% in the 2014 CVS to 54% in the 2018 CVS.

Crime against businesses: other cross-sector issues

This chapter explores other cross-cutting issues including experience and worry about online crime, anti-social behaviour, police satisfaction, perceptions of organised crime and victim intimidation.

4.1 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;
7. **Denial of service attack (extortion)**: having a website shut down through targeted request overloads;
8. **Ransomware**: having computer access illegally blocked until a ransom is paid;
9. **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). 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.

When comparing levels of online crime, it should be noted that not all business premises use computers and therefore cannot become victims of online crime. Also, the prevalence of computer use varies by sector, as seen in Table 4.1.

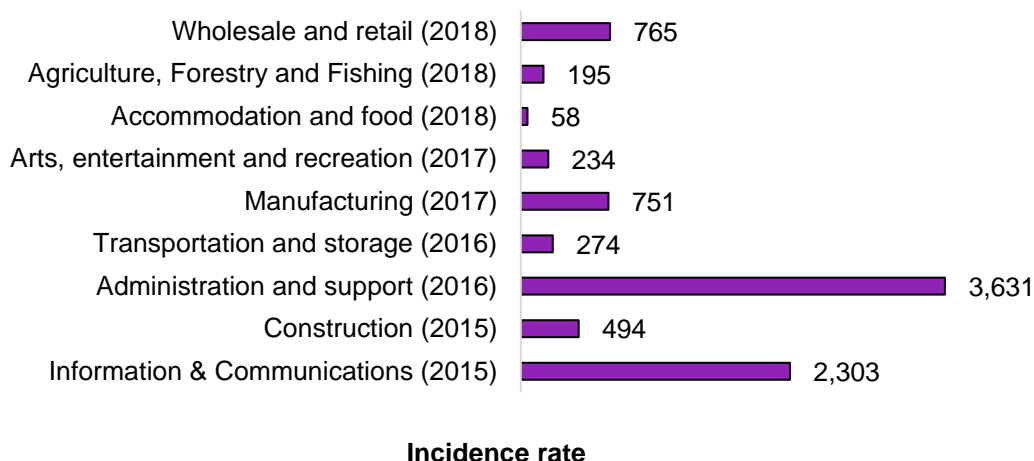
Table 4.1: Levels of computer use by sector, 2015 to 2018 CVS

Sector	Survey year	Proportion using computers (%)
Wholesale and retail	2018	91
Agriculture, Forestry and Fishing	2018	86
Accommodation & food	2018	78
Arts, entertainment & recreation	2017	93
Manufacturing	2017	94
Transportation and storage	2016	89
Administration and support	2016	92
Construction	2015	92
Information & communication	2015	100

Source: 2015 to 2018 CVS responses.

The sectors experiencing by far the highest online crime incidence rates were Administration and support services (3,600 incidents per 1,000 premises) and Information and communication (2,300 incidents per 1,000 premises) as shown in Figure 4.1. This possibly reflects the likely central role of computer systems in their businesses when compared with other sectors. In both sectors, the majority of these incidents were either computer viruses or 'other' types of online crime.

Figure 4.1: Number of online crime incidents per 1,000 premises by sector, 2015 to 2018 CVS



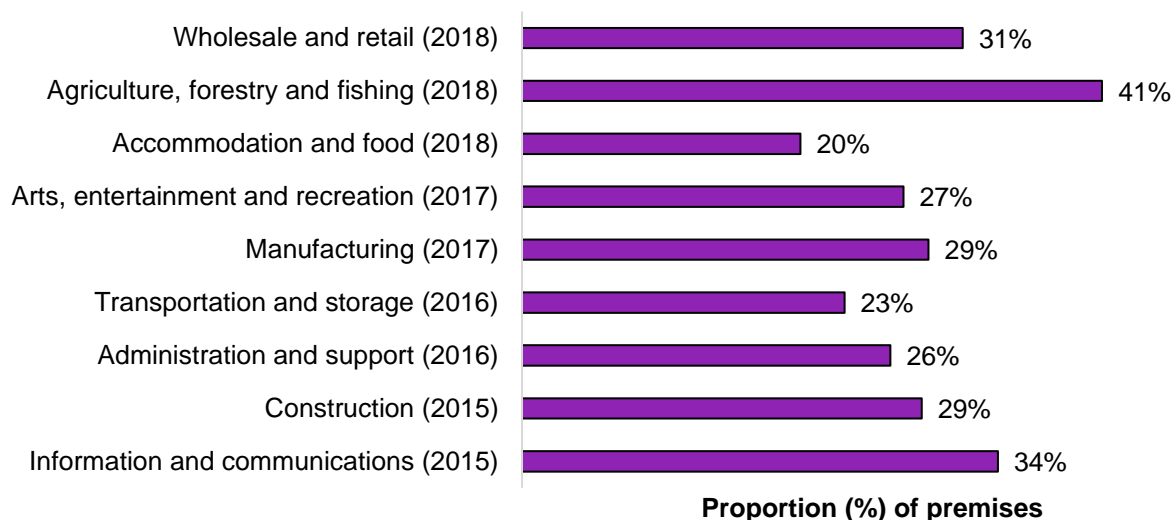
Source: Home Office, [2018 CVS Headline Tables](#).

Chart note: Each sector is only shown in the most recent year it was surveyed.

As well as 'other online crime', computer viruses also had relatively high incidence rates across most sectors. The levels of other online crime types however 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. To address this, the Home Office and Ipsos MORI developed and carried out a pilot fraud and cyber-crime survey of Head Offices in the Wholesale and retail and Finance and insurance sectors in an attempt to collect further data. Due to low response rates the survey was not continued. See the 2017 Ipsos MORI report '[Commercial Victimisation Survey, Head Office Feasibility Study: Pilot survey report](#)' for further information on this pilot survey.

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 4.2 shows that worry about online crime was highest in the Agriculture, forestry and fishing with around two-fifths (41%) of premises in this sector saying they were either fairly or very worried about it. Although the Administration and support sector experienced high levels of online crime in 2016, only around a quarter (26%) of premises were worried about it.

Figure 4.2: Proportion of premises that were worried about online crime by sector, 2015 to 2018 CVS



Source: Home Office, [2018 CVS Anti-social behaviour, perceptions of policing and cybercrime tables](#).

Chart note: Each sector is only shown in the most recent year it was surveyed.

The extent to which premises thought online crime was 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 for them in particular was at a low level (9% or lower) 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.

4.2 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, in 2017 one in five (20%) premises in the Arts, entertainment and recreation sector experienced ASB and a similar proportion (19%) of Accommodation and food premises had experienced ASB in 2018 (see Figure 4.3).

The most common type of ASB experienced in the Accommodation and food sector was 'Street drinking/drunken behaviour/under-age drinking' (43%). For the Wholesale and retail sector the most common type of ASB was 'Youths/teenagers/groups hanging about on the street' (43%) whereas the Agriculture, forestry and fishing sector were most likely to experience 'Environmental' ASB such as littering (38%, [see 2018 CVS Anti-social behaviour, perceptions of policing and cybercrime Tables](#)).

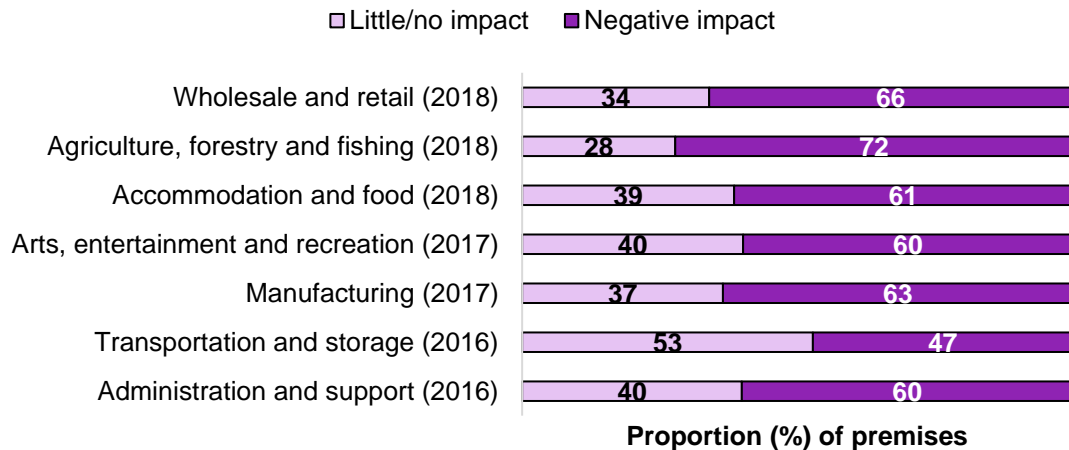
Figure 4.3: Proportion of premises experiencing anti-social behaviour by sector, 2015 to 2018 CVS



Source: Home Office, [2018 CVS Anti-social behaviour, perceptions of policing and cybercrime tables](#).
 Chart note: Each sector is only shown in the most recent year it was surveyed.

Victims of ASB were asked how, if at all, the experience of ASB had impacted negatively on business at their premises, either financially or otherwise (see Figure 4.4). The majority of premises in all sectors (apart from the Transportation and storage sector) reported that ASB had a negative impact on their business. In the Agriculture, forestry and fishing sector, almost three-quarters (72%) of businesses affected by ASB said that this had had a negative impact on their business, with around half (42%) reporting that they had suffered a negative financial impact, a much higher proportion compared with all other sectors surveyed.

Figure 4.4: Proportion of premises experiencing anti-social behaviour reporting the level of impact by sector, 2016 to 2018 CVS

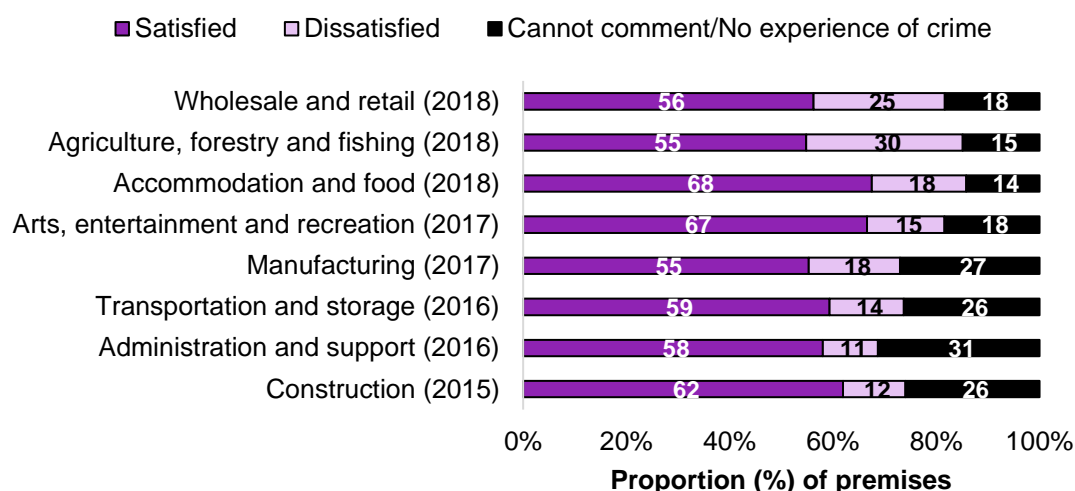


Source: Home Office, [2018 CVS Anti-social behaviour, perceptions of policing and cybercrime tables](#).
 Table notes: The Construction sector and Information and communications sector are not presented in this chart due to a low number of respondents with experience of ASB (i.e. the unweighted bases were less than 50 and so the quality of resulting estimates is not deemed sufficient for publication.). Negative impacts include impacts on finances, custom, employees and 'other'.
 Each sector is only shown in the most recent year it was surveyed.

4.3 PERCEPTIONS OF THE POLICE

Premises were asked about their satisfaction with the way police handled the crime problems facing businesses in their area. As shown in Figure 4.5, in the 2018 CVS, the majority of premises were satisfied with the way the police handled crime, with satisfaction ranging from 55% of Agriculture, forestry and fishing premises to 68% of Accommodation and food premises. The 2018 CVS estimated that dissatisfaction with the police was highest in the Agriculture, Forestry and Fishing sector, with just under a third (30%) of premises dissatisfied, followed by the Wholesale and retail sector with a quarter of premises dissatisfied, higher compared with all other sectors. In every sector, dissatisfaction was higher amongst those premises that had been a victim of crime than amongst those premises that had not.

Figure 4.5: Proportion of premises satisfied with the way the police handle crime in their area, by sector, 2015 to 2018 CVS



Source: Home Office, [2018 CVS Anti-social behaviour, perceptions of policing and cybercrime tables](#).

4.4 ORGANISED CRIME AND VICTIM INTIMIDATION

Organised crime

Organised crime is 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 were asked whether they perceived it to have been committed by “an organised group of criminals”, a “loosely knit group”, or “someone working alone”. It is important to note the subjective nature of this question as some respondents may perceive any group of individuals who appeared to be organised or who had carefully planned a crime as an ‘organised crime group’. This is not what the question intends to capture; any conclusions drawn about the prevalence of organised crime should therefore be done so with caution. 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 [2018 CVS Headline Tables](#) and tables OC2 to OC4 in the [2018 CVS Comparison Tables](#).

The 2018 CVS found that the Agriculture, forestry and fishing sector had the highest proportions of premises reporting that the most recent incident of a crime was believed to have been carried out by an “organised group of criminals”. Around two-fifths of premises in this sector reported this for both burglary with entry (40%) and attempted burglary (41%). A quarter of premises in this sector believed that the most recent incident of vandalism was committed by an “organised group of criminals” compared with much lower proportions in the Wholesale and retail sector (5%) and the Accommodation and food sector (4%). A notable proportion (up to 23%) of

premises in each of the 2018 CVS sectors did not know whether a crime had been committed by an “organised group”, a “loosely knit group” or “someone working alone”.

Table 4.2: Proportion of victims that thought the most recent incident was committed by an “organised group of criminals”, selected crime types, 2018 CVS
Percentages

	Wholesale and retail	Agriculture, forestry and fishing	Accommodation and food
Burglary with entry	26	40	15
Attempted burglary	16	41	13
Vandalism	5	25	4
Theft from vehicles	16	-	-
All robbery (inc. attempts)	21	-	-
Assaults and threats	8	-	3
Thefts by customers	12	-	10
Thefts by employees	2	-	-
Fraud by others	26	-	-

Source: Home Office, [2018 CVS Headline Tables](#)

Victim intimidation

The 2018 CVS 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.

Similar to previous years, for most crime types, the proportion of victims experiencing subsequent intimidation was low (no higher than 6%) across all 2018 CVS sectors. In the Agriculture, forestry and fishing sector, six per cent of premises reported having experienced intimidation following an incident of attempted burglary. The crime most likely to result in intimidation in the Wholesale and retail sector was assaults and threats (6%) and in the Accommodation and food service sector it was burglary with entry (5%).

Technical Annex

This Technical Annex outlines the methodology used in producing the published statistics from the 2018 Commercial Victimisation Survey (CVS). For more details of the survey methodology, please see the [Technical Report](#).

T.0 INTRODUCTION

The 2018 CVS is the seventh in a series of Home Office surveys covering crime against businesses, which have run annually since 2012. Prior to this, the survey was run in 1994 and 2002.

T.1 SAMPLE AND SURVEY COVERAGE

The 2018 CVS focused on three industry sectors defined by the [UK Standard Industrial Classification 2007](#) (SIC). These were sectors G (Wholesale and retail), A (Agriculture, forestry and fishing) and I (Accommodation and food).

The 2012 CVS and 2013 CVS each focused on 4 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 4 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 3 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 3 sectors to allocate resource to the pilot Head Office survey. Following the pilot in March 2017, a decision was taken not to pursue a full Head Office survey (see the Ipsos MORI report '[Commercial Victimisation Survey, Head Office Feasibility Study: Pilot survey report](#)' for further details) therefore more resource was available for the 2017 CVS, allowing 4 sectors to be included in the survey. Only three sectors were covered in the 2018 CVS as it was decided in the CVS Steering Group to double the sample of the Wholesale and Retail sector this year.

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 Agriculture, Forestry and Fishing sector (A) was included in the 2013, 2014, 2015 and 2017 surveys enabling some comparisons to be made. The Accommodation and food (I) sector has previously been included in the 2014, 2013 and 2012 CVS.

Decisions on sector coverage were made following discussions with the CVS Steering Group and in response to user needs. Between them, the 3 sectors included in the 2018 CVS accounted for 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.

The sample was drawn from the [Interdepartmental Business Register](#) (IDBR), a list of UK businesses covering 99% 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. The sample size is too small however to produce sub-national estimates.

T.2 FIELDWORK

The 2018 CVS was conducted as a series of telephone interviews between September and November 2018. Premises were first contacted to identify the appropriate respondent for the interview and arrange a suitable time to carry out the interview. The respondent was generally the person responsible for security and crime-related issues at the premises. In advance of the interview, respondents were sent a paper version of the 'Experience of crime' sheet (ECS), and also given the option to complete the ECS online. The ECS detailed the information that would be requested by the interviewer. This allowed respondents time to gather and make note of required information relating to the extent of crime against their premises before the interview.

The 2018 CVS achieved a total of 4,000 interviews, with just under 2,000 in the Wholesale and retail sector and around 1,000 in the Agriculture, Forestry and Fishing sectors and Accommodation and Food sectors. The overall response rate for the main interviews was 46%, which broadly matches the response rates achieved in 2016 (49%) and 2015 (43%), however, is lower compared with 2017 (53%). The response rate in 2018 did vary between sectors, ranging from 42% in the Wholesale and retail sector to 54% in the Agriculture, forestry and fishing sector (see Methodology Tables for more detail). To further improve response rates, an update of the survey website was carried out for the 2016 CVS and the advance materials were also reviewed and renewed. Among other strategies, the contractor committed to stronger refusal conversion; for the third year, 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 are included in the [Technical Report](#).

Table T.1: Target and achieved number of interviews, 2018 CVS

Sector	Target number of interviews	Achieved interviews
Wholesale and retail	2,000	1,992
Agriculture, Forestry and Fishing	1,000	1,002
Accommodation and Food	1,000	1,006
Total	4,000	4,000

Source: Home Office and Ipsos MORI.

T.3 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 3.5% 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, such as reporting the incident to the police and whether they thought the incident had been carried out by an organised group of criminals. 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 in order to reduce respondent burden and to avoid issues related to memory recall.

As well as the range of core offences covered by the survey, the CVS questionnaire also included a module asking about experience of online crime, and another asking about crime prevention. Premises were randomly assigned to answer either the online crime module or the crime prevention module.

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

T.4 ANALYSIS

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 and non-response 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 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 2 stages, the first of which was to manually identify and remove any extreme cases, where the numbers of crimes reported were so large that they were very likely to be erroneous, for example due to a recording issue, or because the respondents had misunderstood some questions (e.g. they had given the number or value of items stolen rather than the number of incidents of theft). There were no such cases for the 2018 CVS.

The second stage involved examining the data 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 the 98th percentile. 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 (with entry) and robbery 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 4,000 interviews and the 23 crime types covered by the survey, including online crime types, 43 figures (less than 1% of the total 92,000 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

In previous years 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 92,000 responses on experiences of crime, only one response was imputed where the original response had been missing.

T.5 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 2018 CVS focused on business premises in three industry sectors:

- Wholesale and retail
- Agriculture, forestry and fishing
- Accommodation and food

All three of these sectors have previously been surveyed: Wholesale and retail for several consecutive years; Agriculture, Forestry and Fishing in 2013, 2014, 2015 and 2017 and Accommodation and Food in 2012, 2013 and 2014.

Due to the limited coverage of the survey the results should not be considered as 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.

Although many businesses will operate at, or own, multiple premises, the CVS is a premises-based survey therefore the data refer only to the premises sampled rather than the business as a whole. It is important to bear this in mind when considering the results of the survey, particularly in sectors that tend to experience crime at a Head Office level rather than at a premises level. 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.

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 TA2 below shows the total numbers of premises; crime estimates were grossed up for the sector based on these figures.

Table T.2: Total numbers of premises in each sector in England and Wales, 2015 to 2018 CVS

Sector	Survey year	Approximate total premises count
Wholesale and retail	2018	369,000
Agriculture, Forestry and Fishing	2018	91,000
Accommodation and Food	2018	142,000
Manufacturing	2017	134,000
Arts, entertainment and recreation	2017	179,000
Transportation and storage	2016	67,000
Administration and support	2016	151,000
Construction	2015	155,000
Information and communication	2015	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 1,000 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 England and Wales 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.

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% 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 true population value would fall within this interval (error margin) 95% of the time.

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% level. This means that the statistically significant results quoted in this bulletin have at least a 95% chance of reflecting genuine differences, i.e. the probability of observing such difference by chance is 5% 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 2 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.6 DETAILS OF THE CALCULATION OF COSTS OF CRIME

Respondents who had been victims of theft within the previous 12 months were asked for information on the direct costs of the items stolen from the crimes experienced. The CVS includes two questions to estimate the value of items stolen by customers. The first question focuses on the cost of stolen property per victim and asks the respondent to estimate the total value of all items stolen by customers in the last 12 months. The second question is a proxy for the cost of stolen items per incident, asking the respondent to estimate the total value of items stolen by customers in the most recent incident of shoplifting experienced. Please note that this does not yield a true value of stolen property "per incident", as only the latest incident is taken into account; other incidents experienced by the respondent are likely to have incurred different costs associated with the stolen property. 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 stolen property cost per incident (based on the most recent incident) was £227 in 2018, and the average number of incidents per victim was 92 multiplying these together would yield a much higher predicted estimate of the total stolen property cost per victim than the estimate of £7,483, 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 stolen property costs based on the most recent

incident are a suitable way of monitoring typical costs of the items stolen from shoplifting over time.

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 value of stolen items 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 of the stolen property, 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 to 2014 CVS data showed that these would be more appropriate and informative.

T.7 SURVEY BURDEN

Producers of official statistics are required to be compliant with Value 5, on efficiency and proportionality, of the [Code of Practice for Official Statistics](#) which states: “Statistics producers should be transparent in their approach to monitoring and reducing the burden on those providing their information, and on those involved in collecting, recording and supplying data. The burden imposed should be proportionate 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 responding to statistical surveys such as the CVS, using a compliance cost model that is used consistently by government departments.

As the CVS is completed by businesses, the Home Office makes annual estimates of the cost to these organisations of completing the survey. 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 \(OLGSS\)](#)

T.8 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 2018 CVS Headline Tables.

[Headline and detailed findings from the 2012 to 2018 CVS](#), including figures on the numbers of crimes, numbers of victims and incidence and prevalence rates, are also available online.

Final fieldwork figures, giving the number of interviews by sector and business size, can be found in the 2018 CVS Methodology Tables.

Statistical Bulletins are prepared by Home Office Statisticians 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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