



Home Office

Crime against businesses: Detailed findings from the 2013 Commercial Victimisation Survey

Second edition, published August 2014

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<https://www.gov.uk/government/publications/tables-for-crime-against-businesses-detailed-findings-from-the-2013-commercial-victimisation-survey>

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Introduction

This is the second release of data from the 2013 Commercial Victimization Survey (CVS), which further examines the extent of crime against businesses in England and Wales. [Headline findings from the 2013 CVS](#) were published in February 2014. The CVS was previously run in 1994, 2002 and 2012, and is planned to be repeated in 2014.

The 2013 CVS focused on premises in four industry sectors defined by the [UK Standard Industrial Classification 2007](#) (SIC). These were sections A (agriculture, forestry and fishing), G (wholesale and retail trade), I (accommodation and food services activities) and R (arts, entertainment and recreation). Between them, these four sectors account for just over one-third of all business premises in England and Wales.

Two of the four sectors included in the 2013 survey were also included in the 2012 survey (wholesale and retail; accommodation and food). As such, this has allowed two years worth of data for the two repeated sectors to be combined to give larger base sizes and therefore allow deeper analysis for these sectors, which is presented in this publication. The inclusion of two new sectors (agriculture, forestry and fishing sector and the arts, entertainment and recreation sector), however, has enabled a broader understanding of the types of crimes that affect these business sectors for the first time.

This release covers the following topics:

- Nature of crimes against businesses
- Experience of crime against business premises, by business and location characteristics, for the core CVS crime types
- Crime prevention
- Costs of crime against businesses
- Anti-social behaviour and perceptions of policing, cyber crime and theft from customers
- A technical annex containing:
 - Characteristics of the 2013 CVS sample
 - Methodology for analysing combined data years
 - Details of the calculations of costs of crime

The dates of forthcoming publications are pre-announced and can be found via the UK National Statistics Publication Hub: <http://www.statistics.gov.uk/hub/index.html>

For further information about the Commercial Victimization Survey please email crimestats@homeoffice.gsi.gov.uk

The Home Office is seeking feedback on the Commercial Victimisation Survey publications so we can assess who our users are and how well the statistics meets user needs in order to make continuous improvements to our outputs.

Please could you complete [this short survey](#), which should take no longer than five minutes.

All personal information provided will be treated in confidence, not shared with any third parties, securely stored on Government I.T systems and only be kept for a maximum of up to three years and then securely deleted. Some summarised results may be published in an anonymised format, where it will not be possible to identify individuals or organisations, on the www.gov.uk website.

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1. Crime against wholesale and retail premises

INTRODUCTION

Respondents to the Commercial Victimization Survey (CVS) from the wholesale and retail sector were asked if the business at their current premises had experienced a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced.

Although high level statistics were published in the [headline findings report](#), this publication looks to analyse data for this sector further with particular reference to:

- Detailed information about the nature of the most recent incident of each crime type, for example the time of day the incident occurred and items stolen.
- Characteristics of the business, the premises and the local area in relation to victimisation
- Crime prevention measures installed at current premises.
- Costs of crime to businesses, both as a result of victimisation and through preventative measures.

As the wholesale and retail sector was covered by the 2012 and 2013 CVS, data from these two surveys have been combined in order to provide more robust estimates of crimes against businesses in this sector. This dataset is referred to in this section as the combined CVS dataset. More detail on the method used to produce this data is available in the [Technical Annex](#).

KEY FACTS

- **Wholesale and retail premises in London experienced the highest rate of crime.**
There were variations in the rate of crime by region, with London experiencing 30,466 incidents of crime per 1,000 premises, the highest rate of all regions in England and Wales, which was driven by theft. Premises in the South West experienced the lowest rate of crime (11,687 incidents per 1,000 premises).
- **Shoplifting rates were highest in urban areas and at supermarkets.**
Incidents of thefts by customers at wholesale and retail premises were around three times higher in urban (11,425 incidents per 1,000 premises) than in rural areas (3,811 incidents per 1,000 premises). Meanwhile, retail supermarkets had a substantially higher rate of thefts by customers (87,890 incidents per 1,000 premises) than other types of premises in this sector.
- **Goods and stock were most commonly stolen item during thefts.**
In 92% of all incidents of thefts by customers at wholesale and retail premises, goods or stock were stolen. This proportion was lower for other types of theft, although goods or stock were still the most commonly stolen item: around three quarters (78%) of theft by unknown incidents and 53% of theft by employee incidents.
- **Smaller premises were much less likely to have security measures on their stock**
Wholesale and retail premises with less than ten employees were less likely to have stock or equipment protection measures in place (32%) than those with more than 50 employees (77%).
- **However, the most costly incidents were burglary with entry.**
Burglary with entry cost £1,376 per incident on average at wholesale and retail premises compared with other crime types which had average costs ranging from £40 to £500 per incident.
- **Larger businesses spent around 50 times more than smaller premises on security.**

The average security spend (not including IT) was £376, but varied according to the size of wholesale and retail premises. For those premises with fewer than 10 employees the average spend on non-IT security was £300, rising to £15,000 for premises with more than 50 employees.

DATA TABLES

Selected results, relating to the most common crime types affecting this sector, are presented here for premises in the wholesale and retail sector. Additional results are presented in the [2013 Commercial Victimisation Survey detailed figures tables](#).

SUMMARY OF HEADLINE FINDINGS

[Headline findings from the 2013 CVS](#), published in February 2014, showed that over half (55%) of all incidents experienced by the wholesale and retail sector were **thefts by customers** (3.3 million incidents), ie shoplifting, affecting around a fifth (21%) of premises. Nine per cent of premises experienced **vandalism**, which was the second most common crime experienced by this sector.

For all types of theft combined, there were 13,794 incidents per 1,000 premises. According to the 2013 CVS, the crime type with the second highest rate was **fraud** with 1,415 incidents per 1,000 premises.

NATURE OF CRIMES AGAINST WHOLESALE AND RETAIL PREMISES

Information on the nature of crimes and characteristics of the business and premises will be presented in this section, focusing on the common crime types affecting this sector as described above. Further findings relating to these characteristics for other crime types can be found in the [2013 Commercial Victimisation Survey Nature of crime against businesses tables](#).

Where premises had experienced at least one of the main crime types covered by the survey, respondents were asked for more detailed information about the most recent incident of each type. For example they were asked about the time of day the incident occurred and whether the incident occurred during the week or at the weekend, and also some additional information specific to the crime type, e.g. type of items stolen in burglaries.

Nature of theft

Theft is an offence where money, goods, company property or services are stolen from the business at that premises. The four types of theft covered by the survey are:

- *Theft by customers*, most obviously including shoplifting but can include theft of any business-owned property or non-payment of services.
- *Theft by employees*, covering thefts of money, services or property owned by the business which are committed by employees.
- *Theft by others*, which can include thefts by other known parties, for example a supplier or an employee from another company who is based at the same site.
- *Theft by persons unknown*, where something has been taken without permission but it is not possible to work out who the offender was. A proportion of this may include undetected theft by customers.

Respondents whose premises had experienced theft in the previous 12 months were asked a series of detailed questions about the most recent incident of each type experienced, which the analysis below is based upon.

Based on the combined dataset, in the wholesale and retail sector, the majority (80%) of thefts by customers (ie shoplifting) took place during the week (equivalent to 16% on each weekday and 10% on each weekend day, assuming an equal split across the days). As shown in Figure 1.1, 89% of all these incidents occurred during the morning or afternoon (ie between 6am and 6pm). The proportions of incidents taking place during the day for other types of theft were lower.

These results are likely to reflect the hours and days of the week in which businesses in this sector tend to be open to the public.

Figure 1.1: Proportion of thefts taking place by time of day and sector, by type of theft, wholesale and retail sector, 2012 and 2013 CVS

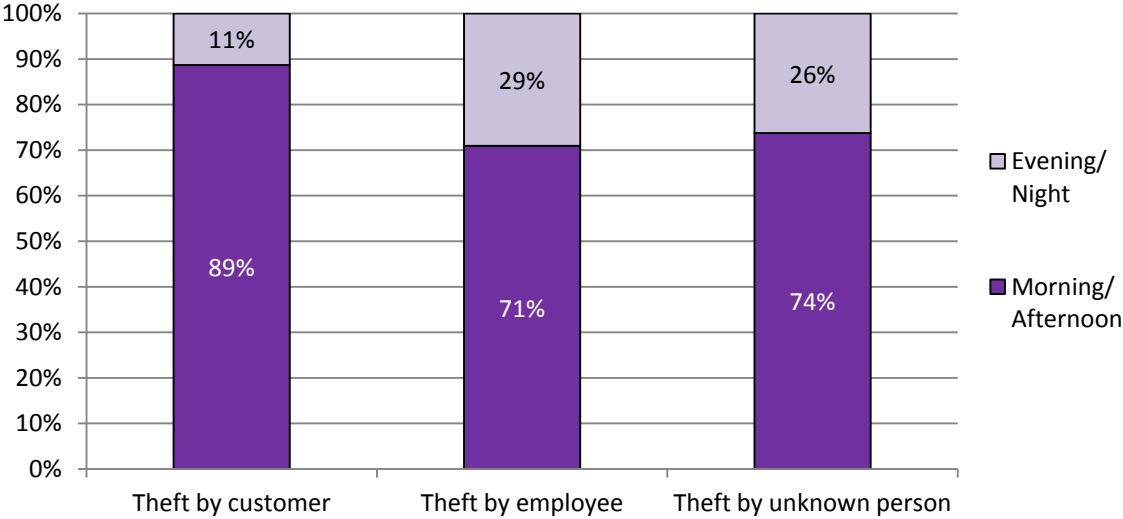


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Nature of crime against businesses tables](#)

Figure 1.2 shows that goods or stock were stolen in 92% of all incidents of thefts by customers, a much higher proportion than money (stolen in only 3% of incidents), which was the next most common item stolen for this crime type. For the other types of theft, goods or stock was also the most common item stolen, however in incidents of thefts by employees, theft of money was also relatively common, being stolen in 44% of incidents.

Figure 1.2: Proportion of thefts of certain items, by type of theft, wholesale and retail sector, 2012 and 2013 CVS

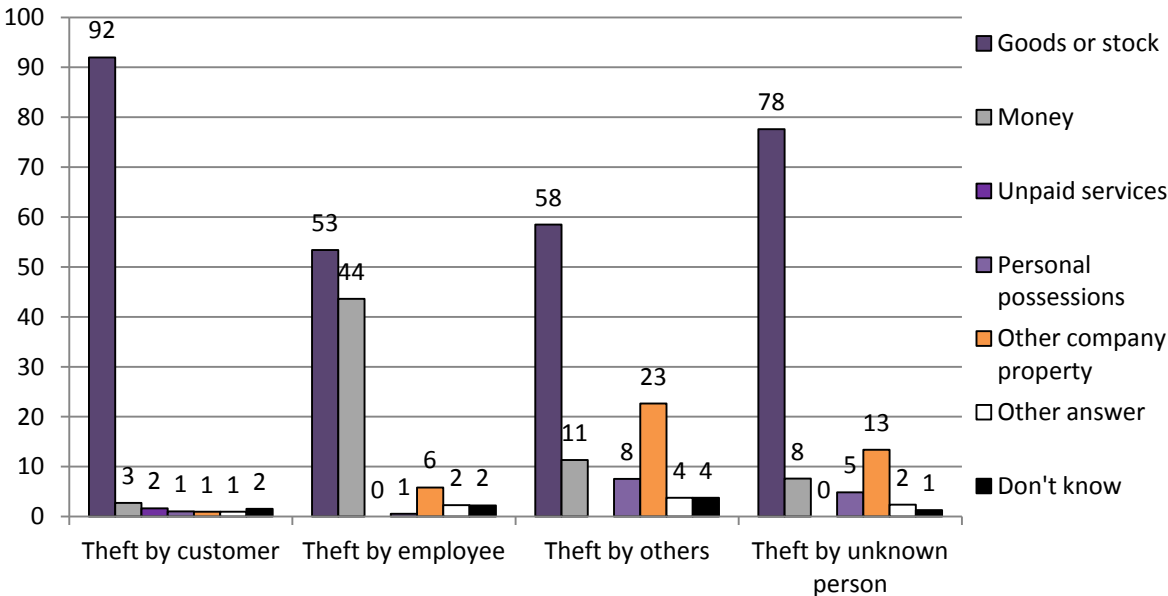


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

Nature of fraud

Incidents of fraud occur where someone “cheats” the business (at the sampled premises) in terms of diverting funds, goods or services for their own purposes. Frauds are different to thefts as there must be an element of deception involved.

Fraud is divided in to three types:

- *Fraud by employees*, which can include fraud by employees who are not based at the sample premises.
- *Fraud by others*, covering fraud by another known person, for example customers, distributors or suppliers.
- *Fraud by persons unknown*, where a fraud has been detected but it is not possible to ascertain who carried it out.

The survey is likely to underestimate fraud as premises may not have been aware of all the offences that had taken place, more so than for other crime types such as vandalism or robbery. As with other incidents of crime, the analysis refers to the most recent incident of each type of fraud.

According to the 2013 CVS, frauds by unknown persons had the highest rate of all types of fraud (823 incidents per 1,000 premises). In the most recent incidents of frauds by unknown persons, credit, debit or store card fraud was the most common type reported, accounting for 53% of incidents of this crime type, as shown in Figure 1.3.

Figure 1.3: Proportion of fraud by unknown persons, by type of fraud, wholesale and retail sector, 2012 and 2013 CVS

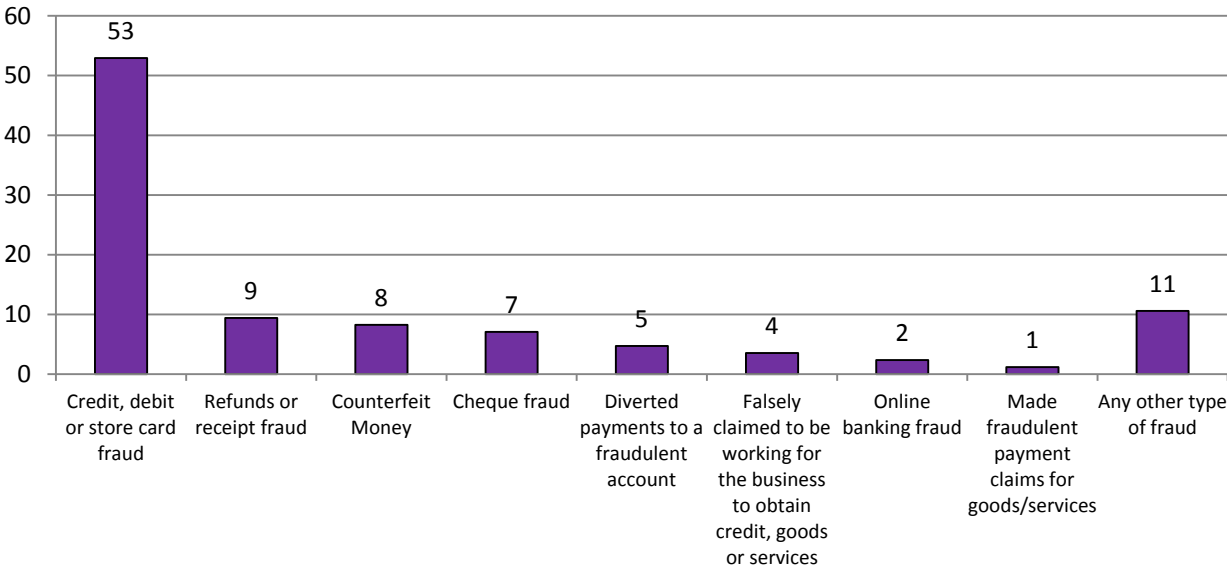


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

Ten percent of fraud by unknown persons incidents were reported to Action Fraud. This was a similar proportion to fraud by employee incidents (10%) but slightly higher than for incidents of fraud by others (6%).

A further 10% of respondents who were victims of incidents of fraud by unknown persons were aware of Action Fraud¹ but hadn't reported the most recent incident. Again, this proportion was similar for other types of fraud.

Withheld or skimmed takings and fraudulent accounting were both reported in 27% of the most recent incidents of fraud by employees. Eighty two per cent of frauds by employees resulted in disciplinary action. This is higher than the same proportion for thefts by employees (68%) which could be related to the higher average cost of frauds compared with thefts (£500 compared with £126), as shown in the section on [costs of crime](#).

Nature of vandalism

In the CVS, vandalism is defined as deliberate damage to the premises. Unlike burglary, this is not limited to the building itself as it also includes damage to any of the following: walls and fences; fittings and fixtures (for example lighting, CCTV or signs); equipment or goods stored outside the building belonging to the business (for example shopping trolleys or bins); and vehicles owned or leased by the business.

Around half of all incidents of vandalism against wholesale and retail premises took place during the week (51% on a weekday; 49% at a weekend). This is equivalent to 10% per weekday compared with 24% per weekend day, assuming an equal split across all days. This means that the likelihood of being a victim of vandalism on any one day was higher at weekends than during the week.

Damage to buildings (62%) was the most common form of vandalism experienced by the wholesale

¹ Action Fraud is a national fraud reporting centre that records incidents of fraud directly from the public and organisations by phone or internet in addition to incidents reported directly to individual police forces.

and retail sector, as shown in Figure 1.4.

Figure 1.4: Proportion of incidents of vandalism, by type of damage that was experienced, wholesale and retail sector, 2012 and 2013 CVS

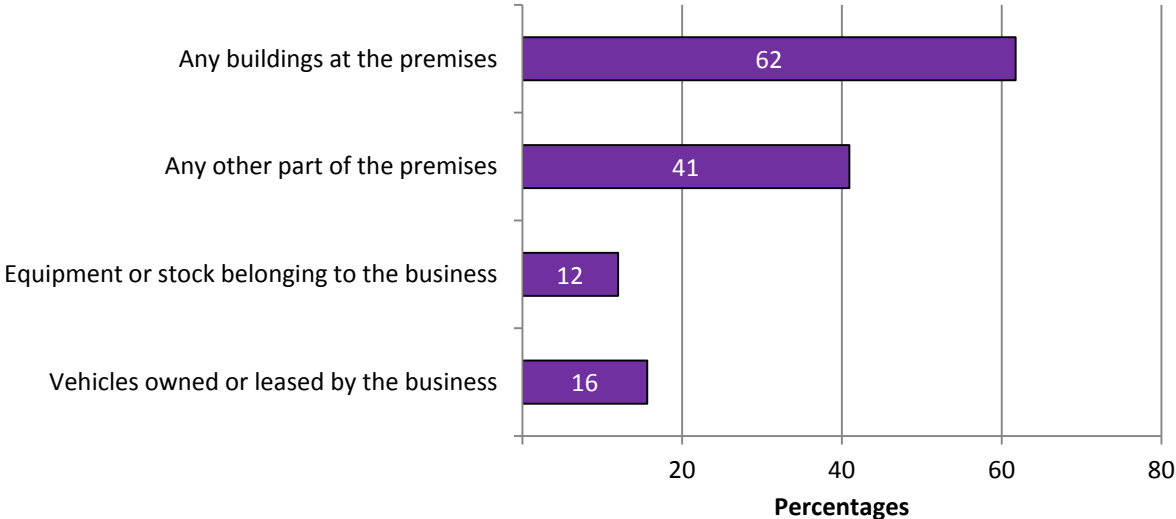


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Nature of crime against businesses tables](#)

Nature of robbery and assaults and threats

Robbery is an offence in which force or the threat of force is used either during or immediately prior to a theft or attempted theft, which can include use of a weapon.

As the rate of robbery is relatively low, it was not possible to comment on the nature of these crimes when considering just one year of data, as the base sizes were so small. However, by combining the data from the 2012 and 2013 surveys it is possible to give some results on the nature of robberies experienced by the wholesale and retail sector, as discussed in this section.

Incidents of robbery were most likely to be perpetrated by lone male offenders, as shown in Figure 1.5 (65% of robberies were carried out by a person on their own and 83% were carried out only by males). Around one in ten (9%) incidents of robbery experienced by this sector resulted in employees being physically injured.

Figure 1.5: Number of incidents of robbery per 1,000 premises, by offender characteristics and employee injuries, wholesale and retail sector, 2012 and 2013 CVS

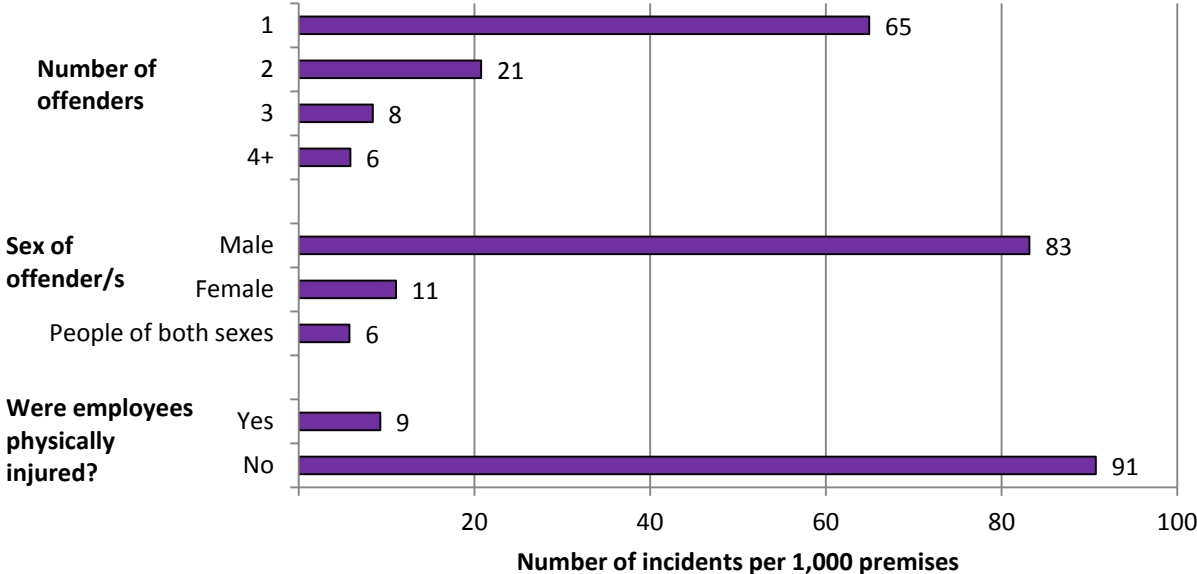


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

Questions were also asked about crimes where weapons may be involved, ie for robbery and assaults and threats. For robbery, the offender was reported to have a knife in 13% of the most recent incidents. Conversely, less than 1% of assaults and threats involved a knife. Nine per cent of robberies involved a firearm, whereas no respondents reported a firearm being used in incidents of assaults and threats (see Figure 1.6).

Figure 1.6: Proportion of incidents of robbery and assaults and threats where a weapon was used, by type of weapon, wholesale and retail sector, 2012 and 2013 CVS

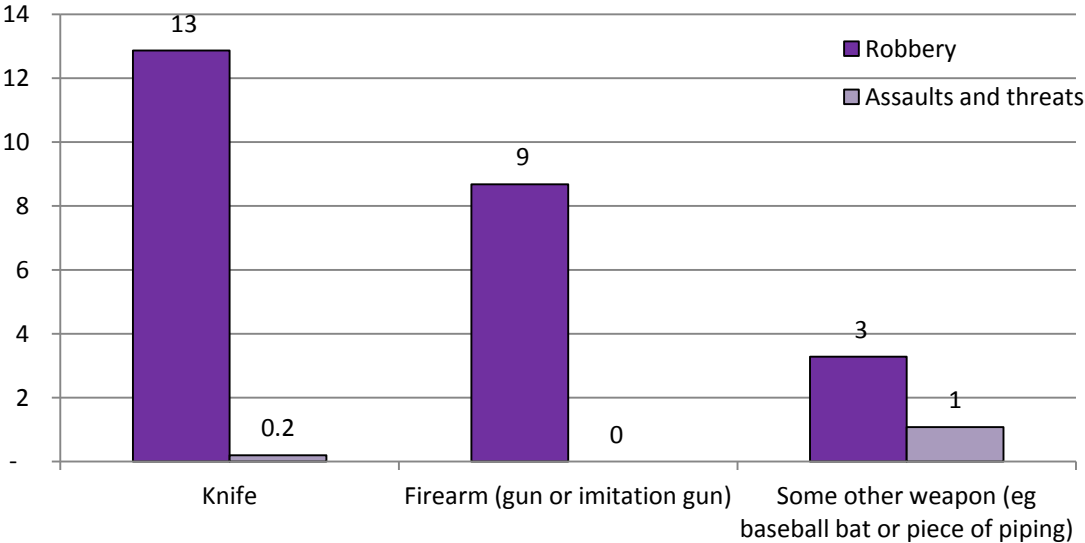


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Nature of crime against businesses tables](#)

Five per cent of assaults and threats and 3% of robberies were thought to be racially or religiously motivated.

The majority (83%) of incidents of assaults and threats took place on weekdays and around a fifth (22%) took place between 6pm and 6am. This is likely to reflect opening hours of wholesale and retail sector premises.

EXPERIENCE OF CRIMES AGAINST WHOLESALE AND RETAIL PREMISES BY BUSINESS AND LOCATION CHARACTERISTICS

As shown in last year's detailed findings report, wholesale and retail premises in urban areas experienced higher rates of crime than those in rural areas². This is confirmed by the combined 2012 and 2013 data which shows that the overall CVS crime rate was around three times higher in urban than rural areas.

As there are now two years of comparable data available for this sector, hence providing a larger sample, it is possible to comment on more detailed breakdowns behind these findings. For example, shops and retail units in urban areas experienced more than twice the rate of crime than those in rural areas, which may be related to the higher rate of shoplifting (ie thefts by customers). In addition, premises that are open to the public have a rate of crime that is 3 times higher in urban areas than in rural areas. Where premises are not open to the public, crime rates are about twice as high in urban than in rural areas (Figure 1.7).

Figure 1.7: Number of incidents of all CVS crime per 1,000 premises, by urban and rural location and whether open to the public, wholesale and retail sector, 2012 and 2013 CVS

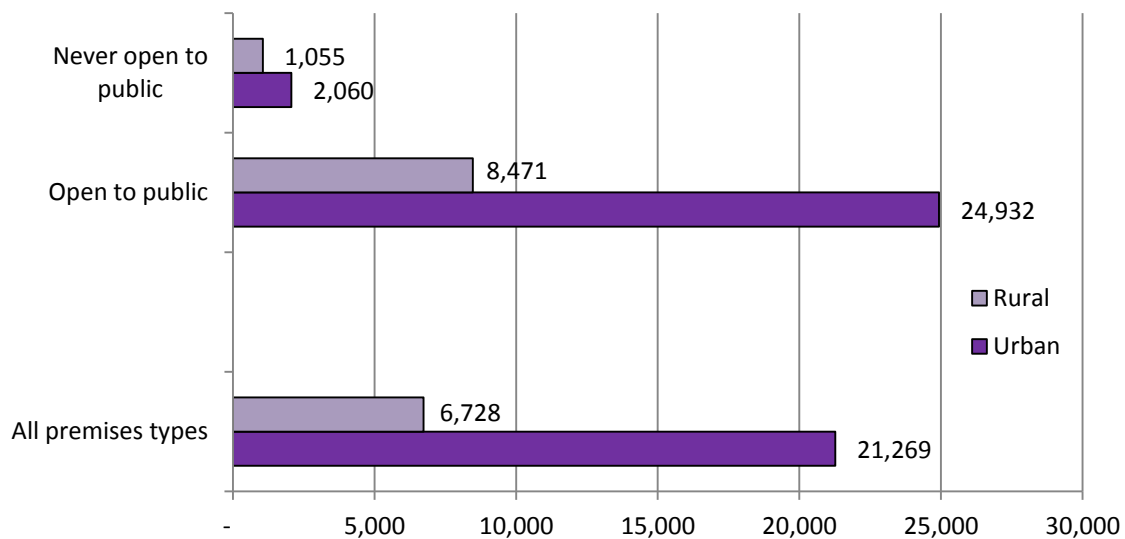


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

² For the purposes of this analysis, urban areas are defined as settlements with a population greater than 10,000. All other settlements are defined as rural.

There also seems to be a link between the level of deprivation in an area and level of crime as rates of crime are higher in more deprived areas than less deprived areas, as shown in Figure 1.8 below.

Figure 1.8: Number of incidents of crime per 1,000 premises, by IMD quintile group, wholesale and retail sector, 2012 and 2013 CVS

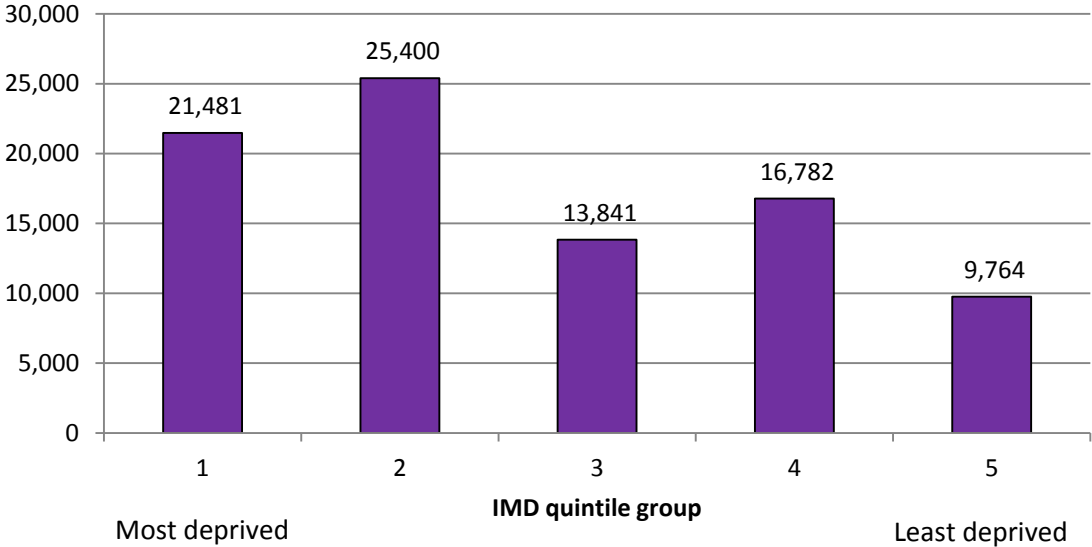


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

There were also variations in the rate of crime by region. London had the highest number of incidents of crime (against the wholesale and retail sector) per 1,000 premises of all regions in England and Wales.

London experienced 30,466 incidents of crime per 1,000 business premises, and the North East experienced 21,924 incidents per 1,000 business premises in the last 12 months. The South West region had the lowest incidence rate with 11,687 crimes per 1,000 premises (see Figure 1.9).

Figure 1.9: Number of incidents of crime per 1,000 premises, by crime type and region, wholesale and retail sector, 2012 and 2013 CVS

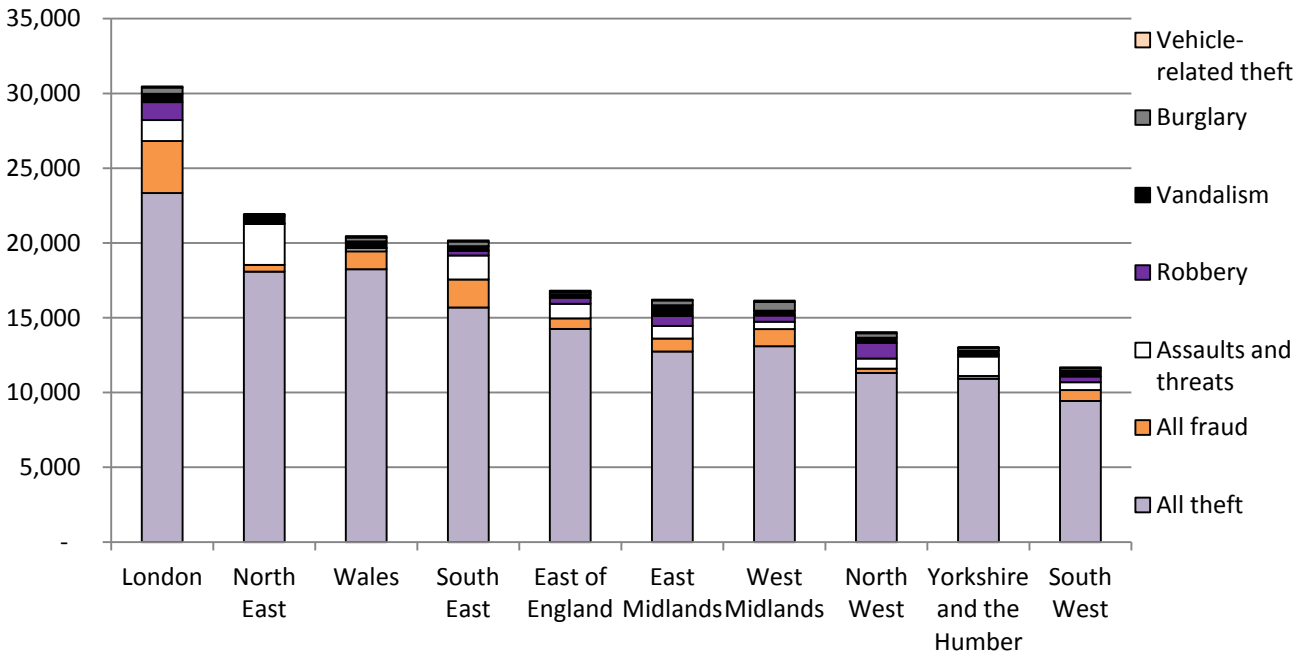


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Experience of theft by customers

This section focuses on thefts by customers, given that this crime type accounted for the highest rate of incidents against this sector in both the 2012 and 2013 CVS. In incidents of thefts by customers, rates of crime were around three times higher in urban than in rural areas (11,425 incidents per 1,000 premises in urban areas compared with 3,811 incidents per 1,000 premises in rural areas).

The rate of thefts by customers were generally higher in the most deprived areas, as shown in Figure 1.10.

Figure 1.10: Number of incidents of thefts by customers per 1,000 premises, by IMD quintile group, wholesale and retail sector, 2012 and 2013 CVS

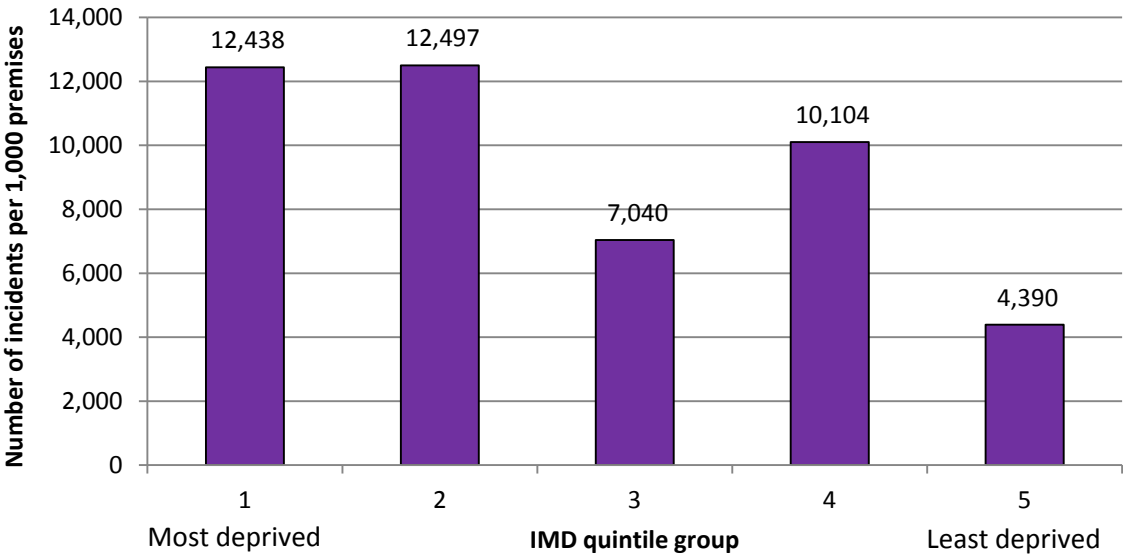


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Related to this, premises in areas classified as ‘Constrained by Circumstances’ according to the Output Area Classification³ had the highest rates of thefts by customers (13,677 incidents per 1,000 premises) of all Output Area Classification groups. However, ‘Multicultural’ areas also experienced a similar level of thefts by customers (13,059 incidents per 1,000 premises).

For premises that were independent businesses occupying only one site, the rate of thefts by customers (1,849 incidents per 1,000 premises) was substantially lower than other business types. In particular, branches or divisions of a business with headquarters elsewhere had the highest rate of thefts by customers of all business types (27,561 per 1,000 premises).

Distance from housing had little bearing on the rate of thefts by customers, as shown in Figure 1.11. However, where premises were within a five minute walk of the nearest pub or club, the incident rate doubled compared with those further away. This could reflect the differences between crime rates in urban and rural areas (ie premises further away from pubs and clubs are more likely to be in rural areas).

³ This classification groups areas into clusters based on similar socio-economic and demographic characteristics.

Figure 1.11: Number of incidents of thefts by customers per 1,000 premises, by distance from nearest housing and pub/club, wholesale and retail sector, 2012 and 2013 CVS

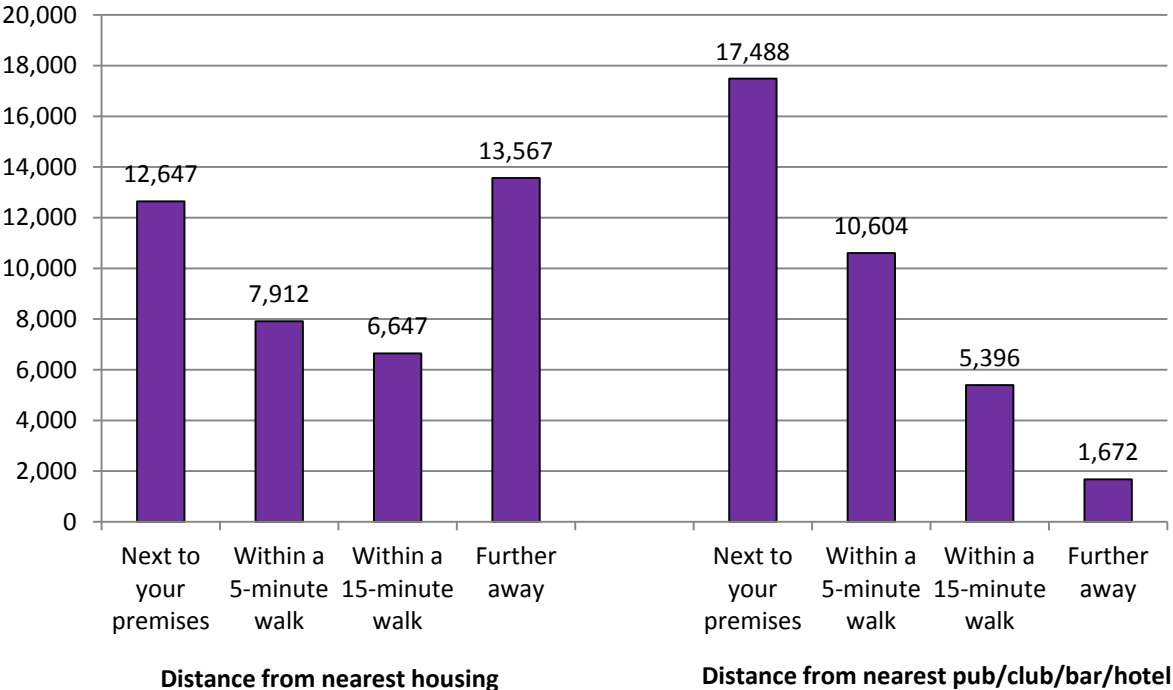


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

As expected, rates of theft by customers were much higher for premises open to the public (12,059 incidents per 1,000 premises), than those never open to the public (119 incidents per 1,000 premises).

Respondents are also asked about the main activity of the business at their premises. For premises in the wholesale and retail sector, retail supermarkets had a substantially higher rate of thefts by customers (87,890 incidents per 1,000 premises) than other types of premises in this sector (see Figure 1.12). This could reflect the fact that retail supermarkets are likely to be larger and, therefore, likely to experience more crime than smaller premises.

Figure 1.12: Number of theft by customer incidents per 1,000 premises, by main activity of business at the premises, wholesale and retail sector, 2012 and 2013 CVS

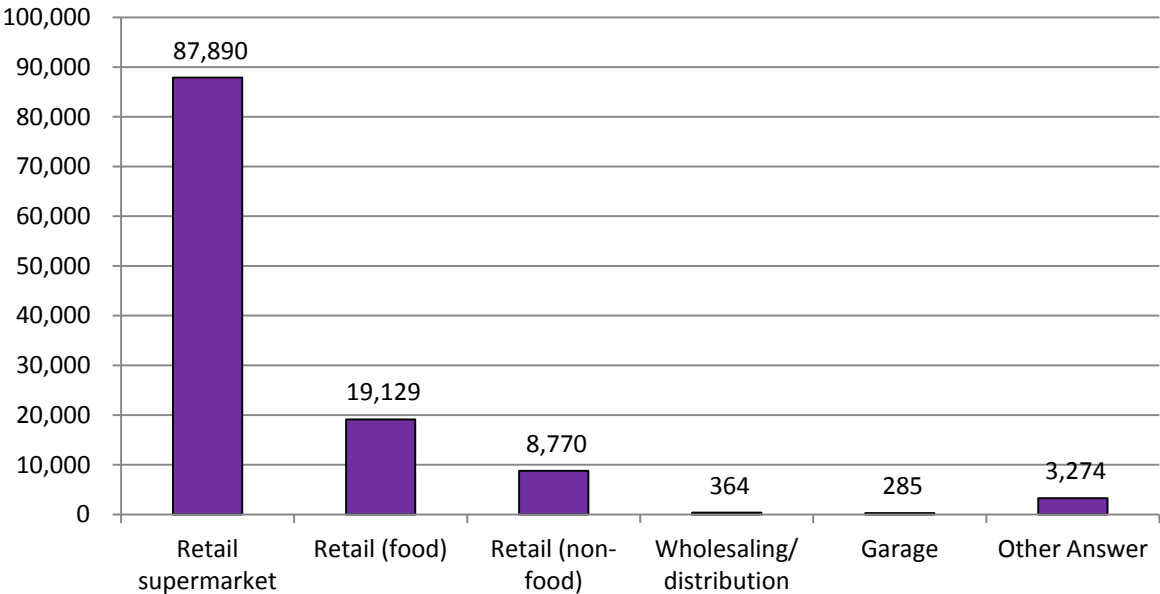


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Experience of fraud

For wholesale and retail premises, rates of all fraud were around eight times higher in urban areas (1,555 incidents per 1,000 premises) than rural areas (183 incidents per 1,000 premises).

Independent businesses experienced the lowest rates of fraud, whereas branches with headquarters located elsewhere experienced the highest, as shown in Figure 1.13. Rates were similar regardless of whether the business was located at a premises shared with other organisations or were occupying the whole site.

Figure 1.13: Number of fraud incidents per 1,000 premises by type of business and whether premises are shared, wholesale and retail sector, 2012 and 2013 CVS

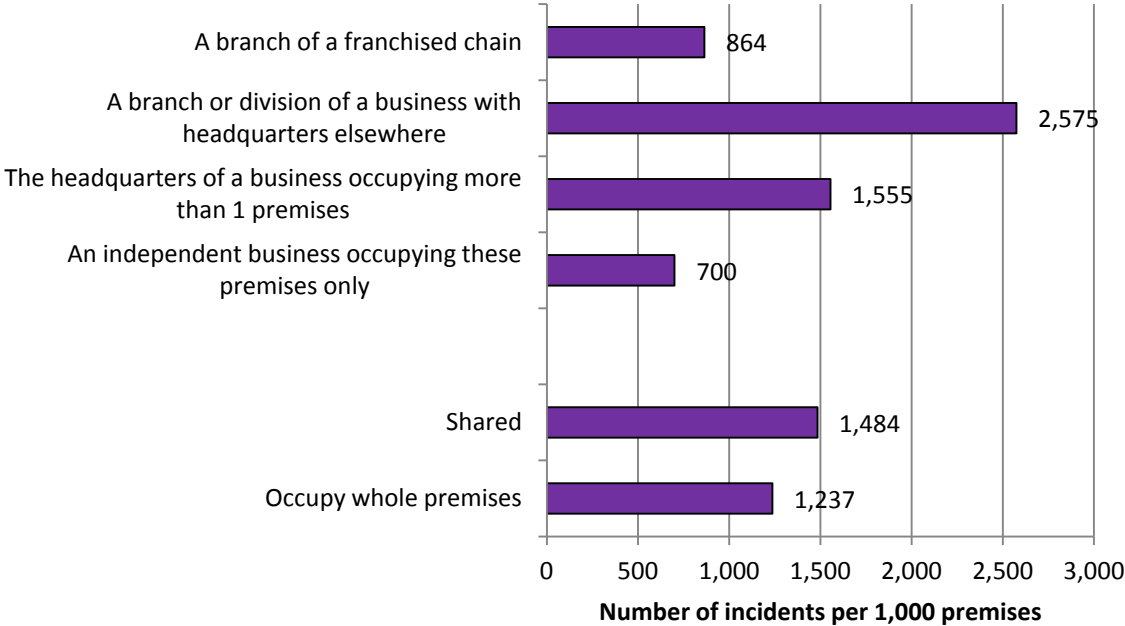


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

Figure 1.14 shows the main activity at premises in the wholesale and retail sector experiencing fraud, with the highest rates of fraud at retail supermarkets (7,621 incidents per 1,000 premises).

Figure 1.14: Number of all fraud incidents per 1,000 premises, by main activity of business at the premises, wholesale and retail sector, 2012 and 2013 CVS

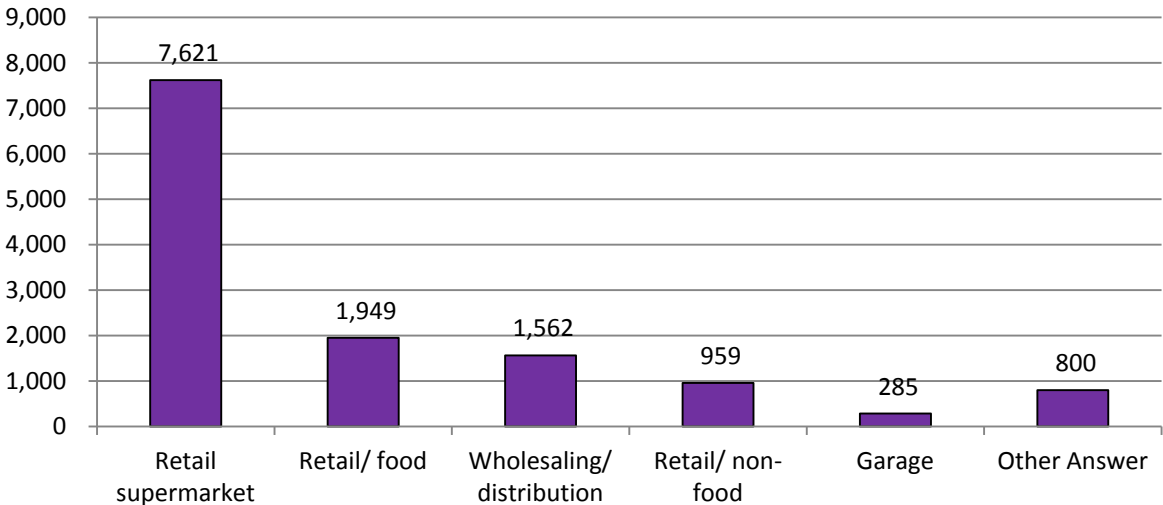


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

There were also regional variations in the rates of all fraud, with London experiencing the highest number of incidents of fraud per 1,000 premises (3,474 incidents per 1,000 premises) and Yorkshire and the Humber experiencing the lowest rate of fraud (181 incidents per 1,000 premises), as shown below.

Figure 1.15: Number of all fraud incidents per 1,000 premises, by region, wholesale and retail sector, 2012 and 2013 CVS

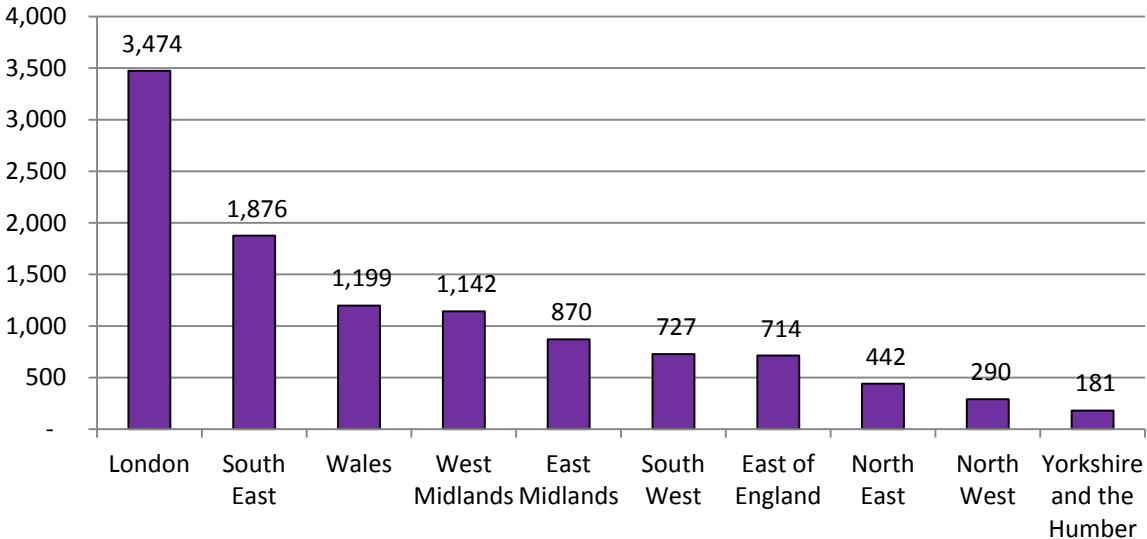


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Experience of vandalism

Premises open to the public experienced around five times as many incidents of vandalism as those not open to the public. Shared premises had lower rates of vandalism than businesses that occupied the whole premises, as shown in Figure 1.16.

Figure 1.16: Number of incidents of vandalism per 1,000 premises by shared premises and premises open to the public, wholesale and retail sector, 2012 and 2013 CVS

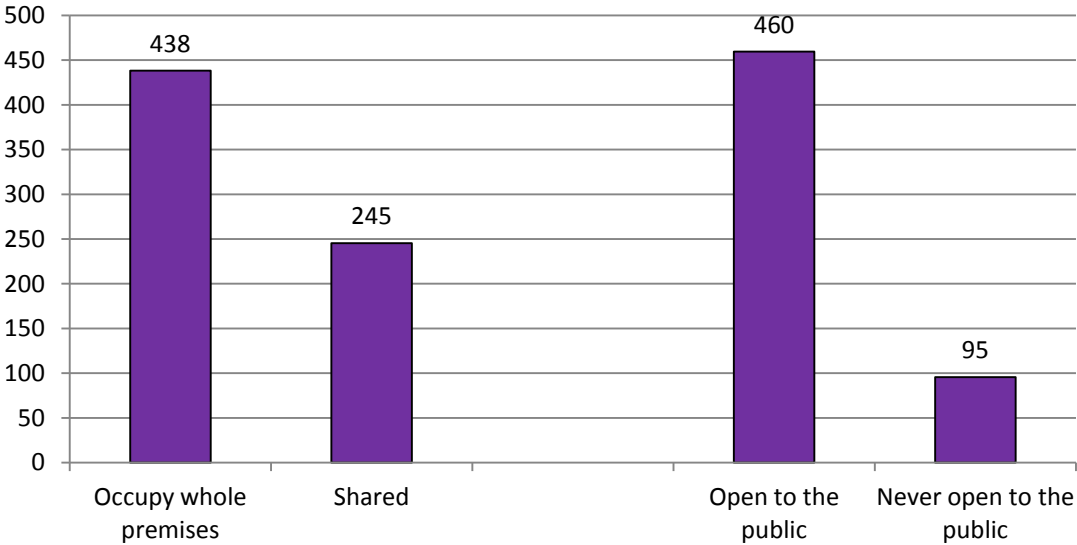


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Experience of assaults and threats

As shown in Figure 1.17, there is a clear trend in the rate of assaults and threats by level of deprivation. In general, there are higher rates of assaults and threats in the more deprived areas than in the less deprived areas.

Figure 1.17: Number of assaults and threats per 1,000 premises by IMD quintile group, wholesale and retail sector, 2012 and 2013 CVS

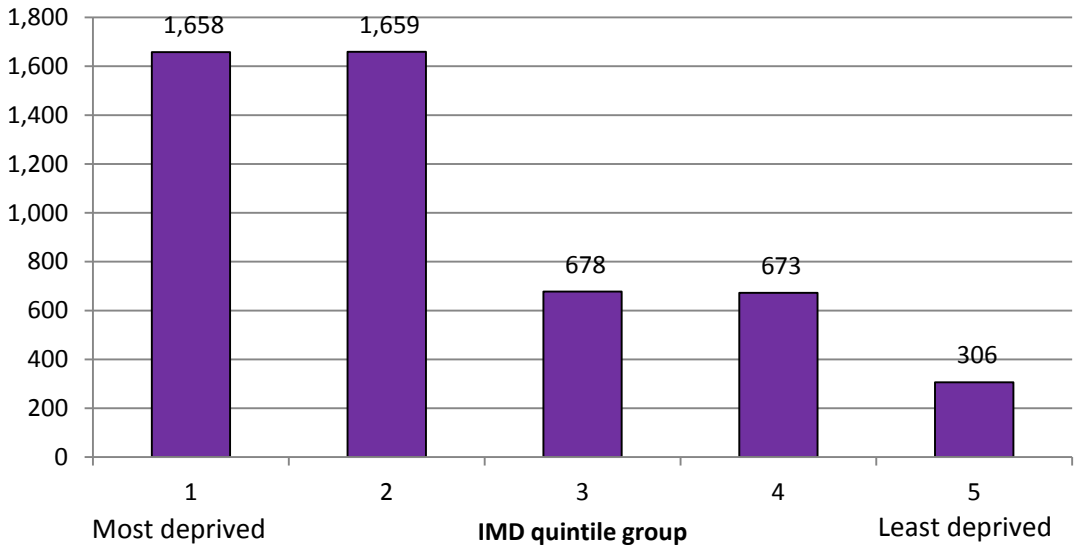


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Branches of a business with a head office elsewhere (ie chain stores) had the highest rate of assaults and threats (2,681 incidents per 1,000 premises) compared with other types of business (eg independent businesses experienced 373 incidents of assaults and threats per 1,000 premises). This high rate is largely driven by shops and retail units, shown in Figure 1.18 below, which make up the vast majority of wholesale and retail premises.

Figure 1.18: Number of incidents of assaults and threats per 1,000 premises, by main activity of business at premises, wholesale and retail sector, 2012 and 2013 CVS

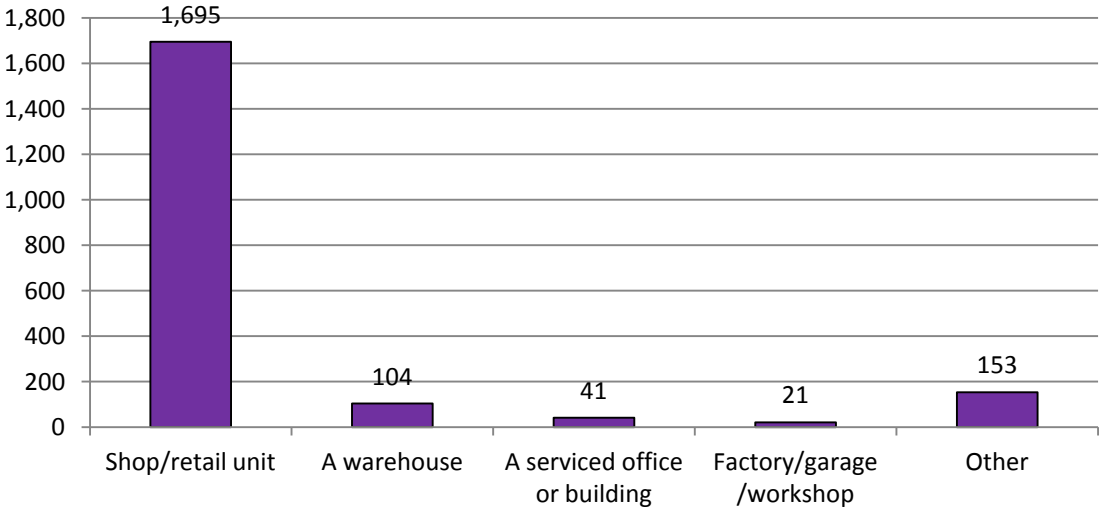


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Intuitively, the findings show that there were higher rates of assaults and threats where premises were open longer hours than those open less time at weekends (4,037 incidents of assaults and threats per 1,000 premises where premises open for more than 12 hours per day compared with 462 incidents per 1,000 premises where open to the public for 1 to 8 hours per day at weekends).

CRIME PREVENTION MEASURES AT WHOLESALE AND RETAIL PREMISES

Respondents were asked questions on a range of security measures such as burglar alarms and vehicle protection measures. Based on the combined dataset, premises in the wholesale and retail sector had the highest proportion of security measures on their windows and doors (75%) when compared with other CVS sectors, although only slightly higher than the arts, entertainment and recreation sector (73%).

In general, the proportion of premises in this sector with security measures installed increases as the size of the premises (as defined by the number of employees) increases, as shown in Figure 1.19 below. However, the proportion of premises with window and door measures was broadly similar for all premises, regardless of number of employees. Wholesale and retail premises with less than ten employees were less likely to have stock or equipment protection measures in place.

Figure 1.19: Proportion of premises with selected security measures in place, by number of employees, wholesale and retail sector, 2012 and 2013 CVS

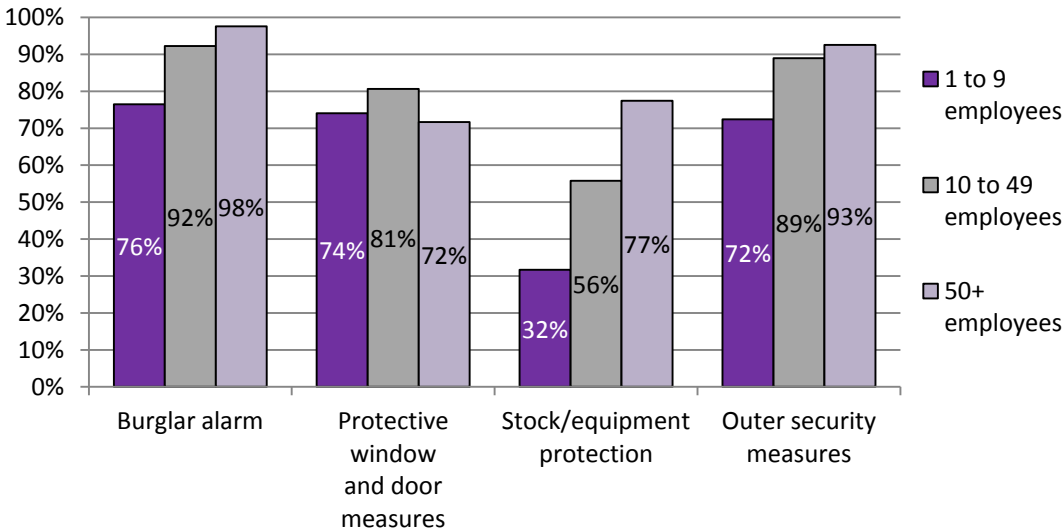


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Crime prevention measures tables](#)

As shown in Figure 1.20, of those premises which had window and door measures, around half (46%) had bars, gates, grilles or shatterproof glass on their windows or doors, and a similar proportion (46%) had shutters on their windows or doors.

Figure 1.20: Type of security measures in place at premises with window and door measures, wholesale and retail sector, 2012 and 2013 CVS

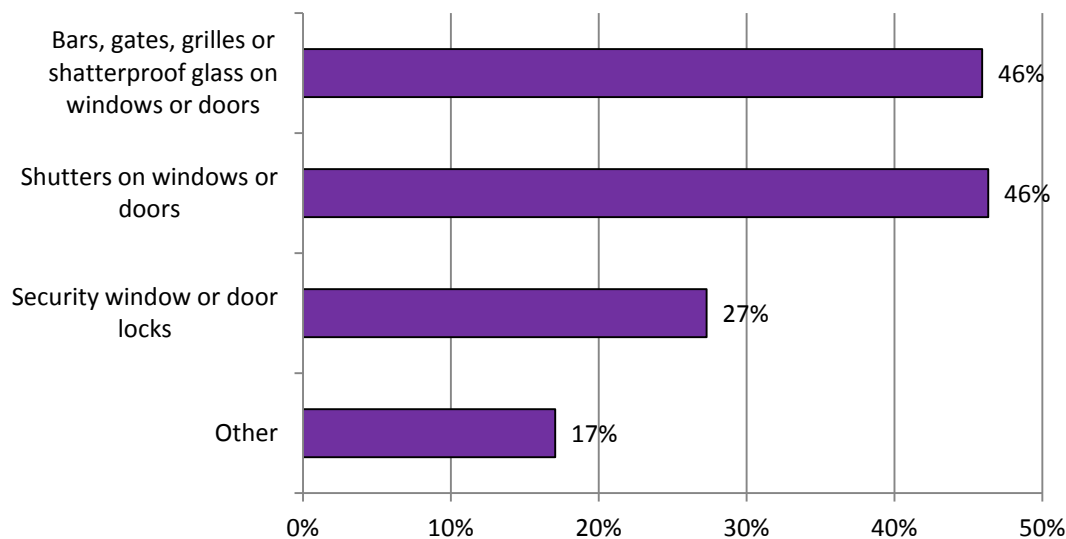


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Crime prevention measures tables](#)

Security and victimisation

Just over a third (37%) of premises in this sector had stock protection measures in place. However, those with such measures in place experienced a rate of thefts by customers five times higher than those without such measures (19,123 incidents per 1,000 premises with stock protection; 3,713 incidents per 1,000 premises without). This could be due to these premises being at a higher risk of victimisation and the presence of security measures not fully offsetting the risks of victimisation (see box on page 24 for further information).

Looking at the rates of crime against whether types of window and door security were installed, the findings show that there was a similar rate of all CVS crime regardless of whether these measures were installed:

- 17,212 incidents of all CVS crime per 1,000 premises where installed
- 17,521 incidents of all CVS crime per 1,000 premises where not installed

For other CVS sectors, the rate of all CVS crime was higher where window and door measures were installed than where they were not.

Security measures installed as a result of victimisation – 2013 CVS

Findings from the 2012 CVS showed that rates of crime were higher at premises with security measures installed. However, it was not possible to tell from the data whether security measures were installed as a result of victimisation and hence explain why crime rates are higher for those premises with security measures.

Therefore, questions were added for the 2013 CVS to establish whether security measures had been installed as a result of victimisation. Findings from the analysis of these questions showed that the proportions of premises in the wholesale and retail sector that had installed security as a result of victimisation in the last year was relatively low:

- 13% premises that had stock or equipment protection measures in place had installed these as a result of victimisation in the last 12 months;
- 9% of premises that had outer security measures or window or door measures in place had installed these as a result of victimisation in the last 12 months;
- 5% of premises that had a burglar alarm or window or door measures in place had installed these as a result of victimisation in the last 12 months.

As these proportions are low, this suggests that the main reason for incidence rates of crime being higher for those with security measures on their premises than those without is because these premises are at a higher risk and the presence of security measures has not fully offset the risks of victimisation.

COST OF CRIMES AGAINST WHOLESALE AND RETAIL PREMISES

This section covers the costs of crime to businesses, both as a result of victimisation and through preventative measures, and is based on the combined dataset.

Respondents who had been victims of crime were asked for the direct financial cost resulting from the most recent incident of each crime type experienced. Respondents were asked for the total value regardless of whether the items were returned or whether they received any insurance payment. A minority of respondents were unable to provide absolute figures for these costs and were therefore asked to estimate them within a range. For these cases, the midpoint of that range was then taken as the cost of the particular crime to that respondent. The figures in this section have been derived by combining the absolute figures and midpoint answers, although a few cases which indicated an extremely high range of cost were excluded from the analysis. For more details please see the [Technical Annex](#).

Certain crime types, such as theft of vehicles (which is likely to be high cost), are not presented due to the low number of incidents of these types of crime in this sector. The [detailed findings from the 2012 Commercial Victimisation Survey](#) present average cost for all four sectors combined.

Costs per incident of crime

Based on the survey findings, the average cost of burglary with entry was the highest of all the crime types at £1,376 per incident. This includes costs of damage and cost of items stolen. Incidents of fraud by employees costs were the next highest at £500 per incident.

Figure 1.21: Average cost of most recent incident of selected crimes, wholesale and retail premises, 2012 and 2013 CVS

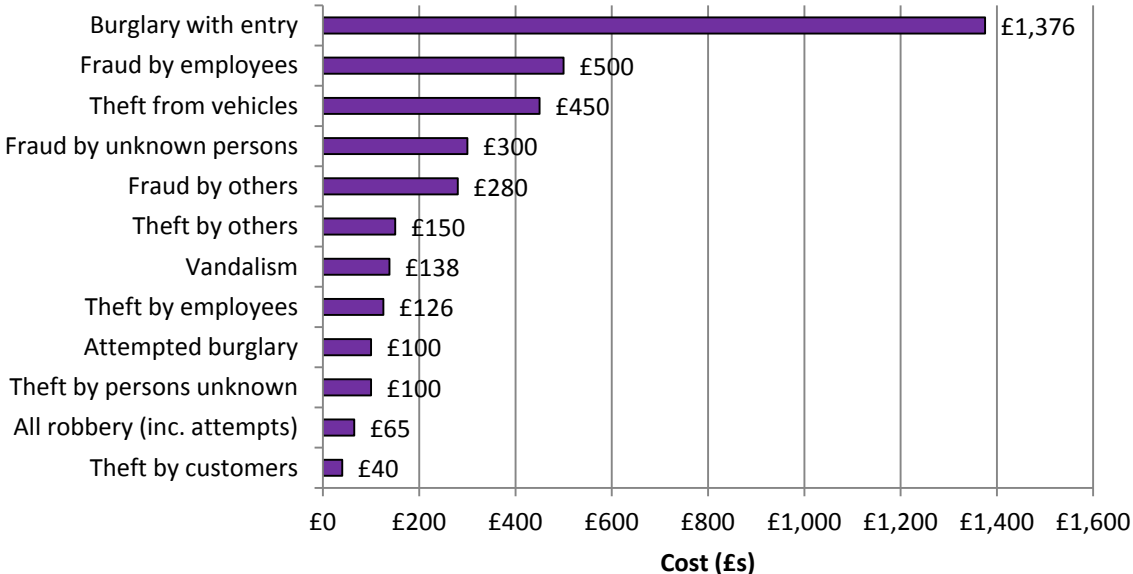


Figure notes:

Note: Where respondent was unable to give an exact cost some figures are based on the mid-point of a range.

Source: Home Office, [2013 Commercial Victimization Survey Costs of crime against businesses tables](#).

The average cost of each incident of thefts by customer was £40, which is relatively low compared with the average cost of other crime types. However, it is important to bear in mind that thefts by customers make up almost half (55%; 3.3 million incidents) of all crimes against businesses in this sector, so although the average cost of each individual incident may be low, the total cost to businesses of all thefts by customers is likely to be high.

Although theoretically possible to calculate the total cost per year for a particular crime type by multiplying the cost of the most recent incident by the estimated number of crimes over the last year, due to high cost outliers and respondents estimating the extent of multiple victimisations, the resulting estimates are unlikely to accurately reflect the true figure and therefore have not been calculated.

Further detail on the average cost per incident, including percentiles and maximum costs, please see Table 1.

Table 1: Cost of incidents of crime types, wholesale and retail premises, 2012 and 2013 CVS

England and Wales						
	Mean	25th percentile	Median	75th percentile	Maximum	Unweighted base
Burglary						
Burglary with entry	£5,525	£225	£1,376	£4,220	£250,000	172
Attempted burglary	£494	£0	£100	£350	£6,000	
Vandalism	£618	£30	£138	£450	£55,000	260
Vehicle related theft						
Theft from vehicles	£1,213	£150	£450	£1,200	£30,000	85
Theft of vehicles	-	-	-	-	-	
All robbery (inc. attempts)	£893	£9	£65	£250	£20,000	55
Theft						
Theft by customers	£168	£10	£40	£126	£20,000	420
Theft by employees	£4,517	£20	£126	£1,000	£222,000	145
Theft by others	£979	£45	£150	£400	£26,000	51
Theft by persons unknown	£520	£30	£100	£250	£20,000	244
Fraud						
Fraud by employees	£3,460	£126	£500	£5,000	£30,000	57
Fraud by others	£3,935	£50	£280	£1,500	£207,000	148
Fraud by unknown persons	£1,686	£20	£300	£1,650	£30,000	81

Table notes:

Note: Where respondent was unable to give an exact cost some figures are based on the mid-point of a range.

Note: Where estimates are based on less than 50 premises, values have been suppressed. This is indicated by '-'.¹

Source: Home Office, [2013 Commercial Victimization Survey Costs of crime against businesses tables](#).

Costs of crime prevention

In order to reduce the average length of the questionnaire, during the survey respondents were assigned at random to one of two sets of questions on crime prevention. Half of all respondents were asked questions on electronic crime, including the total amount of money spent per year on IT security. The other half of respondents were asked about crime prevention, including the total amount spent on security for the premises during the previous 12 months. These costs include maintenance and running costs, charges for new security equipment and security personnel costs, but do not include the costs of insurance or IT security. Similarly to the cost of incidents of crime, those respondents who were unable to give an absolute figure have been included as the midpoint of the range they estimated.

The average non-IT security spend was £376, but varied according to the size of the premises (defined by the number of employees), as shown in Figure 1.22. For those premises with fewer than 10 employees the average spend on non-IT security was £300 rising to £15,000 for premises with 50 or more employees.

Figure 1.22: Total spend on non-IT security in the last 12 months, by premises in the wholesale and retail sector

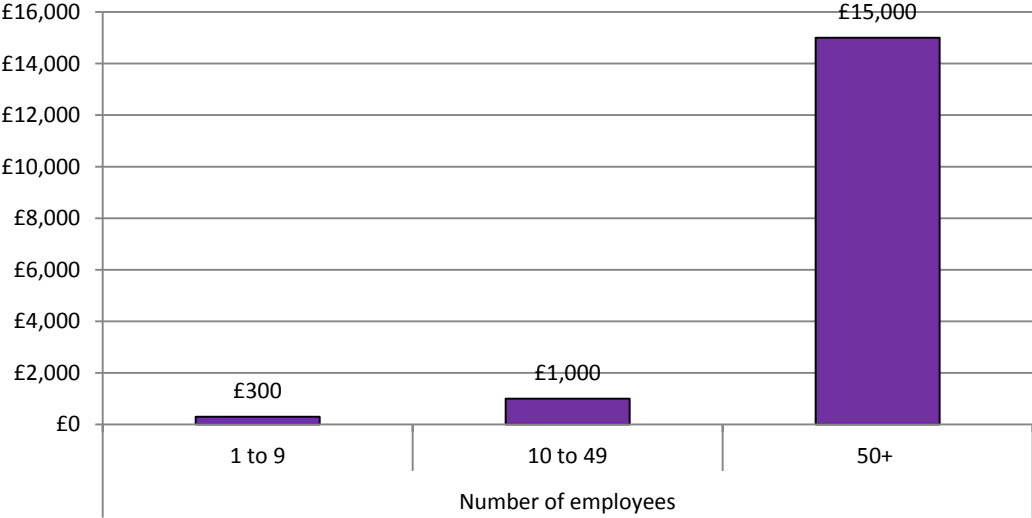


Figure notes:

Note: Small businesses have 1-9 employees, medium businesses have 10-49 employees and large businesses have 50 or more employees.

Note: Where respondent was unable to give an exact cost some figures are based on the mid-point of the range they estimated.

Source: Home Office, [2013 Commercial Victimization Survey Costs of crime against businesses tables](#).

Premises in the wholesale and retail sector tended to spend more on non-IT security, such as maintenance and running costs, charges for new security equipment and security personnel costs, than IT security in the last 12 months. The average spend on IT security was £126 per premises.

2. Crime against accommodation and food premises

INTRODUCTION

Respondents to the Commercial Victimisation Survey (CVS) from the accommodation and food sector were asked if the business at their current premises had experienced a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced. This sector includes businesses such as hotels, restaurants, take-away food shops and licensed clubs, pubs and bars.

Although high level statistics were published in the [headline findings report](#), this publication looks to analyse data for this sector further with particular reference to:

- Detailed information about the nature of the most recent incident of each crime type, for example the time of day the incident occurred and items stolen.
- Characteristics of the business, the premises and the local area in relation to victimisation
- Crime prevention measures installed at current premises.
- Costs of crime to businesses, both as a result of victimisation and through preventative measures.

As the accommodation and food sector was covered by the 2012 and 2013 CVS, data from these two surveys have been combined in order to provide more robust estimates of crimes against businesses in this sector. This data is referred to in this section as the combined CVS dataset. More detail on the method used to produce this data is available in the [Technical Annex](#).

KEY FACTS

- **The East of England and London experienced the highest rates of crime against the accommodation and food sector.**
Accommodation and food premises in the East of England had the highest rate of crime (7,362 incidents per 1,000 premises) of all regions in England and Wales, driven by a high rate of thefts. However, if thefts are excluded, London had the highest overall crime incident rate (5,365 non-theft incidents per 1,000 premises).
- **The majority of non-theft related crime against this sector took place during the evening or at night.**
With the exception of theft offences, the majority of most recent incidents against accommodation and food premises of the other crime types took place during the evening or at night, which is likely to reflect the night time economy of this sector.
- **Retail units and pubs, clubs, bars experienced the highest rates of crime when compared with other business types in this sector.**
Businesses operating out of retail units experienced 7,426 incidents of CVS crime per 1,000 accommodation and food premises, while pubs, clubs or bars experienced 7,162 incidents per 1,000 premises. In comparison, restaurants and other food outlets (such as takeaways) experienced relatively low rates (4,394 and 3,596 incidents per 1,000 premises respectively).
- **Although theft and assaults and threats were the most common crime types experienced, burglary with entry had the highest cost per incident.**
Burglary with entry at accommodation and food premises cost £360 per incident on average compared with other crime types which had median costs ranging from £40 to £200 per incident.

- **The majority of premises in this sector employ outer security measures.**
Around three quarters (78%) of premises in the accommodation and food sector had outer security measures in place. Of these premises, 75% had security lighting and 64% had CCTV, the two most common outer security measures.
- **Larger businesses spent around 20 times more than smaller premises on security.**
At accommodation and food premises the average security spend (excluding IT) was £250, but varied according to the size of the premises. For those premises with fewer than 10 employees the average spend on non-IT security was £126 rising to £2,500 for premises with more than 50 employees.

DATA TABLES

Selected results, relating to the most common crime types affecting this sector, are presented here for premises in the accommodation and food sector. Additional results are presented in the [2013 Commercial Victimisation Survey detailed figures tables](#).

SUMMARY OF HEADLINE FINDINGS

[Headline findings from the 2013 CVS](#), published in February 2014, showed that crime against the accommodation and food sector fell between 2012 and 2013. The number of incidents experienced by this sector according to the 2013 CVS was lower (575,000) than for the 2012 CVS (985,000) and was driven by a large fall in the number of thefts.

While **thefts** were the most common crime type against this sector in 2012, **assaults and threats** were the most common crime type in 2013. According to the 2013 CVS, of the 575,000 crimes against accommodation and food premises in the last year, 42% (240,000 incidents) were assaults and threats.

NATURE OF CRIMES AGAINST ACCOMMODATION AND FOOD PREMISES

Information on the nature of crimes and characteristics of the business and premises will be presented in this section, focusing on the common crime types affecting this sector as described above. Further findings relating to these characteristics for other crime types can be found in the [2013 Commercial Victimisation Survey Nature of crime against businesses tables](#).

Where premises had experienced at least one of the main crime types covered by the survey, respondents were asked for more detailed information about the most recent incident of each type. For example they were asked about the time of day the incident occurred and whether the incident occurred during the week or at the weekend, and also some additional information specific to the crime type, e.g. type of items stolen in burglaries.

Timing of incidents

As reported in the CVS 2013 Headline Report, assaults and threats were the most common crime type against the accommodation and food sector in 2013 (42% of all incidents against this sector).

According to the combined dataset, just over half of the most recent incidents of assaults and threats took place on a Saturday or Sunday (53%), Figure 2.1. Almost two-thirds (63%) of incidents of vandalism took place at the weekend, the highest proportion of any crime type. For the other crime types shown in Figure 2.1 a higher proportion of incidents took place during the week than at the weekend. However, assuming an equal split across the days, these are actually equivalent to a higher proportion per weekend day compared with each weekday (although this is a very broad assumption as it might be, for example, that Friday night has a higher incidence than other weekday nights).

Figure 2.1: Proportion of most recent incident of each crime type taking place by day of week, accommodation and food sector, 2012 and 2013 CVS

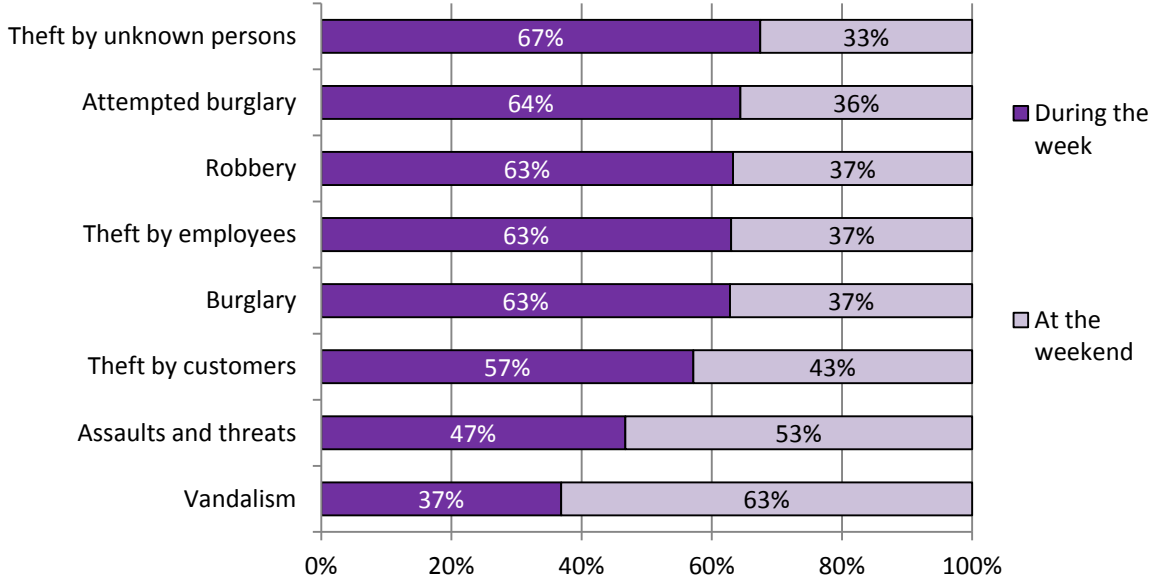


Figure notes:

Note: Respondents were asked if they had experienced crime 'during the week' or 'at the weekend'.

Base: Businesses that had experienced each crime type.

Source: Home Office, [2013 Commercial Victimisation Survey Nature of crime against businesses tables](#)

There was also variation by crime type in the time of day most recent incidents had occurred. As shown in Figure 2.2, a similar proportion of thefts took place in the morning/afternoon (6am to 6pm) as took place during the evening/night (6pm to 6am), which is likely to reflect the opening hours of this sector.

This contrasts with the wholesale and retail sector where the majority of theft incidents took place in the morning or afternoon. For all other crime types the majority of incidents took place during the evening or at night, which is again likely to reflect the night time economy of this sector. In particular, the vast majority (92%) of attempted burglaries took place during the evening or at night.

Figure 2.2: Proportion of most recent incident of each crime type taking place by time of day, accommodation and food sector, 2012 and 2013 CVS

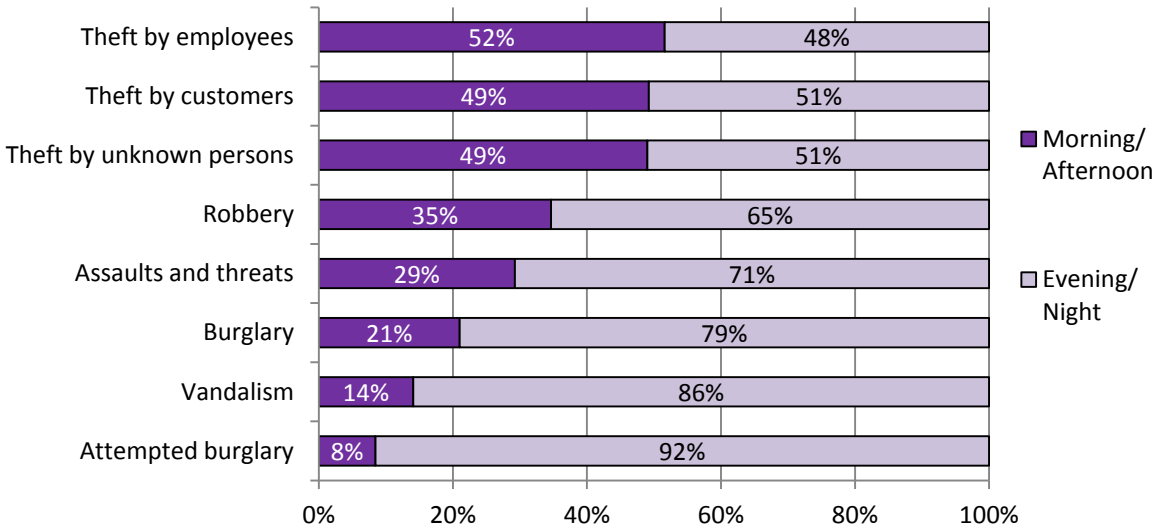


Figure notes:

Note: 'Morning/afternoon' is defined as 6am to 6pm; 'Evening/night' is 6pm to 6am.

Base: Businesses that had experienced each crime type.

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

Nature of theft

Theft is an offence where money, goods, company property or services are stolen from the business at that premises. The four types of theft covered by the survey are:

- *Theft by customers*, which can include theft of any business-owned property or non-payment of services.
- *Theft by employees*, covering thefts of money, services or property owned by the business which are committed by employees.
- *Theft by others*, which can include thefts by other known parties, for example a supplier or an employee from another company who is based at the same site.
- *Theft by persons unknown*, where something has been taken without permission but it is not possible to work out who the offender was. A proportion of this may include undetected theft by customers or employees.

Respondents whose premises had experienced theft in the previous 12 months were asked a series of detailed questions about the most recent incident of each type experienced, which the analysis below is based upon.

As shown in Figure 2.3, goods or stock were the most commonly stolen item in incidents of theft by customers (stolen in 45% of incidents), followed by unpaid services (27%), which might include, for example, not paying for a meal. However, in incidents of theft by employees, money was stolen in almost two-thirds (63%) of incidents. In incidents of theft by unknown persons, which may include a

large proportion of theft by customers where incidents were not observed or detected, goods or stock and money were each stolen in around a third of incidents (33% and 31% respectively).

Figure 2.3: Items stolen in incidents of theft, by type of theft, accommodation and food sector, 2012 and 2013 CVS

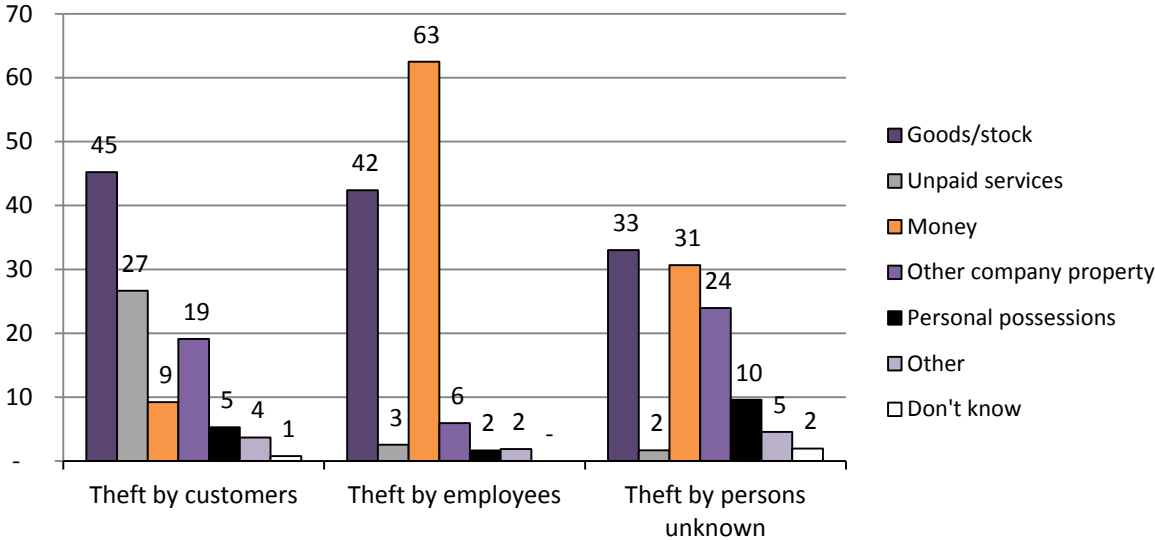


Figure notes:

Base: Businesses that had experienced each theft type.

Note: Percentages sum to more than 100% as more than one item could be stolen.

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

In 80% of incidents of theft by employees the respondent reported that disciplinary action was taken against the employee responsible.

Nature of assaults and threats

Assaults and threats are incidents where employees are assaulted, threatened or intimidated, including as a result of disagreements with customers or other employees. Assaults do not include incidents of force against employees that were motivated by theft (which would be classified as robbery), rather the motivation is to cause harm or to intimidate and may include the use of a weapon.

In incidents of assaults and threats, no respondents reported that the offender had a firearm (ie a gun or imitation gun) and only very small proportions reported that the offender had a knife (1%) or some other weapon (6%), which includes baseball bats or pieces of piping. In 16% of the most recent incidents of assaults and threats, employees had been physically injured.

Six per cent of respondents thought that the most recent incident was racially or religiously motivated.

Nature of robbery (including attempts)

Robbery is an offence in which force or the threat of force is used either during or immediately prior to a theft or attempted theft, which can include use of a weapon. Although only a small proportion of premises experienced robbery (including attempts), analysis by sector is now possible as 2012 and 2013 data have been combined.

Around two-thirds (68%) of most recent incidents of robbery took place at the business premises, 22% taking place either on the street or at some other situation away from the premises and 8% taking place when employees were in a vehicle.

As with burglary with entry, in most recent incidents of robbery, money was the most commonly stolen item (29% of incidents), followed by goods or stock and personal possessions belonging to an employee, each being stolen in 14% of most recent robbery incidents. In around a fifth (19%) of incidents nothing was taken, ie the robbery was attempted only.

Over half (53%) of the most recent incidents of robbery (including attempts) involved one offender only, and most did not involve a weapon (Figure 2.4).

Figure 2.4: Selected aspects of robbery incidents (including attempts), accommodation and food sector, 2012 and 2013 CVS

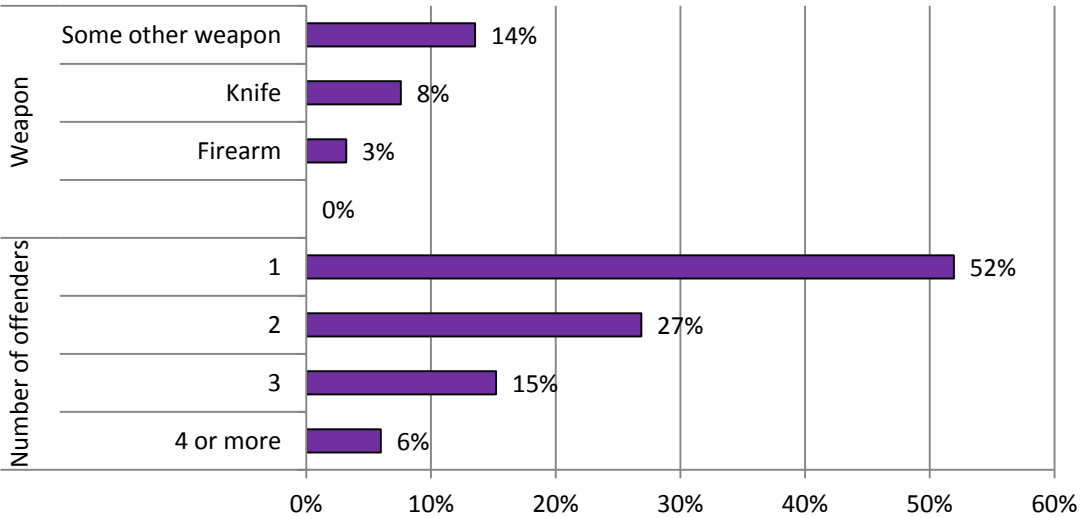


Figure notes:

Base: Businesses that had experienced robbery (including attempts).

Note: Some other weapon includes, for example baseball bats or pieces of piping.

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

Nature of burglary with entry

Burglary with entry is defined as entering any building on the premises without permission with intent to steal. This also applies to entry into secure or non-public areas of buildings such as staff-only areas or stockrooms. Attempted burglary refers to incidents where the offender attempted, but failed, to gain access to a building on the premises. In this case there must be clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks or broken doors.

In around half of most recent incidents of burglary with entry the offenders accessed the premises through a door, either a wooden/glass door (41%) or a metal door/roller door/shutter (10%). The next most common method of entry was through a window (22%).

The most commonly stolen item in incidents of burglary with entry was money, stolen in around four-in-ten incidents (37%). Goods or stock (21%) and personal possessions of employees or customers (19%) were each stolen in around a fifth of incidents, company property in 14% of incidents and metal in 10% of incidents.

EXPERIENCE OF CRIME IN THE ACCOMMODATION AND FOOD SECTOR BY BUSINESS AND LOCATION CHARACTERISTICS

Respondents in the 2012 and 2013 CVS were asked if the business at their current premises had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced. This section looks to analyse this information further for certain crime types with reference to the characteristics of the business, the premises and the local area.

Respondents were also asked how they would describe the main activity at their premises. Based on the combined dataset, of the accommodation and food premises surveyed, around a third of premises operated from a pub, bar or club (36%) and a third (33%) from a restaurant (22%) or other type of food outlet (11%), e.g. a takeaway. Other types included shop/retail units (14%), hotel/holiday accommodation (8%) and serviced office/buildings (4%). Of the 14% of premises that operated out of shops or retail units, the majority (69%) said that their main activity was food and beverage service, which would include, for example, cafés.

Businesses operating out of shops or retail units had the highest number of incidents of crime per 1,000 premises of all types of business in the accommodation and food sector. These experienced 7,426 incidents of CVS crime per 1,000 premises, as shown in Figure 2.5. Pubs, clubs or bars and serviced offices/buildings also experienced a relatively high rate of victimisation (7,162 and 6,683 incidents per 1,000 premises), whereas restaurants and other food outlets (such as takeaways) experienced relatively low rates (4,394 and 3,596 incidents per 1,000 premises, respectively).

Figure 2.5: Number of incidents of crime per 1,000 premises, by type of building operated from, accommodation and food sector, 2012 and 2013 CVS

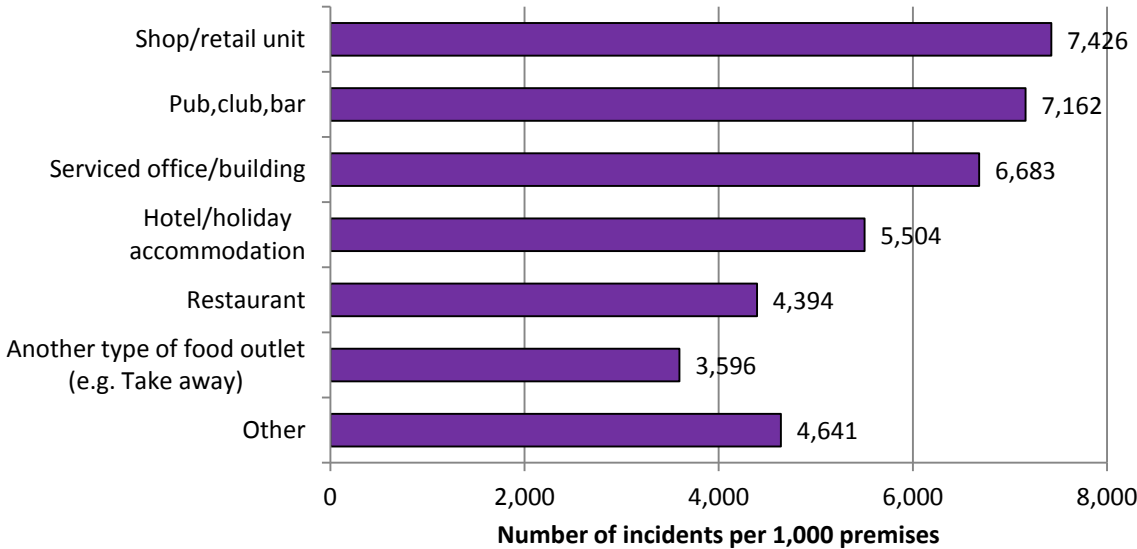


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

As with the wholesale and retail sector, there were also variations in the rate of crime by region. The East of England and London had the highest number of incidents of crime per 1,000 premises in this sector. Premises in the East of England experienced 7,362 incidents of crime per 1,000 business premises, while those London experienced 6,953 incidents per 1,000 business premises. The high rate in the East of England was driven by a high rate of thefts, whereas London experienced a large number of assaults and threats per 1,000 premises. It should also be noted that the rate in the South East region was almost as high as the overall rate in London (6,880 incidents per 1,000 premises).

The North East region had the lowest incidence rate with 3,069 crimes per 1,000 premises (see Figure 2.6).

Figure 2.6: Number of incidents of crime per 1,000 premises, by crime type and region, accommodation and food sector, 2012 and 2013 CVS

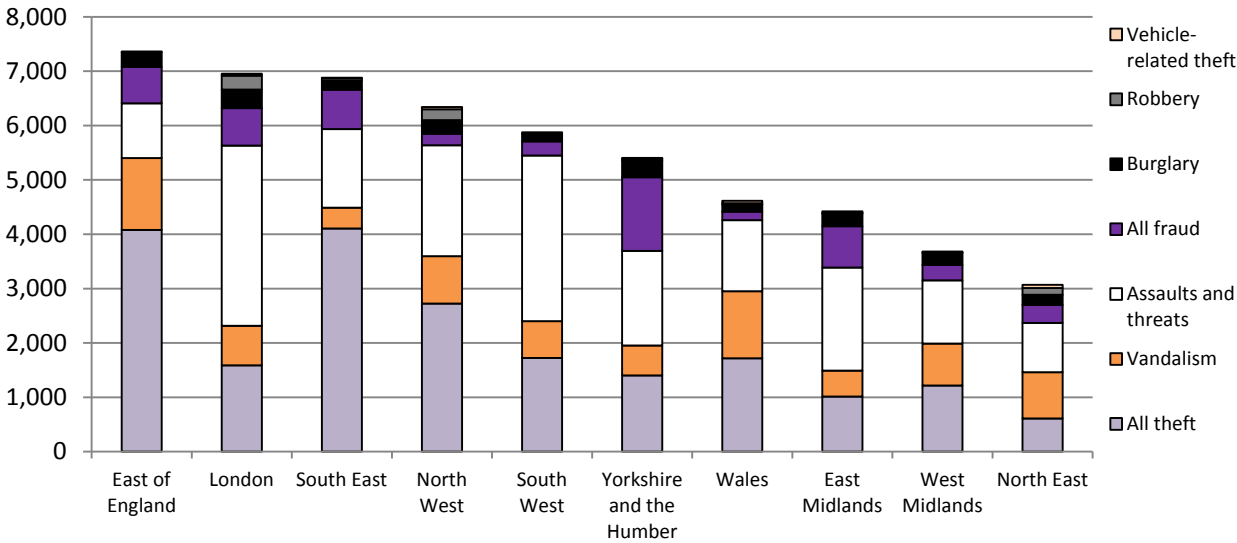


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Experience of theft

Unlike for most other crime types, there was little difference in the rate of theft for urban premises (2,261 incidents per 1,000 premises) and the rate for rural premises (2,254 incidents per 1,000 premises).

Perhaps surprisingly, premises in the least deprived areas in England experienced around three times the incidence rate of theft (6,063 per 1,000 premises) as other areas in England, as shown in Figure 2.7.

Figure 2.7: Number of incidents of all thefts per 1,000 premises, by England IMD decile, accommodation and food sector, 2012 and 2013 CVS

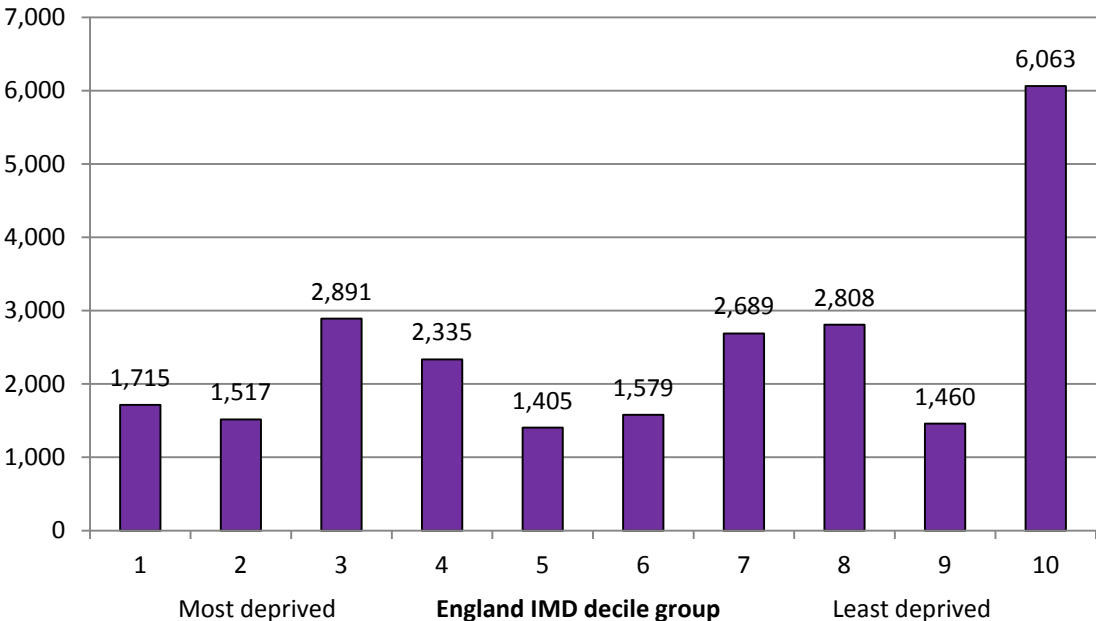


Figure notes:

Base: Accommodation and food sector premises in England.

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

Experience of assaults and threats

Assaults and threats were the most common crime type in the accommodation and food sector in 2013. The rate of assaults and threats was higher in urban areas than in rural areas, with 2,485 incidents per 1,000 premises in urban areas compared with 789 in rural areas⁴, ie around 3 times higher in urban areas.

Those premises that had housing or, in particular, a pub, club, bar or hotel within a 15 minute walk of the premises had higher rates of assaults and threats than those located further away (see Figure 2.8). However, it is worth noting that 36% of accommodation and food premises themselves operated out of a pub, bar or club.

⁴ For the purposes of this analysis, urban areas are defined as settlements with a population greater than 10,000. All other settlements are defined as rural.

Figure 2.8: Number of incidents per 1,000 premises of assaults and threats, by distance from nearest housing and pub/club/bar/hotel, accommodation and food sector, 2012 and 2013 CVS

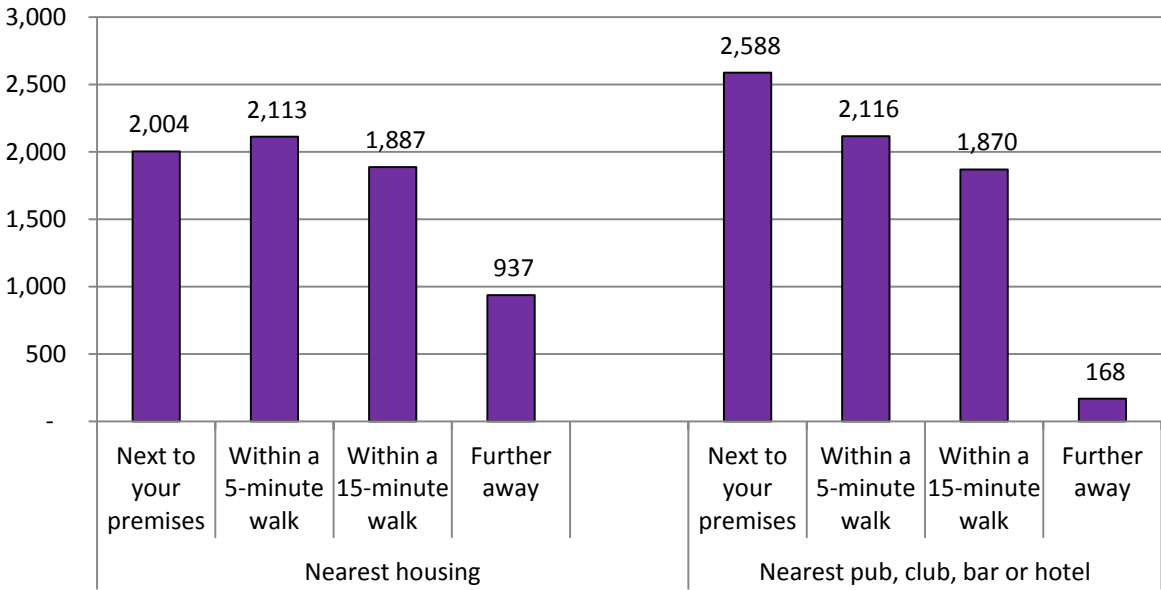


Figure notes:

Note: Accommodation and food sector includes premises that are pubs, clubs, bars or hotels.

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

The rate of assaults and threats was similar whether or not the premises was open to the public: 2,006 incidents per 1,000 premises for those that were open to the public, compared with 1,787 for those that were not. However, for those premises that were open to the public at weekends, those that were open for longer than 12 hours a day experienced a far higher rate of assaults and threats than those that were open for shorter periods, which may reflect the nature of different types of premises (see Figure 2.9).

Figure 2.9: Number of incidents per 1,000 premises of assaults and threats, by number of hours open to the public at weekends, accommodation and food sector, 2012 and 2013 CVS

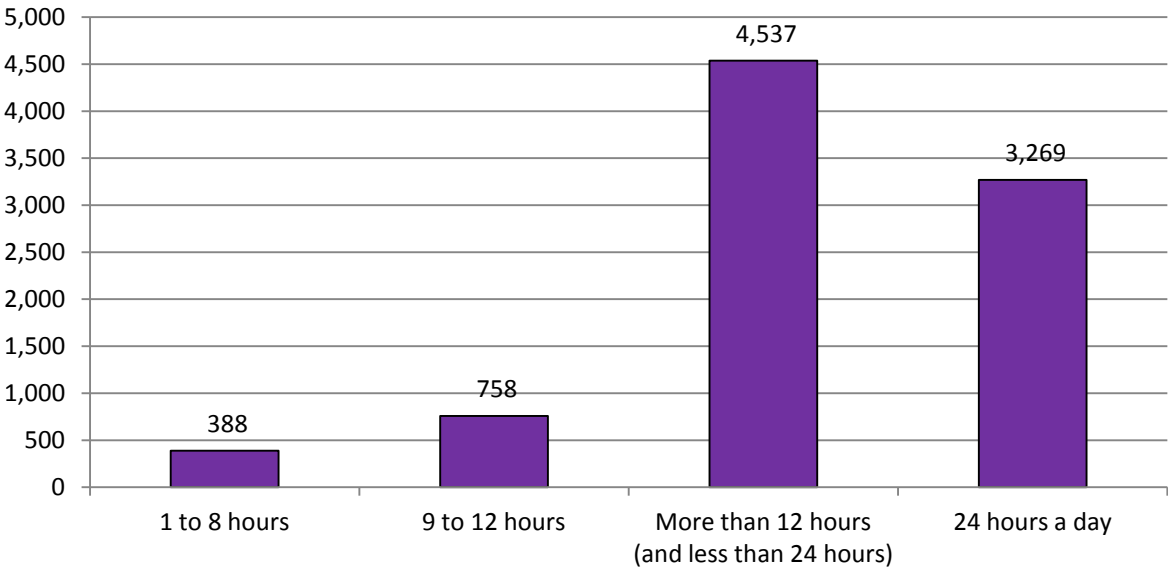


Figure notes:

Base: Accommodation and food sector premises that are open to the public at weekends.

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

Experience of vandalism

Perhaps unsurprisingly, the rate of vandalism against the accommodation and food sector was higher in urban areas than in rural areas, with 943 incidents per 1,000 premises in urban areas compared with 281 per 1,000 premises in rural areas⁵, ie around 3 times higher in urban areas.

The rate of vandalism also varied by the type of business, for example independent businesses experienced a relatively low rate of vandalism (467 per 1,000 premises) whereas branches of a franchised chain experienced 2,207 incidents per 1,000 premises, ie around 5 times higher.

⁵ For the purposes of this analysis, urban areas are defined as settlements with a population greater than 10,000. All other settlements are defined as rural.

Figure 2.10: Number of incidents per 1,000 premises of vandalism, by business type, accommodation and food sector, 2012 and 2013 CVS

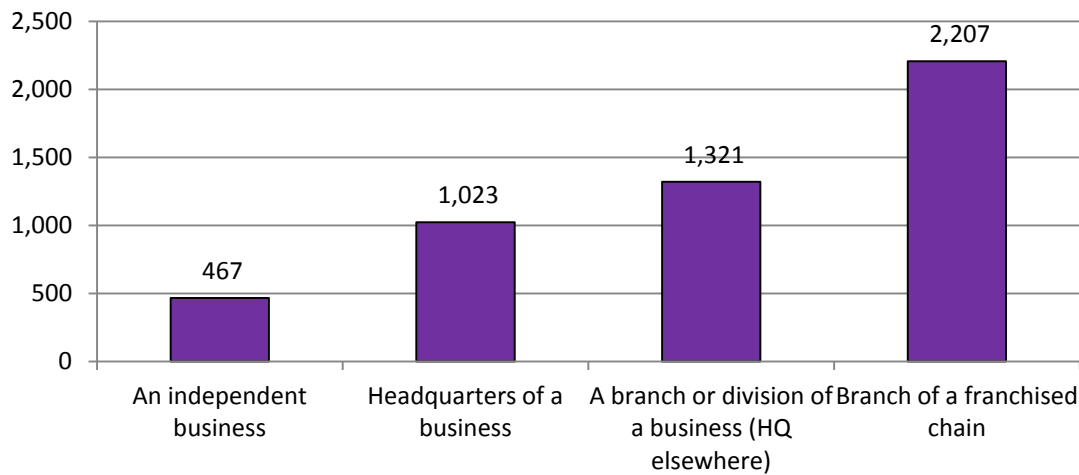


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

Those premises that had a pub, club, bar or hotel next to the premises had a far higher rate of vandalism than those located further away (see Figure 2.11). In addition, those premises within a five minute walk of housing experienced more vandalism than those further away.

Figure 2.11: Number of incidents per 1,000 premises of vandalism, by distance from nearest housing and pub/club/bar/hotel, accommodation and food sector, 2012 and 2013 CVS

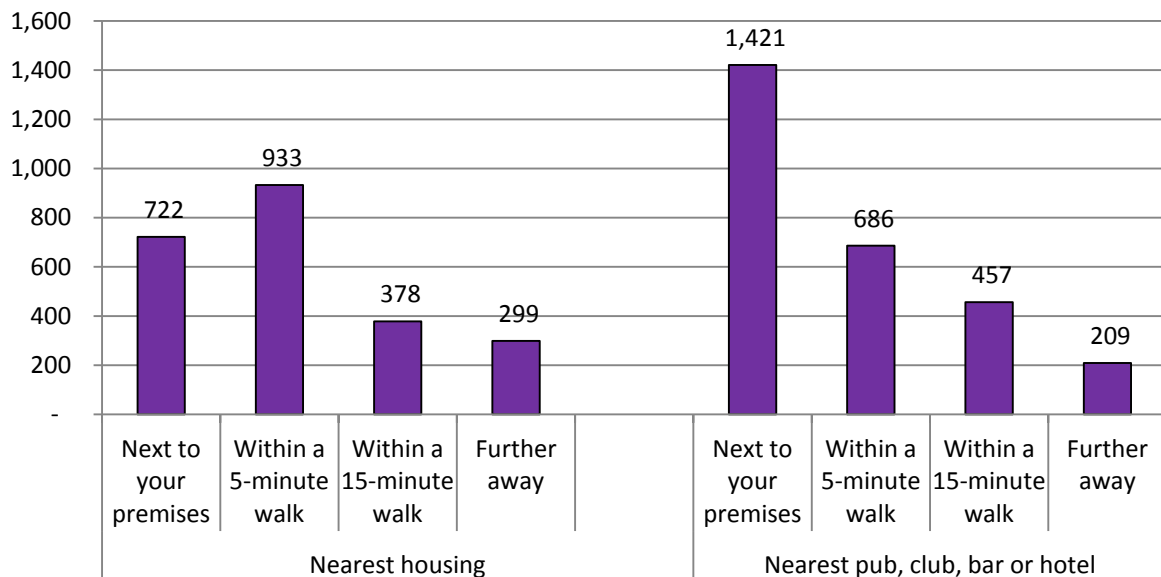


Figure notes:

Note: Accommodation and food sector includes premises that are pubs, clubs, bars or hotels.

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

CRIME PREVENTION MEASURES AT ACCOMMODATION AND FOOD PREMISES

The respondents were asked a range of questions on security measures, including burglar alarms and security guards. In addition, all respondents were asked about membership of any local crime partnerships. The analysis presented here is based on the combined CVS dataset.

Overall, the majority of businesses in the accommodation and food sector had security measures in place. Outer security measures were the most common type, present in 78% of premises and this proportion increased with the size of the premises (in terms of number of employees), as shown in Figure 2.12. Of those businesses that had these outer security measures in place, 75% had security lighting and 64% had CCTV; the two most common outer security measures.

The majority of premises (69%) had a burglar alarm and, of these premises, 63% had a notice explaining that an alarm system was in use. Also, 62% of premises had protective window or door measures, while only around a third (35%) had crime prevention measures in place to protect stock or equipment. However this proportion also appeared to increase with premises size, as shown in Figure 2.12.

Figure 2.12: Proportion of premises with selected security measures by number of employees, accommodation and food sector, 2012 and 2013 CVS

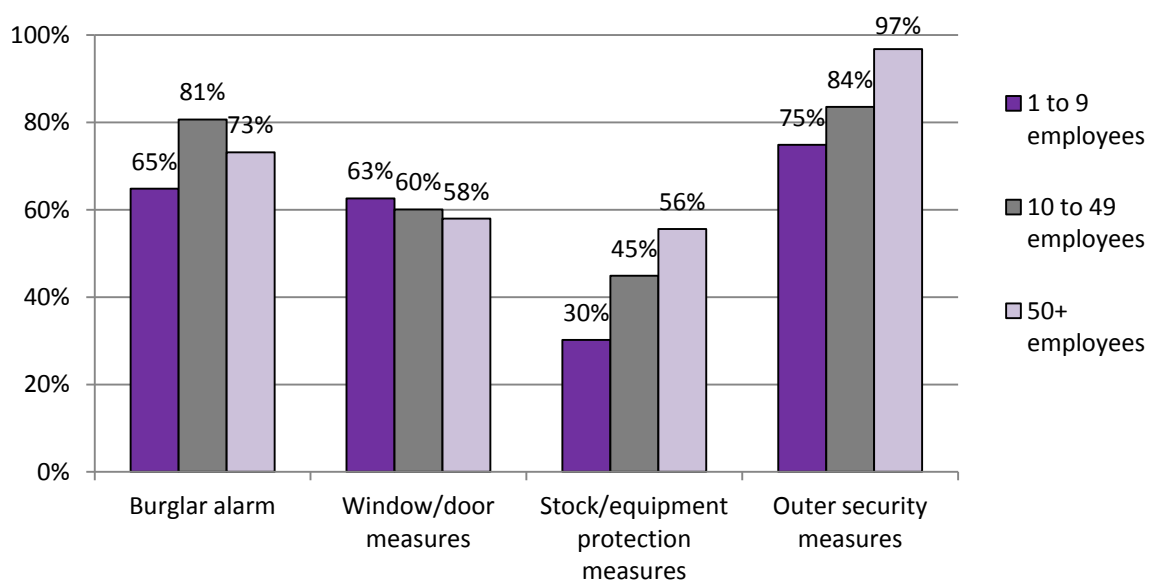


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Crime prevention measures tables](#)

Around one-in-seven (14%) accommodation and food premises had employed someone to control entry. Security guards were most likely to be employed to control entry to the premises (37%), followed by receptionists (28%), as shown in Figure 2.13.

Figure 2.13: Proportion of premises with someone employed to control entry, accommodation and food sector, 2012 and 2013 CVS

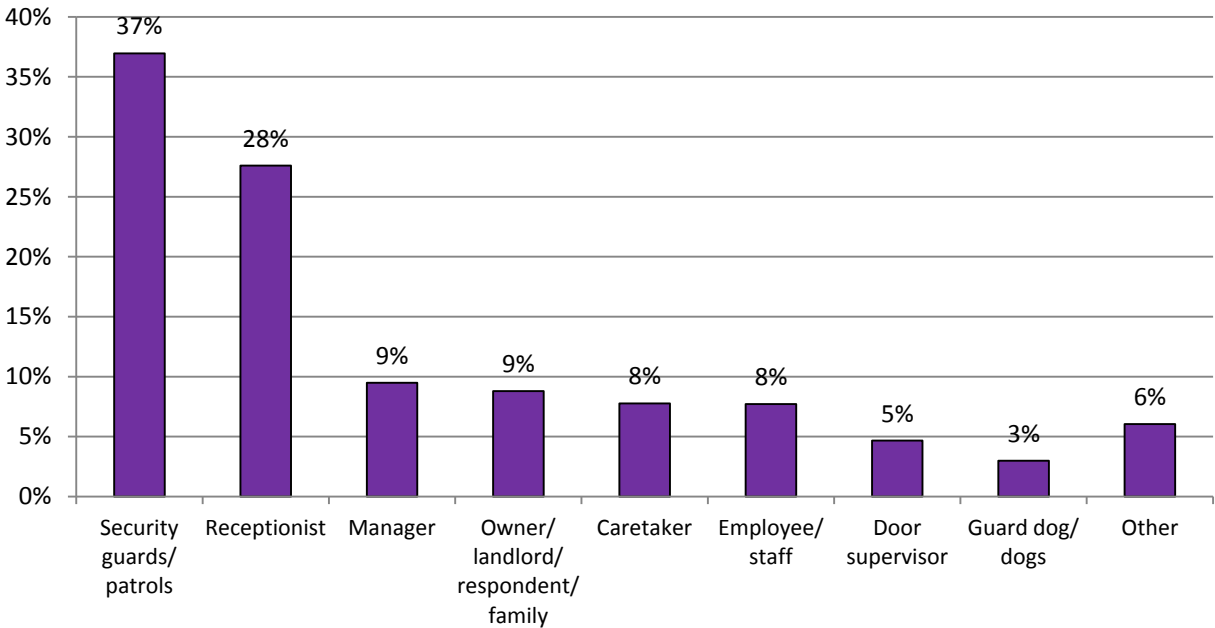


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Crime prevention measures tables](#)

Security and victimisation

Accommodation and food premises with security measures in place tended to have higher levels of crime than those without security measures installed, as shown in Figure 2.14:

- Premises with burglar alarms installed experienced almost 3 times as much crime as those without burglar alarms installed (6,879 incidents per 1,000 premises compared with 2,547 incidents per 1,000 premises).
- Premises with stock or equipment protection measures in place also experienced around 3 times as much crime as those without burglar alarms installed (9,446 incidents per 1,000 premises compared with 3,433 incidents per 1,000 premises).

Incidence rates of crime being higher for those with security measures on their premises than those without could be due to premises being at a higher risk and the presence of security measures has not fully offset the risks of victimisation (see box on page 41).

Figure 2.14: Number of incidents per 1,000 premises of all CVS crime, by selected security measures, accommodation and food sector, 2012 and 2013 CVS

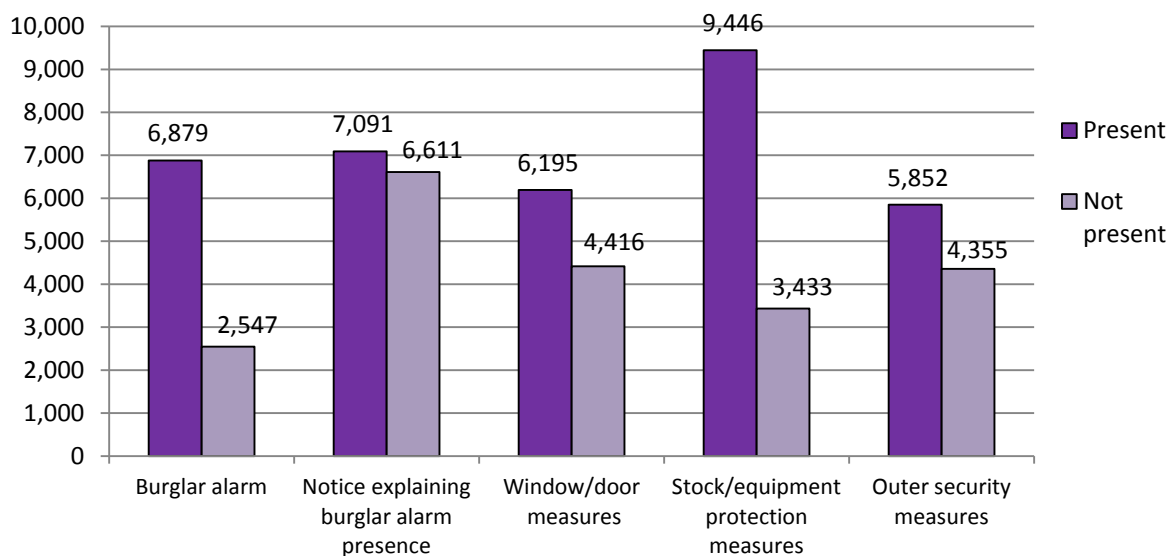


Figure notes:

Base: Accommodation and food sector premises that are open to the public at weekends.

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

Security measures installed as a result of victimisation – 2013 CVS

Findings from the 2012 CVS showed that rates of crime were higher at premises with security measures installed. However, it was not possible to tell from the data whether security measures were installed as a result of victimisation and hence explain why crime rates are higher for those premises with security measures.

Therefore, questions were added for the 2013 CVS to establish whether security measures had been installed as a result of victimisation. Findings from the analysis of these questions showed that the proportions of premises in the accommodation and food sector that had installed security as a result of victimisation in the last year was relatively low:

- 6% of premises that had stock or equipment protection measures in place had installed these as a result of victimisation in the last 12 months;
- 5% of premises that had outer security measures or window or door measures in place had installed these as a result of victimisation in the last 12 months;
- 2% of premises that had a burglar alarm in place had installed this as a result of victimisation in the last 12 months.

As these proportions are low, this suggests that the main reason for incidence rates of crime being higher for those with security measures on their premises than those without is because these premises are at a higher risk and the presence of security measures has not fully offset the risks of victimisation.

COSTS OF CRIME AGAINST ACCOMMODATION AND FOOD PREMISES

This section covers the costs of crime to businesses, both as a result of victimisation and through preventative measures.

Respondents who had been victims of crime were asked for the direct financial cost resulting from the most recent incident of each crime type experienced. Respondents were asked for the total value regardless of whether the items were returned or whether they received any insurance payment. A minority of respondents were unable to provide absolute figures for these costs and were therefore asked to estimate them within a range. For these cases, the midpoint of that range was then taken as the cost of the particular crime to that respondent. The figures in this section have been derived by combining the absolute figures and midpoint answers, although a few cases which indicated an extremely high range of cost were excluded from the analysis. For more details please see the [Technical Annex](#).

Certain crime types, such as theft of vehicles (which is likely to be high cost), are not presented due to the low number of incidents of these types of crime in this sector. The [detailed findings from the 2012 Commercial Victimisation Survey](#) present average cost for all four sectors combined.

Costs per incident of crime

According to the combined dataset, the most expensive type of individual crime against the accommodation and food sector on average (defined using the median value) was burglary with entry at £360 per incident, which includes both the cost of goods stolen and of any damage (Figure 2.15).

For all other types of crime, the average cost of any one incident was much lower than for burglary with entry. For example, the median cost of attempted burglary (which includes damage only) was £50, and for theft by customers was £40. It should be noted that the total financial cost of crime depends not just the cost of individual incidents but also on their frequency. Thefts were the most common of the crime types shown in Figure 2.15, so although the average cost of each individual incident of theft may be low, the total cost to businesses of all thefts is likely to be high.

Figure 2.15: Average (median) cost of selected crime types, accommodation and food sector, 2012 and 2013 CVS

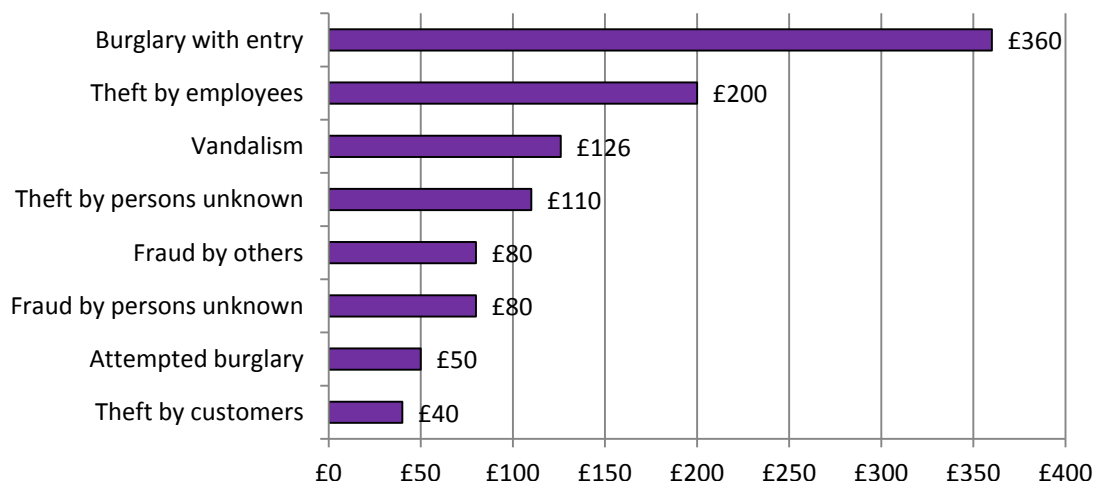


Figure notes:

Base: Businesses that had experienced each crime type.

Source: Home Office, [2013 Commercial Victimization Survey Costs of crime against businesses tables](#).

Although theoretically possible to calculate the total cost per year for a particular crime type by multiplying the cost of the most recent incident by the estimated number of crimes over the last year, due to high cost outliers and respondents estimating the extent of multiple victimisations, the resulting estimates are unlikely to accurately reflect the true figure and therefore have not been calculated.

Further detail on the average cost per incident, including percentiles and maximum costs, please see Table 2.

Table 2: Cost of incidents of crime types, accommodation and food premises, 2012 and 2013 CVS

England and Wales						
	Mean	25th percentile	Median	75th percentile	Maximum	Unweighted base
Burglary						
Burglary with entry	£1,034	£100	£360	£926	£13,000	269
Attempted burglary	£153	£0	£50	£200	£3,000	133
Vandalism	£692	£40	£126	£300	£200,000	402
Vehicle related theft						
Theft of vehicles	-	-	-	-	-	
Theft from vehicles	-	-	-	-	-	16
All robbery (inc. attempts)	-	-	-	-	-	33
Theft						
Theft by customers	£115	£12	£40	£90	£8,000	132
Theft by employees	£877	£60	£200	£500	£50,000	137
Theft by others	37
Theft by persons unknown	£452	£50	£110	£300	£10,000	165
Fraud						
Fraud by employees	38
Fraud by others	£1,082	£30	£80	£300	£75,001	140
Fraud by unknown persons	£457	£20	£80	£185	£20,000	67

Table notes:

Note: Where respondent was unable to give an exact cost some figures are based on the mid-point of a range.

Note: Where estimates are based on less than 50 premises, values have been suppressed. This is indicated by '-'.

Source: Home Office, [2013 Commercial Victimization Survey Costs of crime against businesses tables](#).

Costs of crime prevention

During the survey, respondents were asked questions on the total amount of money spent per year on IT security and the total amount spent on general (non-IT) security for the premises during the previous 12 months. General security costs include maintenance and running costs, charges for new

security equipment and security personnel costs, but do not include the costs of insurance or IT security.

On average, the total amount spent per year by business premises on non-IT security (median cost of £250) was higher than the average amount spent on IT security (£100). These average costs may appear at first to be relatively low; however, this reflects the nature of the local premises sampled in that they probably do not have high IT security costs compared with head offices. This will particularly be the case for local branches of national chains.

Security costs tended to increase with business size (number of employees), as shown in Figure 2.16.

Figure 2.16: Median total amount spent per year on IT and non-IT security by number of employees, accommodation and food sector, 2012 and 2013 CVS

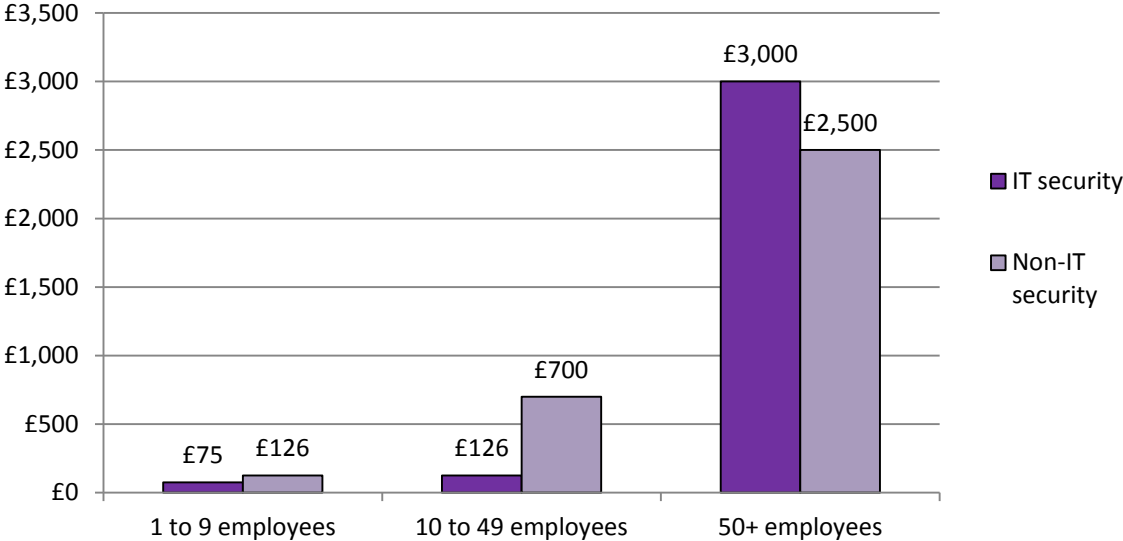


Figure notes:

Note: Small businesses have 1-9 employees, medium businesses have 10-49 employees and large businesses have 50 or more employees.

Note: Where respondent was unable to give an exact cost some figures are based on the mid-point of a range.

Source: Home Office, [2013 Commercial Victimization Survey Costs of crime against businesses tables](#).

In particular, the median IT cost (£3,000) and non-IT cost (£2,500) for the largest business premises (those with 50 or more employees) were much higher than the average spend by smaller business premises. This is likely to be due to the types of security used by larger business premises, for example they may be more likely to employ a security guard or use CCTV.

3. Crime against arts, entertainment and recreation premises

INTRODUCTION

Premises from the arts, entertainment and recreation sector were covered by the Commercial Victimisation Survey (CVS) for the first time in 2013. The arts, entertainment and recreation sector (hereafter referred to as the 'recreation' sector) includes a wide range of businesses such as sporting facilities, gyms, gambling or betting facilities and theatres. Respondents to the 2013 CVS from this sector were asked if the business at their current premises had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced.

Although high level statistics were published in the [headline findings report](#), this publication looks to analyse data for this sector further with particular reference to:

- Detailed information about the nature of the most recent incident of each crime type, for example the time of day the incident occurred and items stolen.
- Characteristics of the business, the premises and the local area in relation to victimisation
- Crime prevention measures installed at current premises.
- Costs of crime to businesses, both as a result of victimisation and through preventative measures.

KEY FACTS

- **Recreation premises in Wales experienced the highest rate of crime.**
There were variations in the rate of crime by region, with Wales experiencing 2,772 incidents of crime per 1,000 premises, the highest rate of all regions in England and Wales and was driven by theft.
- **Incidents of theft by customers were more likely to take place during the day.**
Around three-quarters (76%) of thefts by customers at recreation premises took place during the morning or afternoon (6am to 6pm). Conversely, the majority of vandalism, attempted burglary and burglary incidents took place in the evening or at night.
- **Goods and stock were the most commonly stolen items in incidents of theft.**
For theft by customers at recreation premises, goods or stock were stolen in almost half (47%) of all incidents. For theft by persons unknown, goods or stock (34%) and other company property (36%) were each stolen in around a third of incidents.
- **Compared with the other sectors, the recreation sector reported the highest average cost of theft by customers.**
The median cost to recreation premises of thefts by customers was £100. This is more than twice as large as average cost of theft by customers reported by the wholesale and retail sector and the accommodation and food sector (both at £40).
- **The majority of premises in this sector had outer security measures and burglar alarms.**
Eighty-seven per cent of recreation premises had outer security measures and 83% had burglar alarms, these were the highest proportions of any of the four sectors covered by the 2013 CVS.
- **Employees were more likely to be victims of threats by customers than other types of assault or threat.**

At recreation premises whose employees had been victims of assaults or threats, the most commonly reported incident involved a threat by a customer (80% of assaults and threats were of this nature).

DATA TABLES

Selected results, relating to the most common crime types affecting this sector, are presented here for premises in the arts, entertainment and recreation sector. Additional results are presented in the [2013 Commercial Victimisation Survey detailed figures tables](#).

SUMMARY OF HEADLINE FINDINGS

There were 196,000 crimes against recreation premises in the last year, equivalent to 4,660 incidents of crime per 1,000 premises. **Thefts** were the most common crime type making up 28 per cent of all incidents against this sector (55,000 incidents) followed by **vandalism** and **assaults and threats** which made up 23 per cent (45,000 incidents) and 22 per cent (44,000 incidents) respectively. As the range of business types in this sector is particularly diverse it is perhaps not surprising that no individual crime type stands out as the most common.

NATURE OF CRIMES AGAINST ARTS, ENTERTAINMENT AND RECREATION PREMISES

Information on the nature of crimes and characteristics of the business and premises will be presented in this section, focusing on the common crime types affecting this sector as described above. Further findings relating to these characteristics for other crime types can be found in the [2013 Commercial Victimisation Survey Nature of crime against businesses tables](#).

Respondents to the 2013 CVS were asked if the business at their current premises had experienced any of a range of crime types in the 12 months prior to interview. Almost half (45%) of premises in the arts, entertainment and recreation sector (the 'recreation' sector) had experienced at least one of the main crime types covered by the survey. Where they had, respondents were asked for more detailed information about the most recent incident of each crime type, for example the time of day the incident occurred. This includes some additional information specific to the crime type, for example type of items stolen in burglaries.

Crime types are only covered where the victim sample size within this sector was large enough to produce analysis for that crime type. For example, as detailed in the headline report, very few premises experienced robbery or theft of vehicles and so these crime types are not covered here as the results would not be robust.

Timing of incidents

Respondents were asked whether the most recent incident of each crime type occurred during the week or at the weekend. As shown in Figure 3.1, slightly more incidents of vandalism took place during the weekend (55%) as took place during the week (45%). This means a relatively high rate of incidents took place over the weekend (equivalent to 28% per weekend day) compared with during the week (9% per weekday); hence the likelihood of being a victim of vandalism on a particular day was on average about three times higher at weekends. For the other crime types, victimisation appeared, on average, to be more evenly spread throughout the entire week.

Figure 3.1: Proportion of most recent incidents taking place by day of week and crime type, recreation sector, 2013 CVS

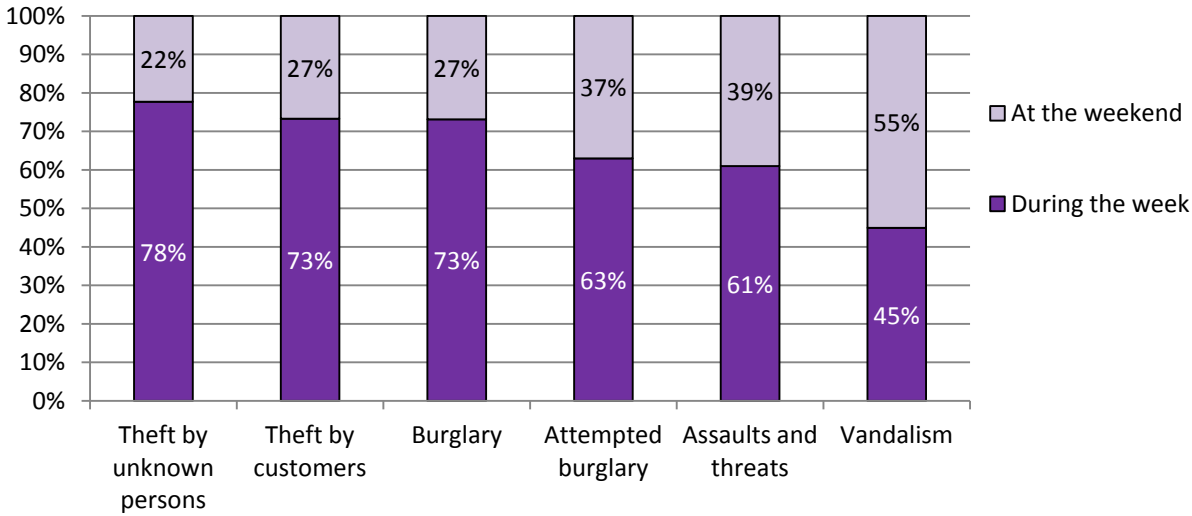


Figure notes:

Note: Respondents were asked if they had experienced crime 'during the week' or 'at the weekend'.

Base: Businesses that had experienced each crime type.

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

As might be expected, the majority of vandalism, attempted burglary and burglary incidents took place in the evening or at night, with 83%, 76% and 69% of incidents of each crime type respectively reported as occurring between 6pm and 6am (see Figure 3.2). Conversely, 76% of thefts by customers and 61% of assaults and threats took place during the morning or afternoon (6am to 6pm). These findings seem to reflect the nature of each crime type, ie burglaries and vandalism are maybe more likely to occur when a premise is closed during the night, whereas thefts by customers and assaults and threats are more likely to occur during the day when a business may be open and customers are on the premises.

Figure 3.2: Proportion of most recent incidents taking place by time of day and crime type, recreation sector, 2013 CVS

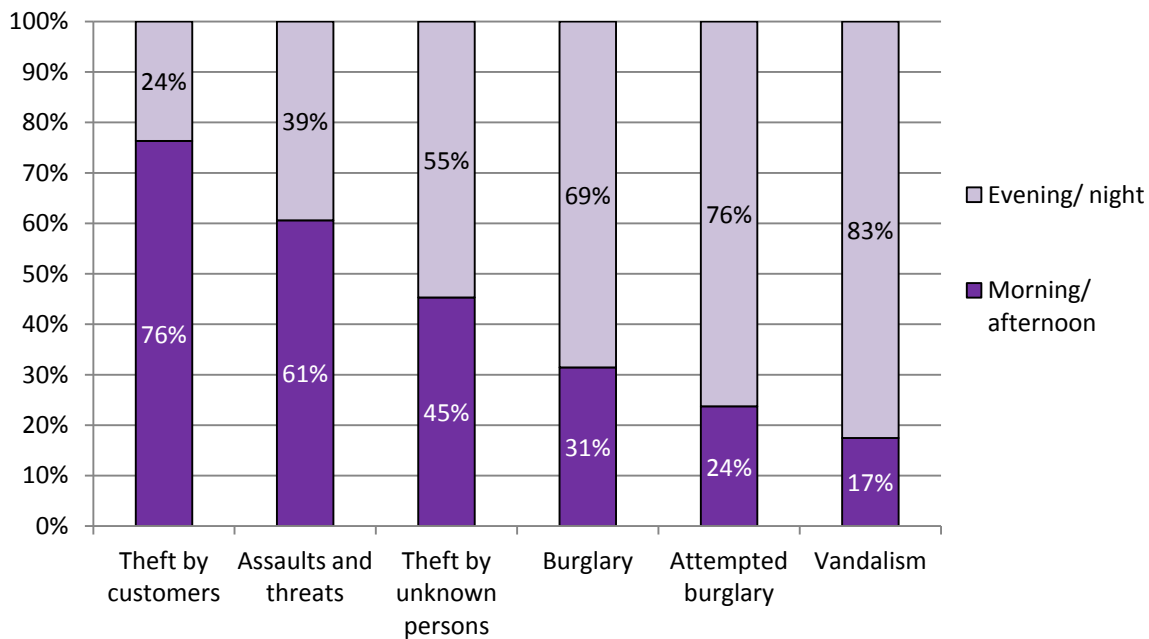


Figure notes:

Note: 'Morning/afternoon' is 6am to 6pm; 'Evening/night' is 6pm to 6am.

Base: Businesses that had experienced each crime type.

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

Nature of burglary with entry and theft

Burglary with entry is defined as entering any building on the premises without permission with intent to steal. This also applies to entry into secure or non-public areas of buildings such as staff-only areas or stockrooms. Attempted burglary refers to incidents where the offender attempted, but failed, to gain access to a building on the premises. In this case there must be clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks or broken doors.

Theft is an offence where money, goods, company property or services are stolen from the business at that premises. The four types of theft covered by the survey are:

- *Theft by customers*, which can include theft of any business-owned property or non-payment of services.
- *Theft by employees*, covering thefts of money, services or property owned by the business which are committed by employees.
- *Theft by others*, which can include thefts by other known parties, for example a supplier or an employee from another company who is based at the same site.
- *Theft by persons unknown*, where something has been taken without permission but it is not possible to work out who the offender was. A proportion of this may include undetected theft by customers or employees.

Respondents whose premises had experienced theft in the previous 12 months were asked a series of detailed questions about the most recent incident of each type experienced, which the analysis below is based upon.

In incidents of burglary with entry, offenders accessed recreation premises using a variety of entry points⁶. The most commonly reported way that the building was accessed by the perpetrator(s) was through a door, either a wooden or glass door (37% of incidents), or a metal door, roller door or shutter (9% of incidents).

Respondents were asked about the types of item that had been stolen from the premises during the most recent incident of burglary and the most recent incident of the different types of theft. For burglary with entry, company property, which may include any items other than goods or stock owned by the business such as electronic goods, was the most common type of item reported stolen from premises (stolen in 42% of incidents), as shown in Figure 3.3. This was followed by money (stolen in 20% of incidents), and goods or stock (stolen in 18% of incidents). In 15% of incidents nothing was taken despite the offender gaining entry. For theft by customers, goods or stock were stolen in around half (47%) of all incidents. For theft by persons unknown, goods or stock (36%) and other company property (34%) were each stolen in around a third of incidents.

Figure 3.3: Items stolen in incidents of burglary with entry, theft by customers and theft by persons unknown, recreation sector, 2013 CVS

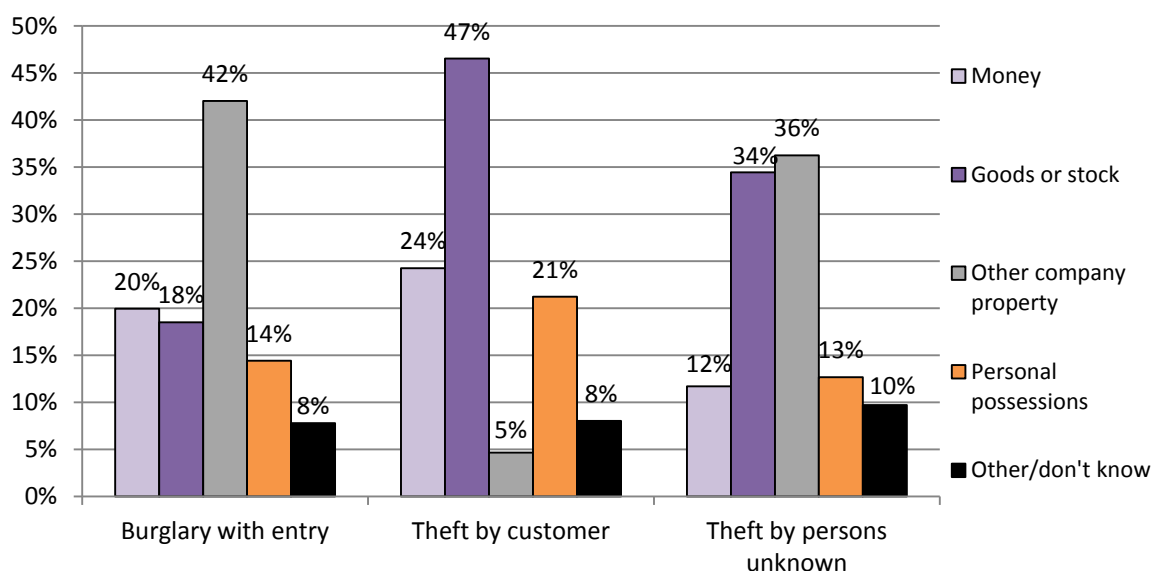


Figure notes:

Note: Figures for each sector add to more than 100 as more than one response possible. 'Other' includes metal theft, unpaid services and items unable to be classified elsewhere.

Base: Businesses that had experienced crime type.

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

Nature of vandalism

Vandalism is defined as deliberate damage to the premises. This is not limited to the building itself as it can also include damage to walls and fences; fittings and fixtures; equipment or goods stored

⁶ It was possible for more than one method of entry to be given for each incident of burglary with entry as some burglaries involved more than one perpetrator.

outside the building belonging to the business (for example shopping trolleys or bins); and vehicles owned or leased by the business.

The most common form of vandalism experienced by the recreation sector was damage to parts of the premises other than buildings, for example walls, hedges, fences, lights or any other external fixtures or fittings. This was experienced by almost two-thirds (63%) of vandalism victims in their most recent incident (see Figure 3.4). Around half of victims (54%) had experienced damage to any part of the premises' buildings, with lower proportions experiencing damage to equipment or stock (18%) or vehicles (8%).

Figure 3.4: Proportion of incidents of vandalism where each type of damage was experienced, recreation sector, 2013 CVS

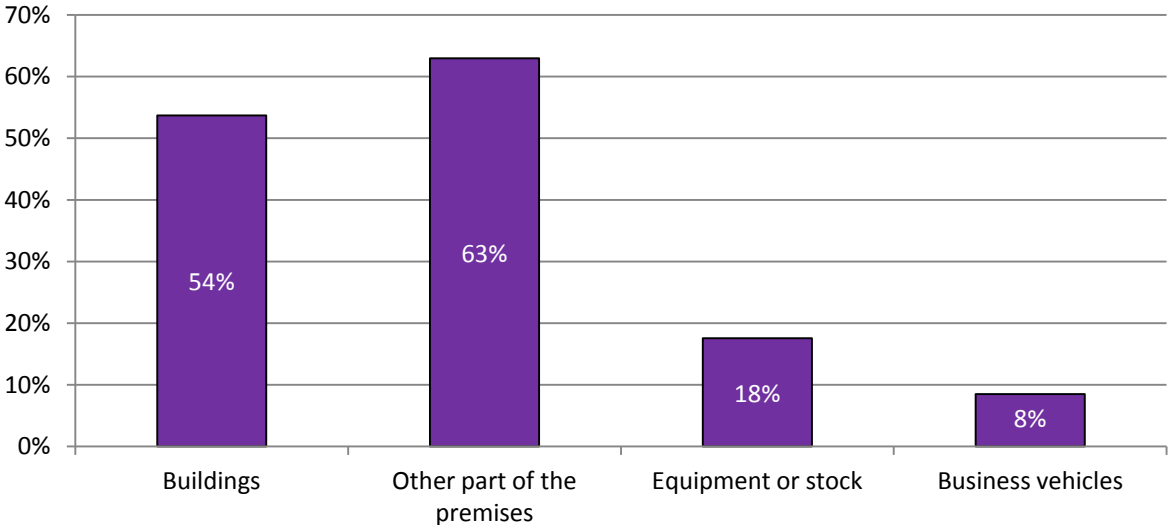


Figure notes:

Note: Figures add to more than 100 as more than one response possible.

Base: Businesses that had experienced vandalism.

Source: Home Office, [2013 Commercial Victimisation Survey Nature of crime against businesses tables](#)

One per cent of vandalism victims in the recreation sector thought that the latest incident was racially or religiously motivated.

Nature of assaults and threats

Assaults and threats are incidents where employees are assaulted, threatened or intimidated, including as a result of disagreements with customers or other employees, where the motivation is to cause harm or to intimidate and may include the use of a weapon.

In the most recent incidents, by far the most commonly reported type amongst those premises whose employees had been victims of assaults or threats was a threat by a customer (80% of incidents were of this nature), as shown in Figure 3.5. Although far less common than threats, the most common type of assaults experienced were also perpetrated by customers (19% of all assaults and threats).

Figure 3.5: Proportion of incidents of assaults and threats where each type was experienced, recreation sector, 2013 CVS

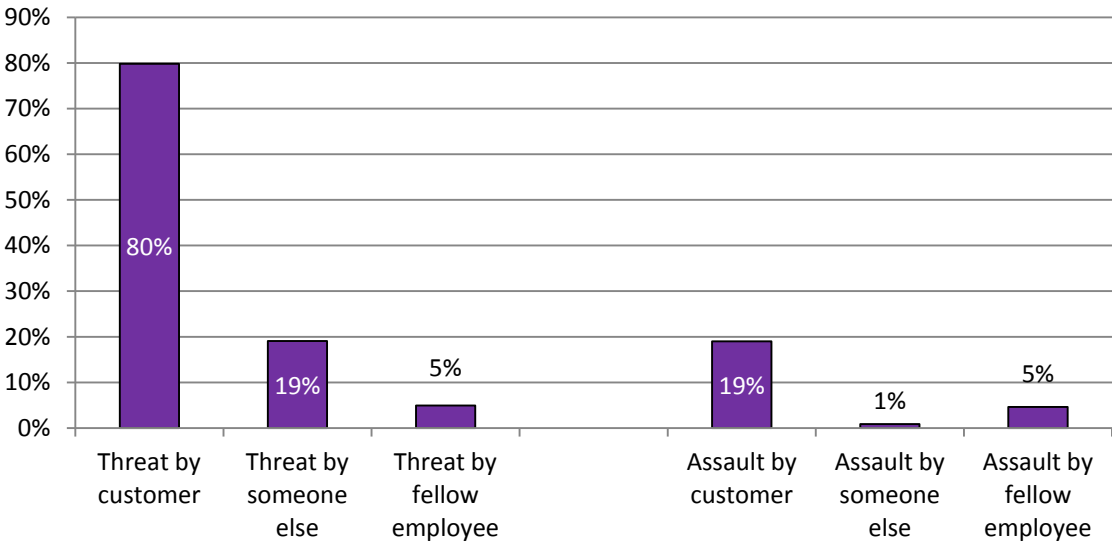


Figure notes:

Note: Figures for each sector may sum to more than 100% as incidents may involve more than one type of assault or threat.

Base: Businesses that had experienced assaults or threats.

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

Reflecting the fact that threats were more common than assaults, an employee was physically injured in 10% of incidents of assaults and threats. Where employees had been victims of assaults or threats, no respondents reported that the most recent incident involved a knife or a firearm, although 5% of incidents reportedly involved some other weapon, for example a baseball bat or piece of piping.

Four per cent of respondents said that they thought the most recent incident of assault or threat was racially or religiously motivated.

EXPERIENCE OF CRIMES AGAINST RECREATION PREMISES BY BUSINESS AND LOCATION CHARACTERISTICS

As reported in the [headline findings report](#), overall there were 196,000 crimes against premises in the recreation sector in 2013, equivalent to 4,660 incidents of crime per 1,000 premises. However, this sector is very diverse covering such business activities as museums and libraries to gambling.

Figure 3.6 shows that premises whose main activity was either a gym, fitness or health club or gambling or betting activities had the highest number of incidents per 1,000 premises of all business activity in this sector.

Figure 3.6: Number of incidents of crime per 1,000 premises, by main business activity, recreation sector, 2013 CVS

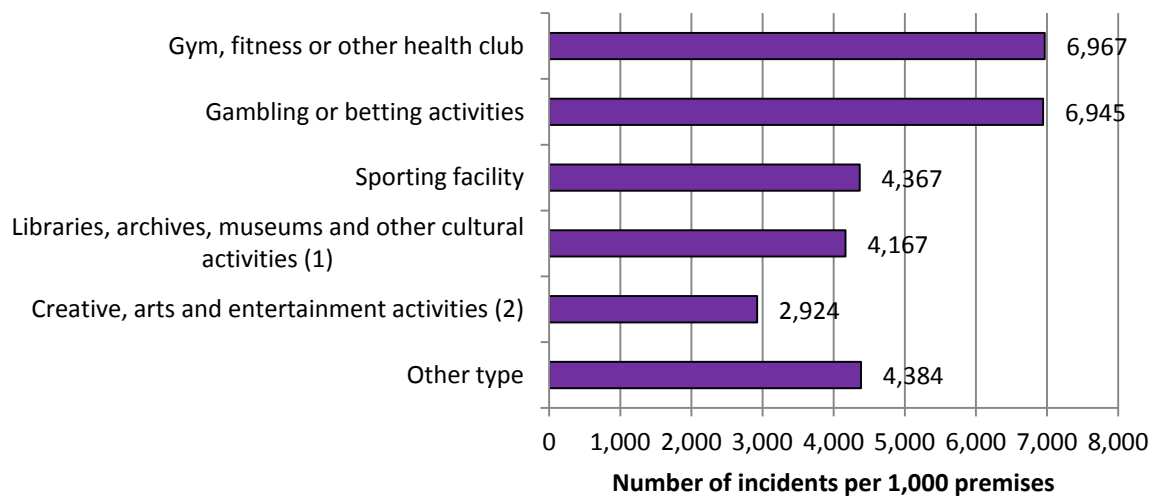


Figure notes:

1. This category includes libraries, archives, museums, historical sites, botanical gardens, nature reserves, zoos and related activities.
2. This category includes theatres, concert halls, performing arts, artists, writing, journalism and related activities.

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Wales experienced 6,993 incidents of crime per 1,000 business premises, and Yorkshire and the Humber experienced 5,496 incidents per 1,000 business premises in the last 12 months. The West Midlands had the lowest incidence rate with 3,030 crimes per 1,000 premises (see Figure 3.7).

Figure 3.7: Number of incidents of crime per 1,000 premises, by crime type and region, recreation sector, 2013 CVS

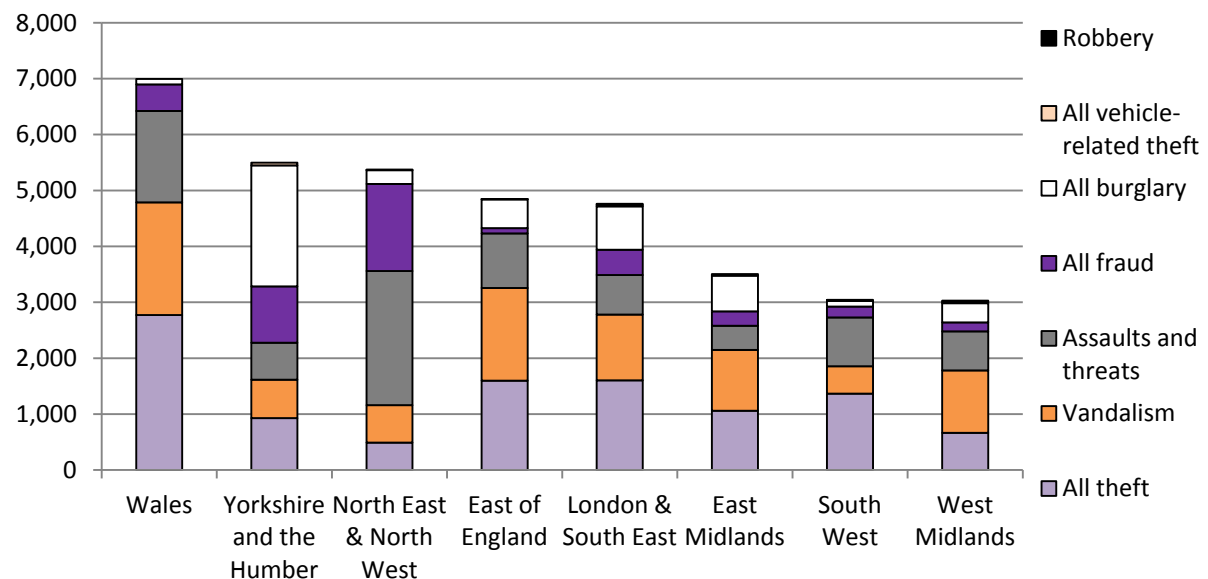


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Experience of theft

Recreation premises in urban areas experienced a greater rate of thefts than premises in rural areas. There were 1,421 incidents of theft per 1,000 premises in urban areas compared with 985 per 1,000 premises in rural areas.

Perhaps unsurprisingly, businesses that were open to the public experienced a far higher rate of theft (1,816 incidents per 1,000 premises) than those that were not (216 per 1,000 premises), ie the incidence rate was over eight times higher where the premises was open to the public. Businesses that occupied shared premises with other organisations had around twice the incidence rate of theft as those businesses that occupied the whole premises (2,015 per 1,000 premises compared with 943 per 1,000).

Experience of vandalism and assaults and threats

Premises in urban locations had around twice the incidence rate of vandalism than those in rural locations (1,222 per 1,000 premises compared with 674 per 1,000). Businesses with a pub, club, bar or hotel within a 5 minute walk of the premises (including those next to the premises) experienced a rate of vandalism around twice as high as those where the nearest of these was further away (see Figure 3.8).

For assaults and threats, it was business premises that had a pub, club, bar or hotel next to the premises that had by far the highest rate of victimisation, although the rate was double in urban areas than rural areas (1,234 incidents per 1,000 premises in urban areas compared with 517 incidents per 1,000 premises in rural areas).

Figure 3.8: Number of incidents per 1,000 premises of vandalism and assaults and threats, by distance from nearest pub/club/bar/hotel, recreation sector, 2013 CVS

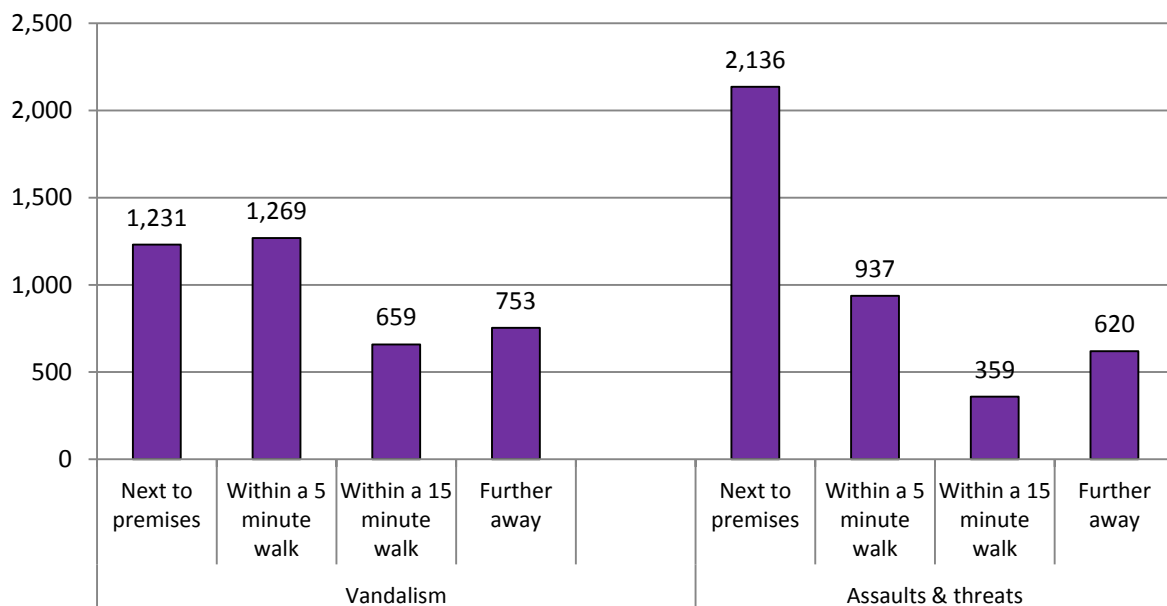


Figure notes:

Base: premises that had experienced each crime type.

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

CRIME PREVENTION MEASURES AT RECREATION PREMISES

The 2013 CVS contained questions about crime prevention measures at the premises, including questions on a range of security measures such as burglar alarms and security guards.

As shown in Figure 3.9, the majority of premises in the recreation sector had burglar alarms (83%), the highest proportion of any of the sectors covered by the 2013 CVS. Of these, 70% had a notice explaining that an alarm system was used on the premises, which was again relatively high compared with other sectors. There was also a high proportion (87%) of premises in this sector with outer security measures in place.

Figure 3.9: Security measures in place at arts, entertainment and recreation sector, 2013 CVS

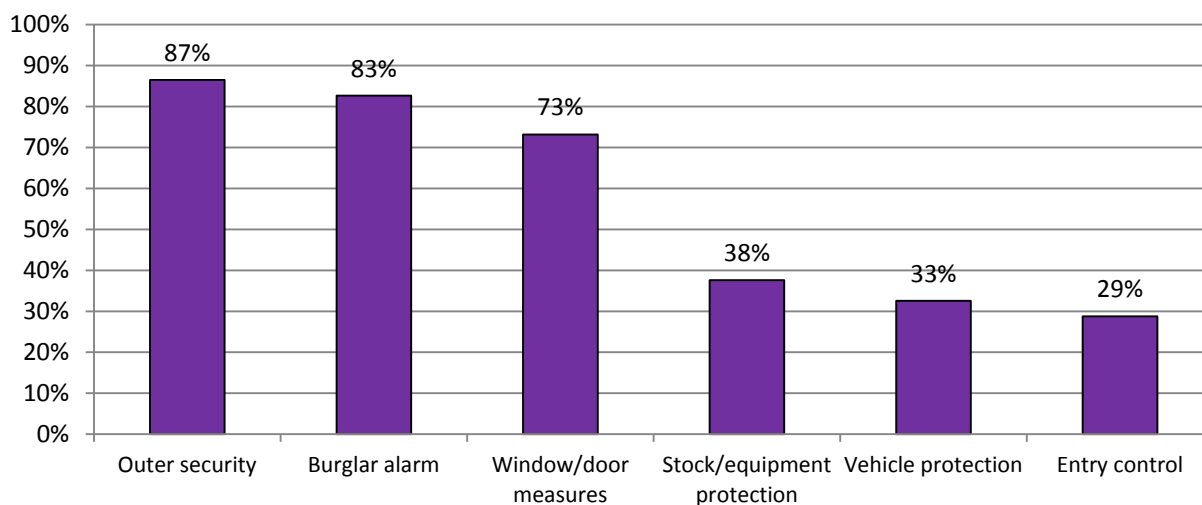


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Crime prevention measures tables](#)

Twenty-nine per cent of premises had someone employed to be in charge of entry into the premises. Reflecting the nature of businesses in this sector, this was most likely to be a receptionist (43%) or security guard (40%).

Two-fifths (40%) of respondents said that security checks were carried out on staff who work at their premises. This was the highest of any of the sectors and again may reflect the nature of businesses in the recreation sector (e.g. gambling facilities).

Security and victimisation

The Experience of crime section covered incidence and prevalence rates for each crime type by a range of characteristics. In this section, the relationship between security measures and crime rates is explored.

The proportion of premises experiencing any CVS crime was higher for those with security measures installed (e.g. burglar alarms, window and door and outer security) than for those without. For example, premises with stock or equipment protection measures in place were 4 times more likely to have experienced any crime than those without these measures in place (7,364 incidents per 1,000 premises with stock or equipment protection measures compared with 1,797 incidents per 1,000 premises without them).

Questions were added for the 2013 CVS to establish whether security measures had been installed as a result of victimisation and hence explain why crime rates are higher for those premises with security measures. Findings from the analysis of these questions showed that the proportions of premises in the arts, entertainment and recreation sector that had installed security as a result of victimisation in the last year was relatively low:

- 12% of premises with outer security measures had installed them as a result of victimisation in the last 12 months;
- 9% of premises with security measures on windows or doors had installed them as a result of victimisation in the last 12 months;
- 6% of premises with security measures on stock or equipment had installed them as a result of victimisation in the last 12 months.

As these proportions are low, this suggests that the main reason for incidence rates of crime being higher for those with security measures on their premises than those without is because these premises are at a higher risk (due to location or goods/services provided) and the presence of security measures has not fully offset the risks of victimisation.

COSTS OF CRIMES AGAINST RECREATION PREMISES

This section covers the costs of crime to businesses, both as a result of victimisation and through preventative measures.

Costs per incident of crime

Respondents who had been victims of crime within the previous 12 months were asked for the direct financial cost resulting from the most recent incident of that crime type. Respondents were asked for the total value regardless of whether the items were returned or whether they received any insurance payment. A minority of respondents were unable to provide absolute figures for these costs and were therefore asked to estimate them within a range. For these cases, the midpoint of that range was then taken as the cost of the particular crime to that respondent. The figures in this section have been derived by combining the absolute figures and midpoint answers, although a few cases which indicated an extremely high range of cost were excluded from the analysis. For more details please see the [Technical Annex](#).

Due to low numbers of premises experiencing certain crime types in this sector, it is not possible to look at the costs of these types of crime for this sector⁷. However, Table 3 shows cost information for burglary, vandalism and some types of theft.

⁷ As arts, entertainment and recreation sector premises were only included for the first time in 2013, only one year of data is available for analysis. Therefore, there is a small sample size which limits the level of detailed analysis.

Table 3: Cost of incidents of crime types, arts, entertainment and recreation sector, 2013 CVS

England and Wales						
	Mean	25th percentile	Median	75th percentile	Maximum	Unweighted base
Burglary						
Burglary with entry	£2,378	£250	£876	£2,500	£32,001	128
Attempted burglary	£238	£0	£50	£300	£5,500	66
Vandalism	£394	£20	£100	£376	£9,000	208
Vehicle related theft						
Theft of vehicles	-	-	-	-	-	
Theft from vehicles	-	-	-	-	-	13
All robbery (inc. attempts)	-	-	-	-	-	7
Theft						
Theft by customers	£483	£20	£100	£300	£3,500	66
Theft by employees	-	-	-	-	-	38
Theft by others	-	-	-	-	-	17
Theft by persons unknown	£438	£25	£85	£300	£18,000	79
Fraud						
Fraud by employees	-	-	-	-	-	14
Fraud by others	-	-	-	-	-	29
Fraud by unknown persons	-	-	-	-	-	26

Table notes:

Note: Where respondent was unable to give an exact cost some figures are based on the mid-point of a range.

Note: Where estimates are based on less than 50 premises, values have been suppressed. This is indicated by '-'.

Source: Home Office, [2013 Commercial Victimization Survey Costs of crime against businesses tables](#).

Of the crime types for which data are available, burglary with entry was the most expensive incident on average, with a median cost of £876 per incident (which includes both items stolen and damage). The average cost per incident for the other crime types were much lower. For example, the median cost of damage in an incident of vandalism was £100, and in attempted burglary it was £50.

The median cost of thefts by customers was £100. This is more than twice as large as average cost of theft by customers reported by both the wholesale and retail sector and the accommodation and food sector (both at £40). The median cost of items stolen in incidents of theft by persons unknown was £85. As in other sectors, although the average cost of an individual incident of vandalism or theft may be relatively low, the total cost to businesses of all incidents is likely to be high as these are reasonably high-volume incidents.

Although theoretically possible to calculate the total cost per year for a particular crime type by multiplying the cost of the most recent incident by the estimated number of crimes over the last year, due to high cost outliers and respondents estimating the extent of multiple victimisations, the resulting estimates are unlikely to accurately reflect the true figure and therefore have not been calculated.

Costs of crime prevention

During the survey, respondents were asked questions on the total amount of money spent per year on IT security and the total amount spent on general security during the previous 12 months. Security costs include maintenance and running costs, charges for new security equipment and security personnel costs, but do not include the costs of insurance or IT security.

On average, the total amount spent per year by business premises on non-IT security, with a median cost of £600, was higher than the average amount spent on non-IT security (£200). These average costs were relatively high compared with the other CVS sectors.

4. Crime against agriculture, forestry and fishing premises

INTRODUCTION

Premises from the agriculture, forestry and fishing sector were covered by the Commercial Victimization Survey (CVS) for the first time in 2013. Respondents to the 2013 CVS from this sector were asked if the business at their current premises had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced.

Although high level statistics were published in the [headline findings report](#), this publication looks to analyse data for this sector further with particular reference to:

- Detailed information about the nature of the most recent incident of each crime type, for example the time of day the incident occurred and items stolen.
- Characteristics of the business, the premises and the local area in relation to victimisation
- Crime prevention measures installed at current premises.
- Costs of crime to businesses, both as a result of victimisation and through preventative measures.

KEY FACTS

- **Agriculture, forestry and fishing premises in Wales experienced the highest rate of crime.**
There were variations in the rate of crime by region, with Wales experiencing 6,993 incidents of crime per 1,000 premises, the highest rate of all regions in England and Wales, driven by theft and vandalism.
- **Crime in the agriculture, forestry and fishing sector is more prevalent against the more accessible premises.**
The rate of crime was higher for those premises near motorways or dual carriageways. For example the number of incidents of both vandalism and burglary per 1,000 premises were at least twice as high where the nearest motorway or dual carriageway was less than a 5 minute drive away, compared with those premises with main roads more than a 15 minute drive away.
- **In this sector, the take up of outer security measures is high, although the prevalence of burglar alarms is relatively low.**
In contrast to the other CVS sectors, where the majority of premises have alarms installed, only a third (32%) of agriculture, forestry and fishing premises had a burglar alarm installed. However, almost 9 out of 10 premises (86%) had outer security measures, which include security lighting, CCTV, barbed wire and anti-climb fences.
- **However, premises with burglar alarms and other security measures were more likely to experience crime than those without.**
Agriculture, forestry and fishing premises with burglar alarms installed were more than twice as likely to have experienced burglary than those without an alarm (475 incidents per 1,000 premises with an alarm compared with 187 without one). However, further analysis suggests that this is likely to be because those premises with alarms are at a higher risk (due to location or goods/services provided) and the presence of security measures has not fully offset the risks of victimisation.
- **Conversely, vandalism rates were lower at premises with certain security measures.**

Where window and door security measures were installed at agriculture, forestry and fishing premises, those with security and door locks had the lowest vandalism rates (510 incidents per 1,000 premises). Where outer security measures were installed, those with security lighting had the lowest vandalism rates (517 incidents per 1,000 premises).

- **Two fifths of premises were also affected by sector specific incidents such as trespassing.** Two-fifths (40%) of agriculture, forestry and fishing premises in the sector experienced at least one sector specific incident which while being a nuisance, are not necessarily crimes. The most common incident of this type was trespassing or unauthorised access to land or buildings, which 29% of premises in the sector experienced.

DATA TABLES

Selected results, relating to the most common crime types affecting this sector, are presented here for premises in the agriculture, forestry and fishing sector. Additional results are presented in the [2013 Commercial Victimisation Survey detailed figures tables](#).

SUMMARY OF HEADLINE FINDINGS

Of the CVS sectors, the agriculture, forestry and fishing sector experienced the lowest rate of overall crime (1,475 incidents per 1,000 premises).

Vandalism made up 30 per cent of all incidents against agriculture, forestry and fishing premises in 2013, while thefts made up around a quarter (26%) and burglaries around a fifth (19%).

NATURE OF CRIMES AGAINST AGRICULTURE, FORESTRY AND FISHING PREMISES

Information on the nature of crimes and characteristics of the business and premises will be presented in this section, focusing on the common crime types affecting this sector as described above. Further findings relating to these characteristics for other crime types can be found in the [2013 Commercial Victimisation Survey Nature of crime against businesses tables](#).

Where premises had experienced at least one of the main crime types covered by the survey, respondents were asked for more detailed information about the most recent incident of each type. For example they were asked about the time of day the incident occurred and whether the incident occurred during the week or at the weekend, and also some additional information specific to the crime type, e.g. type of items stolen in burglaries.

Nature of Vandalism

In the CVS, vandalism is defined as deliberate damage to any part of the premises. Along with the traditional types of vandalism, questions on damage to livestock and crops, which are specific to agriculture, forestry and fishing premises, were also asked in the 2013 survey.

The most common type of vandalism experienced by this sector was damage to any other part of the premises (72% of vandalism incidents were of this nature; see Figure 4.1), ie damage to something other than buildings, vehicles, livestock, equipment and crops. This could include damage to the land or fences at the premises.

Figure 4.1: Proportion of vandalism incidents by type, agriculture, forestry and fishing sector, 2013 CVS

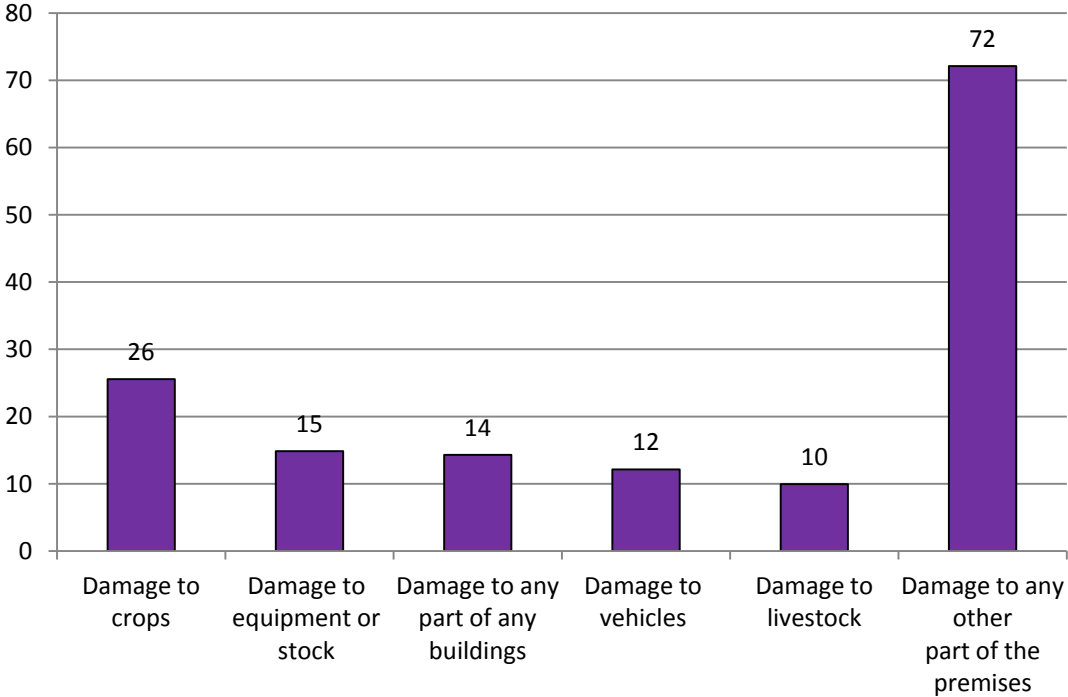


Figure notes:

Base: Businesses that had experienced vandalism.

Note: Percentages sum to more than 100% as more than one part of the premises could be damaged.

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

Three per cent of the most recent incidents of vandalism were thought to be racially or religiously motivated.

Nature of burglary

Burglary with entry is defined as entering any building on the premises without permission with intent to steal. This also applies to entry into secure or non-public areas of buildings such as staff-only areas or stockrooms. Attempted burglary refers to incidents where the offender attempted, but failed, to gain access to a building on the premises. In this case there must be clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks or broken doors.

In the most recent incidents of burglary with entry, over three-quarters (77%) of incidents took place during the week. This is equivalent to 15% per weekday. In contrast, proportionally more vandalism took place at the weekend than during the week (40% over the weekend; equivalent to 20% per weekend day).

Four-out-of-five (80%) burglaries took place during the evening or night (between 6pm and 6am), and a similar proportion of attempted burglaries (85%) took place during the same period, as shown in Figure 4.2.

Figure 4.2: Proportion of incidents of selected crime types taking place during the day or at night, agriculture, forestry and fishing sector, 2013 CVS

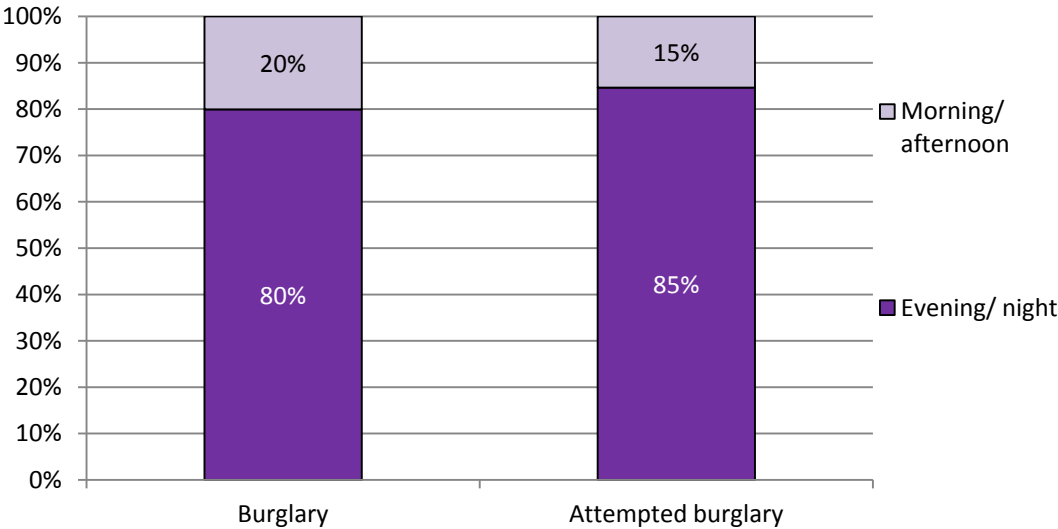


Figure notes:

Note: 'Morning/afternoon' is 6am to 6pm; 'Evening/night' is 6pm to 6am.

Base: Businesses that had experienced each crime type.

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

Offenders accessed the premises using a variety of entry points, sometimes using more than one (e.g. in the case of more than one offender). Doors were most likely to be used, where an entry point was specified: In 31% of incidents of burglary, offenders entered through a glass or wooden door, while in 22% of incidents the perpetrator entered through a metal door or shutter. In a quarter of incidents, the perpetrator entered in some other way and in around a fifth (18%) of burglary incidents there were no signs of forced entry.

Respondents were also asked about the types of items stolen in the most recent incident of burglary, with company property (excluding goods, stock and money) being the most commonly reported stolen item (stolen in 48% of incidents), as shown in Figure 4.3.

Figure 4.3: Items stolen in most recent incident of burglary with entry, agriculture, forestry and fishing sector, 2013 CVS

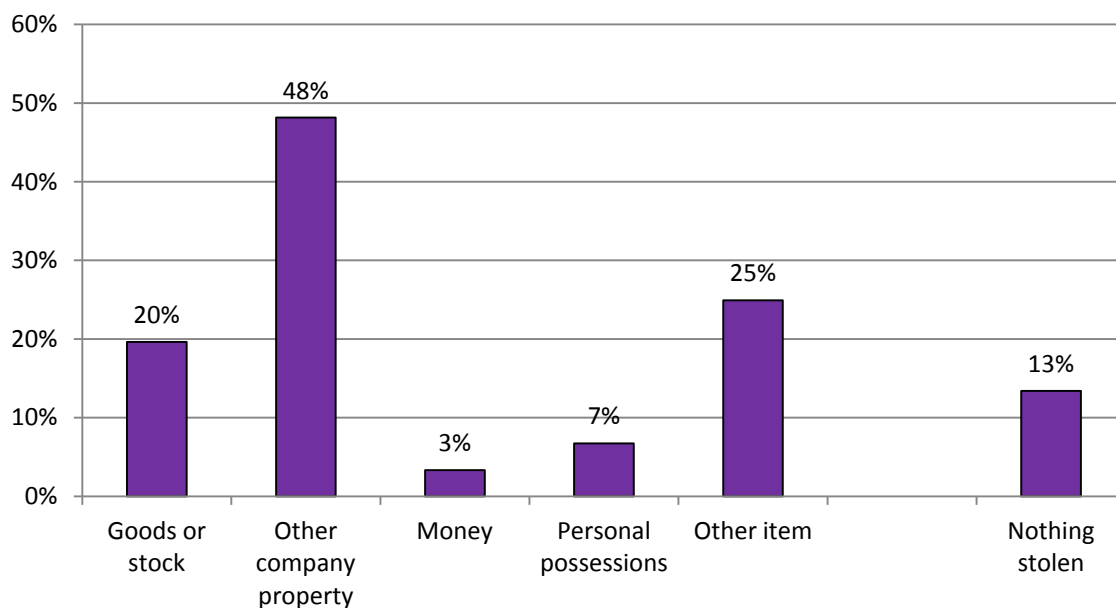


Figure notes:

Base: Businesses that had experienced burglary with entry.

Source: Home Office, [2013 Commercial Victimization Survey Nature of crime against businesses tables](#)

Due to small sample sizes of those premises experiencing thefts, many of the estimates have been suppressed in the tables. As a result, the figures that are available are not discussed here as doing so could give a misleading picture of the nature of thefts affecting this sector.

EXPERIENCE OF CRIMES AGAINST AGRICULTURE, FORESTRY AND FISHING PREMISES BY BUSINESS AND LOCATION CHARACTERISTICS

Looking at all CVS crimes, those in urban areas had a much higher number of incidents per 1,000 premises than those in rural areas⁸ (2,810 incidents per 1,000 premises in urban areas; 1,348 in rural areas).

In addition, premises where the main activity involved plant nursery, plant propagation or forestry had a higher rate of crime than other activities, as shown in Figure 4.4.

⁸ Around 9% of premises in this sector surveyed were classed as located in an urban area, which is defined here as a settlement with a population greater than 10,000.

Figure 4.4: Number of incidents per 1,000 premises, by main activity at premises, agriculture, forestry and fishing sector, 2013 CVS

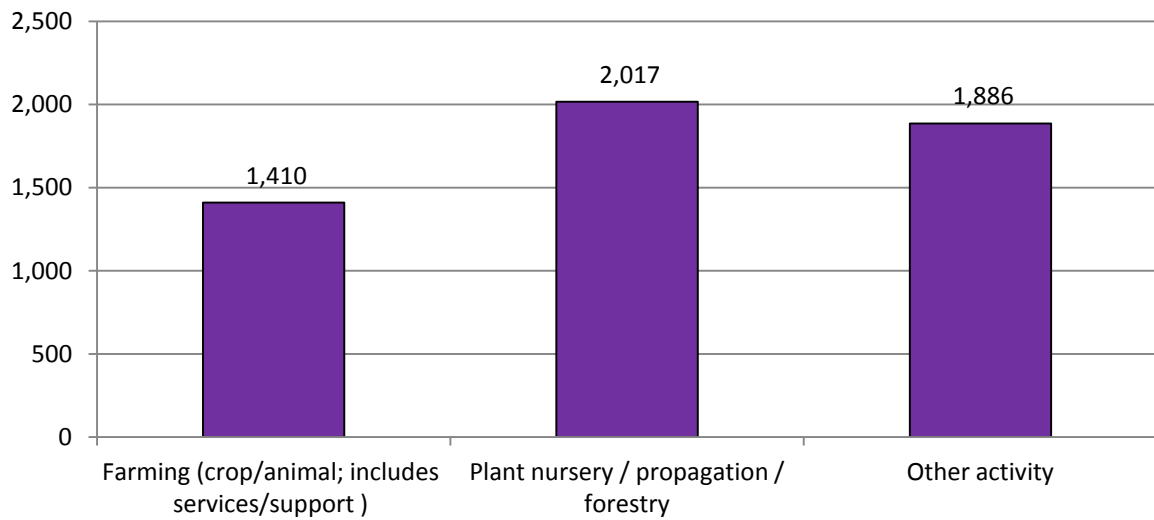


Figure notes:

Base: premises that had experienced any crime.

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

The East of England experienced 2,354 incidents of crime per 1,000 business premises, and London and the South East experienced 2,318 incidents per 1,000 business premises in the last 12 months. Wales had the lowest incidence rate with 645 crimes per 1,000 premises (see Figure 4.5).

Figure 4.5: Number of incidents of crime per 1,000 premises, by crime type and region, agriculture, forestry and fishing sector, 2013 CVS

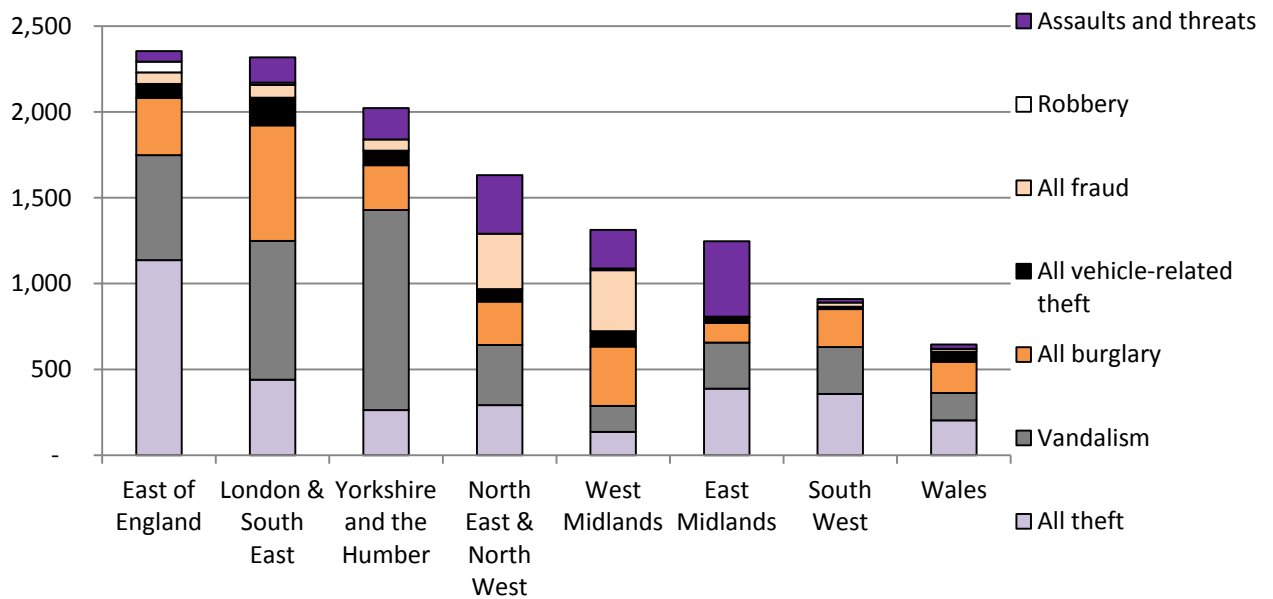


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Burglary was the most common crime affecting the sector, with 15 per cent of premises being burgled in the last year. The rate of burglary was higher in urban areas (478 incidents per 1,000 premises) than in rural areas (269 incidents per 1,000 premises). In addition, the rates of vandalism and theft were also higher in urban areas than rural areas, as shown in Figure 4.6.

Figure 4.6: Number of incidents per 1,000 premises for selected crime types, by urban or rural location, agriculture, forestry and fishing sector, 2013 CVS

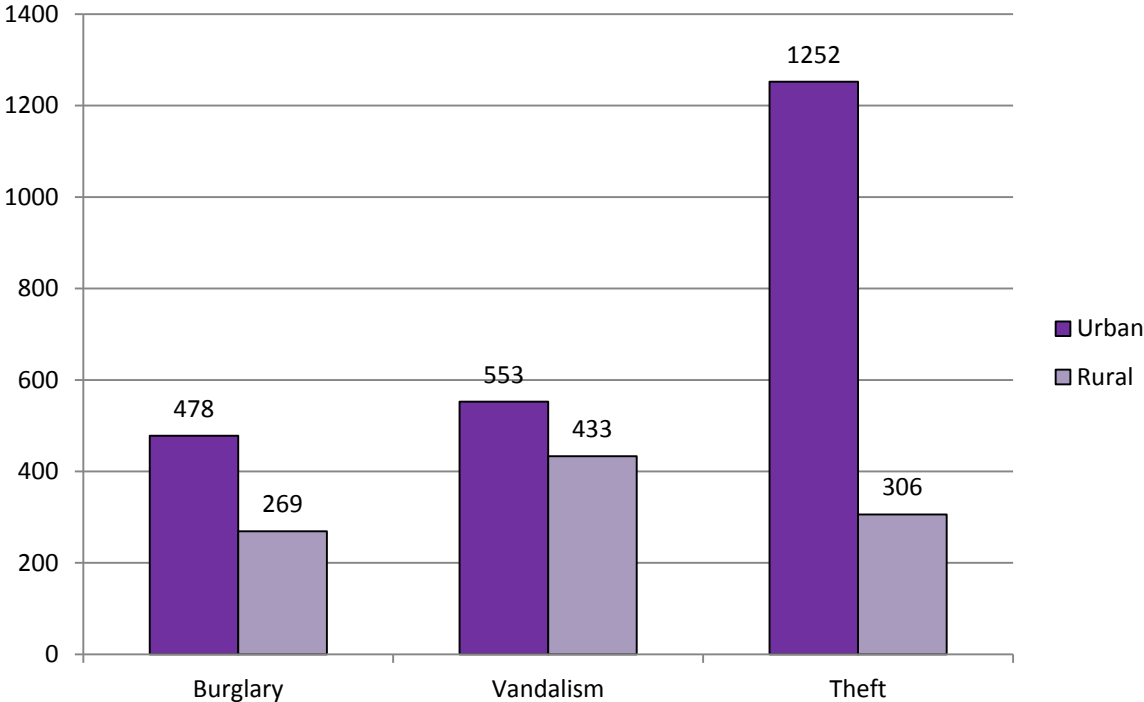


Figure notes:

Base: premises that had experienced each crime type.

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

The number of incidents of both vandalism and burglary per 1,000 premises was at least twice as high where the nearest motorway or dual carriageway was less than a 5 minute drive away, compared with those premises with main roads more than a 15 minute drive away, also shown in Figure 4.7 below. This could be due to these premises being more accessible to criminals.

Figure 4.7: Number of incidents of crime per 1,000 premises by distance from nearest motorway or dual carriageway, agriculture, forestry and fishing sector, 2013 CVS

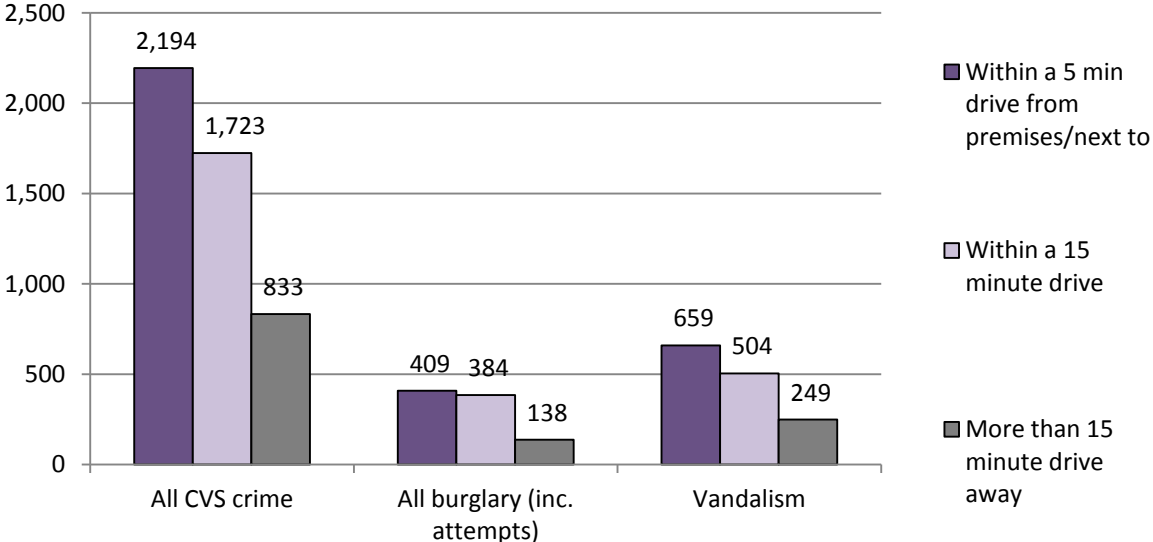


Figure notes:

Base: premises that had experienced each crime type.

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

Premises that were part of a chain experienced more burglaries (397 incidents per 1,000 premises) than independent businesses (279 incidents per 1,000 premises). Businesses that share premises with other organisations experienced around three times as many burglaries as those businesses which occupy the whole premises (721 and 261 incidents of crime per 1,000 premises, respectively).

The number of incidents of vandalism per 1,000 premises in Yorkshire and The Humber was at least double the rate of most other regions (1,166 incidents per 1,000 premises), although London and the south East also had a relatively high rate of vandalism (808 incidents per 1,000 premises). Premises in the West Midlands experienced the lowest rate of vandalism (151 incidents per 1,000 premises).

Figure 4.8: Vandalism incidents per 1,000 premises, by region, agriculture, forestry and fishing sector, 2013 CVS



Figure notes:

Note: Due to small base sizes, figures for London and the North East of England have been combined with the South East and North West, respectively.

Base: premises that had experienced each crime type.

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

Whereas the rate of crime is usually higher in urban than rural areas, as shown for burglaries above, the rate of vandalism in this sector was at a similar level for premises in both urban and rural areas.

CRIME PREVENTION MEASURES AT AGRICULTURE, FORESTRY AND FISHING PREMISES

As shown in Figure 4.9, only a third (32%) of premises had a burglar alarm installed at their premises. This is in contrast to the other CVS sectors, where the majority of premises have alarms installed. However, almost 9 out of 10 premises (86%) had outer security measures. Of these, 89% had security lighting, 24% had barbed wire or anti climb wires and 22% had CCTV. Over half of premises (58%) had window or door measures installed but just 5% of premises employed someone to control entry to premises (e.g. a security guard) – the lowest proportion of all sectors.

Figure 4.9: Security measures in place at agriculture, forestry and fishing sector, 2013 CVS

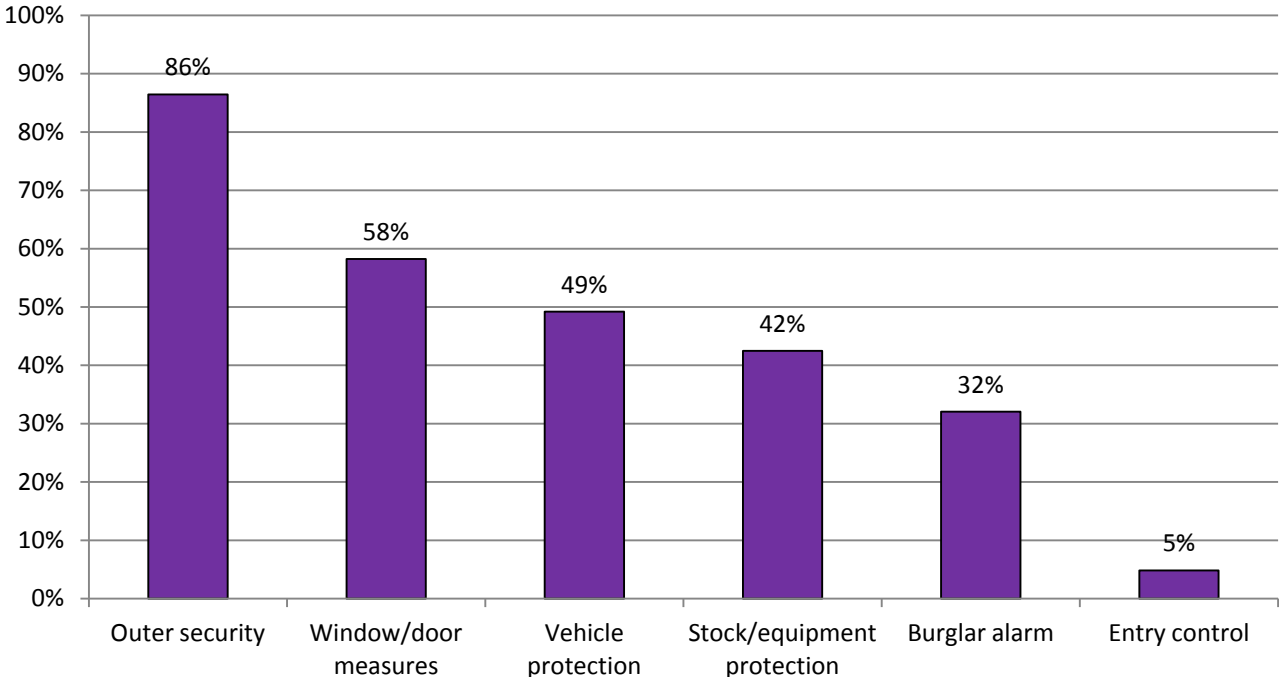


Figure notes:

Base: premises in the agriculture sector.

Source: Home Office, [2013 Commercial Victimization Survey Crime prevention measures tables](#)

Around half (49%) of premises had crime prevention measures installed on their vehicles. Of those with vehicle protection measures installed, 29% had an alarm and 23% had security marking/tagging, as shown in Figure 4.10.

Figure 4.10: Type of crime prevention measures on vehicles with them installed, agriculture, forestry and fishing sector, 2013 CVS

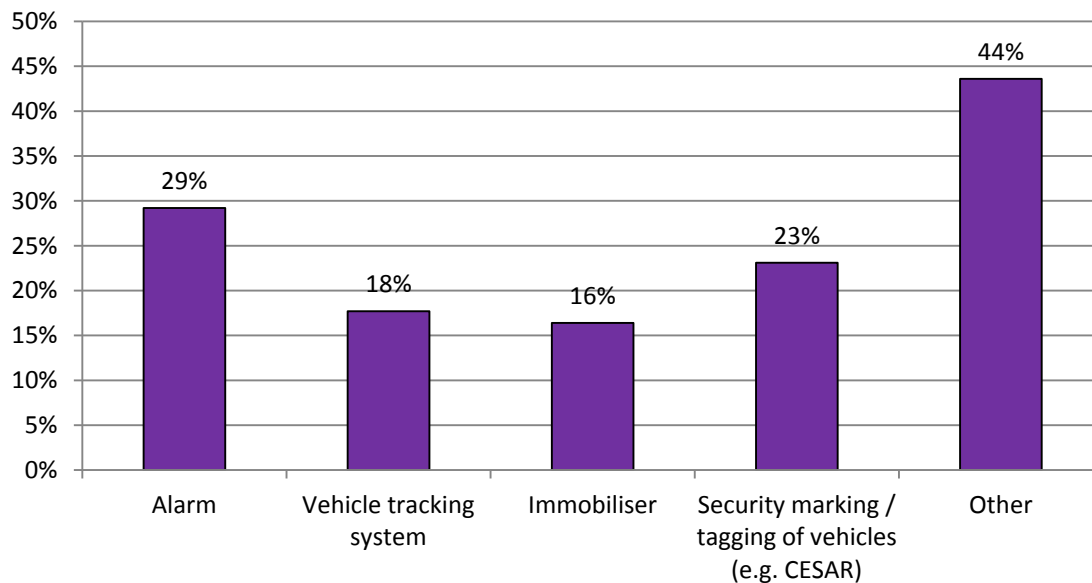


Figure notes:

Base: Premises in the agriculture sector with crime prevention measures installed on their vehicles.

Source: Home Office, [2013 Commercial Victimisation Survey Crime prevention measures tables](#)

Security and victimisation

The Experience of crime section covered incidence and prevalence rates for each crime type by a range of characteristics. In this section, the relationship between security measures and crime rates is explored.

The proportion of agriculture, forestry and fishing premises experiencing any CVS crime was higher for those with security measures installed (e.g. burglar alarms, window and door and outer security) than for those without. For example, premises with burglar alarms installed were 3 times more likely to have experienced any crime than those without an alarm (475 incidents per 1,000 premises with an alarm compared with 187 incidents per 1,000 premises without one). Also, crime rates were higher at premises with bars, gates, grilles (2,226 incidents per 1,000 premises) than with security window or door locks (1,430 incidents per 1,000 premises).

Questions were added for the 2013 CVS to establish whether security measures had been installed as a result of victimisation and hence explain why crime rates are higher for those premises with security measures. Findings from the analysis of these questions showed that the proportions of premises in the agriculture, forestry and fishing sector that had installed security as a result of victimisation in the last year were higher than those for other sectors:

- At premises with a notice explaining that an alarm system is in use, 30% of these had installed the notice as a result of victimisation in the last 12 months.
- 22% of premises with outer security measures had installed them as a result of victimisation in the last 12 months;
- 12% of premises with vehicle protection measures or burglar alarms had installed them as a result of victimisation in the last 12 months.

- 9% of premises with window or door measures had installed them as a result of victimisation in the last 12 months.

However, these proportions are fairly low, which suggests that the main reason for incidence rates of crime being higher for those premises with security measures than those without is because they are at a higher risk (due to location or goods/services provided) and the presence of security measures has not fully offset the risks of victimisation.

Rates of vandalism also varied where individual types of security measures were installed, which may suggest that some security measures work better at reducing vandalism rates than others:

- Where window and door security measures were installed, those with security and door locks had the lowest vandalism rates (510 incidents per 1,000 premises).
- Where outer security measures were installed, those with security lighting had the lowest vandalism rates (517 incidents per 1,000 premises).
- The rate of vandalism was higher at premises with no notice explaining that an alarm system is in use on the premises (909 incidents per 1,000 premises where no sign was displayed compared with 762 per 1,000 premises where a sign was displayed).

Therefore, businesses worried about vandalism at their premises should ensure they have security measures installed at least in the form of those with the lowest crime rates, as described above.

COST OF CRIMES AGAINST AGRICULTURE, FORESTRY AND FISHING PREMISES

Respondents who had been victims of crime within the previous 12 months were asked for the direct financial cost resulting from the most recent incident of each crime type experienced. Respondents were asked for the total value regardless of whether the items were returned or whether they received any insurance payment. A minority of respondents were unable to provide absolute figures for these costs and were therefore asked to estimate them within a range. For these cases, the midpoint of that range was then taken as the cost of the particular crime to that respondent. The figures in this section have been derived by combining the absolute figures and midpoint answers, although a few cases which indicated an extremely high range of cost were excluded from the analysis. For more details please see the [Technical Annex](#).

Due to low numbers of premises experiencing certain crime types in this sector, it is not possible to look at the costs of these types of crime for this sector⁹. However, Table 4 shows cost information for burglary, vandalism and some types of theft.

Costs per incident of crime

The average cost of an incident of burglary with entry against this sector was £650 (median cost includes damage and items stolen), the highest for the crime types where figures are available as shown in Figure 4.11 below.

⁹ As arts, entertainment and recreation sector premises were only included for the first time in 2013, only one year of data is available for analysis. Therefore, there is a small sample size which limits the level of detailed analysis.

Figure 4.11: Average (median) cost of selected crime types, agriculture, forestry and fishing sector, 2013 CVS



Figure notes:

Base: premises experiencing each crime type.

Source: Home Office, 2013 Commercial Victimization Survey Costs of crime tables.

For incidents of theft by persons unknown, the average cost per incident was £300 and for vandalism £126 per incident. Table 4 provides more information on these estimates.

Table 4: Cost of incidents of crime types, agriculture, forestry and fishing sector, 2013 CVS

England and Wales						
	Mean	25th percentile	Median	75th percentile	Maximum	Unweighted base
Burglary						
Burglary with entry	£2,437	£120	£650	£2,400	£100,000	166
Attempted burglary	£316	£0	£20	£126	£5,000	58
Vandalism	£783	£20	£126	£350	£35,000	122
Vehicle related theft						
Theft of vehicles	-	-	-	-	-	
Theft from vehicles	-	-	-	-	-	43
All robbery (inc. attempts)						
						5
Theft						
Theft by customers	-	-	-	-	-	9
Theft by employees	-	-	-	-	-	13
Theft by others	-	-	-	-	-	22
Theft by persons unknown	£878	£100	£300	£750	£16,000	76
Fraud						
Fraud by employees	-	-	-	-	-	4
Fraud by others	-	-	-	-	-	18
Fraud by unknown persons	-	-	-	-	-	15

Table notes:

Note: Where respondent was unable to give an exact cost some figures are based on the mid-point of a range they estimated.

Note: Where estimates are based on less than 50 premises, values have been suppressed. This is indicated by '-'.¹

Source: Home Office, [2013 Commercial Victimization Survey Costs of crime against businesses tables](#).

Costs of crime prevention

All respondents in the agriculture, forestry and fishing sector were asked about crime prevention, including the total amount spent on security for the premises during the previous 12 months. These costs include maintenance and running costs, charges for new security equipment and security personnel cost, but do not include the costs of insurance or IT security. Similar to the cost of incidents of crime, those respondents who were unable to give an absolute figure have been included as the midpoint of the range they indicated.

The average (median) spend on non-IT security in the last 12 months was £100. The amount increased with the size of the premises (number of employees), as shown in the Figure 4.12 below.

Figure 4.12: Average (median) spend on non-IT security, agriculture, forestry and fishing sector, 2013 CVS

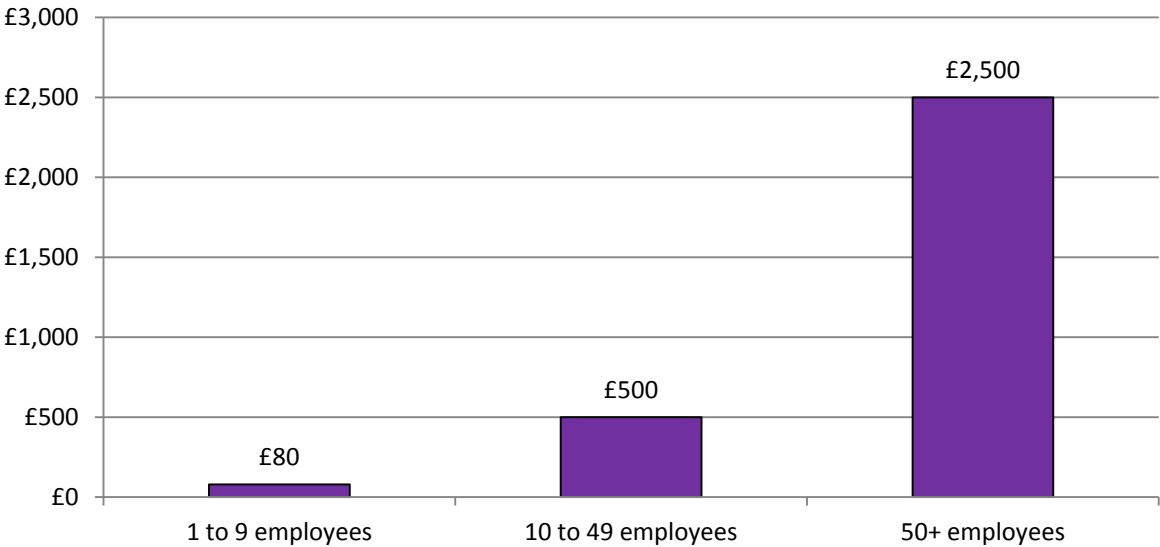


Figure notes:

Note: Caution is advised when drawing conclusions from the results presented here for those premises with more than 50 employees. The sample size of this group is relatively low.

Base: premises in the agriculture, forestry and fishing sector.

Source: Home Office, [2013 Commercial Victimization Survey Costs of crime against businesses tables](#).

SECTOR SPECIFIC INCIDENTS AGAINST AGRICULTURE, FORESTRY AND FISHING PREMISES

Premises in the agriculture, forestry and fishing sector were not only asked about the traditional CVS crime types but also about incidents which are specific to their sector. Some of these incidents, while causing a nuisance, may not necessarily be classed as crimes under the Home Office Counting Rules and so have not been included in the total crime count against this sector.

The most common incident of this type was trespassing or unauthorised access to land or buildings, which 29% of premises in the sector experienced (see Figure 4.13). This was followed by lamping¹⁰/quad biking and poaching/illegal hunting, each of which around a fifth of premises experienced (19% and 18% respectively).

¹⁰ Lamping involves the use of powerful lamps to identify and hunt nocturnal animals.

Figure 4.13: Percentage of premises experiencing specific sector-related incidents by type, agriculture, forestry and fishing sector, 2013 CVS

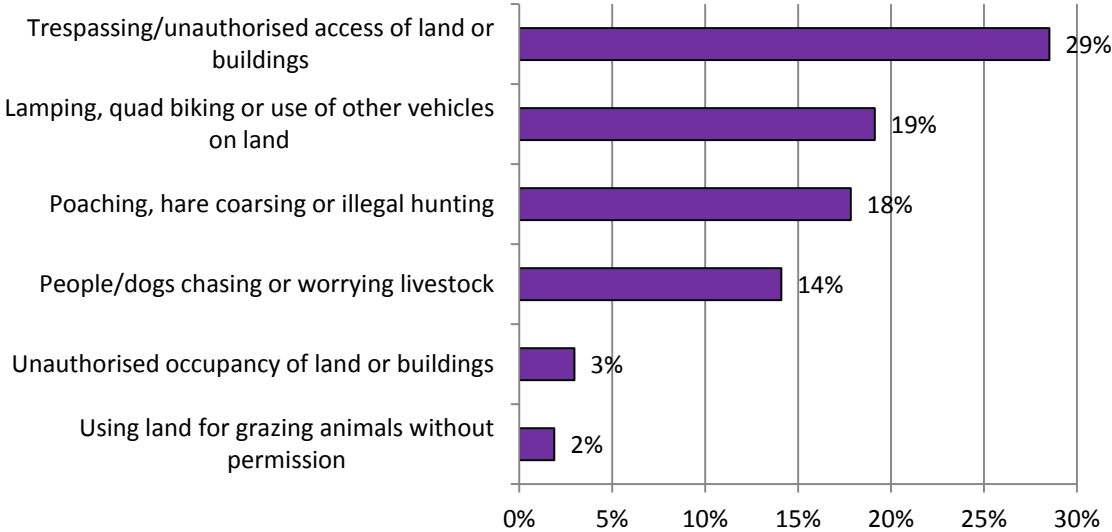


Figure notes:

Base: premises in the agriculture sector.

Source: Home Office, [2013 Commercial Victimisation Survey ASB and perceptions of policing tables](#).

Two-fifths (40%) of premises in the agriculture sector experienced at least one of the six incidents listed in Figure 4.14. Of these, 22% reported that this had resulted in a financial loss to their business.

5. Anti-social behaviour and perceptions of policing, cyber crime and theft from customers

INTRODUCTION

Respondents to the 2013 CVS were asked questions on their experience of anti-social behaviour (ASB) in the last 12 months and, separately, about contact with and perceptions of the police. Results of these are presented in this section alongside analysis on the perception/worry about cyber crime and impact of theft from customers (as opposed to theft by customers).

Note that all the data presented in this section are based on single year data, ie that from the 2013 CVS only. This is due to changes in the question set between the two years making a combined data set difficult to establish.

KEY FACTS

- **The majority of business premises were not affected by ASB and do not perceive it to be a problem in their area.** According to the 2013 survey, over 80% of premises in each of the four sectors were unaffected by ASB. Furthermore, at least two-thirds of business premises in each sector did not think ASB was a problem in their area.
- **The majority of premises are satisfied with the way police handle crime in their area, however the level of satisfaction was lower for victims of crime.** The proportion of premises satisfied ranged from 69% of agriculture, forestry and fishing premises to 82% of accommodation and food premises. Across all four sectors, those premises that had been victims of crime had a greater level of dissatisfaction than those which had not experienced crime.
- **Around half of premises had some degree of worry about cyber crime.** Fifty-four per cent of wholesale and retail premises and 48% of accommodation and food premises said that they had some degree of worry about cyber crime, although the proportion in the arts, entertainment and recreation sector was higher at 69%. Despite this, in all three sectors, the majority of these said that they were not very worried.
- **Half of wholesale and retail premises open to the public think theft from customers is a problem to some degree.** Of those premises open to the public, 49% of wholesale and retail reported that theft from customers (as opposed to theft by customers) was a problem.

DATA TABLES

Data related to the topics outlined in this section are presented in the [2013 Commercial Victimisation Survey detailed figures tables](#).

ANTI-SOCIAL BEHAVIOUR

Respondents to the survey were asked if the business at their premises had been affected by anti-social behaviour (ASB) in the last 12 months. As shown in Figure 5.1, the vast majority of premises (in all of the four sectors) reported that they were not affected by ASB. However a slightly higher proportion of premises in the accommodation and food sector and the arts, entertainment and recreation sector had experienced ASB when compared with the wholesale and retail sector and the agriculture sector. This is perhaps unsurprising given the nature of the businesses in these sectors.

Figure 5.1: Proportion of premises affected by ASB by sector, 2013 CVS

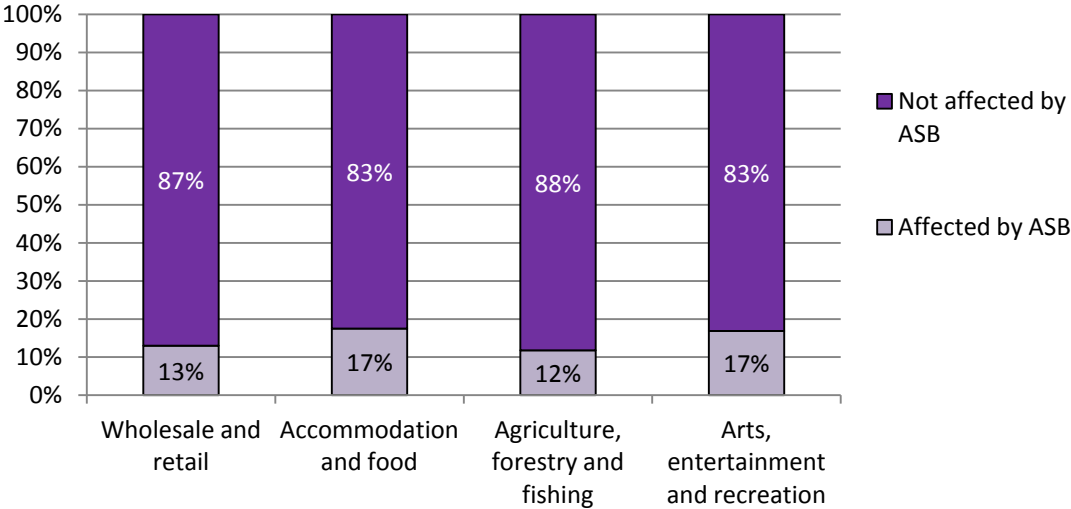


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey ASB and perceptions of policing tables](#).

Those premises that had experienced ASB were asked what types of ASB they had been affected by. For example, the most common types experienced by the wholesale and retail sector were ‘groups hanging about on the street’ and ‘drink related behaviour’, with around a third (32% and 31% respectively) of wholesale and retail premises affected by ASB experiencing each of these. ‘Groups hanging about on the street’ was also the most common type of ASB experienced by the accommodation and food sector, with almost half (49%) of premises affected by ASB in this sector experiencing this.

Similarly, it was the most common type of ASB experienced by the arts sector (38% of premises affected by ASB in this sector experienced this), closely followed by ‘inconsiderate behaviour’¹¹ (34%). Conversely, the most common type of ASB experienced by the agriculture sector was environmental based (e.g. litter), with 38% of premises affected by ASB in this sector experiencing this. See [ASB and perceptions of policing table 5.4](#) for the full list of ASB types.

Those premises that reported experiencing ASB were then asked about how, if at all, this had affected the business at their premises (see Figure 5.2). In the accommodation and food sector, 45% of premises affected by ASB said that this had had little or no impact on their business, although over a third (35%) reported a negative impact on custom. Similarly, a third (34%) of wholesale and retail premises affected by ASB said they experienced a negative impact on custom. Conversely, only 3% of agriculture premises experiencing ASB reported a negative effect on custom and were more likely to cite financial impacts (37%) or other negative impacts¹² (45%).

¹¹ Includes repeated/inappropriate use of fireworks; youths kicking/throwing balls in inappropriate areas; cycling/skateboarding in pedestrian areas or obstructing pavements; people throwing stones/bottles/eggs, etc.

¹² The ‘Other negative impacts’ category includes general annoyance or nuisance, damage to the reputation of the area, concerns over security, general disruption or inconvenience, and other reasons not specified.

Figure 5.2: Effect on business premises experiencing ASB by sector, 2013 CVS

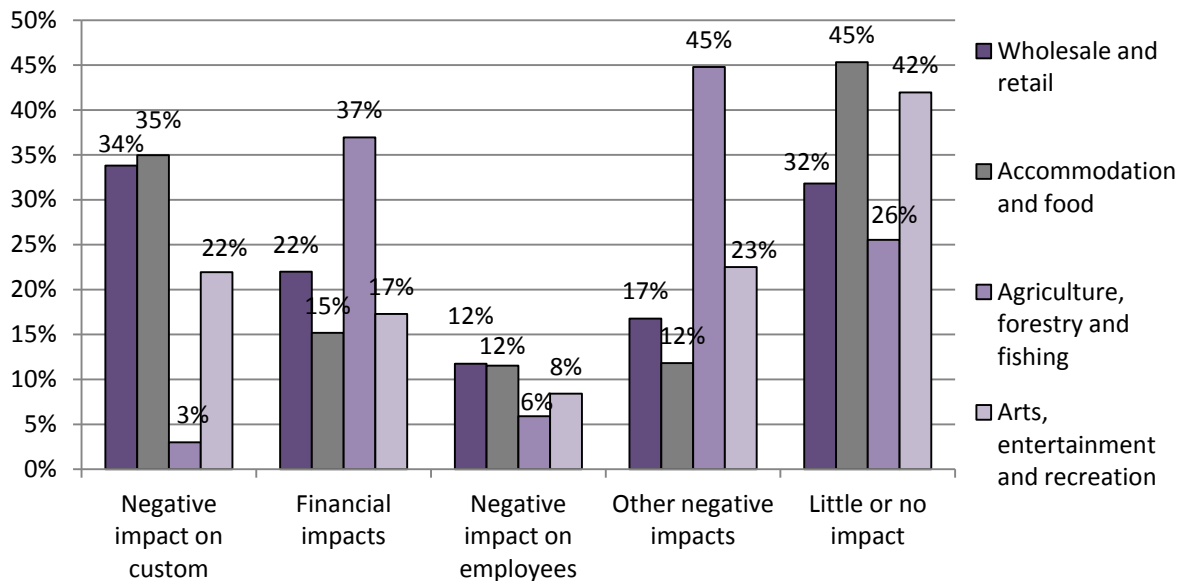


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey ASB and perceptions of policing tables](#).

All CVS respondents were asked about how much of a problem anti-social behaviour is for their business regardless of whether they had directly experienced it or not. As shown in Figure 5.3, the majority of premises in each of the four sectors do not perceive ASB to be a problem. Only a small minority (5% to 6% in each sector) perceive ASB to be either a fairly big or a very big problem. Within this small subset there is a disproportionately large amount of bigger (ie more than 50 employees), urban premises¹³.

Figure 5.3: Proportion of all business premises who think ASB in general is a problem for their business, 2013 CVS

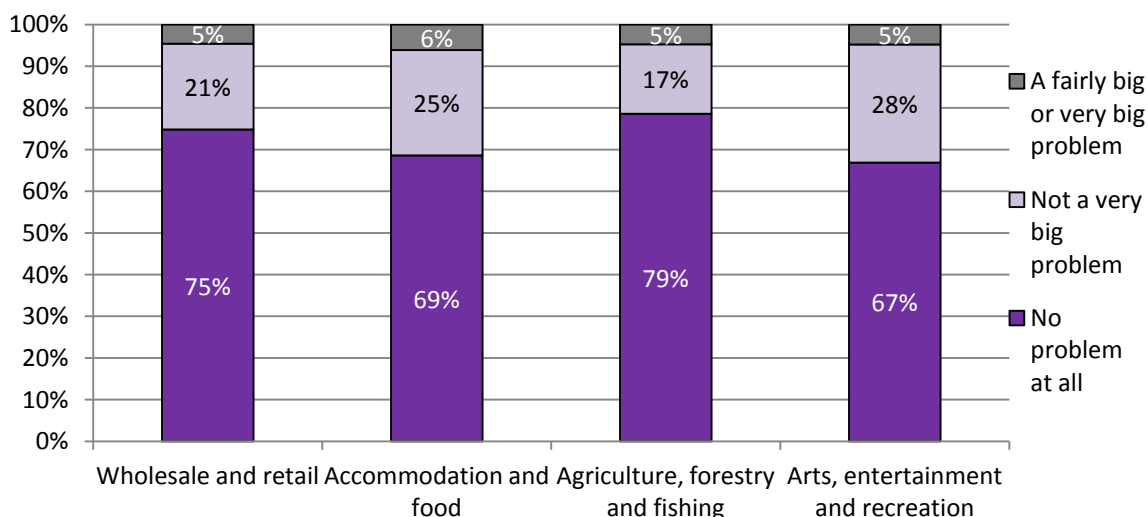


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey ASB and perceptions of policing tables](#).

¹³ For the purposes of this analysis, urban areas are defined as settlements with a population greater than 10,000. All other settlements are defined as rural.

BUSINESSES' PERCEPTIONS OF POLICING

The CVS asks respondents whether they have had any contact with the police other than when reporting a crime. As shown in Table 5, the proportion of premises with this type of contact varied very little by sector with around a fifth of premises in each sector experiencing it.

Table 5: Proportion of premises that had contact with the police for a reason other than reporting a crime, 2013 CVS

2013 CVS, England and Wales		
Premises with contact with the police other than to report a crime		
Sector	%	Unweighted base
Wholesale and retail	18%	932
Accommodation and food	23%	1,127
Agriculture, forestry and fishing	19%	878
Arts, entertainment and recreation	23%	1,080

Table notes:

Source: Home Office, 2013 Commercial Victimization Survey Perceptions and ASB tables

While the reasons for the contact varied, the most common reasons for each sector are shown in Table 6 (a full list is available in [ASB and perceptions of policing table 5.7](#)). For example, in the wholesale and retail sector, 32% of those premises that had some contact with the police (for a reason other than reporting a crime), said they had had a general visit¹⁴ from a police officer or police community support officer (PCSO).

Table 6: Reasons for contact, 2013 CVS

2013 CVS, England and Wales		
Sector	Most common reason	Second most common reason
Wholesale and retail	General visit from an officer or PCSO (32%)	Visit from an officer/PCSO about a crime in the area (15%)
Accommodation and food	Contact at local meetings (19%)	General visit from an officer or PCSO (16%)
Agriculture, forestry and fishing	General visit from an officer or PCSO (23%)	Contact at local meetings (20%)
Arts, entertainment and recreation	General visit from an officer or PCSO (26%)	Regular meetings with the police (13%)

Table notes:

Source: Home Office, [2013 Commercial Victimization Survey ASB and perceptions of policing tables](#).

¹⁴ That is, not related to a specific incident nor regarding crime prevention.

All surveyed premises in the four sectors were asked about their satisfaction with the way police handle business crime in their area. As shown in Figure 5.4, the majority of premises were satisfied with the way the police handle crime, with satisfaction ranging from 69% of agriculture premises to 82% of accommodation and food premises. For the wholesale and retail sector and the accommodation and food sector, both of which were also surveyed in 2012, the proportion satisfied remained broadly similar to last year (72% and 79% in 2012 respectively).

Figure 5.4: Proportion of premises satisfied with the way police handle crime in the area by sector, 2013 CVS

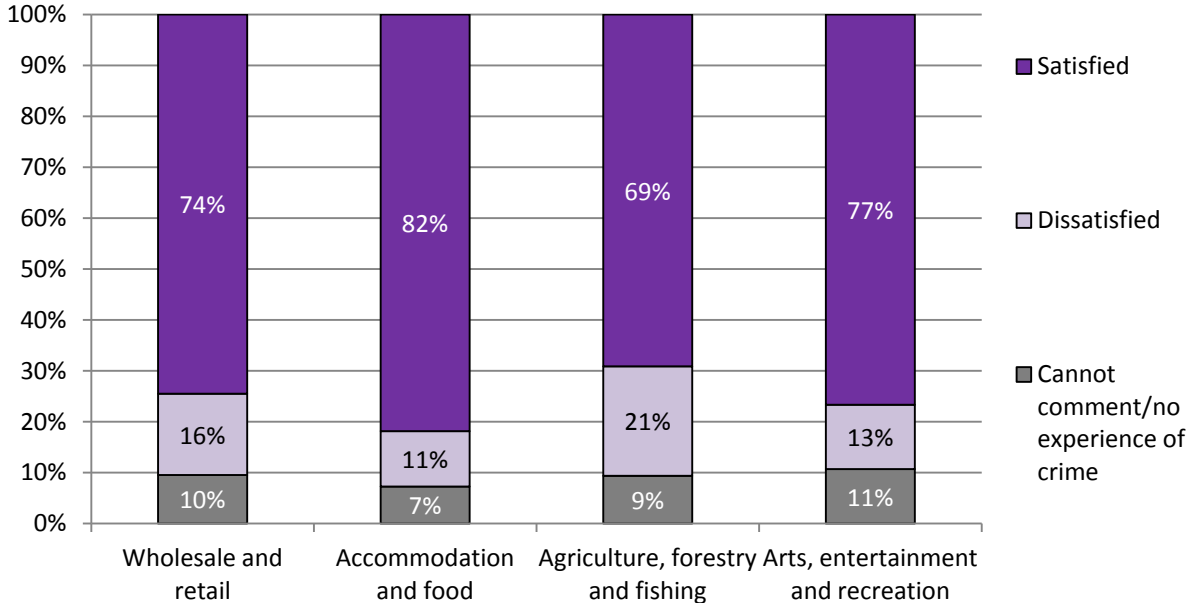


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey ASB and perceptions of policing tables](#).

This analysis was then further disaggregated by whether premises had been the victim of at least one incident of crime in the last 12 months or not (see Figure 5.5). It was consistently the case across all four sectors that those premises that had been victims of crime had a greater level of dissatisfaction than those which had not experienced crime.

Figure 5.5: Proportion of premises satisfied with the way police handle crime in the area by victimisation and sector, 2013 CVS

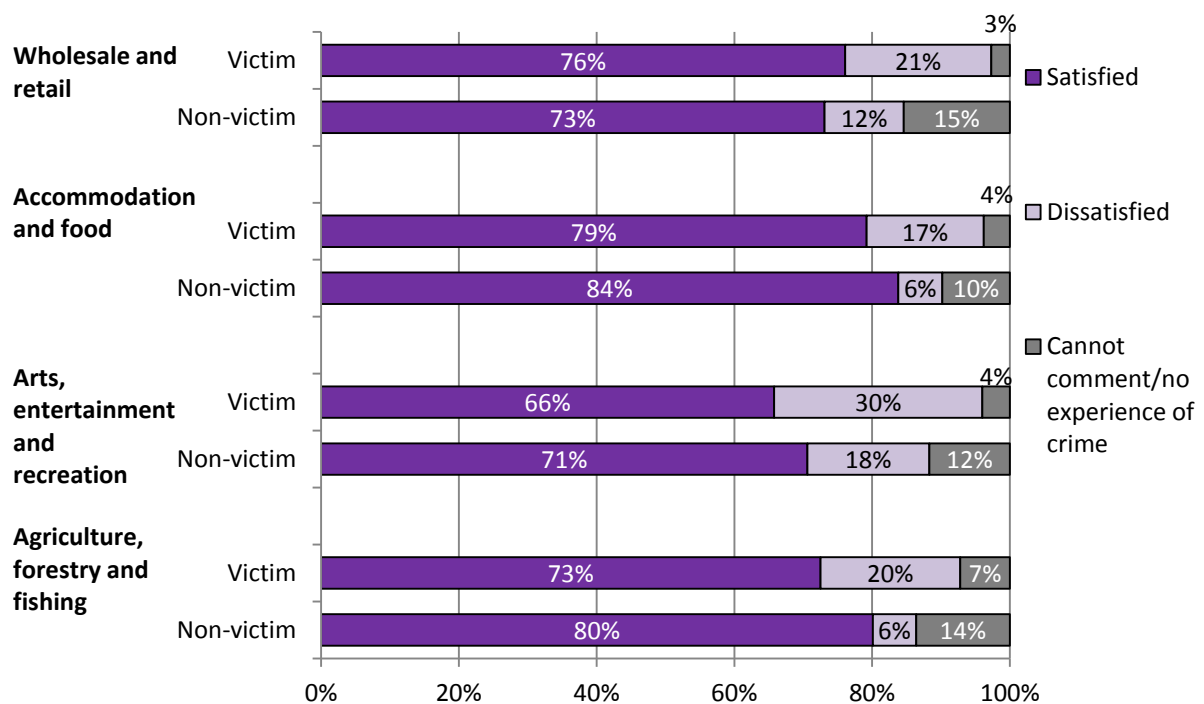


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey ASB and perceptions of policing tables](#).

Those premises that reported they were dissatisfied with the way police handle crime in the area were asked why they were dissatisfied. The most common response across all four sectors was that the police take too long to react to incidents with at least a third of dissatisfied respondents in each sector reporting this (see Table 7).

Table 7: Reasons for dissatisfaction with police, 2013 CVS

2013 CVS, England and Wales		
Sector	Most common reason	Second most common reason
Wholesale and retail	Police take too long to react to incidents (35%)	Police are not interested in reported crimes (33%)
Accommodation and food	Police take too long to react to incidents (41%)	There are not enough police (26%)
Agriculture, forestry and fishing	Police take too long to react to incidents (35%)	Police are not interested in reported crimes (27%)
Arts, entertainment and recreation	Police take too long to react to incidents (30%)	Police are not interested in reported crimes (25%)

Table notes:

Source: Home Office, [2013 Commercial Victimisation Survey ASB and perceptions of policing tables](#).

PERCEPTIONS OF CYBER CRIME

As shown in the publication 'Headline findings from the 2013 Commercial Victimization Survey', there were a reported 234,000 incidents of cyber crime against the wholesale and retail sector, 13,000 against the accommodation and food sector and 12,000 against the arts, entertainment and recreation sector¹⁵. The 2013 survey asked all premises in these three sectors how worried they were about computer or cyber crime. As shown in Figure 5.6, around half of wholesale and retail premises (54%) and accommodation and food premises (48%) said that they had some degree of worry about cyber crime, although the proportion in the arts, entertainment and recreation sector was higher at 69%. Despite this, in all three sectors, the majority of these said that they were not very worried.

Figure 5.6: Proportion of premises worried about cyber crime by sector, 2013 CVS

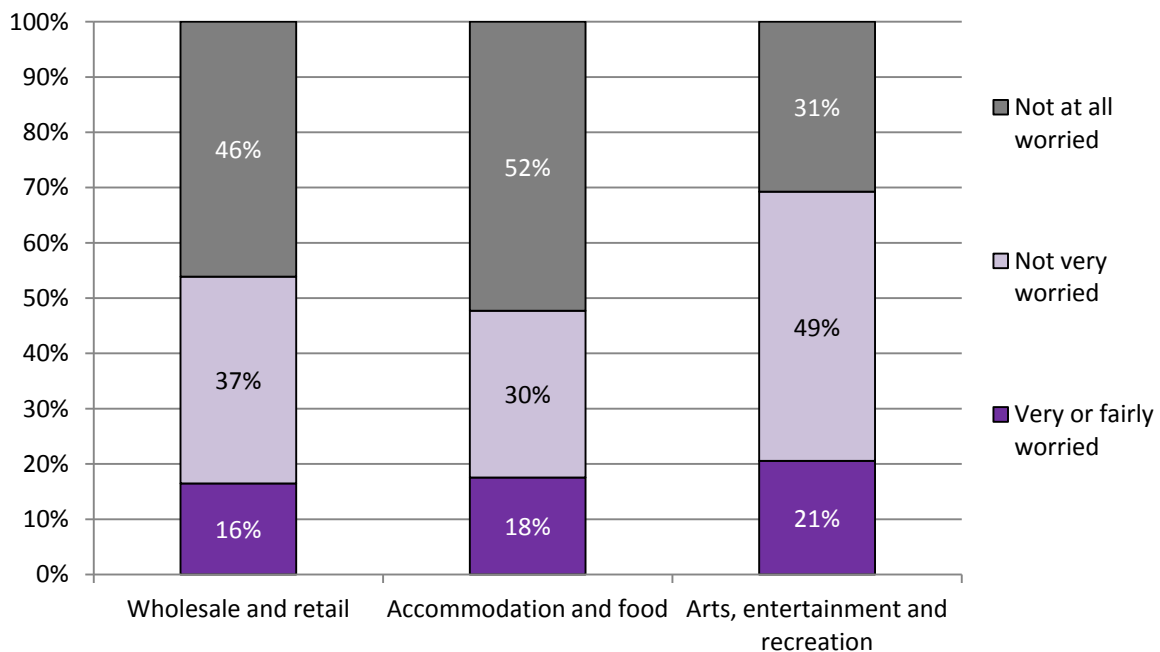


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey ASB and perceptions of policing tables](#).

Respondents in these three sectors were also asked whether they thought cyber crime was a problem in general for their business at their premises. In all three sectors, the majority said that they did not think it was a problem at all but this did differ by sector (see Figure 5.7). For example, almost four-fifths (79%) of the accommodation and food sector did not think cyber crime was a problem at all, compared with around two-thirds (65%) of the arts, entertainment and recreation sector.

¹⁵ The cyber crime questions were not asked of the agriculture, forestry and fishing sector as the pilot survey showed that this type of crime had a minimal impact on premises in this sector.

Figure 5.7: Proportion of premises who think cyber crime is a problem for their business by sector, 2013 CVS

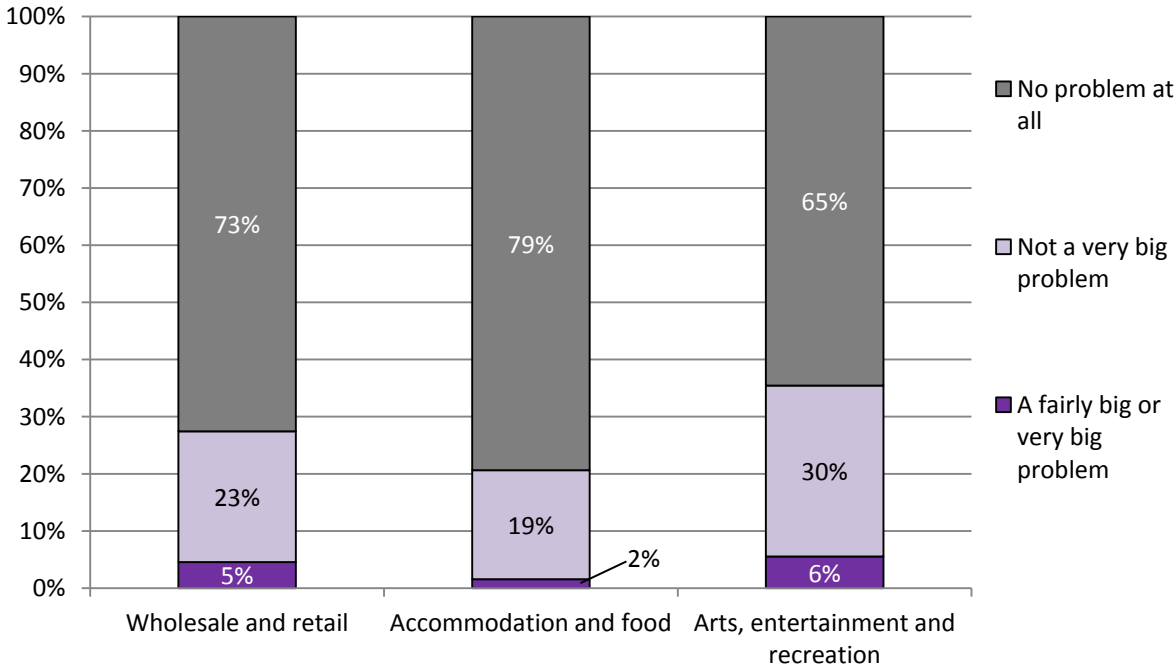


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey ASB and perceptions of policing tables](#).

IMPACT OF THEFT FROM CUSTOMERS

Theft from customers (as opposed to theft by customers/shoplifting) is technically a crime against an individual and, as such, would not be included in the main CVS crime count. However, this type of crime could have an indirect effect on business if victims are put off returning to the premises. Therefore, for the first time in 2013, the CVS asked those premises that are open to the public about how much a problem they perceive theft from customers to be.

Figure 5.8 shows that the proportion of premises open to the public varies by sector. The majority of premises in the wholesale and retail sector, the accommodation and food sector and the recreation sector are open to the public. Conversely, the majority of premises in the agriculture, forestry and fishing sector are not open to the public.

Figure 5.8: Proportion of premises open to the public by sector, 2013 CVS

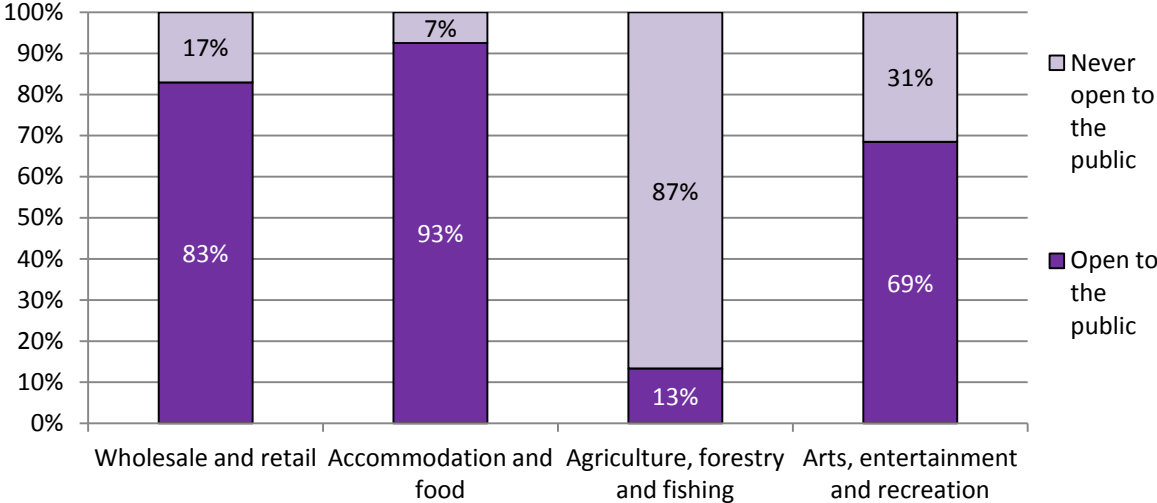


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey ASB and perceptions of policing tables](#).

Of those premises open to the public in the accommodation and food sector, the agriculture sector and the arts sector, the majority reported that theft from customers was not a problem at all. However, only half (51%) of wholesale and retail premises open to the public reported this, with 12% stating that it was quite a big or very big problem (compared with just 1% to 3% in the other three sectors).

Figure 5.9: Proportion of premises open to the public which perceive theft from customers to be a problem, 2013 CVS

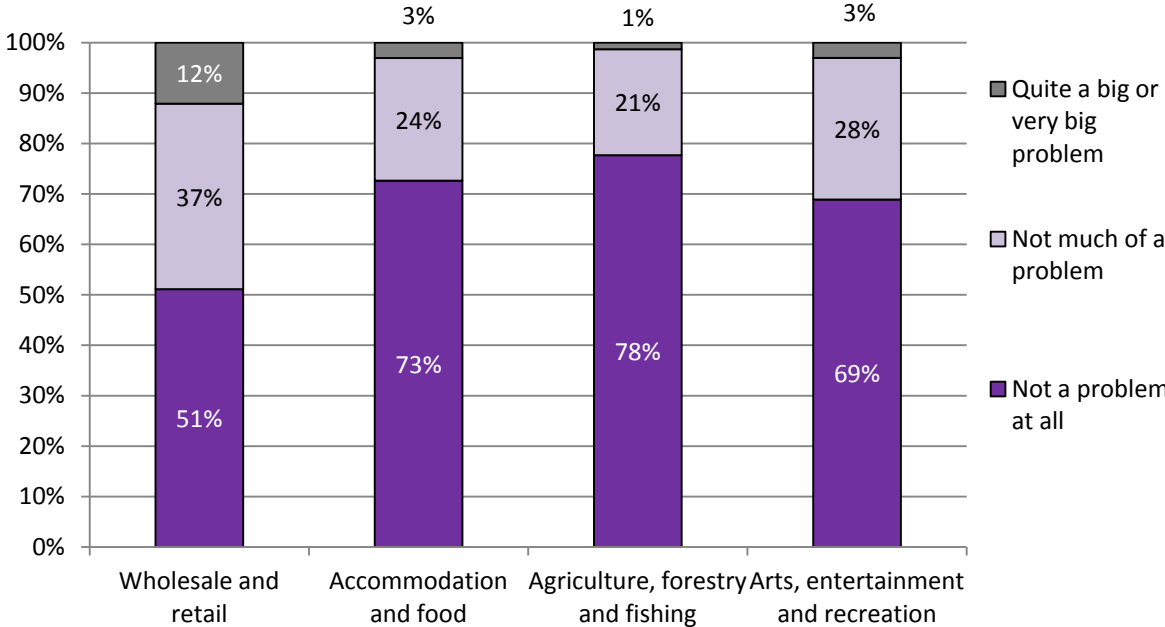


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey ASB and perceptions of policing tables](#).

Technical annex

This technical annex contains the following:

- conventions used in figures and tables
- details of characteristics of the sample interviewed for the 2013 CVS
- the methodology for combining 2012 and 2013 survey data (Sections 1 and 2)
- details of the calculation of costs of crime (Sections 1 to 4)

CONVENTIONS USED IN FIGURES AND TABLES

Table abbreviations

'n/a' indicates that the question was not applicable.

'-' indicates that data are not reported because the unweighted base is fewer than 50 respondents.

Unweighted base

All percentages and rates presented in the tables are based on data weighted to compensate for differential non-response and stratification of the sample design. Where tables are not based on the full number of respondents in the sample, unweighted bases are shown that represent the number of people interviewed in the specified group.

Percentages

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

Most tables present cell percentages where the figures refer to the proportion of business premises having the attribute discussed and the complementary percentage, to add to 100 per cent, is not shown.

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

'No answers' (missing values)

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

DETAILS OF CHARACTERISTICS OF THE SAMPLE INTERVIEWED FOR THE 2013 CVS

The characteristics of those premises sampled in the 2013 CVS are described in this section. Further details can be found in Table TA1 in the [2013 Commercial Victimisation Survey Technical Annex tables](#).

A number of different indicators have been used to measure geo-demographic factors, such as whether businesses are located in urban or rural areas. One such indicator is the Output Area Classification which groups areas into clusters based on similar socio-economic and demographic characteristics.

The majority of interviews in three of the sectors were carried out in urban areas:

- 81% of wholesale and retail premises surveyed took place in urban areas; 19% rural;
- 73% of arts, entertainment and recreation premises in urban areas; and,
- 71% of accommodation and food premises were in urban areas.

However, this pattern was reversed for agriculture, forestry and fishing premises where the vast majority (91%) were located in rural areas.

This imbalance in urban representation between sectors is further confirmed through the Output Area Classification, as shown in Table T1 below (eg 90% of agriculture, forestry and fishing premises in the sample were in the countryside, as opposed to 14% of wholesale and retail).

Table T1: Location of premises according to Output Area Classification, by sector

Percentages	2013 CVS, England and Wales			
	Wholesale and Retail	Accommodation and Food	Arts, entertainment and recreation	Agriculture, forestry and fishing
Output area classification				
Blue Collar Communities	7	5	5	1
City Living	20	24	24	0
Countryside	14	22	21	90
Prospering Suburbs	9	7	11	6
Constrained by Circumstances	10	8	10	1
Typical Traits	25	24	16	2
Multicultural	15	11	12	0
<i>Unweighted base</i>	<i>1,956</i>	<i>2,288</i>	<i>888</i>	<i>1,085</i>

At least 60% of premises in the sample belonged to independent businesses operating only at those premises, although this varied by sector:

- 63% of wholesale and retail sector premises were independent businesses operating only at those premises;

- 72% of accommodation and food and arts, entertainment and recreation sector premises were independent businesses operating only at those premises;
- 89% of agriculture, forestry and fishing sector premises were independent businesses operating only at those premises.

Agriculture, forestry and fishing premises were generally more established, with 81% having been at their premises for more than 20 years. This proportion was markedly lower for the other sectors and lowest for wholesale and retail premises, where a third (32%) had been at their premises for more than 20 years.

At least 69% of premises in the wholesale and retail, accommodation and food, and arts, entertainment and recreation sectors were open to the public, but this proportion was much lower for agriculture, forestry and fishing premises, where just 13% of premises were open to the public.

THE METHODOLOGY FOR COMBINING 2012 AND 2013 SURVEY DATA (SECTIONS 1 AND 2)

In order to provide more detailed estimates using the CVS data, two years' worth of data were combined for those sectors covered by the CVS in both 2012 and 2013. These were the wholesale and retail sector and the accommodation and food sector. By doing this, the sample sizes are around double the size in 2012, as shown in Table T2 below.

Table T2: Sample sizes, 2012 and 2013 CVS and combined dataset

	2012 and 2013 CVS		
	2012	2013	Combined 2012 and 2013 data
Wholesale and retail	1,021	935	1,956
Accommodation and food	1,155	1,133	2,288

This has allowed further breakdowns of the data, such as presenting figures on experiences of robbery by business and location characteristics for the wholesale and retail sector and looking at crime rates in all regions for these sectors.

There is a small possibility that premises were sampled twice, once in 2012 and again in 2013. This is most likely to happen where the population of certain businesses is small (e.g. there are less wholesale and retail premises with more than 50 employees in England and Wales than premises with less than 10 employees). However, as the data collected in the CVS refers to the previous 12 months, and is weighted to reflect the population as a whole, it is likely that any double counting has minimal impact on the results obtained from the combined dataset.

Weighting

Data were weighted to take account of non-response and the stratification of the original sample. Weighting accounts for stratification by ensuring that the sample is representative of businesses in the sectors covered in England and Wales as a whole. In order to accurately weight the data where two years are combined, the weight variable in the 2012 data set has been scaled to the 2013 population to ensure the populations match before they are merged.

DETAILS OF THE CALCULATION OF COSTS OF CRIME (SECTIONS 1 TO 4)

As described in Sections 1 to 4, respondents who had been victims of crime within the previous 12 months were asked for the direct financial cost resulting from the most recent incident of that crime type. Respondents were asked for the total value regardless of whether the items were returned or whether they received any insurance payment.

A minority of respondents were unable to provide absolute figures for the cost of a particular crime and were therefore asked to estimate them within a range. The ranges defined in the questionnaire are as follows:

Which of the following is closest to the total value?

- Nil, negligible
- Up to £250
- £251-£500
- £501-£750
- £751-£1000
- £1,001-£2,500
- £2,501-£5,000
- £5,001-£10,000
- £10,001-£50,000
- £50,001-£100,000
- £100,001-£500,000
- £500,001-£1,000,000
- £1,000,001-£5,000,000
- £5,000,001-£9,000,000
- More than £9,000,000
- Don't know

For cases where the respondent was able to specify a range, the midpoint of that range was taken as the cost of the particular crime to that respondent. The cost of crime figures in sections 1 to 4 have been derived by combining the absolute figures and midpoint answers. This is consistent with the methodology used in the 2012 Commercial Victimization Survey. Where a respondent answered 'don't know' or refused to answer, they were excluded from the analysis.

As the costs for each individual incident of crime tended to be fairly low, the impact of this methodology on the average costs of each crime type was relatively minor. This is despite some of the ranges being wide. Additionally, a small number of cases which indicated an extremely high range of cost (higher than exact costs given by other respondents) were also excluded.

Similarly to the cost of incidents of crime, those respondents who were unable to give an absolute figure for costs of crime prevention have been included as the midpoint of the range that they indicated.

To assess the impact on the mean and median, analysis was carried out on the 2012 data, assigning first the minimum value within the range and then the maximum value to each case. The results of this sensitivity analysis are available in [Crime against businesses: Detailed findings from the 2012 Commercial Victimization Survey](#).

Update to Crime against businesses: Detailed findings from the 2013 Commercial Victimisation Survey

A second edition of this release was published in August 2014 to correct minor errors that occurred during the merging of data for the two survey years 2012 and 2013. The updated figures and commentary are given here for ease of reference.

From page 5 of the original release:

- Shoplifting rates were highest in urban areas and at supermarkets.**
 Incidents of thefts by customers at wholesale and retail premises were around three times higher in urban (11,425 incidents per 1,000 premises) than in rural areas (3,811 incidents per 1,000 premises). Meanwhile, retail supermarkets had a substantially higher rate of thefts by customers (87,890 incidents per 1,000 premises) than other types of premises in this sector.

From pages 16 and 17 of the original release:

Respondents are also asked about the main activity of the business at their premises. For premises in the wholesale and retail sector, retail supermarkets had a substantially higher rate of thefts by customers (87,890 incidents per 1,000 premises) than other types of premises in this sector (see Figure 1.12). This could reflect the fact that retail supermarkets are likely to be larger and, therefore, likely to experience more crime than smaller premises.

Figure 1.12: Number of theft by customer incidents per 1,000 premises, by main activity of business at the premises, wholesale and retail sector, 2012 and 2013 CVS

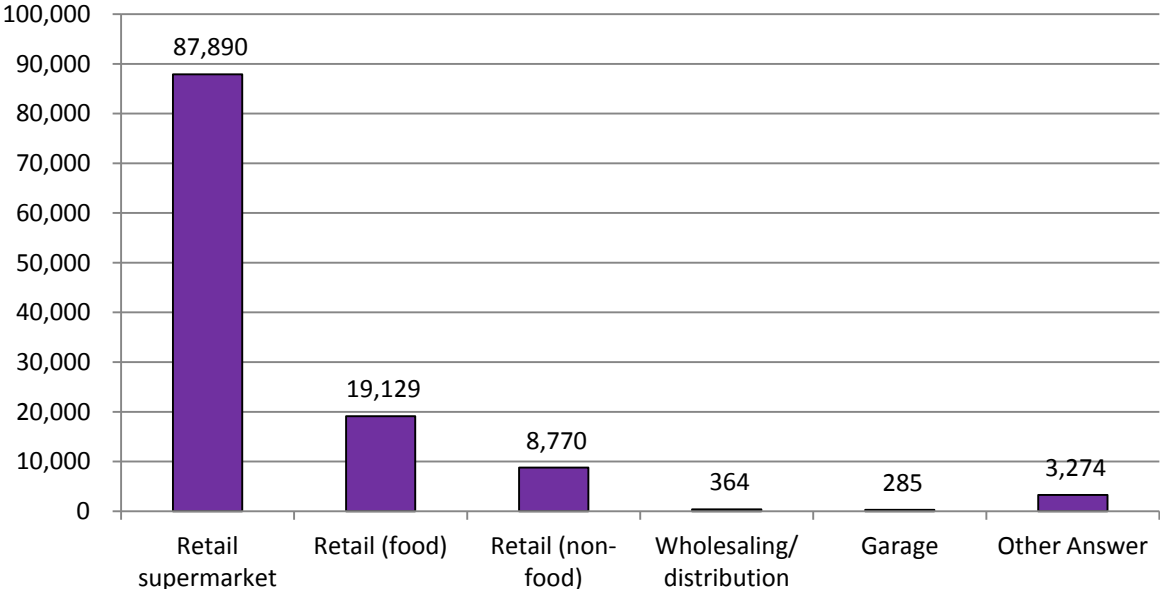


Figure notes:

Source: Home Office, [2013 Commercial Victimisation Survey Experience of crime by characteristics – incidence tables](#)

From pages 18 and 19 of the original release:

Figure 1.14 shows the main activity at premises in the wholesale and retail sector experiencing fraud, with the highest rates of fraud at retail supermarkets (7,621 incidents per 1,000 premises).

Figure 1.14: Number of all fraud incidents per 1,000 premises, by main activity of business at the premises, wholesale and retail sector, 2012 and 2013 CVS

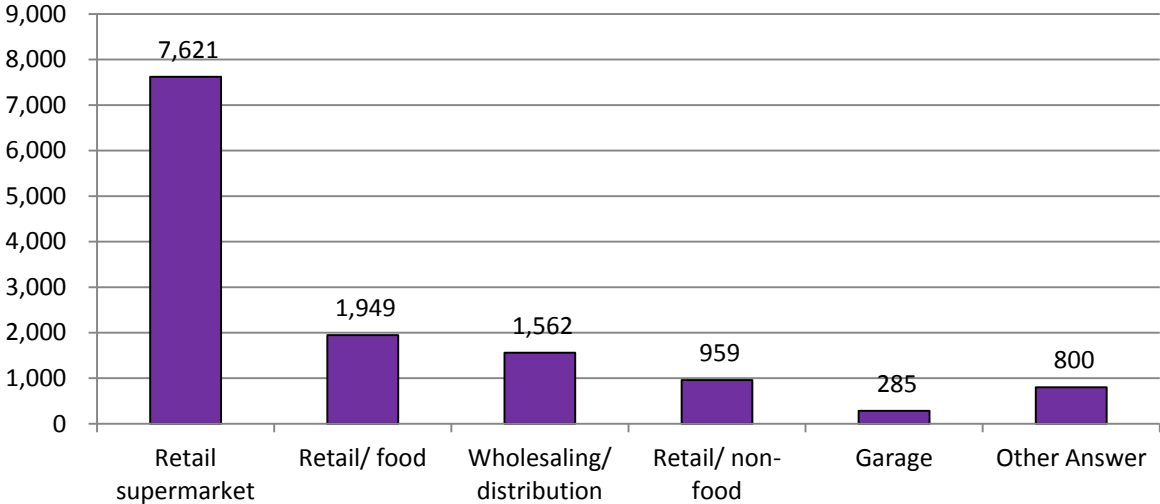


Figure notes:

Source: Home Office, [2013 Commercial Victimization Survey Experience of crime by characteristics – incidence tables](#)

All other figures and commentary remain unaffected.