

Commercial Victimisation Survey 2012

Feasibility Report

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1. INTRODUCTION

The 2012 Commercial Victimization Survey (CVS) is the first of a new series of surveys run by the Home Office, designed to measure crime against businesses in England and Wales. This new series, currently scheduled to run in 2012, 2013 and 2014, builds on the two previous Home Office CVS surveys carried out in 1994 and 2002. Both previous surveys were limited to small and medium sized businesses in the retail and manufacturing sectors with interviews carried out by telephone. The two surveys are regarded as among the most comprehensive studies of crime against business in England and Wales measuring crime at premises rather than enterprise level¹.

The 2002 CVS also included a smaller postal survey of head offices (primarily to collect information about the financial impacts of crime) although, due to a very low response rate, data from this was not included in the 2002 report. In 2012 it was agreed that the CVS would focus on data at the premises level, collecting information on experience and costs of crime, responses to victimisation, insurance and crime prevention measures, local policing and business characteristics. Compared with previous CVS surveys, the 2012 survey was widened to cover four business areas; retail, manufacturing, the service sector and transport and distribution. The 2012 survey would again be conducted through telephone interviews.

This report provides a summary of various stages of feasibility work carried out by TNS BMRB between April and July 2012. Work was carried out to develop the survey methodology and questionnaire for the 2012 CVS and consisted of three main stages:

- 1) A comprehensive review of the CVS sample design. This included making a recommendation of the survey population, obtaining the most accurate business population counts, and developing a process for looking up telephone numbers for sampled premises
- 2) Cognitive interviews with respondents at a range of individual business premises to fully test the draft questionnaire

¹ Premises referring to individual sites or establishments rather than for an entire company or enterprise.

- 3) A robust dress rehearsal of 100 interviews designed to test comprehensively all aspects of the survey processes. This provided an opportunity to test the questionnaire produced from the feasibility study and amend it prior to the main stage survey.

The report is divided into the three sections outlined above. In addition to these three stages, a stakeholder workshop was carried out on 19th June with members of the CVS Steering Group and Virtual Reference Group. The purpose of the workshop was to discuss emerging findings from the early stages of the feasibility work with key stakeholders from outside the Home Office research team.

2. SAMPLE REVIEW

This chapter of the report summarises the main findings from a review of the sample design for the CVS. The review builds on a detailed assessment of the design outlined by TNS BMRB during the tender process. In 2012 it was agreed that the CVS would cover SIC² sections C (manufacturing), G (wholesale and retail), H (transport and storage), and I (accommodation and food service).

The sample design that was initially proposed consisted of an overall sample size of 4,000 with 1,000 in each of sections C, G, H and I and a minimum sample size of 400 in each of six business size bands, measured by the number of employees who worked at the premises (0-4; 5-9; 10-19; 20-49; 50-99; 100 or more).

2.1 Recommendation to use IDBR

There was a range of possible sample frames for the 2012 CVS including a number of commercially available sources (e.g. the Experian National Business Database) as well as the Inter-Departmental Business Register (IDBR). The IDBR is a list of UK businesses maintained by the Office for National Statistics (ONS) and based on inputs from three administrative sources: businesses registered for VAT purposes with HMRC, employers operating a PAYE scheme and businesses registered at Companies House.

In their 2009 scoping report, Smith and Harvey³ recommended using the Experian National Business Database (NBD) for a premises survey of commercial victimisation because (a) its coverage of very small businesses is better than that of the Inter-Departmental Business Register (IDBR), and (b) a much higher proportion of listed cases include telephone numbers. However, TNS BMRB's recommendation following feasibility work was to use the IDBR.

The choice of the IDBR over Experian's NBD

The recommendation to use the IDBR over Experian's NBD was for a number of reasons.

² Standard Industrial Classification (SIC) is used to classify business establishments and other statistical units by the type of economic activity in which they are engaged.

³ Research Report 33: Business Crime Scoping Exercise: Methodological work to consider the scope and feasibility of a new survey to measure commercial victimisation; Patten Smith and Paul Harvey

Firstly, presence on the IDBR is tightly defined. It comprises all enterprises (and associated premises) that either are registered for VAT or operate a PAYE scheme. In practice, VAT registration is more important because the VAT threshold of £70,000pa is low enough to include all but a handful of enterprises with PAYE schemes. In contrast, Experian's NBD is a synthesis of multiple sources (primarily Company registrations, and the Yellow Pages and Thomson directories) with database marketing in mind rather than full population representation. It is more meaningful to make estimates about 'premises in VAT registered businesses' (IDBR) rather than 'premises listed in at least one of a number of directories' (Experian).

The second major reason for using the IDBR is that it is used for other flagship business surveys, including the ONS Annual Business Inquiry (ABI), the BIS Workplace Employment Relations Survey (WERS), and the new BIS English Business Survey (EBS). Use of a harmonised sample frame will maximise the comparability and credibility of the CVS.

Thirdly, while it is true that Experian's NBD contains a greater number of small business premises than the IDBR, its coverage of this group is still very weak. Table 2.1 shows how many UK business premises the two databases contain, split by the number of employees on site⁴. The two are fairly well-aligned: the NBD contains slightly more very small business premises than the IDBR but neither is comprehensive for this population. The BIS Business Population Estimate of 2011 concluded that there are more than 3.5 million UK businesses with zero or one employee and all of these would fall into the '1 to 5' row in Table 2.3. The under-coverage of this population is apparent in both databases so the argument in favour of Experian's NBD is not strong on this measure and for other sizes of business, the IDBR provides a similar, if not better, level of coverage.

A notable difference between the two sources is the greater number of 'large' business premises on the IDBR. Experian has suggested that this may be due to some large business premises having no value as far as business to business marketing is concerned, although the defining characteristics of such premises is unclear.

⁴ Totals for England and Wales were unavailable at time of writing.

Table 2.1: A comparison between IDBR and Experian NBD population counts (UK)

Employment on site	IDBR	Experian NBD
1 to 5	1,785,469	1,828,818
6 to 10	383,827	390,976
11 to 19	215,526	143,022
20 to 49	141,265	135,275
50 to 99	50,017	38,595
100 to 199	17,608	16,150
200+	20,513	12,328
Unknown		48,305
Total	2,614,225	2,613,469

The usual reason for not using the IDBR for telephone surveys is that it has fewer telephone numbers than the NBD. As the CVS is a telephone survey this was an important consideration. However, obtaining telephone numbers for business premises for which the address is known is now a well-rehearsed practice that can address this concern.

Table 2.2 shows the telephone matching rates obtained for EBS as well as those from an internal TNS BMRB feasibility study (2006) which employed an additional stage in which telephone numbers were manually matched to sampled cases. Alongside this data, Table 2.2 shows the proportion of Experian business premises for which telephone numbers are available.

Table 2.2: A comparison between IDBR and Experian NBD telephone matching rates

Employment on site	IDBR (EBS)	IDBR (TNS BMRB feasibility study)	Experian NBD
1 to 5	54%	79%	69%
6 to 10	69%	87%	66%
11 to 19	74%	88%	84%
20 to 49	81%	88%	98%
50 to 99	82%	94%	100%
100 to 199	83%	95%	100%
200+	85%	90%	100%

From this we can see that Experian’s telephone number advantage over the IDBR is less pronounced when the results of the TNS BMRB feasibility study are considered. For comparison, Table 2.3 shows the expected number of usable cases on each database based on the two matching rates: between 1.58 million and 2.14 million on the IDBR and 1.84 million on the Experian NBD.

Table 2.3: A comparison between IDBR and Experian NBD available cases with telephone numbers (after matching for IDBR)

Employment on site	IDBR (EBS matching rate)	IDBR (TNS BMRB feasibility study matching rate)	Experian NBD
1 to 5	964,153	1,410,520	1,260,787
6 to 10	264,841	333,930	258,122
11 to 19	159,489	189,663	120,224
20 to 49	114,425	124,314	132,367
50 to 99	41,014	47,016	38,529
100 to 199	14,615	16,728	16,081
200+	17,436	18,462	12,296
Unknown			3,270
Total	1,575,973	2,140,633	1,841,676

As telephone numbers are not available for the whole sample, the next question was whether there is bias in the subset with telephone numbers and if so, how far weighting can correct for this. A large number of variables are available for sampled cases from either the IDBR or the NBD. For example, for each business premise sampled from the IDBR the following variables can be obtained:

- (a) total number of employees working at the premises and working in the business as a whole,
- (c) turnover of associated business,
- (d) legal status of associated business, and
- (e) SIC 2007 code of associated business.

On top of this, geographic data can be added by linking to the postcode. In sum, a substantial set of information that can be used for weighting. In TNS BMRB's view, any difference in accuracy between samples derived from each frame is likely to be diminished once this weight is applied.

As a result, the IDBR was favoured for its greater credibility for government surveys and simplicity of definition. In addition, when additional steps are taken, the main advantage of NBD in its greater coverage of some businesses is not as great as it first appears.

2.2 Sampling of sites within multi-site enterprises

The Home Office initially expressed concern over the potential for sampling multiple premises within the same enterprise⁵.

It is possible to 'de-duplicate' the IDBR sample so that only one site is included for each enterprise. However, this was not recommended for the following reasons.

1. This approach introduces greater variance in sampling probabilities, reducing the overall effective sample size for the study;
2. It may not be possible to calculate the sampling probabilities exactly because the number of sites associated with the enterprise *in each sample stratum* would be required. It might be possible to obtain from ONS the *total* number of sites associated with the enterprise but probably not in every stratum;
3. Sampling just one site from an enterprise runs the risk of achieving no interviews from sites associated with that enterprise.

Although it may not be ideal from a practical perspective to sample multiple sites from the same enterprise (primarily a concern for large enterprises), the overall data quality is likely to be better than the alternative.

2.3 Sample telephone number matching

TNS BMRB's initial recommendation was to use the same telephone number matching exercise as employed on the BIS English Business Survey (EBS). This comprises an automatic telephone look-up run by a computer system followed by a more comprehensive process of manually searching a database.

While match rates from these processes are reasonable in some sectors and business size bands, there are lower rates in sectors H (transport and storage) and I (accommodation and food services) and with smaller sized businesses. To compare these match rates a logistic regression model was created to determine the probability of obtaining a telephone match depending on the size of the business and sector, scored from 0 (no chance at all of a match) to 1 (definite to get a match). This is shown in Table 2.4.

⁵ 'Premises' refers to individual sites or establishments rather than for an entire company or enterprise.

Table 2.4: the probability of matching a telephone number based on EBS matching techniques

Sector	Size band						
	0 - 4	5 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250+
C	0.69	0.79	0.82	0.86	0.86	0.87	0.87
G	0.58	0.69	0.73	0.78	0.79	0.79	0.80
H	0.46	0.59	0.64	0.70	0.71	0.72	0.72
I	0.46	0.56	0.60	0.67	0.68	0.69	0.70

As part of this feasibility study TNS BMRB trialled a method of manual telephone number matching by looking up each case individually on the internet. The aim of the study was to establish how much of an increase the second matching method had on the match rate on top of the EBS method when used on those with no EBS match.

Again this second stage manual telephone match varied in success among the different sectors and business sizes. Another logistic regression model was employed to determine how probabilities varied between size and sector. Table 2.5 shows the 2nd stage matching probabilities.

Table 2.5: probability of matching a telephone number based on internet manual lookup⁶

Sector	Size band						
	0 - 4	5 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250+
C	0.38	0.53	0.53	0.58	0.67	0.70	0.72
G	0.21	0.34	0.33	0.38	0.50	0.54	0.58
H	0.27	0.41	0.40	0.46	0.57	0.61	0.64
I	0.24	0.36	0.35	0.41	0.53	0.56	0.60

Combining the 1st stage (EBS matching) and 2nd stage (manual internet search) gives a complete match rate, shown in Table 2.6 as the probability of getting a telephone match after both stages.

⁶ Having already failed the 1st lookup stage.

Table 2.6: probability of matching a telephone number after both stages of look-up

Sector	Size band						
	0 - 4	5 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250+
C	0.81	0.90	0.91	0.94	0.95	0.96	0.96
G	0.67	0.79	0.82	0.87	0.89	0.91	0.92
H	0.60	0.76	0.78	0.83	0.88	0.89	0.90
I	0.59	0.72	0.74	0.80	0.85	0.86	0.88

The second stage therefore increased the minimum probability of getting a telephone number match from 46% to 59% and across all sectors and sizes there was a reasonable increase in the overall match rate.

Once matching rates are taken into account, overall, the average increase in the probability of achieving an interview when the second matching stage was included was just over five percentage points (although in some SIC/business size cells it was as much as 10 percentage points).

TNS BMRB expect a mean interview rate⁷ of 40%. However this will vary according to the sector and size of business. Using fieldwork data from the EBS the interview rates can be calculated for each sector/size combination. A final logistic regression model was used to determine the probability of a successful interview depending on size and sector. As the mean interview percentage rate for the EBS is currently in excess of 30%, each probability was increased by a small factor to account for the effect of the 2nd stage matching exercise. Table 2.7 displays the expected probabilities of achieving an interview in each SIC/business size cell.

⁷ The interview rate is not the response rate, as it includes all the ineligible sample as well

Table 2.7: probability of successful interview

Sector	Size band						
	0 - 4	5 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250+
C	0.36	0.36	0.38	0.38	0.36	0.34	0.43
G	0.40	0.39	0.41	0.41	0.39	0.37	0.46
H	0.35	0.35	0.37	0.37	0.35	0.33	0.42
I	0.47	0.45	0.47	0.47	0.45	0.43	0.53

From this a complete uplift can be calculated to work out how much sample is needed to achieve the target number of interviews (see Section 2.6 below).

TNS BMRB’s view is that this second stage manual match would be a useful exercise to carry out. Without it, we would be excluding a significant number of businesses from the survey because we were not able to get a telephone number from them, and for some SIC/size combinations the match rate would be below 50%. This could lead to bias in our estimates. Increasing the match rate reduces bias from eligible and valid businesses from the population not taking part.

Conducting this extra matching stage does have associated costs and adds around two weeks to sampling timetable but, on balance, is worthwhile given the associated reduction in sample bias.

2.4 Sample required

If the EBS matching approach was taken then approximately 16,500 records would be needed (plus a 20% reserve sample) based on the calculations in the previous section.

Table 2.8: Sample required if EBS approach employed

Sector	Size band						
	0 - 4	5 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250+
C	2509	364	208	178	236	101	121
G	2912	394	267	125	152	68	112
H	1871	650	399	497	529	492	313
I	1494	606	570	543	483	111	45

If however, the second manual matching stage was employed the sample required would be lower, approximately 13,500 records (plus 20% reserve). Therefore, the second matching stage will be employed for the 2012 CVS.

Table 2.9: Sample required if EBS approach employed with additional stage 2 manual matching

Sector	Size band						
	0 - 4	5 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250+
C	2146	319	186	162	213	91	109
G	2522	342	237	113	134	60	98
H	1417	506	324	415	427	397	251
I	1162	471	463	452	386	89	36

2.5 Comparability with previous CVS surveys

This section outlines the tension between the need for comparability with the 1994 and 2002 surveys and the desire to start a new high quality time series in 2012. After studying population data provided by ONS, TNS BMRB identified a significant problem with SIC section C which maps very poorly to 'manufacturing' as defined in the earlier surveys, partly due to changes in SIC classifications over time.

At the start of the contract, the Home Office confirmed that the 2012 CVS should cover *all* of the 'manufacturing' and 'retail' sectors as currently defined (SIC sections C and G). However, the ONS population counts show that 61% of local units (workplaces) in SIC section C and 27% of local units in SIC section G are found in codes that were *not* in the relevant SIC sections for

either or both of the 1994/2002 surveys. Consequently, the 'manufacturing' and 'retail' samples available for comparison with the 1994/2002 surveys will be a subset of the total C and G samples in the 2012 CVS. Furthermore, 66% of the 'manufacturing' local units and 3% of the 'retail' units that were eligible for the 1994/2002 surveys are not eligible for the 2012 CVS.

SECTOR C

	In 1994/2002 CVS	Not in 1994/2002 CVS
In 2012 CVS	47,791	74,570
Not in 2012 CVS	94,568	N/A

SECTOR G

	In 1994/2002 CVS	Not in 1994/2002 CVS
In 2012 CVS	317,674	119,637
Not in 2012 CVS	10,102	N/A

SIC codes that were eligible in 1994/2002 but not 2012 were mainly made up of businesses involved in construction and publishing, while those eligible in 2012 but not the previous surveys were spread over a wide range of activities. See Table 2.11 at end of this section for a detailed list.

Table 2.10: SIC 2007 classes that were eligible for either the 1994 or 2002 surveys but are not in SIC 2007 sections C, G, H or I.

SIC07	DESCRIPTION	CLARIFYING COMMENTS
08930	Extraction of salt	All (except support activities and manufacture of table salt)
41201	Construction of commercial buildings	Assembly and installation of self-manufactured buildings of wood/plastic on site
41202	Construction of domestic buildings	Assembly and installation of self-manufactured buildings of wood/plastic on site
43320	Joinery installation	Installation (erection) work of self-manufactured builders' ware of wood/plastic
43910	Roofing activities	Roofing activities
58110	Book publishing	All, except publishing of directories and mailing lists and manufacture of globes Includes: - publishing of audio books - publishing of encyclopaedias etc. on CD-ROM
58120	Publishing of directories and mailing lists	Publishing of telephone books and other directory books Publishing of mailing lists Catalogue and yearbook publishing
58130	Publishing of newspapers	Publishing of newspapers
58141	Publishing of learned journals	Publishing of learned journals

SIC07	DESCRIPTION	CLARIFYING COMMENTS
58142	Publishing of consumer and business journals and periodicals	All (except learned journals) Includes publishing of radio and television schedules
58190	Other publishing activities	Stamps, cheque forms, banknotes, trade advertising material, commercial catalogues and other printed matter n.e.c.
59120	Motion picture, video and television programme post-production activities	Supporting activities such as dubbing etc.
59200	Sound recording and music publishing activities	This class includes also sound recording service activities in a studio or elsewhere. Production of taped radio programming (i.e. non-live) is included here.
62090	Other information technology and computer service activities	Installation of personal computers and peripheral equipment
74203	Film processing	=
74209	Photographic activities not elsewhere classified	=
95240	Repair of furniture and home furnishings	Repair of furniture and home furnishings
95290	Repair of other personal and household goods	Repair of other personal and household goods

This mismatch complicates comparative analysis. It was the view of TNS BMRB that the mismatch for the 'manufacturing' sector is too great to overcome without compromising the objectives of the 2012 survey (i.e. a new time series for sections C, G, H and I). However, analysis of the 'retail' sector is achievable because the classification has been fairly stable over time. Only a small additional sample (<25 interviews) is required to make the 2012 section G sample comparable with the 1994 and 2002 'retail' samples.

On balance, TNS BMRB suggested reducing the target sample size for section G to 975 and adding a sample of 25 based on previously defined 'retail' codes, and limiting comparative analysis to 'retail' as defined in 1994/2002. No comparative analysis of the 'manufacturing' sector should be carried out.

Table 2.11: SIC 2007 classes that were eligible in 2012 (as sections C, G, H and I) but were ineligible in either 1994 or 2002

SIC07	DESCRIPTION	CLARIFYING COMMENTS
10390	Other processing and preserving of fruit and vegetables	Manufacture of perishable foods of fruit and vegetables : peeled or cut vegetables, mixed fresh salads, packaged
10410	Manufacture of oils and fats	Production of olive oil from self-produced olives (if main part of value added from production of olive oil and not from growing of olives)
10840	Manufacture of condiments and seasonings	Manufacture of table salt, part of inclusion: - crushing, purification and refining of salt All
11010	Distilling, rectifying and blending of spirits	Includes: - manufacture of ..."mixed drinks" etc. - blending of distilled spirits - production of neutral spirits
11020	Manufacture of wine from grape	Production of wine from self-produced grapes (if main part of value added from production of wine and not from growing of grapes)
13300	Finishing of textiles	All
16100	Sawmilling and planing of wood	Production of split poles, pickets and similar products All Includes:
19100	Manufacture of coke oven products	- operation of coke ovens - production of coke and semi-coke - agglomeration of coke
19201	Mineral oil refining	Hard-coal fuel briquettes: part of inclusion - agglomeration of hard coal
19209	Other treatment of petroleum products (excluding petrochemicals manufacture)	=
20110	Manufacture of industrial gases	=
20120	Manufacture of dyes and pigments	=
20130	Manufacture of other inorganic basic chemicals	Enrichment of uranium Production of ethyl alcohol from fermented materials.
20140	Manufacture of other organic basic chemicals	Manufacture of denatured ethyl alcohol.
20150	Manufacture of fertilizers and nitrogen compounds	Except production of compost from organic waste
20160	Manufacture of plastics in primary forms	=

SIC07	DESCRIPTION	CLARIFYING COMMENTS
20170	Manufacture of synthetic rubber in primary forms	=
20200	Manufacture of pesticides and other agrochemical products	=
20301	Manufacture of paints, varnishes and similar coatings, mastics and sealants	Aggregation of 24301 and 24303
20302	Manufacture of printing ink	=
20411	Manufacture of soap and detergents	All except cosmetic soap Includes: - manufacture of paper, wadding, felt etc. coated or covered with soap or detergent
20412	Manufacture of cleaning and polishing preparations	=
20420	Manufacture of perfumes and toilet preparations	Manufacture of cosmetic soap
20510	Manufacture of explosives	All Includes matches
20520	Manufacture of glues	Manufacture of glues and prepared adhesives, including rubber-based glues and adhesives
20530	Manufacture of essential oils	=
20590	Manufacture of other chemical products n.e.c.	Manufacture of gelatine and its derivatives
20600	Manufacture of man-made fibres	=
21100	Manufacture of basic pharmaceutical products	=
21200	Manufacture of pharmaceutical preparations	Radioactive in-vivo diagnostic substances
23110	Manufacture of flat glass	=
23120	Shaping and processing of flat glass	=
23130	Manufacture of hollow glass	=
23140	Manufacture of glass fibres	=
23190	Manufacture and processing of other glass, including technical glassware	All, except repair, maintenance and installation
23200	Manufacture of refractory products	=
23310	Manufacture of ceramic tiles and flags	=
23320	Manufacture of bricks, tiles and construction products, in baked clay	All, except repair, maintenance and installation
23410	Manufacture of ceramic household and ornamental articles	=
23420	Manufacture of ceramic sanitary fixtures	Includes: - manufacture of ceramic furniture
23430	Manufacture of ceramic insulators and insulating fittings	=

SIC07	DESCRIPTION	CLARIFYING COMMENTS
		All
23440	Manufacture of other technical ceramic products	Includes: - Permanent magnets, ceramic and ferrite types
23490	Manufacture of other ceramic products n.e.c.	=
23510	Manufacture of cement	=
23520	Manufacture of lime and plaster	Aggregation of NACE Rev. 1.1 classes 26.52 and 26.53
23610	Manufacture of concrete products for construction purposes	=
23620	Manufacture of plaster products for construction purposes	=
23630	Manufacture of ready-mixed concrete	=
23640	Manufacture of mortars	=
23650	Manufacture of fibre cement	=
23690	Manufacture of other articles of concrete, plaster and cement	=
		=
23700	Cutting, shaping and finishing of stone	Includes: - manufacture of stone furniture
23910	Production of abrasive products	All, except repair, maintenance and installation
23990	Manufacture of other non-metallic mineral products n.e.c.	All
24100	Manufacture of basic iron and steel and of ferro-alloys	=
24200	Manufacture of tubes, pipes, hollow profiles and related fittings, of steel	=
24310	Cold drawing of bars	=
24320	Cold rolling of narrow strip	=
24330	Cold forming or folding	=
24340	Cold drawing of wire	=
24410	Precious metals production	=
24420	Aluminium production	=
24430	Lead, zinc and tin production	=
24440	Copper production	=
24450	Other non-ferrous metal production	=
		Smelting and refining of uranium.
24460	Processing of nuclear fuel	Except enrichment of uranium.
24510	Casting of iron	Aggregation of NACE Rev. 1.1 classes 27.21 and 27.51
24520	Casting of steel	=
24530	Casting of light metals	=

SIC07	DESCRIPTION	CLARIFYING COMMENTS
24540	Casting of other non-ferrous metals	= Includes: - die-casting of non-ferrous metal castings Except repair
25110	Manufacture of metal structures and parts of structures	Includes: - manufacture of metal frameworks or skeletons for construction and parts thereof (towers, masts, trusses, bridges etc.)
25120	Manufacture of doors and windows of metal	All, except: Installation (erection work) of self-manufactured builders' carpentry and joinery of metal Repair of doors and windows in buildings and civil engineering works Includes: - metal room partitions for floor attachment
25210	Manufacture of central heating radiators and boilers	Except repair of central heating boilers and radiators
25290	Manufacture of other tanks, reservoirs and containers of metal	Except repair of metal tanks
25300	Manufacture of steam generators, except central heating hot water boilers	Except repair and maintenance of steam or other vapour generators Includes: - manufacture of parts for marine or power boilers
25400	Manufacture of weapons and ammunition	Except repair and maintenance; tanks and fighting vehicles; manufacture of intercontinental ballistic missiles (ICBM) Includes: - manufacture of air or gas guns and pistols
25500	Forging, pressing, stamping and roll-forming of metal; powder metallurgy	=
25610	Treatment and coating of metals	=
25620	Machining	Except general mechanical maintenance and repair of machinery
25710	Manufacture of cutlery	Except repair Includes: - cleavers and choppers
25720	Manufacture of locks and hinges	Except repair and installation

SIC07	DESCRIPTION	CLARIFYING COMMENTS
		Includes: - manufacture of non-power-driven agricultural hand tools
		Except: - construction and surface mining drill bits - underground mining drill bits - cutting dies, made in die shops - metal working bits and similar cutting tool attachments and accessories including collars, collets, clamps, chucks, etc.
25730	Manufacture of tools	
25910	Manufacture of steel drums and similar containers	Except repair and installation of steel drums and similar
25920	Manufacture of light metal packaging	=
25930	Manufacture of wire products, chain and springs	Includes: - manufacture of uninsulated metal cable or insulated cable not capable of being used as a conductor of electricity
25940	Manufacture of fasteners and screw machine products	Except manufacture of chains and springs - Lead bars, rods, profiles and wire - Lead tubes, pipes and tube or pipe fittings - Zinc tubes, pipes and tube or pipe fittings - Tin plates, sheets, strip and foil; tin powders and flakes - Tin tubes, pipes and tube or pipe fittings
25990	Manufacture of other fabricated metal products n.e.c.	Semi-finished dice or wafers, semiconductor
26110	Manufacture of electronic components	Electronic boards
26120	Manufacture of loaded electronic boards	
26200	Manufacture of computers and peripheral equipment	- Except installation - Includes 'smart card readers'
26301	Manufacture of telegraph, and telephone apparatus and equipment	Burglar and fire alarm systems
26309	Manufacture of communication equipment other than telegraph, and telephone apparatus and equipment	Wireless telephone equipment, radio and television broadcast equipment.

SIC07	DESCRIPTION	CLARIFYING COMMENTS
		Except: - Heads (pick-up, recording, read/write, etc.), phonograph needles - Video beamers - Telephone answering machines; broadcast studio equipment such as reproduction equipment, transmitting and receiving antennas, paging equipment; radio and infrared remote control devices - Digital cameras - Dictating machines - Repair of heads (pickup, recording, read/write, etc.), phonograph needles
26400	Manufacture of consumer electronics	
	Manufacture of electronic measuring, testing etc. equipment, not for industrial process control	Mine detectors, sending out and responding to a signal; pulse (signal) generators; metal detectors
26511		
	Manufacture of electronic industrial process control equipment	Except repair and maintenance Except installation
26512		
	Manufacture of non-electronic instruments and appliances for measuring, checking, testing, navigation and other purposes, except process control equipment	Mine detectors, sending out and responding to a signal; pulse (signal) generators; metal detectors
26513		
	Manufacture of non-electronic industrial process control equipment	Except repair and maintenance Except installation
26514		
	Manufacture of watches and clocks	Except: - Manufacture of precious metal watch bands, wristbands, watchstraps - Manufacture of metal watch bands (except precious metal) manufacture of metallic watch straps - Repair of parking meters; also includes time clocks, time/date stamps, time locks, and similar timing devices
26520		
	Manufacture of irradiation, electromedical and electrotherapeutic equipment	Electromedical and electrotherapeutic apparatus manufacturing, medical laser equipment, medical endoscopic equipment, pacemakers and hearing aids
26600		

SIC07	DESCRIPTION	CLARIFYING COMMENTS
		Optical measuring and checking devices and instruments, such as optical comparators, gun sighting and fire control equipment, optical alignment, test, and control equipment; , range finders, etc.
26701	Manufacture of optical precision instruments	Optical instruments and lenses,
26702	Manufacture of photographic and cinematographic equipment	Digital cameras
26800	Manufacture of magnetic and optical media	=
		Except:
		- Electronic transformers (solid state), coils' chokes and other inductors
		- Solid state inverters, rectifying apparatus, fuel cells, regulated and unregulated power supplies, uninterruptible power supplies
27110	Manufacture of electric motors, generators and transformers	- Repair of electronic transformers (solid state), coils, chokes and other inductors - Repair and maintenance of electric motors
27120	Manufacture of electricity distribution and control apparatus	Includes rewinding of armatures on a factory basis
		Includes:
		- manufacture of primary cells and primary batteries
		• cells containing manganese dioxide, mercuric dioxide, silver oxide etc.
		- manufacture of electric accumulators, including parts thereof:
27200	Manufacture of batteries and accumulators	• separators, containers, covers - manufacture
27310	Manufacture of fibre optic cables	New breakdown of NACE Rev.1.1 class 31.30
27320	Manufacture of other electronic and electric wires and cables	New breakdown of NACE Rev.1.1 class 31.30
27330	Manufacture of wiring devices	Plastic electrical conduit tubing
27400	Manufacture of electric lighting equipment	Manufacture of electric light bulbs, tubes, parts and components (except glass blanks), including flash bulbs; manufacture of residential electric lighting fixtures, including lamp shades (except glass or plastic)

SIC07	DESCRIPTION	CLARIFYING COMMENTS
27520	Manufacture of non-electric domestic appliances	Except manufacture of non-electric household heating equipment, such as solar heating, steam heating, oil heat and similar furnaces and heating equipment
27900	Manufacture of other electrical equipment	Electric handheld soldering irons and soldering guns
28110	Manufacture of engines and turbines, except aircraft, vehicle and cycle engines	Except repair
28120	Manufacture of fluid power equipment	Hydraulic pumps
28131	Manufacture of pumps	Non-hydraulic equipment; except repair and installation Includes: - manufacture of pumps designed for fitting to internal combustion engines: oil, water and fuel pumps for motor vehicles etc. - manufacture of air or vacuum pumps, manufacture of pumps for liquids whether or not fitted with a measuring device Includes also: - manufacture of hand pumps
28132	Manufacture of compressors	Non-hydraulic equipment; except repair and installation
28140	Manufacture of taps and valves	Except manufacture of hydraulic and pneumatic valves Except repair and maintenance services of taps, cocks, valves and similar appliances for pipes, boiler shells, tanks, vats and the like, of metal
28150	Manufacture of bearings, gears, gearing and driving elements	Except repair
28210	Manufacture of ovens, furnaces and furnace burners	Except repair and installation
28220	Manufacture of lifting and handling equipment	Except: - Repair and maintenance of handling equipment - Repair and maintenance of elevators and escalators - Installation of materials handling equipment in buildings Includes: - manufacture of parts specialised for lifting and handling equipment

SIC07	DESCRIPTION	CLARIFYING COMMENTS
		Includes: White boards and marker boards
	Manufacture of office machinery and equipment (except computers and peripheral equipment)	Calculating machines, cash registers, adding machines, postage meters, typewriters, dedicated word processing equipment, stenography machines, mail handling machines, collating machinery, etc. photocopiers
28230		Toner cartridges
28240	Manufacture of power-driven hand tools	Except repair
	Manufacture of non-domestic cooling and ventilation equipment	
28250		Except repair and installation
		Except: - Laboratory type distilling apparatus, laboratory centrifuges, laboratory ultrasonic cleaning machinery - Repair other than repair of laboratory type distilling apparatus, laboratory centrifuges, laboratory ultrasonic cleaning machinery - Repair of laboratory type distilling apparatus, laboratory centrifuges, laboratory ultrasonic cleaning machinery
28290	Manufacture of other general-purpose machinery n.e.c.	
28301	Manufacture of agricultural tractors	New subclass to replace split lost by aggregation of NACE Rev. 1.1 classes 29.31 (except repair of lawnmowers) and 29.32
28302	Manufacture of agricultural and forestry machinery other than tractors	New subclass to replace split lost by aggregation of NACE Rev. 1.1 classes 29.31 (except repair of lawnmowers) and 29.32
28410	Manufacture of metal forming machinery	Metal working bits and similar cutting tool attachments and accessories including collars, collets, clamps, chucks, etc.
28490	Manufacture of other machine tools n.e.c.	Cutting dies, made in die shops.
28910	Manufacture of machinery for metallurgy	Except repair and installation
		Construction and surface mining drill bits.
28921	Manufacture of machinery for mining	Underground mining drill bits.
		Except repair and installation
		Includes: - manufacture of track laying tractors and tractors used in construction
28922	Manufacture of earthmoving equipment	

SIC07	DESCRIPTION	CLARIFYING COMMENTS
28923	Manufacture of equipment for concrete crushing and screening and roadworks	<p>Except repair and installation</p> <p>Except repair and installation; parts of milking machines and dairy machines n.e.s.</p> <p>Includes:</p> <ul style="list-style-type: none"> - manufacture of machinery for the bakery industry or for making macaroni, spaghetti or similar products: - bakery ovens, dough mixers, dough-dividers, moulders, slicers, cake depositing machines etc. - manufacture of machines and equipment to process diverse foods: - machinery to make confectionery, cocoa or chocolate; to manufacture sugar; for breweries; to process meat or poultry, top prepare fruit , nuts or vegetables; to prepare fish, shellfish or other seafood - machinery for filtering or purifying - other machinery for the industrial preparation or manufacture of food or drink
28930	Manufacture of machinery for food, beverage and tobacco processing	<p>Except repair and installation</p> <p>Includes:</p> <ul style="list-style-type: none"> - manufacture of textile printing machinery
28940	Manufacture of machinery for textile, apparel and leather production	<p>Except repair</p>
28950	Manufacture of machinery for paper and paperboard production	<p>machinery for working soft rubber or plastics</p> <p>Except repair and installation</p> <p>Includes:</p> <ul style="list-style-type: none"> - manufacture of dryers for wood, paper pulp, paper or paperboard and other materials (except for agricultural products and textiles) - machinery for producing tiles, bricks, shaped ceramic pastes, pipes, graphite electrodes, blackboard chalk, foundry moulds etc. - manufacture of semi-conductor manufacturing machinery - manufacture of industrial robots performing multiple tasks for special purposes - dryers for wood, paper pulp, paper or paperboard
28960	Manufacture of plastics and rubber machinery	
28990	Manufacture of other special-purpose machinery n.e.c.	

SIC07	DESCRIPTION	CLARIFYING COMMENTS
		All, except: - off-road dumping trucks - motor cycle engines Includes: - concrete-mixer lorries - ATVs, go-carts and similar including race cars
29100	Manufacture of motor vehicles	
29201	Manufacture of bodies (coachwork) for motor vehicles (except caravans)	=
29202	Manufacture of trailers and semi-trailers	All, except repair and maintenance of containers
29203	Manufacture of caravans	=
29310	Manufacture of electrical and electronic equipment for motor vehicles	- Manufacture of electrical ignition or starting equipment for internal combustion engines: ignition magnetos, magneto-dynamos, ignition coils, sparking plugs, glow plugs, starter motors, generators (dynamos, alternators), voltage regulators, etc. -
29320	Manufacture of other parts and accessories for motor vehicles and their engines	Except manufacture of pistons, piston rings, carburettors and such for all internal combustion engines, diesel engines etc.; manufacture of inlet and exhaust valves of internal combustion engines Except: repair and maintenance.
30110	Building of ships and floating structures	Includes: - building fish-processing factory vessels - manufacture of sections for ships and floating structures - building of hovercraft (except recreation-type hovercraft) Except: repair and maintenance.
30120	Building of pleasure and sporting boats	Includes: - building of recreation-type hovercraft
30200	Manufacture of railway locomotives and rolling stock	Manufacture of mechanical or electro mechanical signalling, safety and traffic control equipment for railways, tramways, inland waterways, roads, parking facilities, airfields etc.
30300	Manufacture of air and spacecraft and related machinery	Manufacture of intercontinental ballistic missiles (ICBM)
30400	Manufacture of military fighting vehicles	Tanks, armoured amphibious military vehicles and other military fighting vehicles
30910	Manufacture of motorcycles	Manufacture of motor cycle engines

SIC07	DESCRIPTION	CLARIFYING COMMENTS
30920	Manufacture of bicycles and invalid carriages	All Except - Decorative restaurant carts, such as a desert cart, food wagons - Repair and maintenance
30990	Manufacture of other transport equipment n.e.c.	Includes: - hand trucks, shopping carts, and similar
31010	Manufacture of office and shop furniture	Decorative restaurant carts, such as a desert cart, food wagons
32120	Manufacture of jewellery and related articles	Manufacture of precious metal watch bands; watch bands, metal (except precious metal); manufacture of metallic watch straps
32130	Manufacture of imitation jewellery and related articles	Manufacture of metal watch bands (except precious metal); manufacture of metallic watchstraps
32500	Manufacture of medical and dental instruments and supplies	Surgical drapes
32990	Other manufacturing n.e.c.	Manufacture of fire-resistant and protective safety clothing
33110	Repair of fabricated metal products	Repair of metal structures
33120	Repair of machinery	General mechanical maintenance and repair of machinery
33130	Repair of electronic and optical equipment	Repair of laboratory type distilling apparatus, laboratory centrifuges, laboratory ultrasonic cleaning machinery
33140	Repair of electrical equipment	Repair and maintenance of professional electric appliances
33150	Repair and maintenance of ships and boats	Repairs and routine maintenance performed by floating dry-docks
33160	Repair and maintenance of aircraft and spacecraft	Repair and maintenance
33170	Repair and maintenance of other transport equipment	Repair and maintenance of trailers and semi-trailers
33190	Repair of other equipment	Repair or tarpaulins
33200	Installation of industrial machinery and equipment	Installation of tubes, pipes and hoses, of plastics, including installation of pipe systems in industrial plants
45400	Sale, maintenance and repair of motorcycles and related parts and accessories	=
46110	Agents involved in the sale of agricultural raw materials, live animals, textile raw materials and semi-finished goods	=

SIC07	DESCRIPTION	CLARIFYING COMMENTS
46120	Agents involved in the sale of fuels, ores, metals and industrial chemicals	Except jewellery commission agent
46130	Agents involved in the sale of timber and building materials	=
46140	Agents involved in the sale of machinery, industrial equipment, ships and aircraft	=
46150	Agents involved in the sale of furniture, household goods, hardware and ironmongery	[ISIC 4 notes do not include word ironmongery]
46160	Agents involved in the sale of textiles, clothing, fur, footwear and leather goods	=
46170	Agents involved in the sale of food, beverages and tobacco	=
46180	Agents specialized in the sale of other particular products	=
46190	Agents involved in the sale of a variety of goods	=
46210	Wholesale of grain, unmanufactured tobacco, seeds and animal feeds	All
46220	Wholesale of flowers and plants	=
46230	Wholesale of live animals	=
46240	Wholesale of hides, skins and leather	=
46310	Wholesale of fruit and vegetables (except preparing cut, peeled vegetables, mixed salads, packed)	=
46320	Wholesale of meat and meat products	=
46330	Wholesale of dairy products, eggs and edible oils and fats	=
46341	Wholesale of fruit and vegetable juices, mineral water and soft drinks	=
46342	Wholesale of wine, beer, spirits and other alcoholic beverages	=
46350	Wholesale of tobacco products	=
46360	Wholesale of sugar and chocolate and sugar confectionery	All
46370	Wholesale of coffee, tea, cocoa and spices	=
46380	Wholesale of other food, including fish, crustaceans and molluscs	All except processed fruit and vegetables
46390	Non-specialised wholesale of food, beverages and tobacco	=
46410	Wholesale of textiles	=
46420	Wholesale of clothing and footwear	=

SIC07	DESCRIPTION	CLARIFYING COMMENTS
46431	Wholesale of gramophone records, audio tapes, compact discs and video tapes and of the equipment on which these are played	Wholesale of gramophone records, tapes, CDs, DVDs and video tapes (except blank tapes)
46439	Wholesale of radios and televisions; wholesale of electrical household appliances n.e.c.	Wholesale of electrical household appliances (except electrical lighting equipment)
46440	Wholesale of china and glassware and cleaning materials	Wholesale of radio and television goods
46450	Wholesale of perfume and cosmetics	Wholesale of china, glassware and cleaning materials
46460	Wholesale of pharmaceutical goods	=
46470	Wholesale of furniture, carpets and lighting equipment	=
46480	Wholesale of watches and jewellery	Wholesale of lighting equipment
46491	Wholesale of musical instruments	All
46499	Wholesale of household goods (other than musical instruments) n.e.c.	=
46510	Wholesale of computers, computer peripheral equipment and software	Cooking pots, cutlery, household packaging material of metals
46520	Wholesale of electronic and telecommunications equipment and parts	=
46610	Wholesale of agricultural machinery, equipment and supplies	Blank audio and video tapes, diskettes, CD-s and DVD-s
46620	Wholesale of machine tools	=
46630	Wholesale of mining, construction and civil engineering machinery	=
46640	Wholesale of machinery for the textile industry and of sewing and knitting machines	=
46650	Wholesale of office furniture	Wholesale of office furniture
46660	Wholesale of other office machinery and equipment	Wholesale of other office machinery and equipment
46690	Wholesale of other machinery and equipment	=
46711	Wholesale of petroleum and petroleum products	=
46719	Wholesale of other fuels and related products	=
46720	Wholesale of metals and metal ores	=
46730	Wholesale of wood, construction materials and sanitary equipment	Wholesale of wallpaper
46740	Wholesale of hardware, plumbing and heating equipment and supplies	=

SIC07	DESCRIPTION	CLARIFYING COMMENTS
46750	Wholesale of chemical products	Wholesale of industrial chemicals: - aniline, printing ink, essential oils, industrial gases, chemical glues, colouring matter, synthetic resin, methanol, paraffin, scents and flavourings, soda, industrial salt, acids and sulphurs, starch derivatives, etc.
46760	Wholesale of other intermediate products	Wholesale of plastic materials in primary forms Wholesale of rubber
46770	Wholesale of waste and scrap	=
46900	Non-specialised wholesale trade	Wholesale of variety of goods without any particular specialization
47300	Retail sale of automotive fuel in specialised stores	=

3. QUESTIONNAIRE DEVELOPMENT

3.1 Introduction

This section of the report provides details of the questionnaire development phase, which consisted of two distinct stages:

- A small-scale pilot consisting of cognitive interviews carried out by members of the research team at TNS BMRB
- A full-scale dress rehearsal designed to test all aspects of the survey process

Findings from both of these stages were used in the formulation of the final questionnaire. While this Section includes some general findings from each stage of questionnaire development, the final questionnaire can be found in Section 4 along with question-specific findings from the development stages that detail how final questions were arrived at.

3.2 Cognitive Piloting

Twenty cognitive interviews were carried out during May and June 2012. Interviews were carried out with a range of small, medium and large businesses in each of the four sectors identified as in scope for the 2012 CVS (namely, retail, manufacturing, food and accommodation, and transport).

The first full draft of the CVS questionnaire was provided by the Home Office and was based on the 2002 CVS with a relatively small number of new questions. Following discussions between TNS-BMRB and the Home Office a subset of key questions were identified and these were used as the basis for conducting cognitive interviews with businesses. Interviews focused primarily on the questionnaire content including:

- How respondents understood and interpreted questions
- Whether respondents were able to provide accurate responses
- Whether it is feasible to answer all of the questions in the survey
- Whether respondents were able to provide data on the cost of crime on their business

Furthermore, cognitive interviews were an important opportunity to establish with respondents who was best placed in their business to answer questions about crime and crime prevention.

Interviews covered all the main sections of the 2012 CVS questionnaire as well as detailed probing questions to understand how participants interpreted questions. Each interview lasted around one hour and participants were given a £50 incentive payment for taking part. All interviews were conducted by telephone by a member of the research team at TNS BMRB.

3.3 Sample for cognitive interviewing

Participants were recruited by TNS BMRB’s in-house qualitative field recruitment team. Recruitment quotas were set to ensure a range of different businesses were included in the exercise both in terms of industry sector and business size. Recruited businesses must have experienced at least three different types of crime in the last 12 months to ensure that participants could sensibly contribute to this stage of the survey development.

Respondents were recruited by finding the person at the sampled premises with responsibility for crime, security, crime prevention and upkeep of the premises who could answer detailed questions about crime experienced at the premises in the last 12 months. In most smaller businesses this tended to be the general manager or owner. In larger businesses this was often the head of security, facilities or health and safety.

In total, 20 participants were recruited, as outlined in the table below. In each of the four CVS sectors a mixture of different sized premises were included (defined by number of employees).

Table 3.1: Profile of recruited businesses

	1-9 employees	10-99 employees	100+ employees
Retail	1	2	2
Manufacturing	2	2	2
Transport	2	3	0
Food & Accommodation	1	2	1

Interviews were split into two blocks of 10, with some initial changes to questions being made after round one and retested in round two . Some

general findings are summarised below, but the bulk of the findings are presented section by section in the order of the draft questionnaire. The draft questionnaire that was tested (including prompting questions) is provided in Section 4 of this report.

3.4 General findings from cognitive pilots

Prior to cognitive testing, a number of sections were identified as being lower priority and/or problematic to administer. These were dropped from the survey before testing (see below).

3.4.1 Complexity of questionnaire wording

In addition to the overall length, during the first round of testing, the question wording was found to be overly complex and clumsy in places. Many of the questions (notably the screeners) contained multiple clauses which were repeated frequently. These included: 'in the last 12 months', 'at these premises', 'to employees who consider this to be their main place of work' and so on. These repeated clauses often distracted from the salient points of the question and served to confuse respondents.

Overall, wherever possible, the question wording was stripped back to improve the quality of data collected and to lower the burden on the respondent / reduce interview length. As far as possible, wording changes were made so as not to affect comparability with previous CVS findings. However, because the previous survey is now 10 years old, priority has been given to data quality and question integrity in 2012 with a view to tracking robust survey measures over the next three years rather than preserving complete comparability.

3.4.2 Businesses that have been in their premises for less than 12 months

It was agreed, following the piloting and consequent steering group meeting, that businesses that have been in their premises for less than 12 months would be included in the CVS (even though they would not be able to answer in relation to the full 12 month reference period). This means that businesses that have been in the same premises for 1-11 months will have a non-standard reference period. Before the dress rehearsal and main stage interviews, text fills needed to be added throughout the questionnaire so the correct reference period was presented to all respondents [in the last 12 months / since you have been at these premises].

An alternative approach would have been to ask these businesses to answer in relation to all premises they have occupied during the last 12 months. However, this would be problematic in many cases as business moves often coincide with changes in staffing or a restructuring of the business.

3.4.3 Sections deleted before cognitive piloting

In addition to these general issues, two sections of the original CVS questionnaire identified as lower priority were dropped prior to the cognitive pilot interviews in order to achieve the required 20 minute length.

- **TOBACCO AND ALCOHOL SMUGGLING**
 - This was dropped, as it was no longer considered a priority to warrant inclusion given time constraints.
 - It is also not technically a crime against a business

- **BEING OFFERED STOLEN GOODS**
 - As with tobacco and alcohol smuggling this was dropped as it was not seen as a priority compared with other sections. This is particularly the case as the acceptance of stolen goods is, in itself, a crime. The CVS should focus on victimisation rather than offending.
 - It was also agreed that businesses are unlikely to fully disclose their experiences in this area.

3.5 Dress Rehearsal

Revisions to the draft questionnaire were agreed between TNS BMRB and the Home Office following the two stages of cognitive interviewing described above. The revised questionnaire was tested during a dress rehearsal which is described below. The questionnaire is available in Section 4 of this report.

The dress rehearsal was designed to fully test all aspects of the survey process prior to the main stage of the CVS. It provided an opportunity to test the questionnaire produced from the earlier stages of the feasibility study, to check the screener process and to highlight any fieldwork issues in advance of the main stage.

This section of the report provides an overview of the dress rehearsal process and outlines the main issues that were taken into account prior to the main stage. The three stages were:

- 1) Selection of a sample of business premises
- 2) A screener – to identify the most appropriate respondent at each sampled premises
- 3) The main dress rehearsal survey

Both the screener and main dress rehearsal surveys were conducted by CATI (Computer Assisted Telephone Interview).

3.6 Selection of sample

The sample used for the dress rehearsal was provided by commercial sample provider Dunn and Bradstreet (D&B). Ideally, the sample would have been drawn from the IDBR (to replicate the main survey process) but, as a result of delays in delivery of the IDBR database, it was not available in time for the dress rehearsal. The D&B sample also already includes telephone numbers for the majority of sampled businesses.

The timetable for the dress rehearsal was challenging, with only one and a half weeks to complete fieldwork. The relatively short fieldwork period was to minimise any delays to the main stage. Additionally, time constraints meant that the dress rehearsal couldn't be treated as a strict random probability sample and so quotas were set for the screener stage (see below) to ensure that a representative sample of businesses by sector and size were included.

Table 3.2. Quotas for the screener stage

	0 - 4	5 - 49	50+	TOTAL
SIC 2007 (C) - manufacturing	57	37	32	125
SIC 2007 (G) – retail and wholesale	73	39	13	125
SIC 2007 (H) Transport	75	26	25	125
SIC 2007 (I) Accommodation and food service activities	60	52	13	125
TOTAL	267	150	83	500

3.7 The Screener

The dress rehearsal started with a screener stage to replicate the main stage fieldwork process. Screening interviews took place between the 25th and 29th of June 2012.

The purpose of the screener was to identify the person who was responsible for security and crime-related issues at the sampled premises and to collect contact details for that person.

All interviews were carried out from TNS BMRB's telephone centre in Hull. Three interviewers worked full time on the screener stage over five working days. Interviewers were briefed thoroughly on the survey background, the person they should be identifying and how to obtain their contact details.

In 5 days, 1,975 business premises were called and a total 512 premises were successfully screened. All quotas set for the sample were met.

3.8 Mail out: Advance letters & data sheet

An advance letter explaining the purpose of the research was sent to all 512 contacts obtained from the screener. Letters were sent in two batches on the 28th of June and on the 2nd of July 2012.

Along with the letter, a data sheet (Experience of Crime Sheet) was also included. It contained questions about respondents' experience of crime and was designed to give them opportunity to recall and find details of what had happened at their premises in the last 12 months prior to taking part. Respondents were asked to have the data sheet to hand during the interview to help them answer the questions. A show card with lists of precoded answers was also provided for questions about fraud and electronic crime with long code frames.

Interviewers checked at the start of the main pilot interview whether the screened respondent had received the advance letter and data sheet. They were able to send PDF copies of the advance letter and data sheet by email through the CATI software if required.

3.9 Main fieldwork

The main stage of the dress rehearsal took place between the 4th and the 13th of July 2012. All interviews were carried out from TNS BMRB's telephone centre in Hull. Five interviewers worked on this stage and worked primarily during standard business hours.

Interviewer briefing

Interviewers attended a three hour, face to face briefing led by the research team at TNS BMRB. The briefing focused on:

- The survey background including the objectives of the research, the different stages of the survey process, the screener, the letters and datasheet
- The type of respondent required for the survey and how to answer common questions from respondents
- The importance of getting a high response rate and techniques to ensure a high response to the survey
- The questionnaire - including the main topics and structure of the questionnaire
- Specific issues relating to interviewing large businesses (including how to deal with head office referrals)

The briefing included a 'dry run' through the questionnaire and all interviewers were required to carry out at least one practice interview.

Interviewers were also provided with a set of survey notes (a 'crib sheet') which they kept to hand while interviewing.

Quotas

As with the screener stage, quotas were set on SIC and premises size to ensure a representative sample of business premises were interviewed. This was particularly important given the need to measure the interview length as part of the dress rehearsal.

The quotas used reflected those from the screener stage. The table below summarises the quota allocation for each group.

Table 3.3. Quotas from main dress rehearsal stage

	Less than 5	5 - 49	50+	TOTAL
SIC 2007 (C) - manufacturing	11	7	6	25
SIC 2007 (G) – retail and wholesale	15	8	3	25
SIC 2007 (H) Transport	15	5	5	25
SIC 2007 (I) Accommodation and food service activities	12	10	3	25
TOTAL	53	30	17	100

Fieldwork outcomes

A total of 100 interviews were achieved using 512 pieces of screened sample. During fieldwork the sample was split, so that larger premises (100 employees or more) were separated and could be monitored as an independent survey.

The table below provides an overview of the interviews achieved and outcomes for each piece of sample. It also provides an estimate of the response rate achieved.

Table 3.4. Fieldwork outcomes and response rate estimates⁸

	N	% on resolved cases	% All cases (inc. unresolved)
Total sample loaded	502		
Out of scope (deadwood / ineligible contacts)	8		
Wrong number / not known at number	4		
Bad Number / Dead Number	2		
Ineligible	2		
In-scope sample	494		100%
Unresolved sample (no final outcome / contact)	215		44%
Broken appointments / general call backs	164		33%
Answer machine	13		3%
No answer	29		6%
Number engaged	7		1%
Stopped interview	2		0%
Total resolved sample	279	100%	56%
Resolved non-interviews (all with final outcome)	179	64%	36%
Refusals	30	11%	6%
Deferrals	37	13%	7%
Unavailable during fieldwork	101	36%	20%
Terminate / Abandon / Incomplete interview	11	4%	2%
Final complete interviews (and response rate)	100	36%	20%

⁸ A number of business premises were called on many occasions without being able to carry out an interview or to establish whether the target respondent was willing to take part. These businesses are shown as 'unresolved'.

Table 3.5. Quotas achieved

	Less than 5	10 - 49	50+	TOTAL
SIC 2007 (C) - manufacturing	11	7	4	22
SIC 2007 (G) – retail and wholesale	15	8	3	26
SIC 2007 (H) Transport	16	5	5	26
SIC 2007 (I) Accommodation and food service activities	13	10	3	26
TOTAL	55	30	15	100

3.10 General findings from the dress rehearsal

Researchers from TNS BMRB and the Home Office monitored interviews during the dress rehearsal fieldwork period to assess the suitability of the questionnaire. Feedback was provided by the telephone interviewers and supervisors at TNS BMRB’s telephone centre (who are also required to monitor interviews as part of the company’s quality procedures).

This section summarises the main recommendations from the dress rehearsal – firstly looking at more general, over-arching recommendations followed by those that are more question-specific.

Interview length

The average interview length was 31 minutes (11 minutes over the 20 minute target). This is about the maximum recommended length for a high response rate business survey and was longer than the contracted length. Four respondents terminated the interview without completing the whole survey (questionnaire length was cited as the main reason for this). In addition, there were a number of interviews where respondents were struggling to concentrate for the duration of the survey. On balance, the questionnaire was too long (regardless of contractual assumptions) and may have compromised data quality in its original form.

The longest, and most repetitive, section was crime prevention which lasted an average of 7.2 minutes. The average time spent by respondents answering each section was:

- Background: 4.1 minutes
- Screener: 4.2 minutes
- Victim forms: 3 minutes (per completed victim form)

- Electronic crime: 2.6 minutes
- ASB: 0.5 minute
- Crime Prevention: 7.2 minutes⁹

The length of the victim form module varied greatly depending on the number of victim forms the respondent was required to complete. About half of respondents skipped the section entirely (as they had not experienced any crime in the last 12 months). The average time spent on all victim forms for all respondents, including those who completed none, was 2.6 minutes. Among those who answered at least one victim form the average time spent was around 6.5 minutes, with an average of 3 minutes per completed victim form.

The table below shows the number of victim forms answered by all 100 respondents who took part in the dress rehearsal:

Number of victim forms	Number of respondents
0	54
1	23
2	7
3	7
4	4
5	2
7	2
8	1
Grand Total	100

Among those who had experienced crimes in the last 12 months, respondents answered an average of 2.3 victim forms.

The survey was commissioned to last an average of 20 minutes. Following the dress rehearsal, the questionnaire was reviewed with a view to reducing the length by an average of 10-12 minutes per respondent. The main suggestions for time saving were:

- Reducing the length and complexity of the crime prevention section
- Rotating the crime prevention and e-crime modules – so each would be asked of only half of respondents

⁹ These averages are based on 80 interviews where timing data was available.

- Removing a number of lower priority questions along with questions that were considered too difficult or time-consuming for respondents to answer

Feedback on experience of crime sheet

Three questions were added at the end of the main dress rehearsal interview to gather respondents' feedback on the Experience of Crime Sheet. The majority of respondents had at least looked at the sheet even if they had not completed it.

Overall the comments on the Experience of Crime Sheet were positive. No specific suggestions were made to improve the document and the few negative comments about it largely related to the length of the document.

It is worth pointing out that some respondents misunderstood the purpose of the Experience of Crime Sheet. Some mentioned it wasn't comprehensive enough as a standalone questionnaire and other respondents sent back a completed sheet by email, mistaking it is a survey in its own right. Others were frustrated at having to go through the questions over the phone with the interviewer if they had already completed the sheet prior to taking part.

The Experience of Crime Sheet was seen as a useful document and one which was important for the main stage. However, it was necessary to clarify the purpose of the sheet in the advance letter. The advance letter was amended before the main stage to make it clearer that completion was optional and that the user would still need to go through the questions as part of the telephone interview. The letter was also changed to make it clear that the sheet need not be returned to TNS BMRB.

Correcting errors made at the screener questions

In at least three interviews the respondent had initially said they had experienced a crime at the screener but corrected themselves at the start of the victim form, when the interview provided more information about what they type of crime they should include. For example, one respondent had become confused and mistakenly reported a burglary that had affected a neighbouring business.

In such situations, the structure of the questionnaire made it virtually impossible for the interviewer to proceed with the interview. While it is possible to scroll back to previous questions to correct responses, the gap

between the screener and corresponding victim forms may be very long, particularly for those who have experienced multiple crime types. It was not feasible to leave the respondent waiting while scrolling back and so the affected interviews had to be stopped and an appointment made to call the respondent back. This would have resulted in a considerable number of lost interviews at the main stage.

To address this issue, a 'check question' was added at the start of each victim form which allowed the interviewer to indicate that the information collected during the screener was incorrect, thereby skipping the detailed questions relating to this type of crime.

An open ended question was added after this question which asked the interviewer to explain the error to ensure that corrections were only applied for legitimate reasons.

Read out 'agreement' scales

Researchers observed that a number of answer lists using rating scales (including extent of agreement) took a long time to read out and were slowing up the interview process unnecessarily. Following the dress rehearsal, it was decided to adopt a simplified / quicker read out approach, asking first simply whether the respondent agreed or disagreed and then prompting them to say the extent to which this was the case. For example:

- Do you agree, disagree or neither agree nor disagree?
 - PROMPT – is that strongly or slightly...

4. FINAL QUESTIONNAIRE & AMENDS

This section is split into two parts. The first is the final version of the questionnaire that was devised as a result of the findings from the cognitive pilot and dress rehearsal (full pilot) stages – as outlined in Section 3. The questionnaire is followed by question-specific findings from the two piloting stages.

Together, this section is intended to act as a full reference document outlining the changes that were made on the way to finalising the questionnaire. Where questions were significantly redrafted as a result of the piloting stages, these are highlighted in the full questionnaire along with directions to the relevant question-specific finding at the end of the section.

Questions that were removed entirely as a result of questionnaire development work are outlined at the end of this Section.

MODULE 1: INTRODUCTION

1. Good morning / good afternoon / good evening. My name is _____ and I'm calling from TNS BMRB On behalf of the Home Office

IF QCOMP1 Could I speak to [INSERT NAMED RESPONDENT FROM SAMPLE]?

IF QCOMP2 Could I speak to the [INSERT JOB TITLE FROM SAMPLE]?

IF QCOMP3 Could I speak to the person responsible for security issues at your premises?

INTERVIEWER PROMPT: We are conducting a survey on behalf of the HOME OFFICE about how businesses in England and Wales are affected by crime. We called few weeks ago to ask who the best person was at your business to talk to about security and crime-related issues at these premises and we were given the contact details of [INSERT NAMED RESPONDENT FROM SAMPLE].

TRANSFERRED / SPEAKING	1	
NO ONE OF THAT NAME	2	CHECK CORRECT BUSINESS
NOT AVAILABLE	3	MAKE APPOINTMENT

2. Good morning / good afternoon, my name is _____ and I'm calling from TNS BMRB, an independent market research company. We are conducting a survey on behalf of the Home Office about crime against businesses. You should have recently been sent a letter telling you about this survey. The letter was sent with a document titled "Experience of Crime Sheet". Can I just check that you received the letter and sheet we sent you?

Yes	1	
No	2	GO TO TINT4A
WANTS REASSURANCES	3	SHOW REASSURANCES

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

PROMPT IF NECESSARY: By premises I mean this workplace including any buildings and outside space that your business owns or leases. Including car parks, yards, loading bays and out-buildings

Yes	1	
No	2	GET NAME AND TRANSFER (GO TO Q4)
WANTS REASSURANCES	3	SHOW REASSURANCES

3a. Have you looked at the Experience of Crime sheet?

Yes	1	
No	2	GO TO Q7
WANTS REASSURANCES	3	SHOW REASSURANCES

3b. And can I also check, have you filled in the 'Experience of Crime Sheet'?

Yes	1	
No	2	
WANTS REASSURANCES	3	SHOW REASSURANCES

REASSURANCES (to appear when needed)

The Home Office is conducting the research to better understand the problems that businesses face in relation to crime and to look for solutions to these problems.

The study is being backed by the following trade associations: British Retail Consortium, CBI, British Chambers of Commerce, Federation of Small Business, Association of Convenience Stores.

If you have any queries about this, you can contact () at TNS BMRB on TBC .

If you would like to confirm that TNS BMRB is a bona fide Market Research company, you can call the Market Research society, free of charge, on 0500 39 69 99.

Q4 Do you know who the best person to talk to about security and crime-related issues is at your business at these premises?

Yes	1	GO TO Q5
No	2	GO TO Q13 or Q14
WANTS REASSURANCES	3	SHOW REASSURANCES

Q5. Could I take his / her name?

Yes	1	ENTER TITLE + FIRST NAME +LAST NAME GO TO S9
No	2	GO TO S9
WANTS REASSURANCES	3	SHOW REASSURANCES

S9. And can you tell me what his /her job title is?

Yes	1	CHECK ROUTING BELOW
No	2	CHECK ROUTING BELOW
Don't know	X	CHECK ROUTING BELOW

ENTER FULL JOB TITLE

IF Q5 = Yes OR S9 = Yes GO TO Q6

IF Q5 = (No OR DK) AND S9 = (No OR DK) CLOSE

Q6. Please could you put me through to [TITLE + FIRST NAME +LAST NAME from Q5]?

Yes	1	GO TO INTRO3
No	2	GO TO S10
WANTS REASSURANCES	3	SHOW REASSURANCES

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

S10. We would like to send him/her some more information about some research we are conducting for the Home Office on how businesses in England and Wales are affected by crime

Can I confirm that he / she is based at the following address?

- INSERT ADDRESS HERE [GO TO S11]

S11. And can you tell me his/her telephone number?

- COLLECT TELEPHONE NUMBER HERE [GO TO S12]

S12. And can you tell me his/her email address please? This will only be used to send information about this research project and not for any other purpose

- COLLECT EMAIL ADDRESS HERE [THANK AND CLOSE AFTER]

TINT4A

INTERVIEWER - DOES THE RESPONDENT WANT A COPY OF THE LETTER AND EXPERIENCE OF CRIME SHEET TO BE SENT BY EMAIL BEFORE PROCEEDING?

- 1 Yes - send copy – ENTER EMAIL ADDRESS AND NAME
- 2 No - proceed without – GO TO Q3

Q7. Are you ok to proceed or would you prefer me to call you back when you've had a chance to look at the experience of crime sheet?

- 1- Happy to proceed
- 2- Want a call back – BOOK APPOINTMENT
- 3- Want a copy to be resent - enter email address and name

[IF NO AT Q4 AND COMPANY HAS 49 OR LESS EMPLOYEES]

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

IF NECESSARY SAY: TNS-BMRB has been commissioned by the Home Office on how businesses in England and Wales are affected by crime. We would like to send him /her some more information about the research...

DO NOT CODE 'YES' UNTIL YOU ARE SPEAKING TO THEM (the Owner or Managing Director of the company)

Yes	1	GO TO INTRO3
No	2	GO TO Q5

INTRO 3

Good morning/ afternoon. My name is ... calling from TNS-BMRB, an independent research organisation. I am calling on behalf of the Home Office and I am looking for the person at your business who is responsible for security and crime-related issues at these premises. Can I just confirm that you are the correct person to speak to about security issues at your premises?

PROMPT IF NECESSARY: By premises I mean this workplace including any buildings and outside space that your business owns or leases. Including car parks, yards, loading bays and out-buildings

Yes	1	GO TO Q22
No	2	GO TO Q4a
WANTS REASSURANCES	3	SHOW REASSURANCES

Q4a. Do you know who the best person to talk to about security and crime-related issues is at your business at these premises?

Yes	1	GO TO Q5
No	2	CLOSE
WANTS REASSURANCES	3	SHOW REASSURANCES

[IF NO AT Q4 AND COMPANY HAS 50+ EMPLOYEES]

S14. Do you know which department deals with security and crime-related issues at these premises?

Yes	1	GO TO S15
No	2	GO TO S16
Don't know	X	GO TO S16

S15. Please may I speak to someone within that department?

DO NOT CODE 'YES' UNTIL YOU ARE SPEAKING TO THEM (someone from the department that deals with security and crime-related issues)

Yes	1	GO TO INTRO3
No	2	GO TO S19
Don't know	X	GO TO S19

S16. Please may I speak to somebody within your Security or Facilities department?

DO NOT CODE 'YES' UNTIL YOU ARE SPEAKING TO THEM (someone from the Security or Facilities department)

Yes	1	GO TO INTRO3
No	2	GO TO S19
Don't know	X	GO TO S19

S19. Could I take the name of someone within that department? We would like to send him/her some information about the research we are conducting for the Home Office on how businesses in England and Wales are affected by crime?

IF NECESSARY SAY: TNS-BMRB has been commissioned by the Home Office on how businesses in England and Wales are affected by crime. We would like to send him /her some information about the research...

Yes	1	GO TO S20
No	2	GO TO S20
Don't know	X	GO TO S20

ENTER TITLE + FIRST NAME +LAST NAME and PROCEED TO NEXT QUESTION

S20. Could I take the job title of someone within that department? We would like to send him /her some information about the research...

Yes	1	CHECK ROUTING BELOW
No	2	CHECK ROUTING BELOW
Don't know	X	CHECK ROUTING BELOW

IF S19 = Yes OR S20 = Yes GO TO S10

IF S20 = (No OR DK) AND S20 = (No OR DK) TERMINATE AND USE OUTCOME CODES.

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

Q22. Are you ok to take part now or would you prefer me to send you this and call back when you've had a chance to look at it?

- 1.Happy to proceed
- 2.Want a copy to be sent - enter email address and name – BOOK APPOINTMENT

MODULE 2: BACKGROUND INFORMATION

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

TEXT BELOW ONLY IF Q2 = Yes (have received the sheet)

You may find it helpful to have the "Experience of Crime Sheet" to hand to help you answer some of the questions.

INTERVIEWER NOTE: PREMISES INCLUDES ALL BUILDINGS AND OUTSIDE SPACE ON THE PREMISES THAT ARE OWNED OR LEASED BY THE BUSINESS. THIS INCLUDES CAR PARKS, YARDS, LOADING BAYS AND OUT-BUILDINGS THAT YOUR COMPANY OWNS OR LEASES AS PART OF THESE PREMISES. IT ALSO INCLUDES THE PHYSICAL BOUNDARIES OF THE PREMISES (INCLUDING WALLS AND FENCES).

ASK ALL

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

DO NOT READ OUT. PROMPT IF NECESSARY
ALLOW ONE CODE ONLY

Manufacturing	1	
Retail/non-food	2	
Retail/food	3	
Retail supermarket	4	
Wholesaling/distribution	5	
Printers/printing	6	
Repair and/ or maintenance of vehicles	7	
Repair and installation of machinery and equipment	8	
Transportation (land, water air)	9	
Warehousing and support activities for transportation	10	
Postal and courier activities	11	
Accommodation	12	
Food and beverage service activities	13	
Other (WRITE IN)	0	CLOSE

- 5a. And does your business also do any of the following at these premises?
READ OUT. MULTICODE ALLOWED

Any manufacturing	1	NOT TO APPEAR IF CODE 1/6 @Q5
Any retailing	2	NOT TO APPEAR IF CODE 2/3/4 @Q5
Any wholesaling	3	NOT TO APPEAR IF CODE 5 @Q5
DON'T READ OUT - No other activities	4	

IF MANUFACTURING AT Q5 (code 1/6)

- 5b. And what does your business mainly manufacture?
PROMPT AS NECESSARY

Food, beverages and tobacco	1	
Textiles, clothes and leather products	2	
Wood paper and publishing	3	
Rubber and plastic	4	
Furniture and others	5	
Office, machinery and computers	6	
Radio TV and communications	7	
Other (specify)	8	

IF RETAIL AT Q5 (code 2 - 5) OR IF Q5a = 2 OR 3

- 5c. And what does your business mainly sell?
PROMPT AS NECESSARY. ALLOW MULTI CODING

Motor vehicles	1	
Motor vehicle accessories	2	
Petrol	3	
Food / Groceries	4	
Alcohol / tobacco	5	
High value electrical goods (e.g. TVs, Stereos and MP3 players, Kindles and e-books)	6	
Furniture	7	
Clothing	8	
Jewellery / precious metals	9	
CDs / records / books	10	
IT equipment / accessories, including computer games (including tablets)	11	
Electrical and hardware (excluding high value goods, IT and mobile phones)	12	
Drugs/pharmaceuticals	13	
Sporting goods	14	
Office supplies / stationery	15	
Mobile phones (including smartphones)	16	
Other (SPECIFY)	0	

- 5d.

Motor vehicles (sale and maintenance of)	1	If code 1 / 2 / 3 Q5c
Food tobacco and beverages	2	If code 4 / 5 Q5c
Electrical and hardware	3	If code 6 / 11 / 12 / 16 Q5c
Drugs / pharmaceutical	4	If code 13 Q5c
Other retail	5	If code 7 / 8 / 9 / 10 / 14 / 15 Q5c

6) Is this business a private sector organisation?...

IF YES, CODE TO 'PRIVATE SECTOR'

IF NO: Is this business a public sector organisation or a not for profit organisation?

Private sector organisation (e.g. limited companies and PLCs)		
Public sector organisation (e.g. central government, civil service, NHS, police, etc)		
Not for profit organisation e.g. charity/voluntary sector)		

7) How long has this business operated from these premises?
PROMPT IF NECESSARY

Less than 12 months		
12 months but less than 2 years		
2 years but less than 3 years		
3 years but less than 5 years		
5 years but less than 10 years		
10 years but less than 20 years		
20 years or longer		
DK		

IF LESS THAN 12 MONTHS -IN EVERY QUESTION REFERRING TO THE LAST 12 MONTHS, CHANGE TEXT TO 'SINCE THIS BUSINESS HAS BEEN AT THESE PREMISES'.

ASK IF LESS THAN 12 MONTHS AT Q7

8) How many months has this business operated from these premises?
PROMPT IF NECESSARY

0...11

ASK ALL

9) Is your business at these premises?

READ OUT

An independent business occupying these premises only	1	
The head quarters of a business occupying more than one premises	2	
A branch or division of a business with headquarters elsewhere	3	

Or is this a branch of a franchised chain	4	
Don't Know	X	

9a) Which of the following best describes the main building from which you operate at these premises?

READ OUT AND CODE FIRST THAT APPLIES

A shop or retail unit	1	
A warehouse	2	
A serviced office or building	3	
A factory	4	
A restaurant	5	
A, pub bar or club	6	
Another type of food outlet (e.g. takeaway)	7	
A hotel	8	
A residential house or flat	9	
Something else (specify)	10	
Don't know	X	

ASK (SHOP / RETAIL / BAR OR CLUB / FOOD OUTLET / HOTEL)

9ax) Is your premises licensed to serve alcohol?

IF YES: Check whether licensed to serve for consumption on or off premises or both.

CODE ALL THAT APPLY

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

9b) Which of the following best describes the location where your premises are based?

READ OUT. MULTICODE ALLOWED

A retail park, outside a town or city centre	1	
An industrial estate, with a retail element	2	
An industrial estate with no retail element	3	
A town or city centre	4	
A main street outside a town or city centre	5	

A side street outside a town or city centre	6	
Other (specify)	7	
Don't know	X	

- 9c) Does your business occupy the whole of the premises in which you are based or is it shared with other organisations?

Occupy whole premises	1	
Shared	2	
DK	3	

IF SHARED AT 9c

- 9d) Does your business at this premises have...

READ OUT. MULTICODE ALLOWED

An entrance you share with other organisations?	1	
Any other communal areas or facilities which are shared with other organisations?	2	
DK	3	

ASK IF PART OF A LARGER ORGANISATION Q9 2/3/4

- 7A) Could you tell me the number of different premises that the business has in the UK?

WRITE IN _____

- 8) [TEXT SUB IF OVER 1 PREMISIES AT Q7a: Although your business has more than one site details are only required from this site.]
Including yourself, how many people work at, or from these premises? Please include both full and part time staff and temporary or sub-contracted staff who consider this their main place of work.

NOTE: Also include staff who spend most of their time travelling / away from the premises if they consider this to be their main place of work

WRITE IN _____

IF DK PROMPT WITH RANGE:

5 or fewer	1	
More than 5 but less than 10	2	
10- 25	3	
26 - 50	4	
51 - 100	5	
101 - 250	6	
Don't Know	X	

10A How far away from your premises is the nearest housing? Would you say...

READ OUT

Next to your premises	1
Within a 5 minute walk	2
Within a 15 minute walk	3
Further away	4
DO NOT READ OUT Don't Know	X

10B And [apart from your own premises*] how far away from your premises is the nearest pub, club, bar or hotel? Would you say...

[*text fill if Q9a = pub, bar, club or hotel]

READ OUT

Next to your premises	1
Within a 5 minute walk	2
Within a 15 minute walk	3
Further away	4
DO NOT READ OUT Don't Know	X

MODULE 3: CRIME GENERALLY

ASK ALL

QOTHAWA

QOTHAWA(new) Is your business, at these premises, a member of any partnerships that work together to help reduce crime against businesses?

Yes	1	
No	2	
DK	3	

ASK IF QOTHAWA = Yes

QOTHAWA2(new)

Is this a...

READ OUT. MULTICODE ALLOWED

Local crime and disorder partnership?	1	
Local community safety partnership?	2	
Local Neighbourhood Watch or Business Watch group?	3	
Local Business Crime Reduction Partnership?	4	
Local Business Improvement District?	5	
Ring-round scheme?	6	
Meetings between local businesses and police?	7	
Some other organisation (specify	8	
Don't know	X	

MODULE 4: SCREENER QUESTIONS

ASK ALL

I am now going to ask you about things that may have happened over the [last 12 months] in which this business may have been the victim of a crime.

You may find it helpful to use the Experience of Crime Sheet to help answer these questions

BURGLARY (ITEM A)

23) [During the last 12 months], has anyone got into your buildings at these premises without permission and **STOLEN** or **TRIED TO STEAL** anything?

IF NECESSARY: That is, did anyone actually get into your buildings at these premises without permission in order to steal things, regardless of whether anything was actually stolen?

INTERVIEWER: Exclude incidents where employees or other people with access to the building let themselves in with a key or a pass

PROMPT IF NECESSARY: This must involve entry into a building without permission

Yes	1	
No	2	
DK	3	

ATTEMPTED BURGLARY (ITEM B)

23a) Still thinking about [the last 12 months], has anyone **TRIED** but **FAILED** to get into your buildings at these premises without permission to **STEAL** something?

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

Yes	1	
No	2	
DK	3	

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

When I talk about your premises, I mean this site including:

- All buildings you own or lease
- Any outbuildings such as sheds and warehouses
- Outside space that you own or lease – including car parks and yards

DELIBERATE DAMAGE (ITEM C)

23b) Still thinking about [the last 12 months], apart from any damage caused during a burglary, has anyone caused deliberate damage, including graffiti or arson, to these premises? This includes damage to any buildings or structures (including walls and fences) and to vehicles, equipment or stock belonging to this business either at these premises or elsewhere.

INTERVIEWER: DO NOT INCLUDE INCIDENTS WHERE SOMEONE HAS CAUSED DAMAGE TO THE BUILDING BY STEALING SOMETHING (E.G. STEALING LEAD FROM THE ROOF OF THE BUILDING). INCIDENTS OF THIS TYPE SHOULD BE RECORDED AS 'OTHER THEFT' AT THE APPROPRIATE QUESTION.

Yes	1	
No	2	
DK	3	

VEHICLE CRIME

24) And does this business currently own or lease any cars, vans, lorries or other vehicles that are used by people who consider these premises to be their main place of work?

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

INTERVIEWER NOTE: All types of vehicle should be included:

- Cars and vans,
- Lorries (including those that need an HGV license)
- Motorbikes, mopeds and scooters
- Forklifts, JCBs, and any other industrial vehicles

Yes	1		ASK Q24a
No	2		GO TO Q25
DK	3		

VEHICLE THEFT (ITEM D)

Now thinking just about these vehicles...

24a) [In the last 12 months] was any car or vehicle stolen, either from these premises or from somewhere else?

Yes	1	
No	2	
DK	3	

THEFT FROM VEHICLE (ITEM E)

24b) And, [in the last 12 months] [TEXT SUB IF Q24b=1: apart from theft of actual vehicles] was anything stolen off or from any vehicles?

Please include thefts that took place either at these premises or somewhere else?

PROMPT IF NECESSARY: Please exclude personal possessions

Yes	1	
No	2	
DK	3	

VIOLENT CRIME (ROBBERY AND ASSAULT)

ROBBERY (ITEM F)

ASK ALL

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

[In the last 12 months] did anyone steal anything from your business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?

Please only include incidents where force was threatened or used in order to steal something.

INTERVIEWER NOTE: This includes the theft by force of personal property as well as money / goods belonging to the business, provided employees were on duty at the time. It includes theft by force from employees on duty away from the premises (for example professional drivers). It does not include theft by force of personal property from non employees.

INTERVIEWER NOTE: This can include incidents where the offender was an employee.

Yes	1	
No	2	
DK	3	

ATTEMPTED ROBBERY (ITEM G)

- Q25attempt) And [in the last 12 months] did anyone ATTEMPT but FAIL to steal anything from your business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?

Please only include incidents where force was threatened or used in order to steal something.

INTERVIEWER NOTE: This includes ATTEMPTED theft by force of personal property as well as money / goods belonging to the business, provided employees were on duty at the time. It includes ATTEMPTED theft by force from employees on duty away from the premises for example professional drivers). It does not include ATTEMPTED theft by force of personal property from non employees.

INTERVIEWER NOTE: This can include incidents where the offender was an employee.

Yes	1	
No	2	

DK	3	
----	---	--

ASSAULTS & THREATS (ITEM H)

25ass) [TEXT SUB IF YES Q25 Apart from anything that you have already mentioned]
[In the last 12 months], were any EMPLOYEES assaulted, threatened or intimidated?
Please include any incidents which were a result of disagreements with customers or
other employees. Include incidents which happened both at these premises and when
staff were on duty elsewhere.

INTERVIEWER: This should NOT include incidents where the assault was really part of a theft / motivated only by desire to steal. This has already been covered by previous questions.

INTERVIEWER: This should NOT include assaults of customers.

Yes	1	
No	2	
DK	X	

THEFTS

THEFTS (ITEMS I, J & K)

The next question is about incidents where money, goods, company property or services were stolen from the business at these premises. [TEXT SUB IF CODE 1 @ Q25: That is apart from incidents involving violence or threats of violence]

26comb [In the last 12 months] was your business at these premises a victim of theft by...

READ OUT. MULTICODE ALLOWED

IF NECESSARY: This includes thefts of money, goods and company property, as well as failing to pay for services that you provide

A customer	1	
An employee	2	
Someone else	3	
Or, were there any thefts where you were UNABLE TO ESTABLISH who the offender was	4	
No thefts	5	
DK	x	

FRAUDS

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

FRAUD (ITEM M)

27. [In the last 12 months] was your business at these premises a victim of fraud by ...

READ OUT. MULTICODE ALLOWED

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

An employee	1	
Someone else	2	
Someone unknown	3	
No frauds	4	
DK	5	

QMETAL Including anything you've already mentioned, [in the last 12 months] have any metal items been stolen from your business at these premises?

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

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

Yes	1	
No	2	
Don't know	X	

OTHER CRIMES

Q29NEW1)

Apart from any of the things I've asked you about, has your business at this premises been the victim of any other types of crime [in the last 12 months]?

Yes	1	
No	2	
DK	X	

ASK IF Q29NEW1 = 1 (YES)

Q29NEW2)

Briefly, what other types of crime has your business at these premises been a victim of [in the last 12 months]?

WRITE

IN _____

MODULE 5: VICTIM FORM

A BURGLARY

ASK IF Q23 / 1. OTHERS CHECK ROUTING ABOVE B1

A1INTRO

You said earlier that someone got into the buildings at these premises without permission and stole or tried to steal something. I would like to ask a few questions about this.

I will refer to this type of incident as a burglary

Burglary must involve entry without permission into a building at the premises. It can include entry into secure/non-public areas of buildings (e.g. staff-only areas, e.g. stockrooms).

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section A on the Experience of Crime sheet.

A1. How many burglaries occurred [in the last 12 months] including incidents where nothing was taken?

IF DK, Approximately how many?.

WRITE
IN _____

IF ZERO AT A1

Achk You said earlier that you did have a burglary in the last 12 months. Can I double check how many burglaries occurred [in the last 12 months] including incidents where nothing was taken?

IF DK, Approximately how many?.

WRITE
IN _____

IF Achk = 0

Achk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Achk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

A3 [IF A1>1: For the next few questions, I would like you to think about the most recent incident of burglary you have been a victim of.] Did this incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

A12 At what time of day did it happen?
PROMPT AS NECESSARY.

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

AX Could you tell me what, if anything, was actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned.

READ OUT. MULTICODE ALLOWED

Money	1	
Goods or stock	2	
Other company property	3	
Personal possessions of employees or customers	4	
OTHER - specify	10	
Don't know	X	

ONLY IF QMETAL = YES

AX2 And during this burglary were any metal items stolen from inside the building? That is was anything stolen that you suspect was taken for its scrap metal value?

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

Yes	1	
No	2	
Don't know	X	

Now thinking just about those items that were stolen that belong to the business, excluding any employees' or customers' personal possessions...

A4 And what was the total value of any money, goods or other items that were stolen? Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

IF DK Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

A5 And what was the total value of any damage caused to these premises during the [IF A1>1: most recent] burglary? Please tell me the total loss, regardless of whether you received any insurance pay out.

IF DK Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	A4	A5
	WRITE IN _____	WRITE IN _____
DK	X	X
REF	V	V

A6 ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT A4 OR A5. OK, which of the following is closest to the total value?

	A4	A5
Nil, negligible	1	1
Up to 250 pounds	2	2
251 - 500 pounds	2	2
501 - 750 pounds	3	3
751 - 1000 pounds	3	3
1001 - 2500 pounds	4	4
2501 - 5000 pounds	5	5
5001 - 10,000 pounds	6	6
10,001 - 50,000 pounds	7	7
50,001 - 100,000 pounds	8	8
100,001 - 500,000 pounds	9	9
500,001 - 1,000,000 pounds	10	10
1,000,001 - 5,000,000 pounds	11	11
5,000,001 - 9,000,000 pounds	12	12
More than 9 million pounds	13	13
Don't know	X	X
Refused	V	V

A8a Did you report the incident to the police?

Yes	1
No	2
Don't know	X

IF INCIDENT NOT REPORTED TO POLICE A8a

A9 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

A10a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

A13 How did the person/people who did it actually get inside the building?

MULTICODE ALLOWED

Through a wooden / glass door	1	
Through a metal door/roller door/shutter	2	
Through a main window	3	
Through another / side window	4	
Through roof / ceiling	6	
No signs of forced entry	7	
In some other way	8	
Don't know	X	

ASK IF GOT IN THROUGH DOOR AT A13

A14 How did they get in through the door/shutter?
DO NOT READ OUT. PROMPT IF NECESSARY. MULTICODE ALLOWED

Pushed past person who opened it	1	
It was not locked	2	
They had a key	3	
Picked lock / skeleton key	4	
Forced/broke lock	4	
Broke/cut/removed panel of door/beside door	5	
Drove vehicle at door/shutter	6	
Other	7	
Don't know	X	

ASK IF GOT IN THROUGH WINDOW AT A13

A15 How did they get in through the window?
DO NOT READ OUT. PROMPT IF NECESSARY. MULTICODE ALLOWED

Window was opened/could be pushed open (window not locked)	1	
Forced window lock/catch	2	
Broke/cut glass	3	
Drove vehicle at window	4	
Other	5	
Don't know	X	

ASK ALL

A12 Do you think this was someone working alone or ...

READ OUT

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

B ATTEMPTED BURGLARY

ASK IF Q23a / 1. OTHERS CHECK ROUTING ABOVE C1

B1Intro

You said earlier that someone ATTEMPTED but FAILED to get into the buildings at these premises without permission, to steal something, but did not actually gain entry. I would like to ask a few questions about this.

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

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section B on the Experience of Crime sheet.

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

B1 How many attempted burglaries occurred [in the last 12 months] since [TEXT SUB: the first of DATE]?
IF DK, Approximately how many?

WRITE
IN _____

IF ZERO AT B1

Bchk You said earlier that you did have an attempted burglary in the last 12 months. Can I double check how many attempted burglaries occurred [in the last 12 months]?

IF DK, Approximately how many?.

WRITE
IN _____

IF Bchk = 0

Bchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Bchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

B3 [IF B1>1: For the next few questions, I would like you to think about the most recent incident of attempted burglary you have been a victim of.] Did this take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

BX At what time of day did it happen?
PROMPT AS NECESSARY.

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

B4 What was the total value of any damage caused to these premises during the [IF B1>1: most recent] attempted burglary? Please tell me the total loss, regardless of whether you received any insurance pay out.

IF DK, Approximately how much?
WRITE DOWN AMOUNT IN POUNDS AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

B5ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT B4.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

B7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (B7a)

B8 Why did you not report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

B9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

BX2. Do you think this was someone working alone or

READ OUT

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

C VANDALISM / DELIBERATE DAMAGE

ASK IF Q23b / 1. OTHERS CHECK ROUTING ABOVE D1

C1Intro

You said earlier that deliberate damage was caused to these premises. That is APART from damage resulting from any burglaries or attempted burglaries. I would like to ask a few questions about this.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section C on the Experience of Crime sheet.

I will refer to this type of incident as vandalism.

C1 Which of the following forms of vandalism have you experienced [in the last 12 months]?
READ OUT. MULTICODE

INTERVIEWER: This can include graffiti.

Damage to any part of any buildings at these premises	1	
Damage to any other part of these premises (including fences, lights or any other external fixtures or fittings)	4	
Damage to equipment or stock belonging to the business at these premises	2	
Damage to vehicles owned or leased by the business either at these premises or elsewhere, but not employees' or customers' vehicles	3	
DO NOT READ OUT: DK	X	
DO NOT READ OUT Refused	V	

C2 How many incidents of vandalism occurred [in the last 12 months]?
IF DK, Approximately how many?

WRITE
IN _____

IF ZERO AT C2

Cchk You said earlier that you did have an incident of vandalism in the last 12 months. Can I double check how many incidents occurred [in the last 12 months]?

IF DK, Approximately how many?.

WRITE
IN _____

IF Cchk = 0

Cchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Cchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

C4 [IF C2>1: For the next few questions, I would like you to think about the most recent incident of vandalism you have been a victim of.] Did this take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

C4a At what time of day did it happen?
PROMPT AS NECESSARY.

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

C6 What was the total value of any damage caused to these premises during the [C2>1; most recent] incident? Please tell me the total loss, regardless of whether you received any insurance pay out.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

C7 ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT C6.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

C9a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE C9a

C10 Why did you not report the incident to the police?
DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	

Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

C10a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

C11 Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

Yes	1	
No	2	
Don't know	X	

ASK ALL

C12 Do you think this was someone working alone or

READ OUT

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

D THEFT OF VEHICLES

ASK IF Q24a / 1 OTHERS CHECK ROUTING ABOVE E1

D1Intro

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

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

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

Please exclude theft of employees' or customers' vehicles

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section D on the Experience of Crime sheet.

D1What types of vehicle have been stolen [in the last 12 months]. Was it...?

READ OUT. MULTICODE ALLOWED

Passenger cars	1	
Vans or lorries requiring an HGV licence to drive	2	
Vans or lorries NOT requiring HGV licence to drive	3	
Motorbikes / Scooters	4	
Forklifts, JCBs or other industrial vehicles	5	
(DON'T READ OUT) Don't know	X	
(DON'T READ OUT) Refused	V	

D2 How many incidents of vehicle theft occurred [in the last 12 months]
IF DK, Approximately how many?.

INTERVIEWER: That is the number of incidents / separate occasions, not the number of vehicles stolen

WRITE
IN _____

IF ZERO AT D2

Dchk You said earlier that you did have an incident of vehicle theft in the last 12 months. Can I double check how many incidents occurred [in the last 12 months]?

IF DK, Approximately how many?.

WRITE

IN _____

IF Dchk = 0

Dchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Dchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

D3 [IF D2>1: For the next few questions, please think about the most recent incident of vehicle theft.]

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

INTERVIEWER IF YES. PROMPT WHICH VEHICLE STOLEN OR CODE MORE THAN 1 VEHICLE AND MOVE TO NEXT QUESTION

Passenger cars (single vehicle)	1	
Vans or lorries requiring an HGV licence to drive (single vehicle)	2	
Vans or lorries NOT requiring HGV licence to drive (single vehicle)	3	
Motorbikes / Scooters (single vehicle)	4	
Forklifts, JCBS or other industrial vehicles (single vehicle)	5	
More than 1 vehicle	6	
(DON'T READ OUT) Don't know	X	
(DON'T READ OUT) Refused	V	

ASK IT MORE THAN 1 VEHICLE AT DX

And how many of each type or types of vehicle were stolen as part of this incident?

WRITE IN NUMBER

Passenger cars	1	
Vans or lorries requiring an HGV licence to drive	2	
Vans or lorries NOT requiring HGV licence to drive	3	
Motorbikes / Scooters	4	
Forklifts, JCBS or other industrial vehicles (single vehicle)	5	
(DON'T READ OUT) Don't know	X	

(DON'T READ OUT) Refused	V	
--------------------------	---	--

D4 Did [IF D2>1: the most recent] [IF D2=1: this] incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

D4ax At what time of day did it happen?
PROMPT AS NECESSARY.

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

D4a1 And can I just check, did it occur during a delivery from your premises to your customers?

Yes	1	
No	2	
DK	3	

D4a [Was the vehicle/were any of the vehicles] {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN}? READ OUT.. MULTICODE

Recovered with its/their contents	1	
Recovered without its/their contents	2	
Not recovered	3	

ASK IF VEHICLE NOT RECOVERED (D4a / 3)

D4b What was the value of the vehicle(s) {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN} stolen, including the value of the contents of the vehicle(s) {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN} that were not later recovered, but regardless of whether you received any insurance payment?

INTERVIEWER: Value of contents should only include items that belong to the business not items that belong to employees.

WRITE IN

D4bx ANSWER CODED TO LIST BELOW IF DON'T KNOW OR REFUSED AT D4b.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

ASK IF VEHICLE(S) RECOVERED (D4a /1)

D4c Was there.... READ OUT. MULTICODE ALLOWED

D4d [IF CODE 2 AT D4c] And what was the total cost of repairs [ADD IF RECOVERED WITHOUT CONTENTS (D4a /2): and value of any stolen contents from the vehicle(s) {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN} that were not later recovered, regardless of whether you received any insurance payment?]

[IF CODE 3 AT D4c] And what was the value of the vehicle(s) [ADD IF RECOVERED WITHOUT CONTENTS (D4a /2): including the value of any stolen contents from the vehicle(s) {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN} that were not later recovered, regardless of whether you received any insurance payment?]

MULTICODE

	D4c	D4d
No damage to the vehicle(s) (I.e. no costs)	1	
Some damage to the vehicle(s) (I.e. repair costs)	2	WRITE IN REPAIR COSTS
A write off of the vehicle(s)	3	WRITE IN VALUE OF VEHICLE

£	WRITE IN _____
DK	X
REF	V

D5. ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT D4.
 OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

D9a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE C9a

D10 Why did you not report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	

Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

D10a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

D12 Do you think this was someone working alone or

READ OUT

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

E THEFTS FROM VEHICLES

ASK IF YES AT Q24b / 1. OTHERS CHECK ROUTING ABOVE L1

E1Intro

You said earlier that someone stole something off or from vehicles owned or leased by this business and used by employees who consider these premises to be their main place of work. I would like to ask a few questions about this.

This should not include employees' possessions which were in the vehicle at the time of the incident

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

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section E on the Experience of Crime sheet.

E1. Can you tell me how many thefts from a vehicle took place in the last 12 months. .

IF DK, Approximately how many?

WRITE

IN _____

IF ZERO AT E1

Echk You said earlier that you did have an incident of theft from a vehicle in the last 12 months. Can I double check how many incidents occurred [in the last 12 months]?

IF DK, Approximately how many?.

WRITE

IN _____

IF Echk = 0

Echk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Echk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

E3 [IF E1>1: For the next few questions, I would like you to think about the most recent incident of theft from a vehicle you have been a victim of.] Did this theft take place during the week or at the weekend?

During the week	1	
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At the weekend	2	
DK	X	

E3x At what time of day did it happen?
PROMPT AS NECESSARY.

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

E3a And can I just check did [IF E1>1: the most recent] [E1=1: this] incident of theft from a vehicle occur during a delivery from yourselves to your customers?

Yes	1	
No	2	
DK	3	

E4 What was the value of the items stolen from the vehicle? Please tell me the total value, regardless of whether the items were later recovered or whether you received any insurance pay out.
IF DK, Approximately how much?

INTERVIEWER: Exclude the value of any personal / employees' possessions

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

E5 ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT E4.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

E7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE E7a

E8 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	

Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

E9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

E12 Do you think this was someone working alone or

READ OUT

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

L ROBBERY / ATTEMPTED ROBBERY

Textfill:

1 - IF Q25 = Yes

2 - IF Q25attempt = Yes

3 - IF Q25 = Yes and Q25attempt = Yes

ASK IF Q25 OR Q25attempt / 1. OTHERS CHECK ROUTING ABOVE M1

L1Intro

You said earlier that someone who was NOT employed at these premises (textfill1: stole) (text fill 3: or) (textfill 2: attempted to steal) something from your business or from your employees by using or threatening to use force or violence. I would like to ask a few questions about this.

This includes incidents where:

- [don't show if IF Q25attempt = Yes] personal property as well as money or items belonging to the business were stolen, (provided employees were on duty at the time); and
- incidents where employees were on duty away from the premises.

It does not include incidents where only personal property was stolen from non employees.

I will refer to this type of incident as a (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery).

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is sections (textfill1: F) (textfill3: and) (textfill2: G) on the Experience of Crime sheet.

L1 For each of the following types of (textfill1: robbery) (textfill3: and) (textfill2: attempted robbery) please tell me how many incidents you experienced [in the last 12 months]

INTERVIEWER (REFER TO NOTES): Incidents should be included even if they took place away from the premises but only if they took place while the employee was working. Exclude incidents where an employee was robbed while they were simply travelling during the working day - for example travelling between meetings or travelling to/from work.

	L1	L1a No Of Incidents
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) at your premises	1	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees when they were in a vehicle away from your premises	2	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises on the street	3	WRITE IN _____

A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises, but in any other situation	4	WRITE IN _____
Don't Know	X	
Other (WRITE IN)	0	

LOGIC CHECK

IF Q25 = Yes AND Q25attempt = Yes – must be at least 2 incidents

Text should read: 'INTERVIEWER: GO BACK AND CHECK. FEWER THAN 2 INCIDENTS HAVE BEEN RECORDED BUT RESPONDENT INDICATED THEY HAVE EXPERIENCED A ROBBERY AND AN ATTEMPTED ROBBERY.'

IF ZERO AT L1

Lchk You said earlier that you did have an incident in the last 12 months. Can I double check, for each of the following types of (textfill1: robbery) (textfill3: and) (textfill2: attempted robbery) please tell me how many incidents you experienced [in the last 12 months]

INTERVIEWER (REFER TO NOTES): Incidents should be included even if they took place away from the premises but only if they took place while the employee was working. Exclude incidents where an employee was robbed while they were simply travelling during the working day – for example travelling between meetings or travelling to/from work.

	L1	L1a No Of Incidents
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) at your premises	1	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees when they were in a vehicle away from your premises	2	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises on the street	3	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises, but in any other situation	4	WRITE IN _____
Don't Know	X	
Other (WRITE IN)	0	

IF Lchk = 0

Lchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Lchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

IF MORE THAN ONE ROBBERY RECORDED AT L1

L1a And for each type please tell me how many incidents if any involved the use of a weapon?

	L1	L1a No Of Incidents
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) at your premises	1	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees when they were in a vehicle away from your premises	2	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises on the street	3	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises, but in any other situation	4	WRITE IN _____
Don't Know	X	
Other (WRITE IN)	0	

LOGIC CHECK – for each type can't have more incidents than number mentioned at L1

IF MORE THAN ONE ROBBERY RECORDED AT L1

L1b And for each type, in how many incidents were employees physically injured?

	L1	L1a No Of Incidents
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) at your premises	1	WRITE IN _____

A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees when they were in a vehicle away from your premises	2	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises on the street	3	WRITE IN _____
A (textfill1: robbery) (textfill3: or) (textfill2: attempted robbery) of your employees away from your premises, but in any other situation	4	WRITE IN _____
Don't Know	X	
Other (WRITE IN)	0	

LOGIC CHECK – for each type can't have more incidents than number mentioned at L1

IF Q25 = Yes and Q25attempt = Yes

L1d Now thinking about the most recent incident, was it a

Robbery	1	
Attempted robbery	2	

[IF L1>1: For the next few questions I would like you to think about the most recent incident of (textfill1: robbery) (textfill3: answer from L1d) (textfill2: attempted robbery)

L1c Where did this (textfill1: robbery) (textfill3: answer from L1d) (textfill2: attempted robbery) take place?

DO NOT READ OUT. PROMPT IF NECESSARY.

INTERVIEWER (REFER TO NOTES): Incidents should be included even if they took place away from the premises but only if they took place while the employee was working. Exclude incidents where an employee was robbed while they were simply travelling during the working day – for example travelling between meetings or travelling to/from work.

At your premises	1	
When employees were in a vehicle away from your premises	2	
When employees were away from your premises on the street	3	
When employees were away from your premises, but in any other situation	4	
Don't Know	X	
Other (WRITE IN)	0	

IF THE LAST ROBBERY TOOK PLACE AT THE PREMISES AT L1c

L2 How many people were at the premises at the time of this (textfill1: robbery) (textfill3: answer from L1d) (textfill2: attempted robbery) , including customers, staff etc?

Just one person	1	
2-4 people	2	
5 or more	3	
Did not occur on premises	4	
Don't know	X	

L3 What, if anything, was stolen?

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Goods or Stock	2	
Other company property	3	
Nothing - attempted robbery only	4	
(DO NOT READ OUT) Personal possessions (belonging to an employee)	5	
(DO NOT READ OUT) Personal possessions (belonging to a customer)	6	
OTHER - specify	7	
Don't know	X	

LX2 ONLY IF QMETAL = YES AND NOT L3 = Nothing - attempted robbery only
And were any metal items stolen? That is, was anything stolen that you suspect was taken for its scrap metal value?

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

Yes	1	
No	2	
Don't know	X	

L5 Did this incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

L6 At what time of day did it happen?

During morning (6am-noon)	1	
---------------------------	---	--

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

DO NOT ASK IF L3 = Nothing – attempted robbery only

L7 What was the total value of everything that was stolen? Please tell me the total value, regardless of whether items were returned, or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

INTERVIEWER: Do not include value of any personal possessions stolen.

£	WRITE IN _____
DK	X
REF	V

L8

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT L7.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

L10a Did you report the incident to the police?

Yes	1	
-----	---	--

No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (L10a)

L12 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

L7a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

L15 In this incident did the offender have a firearm, that is, a gun or imitation gun?

Yes	1	
No	2	
Don't know	X	

L16a And did they have a knife?

Yes	1	
No	2	
Don't know	X	

L16b And did they have some other weapon including items like baseball bats or pieces of piping that were being used as a weapon?

Yes	1	
No	2	
Don't know	X	

L17 Were employees physically injured?

Yes	1	
No	2	
Don't know	X	

L18 How many offenders were involved in this incident?

One	1	
Two	2	
Three	3	
Four or more	4	
Don't know	X	

L19 Were they male or female?

Male	1	
Female	2	
People of both sexes	3	
Don't know	X	

ASK ALL

L20 Do you think the incident was RACIALLY or RELIGIOUSLY motivated?
CODE ALL THAT APPLY

Yes	1	
No	2	
Don't know	X	

ASK ALL

L21 Do you think this was someone working alone or

READ OUT

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

M ASSAULTS AND THREATS

ASK IF Q25ass / 1 OTHERS CHECK ROUTING ABOVE F1

M1Intro

You said earlier that employees had experienced assault, threats or intimidation. I would like to ask a few questions about this.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section H on the Experience of Crime sheet

M1a For each of the following please tell me how many incidents employees experienced in [the last 12 months].

Do not include any incidents of robbery you have already told me about

IF DK, Approximately how many?

	M1	M1a No. Of incidents
Assault by a fellow employee	1	WRITE IN _____ -
Threat or intimidation by a fellow employee	1	WRITE IN _____ -
Assault by a customer	2	WRITE IN _____ -
Threat or intimidation by a customer	2	WRITE IN _____ -
Assault by someone else (including a supplier or a distributor)	4	WRITE IN _____ -
Threat or intimidation by someone else (including a supplier or a distributor)	4	WRITE IN _____ -

IF ZERO AT M1

Mchk You said earlier that you did have an incident in the last 12 months. Can I double check, for each of the following please tell me how many incidents employees experienced in [the last 12 months].

Do not include any incidents of robbery you have already told me about

IF DK, Approximately how many?

	M1	M1a No. Of incidents
Assault by a fellow employee	1	WRITE IN _____ -
Threat or intimidation by a fellow employee	1	WRITE IN _____ -
Assault by a customer	2	WRITE IN _____ -
Threat or intimidation by a customer	2	WRITE IN _____ -
Assault by someone else (including a supplier or a distributor)	4	WRITE IN _____ -
Threat or intimidation by someone else (including a supplier or a distributor)	4	WRITE IN _____ -

IF Mchk = 0

Mchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Mchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

M3 [IF M1a>1: For the next few questions, I would like you to think about the most recent incident of assault, threat or intimidation an employee has been a victim of.] Did this incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

M4 At what time of day did it happen?

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

M5a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (M5a)

M6 Why didn't you report the incident to the police?
DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	

Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

M7a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

M9a In this incident, did the offender have a firearm, that is, a gun or imitation gun?

Yes	1	
No	2	
Don't know	X	

ASK ALL

M9b And did they have a knife?

Yes	1	
No	2	
Don't know	X	

ASK ALL

M9c And did they have some other weapon including items like baseball bats or pieces of piping that were being used as a weapon?

Yes	1	
No	2	
Don't know	X	

ASK ALL

M9d Were employees physically injured?

Yes	1	
No	2	
Don't know	X	

ASK ALL

M10 Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

CODE ALL THAT APPLY

Yes	1	
No	2	
Don't know	X	

ASK ALL

M11 Do you think this was someone working alone or

READ OUT

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

F THEFTS BY CUSTOMERS

ASK IF Q26comb =/ 1. OTHERS CHECK ROUTING ABOVE G1

F1Intro

You said earlier that a customer stole money, goods, company property or services from your business at these premises. I would like to ask a few questions about this.

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

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section I on the Experience of Crime sheet

F1 How many incidents of thefts by customers have you had at your premises [in the last 12 months]

WRITE
IN _____

IF DON'T KNOW

OK, how many incidents of thefts were committed by customers at your premises in an average week [over the last 12 months]?

WRITE IN _____

IF ZERO AT F1

Fchk You said earlier that you did have a theft by a customer in the last 12 months. Can I double check, how many incidents of thefts by customers have you had at your premises [in the last 12 months]

WRITE
IN _____

IF DON'T KNOW

OK, how many incidents of thefts were committed by customers at your premises in an average week [over the last 12 months]?

IF Fchk = 0

Fchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Fchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

F2 Thinking about [IF F1>1: all incidents [over the last 12 months]] [IF F1=1: this incident], what was the total value of money, goods, property or services that were stolen?

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT F2.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

F3 [IF F1>1: For the next few questions, I would like you to think about the most recent incident of theft by customers you have been a victim of.] Did this take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

F3a At what time of day did it happen?
PROMPT AS NECESSARY.

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

F3b Could you tell me what was actually stolen? Please tell me about everything that were taken, regardless of whether the items were returned

PROMPT IF NECESSARY

Money	1	
Goods or Stock	2	
Other company property	3	
Unpaid services	4	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	5	
OTHER - specify	9	
Don't know	X	

ONLY IF QMETAL = YES

F3c And were any metal items stolen? That is was anything stolen that you suspect was taken for its scrap metal value?

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

Yes	1	
No	2	
Don't know	X	

ONLY ASK IF MORE THAN 1 INCIDENT AT F1

F4 Still thinking about [IF F1>1: the most recent] [IF F1=1: this] incident of theft by customers, what was the total value of everything that was [stolen / unpaid]? Please tell me the total value, regardless of whether items were later recovered or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

LOGIC CHECK: ANSWER GIVEN AT F4 CAN NOT BE HIGHER THAN ANSWER GIVEN AT F2

F5 ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT F4.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

F7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE F7a

F8 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	

Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

F9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

F12 Do you think this was someone working alone or

READ OUT

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

G THEFT BY EMPLOYEES

ASK IF Q26comb = 2 OTHERS CHECK ROUTING ABOVE H1

G1Intro You said earlier that an employee stole money, goods, company property or services from your business at these premises. I would like to ask a few questions about this.

This includes thefts by employees who work at different sites as long as the theft took place against these premises. It does not include theft of employees' personal property.

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

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section J on the Experience of Crime sheet

G1 How many thefts of money, goods, company property or services were committed by employees at your premises [in the last 12 months]?

WRITE
IN _____

IF ZERO AT G1

Gchk You said earlier that you did have a theft by an employee in the last 12 months. Can I double check, how many incidents of thefts by employees have you had at your premises [in the last 12 months]

WRITE
IN _____

IF Gchk = 0

Gchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Gchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

G3a [IF G1>1: For the next few questions, I would like you to think about the most recent incident of theft by employees]. Did this incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

At what time of day did it happen?
 PROMPT AS NECESSARY.

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

G3b Could you tell me what was actually stolen? Please tell me about everything that was taken, regardless of whether items were returned.

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Goods or Stock	2	
Other company property	3	
Unpaid services	4	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	5	
OTHER - specify	9	
Don't know	X	

ONLY IF QMETAL = YES

G3c And were any metal items stolen? That is was anything stolen that you suspect was taken for its scrap metal value?

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

Yes	1	
No	2	
Don't know	X	

G4 Still thinking about [IF G1>1: the most recent] [IF G1=1: this] incident of theft by employees, what was the total value of everything that was [stolen / unpaid]? Please tell me the total value, regardless of whether items were later recovered or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

G5

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT G4.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

G7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (G7a)

G8 Why did you not report the incident to the police?

DO NOT READ OUT. MULTICODE

Resolved internally/ spoke to employee directly		
No loss or damage	1	

Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

G9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

G10a Did you take any disciplinary action against the employee responsible?

Yes	1	
No	2	
Don't know	X	

ASK ALL

G11 Do you think this was someone working alone or

READ OUT

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

H THEFT BY OTHERS

ASK IF Q26comb = 3 OTHERS CHECK ROUTING ABOVE I1

H1Intro You said earlier that someone else (that is, not customers or employees) stole money, goods, company property or services from your business at these premises. I would like to ask a few questions about this.

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

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section K on the Experience of Crime sheet

[TEXT SUB IF ALSO EXPERIENCED THEFT BY PERSONS UNKNOWN: For the moment I am only interested in thefts by other known persons; we will talk about thefts committed by persons unknown in a minute]

H1. How many thefts of money, goods, company property or services were committed by others at your premises [in the last 12 months]?

IF DK, Approximately how many?

WRITE
IN _____

IF ZERO AT H1

Hchk You said earlier that you did have a theft by others in the last 12 months. Can I double check, how many incidents of thefts by others have you had at your premises [in the last 12 months]

WRITE
IN _____

IF Hchk = 0

Hchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Hchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

H3a [IF H1>1: For the next few questions I would like you to think about the most recent incident of theft by others you have been a victim of.] Did this incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

H3b At what time of day did it happen?
 PROMPT AS NECESSARY.

(
)

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

H3c Could you tell me what was actually stolen? Please tell me about everything that was taken, regardless of whether items were returned.

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Goods or Stock	2	
Other company property	3	
Unpaid services	4	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	5	
OTHER - specify	9	
Don't know	X	

ONLY IF QMETAL = YES

H3d And were any metal items stolen? That is was anything stolen that you suspect was taken for its scrap metal value?

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

Yes	1	
No	2	
Don't know	X	

H4 Still thinking about [IF H1>1: the most recent] [IF H1=1: this] incident, what was the total value of everything that was [stolen /unpaid]? Please tell me the total value, regardless of whether items were later returned, or whether you received any insurance payment.
 IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

H5

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT H4.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

H7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (H7a)

H8 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	

Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

H9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

H11 Do you think this was someone working alone or

READ OUT

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

I THEFT BY PERSONS UNKNOWN

ASK IF Q26comb =4 . OTHERS CHECK ROUTING ABOVE Jcog

I1Intro

You said earlier that an unknown person or persons stole money, goods, company property or services from your business at these premises. I would like to ask a few questions about this.

I will refer to this type of incident as a theft by persons unknown.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section L on the Experience of Crime sheet.

I1 How many thefts of money, goods, company property or services were there at your premises [in the last 12 months] where you were unable to establish who committed the theft?

IF DK, Approximately how many?

WRITE
IN _____

IF ZERO AT I1

Ichk You said earlier that you did have a theft by persons unknown in the last 12 months. Can I double check, how many incidents of thefts by persons unknown have you had at your premises [in the last 12 months]

WRITE
IN _____

IF Ichk = 0

Ichk2INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Ichk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

I3a [IF I1>1: For the next few questions, I would like you to think about the most recent incident of theft by persons unknown.] Did this incident take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

I3b At what time of day did it happen?
 PROMPT AS NECESSARY.

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

I3c Could you tell me what was actually stolen? Please tell me about everything that was taken, regardless of whether items were returned.

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Goods or Stock	2	
Other company property	3	
Unpaid services	4	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	5	
OTHER - specify	9	
Don't know	X	

ONLY IF QMETAL = YES

I3d And were any metal items stolen? That is was anything stolen that you suspect was taken for its scrap metal value?

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

Yes	1	
No	2	
Don't know	X	

I4 Still thinking about [IF I1>1: the most recent] [IF I1=1: this] incident of theft by persons unknown, what was the total value of everything that was stolen? Please tell me the total value, regardless of whether items were later recovered, or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
---	----------------

DK	X
REF	V

15

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT I4.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

17a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE I7a

18 Why didn't you not report the incident / to the police?
DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	

They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

I9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

J. FRAUD BY EMPLOYEES

ASK ALL WHO HAD EXPERIENCED EMPLOYEE FRAUD
 ASK IF Q27 / 1. OTHERS CHECK ROUTING ABOVE Kcog

JIntro

You said earlier your business at these premises had experienced fraud by employees [in the last 12 months]. I would like to ask a few questions about this.

[IF MORE THAN 1 PREMISES - IF7A>1] Remember this is only against these premises

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section M on the Experience of Crime sheet.

Jcog Thinking about all incidents of fraud by employees against your business at these premises [in the last 12 months], what was the total value of the financial loss?

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT Jcog.
 OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

ASK IF YES AT Q27 / 1. OTHERS CHECK ROUTING ABOVE K1

J1anw [In the last 12 months] has an employee done any of the following:

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

Fraudulent accounting (including fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments)	1	WRITE IN _____
Used a business credit or debit card fraudulently (e.g. used it beyond what is permitted by business policy)	2	WRITE IN _____
Withheld or 'skimmed' takings (e.g. taken money from customers that was intended for the business)	3	WRITE IN _____
Created non-existent customers or suppliers to defraud the business	4	
Diverted company funds to their own account	5	WRITE IN _____
Exploited business assets and information (e.g. misused confidential, commercially valuable information such as customer data)	6	
Committed a fraud relating to purchase of goods or services (e.g. received inferior or no goods and services at all for personal gain) (sometimes called 'procurement fraud')	7	WRITE IN _____
Sold goods or services fraudulently (e.g. sold without giving the takings back to the business)	8	WRITE IN _____
Taken kickback or sweetheart payments or colluded with another organisation to defraud your business	9	WRITE IN _____
Any other type of fraud? (please specify)	10	WRITE IN _____
Don't Know	x	

IF ZERO AT J1anw

Jchk You said earlier that you had experienced fraud by employees in the last 12 months.

Can I double check, [In the last 12 months] has an employee done any of the following:

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

Fraudulent accounting (including fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments)	1	WRITE IN _____
Used a business credit or debit card fraudulently (e.g. used it beyond what is permitted by business policy)	2	WRITE IN _____
Withheld or 'skimmed' takings (e.g. taken money from customers that was intended for the business)	3	WRITE IN _____
Created non-existent customers or suppliers to defraud the business	4	
Diverted company funds to their own account	5	WRITE IN _____
Exploited business assets and information (e.g. misused confidential, commercially valuable information such as customer data)	6	
Committed a fraud relating to purchase of goods or services (e.g. received inferior or no goods and services at all for personal gain) (sometimes called 'procurement fraud')	7	WRITE IN _____
Sold goods or services fraudulently (e.g. sold without giving the takings back to the business)	8	WRITE IN _____

IF Jchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF Jchk = 0

Jchk2INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Jchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

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

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT J1anw]

J2 What type of fraud was this?

READ OUT. SINGLE CODE

SCRIPTING: SCREEN OUT ANSWER CODES IF '0' AT PREVIOUS QUESTION

Fraudulent accounting (including fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments)	1	
Used a business credit or debit card fraudulently (e.g. used it beyond what is permitted by business policy)	2	
Withheld or 'skimmed' takings (e.g. taken money from customers that was intended for the business)	3	
Created non-existent customers or suppliers to defraud the business	4	
Diverted company funds to their own account	5	
Exploited business assets and information (e.g. misused confidential, commercially valuable information such as customer data)	6	
Committed a fraud relating to purchase of goods or services (e.g. received inferior or no goods and services at all for personal gain) (sometimes called 'procurement fraud')	7	
Sold goods or services fraudulently (e.g. sold without giving the takings back to the business)	8	WRITE IN _____
Taken kickback or sweetheart payments or colluded with another organisation to defraud your business	8	
Any other type of fraud? (please specify)	9	
Don't Know	x	

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT J1anw]

J3 What was the value of financial loss to the business at these premises in the most recent incident of fraud by employees

IF DK , Approximately how much?
 WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

LOGIC CHECK: ANSWER GIVEN AT J3 CAN NOT BE HIGHER THAN ANSWER GIVEN AT JCOG

J4

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT J3.
 OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

J7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (J7a)

J8a Why didn't you report the incident to the police?
 DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	

Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Realised too late after the incident / too long had passed	17	
DK / Can't remember	X	
Other (WRITE IN)	0	

J8b Did you report the incident to Action Fraud?

IF NO – PROBE: Were you aware of Action Fraud before today?

IF REQUIRED: ACTION FRAUD IS THE UK'S NATIONAL FRAUD REPORTING CENTRE

Yes	1	
No – but aware of Action Fraud	2	
No – NOT aware of Action Fraud	3	
Don't know	X	

J9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

J10a Did you take any disciplinary action against the employee responsible?

Yes	1	
No	2	
Don't know	X	

ASK ALL

J12 Do you think this was someone working alone or

READ OUT

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

K FRAUD BY OTHERS

ASK ALL WHO HAD EXPERIENCED FRAUD BY OTHERS
ASK IF Q27 / 2. OTHERS CHECK ROUTING ABOVE UKCOG

KIntro

You said earlier that your business at these premises had experienced fraud by someone other than an employee. I would like to ask a few questions about this.

I will refer to this type of offence as a fraud by others.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section N on the Experience of Crime sheet.

[IF MORE THAN 1 PREMISES - IF7A>1] Remember this is only against these premises

ASK ALL WHO HAD EXPERIENCED EMPLOYEE FRAUD

Kcog Thinking about all incidents of fraud by others against your business at these premises [in the last 12 months], what was the total value of the financial loss?

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT kcog.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

ASK IF Q28 / 1. OTHERS CHECK ROUTING ABOVE L1

K1 [In the last 12 months] has someone other than an employee done any of the following:

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	K1	K1a	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1		
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2		
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3		
Online banking fraud	4		
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5		
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6		

Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

IF ZERO AT K1

Kchk You said earlier that you had experienced fraud by someone other than an employee in the last 12 months. Can I double check, [in the last 12 months] has someone other than an employee done any of the following:

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	K1	K1a	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1		
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2		
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3		
Online banking fraud	4		
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5		
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6		
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7		
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8		
Any other type of fraud? (please specify)	9		
Don't Know	X		

IF Kchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF Kchk = 0

Kchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF Kchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

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

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT K1)

K2. What type of fraud was this?

READ OUT. SINGLE CODE

SCRIPTING: SCREEN OUT ANSWER CODES IF '0' AT PREVIOUS QUESTION

	K1	
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1	
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2	
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3	
Online banking fraud	4	
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5	
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	

Any other type of fraud? (please specify)	9	
Don't Know	X	

ASK IF LAST INCIDENT WAS OF USING CREDIT / DEBIT / CHEQUE CARD FRAUD (K2 / 1 OR K1 /1 (AND NO OTHER TYPES)

- K1c Was the most recent incident of credit, debit or cheque card fraud conducted in person, over the internet or over the phone?
CODE ONE ONLY

In person	1	
Over the internet	2	
Over the phone	3	
Don't know		

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT K1)

- K3 What was the total financial value of the loss to the business at these premises in the most recent incident of fraud by others?

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN_____
DK	X
REF	V

LOGIC CHECK - ANSWER GIVEN AT K3 CAN NOT BE HIGHER THAN ANSWER GIVEN AT KCOG

- K4

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT K3.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

K6a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (K6a)

K7 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	

Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Crime was committed in another country	17	
Realised too late after the incident / too long had passed	X	
DK / Can't remember	X	
Other (WRITE IN)	0	

K7a Did you report the incident to Action Fraud?

IF NO – PROBE: Were you aware of Action Fraud before today?

IF REQUIRED: ACTION FRAUD IS THE UK'S NATIONAL FRAUD REPORTING CENTRE

Yes	1	
No – but aware of Action Fraud	2	
No – NOT aware of Action Fraud	3	
Don't know	X	

K8Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

ASK ALL

K12. Do you think this was someone working alone or

READ OUT

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

UK. FRAUD BY PERSONS UNKNOWN

ASK ALL WHO HAD EXPERIENCED FRAUD BY PERSONS UNKNOWN
 ASK IF Q27 / 3. OTHERS GO TO N1nw (NEXT SECTION)

UKintro

You said earlier that an unknown person or persons defrauded your business at these premises. I would like to ask a few questions about this.

I will refer to this type of incident as a fraud by persons unknown.

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section O on the Experience of Crime sheet.

[IF MORE THAN 1 PREMISES - IF7A>1] Remember this is only against these premises

ASK ALL WHO HAD EXPERIENCED EMPLOYEE FRAUD

UKcog Thinking about all incidents of fraud by persons unknown against your business at these premises [in the last 12 months], what was the total value of the financial loss?

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT Ukcog.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

UK1a Please tell me which of the following types of fraud by persons unknown you have experienced [in the last 12 months]

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	UK1	UK1a	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1		
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2		
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3		
Online banking fraud	4		
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5		
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6		
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7		
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8		
Any other type of fraud? (please specify)	9		
Don't Know	X		

IF ZERO AT UK1a

UKchk You said earlier that you had experienced fraud by persons unknown in the last 12 months. Can I double check, which of the following types of fraud by persons unknown you have experienced [in the last 12 months]?

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	UK1	UK1a	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1		
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2		
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3		
Online banking fraud	4		
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5		
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6		
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7		
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8		
Any other type of fraud? (please specify)	9		
Don't Know	X		

IF UKchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF UKchk = 0

UKchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

PROVIDE FULL DETAILS: The reason provided will be checked and if it is not valid, the respondent may have to be recontacted to complete the interview

- OPEN-ENDED

IF UKchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

For the next few questions, I would like you to think about the most recent incident of fraud by persons unknown.

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT UK1a)

UK2 What type of fraud was this?

SCRIPTING: SCREEN OUT ANSWER CODES IF '0' AT PREVIOUS QUESTION

UK1

Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1	
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2	
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3	
Online banking fraud	4	
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5	
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

ASK IF LAST INCIDENT WAS OF USING CREDIT / DEBIT / CHEQUE CARD FRAUD (UK2 / 1 OR K1 /1 (AND NO OTHER TYPES)

UK1c Was the most recent incident of credit, debit or cheque card fraud conducted in person, over the internet or over the phone?
CODE ONE ONLY

In person	1	
Over the internet	2	
Over the phone	3	
Don't know		

[ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT UK1a)

UK3 What was the total financial value of the loss to the business at these premises in the most recent incident of fraud by persons unknown?

IF DK, Approximately how much?
 WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

LOGIC CHECK - ANSWER GIVEN AT UK3 CAN NOT BE HIGHER THAN ANSWER GIVEN AT UKCOG

UK4

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT UK3.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

UK6a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (K6a)

UK7 Why didn't you report the incident to the police?
 DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	

Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Crime was committed in another country	17	
Realised too late after the incident / too long had passed	18	
DK / Can't remember	X	
Other (WRITE IN)	0	

UK7a Did you report the incident to Action Fraud?

IF NO – PROBE: Were you aware of Action Fraud before today?

IF REQUIRED: ACTION FRAUD IS THE UK'S NATIONAL FRAUD REPORTING CENTRE

Yes	1	
No – but aware of Action Fraud	2	
No – NOT aware of Action Fraud	3	
Don't know	X	

UK8 Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

N. ELECTRONIC CRIME

(SPLIT SAMPLE WITH CRIME PREVENTION MODULE – 50% ANSWER THIS SELECTED AT RANDOM WITHINSAMPLE)

N1nw I'm now going to ask about any computer or cyber crime that may have been committed against your business [in the last 12 months]

IF LOOKED AT CRIME SHEET PROMPT(q3a1=1): This is section P on the Experience of Crime sheet.

INTERVIEWER: This should only include successful attempts against the business at these premises where there was a direct impact on the business.

First of all, does your business use any computers at these premises?

INTERVIEWER: Include any personal computers that are ever used for business purposes

Yes	1	
No	2	SKIP TO SECTION O
DK	3	SKIP TO SECTION O

ASK IF HAVE COMPUTERS AND IN SECTOR THAT MAY HAVE AN ONLINE RETAIL PRESENCE (Q4 = 2,3,4,5,6,9,11,12,13). OTHERS GO TO ASB QUESTIONS

Nesale And, does your business at these premises sell any good or services online?

INTERVIEWER: This should only include sales specifically for these premises not the wider business. e.g. a Tesco store should not include sales through tesco.com.

Yes	1	
No	2	
DK	3	

ASK IF HAVE COMPUTERS. OTHERS GO TO ASB QUESTIONS

NCHECK

DO NOT READ OUT

INTERVIEWER: IF RESPONDENT SPONTANEOUSLY SAYS THEY CANNOT ANSWER QUESTIONS ON COMPUTER CRIME AS A MATTER OF COMPANY POLICY RECORD HERE.

HAPPY TO PROCEED	1	PROCEED TO N2nw
Company policy not to provide information on computer crime	2	GO TO NCHECK 2

NCHECK2

I'd like to assure you that all your answers are treated in the strictest of confidence and none of your answers will be linked to your premises / this address.

We would be grateful if you could answer.

Yes – HAPPY TO PROCEED	1	PROCEED TO N2nw
No – still not willing to answer	2	GO TO NCHECKWHY

ASK ALL WHO REFUSE TO ANSWER COMPUTER CRIME QUESTIONS BECAUSE OF BUSINESS POLICY

NCHECKWHY

Can I ask why your company cannot / does not want to discuss your experiences of computer crime?

CODE ALL THAT APPLY

Fear of negative publicity/ damage to reputation	1	
Fear of being attacked as a result / do not want to expose weaknesses	2	
Do not want competitors to know	3	
No-one will do anything about it	4	
Do not regard them as crimes	5	
Don't know who to report to	6	
It's company policy	7	
No reason	X	
Refused	Y	

IF NCHECK2 = NO SKIP TO NCONC

ASK IF HAVE COMPUTERS. OTHERS GO TO ASB

The next few questions are about the types of computer crime you may have been a victim of. Please remember that all your answers are treated in the strictest of confidence.

INTERVIEWER: This should only include successful attempts against the business at these premises where there was a direct impact on the business.

N2nwa [In the last 12 months], has anyone:

N2nwb How many times [in the last 12 months], has anyone (SHOW ONLY THOSE ANSWERED AT N2nw)

READ OUT. MULTICODE.

REPEAT N2anw FOR EACH TYPE OF CRIME EXPERIENCED

	N2nw	N2anw (record number)
Accessed your computer system without permission? (e.g. hacking)	1	WRITE IN _____
Stolen money from you electronically (e.g. through online banking)	2	WRITE IN _____
Stolen money from you after sending you fraudulent messages / redirecting you to fake websites (i.e. phishing).	3	WRITE IN _____
Stolen confidential information from you electronically (such as staff or customer data)	4	WRITE IN _____
Defaced, damaged or taken down your website	5	WRITE IN _____
Or, did any computers become infected with files or programmes that were intended to cause harm (e.g. viruses or malware)	6	WRITE IN _____
Don't Know	X	X
DO NOT READ OUT : None GO TO N8nw	V	V

SKIP TO N8nw IF NO EXPERIENCE

N6nw For the next few questions, I would like you to think about the most recent incident of computer crime you have been a victim of.

ASK IF MORE THAN 1 INCIDENT AT N2anw, OTHERS GO TO FOLLOWING QUESTION (HOW WAS INCIDENT CAUSED)

N7nw In the most recent incident did anyone

READ OUT. MULTICODE.

Access your computer system without permission? (e.g. hacking)	1
Steal money from you electronically (e.g. through online banking)	2
Steal money from you after sending you fraudulent messages / redirecting you to fake websites (i.e. phishing).	3
Steal confidential information from you electronically (such as staff or customer data)	4
Deface, damage or take down your website	5

Or, did any computers become infected with files or programmes that were intended to cause harm (e.g. viruses or malware)	6
Don't Know	X
DO NOT READ OUT : None	V

N8nw2 Was this incident caused by...
READ OUT

Someone targeting your system remotely (e.g. by email or hacking)?	1
Or, did they physically access a computer at your premises?	2
Don't Know	X

ASK ALL

N9nw Do you think this was someone working alone or

READ OUT

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

NPol Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (N6nw)

N10nw Why didn't you report the incident to the police?
DO NOT READ OUT. MULTICODE

It's not a crime / it's just something that happens	1	
No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	

Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

N7ActFr Did you report the incident to Action Fraud?

IF NO – PROBE: Were you aware of Action Fraud before today?

IF REQUIRED: ACTION FRAUD IS THE UK'S NATIONAL FRAUD REPORTING CENTRE

Yes	1	
No – but aware of Action Fraud	2	
No – NOT aware of Action Fraud	3	
Don't know	X	

N7anw And did you report the incident to any of the following....?

READ OUT. MULTICODE ALLOWED

Another law enforcement agency – such as the Serious and Organised Crime Agency (SOCA)	1	
National Fraud Intelligence Bureau	2	
Your Internet Service Provider	3	
Your website hosting company	4	
Your bank / financial institution	5	
The organisation that provides you with computer security	6	
Any other body WRITE IN _____	7	
NONE OF THE ABOVE	X	

ASK ALL WITH COMPUTERS (N1nw /1)

N8nw Do you have any of the following to protect computers at your premises?

READ OUT. MULTICODE.

Encryption software on computers and other electronic devices	1	
A firewall	2	
Anti-virus software or anti-spam software	3	
Restrictions on staff external e-mail or internet use	4	
Restrictions on mobile data storage devices such as USB sticks or mobile devices such as smart phones or tablets	5	
A data security policy, staff code of conduct for computer use or a data security officer responsible for ensuring data security	6	
DO NOT READ OUT: Don't Know	X	
DO NOT READ OUT: Other Write in _____	0	
DO NOT READ OUT: None	V	

N10nw2 What is the total amount of money spent a year on IT security, excluding staff time?

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT N10nw.

OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

ASK ALL

NCONC In general, how worried is your business at the premises about computer or cyber crime?

PROMPT: 'Is that very or fairly worried? / Not very or not all worried?'

Very worried	1	
Fairly worried	2	
Not very worried	3	
Not at all worried	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT - Refused	V	

NPROB And, in general, how much of a problem is computer or cyber crime to your business at the premises?

PROMPT: 'Is that a very or fairly big problem? / Not a very big or no problem at all?'

A very big problem	1	
A fairly big problem	2	
Not a very big problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT - Refused	V	

EXPERIENCE OF ANTI-SOCIAL BEHAVIOUR

+DISPLAY [ASK ALL]

I'd now like to ask you some questions about how, if at all, your business at these premises has been affected by anti-social behaviour..

Please exclude any specific incident we've already talked about

ASBEXP [ASK ALL]

[In the last 12 months], has your business at these premises been affected by any sort of anti-social behaviour?

IF NECESSARY: Anti-social behaviour is any behaviour that causes people nuisance, annoyance or distress. This can include behaviours that are aggressive or intimidating or that impact on your business.

1. Yes
2. No

WHASBEXA- [ASK IF ASBEXP = YES]

WHASBEXQ

What sorts of anti-social behaviour has it been affected by [in the last 12 months]?
CODE ALL THAT APPLY. DO NOT READ OUT.

PROBE: What else?

INTERVIEWER:IF THE RESPONDENT DESCRIBES AN INCIDENT OF ANTI SOCIAL BEHAVIOUR THAT COULD FIT INTO MORE THAN ONE CODE BELOW PLEASE SELECT THE CODE THAT IS CLOSEST TO WHAT IS BEING DESCRIBED. YOU SHOULD NOT CODE A SINGLE INCIDENT AS MORE THAN ONE TYPE OF ANTI SOCIAL BEHAVIOUR

IF WHAT THE RESPONDENT DESCRIBES IS CLEARLY A CRIME YOU SHOULD CODE THIS AS 'OTHER CRIME' IF YOU ARE IN DOUBT ASK: Do you think that what you experienced or witnessed was anti social behaviour or actually criminal behaviour?

1. Youths/teenagers/groups hanging about on the streets
2. Street drinking/drunken behaviour/under-age drinking
3. Vandalism, criminal damage or graffiti (e.g. to buildings, vehicles, bus shelters, phone boxes, trees or plants, etc.)
4. Inconsiderate behaviour (e.g. repeated or inappropriate use of firework; youths kicking/throwing/playing football in inappropriate areas; cycling/skateboarding in pedestrian areas or obstructing pavements; people throwing stones, bottles, eggs, etc.)
5. Loud music or other noise (e.g. shouting, noisy cars, noise from pubs, etc.)
6. People using or dealing drugs or evidence of drugs (e.g. discarded needles, crack houses)
7. People being intimidated, threatened, verbally abused or harassed (inc. on the grounds of race, religion, disability, sexual orientation, etc.)
8. Environmental e.g. Litter or rubbish (including fly-tipping) or dog fouling

9. Vehicle related e.g. Inconvenient or illegal parking; Abandoned vehicles; Speeding cars or motorcycles, joyriding, car revving, boy racers
10. Begging, vagrancy, problems with homeless people
11. Sexual e.g. Prostitution or kerb crawling or evidence of prostitution (e.g. cards in phone boxes, used condoms) People committing inappropriate or indecent sexual acts in public
12. OTHER ASB
13. OTHER CRIME

[ASK IF ASBEXP = YES]

NEWASB What impact have these types of anti-social behaviour had on your business at these premises [in the last 12 months]?

PROBE: what effect as it had / what has happened as a result?

INTERVIEWER: IF BUSINESS HAS OPERATED IN THE AREA FOR LESS THAN 1 YEAR ASK THEM TO THINK BACK OVER THE TIME THE BUSINESS AS OPERATED HERE

OPEN-ENDED	1	
None	2	
Don't know	X	
Refused	V	

12E And can you tell me how much of a problem anti-social behaviour in general is for your business at these premises. is this..

READ OUT

A very big problem	1	
A fairly big problem	2	
Not a very big problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT - Refused	V	

T CRIME PREVENTION

4.1.1.1.1.1.1.1 LINK27

(SPLIT SAMPLE WITH E-CRIME MODULE – 50% ANSWER THIS SELECTED AT RANDOM WITHINSAMPLE). MODULE INCLUDES EVERYTHING UP TO T30 (WHERE POLICE QUESTIONS BEGIN).

ASK ALL

T1Intro I'd now like to ask you about the measures that are in place to protect your premises and your business against crime. I would again like to stress that this survey is entirely confidential.

Please include measures that your business has taken, as well as any measures that were in place before you moved to this premises.

T1a Do you have burglar alarm at your premises?

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T1a = Yes

TT2 Do you have a notice explaining that an alarm system is in use on the premises?

Yes	1	
No	2	
DK	3	

T7a Do you have any protective window and door measures in place at your premises?

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T7a = Yes **T7** What type of protective window and door measures do you have?

DO NOT READ OUT. CODE ALL THAT APPLY

Bars, gates, grilles or shatterproof glass on windows or doors	1
Shutters on windows or doors	2
Security window or door locks	3
Any other protective window or door measure WRITE IN	8

Any other protective window or door measure WRITE IN	8
Don't know	X
Refused	Y

T4 Which of the following protective measures for the outside of the premises are in place?

READ OUT. MULTICODE ALLOWED.

Security lighting (including sensor/timed lights)	1
CCTV looking at the road or grounds outside	2
Barbed wire fencing or anti climb walls	3
Intercoms or video-coms	4
Any other protective measures WRITE IN	5
DO NOT READ OUT None of these - SINGLE CODE	6

T10a Do you have any crime prevention measures to protect stock or equipment at your premises?

PROMPT IF NECESSARY: such as property marking or tagging or security cameras.

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T10a = Yes

T10 What type of measures do you have ?

DO NOT READ OUT. CODE ALL THAT APPLY

Property marking or tagging of your equipment or stock	1
Security cameras, lighting or mirrors inside your premises	3
Merchandise alarms	6
ONLY IF RETAIL Shoplifting deterrence signage / Signs to deter shoplifting	7
A safe	8
Any other crime prevention measures for stock or equipment? WRITE IN	8
Don't know	X
Refused	Y

ASK IF VEHICLES OWNED/LEASED BY BUSINESS (Q24=1)

T11a Do you have any crime prevention measures to protect vehicles?

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T11a = YesT11 What types of measures do you have?

DO NOT READ OUT. CODE ALL THAT APPLY

Alarm	1	
Vehicle tracking system	2	
Immobiliser	3	
Steering lock	4	
Any other crime prevention measures for vehicles?	5	WRITE IN
Don't know	X	
Refused	Y	

ASK ALL

T13 Is anyone employed such as a caretaker, store detective, security guard or patrols or receptionist who is in charge of entry into your premises?

Yes	1	
No	2	
Don't know	X	
Refused	V	

ASK IF YES AT T13. OTHERS GO TO T25a

T14a Who controls entry into your premises?
DO NOT READ OUT. CODE ALL THAT APPLY

A caretaker	1
A receptionist	3
Store detectives	4
Security guards / patrols	5
A guard dog	8
Something else WRITE IN	9

ASK IF ANY ANSWER AT T1,T7,T4,T10,T11, T13, T17 or T20 T25a

ASK ALLT28 Can you estimate the total amount spent on security for these premises [during the last 12 months]?

Please include maintenance and running costs, charges for new security equipment and security personnel costs. Do not include the costs of insurance or IT security.

£ _____

X	Don't know
V	Refused

T29

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT T28.
OK, which of the following is closest to the total value?

Nil, negligible	1	1	
Up to 250 pounds	2	2	
251 - 500 pounds	2	2	
501 - 750 pounds	3	3	
751 - 1000 pounds	3	3	
1001 - 2500 pounds	4	4	
2501 - 5000 pounds	5	5	
5001 - 10,000 pounds	6	6	
10,001 - 50,000 pounds	7	7	
50,001 - 100,000 pounds	8	8	
100,001 - 500,000 pounds	9	9	
500,001 - 1,000,000 pounds	10	10	
1,000,001 - 5,000,000 pounds	11	11	
5,000,001 - 9,000,000 pounds	12	12	
More than 9 million pounds	13	13	
Don't know	X	X	
Refused	V	V	

END OF CRIME PREVENTION MODULE

ASK ALL

T30 Apart from any crimes you may have reported to the police [in the last 12 months], has your business have any contact with the police about crime problems or crime prevention?

Yes	1	
No	2	
Don't know	X	
Refused	V	

IF YES AT T30

T30a What type of contact was this?

- OPEN FOR PILOT

ASK ALL

T31 In general, how satisfied or dissatisfied are you with the way the police deal with the crime problems facing business in this area?

Please think about crime generally, not just incidents you have experienced as a business. Are you...?

PROMPT: Is that very or fairly dissatisfied / a bit or very dissatisfied?

Very satisfied	1	
Fairly satisfied	2	
A bit dissatisfied	3	
Very dissatisfied	4	
DO NOT READ OUT: Can't comment / no experience of crime	5	
DO NOT READ OUT - Don't know	X	
DO NOT READ OUT - Refused	V	

IF DISSATISFIED AT T31 (T31=3 OR 4)

T32 Why is that?
DO NOT READ OUT. MULTICODE ALLOWED

Police not seen in this area	1	
Take too long to react to incidents	2	
Do not react to alarms going off	3	
Do not catch or prosecute offenders	4	
Give little or no information back on reported crimes	5	
No day-to-day contact with police	6	
Not interested in reported crimes	7	
Nothing seems to change / crime levels remain the same	8	
Not enough police/police undermanned;/ not enough resources	9	
There is nothing the police can do	10	

Other (CODE AND WRITE IN)	11	
Don't know	X	

ASK ALL

T40 Finally I need to ask a few questions about your business at these premises to help us put your answers into context. Again I'd like to reassure you the survey is entirely confidential. What is the approximate annual turnover of your business at these premises?

SCRIPTING NOTE: RANGE UP TO 99M

£ _____

X	Don't know
V	Refused

ASK ALL

T40a1 Is your business a public or limited company, a partnership or are you a sole trader?

A public or limited company	1	
A partnership	2	
A sole trader	3	

ASK ALL

T40a2 Is your business at these premises ever open to the public?

IF NECESSARY: That is are they able to come into your premises even if this is only at specific times of day or days of the week

Yes	1	
No	2	
Don't know	3	

IF OPEN TO PUBLIC AT ALL (T40a2=1)

T41 How many hours are you open to the public on weekdays?
PROMPT IF NECESSARY

1 - 8 hours	1	
9 - 12 hours	2	
more than 12 hours	3	
DO NOT READ OUT - 24 hours a day	4	

IF OPEN TO PUBLIC AT ALL (T40a2=1)

T42 How many hours are you open to the public on weekends?

PROMPT IF NECESSARY

1 - 8 hours	1	
-------------	---	--

9 – 12 hours	2	
more than 12 hours	3	
DO NOT READ OUT – Not open to public at weekends	4	
DO NOT READ OUT – 24 hours a day	4	

ASK ALL

T43 Thank you very much for your time. The Home Office may be conducting future research on similar issues in the future. If they do decide to do so, would it be ok to contact you again?

Yes, agrees to further contact	1	
No, does not agree to further contact	2	

4.1 Question-specific findings from cognitive pilots and dress rehearsal

Revisions were made to the questionnaire at various stages of the development process, with some questions being subject to a series of changes throughout the process. The following section outlines which questions were changed as a result of feedback from the cognitive pilot and dress rehearsal and, in each case, explains the rationale that informed the final design.

4.1.1 Background information

i. Question – 4

During the dress rehearsal this question referred to the 'Experience of Crime Sheet' for all interviews, even if the respondent had already told the interviewer that they had either not received or not read the ECS. A text-fill was added, routing from the question TINT4A, so that this reference would be omitted in the circumstances described above.

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ii. Question – 9a/ 9ax/ 9b/ 9c/ 9d

At the outset of the cognitive pilot a single question was asked to ascertain the location of the business premises:

Are these premises?

READ OUT. ALLOW MULTICODE.

FOR MANUFACTURING (similar equivalent questions for each sector): (code 1/6 Q5)

(
)

In an industrial estate or business park with a retail element	1	
In an industrial estate or business park with no retail element	2	
In a serviced building	3	
Detached premises on a main road	4	
Detached premises on a side road or small road	5	

Somewhere else (CODE AND WRITE IN)	X	
------------------------------------	---	--

This style of question caused a lot of problems. It took quite a long time to read out and didn't fit the types of responses that people gave. One of the main issues was that it combined elements of physical location (e.g. on a side road / a business park) with building type (e.g. serviced building). It was decided to split the question out into building and location type separately.

In addition, new questions were added and tested to capture additional information about the premises lay out (shared space) which might affect risk of crime. A new question was also added to capture licensing arrangements which, given the sample covers food and accommodation, is important.

At Q9b, interviewers working on the dress rehearsal found a number of cases where the respondent was unsure about which option they should select. One example was a business that described their premises as being 'by the sea'. Although the code frame did cover most cases, it was decided to add an 'Other (specify)' code to ensure complete coverage.

At Q9d, the word 'facilities' was added to Code 2 in reference to shared communal areas, in order to cover things like shared toilets, washrooms or kitchens, which would not be referred to as communal

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iii. Question – 10a/ 10b

The original wording for Q10a was as follows:

Is there housing situated...?

Adjacent to [TEXT SUB IF NOT Q10 1 / 2 MANF OR Q101 / 2 / 3 RETAIL: your premises] [TEXT SUB IF Q10 1 / 2 MANF. the estate on which your premises are located] [ITEXT SUB IF Q101 / 2 / 3 RETAIL. : the shopping centre / commercial estate on which your premises are located]	1
--	---

On the same road as [TEXT SUB IF NOT Q10 1 / 2 MANF OR Q101 / 2 / 3 RETAIL: your premises] [TEXT SUB IF Q10 1 / 2 MANF. the estate on which your premises are located] [ITEXT SUB IF Q101 / 2 / 3 RETAIL. : the shopping centre / commercial estate on which your premises are located]	2
Some distance from [TEXT SUB IF NOT Q10 1 / 2 MANF OR Q101 / 2 / 3 RETAIL: your premises] [TEXT SUB IF Q10 1 / 2 MANF. the estate on which your premises are located] [ITEXT SUB IF Q101 / 2 / 3 RETAIL. : the shopping centre / commercial estate on which your premises are located]	3
Nowhere near [TEXT SUB IF NOT Q10 1 / 2 MANF OR Q101 / 2 / 3 RETAIL: your premises] [TEXT SUB IF Q10 1 / 2 MANF. the estate on which your premises are located] [ITEXT SUB IF Q101 / 2 / 3 RETAIL. : the shopping centre / commercial estate on which your premises are located]	4
DO NOT READ OUT Don't Know	X

This proved very difficult to answer, since being 'next to' or 'on the same road' varies a lot depending on the type of location or road based on. For example, premises could be on the same road as housing, but on a main road that extends for 5-10 miles. Respondents found this difficult to answer. In its original form, the question also gave no indication of proximity in some cases, so didn't work well as a risk factor question. The final question was changed to ask how far away the nearest housing is in terms of walking distance to overcome these shortcomings.

An additional question (10b) was added following this to capture the distance of the premises from the 'Night Time Economy'. Following the second round of piloting, it was suggested that 10b should be rephrased to refer to 'Apart from your own premises'. This would apply in cases where the sampled premises was itself a pub, club, bar or hotel.

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4.1.2 Crime Generally

i. Question – Qothawa/ Qothawa2

The original wording for this question was as follows:

Which of the following co-operative activities are you participating in with other businesses to prevent crime?

READ OUT. MULTICODE

A ring-round scheme	1
ONLY IF RETAIL: Banning known shop lifters / exclusion notices	2
A business watch or neighbourhood watch scheme	3
Participating in a Crime and Disorder Partnership	4
Participating in a Community Safety Partnership	5
Participating in a Business Crime Reduction Partnership	6
Participating in a Business Improvement District	7
Meetings between local businesses and police	8
ONLY IF RETAIL: Retail crime partnerships	9
Sharing security patrols	10
Any other co-operative activity WRITE IN_____	11
Don't know	X
Refused	Y

The question on cooperative activity and partnerships did not work in its original format. Respondents struggled to understand what was meant by each of the activities / strategies and the question led to some miscoding. For example, if a business is involved in an informal forum or has local business connections to discuss crime will they really distinguish between this and a community safety partnership or business watch.

A simplified approach was used for the final questionnaire, asking respondents if they are involved in any partnerships. Those who are were then asked to describe what type of partnership this is.

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4.1.3 Screener questions

BURGLARY (ITEM A)

i. Question – 23

Cognitive interviewing found that 'gaining entry without permission' could be considered by respondents to include incidents where an employee used a key to access the premises when they weren't supposed to be there (e.g. out-of-hours). An interviewer prompt was added to clarify that these sorts of incidents should be excluded:

INTERVIEWER: Exclude incidents where employees or other people with access to the building let themselves in with a key or a pass.

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DELIBERATE DAMAGE (ITEM C)

ii. Question – 23b

Cognitive interviewing included at least one case where lead had been stolen from the roof of the building. In such cases respondents were unsure whether to include this at this question. An interviewer instruction was added, advising them to code any incidents of theft at the appropriate 'Theft' screener questions:

INTERVIEWER: DO NOT INCLUDE INCIDENTS WHERE SOMEONE HAS CAUSED DAMAGE TO THE BUILDING BY STEALING SOMETHING (E.G. STEALING LEAD FROM THE ROOF OF THE BUILDING). INCIDENTS OF THIS TYPE SHOULD BE RECORDED AS 'OTHER THEFT' AT THE APPROPRIATE QUESTION.

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VEHICLE CRIME

iii. Question – 24

There were generally no problems in respondents' understanding of what vehicles should be included here. In most cases, respondents could easily list all vehicles owned by the business and included any that were used for business purposes, whether or not they were kept on the premises for most of the time. The only slight grey area was with company cars. While this didn't arise in the cognitive testing, there was a need to ensure that company cars are only included if they are used for business purposes – cars used exclusively for non-business purposes should be excluded. Some clarifying text was added to help to define what was in-scope:

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

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VEHICLE THEFT (ITEM D)

iv. Question – 24a

The original wording for this question was as follows:

Apart from anything you have already mentioned, in the last 12 months since [TEXT SUB: the first of DATE] was any car or vehicle owned or leased by the business and used by people who consider these premises to be their main place of work stolen, either from these premises or from somewhere else?

It became clear during cognitive testing that the question was too detailed, which caused some confusion for respondents. Given that we have already defined who is in scope at the previous question (i.e. 'people who consider this premises to be their main place of work') it was decided that the wording here should be simplified.

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THEFT FROM VEHICLE (ITEM E)

v. Question – 24b

The original wording for this text was as follows:

And, [TEXT SUB IF Q24b=1:apart from the theft of actual vehicles used by your business] was anything stolen off or from any vehicles, owned or leased by your business and used by people who consider these premises to be their main place of work, whether the theft took place at these premises or somewhere else?

Cognitive interviewing showed the wording of this question to be confusing - respondents tended to ask for clarification on what exactly was being asked. The problem seemed to be that there were too many clauses/ caveats to the question, so there was a lot for the respondent to take in.

By this point in the questionnaire we have already introduced the concept of which employees should be 'in scope'. Probing during the cognitive interviews suggested that, in line with many other survey questions, the respondent knew who was in-scope and the additional reference here simply distracted from the main purpose of the question. On balance it was decided to drop the additional wording here to make the question more concise and easier to understand.

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ROBBERY (ITEM F)

vi. Question – 25

Cognitive interviews identified some overlap between 'Robbery' and 'Assaults & Threats'. They reported incidents of robbery, but upon probing it emerged that these were incidents of shop-lifting where the offender became violent only after they had been caught by an employee. It was important to ensure that only incidents of violence as part of a robbery were included here. Some additional question text was added to clarify this:

Please only include incidents where force was threatened or used in order to steal something.

There was also some confusion around the difference between robbery and burglary in which forced entry could be considered as falling within the definition of robbery, but which should be coded under burglary. In order to

specify that the force or threat of force must be against an employee, and not the building/premises, the phrase 'against an employee' was added to the first line of the question text.

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ASSAULTS & THREATS (ITEM H)

vii. Question – 25ass

The original wording for this text was as follows:

[TEXT SUB IF YES Q25 Apart from anything that you have already mentioned]
In the last 12 months since [TEXT SUB: the first of DATE] were any employees who consider these premises to be their main place of work assaulted, threatened or intimidated? Please include any incidents which happened as a result of quarrels or disagreements with customers or other employees. Also include incidents which occurred both at these premises and when staff were on duty elsewhere.

INTERVIEWER: This should NOT include incidents where the assault was really part of a theft / motivated only by desire to steal. This has already been covered by previous questions.

Cognitive interviewing showed that respondents, particularly those working in the night-time economy, were initially inclined to include assaults against customers in this section (e.g. bar fights). A reference to employees was already in the question text, and respondents were explicitly instructed not to include assaults against customers.

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THEFT

viii. Question – 26comb

The version of the questionnaire used during testing included separate screening questions for the different types of theft: customers, employees, someone else, and unable to establish. The full screening section for 'Theft' ran as follows:

INTRO

The next few questions are about incidents where money, goods, company property or services were stolen from these premises. I will ask separately about incidents where CUSTOMERS stole, EMPLOYEES stole, SOMEONE ELSE stole and incidents where you were UNABLE TO ESTABLISH who stole.

ORIGINAL WORDING

The next few questions are about incidents where money, goods, company property or services were stolen from the business at these premises.

I will ask separately about incidents where the offender was a:

- CUSTOMER
- an EMPLOYEE
- SOMEONE ELSE
- Or, when you were UNABLE TO ESTABLISH who the offender was

CUSTOMER THEFT

[TEXT SUB IF CODE 1 @ Q25: Apart from incidents involving violence or threats of violence] [in the last 12 months] did any CUSTOMER steal from your business at these premises. This includes thefts of money, goods and company property, as well as failing to pay for services that you provide

Yes	1	
No	2	
DK	3	

EMPLOYEE THEFT

And, [TEXT SUB IF CODE 1 @ Q25: Apart from incidents involving violence or threats of violence] [in the last 12 months], did any EMPLOYEES steal money, goods, company property or services from your business at these premises? [.]

Yes	1	
No	2	
DK	3	

THEFTS BY OTHERS

Again [TEXT SUB IF CODE 1 @ Q25: Apart from incidents involving violence or threats of violence] [in the last 12 months] did SOMEONE ELSE, that is people other than customers or employees, steal any money, goods, company property or services from these premises?

INTERVIEWER PROMPT IF NECESSARY: Do you know who this was?

Yes	1	
No	2	
DK	3	

These questions felt repetitive and took a long time to go through. The introduction to the question pre-empted the respondent to tell the interviewer about the different thefts at this point, before the interviewer went on to ask each of the four specific questions.

Having separate questions was felt to be unnecessary and it was decided that a single question approach – similar to the fraud screeners – should be adopted, i.e. asking one multi-coded question to capture all four types of theft together.

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FRAUD (ITEM M)

ix. Question – 27

Initially, no examples were given to specify who should be included under 'Someone else', however an accountant was suggested as a possible source of fraud in cognitive interviews and therefore a list of examples was added, covering this under 'consultant or financial professionals':

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

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4.1.4 Victim forms – general changes

This short section provides an overview of the main changes to the victim forms that are common across all types of crime. By nature the victim forms contain many questions that are common to all types.

Specific changes to individual victim forms (where they apply) are discussed in the sections that follow.

i. **Question – AX2**

Several of the victim forms (relating to burglary, robbery, and theft) ask about metal theft, which seemed quite repetitive to respondents during testing.

In the second round of cognitive interviews, a different approach was tested whereby a single question was asked in the screener section and then subsequent questions were filtered on respondents who said that they had experienced some form of metal theft. This approach worked well with respondents and avoided unnecessary repetition. This approach was retained for the final questionnaire.

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ii. **Question – A12**

The original wording for this question was as follows:

Do you think the person or people involved? Were ...

READ OUT

Working alone – it was an individual crime'	1	
Part of a gang or loosely knit group of individuals	2	
Or, part of a more organised group of criminals who work together on a continuing basis	3	
Don't know	4	

The question in its original format felt very clumsy and respondents struggled to answer in some cases. The read out was very long and potentially confusing. In particular some respondents struggled with 'part of gang or loosely knit

group of individuals' which could cover a wide variety of situations from a criminal gang to a group of friends. For example, if the offenders were a group of teenagers, the first part of the description seems imprecise as they may not be a 'gang' but they may be seen as a loosely knit group. The problem seemed to be because the description was long and because 'gang' sounds like an organised group of criminals. The question was subsequently reworded.

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4.1.5 Victim form changes – (burglaries & thefts)

i. Question – AX (or equivalent in each module)

This question appeared on the victim forms for burglaries and thefts. The original wording was as follows:

Still thinking about the most recent incident of burglary, could you tell me what, if anything, was actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned

PROMPT IF NECESSARY

Money	1	
Goods/property (your business sells or stores on site)	2	
Mobile phones (excluding personal phones)	4	
Computer/computer equipment	5	
Other electrical equipment (e.g. TVs, entertainment systems that you use at the premises)	6	
Furniture / fixtures and fittings	7	
Confidential information / commercially sensitive business data	8	
(DO NOT READ OUT) Personal possessions of employees	9	
OTHER – specify	10	
Don't know	X	

For each theft victim form the description of the items stolen tended to cause problems. The expanded CVS now covers such a wide range of businesses it was deemed unlikely that a code frame can be developed that covers all types of theft in detail. More importantly, it was felt that a simplified, more generic answer list will provide more useful data.

In addition, where relevant, 'unpaid services' was added to the code frames to reflect the inclusion of service-based sectors (specifically in the food and accommodation industries).

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ii. **Question G1/ H1**

G1 **You said earlier that an employee stole money or goods from your business at these premises in the last 12 months since** [the first of DATE].]

H1 **You said earlier that someone else (that is, not customers or employees) stole money or goods from your business at these premises in the last 12 months since** [TEXT SUB: the first of DATE]

Questions on employee thefts and thefts by others did not originally cover all types of theft in the same way as customer theft. As the scope of the CVS has expanded, theft (non-payment) of services is increasingly important. Although this largely applies to customers (e.g. not paying for accommodation; not paying for meals / drinks; failure to pay for a taxi etc.) there will be instances where others, including employees, may be the offender.

Therefore the preambles and question text have been updated to be as inclusive as possible.

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4.1.6 Victim form changes – (frauds)

The main changes relating to Fraud relate to the descriptions of types of fraud. All three categories (employee, other, unknown) were difficult for respondents to understand and there was confusion about what they should include. These have all been revised.

In addition, because fraud can take place remotely, we have recommended starting each section with an additional prompt '[IF MORE THAN 1 PREMISES – IF7A>1] Remember this is only against these premises'. In some interviews, it became apparent that people were thinking about fraud more widely.

Each fraud module starts off by asking about the total number of incidents of each type of fraud. In most cases we found there had only been one incident. It therefore makes sense to filter the follow-up question asking what happened in the most recent incident, so that it is only asked if they have experienced more than one incident in a 12 month period.

All questions of this type were made multi-code as frauds can be multi-faceted.

EMPLOYEE FRAUD

i. Question – Jcog

Before the cognitive pilot there were concerns that people would be either unable or unwilling to answer this question, and the equivalent questions in the other fraud victim forms.

In fact those who had been victim of this type of fraud generally could put a value to the total loss, particularly as most had only experienced a single incident in the last 12 months. Incidents often resulted in police involvement or with the offender returning the stolen money – in which case the business had already had to accurately value the loss.

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ii. Question – J1anw

The original wording for this question was as follows:

For each of the following types of fraud please tell me how many incidents you experienced in the last 12 months since [TEXT SUB: the first of DATE]....READ OUT

IF NECESSARY ADD: A SERIES OF SIMILAR INCIDENTS OF FRAUD COMMITTED BY THE SAME PERSON OR GROUP OF PEOPLE COUNTS AS ONE INCIDENT

DK, Approximately how many?

	J1anw	J1nw	No Of Incidents
General fraudulent accounting, including fiddling expenses, creation of fake payroll records or changes to existing payments	1	WRITE IN _____	
Fraudulently creating non existent customers or suppliers	2	WRITE IN _____	
Fraud using a business credit card (e.g. exceeding permissions relating to a business credit card)	3	WRITE IN _____	
Procurement fraud (e.g. payment claims for goods or services that were not delivered or not as specified in the order)_	4	WRITE IN _____	
Exploiting assets and information (e.g. criminal use of confidential information such as customer data)	5	WRITE IN _____	
OTHER Specify	6	WRITE IN _____	

Respondents tended to find these categories difficult to understand. Although the concept of fraud as a theft involving deception or cheating is widely understood the specific types are not captured by these descriptors.

Alternative wording was developed for the second round of piloting which was found to work much better. The revised approach described to the respondent what happened rather than relying on interpretation of a specific term or definition. This did mean adding greater detail but respondents found this easier to follow and it is likely to provide better data quality. The additional time to read out the definitions will almost certainly be made up in time saved having to give additional clarification if we rely on terms for specific types of fraud.

An additional code was added following the second round of cognitive piloting:

Sold goods or services fraudulently (e.g. sold without giving the takings back to the business)

Cognitive interviewing included cases where offenders had taken money indirectly from a business through fraudulently selling company goods or services and withholding payments.

Additional definitions that were added during cognitive testing (such as 'kickback' and 'sweetheart' payments) were widely understood by respondents.

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FRAUD BY OTHERS

iii. Question – K1/ UK1a

The original wording for this question was as follows:

For each of the following types of fraud, please tell me how many incidents you experienced in the last 12 months since [TEXT SUB: the first of DATE] READ OUT.

IF DK, Approximately how many?

	K1	K1a	No Of Incidents
Plastic card fraud (e.g. credit/debit or store card fraud and card not present fraud)		WRITE IN _____	
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)		WRITE IN _____	
Refund/receipt fraud		WRITE IN _____	
Online banking fraud		WRITE IN _____	
Procurement fraud (fraud relating to purchasing goods or services, including the receipt of inferior or no receipt of goods)		WRITE IN _____	
Mandate fraud (payments diverted to fraudulent account)		WRITE IN _____	
Identity fraud (businesses information is used by someone else without their knowledge to obtain credit, goods or other services)		WRITE IN _____	
Insurance fraud (e.g. customer claims to have had an accident on premises to claim against public liability insurance)		WRITE IN _____	
Any other type of fraud? WRITE IN _____		WRITE IN _____	
Don't Know	X		

Similar issues were experienced as with the equivalent question in the Employee Fraud victim form (see J1anw above). The response code text was simplified to address this.

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4.1.7 Victim form changes – (Computer / E-crime)

Computer crime is one of the areas with the most substantial changes as a result of piloting.

i. Question – Ncheck/ Ncheck2/ NcheckWhy

The most substantial change was in response to sensitivities about answering these questions. Feedback from IT security experts suggests that some companies will not respond as a matter of company policy. Additional check questions were added to pick this up and to route the respondent to a more general set of questions later in the section if they were unwilling or unable to respond in detail.

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ii. Question – N1Nw

In its original position, it took a long time to get to this question which is used to check whether there are any computers at the sampled premises. The section is irrelevant for those who have no computers so it was sensible to move the question to the start of the section in order to act as a screener before continuing.

In addition, it was not always clear to respondents what constituted a business computer. Some small businesses use a computer for both personal and business use. This made it difficult to define what should be in and out of scope.

It was decided that all computers should be 'in scope' as long as they were used for business purposes at least some of the time.

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iii. Question – N2nw

The original wording for this question was as follows:

For each of the following types of computer related crime, please tell me how many incidents you experienced in the last 12 months since [TEXT SUB: the first of DATE].

READ OUT. MULTICODE. REPEAT FOR EACH TYPE OF CRIME

	N2nw	N2anw
Theft of company data – by physical means	1	WRITE IN _____
Theft of company data – remotely / electronically	1	WRITE IN _____
Hacking	2	WRITE IN _____
Viruses (including loss of data/equipment failure resulting from a virus)	3	WRITE IN _____
Malware (e.g. Trojans, keystroke logging software, worms and spyware)	4	WRITE IN _____
Phishing	5	WRITE IN _____
Denial of service (DoS) or Distributed Denial of Service (DDoS) attacks		
Don't Know	X	X
DO NOT READ OUT : None	V	V

As suspected prior to the initial interviews, understanding of specific terms such as virus, hacking and malware was poor. Terms seemed to be used interchangeably which called into question the validity of the questions in this section.

Not only was it difficult for the respondent to select what happened from the list, but it was also time-consuming as the codes often needed additional clarification.

Furthermore, the introduction to the question implied that the business had experienced some kind of electronic crime before establishing whether or not this was the case.

A redrafted version of this question was tested and worked well in the second round of cognitive pilots. This is the version that appears in the final questionnaire. Similar to the revisions to the fraud victim forms (see above) this approach describes to the respondent what happened rather than relying on interpretation of a specific term or definition. While it involved adding

greater detail (and was therefore a little time consuming), respondents found it easier to follow and it is likely to provide better data quality.

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iv. Question – N7anw

The original wording for this question was as follows:

Did you report the incident to any of the following....?

READ OUT

(
)

Your Internet Service Provider	1	
Your website hosting company	2	
Any kind of computer security organisation	3	
Any other body WRITE IN_____	4	
NONE OF THE ABOVE	X	

Several codes were added to the final version of this question to reflect responses given during cognitive interviews. A number of other organisations were mentioned (including banks and their IT security provider).

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v. Question – N8nw

The original wording for this question was as follows:

Do you have any of the following to protect computers at your premises? READ OUT.
MULTICODE

Encryption software on computers and other electronic devices	1	
Regular system backups	2	

A fire wall	3	
Anti-virus software	4	
Anti-spam software/spam filters	5	
Restrictions on staff external e mail use	6	
Restrictions on staff internet use	7	
Restrictions on data storage device use (e.g. USB sticks, discs and other removable media)	8	
Restrictions on use of mobile devices like smart phones and tablets (e.g. limiting which devices can be used or limiting what devices can be used for)	9	
A staff code of conduct on computer use	10	
Contingency plans for recovery after theft / destruction of your computers systems	11	
DO NOT READ OUT: Don't Know	X	
DO NOT READ OUT: Other Write in_____	0	
DO NOT READ OUT: None	V	

The read out list of answer codes was long to read out and the later items did not seem relevant to many people who were interviewed (e.g. staff restrictions on mobile use don't apply to businesses if they don't have company mobiles or remote access to internal systems through the internet). The requirement to read out the answer list slowed the interview down and respondents became frustrated towards the end of the list. It was deemed better to reduce the answer list and to 'collapse' some codes that were related to each other. In addition a code for 'anything else' was included as a read out, in order to capture other measures that were not included in the list.

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vi. Question – NConc/ NProb

Two general questions were added towards the end of the module to ensure some basic data was collected for all respondents even if they refuse the detailed computer crime questions. These questions were judged to work fairly well in the second round of piloting.

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4.1.8 Anti-social behaviour

Structural changes to the module

Questions on Antisocial Behaviour (ASB) were originally asked as part of the 'Background' section, towards the beginning of the interview. This caused confusion for some respondents, with many answering in relation to actual crimes that had occurred. Often this included 'petty' incidents such as low-level vandalism but even included burglaries and thefts.

In some interviews, it consequently felt as though we were asking for similar information here and in the crime screener questions.

These questions also felt like a distraction from the main focus of the interview in some cases. If businesses had been the victim of relatively serious crimes then it made more sense to cover these upfront in the interview.

As a result, the ASB questions were moved to a new, separate module following questions on computer crime. Testing this new approach in the second round of cognitive testing supported the rationale for the move. It helped to highlight that ASB can cover a different range of issues to the crimes already discussed earlier in the interview.

i. **Question – 12E/ ASBEXP**

The original wording for these questions was as follows:

The next questions are about things which might be a problem for some businesses. For the following things I read out, can you tell me how much of a problem they are specifically for your business at these premises. These could be problems actually at your premises or in the immediate vicinity.

12E Anti-social behaviour in general. In relation to these premises and the immediate vicinity, is this...

READ OUT

(
)

A very big problem	1	
A fairly big problem	2	
Not a very big problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT - Refused	V	

I'd now like to ask you some questions about how, if at all, your business in and around these premises has been affected by anti-social behaviour..

ASBEXP In the last 12 months, has your business in and around these premises been affected by any sort of anti-social behaviour?

IF NECESSARY: Anti-social behaviour is any behaviour that causes people nuisance, annoyance or distress. This can include behaviours that are aggressive or intimidating or that impact upon a person's quality of life.

1. Yes
2. No

As elsewhere, cognitive interviewing showed that respondents found it difficult to answer these questions in relation to their premises and the immediate vicinity and local area. While the concept of vicinity / local area is widely understood, people tended not to know enough about what goes on generally in the area or against other businesses. This was particularly an issue for respondents who worked in the area but otherwise had no contact or experience of living there.

On balance it was suggested that the questions on ASB were asked only in relation to 'these premises'. A caveat to exclude incidents covered in the earlier victim forms was added to distinguish between ASB and specific incidents of crime.

The order of this section was changed with Q12E now coming after ASBEXP. The cognitive interviews showed that there was often a disconnect between experience and perceptions of ASB as a problem (e.g. they may have experienced it but it may not be seen as a big problem). Consequently the section felt slightly confused with respondents not always clear how impact and perceived level of problem differed.

Moving the perception question to the end provided a more logical order: asking first whether anything has been experienced, and then whether or not it is a problem.

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4.1.9 Crime prevention

During the dress rehearsal the crime prevention section was the longest of the questionnaire, lasting over seven minutes on average. Although important, crime prevention is not one of the most critical areas of the CVS. Information collected in this section is used mainly for analysis purposes (crime prevention measures obviously affect a business' risk of victimisation). The section was therefore identified as one of the key areas in which significant reductions could be achieved.

The dress rehearsal questionnaire included a series of questions to ascertain which crime prevention measures had been taken as a result of a crime, as well as respondents' perceptions of which measures had been most effective in reducing crime.

Several dress rehearsal respondents had difficulty answering these questions. Problems with the questions had already been documented following the earlier stages of cognitive piloting. People were unsure about how to respond for a number of reasons:

- Security measures are often already installed when the business moves in. This makes it very difficult, if not impossible, to talk about what prompted the installation and whether or not it has been effective.
- More generally, it is very difficult to judge the effectiveness of a measure in most cases. For example, installation of an alarm may accompany a drop in burglaries but in reality the respondent has no way of judging whether the drop is coincidental or attributable to the alarm.
- Additionally those who have experienced very little crime or no crime at all indicated that they have no way of judging effectiveness.

Given the need to reduce the length of this section, all of these questions (as summarised below) were removed:

ORIGINAL WORDING (T25a – T26a)

You said earlier that there are a number of security measures in place to help prevent crime against your business.

Including... READ OUT

- An alarm system (IF T1 = 1 thru 7)
- Protective door and window measures (IF T7 = 1 thru 9)
- Protective measures outside your premises (IF T4 = 1 thru 5)
- Measures to protect stock or equipment (IF T10 = 1 thru 8)
- Measure to protect vehicles (IF T11 = 1 thru 5)
- Employing someone in charge of entry to you premises (IF T13 = yes)

Were any of these as a result of crime(s) that you have experienced?

INTERVIEWER: Exclude any security measures that are direct replacements of repairs (e.g. if replaced a security door that was broken during a burglary this should not be included)

Yes	1
No	2
DK	X
Refused	Y

And have you made any other changes to your business practices to help prevent crime against your business?

INTERVIEWER: This can include changes to work policies, staff working hours, where staff are positioned etc. It does not need to include physical changes to the premises.

Yes	1
No	2
DK	X
Refused	Y

[IF YES]

Were any of these changes as a result of crime(s) that you have experienced?

INTERVIEWER: Code Yes if ANY changes made as a result of ANY crime (even if experienced longer than 12 months ago)

Yes	1
No	2
DK	X

As far as you are aware, to what extent have the measures that we have been discussing prevented crime at these premises? Would you say they have...?

READ OUT

Prevented all crime	1
Prevented crime to a reasonable extent	2
Not really prevented crime	3
Not prevented any crime at all	4

Which of the types of the measures would you say has been the most effective in preventing crime?

READ OUT IF NECESSARY. CODE ONE ONLY

Protective measures for the windows and doors	1
Protective measures for the outside of the premises	2
A Burglar alarm system	3
Protective measures for stock and equipment	4
Entry control measures	5
A Fake money detector	6
Investigating whether employees have criminal records	7
Training for employees on how to handle crime related incidents	8
Participating in co operative activities	9
DO NOT READ OUT: Don't Know	X

In addition to the overall length, the section was repetitive and the format clearly frustrated respondents. Overall the section was too detailed and required respondents to answer in relation to every possible crime prevention measure they may or may not have. In some interviews the respondent began to spontaneously say what measures they had in place and found the process of going through measure by measure long-winded.

It was recommended that the whole section be redrafted, asking respondents whether they have a particular type of measure at a much broader level (e.g. any kind of alarm, any kind of entry control, any kind of protective measures on windows or doors). These questions were followed up by asking the respondent to spontaneously tell us what specific type(s) of measure they had *but only if they have some kind of measure at all*. This approach was adopted throughout and is illustrated in relation to protective window and door measures below:

ORIGINAL WORDING (T1intro onwards).

Which of the following protective window and door measures are in place in your premises?

READ OUT. MULTICODE

Bars or grilles or shatterproof glass	1
Shutters on windows or doors	2
Security window locks	3
Security door locks	4
Door bars or gates	5
Spyholes in doors	6
Bollards or anti-ramming posts	7
Any other protective window or door measure	8
Any other protective window or door measure	9
DO NOT READ OUT None of these – SINGLE CODE	10

NEW WORDING

Do you have any protective window and door measures in place at your premises?

Yes	1
No	2
DK	X
Refused	Y

[IF = Yes]

What type of protective window and door measures do you have?

DO NOT READ OUT. CODE ALL THAT APPLY

Bars, gates, grilles or shatterproof glass on windows or doors	1
Shutters on windows or doors	2
Security window or door locks	3
Any other protective window or door measure	8
Any other protective window or door measure	8
Don't know	X
Refused	Y

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i. Question – T1Intro

During testing, the introduction text to this section was as follows:

I'd now like to ask you about the measures that you have taken to protect your business premises and your business against crime. I would again like to stress that this survey is entirely confidential.

The question implies that it only includes measures they have implemented and not the measures that were already in place when they moved in or measures covering the business but not belonging to them (e.g. public CCTV).

In the cognitive piloting the text was changed from *'the measures that you have taken to protect your premises'* to *'the measures that are in place to protect your premises'* and an additional instruction was added *'Please include measures that your business has taken, as well as any measures that were in place before you moved to this premises'*. This worked well so was kept for the final version.

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ii. Question - T1a

The original wording for this question was as follows:

Which of the following burglar alarm system measures do you have in place at your premises?

READ OUT. MULTICODE

A dummy alarm system	1
A system linked to an alarm company or the police	2
A system allowing the alarm company or yourselves to listen in to what is happening	3
A system that alerts you to a break-in when you are not on the premises (e.g., by text)	4
A normal alarm system	5
An alarm with an automatic video system	6
Any other burglar alarm measure	0

It was decided that the particular type of alarm was not important enough to warrant its own question. Instead it was decided that we would ask whether there is an alarm in place and whether or not there is a sign at the premises to alert people to its presence.

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iii. Question – T4

A new code – ‘Intercoms or video-coms’ – was introduced as a result of responses given during cognitive piloting.

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iv. Question – T10

The original wording for this question was as follows:

Which of the following crime prevention measures for your stock or your equipment do you have in place at your premises?
READ OUT MULTICODE ALLOWED

Property marking of your equipment	1
Tagging (Electronic Article Surveillance)	2
Security cameras inside your premises	3
Security lighting inside your premises (including sensor/timed lights)	4
Security mirrors inside the premises	5
Merchandise alarms	6
Shoplifting deterrence signage / Signs to deter shoplifting	7
Any other crime prevention measures for stock or equipment? WRITE IN	8

Informed by responses given during cognitive piloting, the following changes were made:

- Codes 1 and 2 were combined, as they seemed to be closely related in the minds of respondents.
- A new code was added: ‘A safe’.
- Code 7 (‘Shoplifting deterrence signage’) was only made available to interviewers for retail businesses, as it was deemed not to be relevant to other industries.

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v. Question – T13

The original wording for this question was as follows:

Is anyone employed such as a caretaker, store detective, security guard or patrols or receptionist who is in charge of entry control?

It was found that 'entry control' was not well understood by respondents. This was changed to 'entry into your premises' during the cognitive testing and worked well, so was retained for the final questionnaire.

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4.1.10 Police – contact with and perceptions of

i. Question – T31

During testing, respondents tended to focus on specific incidents previously covered in the survey, rather than more general contact with the Police

A prompt was added during the cognitive testing to ensure respondents include any incidents:

Please think about crime generally, not just incidents you have experienced as a business.

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4.1.11 Closing questions – including ‘risk’ factors

i. Question - T40a2

There was a need to clarify that this included premises not always open to the public. An interviewer prompt was added:

IF NECESSARY: That is are they able to come into your premises even if this is only at specific times of day or days of the week

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4.1.12 Deleted questions

What follows is a summary of questions that were tested during the cognitive pilot and/or dress rehearsal and subsequently omitted from the final questionnaire.

i. **Question - 17 (Levels of crime in general)**

How much would you say that crime against your business at these premises has changed since two years ago?

Thinking about all types of crime would you say there has been more crime or less crime?

A lot more crime	1
A little more crime	2
About the same	3
A little less crime	4
A lot less crime	5
Don't know	X
Refused	V

Similar to question 12E (described earlier) this question felt very wordy and took a long time to read out (especially as there are two separate parts to read out). In addition both parts of the original wording are actually questions which confused some respondents.

In addition, some respondents who had experienced no crime said they could not comment or found this very difficult to answer. In such cases, interviewers resorted to either coding the response as 'don't know' or 'about the same' (and it was difficult to know which of these was most appropriate).

ii. **Question – F13 (Series of incidents)**

You mentioned [TEXT SUB: NUMBER OF INCIDENTS AT F1] incidents of THEFT BY CUSTOMERS. Were any of these very similar incidents, it was probably the same people doing the same thing under the same circumstances?

The key point of this question was that it should be picking up incidents where it was probably the same **people** - but this did not work in most pilot

interviews. A common problem was with shoplifting – where shops may have had similar items stolen under very similar circumstances but it was definitely *not* the same offenders. In these situations the answer should be ‘no’ but there was some inconsistency in interpretation.

This question was also flagged as an item to be dropped (given interview length) as it was generally not easy to answer and was not a key measure for the CVS.

iii. **Questions – Policing and perceptions of safety**

A substantial number of questions were recommended for deletion following discussions between the Home Office and TNS BMRB. All of the questions summarised below were identified as:

- Highly subjective
- Often difficult to answer (and therefore unlikely to provide reliable survey data)
- Lower priority for the CVS compared with key questions about victimisation and experience of crime

[T27a]

I am going to read a list of organisations that provide advice to businesses on crime prevention. For each organisation please tell me if you have received crime prevention advice from them READ OUT.

DO NOT READ OUT None of these – SINGLE CODE

[T27b]

Did you act on the advice you received from [INSERT ORGANISATION FROM T27]?

[ADD IF NECESSARY: That is did you introduce new crime prevention measures, procedures or systems as a result of the advice you received from [INSERT ORGANISATION FROM T27]

Yes	1
No	2

[T27c]

Did you act on the advice wholly or in part?

	T27a	T27c Wholly	T27c Part	T27b None at all
A Local Authority	1	1	2	3
Local Police	2	1	2	3
A Business watch scheme	3	1	2	3
A crime and disorder partnership	4	1	2	3
Insurance broker/ provider				
OTHER: WRITE IN	5	1	2	3

[T27c]

Why did you not act upon any of the advice given to you by [INSERT ORGANISATION FROM T27a]?

[T29a]

Every area has a Neighbourhood Policing Team that deals with local crime and anti-social behaviour. Before this interview were you aware that there was a Neighbourhood Policing Team in this area?

INTERVIEWER NOTE: In some areas these may be called Safer Neighbourhood Teams

Yes	1
No	2
Don't know	X
Refused	V

[T39]

How strongly do you agree or disagree with the following statement: The police are responsive to crime against businesses in this area

Agree Strongly	1
Agree	2
Neutral	3
Disagree	4
Disagree strongly	5
DK	X

[T39alt]

Do you think the police are more or less responsive to crime against business in this area than they used to be?

A lot more responsive	1
A bit more responsive	2
A bit less responsive	3
A lot less responsive	4
Or is there no change	5
Don't know	X
Refused	Y

[T37]

How safe do employees feel working at these premises in the day time? Would you say they feel...

IF ASKED: by this we mean safe in terms of being a victim of a crime.

Very safe	1
Fairly safe	2
A bit unsafe	3
Very unsafe	4
Don't know	X
Refused	Y

[T36]

And how safe do employees feel working at these premises after dark? Would you say they feel...

IF ASKED: by this we mean safe in terms of being a victim of a crime.

Very safe	1
Fairly safe	2
A bit unsafe	3
Very unsafe	4
DON'T WORK AFTER DARK	5
Don't know	X
Refused	Y