



Ipsos MORI  
Social Research Institute

May 2018

# Commercial Victimisation Survey

Technical Report 2017

Ipsos MORI Social Research Institute

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# **Introduction**

**Commercial Victimisation Survey 2017**

# 1 Introduction

## 1.1 About the Commercial Victimisation Survey

The 2017 Commercial Victimisation Survey (CVS) is the sixth wave in a series commissioned by the Home Office since 2012 to record the nature and extent of crime committed against businesses in England and Wales. The questionnaire gathers detailed information about the following:

- Types, incidence and prevalence of crime experienced;
- Items stolen or damaged;
- Costs of crime, including financial loss or damage; and
- Action taken and reporting patterns (to police, etc.).

There are also sections in the questionnaire about cyber-crime, experience of anti-social behaviour, and installation and use of crime prevention measures. More detail about the topics covered in the survey, as well as changes made in 2017, can be found in the Questionnaire chapter below. The full questionnaire can be found in the Appendix.

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

## 1.2 Methodology

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

Interviews are conducted using Computer Assisted Telephone Interviewing (CATI) at a premises level: referrals to Head Offices or other sites within the enterprise are not taken. A screening stage takes place before the fieldwork to ascertain the eligibility of sampled premises and an advance letter is sent to the person confirmed as being best placed to answer questions about crime. The letter is accompanied by an Experience of Crime Sheet<sup>2</sup> (ECS), where the business can record (ahead of the main interview) a few details about each type of crime that has been experienced and which can then be referred to during the interview (where respondents have completed it). As in previous waves, respondents were asked for an email address at the screening stage and sent an electronic copy of the advance letter with a link to complete the ECS online if they preferred. The ECS was offered online in order to modernise the survey as some respondents now expect to engage in research via online methods. By enabling online completion of the ECS, we could offer respondents a shorter telephone interview (and thereby encourage participation) as the online responses were fed into the CATI interview. The Fieldwork chapter below contains more detail on this process.

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

<sup>2</sup> A copy of the Experience of Crime Sheet can be found in the Appendix.

### 1.3 Previous survey waves and sector coverage

The CVS has occurred every year since 2012 and was conducted by Ipsos MORI<sup>3</sup> for the first time in 2015 and subsequently in 2016. There were also survey waves in 1994 and 2002 but the more recent move to annual waves provides the Home Office with important trend data about the types, incidence and prevalence of crimes being experienced by businesses in England and Wales on a regular and timely basis. As noted above, a representative sample of businesses in a minimum of three sectors is interviewed each year. Sector coverage in each of the last six survey years is shown in the table below.

**Table 1.1: Sector coverage in recent CVS waves**

	SIC 2007 designation	2012	2013	2014	2015	2016	2017
<b>Agriculture, Forestry and Fishing</b>	A	-	1,000	1,000	1,000	-	1,000
<b>Manufacturing</b>	C	1,000	-	-	-	-	1,000
<b>Construction</b>	F	-	-	-	1,000	-	-
<b>Wholesale and Retail</b>	G	1,000	1,000	2,000	1,000	1,000	1,000
<b>Transportation and Storage</b>	H	1,000	-	-	-	1,000	-
<b>Accommodation and Food Service Activities</b>	I	1,000	1,000	1,000	-	-	-
<b>Information and Communication</b>	J	-	-	-	200	-	-
<b>Arts, Entertainment and Recreation</b>	R	-	1,000	-	-	-	1,000
<b>Administration and Support</b>	N					1,000	-

In 2017, the Home Office, on the basis of feedback from the CVS Steering Group and other users of the survey, decided to interview 1,000 businesses in each of the four SIC sectors below<sup>4</sup>:

- A (Agriculture, Forestry and Fishing): last surveyed in 2015;
- C (Manufacturing): last surveyed in 2012;
- G (Wholesale and Retail): surveyed in every year since 2012; and
- R (Arts, Entertainment and Recreation): last surveyed in 2013.

<sup>3</sup> The findings reports and technical reports for 2012, 2013, 2014, 2015 and 2016 can be found at: <https://www.gov.uk/government/collections/crime-against-businesses>

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

# Development work

Pilot



## 2 Development work

### 2.1 Scoping and cognitive testing stage

In previous years, scoping interviews were undertaken in each sector to understand the need for any changes to proposed wording, additional questions or revisions to code frames. Cognitive testing was then conducted to ensure comprehension of new questions and current question wording. In 2017, a decision about which sectors to include was taken a bit later in the year and, as all four sectors had previously been interviewed and due to time constraints, these stages were not included.

### 2.2 Pilot stage

A pilot was undertaken between 4<sup>th</sup> and 12<sup>th</sup> September 2017, with businesses in all four sectors: Agriculture, Forestry and Fishing (A), Manufacturing (C), Wholesale and Retail (G) and Arts, Entertainment and Recreation (R). It was decided to interview smaller businesses (of 49 staff or fewer), which would be quicker than interviewing large businesses where it might be difficult to contact the most appropriate person. Also, due to the short fieldwork period, interviews were conducted only with those businesses who were either willing to receive the advance materials by email (rather than post) or proceed immediately to an interview and not receive the advance materials.

The sample was drawn from a commercially available business database. The aim of the pilot was to:

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

#### 2.2.1 Pilot findings

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

The average interview length (screener and main interview combined) was 20 minutes and 45 seconds, although this did vary substantially by sector (for example, the average interview length for Arts and Entertainment businesses was 25 minutes, compared with 17 minutes and 24 seconds in the Manufacturing sector).

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

The telephone interviewers provided feedback about the script. This was summarised by the Ipsos MORI research team and final recommendations for changes to the questionnaire were discussed with the Home Office and the CVS Steering Group. Details of all the changes made to the questionnaire in 2017 are described in the following chapter.

# Questionnaire

Changes between the 2016 and 2017 survey waves

# 3 Questionnaire

## 3.1 Structure of the questionnaire

### 3.1.1 Screener

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

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

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

### 3.1.2 Main survey

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

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

- Prevalence and incidence of this type of crime;
- Items stolen or damaged;
- Costs of crime, including financial loss;
- Action taken and reporting patterns (e.g. to Police); and
- Experience of intimidation following crime.

The Cyber-Crime section, after the final Victim Form, was asked of a random selection of 50 per cent of businesses with computers. It asked if businesses had experienced any cyber-related crimes, the value of loss or damage as a result of such crimes, whether the crime(s) were reported to the police or any other agency and about any preventative measures taken against cyber-related crimes. The next section, Anti-Social Behaviour, asked all businesses what types of anti-social behaviour (if any) they had experienced and about the impact this had on the business. The Crime Prevention section that followed then asked all businesses that were not selected to respond to the Cyber-Crime section<sup>5</sup> about any preventative measures that they have at the premises, whether the measures had been installed in the last 12 months and reasons for installing the measures.

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

## 3.2 Changes from 2016

Several changes were made to the questionnaire in 2017, mostly removing questions to reduce the questionnaire length to reduce survey burden on the respondents.

### 3.2.1 Additions and amendments

No additions were made and only minor changes to the wording and routing were introduced to reflect the different sectors interviewed in 2017. This included updating the list of endorsing bodies and changes to named contacts at the Home Office.

### 3.2.2 Removed questions

#### Background

**Personal use** – The question **P\_PERSONALUSE** asking whether any of the computers or devices owned by the business were also used to access personal emails, social media or personal bank accounts was removed.

**Animal counts** – Questions asking about the current headcount of all animals and livestock at the premises were removed (**ANIMCOUNT** and **ANIMCOUNTDK**).

#### Victim forms

**Organised crime** – A question **[crimetype]\_NUMBERORGANISED** was removed from most of the victim forms which asked how many of the crimes experienced were due to organised crime.

**Value of damage** – Questions asking about the total value in pounds of any damage experienced as a result of crime were removed (**[crimetype]\_VALUEDAMAGE** and **[crimetype]\_VALUEDAMAGE2**).

**Theft from self-service tills** – Two questions in the ‘theft by customers’ victim form, asking whether businesses had any self-service tills (**SELFSERV**) and whether they had experienced any theft from self-service tills (**I\_SELFSERVETHEFT** and **I\_SELFSERVETHEFT\_PERCENT**) were removed.

**Insurance** – A question **[crimetype]\_INSURANCE** was removed from each victim form which asked whether any insurance claims were made.

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<sup>5</sup> Fifty per cent of businesses that said they had a computer at **P\_COMPUTER** were randomly selected to answer the Cyber-Crime section of the survey.

**Break in** – A question **A\_BREAKIN** asking how the perpetrators accessed the building was also removed from each victim form.

Victim form F & G – Robbery

**Weapon type** – A series of questions **F\_WEAPONTYPENUMXXX** asking how many incidents involved the use of a weapon were removed.

**Injury type** – A series of questions **F\_INJURYTYPENUMXXX** asking how many incidents occurred in which employees were physically injured were also removed.

**Number of people** – The question **F\_PEOPLE** asking how many people were at the premises at the time of the robbery, including customers and staff, was removed.

Victim forms J and M – Theft and Fraud by employees

**Action taken** – Two questions **[crimetype]\_ACTION** and **[crimetype]\_NOACTION** were removed which asked whether any disciplinary action was taken against the employee responsible for the crime and if not, why disciplinary action was not taken against the employee.

Section P – Cyber crime

**Group of criminals** – A question **P\_GROUP** was removed which asked whether they thought the crime was committed by an individual working alone or a group such as a loosely knit group or an organised group of criminals. A further question, **P\_WHYGROUP**, was also removed which asked why they believed the perpetrators were a group of organised criminals.

Section R – Prevention

Different crime prevention methods were still addressed, but questions **R\_XXXCRIME** and **R\_XXXEFFECT** asking which specific crime had prompted the installation of a new measure and how effective they perceived it to be were removed. Questions, **R\_OTHPREVENT**, **R\_WHATOTHPREVENT**, **R\_OTHPREVENTINSTALL**, **R\_OTHERPROTECTPROMPT** and **R\_OTHERCRIME** asking about any additional prevention measures were removed.

Section S – Context

Several questions were removed from the 'Context' section including questions **S\_PUBLICWEEK**, **S\_PUBLICWEEKEND** and **S\_PUBLICNUM**, regarding public opening hours of the business, how much of a problem theft from customers is to the business **S\_THEFTCUST** and which police force in England and Wales the crime was reported to **S\_POLICEFORCE**, if applicable.

# Sampling

Design and preparation

# 4 Sampling

## 4.1 Sampling objectives

The objectives for the sample design in 2017 are listed below, with the following sections of the chapter describing how they were met:

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

## 4.2 Sample design

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

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

- **Business sector**, defined using SIC 2007. The sectors sampled in 2017 can be seen in the Introduction chapter above; and
- **Size band**, as defined by number of employees. Business premises<sup>6</sup> of all sizes in England and Wales are included. The six size bands used are 0-4; 5-9; 10-19; 20-49; 50-99; 100 or more.

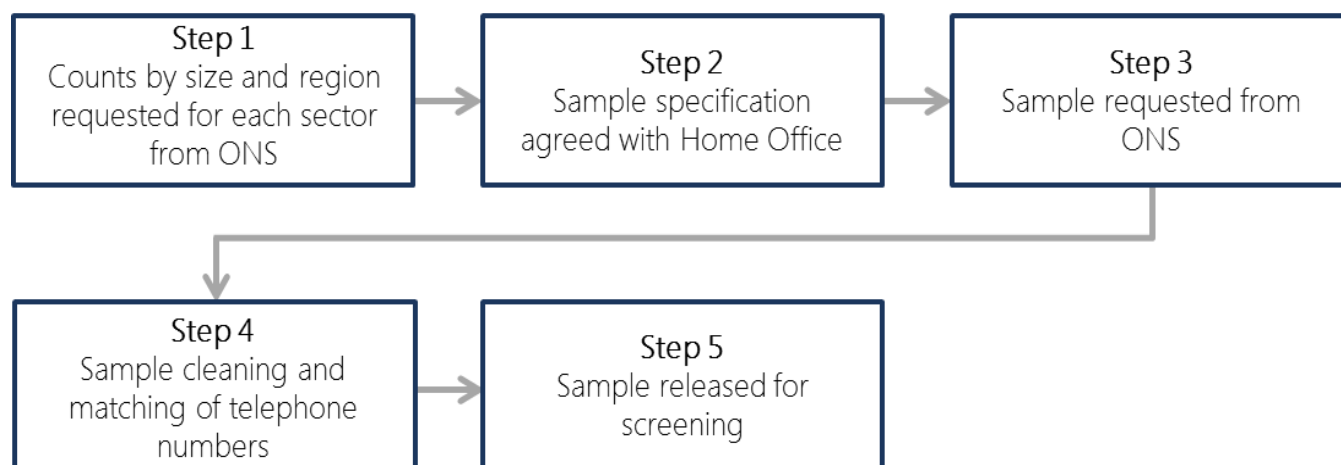
The information on industrial sector is reviewed by the ONS and is generally accurate on the IDBR. However, the information on premises size is prone to fluctuation and in some instances estimated. Inaccuracies therefore need to be dealt with during weighting using survey data (discussed in the Data Processing chapter below). Given the predominance of small businesses in the population, those in the largest size bands were over-sampled in 2017 – as in previous waves – to achieve sufficient numbers for analysis of the crimes experienced by large businesses. The sample was also designed to allow analysis by type of location (urban/rural) and region. This was achieved by ONS sorting the sampling frame by region<sup>7</sup> and by rural/urban indicators prior to sample selection. This also ensured the sample was representative for these characteristics.

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

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

<sup>6</sup> For survey purposes, business premises were defined as a single employer at premises which are not domestic.

<sup>7</sup> The regions used were: North East, North West, Yorkshire and the Humber, East Midlands, West Midlands, East of England, London, South East, South West and Wales.

**Figure 4.1: Flow chart showing the stages involved in sampling**

### 4.3 Sample request

The sampling process began with a request to the ONS for the latest ‘counts’ of business premises held on the IDBR in each of the four required sectors, by size band and region. This was used to refine the proposed sample design and to ensure the sample was statistically efficient<sup>8</sup>. Based on the counts supplied, assumptions were made about the size of the sample that needed to be drawn to achieve 1,000 interviews in each of the four sectors. In the Wholesale and Retail (G) and Agriculture (A) sectors, the assumptions were based on known matching rates (see section on matching below) and screening and main stage response rates achieved in previous waves. For the Manufacturing (C) and Arts and Recreation (R) sectors, the assumptions about the size of the sample required in order to achieve 1,000 interviews were based on the rates achieved by another agency when they conducted the survey, in 2012 and 2013 respectively. A sample specification was sent to the Home Office for approval, before being requested from the ONS.

### 4.4 Sample cleaning, matching and batching

#### 4.4.1 Sample received

Details for 23,943 businesses were received from the ONS as the sample frame for the 2017 CVS. The table below details the total sample received by Ipsos MORI for each sector, by size band. Tables showing the breakdown of sample received per sector by size band and region are shown in the Appendix.

<sup>8</sup> A statistically efficient sample is one which has the smallest possible confidence intervals (and therefore the lowest standard errors) for a sample of that size.



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

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture (A)</b>	3,498	607	397	356	263	161	<b>5,282</b>
<b>Manufacturing (C)</b>	3,130	806	539	494	353	468	<b>5,790</b>
<b>Wholesale and Retail (G)</b>	3,115	870	522	480	466	522	<b>5,975</b>
<b>Arts and Recreation (R)</b>	3,895	1,188	548	370	392	503	<b>6,896</b>
<b>Total</b>	<b>13,638</b>	<b>3,471</b>	<b>2,006</b>	<b>1,700</b>	<b>1,474</b>	<b>1,654</b>	<b>23,943</b>

#### 4.4.2 Matching process

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

The second step involved manually searching the internet by inputting the company name and first line of the address into a web browser. This was a very successful method for premises in the Wholesale and Retail (G) sector. However, if a number was not returned, the company name would be used in the search bar on its own to see if the business had recently moved premises. If a different address was found, the company name and new address would then be searched together, to confirm that the two were linked. If neither of these two methods were successful, two particular websites<sup>9</sup> known to hold accurate data were searched.

Of the 23,943 businesses received, 6,781 were held aside to form a reserve sample and these were not used in the 2017 study. In total, 17,162 cases were issued for matching.

#### 4.4.3 Cleaning

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

- Removing characters such as spaces, hyphens and brackets and adding in missing leading zeros to form a full UK phone number suitable for automated diallers;
- Removing '08' and premium rate telephone numbers to avoid potential market research conduct issues (in the case of Freephone numbers) and cost issues (fixed/premium rate numbers);
- Removing cases with duplicate telephone numbers (i.e. multiple premises of the same organisation);
- Removing telephone numbers with an invalid format;

<sup>9</sup> The two websites used in 2016 were [yelp.com](http://yelp.com) and [companycheck.com](http://companycheck.com)

- Screening against Ipsos MORI's "do not call" list and removing any numbers included on it. This is an essential compliance procedure that ensures people who have previously explicitly said not to call them ever again were removed from the sample; and
- Recoding sample variables such as sector and company size into a format suitable for the CATI script.

#### 4.4.4 Matching rates

Numbers were found for 13,293 of the 17,162 premises in the main sample, meaning 77% of the businesses in the main sample had a phone number (compared with 65% in 2016). Matching rates differed by sector and by size band. The table below shows how many telephone numbers were matched to the main sample for each sector, by size band.

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

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture, Forestry and Fishing (A)</b>	2,246	420	270	255	212	137	<b>3,540</b>
<b>Manufacturing (C)</b>	1,451	483	342	314	229	304	<b>3,123</b>
<b>Wholesale and Retail (G)</b>	1,773	610	379	339	326	377	<b>3,804</b>
<b>Arts, Entertainment and Recreation (R)</b>	1,335	421	318	222	241	289	<b>2,826</b>
<b>Total</b>	<b>6,805</b>	<b>1,934</b>	<b>1,309</b>	<b>1,130</b>	<b>1,008</b>	<b>1,107</b>	<b>13,293</b>

The lowest matching rate was obtained for the Arts and Recreation (R) sector, while the Agricultural (A) sector yielded the highest matching rate. The table below presents the matching rates for each sector, by size band.

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

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture, Forestry and Fishing (A)</b>	83%	90%	88%	93%	94%	94%	<b>86%</b>
<b>Manufacturing (C)</b>	69%	90%	96%	95%	97%	97%	<b>81%</b>
<b>Wholesale and Retail (G)</b>	74%	91%	95%	92%	91%	94%	<b>83%</b>
<b>Arts, Entertainment and Recreation (R)</b>	51%	53%	87%	90%	92%	86%	<b>61%</b>
<b>Total</b>	<b>70%</b>	<b>78%</b>	<b>92%</b>	<b>93%</b>	<b>93%</b>	<b>93%</b>	<b>77%</b>

#### 4.4.5 Batching

Following cleaning, the total matched sample file was divided into batches of various sizes before being loaded to the interviewing system for screening. Batching ensured that a steady flow of work was delivered to the interviewers and, more importantly, that each case in the sample received the attention needed to reach a final outcome (whether a completed interview or another final outcome such as a refusal). This is particularly important

in a random probability survey because all cases must have the same chance of ending in a successful interview: if they do not, then the risk of non-response bias is increased (see the chapter on Data Processing for a discussion about the non-response bias for the 2017 CVS). This ensures that part of the sample can be held in reserve if needed where response rates exceed expectations, without compromising sample representativeness.

Premises were allocated to batches by carrying out a random selection within the main sample, by sector and size. On average, the batches consisted of c.100 premises, as this batch size is flexible enough to allow fieldwork to progress and response to be monitored. This is discussed more in the Fieldwork chapter. All batches in 2017 were ultimately allocated to interviewers.

#### 4.4.6 Issued to screening stage

All of the successfully matched sample (13,293 premises) was released for screening (in batches) between 19<sup>th</sup> September and 14<sup>th</sup> November 2017. The table below details the total cases released for each sector, by size band. Tables showing the cases released for screening per sector, by size band and region can be seen in the Appendix.

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

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture, Forestry and Fishing (A)</b>	2,246	420	270	255	212	137	<b>3,540</b>
<b>Manufacturing (C)</b>	1,451	483	342	314	229	304	<b>3,123</b>
<b>Wholesale and Retail (G)</b>	1,773	610	379	339	326	377	<b>3,804</b>
<b>Arts, Entertainment and Recreation (R)</b>	1,335	421	318	222	241	289	<b>2,826</b>
<b>Total</b>	<b>6,805</b>	<b>1,934</b>	<b>1,309</b>	<b>1,130</b>	<b>1,008</b>	<b>1,107</b>	<b>13,293</b>

# Fieldwork

Interviewing and fieldwork management

# 5 Fieldwork

## 5.1 Overview

The Commercial Victimization Survey (CVS) is split between a screening and a main stage interview, which overlap. The content of each in 2017 is described in more detail in the Questionnaire chapter above. The screening stage took place between 19<sup>th</sup> September and 7<sup>th</sup> December 2017 and the main stage interviewing also began on the 19<sup>th</sup> September and ran until the 22<sup>nd</sup> December 2017. The main stage fieldwork began at the same time as the screening stage to maintain engagement by reducing the gap between premises first being contacted, respondents filling in the Experience of Crime Sheet (ECS) and respondents completing the interview. It may also have been possible during a long delay between these stages for the contacted person to have left the business, which could have negatively impacted on response and fieldwork efficiency.

Fieldwork for the 2017 survey took place slightly later in the year compared with the 2016 survey, with more completed interviews occurring closer to the Christmas period in 2017. This could have an effect on levels of reported incidence, particularly in the retail sector, with an increase in crime in the pre-Christmas period and more accurate reporting of these recent crimes from respondents compared to reporting of crimes committed earlier in the 12 month period covered by the survey. Table 5.1 below shows how interviews were distributed during the fieldwork period by month for both 2016 and 2017 and also shows a further breakdown for the Wholesale and Retail sector as this was the only sector included in both survey years.

As noted in the response chapter, response rates there are based on the sector indicated in the sample frame. The table below shows details for the Wholesale and Retail sector after allowing interviewers to change the sector of a business if the description the respondent gave about the main activity (at MAINACTIVITY) differed from the sector indicated in the sample frame.

**Table 5.1: Completed interviews by month, all sectors and wholesale and retail sector, 2016 and 2017**

	2016 all sectors	2017 all sectors	2016 wholesale and Retail	2017 wholesale and Retail
<b>August</b>	16	0	6	0
<b>September</b>	531	131	241	24
<b>October</b>	1,209	568	467	242
<b>November</b>	1,207	2,149	414	631
<b>December</b>	0	1,179	0	156
<b>Total</b>	<b>2,963</b>	<b>4,027</b>	<b>1,128</b>	<b>1,053</b>

## 5.2 Advance materials

Following screening, during which the eligibility of the business at the sampled address was established, advance materials were sent to the most appropriate contact. As in 2016, the advance materials consisted of a letter and the Experience of Crime Sheet (ECS), both of which are described in detail below.

### 5.2.1 Advance letter

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

- An explanation for why the Home Office wanted businesses to take part in the survey;

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

The endorsements were obtained from relevant organisations and trade bodies by the Home Office. All the advance letters carried an endorsement by the Federation of Small Businesses (FSB), as well as the logo. The letter to businesses in the Agriculture, Forestry and Fishing (A) also carried endorsements by the National Farmers' Union (NFU) and the Tenant Farmers Association (TFA). The letter to businesses in the Arts, Entertainment and Recreation (R) sector was endorsed by the Department for Digital, Culture, Media & Sport (DCMS) and the Museums Association. The Wholesale and Retail (G) sector carried an endorsement by the Association of Convenience Stores (ACS). The letter to businesses in the Manufacturing (C) sector was also endorsed by EEF, the Manufacturing Technologies Association (MTA) and the Institute of Manufacturing. An example of the letter sent in 2017 to businesses in the Wholesale and Retail (G) sector can be seen in the Appendix below.

### 5.2.2 Experience of Crime Sheet

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

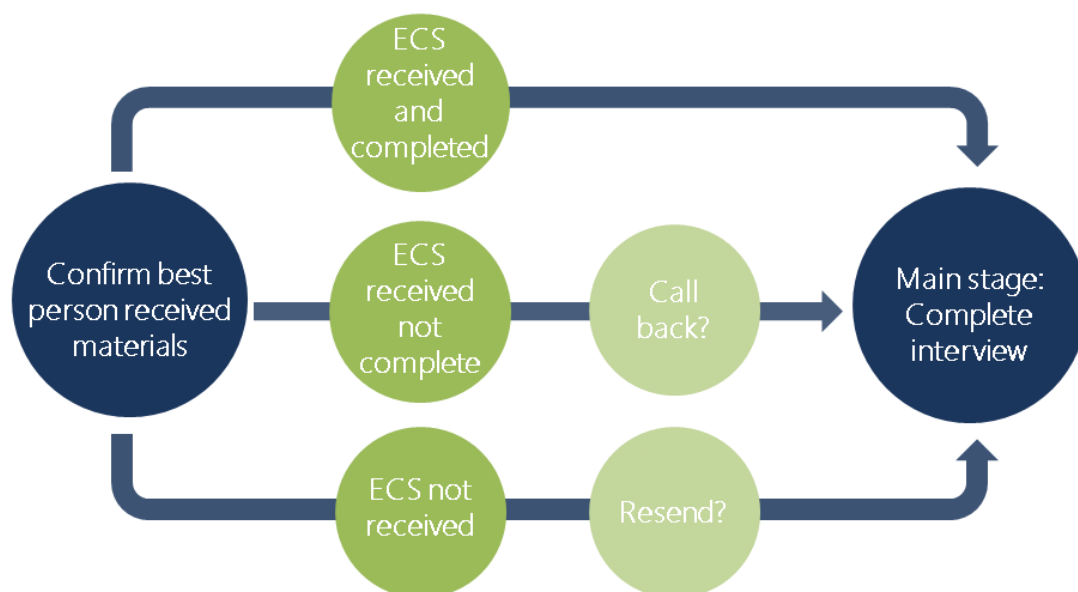
The same four questions for each type of crime recorded by the survey were asked in the ECS:

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

As in 2016, respondents were asked for an email address so that the advance letter with a link to an online version of the ECS could be sent to them. A unique seven or eight-digit number was given to each business so they could access the online ECS. If the respondent completed the ECS online, the answers were fed into the script and confirmed or amended during the CATI interview (as described in the Questionnaire chapter above).

### 5.2.3 Completing the interview

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

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

### 5.3 Interviewer briefings

All of the CATI interviews for both screening and the main stage were conducted from Ipsos MORI's telephone interviewing centre in Edinburgh. Two formal briefings (one each for the pilot and mainstage) were conducted by the researchers over the course of 2017 with the telephone interviewers. The briefings were designed to inform the telephone interviewers about the:

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

The first briefing was held over the telephone on the 1<sup>st</sup> September 2017 with the telephone centre manager and supervisors involved in the project, and interviewers that had worked on the 2015 and/or 2016 CVS. The second and final briefing for the mainstage was held face-to-face with the same supervisory staff and interviewers in Edinburgh on the 19<sup>th</sup> September 2017.

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

## 5.4 Fieldwork management

### 5.4.1 Batch release and queue control

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

### 5.4.2 Minimum try counts and calling patterns

The 'minimum try count' denotes the number of attempts any one lead must receive before it is abandoned, unless a final outcome is received before (for example a refusal, or invalid number). There is more detail on the final outcome codes for both the screening and main stages in the Response chapter below. No minimum try count was set in 2017 until the later stages of fieldwork, when it was set to 10 calls. The minimum try count does not mean that a lead is necessarily abandoned if all attempted calls have gone unanswered 10 times. For example, if the tenth call ends in a 'soft appointment' then another attempt will be made.

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



# Response

Response rates achieved and non-response bias

## 6 Response

### 6.1 Improving response

Several tasks were undertaken in 2016 to increase trust in the survey and to improve response, which were repeated or re-used in 2017. These are detailed below:

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

**Website** – In 2016, a website was developed to provide more detailed information about the CVS than could be mentioned in the advance letter and this was updated for the 2017 survey. Respondents were directed to look at the website from the advance letter, and interviewers were instructed to mention it, to provide reassurance about the authenticity of the survey. It was hoped that the website would increase trust in the survey and therefore improve response. The survey website can be accessed here: <http://cvs.ipsos-mori.com/>.

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

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

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

**Re-issues** – The research team closely monitored the number and type of refusals being recorded during the 2017 fieldwork. This meant that businesses giving particular types of refusal could then be targeted more accurately during a re-issue stage, to try to convert them to a successful interview. For example, businesses that first refused by saying they had not experienced any crime were targeted by interviewers tasked with explaining that their views were still important to the Home Office. The following table provides more detail:

**Table 6.1: Successfully re-issued sample and conversion rates**

	<b>Number re-issued</b>	<b>Successfully converted to a full interview</b>	<b>Conversion rate (%)</b>
<b>Refused: Other</b>	1,252	149	12
<b>Refused: no crime experienced (but successfully screened)</b>	46	16	35
<b>Eligible but identified respondent unavailable during fieldwork</b>	278	11	4
<b>Ineligible: communication difficulty</b>	40	7	18
<b>Deadwood: fax (where second telephone number was available)</b>	120	8	7
<b>Other ineligible or deadwood (where second telephone number was available)</b>	1,448	87	6
<b>Total</b>	<b>3,184</b>	<b>278</b>	<b>9</b>

In 2017, we reissued a lot more cases than in 2016, especially apparently ineligible or deadwood cases. While this reduced the overall conversion rate, it increased the number of successful conversions.

## 6.2 Reporting response in 2017

As noted in the Questionnaire chapter, changes to the CATI script were made in 2016, which remained in 2017, to allow interviewers to change the sector of a business if the description the respondent gave about the main activity (at MAINACTIVITY) differed from the sector indicated in the sample frame. Interviewers could alter the sector of a participating business or, if the description did not match any of the three sectors, end the interview. A table showing the changes between sectors, and how many businesses were screened out as they were found not to be in any of the four sectors being surveyed, is provided in the Appendix.

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

## 6.3 Screening stage response

Of the 13,293 premises that were issued for interviewing in 2017, 7,959 respondents consented to being sent the advance materials as part of the screening stage. The table below shows how many were successfully screened in each sector, by size band.

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

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture (A)</b>	1,028	254	174	181	152	97	<b>1,886</b>
<b>Manufacturing (C)</b>	645	332	270	245	163	231	<b>1,886</b>
<b>Wholesale and Retail (G)</b>	926	448	282	268	260	305	<b>2,489</b>
<b>Arts and Recreation (R)</b>	544	296	247	180	193	238	<b>1,698</b>
<b>Total</b>	<b>3,143</b>	<b>1,330</b>	<b>973</b>	<b>874</b>	<b>768</b>	<b>871</b>	<b>7,959</b>

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

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

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture (A)</b>	46%	60%	64%	71%	72%	71%	<b>53%</b>
<b>Manufacturing (C)</b>	44%	69%	79%	78%	71%	76%	<b>60%</b>
<b>Wholesale and Retail (G)</b>	52%	73%	74%	79%	80%	81%	<b>65%</b>
<b>Arts and Recreation (R)</b>	41%	70%	78%	81%	80%	82%	<b>60%</b>
<b>Total</b>	<b>46%</b>	<b>69%</b>	<b>74%</b>	<b>77%</b>	<b>76%</b>	<b>79%</b>	<b>60%</b>

Each attempted call at the screening stage was given an 'outcome code'. As mentioned in the Fieldwork chapter above, premises receiving an interim outcome code would be called until a final outcome code was given to the business (or, in the later stages of fieldwork, until the minimum try count of 10 calls was reached). Full details on the outcome codes given during the screening stage are summarised in the table below. There were 2,391 premises in 2017 described as 'deadwood' or potentially ineligible for the survey. This includes businesses based at residential premises (with no commercial premises). As the CVS is a telephone survey we cannot be certain if premises we cannot contact for screening are eligible or ineligible, though it is highly likely that most of these cases were ineligible. Depending on which of these cases we consider to be out of scope for the survey, the true screener rate lies somewhere between 60 and 73 per cent.

Table 6.4: Sample outcome codes for the 2017 CVS screening stage

	n	%
<b>Total loaded sample</b>	13,293	100.0%
<b>Successfully screened</b>	7,959	59.87%
<b>DEADWOOD</b>	1,067	8.03%
Deadwood - Bad Number / Dead Number	952	7.16%
Deadwood - Correct Business - Different Branch - DK/Refused Phone Number	18	0.14%
Deadwood – Fax	97	0.73%
<b>ELIGIBLE</b>	1,411	10.61%
Eligible - Not Willing to Give Name	9	0.07%
Eligible used sample - Interview rejected	46	0.35%
Eligible used sample – Refusal	818	6.15%
Eligible used sample - Refusal (Head Office policy)	184	1.38%
Eligible used sample - Respondent unavailable during fieldwork	304	2.29%
Eligible used sample - Stopped / abandoned interview	50	0.38%
<b>INELIGIBLE</b>	1,324	9.96%
Ineligible - Branch Closed Down	106	0.80%
Ineligible - Communication difficulty	19	0.14%
Ineligible - Incorrect Company	362	2.72%
Ineligible - No Commercial Premises	585	4.40%
Ineligible - Not correct sector	0	0%
Ineligible - Residential number	252	1.90%
<b>UNKNOWN</b>	1,532	11.52%
Unknown - Answer machine	652	4.90%
Unknown – Appointment	378	2.84%
Unknown - Engaged/Busy	18	0.14%
Unknown - No answer	484	3.64%
<b>Conversion rate (total completes / total loaded sample)</b>		<b>59.9%</b>
<b> Screener rate 1 (excluding ineligible)</b>		<b>66.5%</b>
<b> Screener rate 2 (excluding deadwood and ineligible)</b>		<b>73.0%</b>

## 6.4 Main stage response

Of the 7,959 cases that were issued to the main stage of interviewing from screening, 4,027 successfully completed an interview. This 'interview rate' differed by sector and by size band. The table below shows how many were successfully interviewed for each sector, by size band.

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

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture (A)</b>	610	129	92	92	73	54	<b>1,050</b>
<b>Manufacturing (C)</b>	331	191	153	119	82	114	<b>990</b>
<b>Wholesale and Retail (G)</b>	390	197	114	118	91	113	<b>1,023</b>
<b>Arts and Recreation (R)</b>	276	177	158	114	122	117	<b>964</b>
<b>Total</b>	<b>1,607</b>	<b>694</b>	<b>517</b>	<b>443</b>	<b>368</b>	<b>398</b>	<b>4,027</b>

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

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

	0-4	5-9	10-19	20-49	50-99	100+	Total
<b>Agriculture (A)</b>	59%	51%	53%	51%	48%	56%	<b>56%</b>
<b>Manufacturing (C)</b>	51%	58%	57%	49%	50%	49%	<b>52%</b>
<b>Wholesale and Retail (G)</b>	42%	44%	40%	44%	35%	37%	<b>41%</b>
<b>Arts and Recreation (R)</b>	51%	60%	64%	63%	63%	49%	<b>57%</b>
<b>Total</b>	<b>51%</b>	<b>52%</b>	<b>53%</b>	<b>51%</b>	<b>48%</b>	<b>46%</b>	<b>51%</b>

Full details on the outcome codes given during the main stage are summarised in the table below. In total, 4,027 interviews were completed constituting a 51 per cent conversion rate (from the screening stage). Once a small number of ineligible cases were excluded, the final response rate in 2017 was 53 per cent. This compares with a 47 per cent conversion rate and a 49 per cent response rate in 2016.

Table 6.7: Sample outcome codes for 2017 CVS main stage, by sector

	TOTAL	AGRI-CULTURE (A)	MANU-FACTURING (C)	WHOLESALE & RETAIL (G)	ARTS & RECREATION (R)
<b>Total loaded sample</b>	7,959	1,886	1,886	2,489	1,698
<b>Complete interview</b>	4,027	1050	990	1023	964
<b>DEADWOOD</b>	93	8	8	67	10
Deadwood - Bad Number/Dead Number	90	6	7	67	10
Deadwood - Correct Business - Different Branch - DK/Refused Phone Number	1	1	-	-	-
Deadwood – Fax	2	1	1	-	-
<b>ELIGIBLE</b>	2,093	289	683	662	459
Eligible – Not Willing to Give Name	7	-	1	6	-
Eligible – Interview rejected	5	5	-	-	-
Eligible used sample – Refusal	1,079	147	297	443	192
Eligible used sample - Refusal (Head Office policy)	488	87	137	161	103
Eligible used sample - Respondent unavailable during fieldwork	476	34	243	43	156
Eligible used sample - Stopped / abandoned interview	38	16	5	9	8
<b>INELIGIBLE</b>	200	69	41	34	56
Ineligible - Communication difficulty	16	4	5	2	5
Ineligible - Branch Closed Down	29	18	6	2	3
Ineligible - Incorrect Company	46	15	5	14	12
Ineligible - No Commercial Premises	52	12	9	9	22
Ineligible - Not correct sector	42	12	14	7	9
Ineligible - Residential number	15	8	2	-	5
<b>UNKNOWN</b>	1,546	470	164	703	209
Unknown - Answer machine	407	138	75	88	106
Unknown – Appointment	769	251	6	508	4
Unknown - Engaged/Busy	21	6	3	8	4
Unknown - No answer	349	75	80	99	95
<b>Conversion rate (total completes / total loaded sample)</b>	<b>50.6%</b>	<b>55.7%</b>	<b>52.5%</b>	<b>41.1%</b>	<b>56.8%</b>
<b>Response rate</b>	<b>52.5%</b>	<b>58.0%</b>	<b>53.9%</b>	<b>42.8%</b>	<b>59.1%</b>

(excluding  
deadwood)

ineligible

and

## 6.5 Completion of online Experience of Crime Sheet

Of the 4,027 successful interviews in 2017, 507 (13 per cent) had completed the Experience of Crime Sheet (ECS) online and a further 389 businesses (ten per cent) completed the paper version. Overall, 22 per cent completed the ECS either online or on paper in 2017.



# Data processing

Data cleaning, coding and weighting

# 7 Data Processing

## 7.1 Data preparation and cleaning

The Computer Assisted Telephone Interview (CATI) questionnaire controls the flow of the questionnaire and sample information and answers to questions are used to establish which questions respondents are asked later in the interview. Thorough checks of the script prior to fieldwork ensures that the data are collected only when they should be. Therefore, the majority of the data cleaning comprised removing unwanted variables from the data, re-labelling variables into a useable format and recoding 'Don't know' and 'Refused' responses alongside the original question. The final SPSS file produced consisted of 4,027 records.

### 7.1.1 Coding

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

### 7.1.2 Derived variables

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

### 7.1.3 Outliers and imputation

Prior to analysis of the data for publication, some data imputation took place to handle outliers and missing data. For details, please see the Technical Annex of the 2017 Crime Against Businesses bulletin<sup>10</sup>.

## 7.2 Weighting

Weights are needed to correct for unequal selection probabilities and non-response bias. For example, in each of the four sectors, larger premises had a higher chance of being selected in the 2017 CVS sample than smaller premises due to being over-sampled in order to ensure sufficient numbers for analysis of larger premises. Non-response bias occurs when premises that do respond to the survey are systematically different to premises that do not. In the CVS, this can occur due to differential matching rates, non-contacts and refusals. The weights adjust the data to make the achieved sample representative of the survey population.

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<sup>10</sup> The Technical Annex can be found at this webpage:

The overall weighting design for the 2017 CVS followed the same design as that for the 2016 survey. Weighting was completed in four stages:

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

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

### 7.2.1 Design weights (and trimming)

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

These weights are then trimmed. It is standard practice for business surveys to adjust the selection weights for businesses, or premises in this instance, that turn out to be larger or smaller than expected from the sampling frame, so that they belong in a different stratum to the one in which they were originally sampled. This is described in Purdon et al.<sup>11</sup> but, in summary, if no adjustment is made then this leads to problems for analysis. This is because estimates are skewed towards those premises that are larger than expected because they have much larger weights than others in the same size band. In addition, premises that are smaller than expected have minimal influence on the estimates as their weights are much smaller than others in the same size band. In 2017 this trimming also accounted for movement between sectors.

The design weights above were trimmed using the same approach as that used in 2016. Weights were trimmed if the expected weight (based on interviewer recorded number of employees) was different from the sample-selection weight by a factor of two:

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

Trimming was undertaken for 538 weights (13.4 per cent of the responding sample). Trimming the design weights improves sample efficiency, particularly when conducting analysis by size.

### 7.2.2 Eligibility weights

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

The model was fitted for all cases with known eligibility, comparing eligible cases (respondents and eligible non-respondents) against ineligible cases. The predictor variables in the model were SIC2007 division, legal status,

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<sup>11</sup> Purdon, S. (2008) Methodological Review of Research with Large Businesses, Paper 5: Data Preparation and Analysis Issues for Quantitative Surveys. London: HM Revenue & Customs Report 60.

whether the business had more than one site and employee size band (all taken from the sampling frame<sup>12</sup>). The model is used to predict the probability of being eligible ( $p_1$ ) for all premises with unknown eligibility. The full model output is given below.

**Table 7.1: Output from the eligibility model**

	<b>B</b>	<b>S.E.</b>	<b>Wald</b>	<b>df</b>	<b>Sig.</b>	<b>Exp (B)</b>
<b>Size band from IDBR</b>			315.0	5	.000	
0-4 employees	-2.166	.564	14.8	1	.000	.11
5-9 employees	-.846	.569	2.2	1	.137	.43
10-19 employees	-.711	.576	1.5	1	.217	.49
20-49 employees	.245	.620	0.2	1	.692	1.28
50 -99 employees	-.120	.713	0.0	1	.867	.89
100+ employees					baseline	1.00
<b>SIC07 Division</b>			112.6	18	.000	
Crop and animal production, hunting and related service activities (1)	-.427	.163	6.9	1	.009	.65
Forestry and logging (2) & Fishing and aquaculture (3)	-1.487	.315	22.2	1	.000	1.97
Wholesale and retail trade and repair of motor vehicles and motorcycles (45)	-.144	.168	0.7	1	.392	.50
Wholesale trade, except of motor vehicles and motorcycles (46)	-.694	.158	19.3	1	.000	.84
Retail trade, except of motor vehicles and motorcycles (47)	-.176	.153	1.3	1	.251	.36
Creative, arts and entertainment activities (90)	-1.010	.201	25.2	1	.000	1.86
Libraries, archives, museums and other cultural activities (91)	.619	.661	0.9	1	.349	.47
Gambling and betting activities (92)	-.746	.513	2.1	1	.147	.69
Sports activities and amusement and recreation activities (93)	-.366	.198	3.4	1	.065	.23
Manufacture of food products (10)	-.058	.338	0.0	1	.865	.94
Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials (16)	-.109	.310	0.1	1	.725	.90

<sup>12</sup> Prior to 2015, the model used region, sector and size only. For the 2017 CVS we fitted the same models that were fitted for the 2016 CVS.

Printing and reproduction of recorded media (18)	-.529	.238	4.9	1	.026	.59
Manufacture of rubber and plastic products (22)	.676	.456	2.2	1	.138	.82
Manufacture of fabricated metal products, except machinery and equipment (25)	-.195	.210	0.9	1	.354	1.13
Manufacture of machinery and equipment (28)	.121	.358	0.1	1	.735	.99
Manufacture of furniture (31)	-.009	.363	0.0	1	.981	.86
Other manufacturing (32)	-.147	.270	0.3	1	.585	.36
Repair and installation of machinery and equipment (33)	-1.034	.234	19.5	1	.000	.87
Grouped smaller manufacturing Divisions					baseline	1.00
<b>Legal status from IDBR</b>			67.3	2	.000	
Company (incl. Building Society)	-.224	.092	5.9	1	.016	.80
Sole Proprietor	-.678	.091	55.5	1	.000	.51
Partnership					baseline	1.00
Business is part of a multi-site organisation	.446	.105	18.0	1	.000	1.56
<b>Region</b>			34.2	9	.000	
North East	-.391	.201	3.8	1	.052	.68
North West	-.373	.155	5.8	1	.016	.69
Yorkshire & Humber	-.280	.160	3.1	1	.079	.76
East Midlands	-.484	.159	9.3	1	.002	.62
West Midlands	-.219	.159	1.9	1	.167	.80
Eastern	-.499	.152	10.8	1	.001	.61
London	-.683	.155	19.5	1	.000	.51
South East	-.603	.146	17.1	1	.000	.55
South West	-.392	.149	7.0	1	.008	.68
Wales					baseline	1.00
<b>Intercept</b>	4.249	.595	51.0	1	.000	70.06

**Notes:**

1. The response is 1 = respondents and non-respondents with known eligibility, 0 = ineligible cases.
2. Model is weighted by the design weight
3. R squared (Cox and Snell) = 0.103
4. B is the estimate coefficient with standard error S.E. The Wald-test measures the impact of the categorical variable on the model with the appropriate number of degrees of freedom df. If the test is significant (sig < 0.05) then the categorical variable is considered to be 'significantly associated' with the response variable.
5. The Wald test for each level of the categorical variable is also shown. This tests the difference between that level and the baseline category.

### 7.2.3 Non-response weights

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

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

**Table 7.2: Output from the non-response model**

	B	S.E.	Wald	df	Sig.	Exp (B)
<b>Size band from IDBR</b>			247.3	5	.000	
0-4 employees	-.583	.142	16.9	1	.000	.56
5-9 employees	.013	.144	0.0	1	.926	1.01
10-19 employees	.112	.147	0.6	1	.446	1.12
20-49 employees	.143	.153	0.9	1	.349	1.15
50 -99 employees	-.017	.185	0.0	1	.929	.98
100+ employees					baseline	1.00
<b>Region from IDBR</b>			47.5	9	.000	
North East	.060	.117	0.3	1	.610	1.06
North West	-.218	.089	6.0	1	.014	.80
Yorkshire and The Humber	-.088	.091	0.9	1	.338	.92
East Midlands	-.104	.094	1.2	1	.272	.90
West Midlands	-.161	.090	3.2	1	.075	.85
Eastern	-.038	.089	0.2	1	.674	.96
London	-.434	.091	22.5	1	.000	.65
South East	-.072	.085	0.7	1	.398	.93
South West	-.018	.087	0.0	1	.834	.98
Wales					baseline	1.00
<b>SIC07 section from IDBR</b>			95.5	18	.000	
Crop and animal production, hunting and related service activities (1)	-.046	.099	0.2	1	.640	.95
Forestry and logging (2) & Fishing	-.171	.296	0.3	1	.564	.84

and aquaculture (3)						
Wholesale and retail trade and repair of motor vehicles and motorcycles (45)	-.260	.098	7.0	1	.008	.77
Wholesale trade, except of motor vehicles and motorcycles (46)	-.213	.092	5.4	1	.021	.81
Retail trade, except of motor vehicles and motorcycles (47)	-.286	.085	11.4	1	.001	.75
Creative, arts and entertainment activities (90)	-.700	.158	19.6	1	.000	.50
Libraries, archives, museums and other cultural activities (91)	.803	.256	9.8	1	.002	2.23
Gambling and betting activities (92)	-1.383	.251	30.5	1	.000	.25
Sports activities and amusement and recreation activities (93)	-.033	.114	0.1	1	.770	.97
Manufacture of food products (10)	.147	.176	0.7	1	.403	1.16
Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials (16)	-.417	.197	4.5	1	.035	.66
Printing and reproduction of recorded media (18)	.003	.165	0.0	1	.988	1.00
Manufacture of rubber and plastic products (22)	-.034	.192	0.0	1	.859	.97
Manufacture of fabricated metal products, except machinery and equipment (25)	-.335	.127	6.9	1	.008	.72
Manufacture of machinery and equipment (28)	-.109	.193	0.3	1	.571	.90
Manufacture of furniture (31)	-.038	.212	0.0	1	.858	.96
Other manufacturing (32)	.054	.181	0.1	1	.764	1.06
Repair and installation of machinery and equipment (33)	-.195	.176	1.2	1	.268	.82
Grouped smaller manufacturing Divisions					baseline	1.00
<b>Legal status from IDBR</b>			50.8	2	.000	
Company (incl. Building Society)	-.426	.061	49.4	1	.000	.65
Sole Proprietor	-.210	.067	9.8	1	.002	.81
Partnership					baseline	1.00
<b>Intercept</b>	-.006	.179	0.0	1	.975	.99

**Notes:**

1. The response is 1 = respondents, 0 = non-respondents with known eligibility and cases with unknown eligibility.
2. Model is weighted by the 'base' weight
3. R squared (Cox and Snell) = 0.030
4. B is the estimate coefficient with standard error S.E. The Wald-test measures the impact of the categorical variable on the model with the appropriate number of degrees of freedom df. If the test is significant (sig < 0.05) then the categorical variable is considered to be 'significantly associated' with the response variable.
5. The Wald test for each level of the categorical variable is also shown. This tests the difference between that level and the baseline category.

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

#### 7.2.4 Calibration weights

The final step was to calibrate the weights generated thus far to bring the distribution of the responding cases closer to that of the population. This step was complicated by the need to allow for the survey eligibility criteria: premises without employees and those based at residential premises (with no other commercial premises) were out of scope for the 2017 CVS. Producing calibration weights that adjusted the (weighted) achieved sample directly to control totals (counts) from the IDBR would produce biased estimates, as the control totals would include premises that were out of scope for the study. For this reason, ineligible cases and cases with unknown eligibility were included in the calibration. Non-respondents who were eligible were excluded (as these cases are represented by respondents once the non-response weights are applied). The pre-calibration weights are detailed in the table below.



**Table 7.3: Pre-calibration weights used in the 2017 CVS**

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

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

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

After calibration, any non-responding premises were dropped from the dataset. The calibrated weight for respondents is the final weight for the 2017 CVS. Scaled versions of the main weight were calculated for sector-specific analysis. These weights sum to the actual interviewed sample size for each sector and have zero values for cases from all other sectors.

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

### 7.2.5 Impact of the weights

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

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

	Employee size band (from interview)	Actual sample size	Effective size using weights	sample final	Design factor using final weights
<b>Agriculture (A)</b>	0-4	576		535	1.04
	5-9	167		119	1.19
	10-19	95		71	1.16
	20-49	87		62	1.18
	50-99	44		39	1.06
	100+	50		45	1.06
	<b>Overall</b>	<b>1,019</b>		<b>858</b>	<b>1.09</b>
<b>Wholesale and Retail (G)</b>	0-4	331		311	1.03
	5-9	241		219	1.05
	10-19	133		124	1.04
	20-49	137		113	1.10
	50-99	91		80	1.07
	100+	120		107	1.06
	<b>Overall</b>	<b>1,053</b>		<b>953</b>	<b>1.05</b>
<b>Arts and Recreation (R)</b>	0-4	188		144	1.14
	5-9	186		122	1.24
	10-19	163		109	1.22
	20-49	193		128	1.23
	50-99	104		72	1.20
	100+	130		80	1.28
	<b>Overall</b>	<b>964</b>		<b>652</b>	<b>1.22</b>
<b>Manufacturing (C)</b>	0-4	252		227	1.05
	5-9	191		170	1.06
	10-19	150		132	1.07
	20-49	170		150	1.06
	50-99	85		76	1.06
	100+	143		128	1.06
	<b>Overall</b>	<b>991</b>		<b>883</b>	<b>1.06</b>

### 7.3 Margins of error

The margins of error that would be expected for survey estimates of 50 per cent in each of the three sectors are shown in the table below. The actual sample size is shown, as well as the effective sample size and associated

confidence intervals. Hence for the Agriculture (A) sector, a survey estimate of 50 per cent means 95 times out of 100 the true population value is expected to lie in the interval (46.7 percent - 53.3 per cent).

**Table 7.5: Design factor and confidence intervals for survey estimates of 50 per cent in the 2017 survey**

	Achieved sample size	Effective sample size	Estimated design factor (deft)	Confidence interval	Lower limit	Upper limit
<b>Agriculture (A)</b>	1,019	858	1.09	3.3	46.7	53.3
<b>Wholesale and Retail (G)</b>	1,053	953	1.05	3.2	46.8	53.2
<b>Arts and Recreation (R)</b>	964	652	1.22	3.8	46.2	53.8
<b>Manufacturing (C)</b>	991	883	1.06	3.3	46.7	53.3

# Appendices

Questionnaire, survey materials

and full sample details

# 8 Appendices

## 8.1 Questionnaire

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# SCREENING QUESTIONS

## INTRO (was INTRO1)

DISPLAY TO ALL

INFO SCREEN

[SECTOR AND COMPANY SIZE FROM SAMPLE]

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

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

The study is endorsed by the [Department for Digital, Culture, Media and Sport (DCMS) and the Museums Association IF SAMPLESECTOR = 6][Manufacturing Technologies Association, the Manufacturers' Organisation (EEF) and the Institute of Manufacturing IF SAMPLESECTOR = 9][National Farmers' Union and the Tenant Farmers Association IF SAMPLESECTOR = 1 ][Association of Convenience Stores IF SAMPLE SECTOR = 4] as well as by the Federation of Small Businesses.

At this stage we would just like to collect some contact details, so that we can send an email or letter explaining the research.

**READ ONLY IF ASKED:** To check the authenticity of this survey after I have spoken to you, you can contact Rosanna Currenti in the Crime and Policing statistics team at the Home Office by calling her direct line 020 7035 5618.

## CONFIRMBUSINESS (was Q0)

ASK ALL

SINGLE CODE

Before I go ahead, please can I confirm that this is [COMPANY NAME FROM SAMPLE] at [ADDRESS FROM SAMPLE]?

**INTERVIEWER: IF NAME OF BUSINESS OR ADDRESS IS SLIGHTLY DIFFERENT BUT IT IS OPERATING AS THE SAME COMPANY AT THE SAME LOCATION PLEASE CODE NO TO CHANGE**

1. Yes
2. No

## INCORRECTBUSINESS (Was Q0A)

ASK IF NOT CORRECT BUSINESS (CONFIRMBUSINESS = 2)

SINGLE CODE EXCEPT ALLOW MULTI CODE FOR 1 & 2

**INTERVIEWER: ASK OR RECORD WHICH OF THE FOLLOWING APPLIES:**

1. Error in address but otherwise correct business
2. Error in company name but otherwise correct business
3. Correct business but different branch / location (including Head Offices)
4. Correct business but now completely closed
5. Business now at new address but telephone number is correct
6. Completely different business
7. No business based at the sampled address – residential address
8. Other (specify)

[SCRIPTER, IF CODE 3, COLLECT TELEPHONE NUMBER, ASSIGN IT TO THIS BUSINESS, CLOSE INTERVIEW, RECORD INTERIM OUTCOME 'CORRECT BUSINESS BUT DIFFERENT BRANCH' AND RESET TRYCOUNT]

[SCRIPTER, IF CODE 4, CLOSE INTERVIEW AND RECORD OUTCOME 'BRANCH CLOSED DOWN']  
 [SCRIPTER, IF CODE 6, CLOSE INTERVIEW AND RECORD OUTCOME 'INCORRECT COMPANY']  
 [SCRIPTER, IF CODE 7, CLOSE INTERVIEW AND RECORD OUTCOME 'RESIDENTIAL NUMBER']  
 [SCRIPTER, IF CODE 8, CLOSE INTERVIEW AND RECORD OUTCOME 'OTHER INCORRECT BUSINESS']

**CORRECTCOMPNAME (new)**

ASK IF INCORRECT COMPANY NAME (INCORRECTBUSINESS = 2)

OPEN

Please could you tell me the correct company name?

**WRITE IN COMPANY NAME** \_\_\_\_\_

[SCRIPTER, THE NEW NAME NEEDS TO OVERRIDE THAT IN THE SAMPLE SO THAT THE CORRECT COMPANY NAME IS USED ON ADVANCE MATERIALS]

**CORRECTADDRESS (new)**

ASK IF INCORRECT COMPANY ADDRESS OR COMPANY HAS MOVED TO NEW ADDRESS  
 (INCORRECTBUSINESS = 1 OR 5)

OPEN

Please could you tell me the correct company address?

ADDRESS LINE1 \_\_\_\_\_

ADDRESS LINE2 \_\_\_\_\_

ADDRESS LINE3 \_\_\_\_\_

CITY \_\_\_\_\_

POSTAL CODE \_\_\_\_\_

[SCRIPTER, INTERVIEWER SHOULD BE ABLE TO PROGRESS IF LEAVING TWO OF THE ADDRESS LINE FIELDS BLANK]  
 [SCRIPTER, THE NEW ADDRESS NEEDS TO OVERRIDE THAT IN THE SAMPLE SO THAT THE CORRECT COMPANY ADDRESS IS USED ON ADVANCE MATERIALS]

**OFFICEBASED (was QCHECK)**

ASK IF CORRECT BUSINESS (CONFIRMBUSINESS = 1 OR INCORRECTBUSINESS = 1, 2 OR 5)

SINGLE CODE

And, can I check if the business is based in an office, retail unit, warehouse, factory[, farm IF AGRICULTURE (SAMPLESECTOR =1)] or other commercial premises?

1. Yes

2. No - business is run from home (no commercial premises)

**NOTOFFICEBASED (was QCHECK)**

DISPLAY TO ALL NOT AT COMMERCIAL PREMISES (OFFICEBASED = 2)

Thank you for your time but we are only looking to speak to businesses that are based at commercial premises.

[SCRIPTER, CLOSE THE INTERVIEW AND CODE OUTCOME 'NO COMMERCIAL PREMISES']

**CONFIRMPERSON (was Q1 & QINTRO1A)**

ASK IF CORRECT BUSINESS (CONFIRMBUSINESS = 1 OR INCORRECTBUSINESS = 1, 3 OR 5) AND (AT COMMERCIAL PREMISES (OFFICEBASED = 1)

**SINGLE CODE**

I am looking for the person at your business who is responsible for security and crime-related issues at these premises. Do you know who that person would be?

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

The study is endorsed by the [Department for Digital, Culture, Media and Sport (DCMS) and the Museums Association IF SAMPLESECTOR = 6][Manufacturing Technologies Association, the Manufacturers' Organisation (EEF) and the Institute of Manufacturing IF SAMPLESECTOR = 9][National Farmers' Union and the Tenant Farmers Association IF SAMPLESECTOR = 1 ][Association of Convenience Stores IF SAMPLE SECTOR = 4] as well as by the Federation of Small Businesses.

At this stage we would just like to collect some contact details, so that we can send an email or letter explaining the research.

**READ ONLY IF ASKED:** To check the authenticity of this survey after I have spoken to you, you can contact Rosanna Williams in the Crime and Policing statistics team at the Home Office by calling her direct line 020 7035 5618.

1. Yes - me
2. Yes – someone else
3. No
9. Don't know

**SPEAKING TO CORRECT PERSON****GIVENAME (was Q2 & QINTRO2)**

ASK IF SPEAKING TO CORRECT PERSON (CONFIRMPERSON = 1)

CODE 3 ONLY SHOWN IF BUSINESS IS IN THREE SMALLEST SIZE BANDS (0 – 19 EMPLOYEES) IN SAMPLE INFORMATION (SIZE6 = 1, 2 OR 3)

**SINGLE CODE**

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

Could I take your name please?

1. Yes
2. No
3. INTERVIEWER ONLY IF RESPONDENT INSISTS WITHOUT PROMPTING: Proceed straight to mainstage

[SCRIPTER, IF CODE 2, CLOSE THE INTERVIEW AND CODE OUTCOME 'NOT WILLING TO GIVE NAME']

**BLOCKNAME (was Q2)**

ASK ALL WILLING TO GIVE NAME (GIVENAME = 1)

CODE 4 ONLY SHOWN IF BUSINESS IS IN THREE SMALLEST SIZE BANDS IN SAMPLE INFORMATION (SIZE6 = 1, 2 OR 3)

**OPEN**

INTERVIEWER: FIRST NAME (OR INITIAL) IS NEEDED, AS THIS WILL BE MREGED ONTO ADVANCE MATERIALS.

Title \_\_\_\_\_



First Name \_\_\_\_\_

Surname \_\_\_\_\_

INTERVIEWER ONLY IF RESPONDENT INSISTS WITHOUT PROMPTING: Proceed straight to mainstage

**JOBTITLE (was Q3)**

ASK ALL WILLING TO GIVE NAME (GIVENAME = 1)

CODE 3 ONLY SHOWN IF BUSINESS IS IN THREE SMALLEST SIZE BANDS IN SAMPLE INFORMATION (SIZE6 = 1, 2 OR 3)

OPEN

And can you tell me what your job title is?

Job title \_\_\_\_\_

No

INTERVIEWER ONLY IF RESPONDENT INSISTS WITHOUT PROMPTING: Proceed straight to mainstage

**TELNUMBER (was Q5)**

ASK ALL WILLING TO GIVE NAME (GIVENAME = 1)

CODE 3 ONLY SHOWN IF BUSINESS IS IN THREE SMALLEST SIZE BANDS IN SAMPLE INFORMATION (SIZE6 = 1, 2 OR 3)

NUMERIC

And can you confirm that this telephone number is the best one to contact you on please?

1. Yes [TELNUMBER FROM SAMPLE]
2. No [ENTER PREFERRED TELEPHONE NUMBER]
3. INTERVIEWER ONLY IF RESPONDENT INSISTS WITHOUT PROMPTING: Proceed straight to mainstage

[SCRIPTER: ALLOW INTERVIEWER TO AMEND NUMBER IF INCORRECT - CHECK THAT NUMBER IS CORRECT NO. OF DIGITS]

**QEMAIL (was Q6)**

ASK ALL WILLING TO GIVE NAME (GIVENAME = 1)

CODE 5 ONLY SHOWN IF BUSINESS IS IN THREE SMALLEST SIZE BANDS IN SAMPLE INFORMATION (SIZE6 = 1, 2 OR 3)

OPEN

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

WRITE IN EMAIL ADDRESS: \_\_\_\_\_

No

Don't know

Refused

INTERVIEWER ONLY IF RESPONDENT INSISTS WITHOUT PROMPTING: Proceed straight to mainstage

[SCRIPTER: STANDARD EMAIL ADDRESS ENTRY VALIDATION PLEASE]

**EMAILCONFIRM (new in 2016)**

ASK ALL WILLING TO GIVE EMAIL ADDRESS (QEMAIL = EMAIL ADDRESS GIVEN)

SINGLE CODE

May I just check, your email address is [EMAIL AT QEMAIL]? Is this correct?

1. Yes – correct
2. No – incorrect

**FULLEMAIL (new in 2016)**

ASK IF EMAIL ADDRESS RECORDED INCORRECTLY (EMAILCONFIRM = 2)

OPEN

Could I please take the e-mail address again?

ENTER THE FULL EMAIL ADDRESS IN THE BOX BELOW

WRITE IN EMAIL ADDRESS: \_\_\_\_\_

Prefer not to answer

**EMAILCONFIRM (new in 2016)**

ASK IF EMAIL ADDRESS RECORDED INCORRECTLY (EMAILCONFIRM = 2) AND EMAIL ADDRESS TAKEN AGAIN (FULLEMAIL = RESPONSE]

INTERVIEWER: CHECK EMAIL ADDRESS IS ENTERED CORRECTLY: [EMAIL FROM FULLEMAIL]

1. Yes – correct
2. No – incorrect [SCRIPTER: RETURN TO FULLEMAIL HERE]

**EMAILISSUE (new in 2016)**

ASK ALL WILLING TO GIVE EMAIL ADDRESS AND EMAIL ADDRESS CONFIRMED AS CORRECT (EMAILCONFIRM = 1 OR EMAILCONFIRM2 =1)

INFO SCREEN.

Thank you. I will now email some information about the survey. If you do not receive it, you may need to check the junk mail folder.

**EMAILCHECK (new in 2016)**

ASK ALL WILLING TO GIVE EMAIL ADDRESS AND EMAIL ADDRESS CONFIRMED AS CORRECT (EMAILCONFIRM = 1 OR EMAILCONFIRM2 =1)

SINGLE CODE

INTERVIEWER: DO YOU WISH TO REVIEW THE EMAIL BEFORE SENDING?

1. Yes
2. No

**REVIEWBLOCK (new in 2016)**

ASK ALL WILLING TO GIVE EMAIL ADDRESS AND EMAIL ADDRESS CONFIRMED AS CORRECT (EMAILCONFIRM = 1 OR EMAILCONFIRM2 =1) AND INTERVIEWER WANTS TO REVIEW EMAIL CONTENT (EMAILCHECK = 1)

CODES 1 AND 4 SINGLE CODE, CODES 2 AND 3 PERMITTED TOGETHER

SCRIPTER: SHOW EMAIL RELEVANT TO SECTOR BEING INTERVIEWED

INTERVIEWER: PLEASE CHECK THE MESSAGE BELOW AND CHOOSE FROM THE OPTIONS.

1. All ok –send
2. Edit recipient name
3. Edit message subject line
4. Cancel sending

**NOEMAIL (FOR PILOT ONLY)**

ASK IF DOESN'T KNOW OR UNWILLING TO GIVE EMAIL ADDRESS IN PILOT ONLY (QEMAIL = No, DK or REF)

At this stage we would just like to email you some information about the research. Are you sure you cannot provide an email address?

1. WRITE IN EMAIL ADDRESS: \_\_\_\_\_
2. No
3. INTERVIEWER ONLY IF RESPONDENT INSISTS WITHOUT PROMPTING: Proceed straight to mainstage

[SCRIPTER: THANK AND CLOSE IF NO, DK OR REF]

**CONFIRMMAINSTAGE**

ASK IF SAMPLE INFORMATION INDICATES BUSINESS IS IN SMALLEST THREE SIZE BANDS (SIZE6 = 1,2 OR 3) AND WANTS TO PROCEED STRAIGHT TO MAINSTAGE (GIVENAME = 3 OR BLOCKNAME = 4 OR JOBTITLE = 3 OR TELNUMBER = 3 OR QEMAIL = 5)

SINGLE CODE

INTERVIEWER DO NOT READ OUT: Are you sure this interview should proceed straight to the main CATI interview?

1. Yes – proceed
2. No – return

[SCRIPTER IF CODE 2, RETURN TO MOST RECENT VARIABLE OF GIVENAME, BLOCKNAME, JOBTITLE, TELNUMBER OR QEMAIL]

**TRANSFER TO MOST RELEVANT PERSON (KNOWS HOW THEY ARE)****TRANSFER (was Q7)**

ASK IF SOMEONE ELSE RESPONSIBLE FOR SECURITY AND KNOWS WHO THAT PERSON IS (CONFIRMPERSON = 2)

SINGLE CODE

Could you put me through to that person please? It needs to be someone who can answer questions on behalf of your company at these premises.

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

1. Yes
2. No

**TRANSFERRED TO MOST RELEVANT PERSON****RELEVANTPERSON (was Q17)**

ASK IF TRANSFERRED TO MOST RELEVANT PERSON (TRANSFER = 1)

SINGLE CODE

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

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

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

The study is endorsed by the [Department for Digital, Culture, Media and Sport (DCMS) and the Museums Association IF SAMPLESECTOR = 6][Manufacturing Technologies Association, the Manufacturers' Organisation (EEF) and the Institute of

Manufacturing IF SAMPLSECTOR = 9][National Farmers' Union and the Tenant Farmers Association IF SAMPLESECTOR = 1 ][Association of Convenience Stores IF SAMPLE SECTOR = 4] as well as by the Federation of Small Businesses.

At this stage we would just like to collect some contact details, so that we can send an email or letter explaining the research.

**READ ONLY IF ASKED:** To check the authenticity of this survey after I have spoken to you, you can contact Rosanna Currenti in the Crime and Policing statistics team at the Home Office by calling her direct line 020 7035 5618.

1. Yes
2. No

[SCRIPTER: IF CODE 1, PLEASE RETURN TO GIVENAME]

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

**CAN'T TRANSFER TO MOST RELEVANT PERSON (KNOWS WHO THEY ARE)**

**GIVENAMEOTHER (was Q8)**

ASK IF SOMEONE ELSE RESPONSIBLE BUT CAN'T TRANSFER (TRANSFER = 2)

SINGLE CODE

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

Could I take their name please?

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

**NAMEOTHER (was Q8)**

ASK IF SOMEONE ELSE RESPONSIBLE AND WILLING TO GIVE NAME (GIVENAMEOTHER = 1)

OPEN

**INTERVIEWER: PROBE IF NECESSARY (INCLUDING TITLE)**

Title \_\_\_\_\_

First Name \_\_\_\_\_

Surname \_\_\_\_\_

**JOBTITLEOTHER (was Q9)**

ASK IF SOMEONE ELSE RESPONSIBLE BUT CAN'T TRANSFER (TRANSFER = 2)

OPEN

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

Job title \_\_\_\_\_

Don't know

[SCRIPTER, IF TRANSFEROWNER = 2 AND NAMEOTHER = DK AND JOBTITLEOTHER = DK, CLOSE THE INTERVIEW AND CODE OUTCOME 'DOES NOT KNOW OWNER'S DETAILS']

**TELNUMBEROTHER (was Q11)**

ASK IF SOMEONE ELSE RESPONSIBLE AND EITHER NAME OR JOB TITLE GIVEN (NAMEOTHER = RESPONSE OR JOBTITLEOTHER = RESPONSE)

NUMERIC

And can you give me their telephone number please?

Telephone number \_\_\_\_\_

Don't know

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

**EMAILOTHER (was Q12)**

ASK IF SOMEONE ELSE RESPONSIBLE AND EITHER NAME OR JOB TITLE GIVEN (NAMEOTHER = RESPONSE OR JOBTITLEOTHER = RESPONSE)

OPEN

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

Email \_\_\_\_\_

Don't know

Refused

[SCRIPTER: PLEASE GO TO EMAILCONFIRM]

**NOEMAILOTHER (FOR PILOT ONLY)**

ASK IF DOESN'T KNOW OR UNWILLING TO GIVE EMAIL ADDRESS OF OTHER PERSON IN PILOT ONLY (EMAILOTHER = No, DK or REF)

At this stage we would just like to email them some information about the research. Are you sure you cannot provide an email address?

WRITE IN EMAIL ADDRESS: \_\_\_\_\_

No

[SCRIPTER: THANK AND CLOSE IF NO, DK OR REF]

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

ASK IF SOMEONE ELSE RESPONSIBLE BUT DOESN'T KNOW WHO ((CONFIRMPERSON = 3 OR DK) OR (GIVENAMEOTHER = DK AND JOBTITLEOTHER = DK)) AND COMPANY SIZE <50 (FROM SAMPLE)

**SINGLE CODE**

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

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

The study is endorsed by the [Department for Digital, Culture, Media and Sport (DCMS) and the Museums Association IF SAMPLESECTOR = 6][Manufacturing Technologies Association, the Manufacturers' Organisation (EEF) and the Institute of Manufacturing IF SAMPLESECTOR = 9][National Farmers' Union and the Tenant Farmers Association IF SAMPLESECTOR = 1 ][Association of Convenience Stores IF SAMPLE SECTOR = 4] as well as by the Federation of Small Businesses.

At this stage we would just like to collect some contact details, so that we can send an email or letter explaining the research.

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

1. Yes
2. No

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

**INTROOWNER**

DISPLAY IF TRANSFERRED TO OWNER (TRANSFEROWNER = 1)

**INFO SCREEN**

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

[SCRIPTER: PLEASE RETURN TO CONFIRMPERSON]

**DOES NOT KNOW WHO MOST RELEVANT PERSON IS (50+ EMPLOYEES)****DEPARTMENT (was Q14)**

ASK IF SOMEONE ELSE RESPONSIBLE BUT DOESN'T KNOW WHO ((CONFIRMPERSON = 3 OR DK) OR (GIVENAMEOTHER = DK AND JOBTITLEOTHER = DK)) AND COMPANY SIZE 50+ (FROM SAMPLE)

**SINGLE CODE**

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

1. Yes
2. No

**TRANSFERDEPARTMENT (was Q15)**

ASK IF KNOWS WHICH DEPARTMENT IS RESPONSIBLE (DEPARTMENT = 1)

**SINGLE CODE**

Please may I speak to someone within that department?

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

1. Yes
2. No

**INTRODEPARTMENT**

DISPLAY IF TRANSFERRED TO DEPARTMENT (TRANSFERDEPARTMENT = 1)

INFO SCREEN

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

[SCRIPTER: PLEASE RETURN TO CONFIRMPERSON]

**TRANSFERSECURITY (was Q16)**

ASK IF DOESN'T KNOW WHICH DEPARTMENT IS RESPONSIBLE (DEPARTMENT = 2) OR NOT ABLE TO GIVE EITHER NAME OR JOB TITLE (NAMEOTHER = NO RESPONSE OR JOBTITLEOTHER = NO RESPONSE)

SINGLE CODE

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

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

1. Yes
2. No

[SCRIPTER: IF CODE 1, PLEASE RETURN TO INTRODEPARTMENT]

**CAN'T TRANSFER TO MOST RELEVANT DEPARTMENT****GIVENAMEOTHERDEP (was Q19)**

ASK IF CAN'T TRANSFER TO OTHER DEPARTMENT (TRANSFERDEPARTMENT = 2 OR TRANSFERSECURITY = 2)

SINGLE CODE

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

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

The study is endorsed by the [Department for Digital, Culture, Media and Sport (DCMS) and the Museums Association IF SAMPLESECTOR = 6][Manufacturing Technologies Association, the Manufacturers' Organisation (EEF) and the Institute of Manufacturing IF SAMPLESECTOR = 9][National Farmers' Union and the Tenant Farmers Association IF SAMPLESECTOR = 1][Association of Convenience Stores IF SAMPLE SECTOR = 4] as well as by the Federation of Small Businesses.

At this stage we would just like to collect some contact details for this person so that we can send them an email or letter explaining the research.

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

**NAMEOTHERDEP (was Q19)**

ASK IF WILLING TO GIVE NAME OF SOMEONE IN OTHER DEPARTMENT (GIVENAMEOTHERDEP = 1)

OPEN

**INTERVIEWER: PROBE IF NECESSARY (INCLUDING TITLE)**

Title \_\_\_\_\_  
 First Name \_\_\_\_\_  
 Surname \_\_\_\_\_

**JOBTITLEOTHERDEP (was Q9)**

ASK IF CAN'T TRANSFER TO OTHER DEPARTMENT (TRANSFERDEPARTMENT = 2 OR TRANSFERSECURITY = 2)

OPEN

And can I take their job title?

Job title \_\_\_\_\_  
 Don't know

[SCRIPTER, IF NAME OR JOB TITLE GIVEN (NAMEOTHERDEP = RESPONSE OR JOBTITLEOTHERDEP = RESPONSE, PLEASE RETURN TO TELNUMOTHER)][SCRIPTER, IF NAME AND JOB TITLE NOT GIVEN (NAMEOTHERDEP = NO RESPONSE OR DK AND JOBTITLEOTHERDEP = NO RESPONSE OR DK, PLEASE CODE OUTCOME 'NOT ABLE TO GIVE OTHER DEPARTMENT NAME OR JOB TITLE']

**QRECON1 (FOR QUALITY CHECK)**

ASK ALL  
 SINGLE CODE

Thank you. We may try to re-contact you in the next few weeks for quality control purposes, would that be OK?

1. Yes
2. No

**QNAME (FOR QUALITY CHECK)**

ASK ALL WHO AGREE TO BE RECONTACTED FOR QUALITY PURPOSES (QRECON = 1) BUT HAVE NOT ALREADY GIVEN THEIR NAME (GIVENAME NOT EQUAL TO 1)

OPEN

In that case could I just take a note of your name? This is only so we know who to ask for if we call again.

WRITE IN NAME: \_\_\_\_\_

[SCRIPTER: If GIVENAME = 1, set QNAME equal to BLOCKNAME]

**QSEX (FOR QUALITY CHECK)**

ASK ALL WHO AGREE TO TAKE PART  
 SINGLE CODE

CODE SEX  
 INTERVIEWER CODE, DO NOT ASK RESPONDENT

1. Male



## 2. Female

### **COMPLETEEND**

DISPLAY TO ALL

INFO SCREEN

Thank you on behalf of Ipsos MORI and the Home Office.

If you have any queries regarding the survey or our company, I can give you the telephone number of the company or the Market Research Society Freephone number.

PROVIDE AS NECESSARY

Company number – 0131 561 4603

MRS Freephone number – 0800 975 9596

Job number – 17-038424-01

INTERVIEWER: MRS can only provide confirmation that we are a genuine Market Research company.

## **INTRODUCTION**

### **WEBINFO**

DISPLAY TO ALL WEB COMPLETION (METHOD = 1)

INFO SCREEN

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

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

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

### **SPEAKTO (was Q1)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

[SECTOR AND COMPANY SIZE FROM SAMPLE]

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

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

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

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

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

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

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

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

**SPEAKING TO CORRECT PERSON FROM SAMPLE**

**RECEIVEDINFO (Was Q2)**

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

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

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

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

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

1. Yes
2. No

**CORRECTPERSON (was Q3)**

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

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

READ ONLY IF ASKED: By premises, I mean this site including all buildings you own or lease, any outbuildings such as [barns, silos, workshops, outhouses IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] [,workshops, storage facilities or sites, IF TRANSPORT OR MANUFACTURING SECTOR (SAMPLESECTOR = 8 OR 9)]sheds and warehouses and any outside space that you own or lease including [fields, meadows, woodland, IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] car parks and yards.

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

1. Yes
  2. No
-

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

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

**SINGLE CODE**

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

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

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

1. Yes
2. No

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

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

**SINGLE CODE**

Please could you put me through to that person now?

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

1. Yes, transferred
  2. No
-

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

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

**SINGLE CODE**

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

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

**NAMECORRECTPERSON (Was Q5)**

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

**OPEN**

INTERVIEWER: PROBE IF NECESSARY (INCLUDING TITLE)

Title\_\_\_\_\_

First Name\_\_\_\_\_

Surname\_\_\_\_\_

**CHECKJOBTITLECORRECTPERSON (Was S9)**

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

**SINGLE CODE**

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

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

1. Yes
2. No

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

**JOBTITLECORRECTPERSON (Was S9)**

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

OPEN

Job title \_\_\_\_\_

Don't know

**TELNUMBERCORRECTPERSON (Was S11)**

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

NUMERIC

And can you give me their telephone number please?

Telephone number \_\_\_\_\_

Don't know

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

**EMAILCORRECTPERSON (Was S12)**

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

OPEN

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

[SCRIPTER: STANDARD EMAIL ADDRESS ENTRY VALIDATION PLEASE]

Don't know

[SCRIPTER, NOW CLOSE THE INTERVIEW AND SEND EMAIL]

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

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

SINGLE CODE

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

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

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

1. Yes
2. No

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

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

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

SINGLE CODE

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

1. Yes
2. No

**TRANSFERCORRECTDEPARTMENT (was S15)**

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

SINGLE CODE

Please may I speak to someone within that department?

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

1. Yes
2. No

**TRANSFERSECURITYMAIN (was S16)**

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

SINGLE CODE

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

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

1. Yes
2. No

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

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

SINGLE CODE

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

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

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

**NAMECORRECTDEP (was S19)**

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

OPEN

INTERVIEWER: PROBE IF NECESSARY (INCLUDING TITLE)

Title \_\_\_\_\_  
First Name \_\_\_\_\_  
Surname \_\_\_\_\_

**JOBTITLECORRECTDEP (was S20)**

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

OPEN

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

Job title \_\_\_\_\_  
Don't know

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

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

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

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

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

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

1. Yes
2. No

[SCRIPTER, IF CODE 2, RETURN TO WHOBESTPERSON]

**IF CORRECT PERSON AND RECEIVED INFO****CRIMESHEET (Was Q3A)**

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

Have you looked at the Experience of Crime sheet?

1. Yes
2. No

**PAPERCRIMESHEET (Was Q3B)**

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

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

1. Yes
2. No

**WANTCRIMESHEET (Was Q7)**

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

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

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

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



**IF CORRECT PERSON BUT NOT RECEIVED INFO****RESENDCRIMESHEET (Was TINT4)**

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

SINGLE CODE

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

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

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

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

# BACKGROUND

## **BGROUNDINFO (was Q4INFO)**

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

### INFO SCREEN

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

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

READ ONLY IF ASKED: By premises, I mean this site including all buildings you own or lease, [any workshop or storage facilities or sites, IF TRANSPORT AND STORAGE OR MANUFACTURING SECTOR (SAMPLE SECTORS 8 OR 9)][any workshops, storage facilities or building sites, IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)] any outbuildings such as [barns, silos, workshops, outhouses IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] sheds and warehouses and any outside space that you own or lease including [fields, meadows, woodland, IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] car parks and yards. It also includes the physical boundaries of the premises.

## **MAINACTIVITY (was Q4INFO)**

ASK ALL CATI SCRIPT (METHOD = 2)

ONLY CODES APPLICABLE TO THE SECTOR SHOULD BE SHOWN ON SCREEN

CODE 90 ONLY SHOWN IF AGRICULTURE, MANUFACTURING OR ARTS SECTORS (SAMPLESECTOR = 1, 6 OR 9)

CODE 91 ONLY SHOWN IF RETAIL AND WHOLESAL, MANUFACTURING OR ARTS SECTORS (SAMPLESECTOR = 4, 6 or 9)

CODE 92 ONLY SHOWN IF RETAIL AND WHOLESAL, AGRICULTURE OR ARTS SECTORS (SAMPLESECTOR = 1, 4 OR 6)

CODE 93 ONLY SHOWN IF RETAIL AND WHOLESAL, AGRICULTURE OR MANUFACTURING SECTORS (SAMPLESECTOR = 1, 4 OR 9)

### SINGLE CODE

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

DO NOT READ OUT BUT PROMPT IF NECESSARY

### **Retail and wholesale (SAMPLESECTOR = 4)**

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

**Agriculture, Forestry and Fishing (SAMPLESECTOR = 1)**

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

**Accommodation and food service (SAMPLESECTOR = 5)**

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

**Arts / entertainment (SAMPLESECTOR = 6)**

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

**Construction (SAMPLESECTOR = 2)**

32. Construction of buildings (residential and non-residential)
33. Civil engineering
34. Demolition or site preparation
35. Electrical, plumbing and other construction installation activities
36. Building completion and finishing (including plastering, painting, joinery and glazing)
37. Roofing and scaffolding
38. Other construction (specify)

**Information and Communication (SAMPLESECTOR = 3)**

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

**Financial and Insurance (SAMPLESECTOR = 7)**

46. Other finance and insurance (specify)

**Transport and storage (SAMPLESECTOR = 8)**

47. Passenger transport, including by water, rail and road

48. Freight and logistics

49. Removals

50. Warehousing and storage

51. Operation of passenger and freight terminals and facilities

52. Service activities and support to sector

53. Cargo handling

54. Couriers

55. Other transport and storage (specify)

**Administration and Support (SAMPLESECTOR = 10)**

56. Renting and leasing of vehicles

57. Renting and leasing of agricultural equipment

58. Renting and leasing of construction equipment and plant

59. Renting and leasing of machinery

60. Renting and leasing of other goods or services

61. Recruitment or casting agency

62. Travel agent, tour operator or tourist guides

63. Security or investigation services

64. Building facilities service

65. Cleaning services

66. Event and conference organisers

67. Call centre

68. Office administrative support

69. Other administrative and support service (specify)

**Manufacturing (SAMPLESECTOR = 9)**

70. Manufacture of fabricated metal products

71. Printing and reproduction of recorded media

72. Repair and installation of machinery

73. Manufacture of wood products (excluding furniture)

74. Manufacture of furniture

75. Manufacture of food products

76. Manufacture of machinery and equipment

77. Manufacture of textiles

78. Manufacture of computer, electrical or optical goods

79. Manufacture of rubber and plastic products

80. Other manufacturing (specify)

90. USE SPARINGLY: Sounds as if actually in Retail and Wholesale sector

91. USE SPARINGLY: Sounds as if actually in Agriculture sector

92. USE SPARINGLY: Sounds as if actually in Manufacturing sector

93. USE SPARINGLY: Sounds as if actually in Arts and Recreation sector

94. USE SPARINGLY: Description given is very different from expected sector and cannot code it

**RETAILCODEREPEAT (new in 2016)**

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

SINGLE CODE

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

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

**MANFCODEREPEAT (new in 2017)**

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

SINGLE CODE

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

70. Manufacture of fabricated metal products
71. Printing and reproduction of recorded media e.g.
72. Repair and installation of machinery
73. Manufacture of wood products (excluding furniture)
74. Manufacture of furniture
75. Manufacture of food products
76. Manufacture of machinery and equipment
77. Manufacture of textiles
78. Manufacture of computer, electrical or optical goods
79. Manufacture of rubber and plastic products
80. Other (specify)

**ARTSCODEREPEAT (new in 2017)**

ASK IF DESCRIPTION GIVEN IS DIFFERENT FROM SAMPLE INFORMATION AND IS ACTUALLY AN ARTS AND RECREATION BUSINESS (MAINACTIVITY = 93)

SINGLE CODE

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

20. Theatre or concert hall
21. Performing arts (e.g. theatre, dance, music or other stage productions)
22. Library or archive activities
23. Museum
24. Historical site or building, botanical garden, nature reserve or zoo
25. Gambling or betting activities
26. Gym, fitness or other health club

27. A sporting facility (inc. stadiums, swimming pools, golf courses and bowling lanes)
28. Other arts or entertainment (specify)

**AGRICODEREPEAT (new in 2017)**

ASK IF DESCRIPTION GIVEN IS DIFFERENT FROM SAMPLE INFORMATION AND IS ACTUALLY A MANUFACTURING BUSINESS (MAINACTIVITY = 91)  
SINGLE CODE

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

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

**INCORRECTMAINACTIVITY (new in 2016)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF SECTOR BUSINESS DESCRIBED IS ENTIRELY DIFFERENT FROM SAMPLE (MAINACTIVITY = 94)

The information we have about your business is different from what you have just described. We thought your business could broadly be described as being in the [Retail and Wholesale IF SAMPLESECTOR = 4][Agriculture IF SAMPLESECTOR = 1][Arts and Recreation IF SAMPLESECTOR = 6][Manufacturing IF SAMPLESECTOR = 9] sector. Is that correct?

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

**P\_COMPUTER (Was N1NW)**

ASK ALL CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

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

**P\_WEBSITE**

ASK ALL CATI SCRIPT (METHOD = 2)  
SINGLE CODE

And does your business have a website?

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

**P\_ONLINE (Was NESALE)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

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

**P\_ONLINESALES**

ASK ALL WHO SELL ONLINE (P\_ONLINE = 1) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

READ OUT

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

**I\_REPORTINGPOLICY (new in 2016)**

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

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

READ OUT

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

**I\_REPORTPOLICYDEPENDS (new in 2016)**

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

OPEN

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

1. If high-value items are stolen
2. If it involves violence toward staff
3. If it involves damage to property
4. If a crime reference number is needed
5. For insurance purposes
6. If perpetrator is known
7. If frequency of thefts increases

8. Other (specify)

Don't know

**I\_REPORTPOLICYWHEN (new in 2016)**

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

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

READ OUT

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

**I\_REPORTPOLICYWHY (new in 2016)**

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

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

PROBE FULLY

WRITE IN \_\_\_\_\_

**FARMTYPE (was NEWFARMTYPE)**

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

What type of farming do you do at these premises?

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

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

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



**ACTIVITYTYPE (was Q5A)**

ASK ALL CATI SCRIPT (METHOD = 2)

MULTI CODE (EXCEPT CODE 4)

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

READ OUT

1. Any manufacturing
2. Sell to the public, i.e. retailing
3. Sell to other businesses, i.e. wholesaling

DO NOT READ OUT: No other activities.

**LENGTHOP (was Q7)**

ASK IF COMPWEB = 0

SINGLE CODE

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

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

CATI: DO NOT READ OUT

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

**MONTHOP (was Q8)**

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

NUMERIC (RANGE: 0 - 11)

How many months has this business operated from these premises?

WRITE IN NUMBER OF MONTHS \_\_\_\_\_

Refused

Don't know

**NUMBERPREMISES (was Q9)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

**IFHEADOFFICE (was Q9)**

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

SINGLE CODE

And is the business at these premises the head office?

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

**PREMISETYPE (was Q9A)**

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

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

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

**ALCOHOL (was Q9AX)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF A RESTAURANT, PUB/BAR/CLUB, OTHER FOOD OUTLET, HOTEL OR SOMETHING ELSE (PREMISETYPE = 1, 5, 6, 7, 8 OR 10) OR THEATRE/ CONCERT HALL, PERFORMING ARTS, MUSEUM, HISTORICAL SITE OR BUILDING, BOTANICAL GARDEN, NATURE RESERVE OR ZOO, GAMBLING, GYM OR SPORTS FACILITY OR OTHER ARTS BUSINESS (MAINACTIVITY = 20, 21, 23, 24, 25, 26, 27, 28 OR 29)

MULTI CODE (EXCEPT CODE 3)

Is your premises licensed to serve alcohol?

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

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

**PREMISELOCATION (was Q9B)**

ASK ALL CATI SCRIPT (METHOD = 2) AND IF NOT AGRICULTURE (SAMPLESECTOR NOT = 1)  
SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

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

**STAFFNUMBER (was Q8A)**

ASK ALL CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 100,000)

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

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

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

WRITE IN NUMBER OF PEOPLE \_\_\_\_\_

Don't know

**STAFFNUMBERDK (was Q8RANGE)**

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

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

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

**STAFFINWEEK (was QAVERAGE2RANGE)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

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

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

SINGLE CODE

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

READ OUT

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

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

**NEARROAD (was NEWFARMRISK1)**

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

SINGLE CODE

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

**READ OUT**

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

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

**NEARTOWN (was NEWFARMRISK2)**

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

**SINGLE CODE**

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

**READ OUT**

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

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

# ROUTING QUESTIONS

## ROUTINFO (was Q23info)

DISPLAY TO ALL

INFO SCREEN

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

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

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

## ROUTWEBCORRECT

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

SINGLE CODE

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

READ OUT

[IF BURGLARY = 1] Burglary

[IF ATTBURG = 1] Attempted burglary

[IF DELDAM = 1] Vandalism or deliberate damage

[IF VEHTHEFT = 1] Theft of vehicles

[IF VEHCONTHEFT = 1] Theft from vehicles

[IF ROBBERY = 1] Theft using force or violence

[IF ATTROBB = 1] Attempted theft using force or violence

[IF ASSAULT = 1] Assaults or threats

[IF THEFT = 1] Theft by customers

[IF THEFT = 2] Theft by employees

[IF THEFT = 3] Theft by others, not customers or employees

[IF THEFT = 4] Theft by persons unknown

[IF FRAUD = 1] Fraud by employees

[IF FRAUD = 2] Fraud by others, not employees

[IF FRAUD = 3] Fraud by persons unknown

[OTHCRIEVERB RESPONSE]

And that you have not experienced the following crimes.

READ OUT

[IF BURGLARY NOT EQUAL TO 1] Burglary

[IF ATTBURG NOT EQUAL TO 1] Attempted burglary

[IF DELDAM NOT EQUAL TO 1] Vandalism or deliberate damage

[IF VEHTHEFT NOT EQUAL TO 1] Theft of vehicles

[IF VEHCONTHEFT NOT EQUAL TO 1] Theft from vehicles

[IF ROBBERY NOT EQUAL TO 1] Theft using force or violence

[IF ATTROBB NOT EQUAL TO 1] Attempted theft using force or violence

[IF ASSAULT NOT EQUAL TO 1] Assaults or threats

[IF THEFT NOT EQUAL TO 1] Theft by customers  
 [IF THEFT NOT EQUAL TO 2] Theft by employees  
 [IF THEFT NOT EQUAL TO 3] Theft by others, not customers or employees  
 [IF THEFT NOT EQUAL TO 4] Theft by persons unknown  
 [IF FRAUD NOT EQUAL TO 1] Fraud by employees  
 [IF FRAUD NOT EQUAL TO 2] Fraud by others, not employees  
 [IF FRAUD NOT EQUAL TO 3] Fraud by persons unknown

Are all of these details still correct?

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

**ROUTWEBINCORRECT**

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

INFO SCREEN

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

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

**BURGLARY (was Q23)**

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

SINGLE CODE

BURGLARY (ITEM A)

[During the last 12 months IF LENGTHOP IS NOT CODE 1] [Since being at these premises IF LENGTHOP = 1] has anyone got into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)][, workshops, storage facilities or sites IF CONSTRUCTION OR MANUFACTURING SECTORS (SAMPLESECTOR = 2 OR 9)] belonging to this business [at these premises IF LENGTHOP IS NOT CODE 1] without permission and STOLEN or TRIED TO STEAL anything?

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

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

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

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

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

**ATTBURG (was Q23A)**

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

SINGLE CODE

**ATTEMPTED BURGLARY (ITEM B)**

And [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since being here IF LENGTHOP = 1] has anyone ATTEMPTED but FAILED to get into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)][, workshops, storage facilities or sites IF CONSTRUCTION OR MANUFACTURING SECTORS (SAMPLESECTOR = 2 OR 9)] belonging to the business at these premises without permission to STEAL something?

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

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

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

**PREMINFO (was Q23Binfo)**

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

INFO SCREEN

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

When I talk about your premises, I mean this site including all buildings you own or lease, [any workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [any workshops, storage facilities or sites, IF CONSTRUCTION OR MANUFACTURING SECTORS (SAMPLESECTOR = 2 OR 9)] any outbuildings such as [barns, silos, workshops, outhouses IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] sheds and warehouses and any outside space that you own or lease including [fields, meadows, woodland, IF AGRICULTURAL SECTOR (SAMPLESECTOR = 1)] car parks and yards.



**DELDAM (was Q23B)**

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

SINGLE CODE

VANDALISM OR DELIBERATE DAMAGE (ITEM C)

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

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

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

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

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

**DELDAMARSON (was QARSON)**

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

SINGLE CODE

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

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

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

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

**VEHOWN (was Q24)**

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

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

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

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

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

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

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

**VEHTHEFT (was Q24A)**

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

SINGLE CODE

**THEFT OF VEHICLES (ITEM D)**

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

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

**VEHCONTHEFT (was Q24B)**

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

SINGLE CODE

THEFT FROM VEHICLES (ITEM E)

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

Please exclude personal possessions.

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

**ROBBERY (was Q25)**

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

SINGLE CODE

THEFT USING FORCE OR VIOLENCE (ITEM F)

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

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

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

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

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

**ATTROBB (was Q25ATTEMPT)**

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

SINGLE CODE

ATTEMPTED THEFT USING FORCE OR VIOLENCE (ITEM G)

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

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

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

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

**ASSAULT (was Q25ASS)**

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

SINGLE CODE

ASSAULTS OR THREATS (ITEM H)

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

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

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

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

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

**THEFTINFO (was Q26COMBinfo)**

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

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

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

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

**THEFT (was Q26COMB)**

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

THEFT (ITEMS I, J, K and L)

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

**WEB: Please choose all that apply**

**CATI: READ OUT AND CODE ALL THAT APPLY**

1. A customer
  2. An employee
  3. Someone else, for example a supplier, contractor or visitor to your premises
  4. Or, were there any thefts where you were UNABLE TO ESTABLISH who the offender was
- DO NOT READ OUT: No thefts  
DO NOT READ OUT: Don't know

**THEFTSURE**

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

SINGLE CODE

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

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

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

**WHYNOTTHEFT**

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

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

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

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

**OTHTHEFT (was QOTHTHEFT)**

ASK IF NOT COMPLETED ONLINE (COMPWEB = 0) OR IF WEB INFO NOT CORRECT (ROUTWEBCORRECT = 2 OR DK)  
DO NOT ASK FOR THE ARTS SECTOR (SAMPLESECTOR = 6)

**MULTI CODE**

SHOW CODE 1 IF AGRICULTURE OR MANUFACTURING SECTORS (SAMPLESECTOR = 1 OR 9)

SHOW CODE 2 IF AGRICULTURE, RETAIL OR MANUFACTURING SECTORS (SAMPLESECTOR = 1, 4 OR 9)

SHOW CODE 3 IF AGRICULTURE, CONSTRUCTION OR MANUFACTURING SECTOR (SAMPLESECTOR = 1, 2 or 9)

SHOW CODE 4 IF FARMTYPE = 5, 6, 7, 8, 9 or 10

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

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

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

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

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

**WEB: Please choose all that apply**

**CATI: READ OUT AND CODE ALL THAT APPLY**

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

DO NOT READ OUT: None of these

DO NOT READ OUT: Don't know **FRAUDINFO (was Q27info)**

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

**INFO SCREEN**

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

**FRAUD (was Q27)**

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

MULTI CODE

FRAUD (ITEMS M, N and O)

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

WEB: Please choose all that apply

CATI: READ OUT AND CODE ALL THAT APPLY

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

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

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

DO NOT READ OUT: No frauds

DO NOT READ OUT: Don't know

**OTHRIME (was Q29NEW1)**

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

SINGLE CODE

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

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

**OTHCRIEVERB (was Q29NEW2)**

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

OPEN

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

INTERVIEWER: Record verbatim response

[Text box]

Don't know



# VICTIM FORMS

## A BURGLARY

### A\_WEBCORRECT

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

SINGLE CODE

When you completed the online part of the survey, you said that someone got into the buildings [workshops, storage facilities or sites IF TRANSPORT OR MANUFACTURING SECTOR (SAMPLESECTOR = 8 OR 9)] at these premises without permission and had STOLEN or TRIED TO STEAL something [INSERT NUMBER FROM A\_NUMBER times IF A\_NUMBER > 1][once IF A\_NUMBER = 1], that [you didn't know IF A\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM A\_VALUESTOLEN2 IF A\_VALUESTOLEN2 = 1-16] and that you [did report IF A\_REPORT = 1][did not report IF A\_REPORT = 2][did not know if you reported IF A\_REPORT = DK] it to the police.

Are all of these details still correct?

READ ONLY IF ASKED: For the purposes of this question, burglary is where someone got into the buildings [workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [, workshops, storage facilities or sites belonging to this business IF CONSTRUCTION OR MANUFACTURING SECTORS (SAMPLESECTOR = 2 OR 9)] at the premises without permission to try to steal something. It includes incidents where someone gained entry but then did not actually steal anything.

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

### A\_WEBINCORRECT

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

INFO SCREEN

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

### A\_INFO (Was A1INTRO)

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

INFO SCREEN

You said earlier that someone got into the buildings [workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [, workshops, storage facilities or sites belonging to this business IF CONSTRUCTION OR MANUFACTURING SECTOR (SAMPLESECTOR = 2 OR 9)] at these premises without permission and had stolen or tried to steal something. [I would like to ask a few questions about this. IF CATI (METHOD = 2)]

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

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

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

**A\_NUMBER (WAS A1)**

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**A\_CHK (Was A\_CHK)**

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**A\_CHK2 (Was A\_CHK2)**

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

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**A\_ANYORGANISED (new in 2016)**

ASK IF HAD MORE THAN ONE BURGLARY (A\_NUMBER > 1 OR A\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

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

**A\_RECENT**

DISPLAY IF MORE THAN ONE BURGLARY (A\_NUMBER > 1 OR A\_CHK > 1)

INFO SCREEN

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

**A\_WEEK (Was A3)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

**A\_TIME (Was A12)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

**A\_STOLEN (Was AX) (changed in 2016)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

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

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

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

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

READ OUT AND CODE ALL THAT APPLY

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

#### **A\_METAL (Was AX2X)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

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

#### **A\_CHEM (Was AX2CHEM)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3)

SINGLE CODE

Were any chemicals stolen?

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

- 1. Yes
- 2. No

## 9. Don't know

**A\_FUEL (Was AX2FUEL)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

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

**A\_ANIMAL (Was AX2ANIMAL)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4) AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1)

SINGLE CODE

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

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

**A\_ANIMALTYPE (Was A3ANIMAL2)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT BURGLARY (A\_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

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

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
2. Beef or breeding cattle
3. Sheep
4. Poultry
5. Pigs
6. Other (please specify)

DO NOT READ OUT: Don't know

**A\_VALUESTOLEN (Was A4)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_WEBCORRECT = 2 OR DK)

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

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

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

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

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

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

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT A\_VALUESTOLEN2]

**A\_VALUESTOLEN2 (Was A6)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (A\_VALUESTOLEN = DK OR REF) SINGLE CODE

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

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

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

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**A\_REPORT (Was A8A)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR A\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF A\_NUMBER > 1 OR A\_CHK > 1] incident to the police?

1. Yes

2. No

9. Don't know

**A\_NOTREPORT (Was A9)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (A\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

**A\_GROUP (Was AX2)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**A\_WHYGROUP (Was AX3)**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (A\_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

01. Seemed to have knowledge of business layout/ area
02. Other businesses in area recently experienced similar offences
03. Recognised several offenders as having previously committed an offence

- 04. Group that seemed to know each other
- 05. Job too big for one person
- 06. Police information (other stolen goods discovered, group known to police)
- 07. Suspects seemed very prepared
- 08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
- 09. Other reason (Specify)
- Refused
- Don't know

#### **A\_INTIMIDATE**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SINGLE CODE

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

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

#### **A\_HOWINTIMIDATE**

ASK IF AT LEAST ONE BURGLARY (A\_NUMBER > 0 OR A\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (A\_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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



## B ATTEMPTED BURGLARY

### B\_WEBCORRECT

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

SINGLE CODE

When you completed the online part of the survey, you said that someone ATTEMPTED but FAILED to get into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [workshops, storage facilities or sites IF CONSTRUCTION OR MANUFACTURING SECTORS (SAMPLESECTOR = 2 OR 9)] belonging to the business at these premises without permission, to STEAL something, but did not actually gain entry [INSERT NUMBER FROM B\_NUMBER times IF B\_NUMBER > 1][once IF B\_NUMBER = 1] and that you [did report IF B\_REPORT = 1][did not report IF B\_REPORT = 2][did not know if you reported IF B\_REPORT = DK] it to the police.

Are all of these details still correct?

READ ONLY IF ASKED: For the purposes of this question, attempted burglary is where someone attempted but failed to get into the buildings [,workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [or workshops, storage facilities or sites IF CONSTRUCTION OR MANUFACTURING SECTORS (SAMPLESECTOR = 2 OR 9)] belonging to the business at the premises without permission where there is clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks or broken doors.

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

### B\_WEBINCORRECT

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

INFO SCREEN

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

**B\_INFO (Was B1INTRO)**

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

INFO SCREEN

You said earlier that someone ATTEMPTED but FAILED to get into the buildings [workshops or storage facilities IF TRANSPORT SECTOR (SAMPLESECTOR = 8)] [or workshops, storage facilities or sites IF CONSTRUCTION OR MANUFACTURING SECTORS (SAMPLESECTOR = 2 OR 9)] belonging to the business at these premises without permission, to steal something, but did not actually gain entry. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

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

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

**B\_NUMBER (WAS B1)**

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**B\_CHK (Was BCHK)**

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

BURGLARIES (B\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

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

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**B\_CHK2 (Was BCHK2)**

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

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**B\_ANYORGANISED (new in 2016)**

ASK IF HAD MORE THAN ONE ATTEMPTED BURGLARY (B\_NUMBER > 1 OR B\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

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

**B\_RECENT**

DISPLAY IF MORE THAN ONE ATTEMPTED BURGLARY (B\_NUMBER > 1 OR B\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

INFO SCREEN

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

**B\_WEEK (Was B3)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

**B\_TIME (Was BX)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

At what time of day did it happen?

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

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

**B\_REPORT (Was B7a)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR B\_WEBCORRECT = 2 OR DK)

**SINGLE CODE**

Did you report the [most recent IF B\_NUMBER > 1 OR B\_CHK > 1] incident to the police?

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

**B\_NOTREPORT (Was B8)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (B\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

**MULTI CODE**

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

**B\_GROUP (Was BX2)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

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

READ OUT

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

**B\_WHYGROUP (Was BX3)**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (B\_GROUP = 2)

**MULTI CODE**

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

**B\_INTIMIDATE**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

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

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

**B\_HOWINTIMIDATE**

ASK IF AT LEAST ONE ATTEMPTED BURGLARY (B\_NUMBER > 0 OR B\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (B\_INTIMIDATE = 1)

**MULTI CODE**

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

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property

4. Caused damage to a property

5. Other (please specify)

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

## C VANDALISM OR DELIBERATE DAMAGE

### C\_WEBCORRECT

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

SINGLE CODE

When you completed the online part of the survey, you said that, APART from damage resulting from any burglaries or attempted burglaries, deliberate damage was caused to these premises [INSERT NUMBER FROM C\_NUMBER times IF C\_NUMBER >1][once IF C\_NUMBER > 1] and that you did [did report IF C\_REPORT = 1][did not report IF C\_REPORT = 2][did not know if you reported IF C\_REPORT = DK] it to the police.

Are all of these details still correct?

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

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

### C\_WEBINCORRECT

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

INFO SCREEN

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

### C\_INFO (Was C1INTRO)

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

INFO SCREEN

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

I will refer to this type of incident as vandalism.

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

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

**C\_TYPEVANDALISM (Was C1)**

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

MULTI CODE

SHOW CODE 5 IF FARMTYPE = 5-10

SHOW CODE 6 IF FARMTYPE = 1-4

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

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

READ OUT AND CODE ALL THAT APPLY

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

**C\_NUMBER (WAS C2)**

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know



**C\_CHK (Was CCHK)**

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**C\_CHK2 (Was CCHK2)**

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

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**C\_ANYORGANISED (new in 2016)**

ASK IF HAD MORE THAN ONE INCIDENT OF VANDALISM (C\_NUMBER > 1 OR C\_CHK > 1) AND CATI SCRIPT (METHOD = 2) SINGLE CODE

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

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

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

**C\_RECENT**

DISPLAY IF MORE THAN ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 1 OR C\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

INFO SCREEN

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

**C\_WEEK (Was C4)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

**C\_TIME (Was C4A)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

**C\_REPORT (Was C9A)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR C\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF C\_NUMBER > 1 OR C\_CHK > 1] incident to the police?

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

**C\_NOTREPORT (Was C10)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (C\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

**C\_RACE (Was C11)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

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

**C\_GROUP (Was C12)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**C\_WHYGROUP (Was C13)**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (C\_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

**C\_INTIMIDATE**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

**C\_HOWINTIMIDATE**

ASK IF AT LEAST ONE ACT OF VANDALISM OR DELIBERATE DAMAGE (C\_NUMBER > 0 OR C\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (C\_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

## D THEFT OF VEHICLES

### D\_WEBCORRECT

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

SINGLE CODE

When you completed the online part of the survey, you said that there [were INSERT NUMBER FROM D\_NUMBER incidents IF D\_NUMBER >1][was an incident IF D\_NUMBER =1] of vehicles owned or leased by this business and used by employees who consider these premises as their main place of work being stolen, that [you didn't know IF D\_VALUESTOLEN2 = DK OR REF] the total value of the vehicles stolen in the most recent incident, including the contents, [was approximately £INSERT NUMBER FROM D\_VALUESTOLEN2 IF D\_VALUESTOLEN2 = 1-16] and that you did [did report IF D\_REPORT = 1][did not report IF D\_REPORT = 2][did not know if you reported IF D\_REPORT = DK] it to the police.

Are all of these details still correct?

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

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

### D\_WEBINCORRECT

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

INFO SCREEN

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

### D\_INFO (Was D1INTRO)

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

INFO SCREEN

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

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

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

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

**D\_TYPEVEHSTOLEN (Was D1)**

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

MULTI CODE

SHOW CODE 6 IF CONSTRUCTION (SAMPLESECTOR = 2)

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

READ OUT AND CODE ALL THAT APPLY

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

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't Know

**D\_NUMBER (WAS D2)**

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**D\_CHK (Was DCHK)**

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

NUMERIC (RANGE 0 - 100,000)

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

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**D\_CHK2 (Was DCHK2)**

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

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

#### **D\_ANYORGANISED (new in 2016)**

ASK IF HAD MORE THAN ONE INCIDENT OF VEHICLE THEFT (D\_NUMBER > 1 OR D\_CHK > 1) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

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

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

#### **D\_RECENT**

DISPLAY IF MORE THAN ONE VEHICLE THEFT (D1 > 1 OR D\_CHK > 1)

INFO SCREEN

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

#### **D\_VEHICLE (Was D3X)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

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

#### **D\_VEHICLETYPE (Was D3X)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
MULTI CODE

ONLY SHOW ANSWERS GIVEN AT D\_TYPEVEHSTOLEN

ONLY SHOW CODE 6 IF CONSTRUCTION (SAMPLESECTOR = 2)



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

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

READ OUT [AND CODE ALL THAT APPLY IF D\_VEHICLE = 2 OR DK]

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

6. Plant that can be driven

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't Know

#### **D\_VEHICLEYPENUM (Was D3X)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND MORE THAN ONE TYPE OF VEHICLE STOLEN IN MOST RECENT THEFT (D\_VEHICLE = 2 or DK)

NUMERIC (RANGE 0 – 100)

ONLY DISPLAY CODES SELECTED AT D\_VEHICLETYPE

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

READ OUT AND RECORD NUMBER

Passenger cars \_\_\_\_\_

Vans or lorries requiring an HGV licence to drive \_\_\_\_\_

Vans or lorries NOT requiring HGV licence to drive \_\_\_\_\_

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

[Tractors, IF AGRICULTURE (SAMPLESECTOR = 1)] Forklifts, JCBs or other industrial vehicles \_\_\_\_\_

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

#### **D\_WEEK (Was D4)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2) SINGLE CODE

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

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

#### **D\_TIME (Was D4AX)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2) SINGLE CODE

At what time of day did it happen?

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

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

- 5. During night (midnight-6am)
- 6. Evening/night (can't say which)
- 9. Don't know

**D\_DELIVERY (Was D4A1)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

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

**D\_RECOVERED (Was D4A)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
MULTI CODE (EXCEPT CODE 3 AND 4)

DISPLAY CODE 4 ONLY IF D\_VEHICLE = 2 OR DK

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

READ OUT

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

**D\_VALUESTOLEN (Was D4B)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CORRECT INFO NOT ALREADY  
HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_WEBCORRECT = 2 OR DK)

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

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

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

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

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

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

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

- Don't know
- Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT D\_VALUESTOLEN2]

**D\_VALUESTOLEN2 (Was D4BX)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_WEBCORRECT = 2 OR DK) AND NOT SURE OF VALUE OF DAMAGE (D\_VALUESTOLEN = DK OR REF)

SINGLE CODE

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

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

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

**D\_RECOVEREDDAM (Was D4C)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND VEHICLES RECOVERED (D\_RECOVERED = 1-2)

MULTI CODE

Was there...

READ OUT

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

**D\_REPORT (Was D9A)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR D\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF D\_NUMBER > 1 OR D\_CHK > 1] incident to the police?

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

**D\_NOTREPORT (Was D10)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (D\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

**D\_GROUP (Was D12)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**D\_WHYGROUP (Was D13)**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (D\_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

01. Seemed to have knowledge of business layout/ area
02. Other businesses in area recently experienced similar offences
03. Recognised several offenders as having previously committed an offence
04. Group that seemed to know each other
05. Job too big for one person

- 06. Police information (other stolen goods discovered, group known to police)
- 07. Suspects seemed very prepared
- 08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
- 09. Other reason (Specify)
- Refused
- Don't know

#### **D\_INTIMIDATE**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

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

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

#### **D\_HOWINTIMIDATE**

ASK IF AT LEAST ONE VEHICLE THEFT (D\_NUMBER > 0 OR D\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
AND BEEN INTIMIDATED (D\_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

## E THEFT FROM VEHICLES

### E\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND THEFT FROM VEHICLES MODULE COMPLETED ONLINE (E\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that someone stole something off or from vehicles owned or leased by this business and used by employees who consider these premises to be their main place of work [INSERT NUMBER FROM E\_NUMBER times IF E\_NUMBER >1][once IF E\_NUMBER =1], that [you didn't know IF E\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM E\_VALUESTOLEN2 IF E\_VALUESTOLEN2 = 1-16] and that you did [did report IF E\_REPORT = 1][did not report IF E\_REPORT = 2][did not know if you reported IF E\_REPORT = DK] it to the police..

Are all of these details still correct?

READ ONLY IF ASKED: This should not include employees' possessions which were in the vehicle at the time of the incident

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

### E\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (E\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND THEFT FROM VEHICLES MODULE COMPLETED ONLINE (E\_NUMBER = RESPONSE)

INFO SCREEN

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

### E\_INFO (Was E1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1)

INFO SCREEN

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

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

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

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

**E\_NUMBER (WAS E1)**

ASK IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 8: That sounds like quite a few, please can you confirm for me again how many?

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**E\_CHK (Was ECHK)**

ASK IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK) AND NO THEFT FROM VEHICLES (E\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 8: That sounds like quite a few, please can you confirm for me again how many?

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**E\_CHK2 (Was ECHK2)**

ASK IF BEEN A VICTIM OF THEFT FROM VEHICLES (VEHCONTHEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK) AND STILL NO THEFT FROM VEHICLES (E\_CHK = 0 OR DK)

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**E\_ANYORGANISED (new in 2016)**

ASK IF HAD MORE THAN ONE THEFT FROM A VEHICLE (E\_NUMBER > 1 OR E\_CHK > 1) AND CATI SCRIPT (METHOD = 2) SINGLE CODE

Do you consider [either IF E\_NUMBER OR E\_CHK =2][any IF E\_NUMBER OR E\_CHK > 2] of these incidents of theft from vehicles to have been carried out by an organised group of criminals?

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

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

### **E\_RECENT**

DISPLAY IF MORE THAN ONE THEFT FROM A VEHICLE (E\_NUMBER > 1 OR E\_CHK > 1)

INFO SCREEN

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

### **E\_WEEK (Was E3)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

### **E\_TIME (Was E3X)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

### **E\_DELIVERY (Was E3A)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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



**E\_METAL (Was EX2)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

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

**E\_CHEM (Was EX2CHEM)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3)

SINGLE CODE

Were any chemicals stolen?

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

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

**E\_FUEL (Was EX2FUEL)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

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

**E\_ANIMAL (Was EX2ANIMAL)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1)

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

1. Yes
2. No

## 9. Don't know

### **E\_ANIMALTYPE (Was E3ANIMAL2)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT BURGLARY (E\_ANIMAL = 1)  
MULTI CODE

And what types of animals or livestock were stolen?

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

READ OUT AND CODE ALL THAT APPLY

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

### **E\_VALUESTOLEN (Was E4)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK)

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

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** theft again?

What was the value, in pounds, of the items [or livestock IF AGRICULTURE (SAMPLESECTOR = 1)] stolen from the vehicle?

Please exclude the value of any personal or employees' possessions.

Please tell me the total value, regardless of whether the items were later recovered or whether you received any insurance pay out?

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

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

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT E\_VALUESTOLEN2]

**E\_VALUESTOLEN2 (Was E5)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (E\_VALUESTOLEN = DK OR REF)

SINGLE CODE

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

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

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

**E\_REPORT (Was E7A)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR E\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF E\_NUMBER > 1 OR E\_CHK > 1] incident to the police?

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

**E\_NOTREPORT (Was E8)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (E\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

**E\_GROUP (Was E12)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**E\_WHYGROUP (Was E13)**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (E\_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

01. Seemed to have knowledge of business layout/ area
02. Other businesses in area recently experienced similar offences
03. Recognised several offenders as having previously committed an offence
04. Group that seemed to know each other
05. Job too big for one person

- 06. Police information (other stolen goods discovered, group known to police)
- 07. Suspects seemed very prepared
- 08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
- 09. Other reason (Specify)
- Refused
- Don't know

#### **E\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

#### **E\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT FROM A VEHICLE (E\_NUMBER > 0 OR E\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (E\_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

## F&amp;G ROBBERY

**F\_WEBCORRECT**

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND EITHER BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND ROBBERY MODULE COMPLETED ONLINE (F\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that someone who was NOT employed at these premises [stole IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted to steal IF ATTROBB = 1] something from your business or from your employees by using or threatening to use force or violence [INSERT NUMBER FROM F\_NUMBER times IF F\_NUMBER > 1][once IF F\_NUMBER = 1], that [you didn't know IF F\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM F\_VALUESTOLEN2 IF F\_VALUESTOLEN2 = 1-16] and that you [did report IF F\_REPORT = 1][did not report IF F\_REPORT = 2][did not know if you reported IF F\_REPORT = DK] it to the police.

Are all of these details still correct?

READ ONLY IF ASKED: This includes [incidents where personal property as well as money or items belonging to the business were stolen, provided employees were on duty at the time and IF ATTROBB = 2 OR DK] incidents where employees were on duty away from the premises. It does not include incidents where only personal property was stolen from non-employees.

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

**F\_WEBINCORRECT**

DISPLAY IF WEB INFO NOT CORRECT (F\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND ROBBERY MODULE COMPLETED ONLINE (F\_NUMBER = RESPONSE)

INFO SCREEN

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

**F\_INFO (Was L1INTRO)**

DISPLAY IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

INFO SCREEN

You said earlier that someone who was NOT employed at these premises [stole IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted to steal IF ATTROBB = 1] something from your business or from your employees by using or threatening to use force or violence. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

I will refer to this type of incident as [a robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [an attempted robbery IF ATTROBB = 1].

Robberies include [incidents where personal property as well as money or items belonging to the business were stolen, provided employees were on duty at the time and IF QATTROBB = 2 OR DK] incidents where employees were on duty away from the premises. It does not include incidents where only personal property was stolen from non-employees.

[This is sections F and G on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**F\_ROBBERYTYPENUM\_INFO (Was L1INTRO)**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

INFO SCREEN

For each of the following types of [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] please tell me how many incidents you experienced [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

Please include incidents even if they took place away from the premises but only if they took place while the employee was working. Exclude incidents where an employee was robbed while they were simply travelling during the working day – for example travelling between meetings or travelling to/from work.

**F\_ROBBERYTYPENUM[{PREMISES}].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

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

How many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] at your premises

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

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_ROBBERYTYPENUM[{AWAYPREMISES}].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

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

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees when they were in a vehicle away from your premises

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

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_ROBBERYTYPENUM[{STREET}].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

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

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises on the street

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

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_ROBBERYTYPENUM[{OTHSITUATION}].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

NUMERIC (RANGE 0 - 100,000)

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

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises, but in any other situation

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

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know



**F\_ROBBERYTYPEOTH**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1)

OPEN

Were there any other incidents?

If yes, please specify [(type in) IF WEB]: \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

LOGIC CHECK – IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) AND ATTEMPTED ROBBERY USING FORCE (ATTROBB = 1) THEN THERE MUST BE AT LEAST TWO INCIDENTS.

IF NOT:

WEB: You have recorded fewer than 2 incidents but you have experienced a robbery and attempted robbery. Please could you check this?

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

[INSTRUCTION TO SCRIPTER: SET F\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT F\_ROBBERYTYPENUM]

**F\_CHKROBBERYTYPENUM\_INFO (Was L1INTROCHK)**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)

INFO SCREEN

You said earlier that you did have [a IF ROBBERY = 1][a IF ROBBERY =1 AND ATTROBB = 1][an IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many [robberies IF ROBBERY =1][or IF ROBBERY =1 AND ATTROBB =1][attempted robberies IF ATTROBB =1] have occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] for each of the following?

**F\_CHKROBBERYTYPENUM[{{PREMISES}}].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)  
 NUMERIC (RANGE 0 - 100,000)

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

How many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1] [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] at your premises

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

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_CHKROBBERYTYPENUM[{{AWAYPREMISES}}].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)  
 NUMERIC (RANGE 0 - 100,000)

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

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees when they were in a vehicle away from your premises

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

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_CHKROBBERYTYPENUM[{{STREET}}].ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)  
 NUMERIC (RANGE 0 - 100,000)

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

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY =1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB =1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises on the street

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

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_CHKROBBERYTYPEOTH.ANS**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)  
 NUMERIC (RANGE 0 - 100,000)

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

And how many incidents of:

[A IF ROBBERY = 1][A IF ROBBERY = 1 AND ATTROBB = 1][An IF ROBBERY = 2 OR DK AND ATTROBB = 1][robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] of your employees away from your premises, but in any other situation

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

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

**F\_CHKROBBERYTYPEOTH**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND NO ROBBERIES (F\_NUMBER = 0)

OPEN

Were there any other incidents?

If yes, please specify [(type in) IF WEB]: \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate

CATI: IF DK ASK: Approximately how many?

Write in number \_\_\_\_\_

Don't know

LOGIC CHECK – IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) AND ATTEMPTED THEFT USING FORCE (ATTROBB = 1) THEN THERE MUST BE AT LEAST TWO INCIDENTS.

IF NOT:

WEB: You have recorded fewer than 2 incidents but you have experienced a robbery and attempted robbery. Please could you check this?

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

[INSTRUCTION TO SCRIPTER: SET F\_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT F\_CHKTYPEOTH]

**F\_CHK2 (Was LCHK2)**

ASK IF BEEN A VICTIM OF THEFT USING FORCE (ROBBERY = 1) OR ATTEMPTED THEFT USING FORCE (ATTROBB = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND STILL NO THEFT OR ATTEMPTED THEFT USING FORCE (F\_CHK = 0)  
OPEN

WEB: You said earlier that there has been [a robbery IF ROBBERY = 1] [and IF ROBBERY = 1 AND ATTROBB = 1] [an attempted robbery IF ATTROBB = 1]. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been [a robbery IF ROBBERY = 1] [and IF ROBBERY = 1 AND ATTROBB = 1] [an attempted robbery IF ATTROBB = 1]. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**F\_ANYORGANISED (new in 2016)**

ASK IF HAD MORE THAN ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 1 OR F\_CHK > 1) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Do you consider [either IF F\_NUMBER OR F\_CHK = 2][any IF F\_NUMBER OR F\_CHK > 2] of these incidents of [robbery IF ROBBERY = 1] [or IF ROBBERY = 1 AND ATTROBB = 1] [attempted robbery IF ATTROBB = 1] to have been carried out by an organised group of criminals?

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

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

**F\_RECENTROBB (Was L1D)**

ASK IF EXPERIENCED ROBBERY AND ATTEMPTED ROBBERY (ROBBERY = 1 AND ATTROBB = 1)  
SINGLE CODE

Now thinking about the most recent incident was it...

CATI: READ OUT

1. A robbery
2. Or, an attempted robbery

**F\_RECENT**

DISPLAY IF EXPERIENCED ROBBERY OR ATTEMPTED ROBBERY AND EXPERIENCED EITHER MORE THAN ONCE (IF ROBBERY = 1 OR ATTROBB = 1 AND IF F\_NUMBER > 1 OR F\_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to continue to think about the most recent incident of [robbery IF ROBBERY = 1 AND F\_NUMBER OR F\_CHK > 1, OR IF F\_RECENTROBB = 1 AND F\_NUMBER OR F\_CHK > 1] [attempted robbery IF ATTROBB = 1 AND F\_NUMBER OR F\_CHK > 1, OR IF F\_RECENTROBB = 2 AND F\_NUMBER OR F\_CHK > 1].

**F\_WHERE (Was L1C)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Where did this incident take place?

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

DO NOT READ OUT

1. At your premises
2. When employees were in a vehicle away from your premises
3. When employees were away from your premises on the street
4. When employees were away from your premises, but in any other situation
5. Other (please specify)
9. Don't Know

**F\_WEEK (Was L5)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

**F\_TIME (Was L6)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

**F\_STOLEN (Was L3\_1)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

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

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

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

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

READ OUT AND CODE ALL THAT APPLY

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

**F\_METAL (Was LX2)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

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

**F\_CHEM (Was LX2CHEM)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3)

SINGLE CODE

Were any chemicals stolen?

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

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

**F\_FUEL (Was LX2FUEL)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

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

**F\_ANIMAL (Was LX2ANIMAL)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURE SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

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

**F\_ANIMALTYPE (Was L3ANIMAL2)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT BURGLARY (F\_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

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

READ OUT AND CODE ALL THAT APPLY

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

**F\_VALUESTOLEN (Was L7)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND MOST RECENT INCIDENT WAS A ROBBERY RATHER THAN AN ATTEMPTED ROBBERY (F\_RECENTROBB=1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** robbery again?

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

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

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

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

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT F\_VALUESTOLEN2]



**F\_VALUESTOLEN2 (Was L8)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (F\_VALUESTOLEN = DK OR REF)

SINGLE CODE

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

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

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

**F\_REPORT (Was L10A)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR F\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF F\_NUMBER > 1 OR F\_CHK > 1] incident to the police?

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

**F\_NOTREPORT (Was L12)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (F\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

**F\_GUN (Was L15)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

**F\_KNIFE (Was L16A)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

And did they have a knife?

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

**F\_OTHWEAPON (Was L16B)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

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

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

**F\_INJURED (Was L17)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

Were employees physically injured?

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

**F\_OFFENDERNUM (Was L18)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

How many offenders were involved in this incident?

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

**F\_OFFENDERSEX (Was L19)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

CODE 3 ONLY SHOWN IF F\_OFFENDERNUM 2, 3 OR 4

**SINGLE CODE**

Were they male or female?

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

**F\_RACE (Was L20)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

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

**F\_GROUP (Was L21)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

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

**READ OUT**

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

**F\_WHYGROUP (Was L22)**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (F\_GROUP = 2)

**MULTI CODE**

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

**DO NOT READ OUT BUT CODE ALL THAT APPLY**

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

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

**F\_INTIMIDATE**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

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

1. Yes
2. No

9. Not sure / Don't know

**F\_HOWINTIMIDATE**

ASK IF AT LEAST ONE ROBBERY OR ATTEMPTED ROBBERY (F\_NUMBER > 0 OR F\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (F\_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

## H ASSAULTS OR THREATS

### H\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND ASSAULTS OR THREATS MODULE COMPLETED ONLINE (H\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that employees had experienced assault, threats or intimidation [INSERT NUMBER FROM H\_NUMBER times IF H\_NUMBER > 1][once IF H\_NUMBER = 1] and that you [did report IF H\_REPORT = 1][did not report IF H\_REPORT = 2][don't know if it was reported IF H\_REPORT = DK] to the police.

Are all of these details still correct?

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

### H\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (H\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND ASSAULTS OR THREATS MODULE COMPLETED ONLINE (H\_NUMBER = RESPONSE)

INFO SCREEN

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

### H\_INFO (Was M1INTRO)

DISPLAY IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1)

INFO SCREEN

You said earlier that employees had experienced assault, threats or intimidation. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

### H\_ASSAULTTYPE\_INFO (Was M1A)

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

INFO SCREEN

For each of the following please tell me how many incidents employees experienced [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

Please do not include any injuries that resulted from a robbery or an attempted robbery as this is covered elsewhere.

**H\_ASSAULTYPENUM[{{ASSAULTTEMP}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of:

Assault by a fellow employee

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

**H\_ASSAULTYPENUM[{{THREATTEMP}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by a fellow employee that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

**H\_ASSAULTYPENUM[{{ASSAULTCUST}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Assault by a customer

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

**H\_ASSAULTTYPENUM[{{THREATCUST}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by a customer that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

**H\_ASSAULTTYPENUM[{{ASSAULYOTH}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Assault by someone else, including a supplier or a distributor

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

**H\_ASSAULTTYPENUM[{{THREATOTH}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by someone else, including a supplier or a distributor that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET H\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT H\_ASSAULTTYPENUM]

**H\_CHKASSAULTTYPENUM\_INFO (Was MCHK)**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

INFO SCREEN



You said earlier that employees had experienced assault, threats or intimidation [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many such assaults, threats or intimidation have occurred [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] for each of the following?

**H\_CHKASSAULTTYPENUM[{ASSAULTTEMP}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of:

Assault by a fellow employee

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

**H\_CHKASSAULTTYPENUM[{THREATTEMP}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by a fellow employee that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

**H\_CHKASSAULTTYPENUM[{{ASSAULTCUST}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Assault by a customer

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

**H\_CHKASSAULTTYPENUM[{{THREATCUST}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by a customer that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

**H\_CHKASSAULTTYPENUM[{{ASSAULTYOTH}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Assault by someone else, including a supplier or a distributor

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

**H\_CHKASSAULTYPENUM[{{THREATOTH}}].ANS**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND NO ASSAULTS OR THREATS (H\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 400: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Threat or intimidation by someone else, including a supplier or a distributor that did not result in an assault

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

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET H\_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT H\_CHKYPENUM]

**H\_CHK2 (Was MCHK2)**

ASK IF BEEN A VICTIM OF AN ASSAULT OR THREAT (ASSAULT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK) AND STILL NO ASSAULTS OR THREATS (H\_CHK = 0)

OPEN

WEB: You said earlier that employees had experienced assault, threats or intimidation. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that employees had experienced assault, threats or intimidation. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**H\_ANYORGANISED (new in 2016)**

ASK IF HAD MORE THAN ONE INCIDENT OF ASSAULT (H\_NUMBER > 1 OR H\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF H\_NUMBER OR H\_CHK = 2][any IF H\_NUMBER OR H\_CHK > 2] of these incidents of assault, threat or intimidation to have been carried out by an organised group of criminals?

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

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

**H\_RECENT**

DISPLAY IF MORE THAN ONE ASSAULT OR THREAT (H\_NUMBER > 1 OR H\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of assault, threat or intimidation an employee has been a victim of.

**H\_WEEK (Was M3)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

**H\_TIME (Was M4)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

**H\_REPORT (Was M5A)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR H\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF H\_NUMBER > 1 OR H\_CHK > 1] incident to the police?

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

**H\_NOTREPORT (Was M6)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (H\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

**H\_GUN (Was M9A)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

**H\_KNIFE (Was M9B)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

And did they have a knife?

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

**H\_OTHWEAPON (Was M9C)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

**H\_INJURED (Was M9D)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Were employees physically injured?

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

**H\_RACE (Was M10)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you think the incident was RACIALLY or RELIGIOUSLY motivated?

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

**H\_GROUP (Was M11)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**H\_WHYGROUP (Was M12)**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (H\_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

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

**H\_INTIMIDATE**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

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

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

**H\_HOWINTIMIDATE**

ASK IF AT LEAST ONE ASSAULT OR THREAT (H\_NUMBER > 0 OR H\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (H\_INTIMIDATE = 1)

**MULTI CODE**

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

READ OUT AND CODE ALL THAT APPLY

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

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



## I THEFT BY CUSTOMERS

### I\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND THEFT BY CUSTOMERS MODULE COMPLETED ONLINE (I\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that a customer stole money, goods, company property, services or something else from your business at these premises [INSERT NUMBER FROM I\_NUMBER times IF I\_NUMBER >1][once IF I\_NUMBER =1], that [you did not know IF I\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM I\_VALUESTOLEN2 IF I\_VALUESTOLEN2 = 1-16] and that you [did report it IF I\_REPORT = 1][did not report it IF I\_REPORT = 2][don't know if it was reported IF I\_REPORT = DK] to the police.

Are all of these details still correct?

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

### I\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (I\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND THEFT BY CUSTOMERS MODULE COMPLETED ONLINE (I\_NUMBER = RESPONSE)

INFO SCREEN

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

### I\_INFO (Was F1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1)

INFO SCREEN

You said earlier that a customer stole money, goods, company property, services or something else from your business at these premises. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

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

**I\_NUMBERA (WAS F1)**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 350: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of thefts by customers has the business experienced [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since being at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**I\_NUMBERB (WAS F1)**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I\_NUMBERA = DK)

NUMERIC (RANGE 0 - 100,000)

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

Could you tell me how many incidents of thefts were committed by customers in an average week [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**I\_NUMBERBCHK**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I\_NUMBERA = DK) BUT CAN GUESS HOW MANY IN A WEEK (I\_NUMBERB > 0) SINGLE CODE

Based on what you have just told me, that means there would have been around [I\_NUMBERB\*52] incidents in the last year. Does that sound approximately right?

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

[SCRIPTER: IF CODE 2, PLEASE RETURN TO I\_NUMBERB]

**I\_NUMBER**

IF I\_NUMBERA HAS A RESPONSE, SET I\_NUMBER = I\_NUMBERA

IF DON'T KNOW AT I\_NUMBERA, SET I\_NUMBER EQUAL TO I\_NUMBERB\*52

IF DON'T KNOW AT I\_NUMBERB OR I\_NUMBERBCHK, SET I\_NUMBER EQUAL TO DON'T KNOW

**I\_CHKA (Was FCHK)**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND NO THEFTS BY CUSTOMERS (I\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 350: That sounds like quite a few, please can you confirm for me again how many?

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

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

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**I\_CHKB (Was FCHKB)**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND NO THEFTS BY CUSTOMERS (I\_NUMBER = 0) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I\_CHKA = DK)

NUMERIC (RANGE 0 - 100,000)

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

Could you tell me how many incidents of thefts were committed by customers in an average week [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**I\_CHKBCHK**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND NO THEFTS BY CUSTOMERS (I\_NUMBER = 0) AND DON'T KNOW HOW MANY INCIDENTS OF THEFT (I\_CHKA = DK) BUT CAN GUESS HOW MANY IN A WEEK (I\_CHKB > 0)

SINGLE CODE

Based on what you have just told me, that means there would have been around [I\_CHKB\*52] incidents in the last year. Does that sound approximately right?

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

[SCRIPTER: IF CODE 2, PLEASE RETURN TO I\_NUMBERB]

**I\_CHK**

IF I\_CHKA HAS A RESPONSE, SET I\_CHK = I\_CHKA  
 IF DON'T KNOW AT I\_CHKA, SET I\_CHK EQUAL TO I\_CHKB\*52  
 IF DON'T KNOW AT I\_CHKB, SET I\_CHK EQUAL TO DON'T KNOW

**I\_CHK2 (Was FCHK2)**

ASK IF BEEN A VICTIM OF THEFT BY A CUSTOMER (THEFT = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND STILL NO THEFTS BY CUSTOMERS (I\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been a theft by a customer. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a theft by a customer. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**I\_ANYORGANISED (new in 2016)**

ASK IF HAD MORE THAN ONE INCIDENT OF THEFT BY CUSTOMERS (I\_NUMBER > 1 OR I\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF I\_NUMBER OR I\_CHK =2][any IF I\_NUMBER OR I\_CHK > 2] of these incidents of theft by customers to have been carried out by an organised group of criminals?

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

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

**I\_NUMBERORGANISED (new in 2016)**

ASK IF HAD ORGANISED CRIME (I\_NUMBER > 1 OR I\_CHK > 1 AND I\_ANYORGANISED = 1) AND CATI SCRIPT (METHOD = 2) AND RETAIL BUSINESS (SAMPLESECTOR = 4)

LOGIC CHECK: I\_NUMBERORGANISED CAN NOT BE HIGHER THAN I\_NUMBER

And how many of these [RESPONSE AT I\_NUMBER] incidents of theft by customers would you say were organised crimes?

IF RESPONDENT IS UNSURE ASK: Approximately how many?

WRITE IN NUMBER \_\_\_\_\_

- Don't know  
 Refused

**I\_COMMON (Was F1A)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

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

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

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

Thinking about all incidents [at these premises in the last 12 months IF LENGTHOP IS NOT =1][since the business has been at these premises IF LENGTHOP = 1], what item or items were most commonly stolen?

READ OUT AND CODE ALL THAT APPLY

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

**I\_COMMONFOODTYPE (new in 2016)**

ASK IF RETAIL SECTOR (SAMPLESECTOR = 4) AND AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND COMMONLY FOOD OR GROCERIES (I\_COMMON = 5)

SINGLE CODE

You said that food or groceries are commonly stolen. Are such items usually...

READ OUT

1. High value or luxury items (IF UNSURE: for example, expensive cuts of meat)
2. Lower value, day-to-day items (IF UNSURE: for example, bread or milk)
3. DO NOT READ OUT: Both
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**I\_TOTVALUESTOLEN (Was F2)**

ASK IF MORE THAN ONE THEFT BY A CUSTOMER (I\_NUMBER > 1 OR I\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

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

SOFT CHECK IF > 100,000: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any thefts by customers again?

Thinking about all incidents [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], what was the total value in pounds of money, goods, company property or services that were stolen?

[Please include tools, materials and any plant that you would not consider to be vehicles IF CONSTRUCTION SECTOR (SAMPLESECTOR = 2)].

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

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT I\_TOTVALUESTOLEN2]

#### **I\_TOTVALUESTOLEN2 (Was F2A)**

ASK IF MORE THAN ONE THEFT BY A CUSTOMER (I\_NUMBER > 1 OR I\_CHK > 1) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (I\_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

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

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

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

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

#### **I\_RECENT**

DISPLAY IF MORE THAN ONE THEFT BY A CUSTOMER (I\_NUMBER > 1 OR I\_CHK > 1)

INFO SCREEN

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

#### **I\_WEEK (Was F3)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

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

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

**I\_TIME (Was F3A)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

At what time of day did it happen?

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

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

**I\_STOLEN (Was F3B)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**MULTI CODE**

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

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

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

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

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

READ OUT AND CODE ALL THAT APPLY

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

**I\_RECENTFOODTYPE (new in 2016)**

ASK IF RETAIL SECTOR (SAMPLESECTOR = 4) AND AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND MOST RECENT INCIDENT WAS THEFT OF FOOD OR GROCERIES (I\_STOLEN = 5)

SINGLE CODE

You said that the most recent incident involved food or groceries being stolen. Were these...

READ OUT

1. High value or luxury items (IF UNSURE: for example, expensive cuts of meat)
2. Lower value, day-to-day items (IF UNSURE: for example, bread or milk)
3. DO NOT READ OUT: Both
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**I\_METAL (Was F3C)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

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

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

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

**I\_CHEM (Was F3CCHEM)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3)

SINGLE CODE

Were any chemicals stolen?

This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises.

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

**I\_FUEL (Was F3CFUEL)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

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

1. Yes



2. No
9. Don't know

**I\_ANIMAL (Was F3CANIMAL)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

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

**I\_ANIMALTYPE (Was I3ANIMAL2)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (I\_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

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

READ OUT AND CODE ALL THAT APPLY

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

**I\_VALUESTOLEN (Was F4)**

ASK IF MORE THAN ONE THEFT BY A CUSTOMER (I\_NUMBER > 1 OR I\_CHK > 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK)

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

SOFT CHECK IF > 25,000: That sounds like quite a lot, please can you confirm the value of loss that resulted from the **most recent** theft by a customer again?

LOGIC CHECK: ANSWER GIVEN AT I\_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT I\_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT INCIDENT IS GREATER THAN THE TOTAL VALUE OF ALL OF THE INCIDENTS. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

Thinking about the most recent incident of theft by a customer, what was the total value in pounds of any money, goods or other items that were stolen?

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

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

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

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT I\_VALUESTOLEN2]

**I\_VALUESTOLEN2 (Was F5)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (I\_VALUESTOLEN = DK OR REF)

SINGLE CODE

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

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

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

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**I\_REPORT (Was F7a)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR I\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF I\_NUMBER > 1 OR I\_CHK > 1] incident to the police?

1. Yes

2. No

9. Don't know

**I\_NOTREPORT (Was A9)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (I\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

**I\_GROUP (Was F12)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

READ OUT

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

**I\_WHYGROUP (Was F13)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (I\_GROUP = 2)

MULTI CODE

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

DO NOT READ OUT BUT CODE ALL THAT APPLY

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

01. Seemed to have knowledge of business layout/ area
02. Other businesses in area recently experienced similar offences
03. Recognised several offenders as having previously committed an offence
04. Group that seemed to know each other

- 05. Job too big for one person
- 06. Police information (other stolen goods discovered, group known to police)
- 07. Suspects seemed very prepared
- 08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
- 09. Other reason (Specify)
- Refused
- Don't know

### **I\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

### **I\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (I\_NUMBER > 0 OR I\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (I\_INTIMIDATE = 1)

MULTI CODE

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

READ OUT AND CODE ALL THAT APPLY

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

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

## J THEFT BY EMPLOYEES

### J\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND THEFT BY EMPLOYEES MODULE COMPLETED ONLINE (J\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that an employee stole money, goods, company property, services or something else from your business at these premises [INSERT NUMBER FROM J\_NUMBER times IF J\_NUMBER > 1][once IF J\_NUMBER = 1], that [you didn't know IF J\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM J\_VALUESTOLEN2 IF J\_VALUESTOLEN2 = 1-16] and that you [did report it IF J\_REPORT = 1][did not report it IF J\_REPORT = 2][don't know if it was reported IF J\_REPORT = DK] to the police.

Are all of these details still correct?

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

### J\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (J\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND THEFT BY EMPLOYEES MODULE COMPLETED ONLINE (J\_NUMBER = RESPONSE)

INFO SCREEN

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

### J\_INFO (Was G1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2)

INFO SCREEN

You said earlier that an employee stole money, goods, company property, services or something else from your business at these premises. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

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

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

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

### J\_NUMBER (WAS G1)

ASK IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

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

How many thefts of money, goods, company property or non-payment for services were committed by employees [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**J\_CHK (Was GCHK)**

ASK IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK) AND NO THEFTS (J\_NUMBER = 0) NUMERIC (RANGE 0 - 100,000)

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

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

Can I just check, how many incidents of thefts of money, goods, company property or services were committed by employees [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

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

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**J\_CHK2 (Was GCHK2)**

ASK IF BEEN A VICTIM OF THEFT BY AN EMPLOYEE (THEFT = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK) AND STILL NO THEFTS (J\_CHK = 0 OR DK)

OPEN

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

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

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**J\_ANYORGANISED (new in 2016)**

ASK IF HAD MORE THAN ONE INCIDENT OF THEFT BY EMPLOYEES (J\_NUMBER > 1 OR J\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF J\_NUMBER OR J\_CHK = 2][any IF J\_NUMBER OR J\_CHK > 2] of these incidents of theft by employees to have been carried out by an organised group of criminals?

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

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

### **J\_RECENT**

DISPLAY IF MORE THAN ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 1 OR J\_CHK > 1)

INFO SCREEN

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

### **J\_WEEK (Was G3A1)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

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

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

### **J\_TIME (Was G3A2)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

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

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

### **J\_STOLEN (Was G3B)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

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

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

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

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

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

READ OUT AND CODE ALL THAT APPLY

- 01. Money
  - 02. Jewellery belonging to the business
  - 03. Watches belonging to the business
  - 04. IT or Electrical equipment
  - 05. Food or groceries belonging to the business
  - 06. Alcohol
  - 07. Tobacco
  - 08. Cosmetics
  - 09. Clothing
  - 11. Tools of the trade belonging to the business
  - 12. Building materials
  - 13. Parts, components or small pieces of equipment
  - 14. Plant not considered to be a vehicle
  - 16. Personal possessions of employees or customers
  - 17. Stocks of office supplies
  - 18. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen  
DO NOT READ OUT: Don't know

**J\_METAL (Was G3C)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

Were any metal items stolen? That is, was anything stolen that you suspect was taken for its scrap metal value?

This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

- 1. Yes
- 2. No
- 9. Don't know

**J\_CHEM (Was G3CCHEM)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3)

SINGLE CODE

Were any chemicals stolen?

[This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises. IF AGRICULTURE SECTOR (SAMPLESECTOR =1)]

- 1. Yes
- 2. No
- 9. Don't know

**J\_FUEL (Was G3CFUEL)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?



This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

1. Yes
2. No
9. Don't know

**J\_ANIMAL (Was G3CANIMAL)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR SAMPLESECTOR = 1)

SINGLE CODE

And were any livestock or animals that belong to your business stolen?

1. Yes
2. No
9. Don't know

**J\_ANIMALTYPE (Was J3ANIMAL2)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (J\_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

READ ONLY IF ASKED: Only include animals stolen as part of the theft, belonging to the business.

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
2. Beef or breeding cattle
3. Sheep
4. Poultry
5. Pigs
6. Other (please specify)

DO NOT READ OUT: Don't know

**J\_VALUESTOLEN (Was G4)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** theft by an employee again?

Thinking about the most recent incident of theft by an employee, what was the total value in pounds of any money, goods or other items that were stolen?

Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT J\_VALUESTOLEN2]

**J\_VALUESTOLEN2 (Was G5)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (J\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**J\_REPORT (Was G7a)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR J\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF J\_NUMBER > 1 OR J\_CHK > 1] incident to the police?

1. Yes

2. No

9. Don't know

**J\_NOTREPORT (Was G8)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (J\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

### **J\_GROUP (Was G11)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

#### **SINGLE CODE**

Do you think this was someone working alone or...

#### **READ OUT**

1. A loosely knit group
2. Or, an organised group of criminals
3. DO NOT READ OUT: Someone working alone
9. DO NOT READ OUT: Don't know

### **J\_WHYGROUP (Was G12)**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (J\_GROUP = 2)

#### **MULTI CODE**

Can you tell me what led you to believe that this was a group of organised criminals?

#### **DO NOT READ OUT BUT CODE ALL THAT APPLY**

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**J\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**J\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY AN EMPLOYEE (J\_NUMBER > 0 OR J\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (J\_INTIMIDATE = 1)

**MULTI CODE**

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## K THEFT BY OTHERS

### K\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY OTHER (THEFT = 3) AND THEFT BY OTHERS MODULE COMPLETED ONLINE (K\_NUMBER = RESPONSE) SINGLE CODE

When you completed the online part of the survey, you said that someone else, that is not customers or employees, stole money, goods, company property or services from your business at these premises [INSERT NUMBER FROM K\_NUMBER times IF K\_NUMBER >1][once IF K\_NUMBER =1], that [you didn't know IF K\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM K\_VALUESTOLEN2 IF K\_VALUESTOLEN2 = 1-16 and that you [did report it IF K\_REPORT =1][did not report it IF K\_REPORT = 2][don't know if it was reported IF K\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

### K\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (K\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND THEFT BY OTHERS MODULE COMPLETED ONLINE (K\_NUMBER = RESPONSE) INFO SCREEN

In that case, I will need to ask you these questions again please.

### K\_INFO (Was H1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) INFO SCREEN

You said earlier that someone else, that is not a customer or employee stole money, goods, company property or services from your business at these premises. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

I will refer to this type of incident as a theft by others.

[For the moment I am only interested in thefts by other known persons; we will [talk about IF CATI] [cover IF WEB] thefts committed by persons unknown in a minute IF THEFT = 4]

[This is section K on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**K\_NUMBER (WAS H1)**

ASK IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 60: That sounds like quite a few, please can you confirm for me again how many?

How many thefts of money, goods, company property or non-payment for services were committed by others [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**K\_CHK (Was HCHK)**

ASK IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK) AND NO THEFTS (K\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 60: That sounds like quite a few, please can you confirm for me again how many?

You said earlier that you did have a theft by others [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many incidents of thefts of money, goods, company property or services were committed by others [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**K\_CHK2 (Was HCHK2)**

ASK IF BEEN A VICTIM OF THEFT BY OTHERS (THEFT = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK) AND STILL NO BURGLARIES (K\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been a theft by others but you've just confirmed that [there have been zero IF K\_CHK = 0][you don't know of any IF K\_CHK = DK] thefts. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a theft by others but you've just confirmed that [there have been zero IF K\_CHK = 0][you don't know of any IF K\_CHK = DK] thefts. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**K\_ANYORGANISED (new in 2016)**

ASK IF HAD MORE THAN ONE INCIDENT OF THEFT BY OTHERS (K\_NUMBER > 1 OR K\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF K\_NUMBER OR K\_CHK =2][any IF K\_NUMBER OR K\_CHK > 2] of these incidents of theft by others to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

1. Yes
2. No
7. Refused
9. Don't know

#### **K\_RECENT**

DISPLAY IF MORE THAN ONE THEFT BY OTHERS (K\_NUMBER > 1 OR K\_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of theft by others.

#### **K\_WEEK (Was H3A)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Did this incident take place during the week or at the weekend?

1. During the week
2. At the weekend
9. Don't know

#### **K\_TIME (Was H3B)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

1. During morning (6am-noon)
2. During afternoon (noon-6pm)
3. Morning/afternoon (can't say which)
4. During evening (6pm – midnight)
5. During night (midnight-6am)
6. Evening/night (can't say which)
9. Don't know

#### **K\_STOLEN (Was H3C)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

CODE 11 ONLY SHOWN IF AGRICULTURE OR CONSTRUCTION INDUSTRY (SAMPLESECTOR = 1-2)

CODE 12 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

CODE 14 ONLY SHOWN IF CONSTRUCTION OR ADMINISTRATION OR TRANSPORT INDUSTRY (SAMPLESECTOR = 2, 8 OR 10)

CODE 17 ONLY SHOWN IF ADMINISTRATION AND SUPPORT INDUSTRY ONLY (SAMPLESECTOR = 10)

Could you tell me which of the following, if any, were actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned.

READ OUT AND CODE ALL THAT APPLY

- 01. Money
  - 02. Jewellery belonging to the business
  - 03. Watches belonging to the business
  - 04. IT or Electrical equipment
  - 05. Food or groceries belonging to the business
  - 06. Alcohol
  - 07. Tobacco
  - 08. Cosmetics
  - 09. Clothing
  - 11. Tools of the trade belonging to the business
  - 12. Building materials
  - 13. Parts, components or small pieces of equipment
  - 14. Plant not considered to be a vehicle
  - 16. Personal possessions of employees or customers
  - 17. Stocks of office supplies
  - 18. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen  
DO NOT READ OUT: Don't know

**K\_METAL (Was H3D)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

Were any metal items stolen? That is, was anything stolen that you suspect was taken for its scrap metal value?

This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

- 1. Yes
- 2. No
- 9. Don't know

**K\_CHEM (Was H3DCHEM)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3)

Were any chemicals stolen?

[This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises. IF AGRICULTURE SECTOR (SAMPLESECTOR = 1)]

- 1. Yes
- 2. No
- 9. Don't know



**K\_FUEL (Was H3DFUEL)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE

Was any fuel stolen?

This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

1. Yes
2. No
9. Don't know

**K\_ANIMAL (Was H3DANIMAL)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

And were any livestock or animals that belong to your business stolen?

1. Yes
2. No
9. Don't know

**K\_ANIMALTYPE (Was K3ANIMAL2)**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (K\_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

READ ONLY IF ASKED: Only include animals stolen as part of the theft, belonging to the business.

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
2. Beef or breeding cattle
3. Sheep
4. Poultry
5. Pigs
6. Other (please specify)

DO NOT READ OUT: Don't know

**K\_VALUESTOLEN (Was H4)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 5,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** theft by others again?

Thinking about the most recent incident of theft by others, what was the total value in pounds of any money, goods or other items that were stolen?

Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT K\_VALUESTOLEN2]

**K\_VALUESTOLEN2 (Was H5)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (K\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**K\_REPORT (Was H7a)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR K\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF K\_NUMBER > 1 OR K\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**K\_NOTREPORT (Was H8)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (K\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
02. Too trivial (loss was so small / very low value)
03. Police could not have done anything
04. Police have not done anything in the past
05. Police would not be interested
06. There was no insurance requirement
07. Inappropriate for the police; dealt with matter ourselves
08. Fear of reprisals
09. They occur too frequently
10. Reported to other authorities
11. Don't have the time; inconvenient
12. Would increase insurance cost
13. Fear of negative publicity / impact on reputation of business
14. Tried to / was unable to contact police
15. Police came automatically / responded to an alarm
16. Someone else reported the incident
17. Other (please specify)
- Don't know / can't remember

**K\_GROUP (Was H11)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Do you think this was someone working alone or...

READ OUT

1. A loosely knit group
2. Or, an organised group of criminals
3. DO NOT READ OUT: Someone working alone
9. DO NOT READ OUT: Don't know

**K\_WHYGROUP (Was H12)**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
AND THINKS IT WAS AN ORGANISED GROUP (K\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**K\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**K\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY OTHERS (K\_NUMBER > 0 OR K\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
AND BEEN INTIMIDATED (K\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## L THEFT BY PERSONS UNKNOWN

### L\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND THEFT BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (L\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that the business had experienced theft of money, goods, company property or services where you were unable to establish who the offender was [INSERT NUMBER FROM L\_NUMBER times IF L\_NUMBER > 1][once IF L\_NUMBER =1], that [you didn't know IF L\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM L\_VALUESTOLEN2 IF L\_VALUESTOLEN2 = 1-16] and that you [did report it IF L\_REPORT =1][did not report it IF L\_REPORT = 2][don't know if it was reported IF L\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

### L\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (L\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND THEFT BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (L\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### L\_INFO (Was I1INTRO)

DISPLAY IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4)

INFO SCREEN

You said earlier that the business had experienced theft of money, goods, company property or services where you were unable to establish who the offender was. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

I will refer to this type of incident as a theft by persons unknown.

[This is section L on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**L\_NUMBER (WAS I1)**

ASK IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 1000: That sounds like quite a few, please can you confirm for me again how many?

How many thefts of money, goods, company property or non-payment for services were there [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] where you were unable to establish who committed the theft?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**L\_CHK (Was ICHK)**

ASK IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK) AND NO THEFTS (L\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 1000: That sounds like quite a few, please can you confirm for me again how many?

You said earlier that you did have a theft by persons unknown [at the premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many incidents of thefts of money, goods, company property or services were there at your premises [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] where you were unable to establish who committed the theft?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN \_\_\_\_\_

Don't know

**L\_CHK2 (Was ICHK2)**

ASK IF BEEN A VICTIM OF THEFT BY PERSONS UNKNOWN (THEFT = 4) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK) AND STILL NO BURGLARIES

(L\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that there has been a theft by persons unknown but you've just confirmed that [there have been zero IF L\_CHK = 0][you don't know of any IF L\_CHK = DK] thefts. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that there has been a theft by persons unknown but you've just confirmed that [there have been zero IF L\_CHK = 0][you don't know of any IF L\_CHK = DK] thefts. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**L\_RECENT**

DISPLAY IF MORE THAN ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 1 OR L\_CHK > 1)  
INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of theft by persons unknown.

**L\_WHYUNKNOWN**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT  
(METHOD = 2)

OPEN (LIMIT 200 CHARACTERS)

What makes you say that the theft was by 'someone unknown'?

WRITE IN \_\_\_\_\_

Don't know

**L\_WEEK (Was I3A)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT  
(METHOD = 2)

SINGLE CODE

Did this incident take place during the week or at the weekend?

1. During the week
2. At the weekend
9. Don't know

**L\_TIME (Was I3C)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT  
(METHOD = 2)

SINGLE CODE

At what time of day did it happen?

IF RESPONDENT IS UNSURE ASK: Was it in the morning, afternoon, evening or at night?

1. During morning (6am-noon)
2. During afternoon (noon-6pm)
3. Morning/afternoon (can't say which)
4. During evening (6pm – midnight)
5. During night (midnight-6am)
6. Evening/night (can't say which)
9. Don't know

**L\_STOLEN (Was I3C)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT  
(METHOD = 2)

MULTI CODE

CODE 11 ONLY SHOWN IF AGRICULTURE OR CONSTRUCTION INDUSTRY (SAMPLESECTOR = 1-2)

CODE 12 ONLY SHOWN IF CONSTRUCTION INDUSTRY (SAMPLESECTOR = 2)

CODE 14 ONLY SHOWN IF CONSTRUCTION OR ADMINISTRATION OR TRANSPORT INDUSTRY (SAMPLESECTOR = 2, 8 OR 10)

CODE 17 ONLY SHOWN IF ADMINISTRATION AND SUPPORT INDUSTRY ONLY (SAMPLESECTOR = 10)

Could you tell me which of the following, if any, were actually stolen? Please tell me about all items that were taken, regardless of whether the items were returned.

READ OUT AND CODE ALL THAT APPLY

- 01. Money
  - 02. Jewellery belonging to the business
  - 03. Watches belonging to the business
  - 04. IT or Electrical equipment
  - 05. Food or groceries belonging to the business
  - 06. Alcohol
  - 07. Tobacco
  - 08. Cosmetics
  - 09. Clothing
  - 11. Tools of the trade belonging to the business
  - 12. Building materials
  - 13. Parts, components or small pieces of equipment
  - 14. Plant not considered to be a vehicle
  - 16. Personal possessions of employees or customers
  - 17. Stocks of office supplies
  - 18. OTHER (please specify)
- DO NOT READ OUT: Nothing stolen  
DO NOT READ OUT: Don't know

**L\_METAL (Was I3D)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME METAL ITEMS WERE STOLEN (OTHTHEFT = 1)

SINGLE CODE

Were any metal items stolen? That is, was anything stolen that you suspect was taken for its scrap metal value?

This could include metal goods stored on the premises, scrap metal, lead from a roof, metal pipes, or other metal fixtures.

- 1. Yes
- 2. No
- 9. Don't know

**L\_CHEM (Was I3DCHEM)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME CHEMICALS WERE STOLEN (OTHTHEFT = 3)

SINGLE CODE

Were any chemicals stolen?

[This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises. IF AGRICULTURE SECTOR (SAMPLESECTOR = 1)]

- 1. Yes
- 2. No
- 9. Don't know

**L\_FUEL (Was I3DFUEL)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME FUEL STOLEN (OTHTHEFT = 2)

SINGLE CODE



Was any fuel stolen?

This includes petrol, diesel or other fuel oils that are used for business purposes and are stored on the premises.

1. Yes
2. No
9. Don't know

**L\_ANIMAL (Was I3DANIMAL)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN (OTHTHEFT = 4 AND AGRICULTURAL SECTOR (SAMPLESECTOR = 1))

SINGLE CODE

Were any livestock or animals that belong to your business stolen?

1. Yes
2. No
9. Don't know

**L\_ANIMALTYPE (Was L3ANIMAL2)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND SOME LIVESTOCK/ANIMALS STOLEN IN MOST RECENT THEFT (L\_ANIMAL = 1)

MULTI CODE

And what types of animals or livestock were stolen?

READ ONLY IF ASKED: Only include animals stolen as part of the theft, belonging to the business.

READ OUT AND CODE ALL THAT APPLY

1. Dairy cattle
  2. Beef or breeding cattle
  3. Sheep
  4. Poultry
  5. Pigs
  6. Other (please specify)
- DO NOT READ OUT: Don't know

**L\_VALUESTOLEN (Was I4)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 5,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** theft by persons unknown again?

Thinking about the most recent incident of theft by persons unknown, what was the total value in pounds of any money, goods or other items that were stolen?

Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT L\_VALUESTOLEN2]

**L\_VALUESTOLEN2 (Was I5)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (L\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**L\_REPORT (Was I7a)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR L\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF L\_NUMBER > 1 OR L\_CHK > 1] incident to the police?

1. Yes

2. No

9. Don't know

**L\_NOTREPORT (Was I8)**

ASK IF AT LEAST ONE THEFT BY PERSONS UNKNOWN (L\_NUMBER > 0 OR L\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (L\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Other (please specify)
- Don't know / can't remember

## M FRAUD BY EMPLOYEES

### M\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND FRAUD BY EMPLOYEES MODULE COMPLETED ONLINE (M\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that your business had experienced fraud by employees [INSERT NUMBER FROM M\_NUMBER times IF M\_NUMBER > 1][once IF M\_NUMBER = 1], that [you didn't know IF M\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM M\_VALUESTOLEN2 IF M\_VALUESTOLEN2 = 1-16] and that you [did report it IF M\_REPORT = 1][did not report it IF M\_REPORT = 2][don't know if it was reported IF M\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

### M\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (M\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND FRAUD BY EMPLOYEES MODULE COMPLETED ONLINE (M\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### M\_INFO (Was JINTRO)

DISPLAY IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1)

INFO SCREEN

You said earlier that your business had experienced fraud by employees. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

Remember this is only against this business at these premises.

[This is section M on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

### M\_FRAUDTYPENUM\_INFO (Was J1ANW)

INFO SCREEN

For each of the following please tell me how many incidents you have had where an employee has performed this type of fraud, [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

**M\_FRAUDTYPENUM[ACCOUNTING].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

How many incidents where an employee:

Committed fraudulent accounting

WEB: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

CATI: INTERVIEWER, IF ASKED: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[CARD].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Fraudulently used a business credit or debit card

WEB: For example used it beyond what is permitted by business policy.

CATI: INTERVIEWER, IF ASKED: For example used it beyond what is permitted by business policy.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[SKIMMED].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Withheld or 'skimmed' takings

WEB: For example taken money from customers that was intended for the business.

CATI: INTERVIEWER, IF ASKED: For example taken money from customers that was intended for the business.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[NONEXISTENT].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

**NUMERIC (RANGE 0 - 100,000)**

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Created non-existent customers or suppliers to defraud the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[{DIVERTED}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

**NUMERIC (RANGE 0 - 100,000)**

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Diverted company funds to their own account

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[{EXPLOITED}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

**NUMERIC (RANGE 0 - 100,000)**

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Exploited business assets and information

WEB: For example misused confidential or commercially valuable information such as customer data.

CATI: INTERVIEWER, IF ASKED: For example misused confidential or commercially valuable information such as customer data.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[{PROCUREMENT}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

**NUMERIC (RANGE 0 - 100,000)**

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Committed a fraud relating to purchase of goods or services

WEB: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

CATI: INTERVIEWER, IF ASKED: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[{{SOLDGOODS}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Sold goods or services fraudulently

WEB: For example sold without giving the takings back to the business

CATI: INTERVIEWER, IF ASKED: For example sold without giving the takings back to the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[{{KICKBACK}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Took kickback or sweetheart payments or colluded with another organisation to defraud your business?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPENUM[{{VISHING}}].ANS (new in 2016)**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Committed vishing, a fraud relating to stealing personal or sensitive information over the phone

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_FRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

OPEN

Was there any other type of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET M\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT M\_FRAUDTYPENUM]

**M\_CHKFRAUDTYPENUM\_INFO (Was JCHK)**

INFO SCREEN

You said earlier that you had experienced fraud by employees.

Can I just check, how many times has an employee done any of the following [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

**M\_CHKFRAUDTYPENUM[{ACCOUNTING}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

How many incidents where an employee:

Fraudulent accounting

WEB: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

CATI: INTERVIEWER, IF ASKED: This includes fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know



**M\_CHKFRAUDTYPENUM[{{CARD}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Fraudulently used a business credit or debit card

WEB: For example used it beyond what is permitted by business policy.

CATI: INTERVIEWER, IF ASKED: For example used it beyond what is permitted by business policy.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{SKIMMED}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Withheld or 'skimmed' takings

WEB: For example taken money from customers that was intended for the business.

CATI: INTERVIEWER, IF ASKED: For example taken money from customers that was intended for the business.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{NONEXISTENT}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Created non-existent customers or suppliers to defraud the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{DIVERTED}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Diverted company funds to their own account

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{EXPLOITED}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Exploited business assets and information

WEB: For example misused confidential or commercially valuable information such as customer data.

CATI: INTERVIEWER, IF ASKED: For example misused confidential or commercially valuable information such as customer data.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{PROCUREMENT}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Committed a fraud relating to purchase of goods or services

WEB: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

CATI: INTERVIEWER, IF ASKED: For example received inferior or no goods and services at all for personal gain, sometimes called 'procurement fraud'.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{SOLDGOODS}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Sold goods or services fraudulently

WEB: For example sold without giving the takings back to the business

CATI: INTERVIEWER, IF ASKED: For example sold without giving the takings back to the business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{KICKBACK}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Took kickback or sweetheart payments or colluded with another organisation to defraud your business

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPENUM[{{VISHING}}].ANS (new in 2016)**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 50: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents where an employee:

Committed vishing, a fraud relating to stealing personal or sensitive information over the phone

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**M\_CHKFRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY AN EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD

(M\_NUMBER = 0 or DK)

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET M\_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT M\_CHKFRAUDTYPENUM]

**M\_CHK2 (Was JCHK2)**

ASK IF BEEN A VICTIM OF FRAUD BY EMPLOYEE (FRAUD = 1) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND STILL NO FRAUD (M\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that you had experienced fraud by employees. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that you had experienced fraud by employees. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**M\_ANYORGANISED (new in 2016)**

DISPLAY IF MORE THAN ONE INCIDENT OF FRAUD BY AN EMPLOYEE (M\_NUMBER > 1 OR M\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF M\_NUMBER OR M\_CHK =2][any IF M\_NUMBER OR M\_CHK > 2] of these incidents of fraud by employees to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

1. Yes
2. No
7. Refused
9. Don't know

**M\_TOTVALUESTOLEN (Was JCOG)**

ASK IF MORE THAN ONE FRAUD BY EMPLOYEE (M\_NUMBER > 1 OR M\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any fraud by employees again?

Thinking about all incidents of fraud by employees against your business [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since being at these premises IF LENGTHOP = 1], what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INTRUCTION TO SCRIPTER: CODE TO BANDS AT M\_TOTVALUESTOLEN2]

**M\_TOTVALUESTOLEN2 (Was JCOGZ)**

ASK IF MORE THAN ONE FRAUD BY EMPLOYEE (M\_NUMBER > 1 OR M\_CHK > 1) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (M\_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**M\_TOTVALUESTOLENCARD (new in 2016)**

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (M\_FRAUDTYPENUM[{{CARD}}].ANS OR M\_CHK\_FRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD

LOGIC CHECK: VALUE AT M\_TOTVALUESTOLENCARD CANNOT BE MORE THAN VALUE AT

M\_TOTVALUESTOLEN

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any card fraud by employees again?

And now thinking about the incidents of fraud involving credit or debit cards by employees that you mentioned, what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT M\_TOTVALUESTOLEN2]

### **M\_TOTVALUESTOLENCARD2 (new in 2016)**

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (M\_FRAUDTYPENUM[{{CARD}}].ANS OR M\_CHKFRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD AND IF NOT SURE OF VALUE OF STOLEN ITEMS (M\_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

### **M\_RECENT**

DISPLAY IF MORE THAN ONE FRAUD BY EMPLOYEE (M\_NUMBER > 1 OR M\_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of fraud by employees.

**M\_RECENTFRAUD (Was J2)**

ASK IF FRAUDULENT INCIDENT BY EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

IF M\_NUMBER > 0 DISPLAY CODES WITH A RESPONSE AT M\_FRAUDTYPENUM

IF M\_CHK > 0 DISPLAY CODES WITH A RESPONSE AT M\_CHKFRAUDTYPENUM

SINGLE CODE

What type of fraud was this? Was it...

READ OUT

1. Fraudulent accounting
2. Fraudulent use of a business credit or debit card
3. Withholding or 'skimming' takings
4. Creation of non-existent customers or suppliers to defraud the business
5. Diversion of company funds to their own account
6. Exploitation of business assets and information
7. A fraud relating to purchase of goods or services
8. The sale of goods or services fraudulently
9. Kickback or sweetheart payments, or collusion with another organisation to defraud your business
10. Vishing
11. Any other type of fraud? [INCLUDE VERBATIM FROM CODE 10 AT M\_FRAUDTYPENUM IF M\_NUMBER > 1 OR M\_CHK TYPENUM IF M\_CHK > 1]

**M\_VALUESTOLEN (Was J3)**

ASK IF AT LEAST ONE FRAUD BY EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** incident of fraud by an employee again?

LOGIC CHECK: ANSWER GIVEN AT M\_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT M\_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT FINANCIAL LOSS IS GREATER THAN THE TOTAL VALUE OF ALL OF THE FINANCIAL LOSSES. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

What was the value of financial loss, in pounds, to the business at these premises in the most recent incident of fraud by employees?

Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT M\_VALUESTOLEN2]

**M\_VALUESTOLEN2 (Was J4)**

ASK IF AT LEAST ONE FRAUD BY EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (M\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**M\_REPORT (Was J7a)**

ASK IF AT LEAST ONE FRAUD BY EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF M\_NUMBER > 1 OR M\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**M\_NOTREPORT (Was J8A)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (M\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
02. Too trivial (loss was so small / very low value)
03. Police could not have done anything
04. Police have not done anything in the past
05. Police would not be interested
06. There was no insurance requirement
07. Inappropriate for the police; dealt with matter ourselves
08. Fear of reprisals



- 09. They occur too frequently
- 10. Reported to other authorities
- 11. Don't have the time; inconvenient
- 12. Would increase insurance cost
- 13. Fear of negative publicity / impact on reputation of business
- 14. Tried to / was unable to contact police
- 15. Police came automatically / responded to an alarm
- 16. Someone else reported the incident
- 17. Realised too late after the incident / too long had passed
- 18. Know to report fraud incidents directly to Action Fraud
- 19. Other (please specify)
- Don't know / can't remember

**M\_REPACTIONFRAUD (Was J8B)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

[Can I just check, did IF M\_NOTREPORT = 18] [Did IF M\_NOTREPORT = NOT 18] you report the [most recent IF M\_NUMBER > 1 OR M\_CHK > 1] incident to Action Fraud?

- 1. Yes
- 2. No
- 9. Don't know

**M\_KNOWACTIONFRAUD (Was J8B)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT REPORT TO ACTION FRAUD (M\_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (M\_NOTREPORT NOT EQUAL TO 18)

SINGLE CODE

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

- 1. Yes
- 2. No
- 9. Don't know

**M\_STAFFINVOLVED (new in 2016)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

And thinking about the employee or employees involved, were they...

READ OUT AND CODE ALL THAT APPLY

- 1. Non-management
- 2. Lower level management
- 3. Mid-level management
- 4. Senior management
- 5. The CEO
- DO NOT READ OUT: Refused
- DO NOT READ OUT: Don't know

**M\_GROUP (Was J12)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you think this was someone working alone or...

READ OUT

1. A loosely knit group
2. Or, an organised group of criminals
3. DO NOT READ OUT: Someone working alone
9. DO NOT READ OUT: Don't know

**M\_WHYGROUP (Was J13)**

ASK IF AT LEAST ONE FRAUD BY AN EMPLOYEE (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (M\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
  02. Other businesses in area recently experienced similar offences
  03. Recognised several offenders as having previously committed an offence
  04. Group that seemed to know each other
  05. Job too big for one person
  06. Police information (other stolen goods discovered, group known to police)
  07. Suspects seemed very prepared
  08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
  09. Other reason (Specify)
- Refused  
Don't know

**M\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**M\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (M\_NUMBER > 0 OR M\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (M\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## N FRAUD BY OTHERS

### N\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF FRAUD BY OTHERS (FRAUD = 2) AND FRAUD BY OTHERS MODULE COMPLETED ONLINE (N\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that your business had experienced fraud by someone other than an employee [INSERT NUMBER FROM N\_NUMBER times IF N\_NUMBER > 1][once IF N\_NUMBER = 1], that [you didn't know IF N\_VALUESTOLEN2 =DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM N\_VALUESTOLEN2 IF N\_VALUESTOLEN2 = 1-16] and that you [did report it IF N\_REPORT =1][did not report it IF N\_REPORT = 2][don't know if it was reported IF N\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

### N\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (N\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF FRAUD BY OTHERS (FRAUD = 2) AND FRAUD BY OTHERS MODULE COMPLETED ONLINE (N\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### N\_INFO (Was KINTRO)

DISPLAY IF BEEN A VICTIM OF FRAUD BY OTHERS (FRAUD = 2)

INFO SCREEN

You said earlier that your business had experienced fraud by someone other than an employee. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

I will refer to this type of crime as fraud by others.

Remember this is only against this business at these premises.

[This is section N on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

### N\_FRAUDOTHTYPENUM\_INFO (Was K1)

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

INFO SCREEN

For each of the following please tell me how many incidents you have had where someone other than an employee has performed this type of fraud [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

**N\_FRAUDOTHTYPENUM[{{CARD}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of:

Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{CHEQUE}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud

CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{REFUNDS}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Refunds or receipt fraud

WEB: For example, where someone fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example, where someone fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{ONLINEBANKING}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{INSURANCECLAIM}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

A fraudulent insurance claim against you

WEB: For example, where a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example, where a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{MANDATE}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY  
(COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{PROCUREMENT}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified **WEB: Sometimes called 'procurement fraud'**

**CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'**

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{IDENTITY}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services

**WEB: Sometimes called 'identity fraud'**

**CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'**

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDOTHTYPENUM[{{VISHING}}].ANS (new in 2016)**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Vishing, a fraud relating to stealing personal or sensitive information over the phone

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_FRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET N\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT N\_FRAUDOTHTYPENUM]

**N\_CHKFRAUDOTHTYPENUM\_INFO (Was KCHK)**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

INFO SCREEN

You said earlier that you had experienced fraud by someone other than an employee [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many times has someone other than an employee done any of the following [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

**N\_CHKFRAUDOTHTYPENUM[{CARD}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHTYPENUM[{CHEQUE}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud



CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

#### **N\_CHKFRAUDOTHTYPENUM[REFUNDS].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Refunds or receipt fraud

WEB: For example fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

#### **N\_CHKFRAUDOTHTYPENUM[ONLINEBANKING].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

#### **N\_CHKFRAUDOTHTYPENUM[INSURANCECLAIM].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

A fraudulent insurance claim against you

WEB: For example a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHYPENUM[{MANDATE}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHYPENUM[{PROCUREMENT}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified WEB: Sometimes called 'procurement fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHYPENUM[{IDENTITY}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services WEB: Sometimes called 'identity fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDOTHYPENUM[**{VISHING}**].ANS (new in 2016)**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD (M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Vishing, a fraud relating to stealing personal or sensitive information over the phone

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**N\_CHKFRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND NO FRAUD (N\_NUMBER = 0)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET N\_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT N\_CHKFRAUDOTHTYPENUM]

**N\_CHK2 (Was KCHK2)**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 2) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND STILL NO FRAUD (N\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that you had experienced fraud someone other than an employees. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that you had experienced fraud by someone other than an employee. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**N\_ANYORGANISED (new in 2016)**

ASK IF HAD MORE THAN ONE INCIDENT OF FRAUD BY OTHERS (N\_NUMBER > 1 OR N\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you consider [either IF N\_NUMBER OR N\_CHK =2][any IF N\_NUMBER OR N\_CHK > 2] of these incidents of fraud by others to have been carried out by an organised group of criminals?

INTERVIEWER, IF NEEDED: Organised crime can be defined as serious crime planned, coordinated and conducted by people working together on a continuing basis. Their motivation is often, but not always, financial gain.

1. Yes

2. No

7. Refused

9. Don't know

**N\_TOTVALUESTOLEN (Was KCOG)**

ASK IF MORE THAN ONE FRAUD BY OTHER (N\_NUMBER > 1 OR N\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any incidents of fraud by someone other than employee again?

Thinking about all incidents of fraud by someone other than an employee against your business [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT N\_TOTVALUESTOLEN2]

**N\_TOTVALUESTOLEN2 (Was KCOGZ)**

ASK IF MORE THAN ONE FRAUD BY OTHER (N\_NUMBER > 1 OR N\_CHK > 1) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (N\_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**N\_TOTVALUESTOLENCARD (new in 2016)**

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (N\_FRAUDTYPENUM[{{CARD}}].ANS OR N\_CHKFRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD

LOGIC CHECK: VALUE AT N\_TOTVALUESTOLENCARD CANNOT BE MORE THAN VALUE AT N\_TOTVALUESTOLEN

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any card fraud by others again?

And now thinking about the incidents of fraud involving credit or debit cards by others that you mentioned, what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT N\_TOTVALUESTOLEN2]

**N\_TOTVALUESTOLENCARD2 (new in 2016)**

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (N\_FRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD AND IF NOT SURE OF VALUE OF STOLEN ITEMS (N\_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**N\_RECENT**

DISPLAY IF MORE THAN ONE FRAUD BY OTHER (N\_NUMBER > 1 OR N\_CHK > 1)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of fraud by others.

**N\_RECENTOTHFRAUD (Was K2)**

ASK IF FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

IF N\_NUMBER > 0 DISPLAY CODES WITH A RESPONSE AT N\_FRAUDOTHHTYPENUM

IF N\_CHK > 0 DISPLAY CODES A RESPONSE AT N\_CHKFRAUDOTHHTYPENUM

SINGLE CODE

What type of fraud was this? Was it...

READ OUT

1. Credit, debit or store card fraud
2. Cheque fraud
3. Refunds or receipt fraud
4. Online banking fraud
5. A fraudulent insurance claim against you
6. Diversion of payments to a fraudulent account
7. Fraudulent payment claims for goods or services that were not delivered or not delivered as specified
8. A false claim to be working for your business to obtain credit, goods or services
9. Vishing

10. Any other type of fraud? [INCLUDE VERBATIM FROM CODE 9 AT N\_FRAUDOTHTYPENUM IF N\_NUMBER > 1 OR N\_CHKFRAUDOTHTYPENUM IF N\_CHK > 1]

**N\_CCFRAUD (Was K1C)**

ASK IF FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND LAST INCIDENT WAS CREDIT/DEBIT/STORE CARD FRAUD (N\_RECENTOTHFRAUD = 1) OR N\_FRAUDOTHTYPENUM = 1 AND NOTHING ELSE OR N\_CHKFRAUDOTHTYPENUM = 1 AND NOTHING ELSE

SINGLE CODE

Was the most recent incident of credit, debit or store card fraud conducted in person, over the internet or over the phone?

1. In person
2. Over the internet
3. Over the phone
9. Don't know

**N\_CARDOWNERSHIP (new in 2016)**

ASK IF FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND LAST INCIDENT WAS CREDIT/DEBIT/STORE CARD FRAUD (N\_RECENTOTHFRAUD = 1) OR (N\_FRAUDOTHTYPENUM{CARD} >= 1 AND NO OTHERS) OR (N\_CHKFRAUDOTHTYPENUM {CARD} >= 1 AND NO OTHERS)

SINGLE CODE

And did the card involved in this incident belong to the business, a customer or someone else?

1. Business
2. Customer
3. Someone else (SPECIFY)
9. Don't know

**N\_VALUESTOLEN (Was K3)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** incident of fraud by someone other than an employee again?

LOGIC CHECK: ANSWER GIVEN AT N\_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT N\_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT FINANCIAL LOSS IS GREATER THAN THE TOTAL VALUE OF ALL OF THE FINANCIAL LOSSES. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

What was the value of financial loss, in pounds, to the business at these premises in the most recent incident of fraud by others?

Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT N\_VALUESTOLEN2]

**N\_VALUESTOLEN2 (Was K4)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (N\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

**CATI: READ OUT UNTIL RESPONDENT STOPS YOU**

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**N\_REPORT (Was K6A)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR N\_WEBCORRECT = 2 OR DK)

SINGLE CODE

Did you report the [most recent IF N\_NUMBER > 1 OR M\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**N\_NOTREPORT (Was K7)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (N\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
02. Too trivial (loss was so small / very low value)
03. Police could not have done anything
04. Police have not done anything in the past
05. Police would not be interested
06. There was no insurance requirement
07. Inappropriate for the police; dealt with matter ourselves
08. Fear of reprisals
09. They occur too frequently
10. Reported to other authorities



11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Realised too late after the incident / too long had passed
  18. Know to report fraud incidents directly to Action Fraud
  19. Other (please specify)
- Don't know / can't remember

**N\_REPACTIONFRAUD (Was K7A)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

[Can I just check, did IF N\_NOTREPORT = 18] [Did IF N\_NOTREPORT = NOT 18] you report the [most recent IF N\_NUMBER > 1 OR N\_CHK > 1] incident to Action Fraud?

1. Yes
2. No
9. Don't know

**N\_KNOWACTIONFRAUD (Was K7A)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT REPORT TO ACTION FRAUD (N\_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (N\_NOTREPORT NOT EQUAL TO 18) AND NOT ASKED IN SECTION M (M\_KNOWACTIONFRAUD NOT ANSWERED)

SINGLE CODE

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

1. Yes
2. No
9. Don't know

**N\_GROUP (Was K12)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you think this was someone working alone or...

READ OUT

1. A loosely knit group
2. Or, an organised group of criminals
3. DO NOT READ OUT: Someone working alone
9. DO NOT READ OUT: Don't know

**N\_WHYGROUP (Was K13)**

ASK IF AT LEAST ONE FRAUD BY OTHER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND THINKS IT WAS AN ORGANISED GROUP (N\_GROUP = 2)

MULTI CODE

Can you tell me what led you to believe that this was a group of organised criminals?

DO NOT READ OUT BUT CODE ALL THAT APPLY

PROBE FULLY: Are there any other reasons why you believe this was a group of organised criminals?

01. Seemed to have knowledge of business layout/ area
02. Other businesses in area recently experienced similar offences
03. Recognised several offenders as having previously committed an offence
04. Group that seemed to know each other
05. Job too big for one person
06. Police information (other stolen goods discovered, group known to police)
07. Suspects seemed very prepared
08. Assumptions based on appearance/ personal characteristics (foreigners, travellers, people dressed unusually)
09. Other reason (Specify)

Refused

Don't know

**N\_INTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Since this incident, has the perpetrator(s), or their family and friends tried to intimidate you or other employees?

1. Yes
2. No
9. Not sure / Don't know

**N\_HOWINTIMIDATE**

ASK IF AT LEAST ONE THEFT BY A CUSTOMER (N\_NUMBER > 0 OR N\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND BEEN INTIMIDATED (N\_INTIMIDATE = 1)

MULTI CODE

In what ways did the perpetrator(s) or their family and friends try to intimidate you or other employees?

READ OUT AND CODE ALL THAT APPLY

1. Made a verbal or written threat of physical violence
2. Committed an act of physical violence
3. Made a verbal or written threat of damage to a property
4. Caused damage to a property
5. Other (please specify)

DO NOT READ OUT: Not sure / Don't know

## O FRAUD BY PERSONS UNKNOWN

### O\_WEBCORRECT

ASK IF ALREADY COMPLETED DATA SHEET ONLINE (COMPWEB = 1) AND BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND FRAUD BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (O\_NUMBER = RESPONSE)

SINGLE CODE

When you completed the online part of the survey, you said that an unknown person or persons defrauded your business at these premises [INSERT NUMBER FROM O\_NUMBER times IF O\_NUMBER > 1][once IF O\_NUMBER = 1], that [you didn't know IF O\_VALUESTOLEN2 = DK OR REF] the total value of the most recent loss [was approximately £INSERT NUMBER FROM O\_VALUESTOLEN2 IF O\_VALUESTOLEN2 = 1-16] and that you [did report it IF O\_REPORT = 1][did not report it IF O\_REPORT = 2][don't know if it was reported IF O\_REPORT = DK] to the police.

Are all of these details still correct?

1. Yes
2. No
9. Don't know

### O\_WEBINCORRECT

DISPLAY IF WEB INFO NOT CORRECT (O\_WEBCORRECT = 2 OR DK) AND BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND FRAUD BY PERSONS UNKNOWN MODULE COMPLETED ONLINE (O\_NUMBER = RESPONSE)

INFO SCREEN

In that case, I will need to ask you these questions again please.

### O\_INFO (Was UKINTRO)

DISPLAY IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3)

INFO SCREEN

You said earlier that an unknown person or persons defrauded your business at these premises. [I would like to ask a few questions about this. IF CATI (METHOD = 2)].

I will refer to this type of incident as a fraud by persons unknown.

Remember this is only against this business at these premises.

[This is section O on the Experience of Crime sheet. IF PAPERCRIMESHEET = 1]

**O\_FRAUDUKTYPENUM\_INFO (Was UK1A)**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
INFO SCREEN

For each of the following please tell me how many incidents of fraud by persons unknown you have experienced [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

**O\_FRAUDUKTYPENUM[{{CARD}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?  
Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM[{{CHEQUE}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud

CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM{{REFUNDS}}.ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Refunds or receipt fraud

WEB: For example fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM{{ONLINEBANKING}}.ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM{{INSURANCECLAIM}}.ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

A fraudulent insurance claim against you

WEB: For example a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM[{{MANDATE}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM[{{PROCUREMENT}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified WEB: Sometimes called 'procurement fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDUKTYPENUM[{{IDENTITY}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
 NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services

WEB: Sometimes called 'identity fraud'

CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDTYPENUM[{{VISHING}}].ANS (new in 2016)**

ASK IF BEEN A VICTIM OF FRAUD BY OTHER (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Vishing, a fraud relating to stealing personal or sensitive information over the phone

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_FRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET O\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT O\_FRAUDUKTYPENUM]

**O\_CHKFRAUDUKTYPENUM\_INFO (Was UKCHK)**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

INFO SCREEN

You said earlier that you had experienced fraud by persons unknown [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

Can I just check, how many times has an unknown person done any of the following [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]?

**O\_CHKFRAUDUKTYPENUM[{{CARD}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

How many incidents of:

Credit, debit or store card fraud

WEB: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

CATI: INTERVIEWER IF ASKED: For example paying with stolen, cloned or invalid cards. Please include "card not present" fraud.

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[{{CHEQUE}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Cheque fraud

WEB: For example forged cheques, cheque overpayment fraud

CATI: INTERVIEWER IF ASKED: For example forged cheques, cheque overpayment fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[{{REFUNDS}}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Refunds or receipt fraud

WEB: For example fraudulently claimed a refund for goods or services

CATI: INTERVIEWER IF ASKED: For example fraudulently claimed a refund for goods or services

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know



**O\_CHKFRAUDUKTYPENUM[ONLINEBANKING].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Online banking fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[INSURANCECLAIM].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

A fraudulent insurance claim against you

WEB: For example a customer claimed to have had an accident to claim against public liability insurance

CATI: INTERVIEWER IF ASKED: For example a customer claimed to have had an accident to claim against public liability insurance

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[MANDATE].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Payments being diverted to a fraudulent account

WEB: Sometimes called 'mandate' fraud

CATI: INTERVIEWER IF ASKED: Sometimes called 'mandate' fraud

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[{PROCUREMENT}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Fraudulent payment claims for goods or services that were not delivered or not delivered as specified **WEB: Sometimes called 'procurement fraud'**

**CATI: INTERVIEWER IF ASKED: Sometimes called 'procurement fraud'**

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDUKTYPENUM[{IDENTITY}].ANS**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many? And how many incidents of:

Someone falsely claiming to be working for your business to obtain credit, goods or services

**WEB: Sometimes called 'identity fraud'**

**CATI: INTERVIEWER IF ASKED: Sometimes called 'identity fraud'**

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDTYPENUM[{VISHING}].ANS (new in 2016)**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR M\_WEBCORRECT = 2 OR DK) AND THEN NO FRAUD (M\_NUMBER = 0 or DK)

NUMERIC (RANGE 0 - 100,000)

SOFT CHECK IF > 100: That sounds like quite a few, please can you confirm for me again how many?

And how many incidents of:

Vishing, a fraud relating to stealing personal or sensitive information over the phone

**WEB: If you are unsure, please estimate how many.**

**CATI: IF DK ASK: Approximately how many?**

WRITE IN NUMBER: \_\_\_\_\_

Don't know

**O\_CHKFRAUDTYPEOTH**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND NO FRAUD (O\_NUMBER = 0)

OPEN

Were there any other types of fraud?

If yes, please specify: [(type in) IF WEB] \_\_\_\_\_

No

(If yes) And how many incidents of this were there?

WEB: If you are unsure, please estimate how many.

CATI: IF DK ASK: Approximately how many?

WRITE IN NUMBER: \_\_\_\_\_

Don't know

[INSTRUCTION TO SCRIPTER: SET O\_CHK EQUAL TO TOTAL NUMBER OF INCIDENTS AT O\_CHKFRAUDUKTYPENUM]

**O\_CHK2 (Was UKCHK2)**

ASK IF BEEN A VICTIM OF FRAUD BY PERSONS UNKNOWN (FRAUD = 3) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND STILL NO FRAUD (O\_CHK = 0 OR DK)

OPEN

WEB: You said earlier that you had experienced fraud by persons unknown. Could I please check why the information about the number of incidents differs from when you were first asked?

CATI: You said earlier that you had experienced fraud by persons unknown. Could I please check why the information about the number of incidents differs from when we first asked?

CATI: INTERVIEWER: RECORD VERBATIM RESPONSE

[Text box]

**O\_TOTVALUESTOLEN (Was UKCOG)**

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 1 OR O\_CHK > 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any fraud by persons unknown again?

Thinking about all incidents of fraud by persons unknown against your business [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1], what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT M\_TOTVALUESTOLEN2]

**O\_TOTVALUESTOLEN2 (Was UKCOGZ)**

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 1 OR O\_CHK > 1) AND CATI SCRIPT (METHOD = 2)  
AND IF NOT SURE OF VALUE OF STOLEN ITEMS (O\_TOTVALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**O\_TOTVALUESTOLENCARD (new in 2016)**

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (O\_FRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD

LOGIC CHECK: VALUE AT O\_TOTVALUESTOLENCARD CANNOT BE MORE THAN VALUE AT O\_TOTVALUESTOLEN

NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 7,500: That sounds like quite a lot, please can you confirm the value of the total loss that resulted from any card fraud by someone unknown again?

And now thinking about the incidents of fraud involving credit or debit cards by someone unknown that you mentioned, what was the total value of the financial loss in pounds?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £\_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT M\_TOTVALUESTOLEN2]

**O\_TOTVALUESTOLENCARD2 (new in 2016)**

ASK IF CATI SCRIPT (METHOD = 2) AND MORE THAN ONE INCIDENT OF CARD FRAUD (O\_FRAUDTYPENUM[{{CARD}}].ANS > 1) AND ALSO EXPERIENCED OTHER TYPES OF FRAUD AND IF NOT SURE OF VALUE OF STOLEN ITEMS (O\_TOTVALUESTOLENCARD = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**O\_RECENT**

DISPLAY IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 1 OR O\_CHK > 1)  
INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of fraud by persons unknown.

**O\_RECENTUKFRAUD (Was UK2)**

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 1 OR O\_CHK > 1) AND CATI  
SCRIPT (METHOD = 2)

IF O\_NUMBER > 1 ONLY DISPLAY CODES WITH MORE THAN ONE RESPONSE AT O\_FRAUDTYPENUM

IF O\_CHK > 1 ONLY DISPLAY CODES WITH MORE THAN ONE RESPONSE AT O\_CHKFRAUDUKTYPENUM

SINGLE CODE

What type of fraud was this? Was it...

READ OUT

1. Credit, debit or store card fraud
2. Cheque fraud,
3. Refunds or receipt fraud
4. Online banking fraud
5. A fraudulent insurance claim against you
6. Diversion of payments to a fraudulent account
7. Fraudulent payment claims for goods or services that were not delivered or not delivered as specified
8. A false claim to be working for your business to obtain credit, goods or services
9. Vishing
10. Any other type of fraud? [INCLUDE VERBATIM FROM CODE 9 AT O\_FRAUDUKTYPENUM IF O\_NUMBER > 1 OR O\_CHKFRAUDUKTYPENUM IF O\_CHK > 1]

**O\_CCFRAUD (Was UK1C)**

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 1 OR O\_CHK > 1) AND CATI  
SCRIPT (METHOD = 2) AND LAST INCIDENT WAS CREDIT/DEBIT/CHEQUE CARD FRAUD

(O\_RECENTUKFRAUD = 1 OR O\_FRAUDOTHTYPENUM = 1 AND NOTHING ELSE OR O\_CHKOTHTYPENUM  
= 1 AND NOTHING ELSE)

SINGLE CODE

Was the most recent incident of credit, debit or cheque card fraud conducted in person, over the internet or over the phone?

1. In person
2. Over the internet
3. Over the phone
9. Don't know

**O\_CARDOWNERSHIP**

ASK IF MORE THAN ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 1 OR O\_CHK > 1) AND CATI  
SCRIPT (METHOD = 2) AND LAST INCIDENT WAS CREDIT/DEBIT/CHEQUE CARD FRAUD

(O\_RECENTUKFRAUD = 1 OR O\_FRAUDOTHTYPENUM = 1 AND NOTHING ELSE OR O\_CHKOTHTYPENUM  
= 1 AND NOTHING ELSE)

SINGLE CODE

And did the card involved in this incident belong to the business, a customer or someone else?

1. Business
2. Customer
3. Someone else (SPECIFY)

9. Don't know

### **O\_VALUESTOLEN (Was UK3)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
NUMERIC (RANGE: 0 - 10,000,000)

SOFT CHECK IF > 10,000: That sounds like quite a lot, please can you confirm the value of any loss that resulted from the **most recent** incident of fraud by persons unknown again?

LOGIC CHECK: ANSWER GIVEN AT O\_VALUESTOLEN CAN NOT BE HIGHER THAN ANSWER GIVEN AT O\_TOTVALUESTOLEN: THE TOTAL VALUE OF THE MOST RECENT FINANCIAL LOSS IS GREATER THAN THE TOTAL VALUE OF ALL OF THE FINANCIAL LOSSES. COULD I JUST CHECK THE VALUE OF THE MOST RECENT INCIDENT AGAIN PLEASE?

What was the value of financial loss, in pounds, to the business at these premises in the most recent incident of fraud by persons unknown?

Please tell me the total value, regardless of whether the items were returned or whether you received any insurance payment.

WEB: If you are unsure, please estimate the total value.

CATI: IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT O\_VALUESTOLEN2]

### **O\_VALUESTOLEN2 (Was UK4)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK) AND IF NOT SURE OF VALUE OF STOLEN ITEMS (O\_VALUESTOLEN = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

CATI: READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**O\_REPORT (Was UK6A)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CORRECT INFO NOT ALREADY HELD FROM WEB SURVEY (COMPWEB = 0 OR O\_WEBCORRECT = 2 OR DK)  
SINGLE CODE

Did you report the [most recent IF O\_NUMBER > 1 OR O\_CHK > 1] incident to the police?

1. Yes
2. No
9. Don't know

**O\_NOTREPORT (Was UK7)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND INCIDENT NOT REPORTED TO POLICE (O\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)  
MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. No loss or damage
  02. Too trivial (loss was so small / very low value)
  03. Police could not have done anything
  04. Police have not done anything in the past
  05. Police would not be interested
  06. There was no insurance requirement
  07. Inappropriate for the police; dealt with matter ourselves
  08. Fear of reprisals
  09. They occur too frequently
  10. Reported to other authorities
  11. Don't have the time; inconvenient
  12. Would increase insurance cost
  13. Fear of negative publicity / impact on reputation of business
  14. Tried to / was unable to contact police
  15. Police came automatically / responded to an alarm
  16. Someone else reported the incident
  17. Realised too late after the incident / too long had passed
  18. Know to report fraud incidents directly to Action Fraud
  19. Other (please specify)
- Don't know / can't remember

**O\_REPACTIONFRAUD (Was UK7A)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

[Can I just check, did IF NOTREPORT = 18] [Did IF NOTREPORT = NOT 18] you report the [most recent IF O\_NUMBER > 1 OR O\_CHK > 1] incident to Action Fraud?

1. Yes
2. No
9. Don't know



**O\_KNOWACTIONFRAUD (Was UK7A)**

ASK IF AT LEAST ONE FRAUD BY PERSONS UNKNOWN (O\_NUMBER > 0 OR O\_CHK > 0) AND CATI SCRIPT (METHOD = 2) AND DID NOT REPORT TO ACTION FRAUD (O\_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (O\_NOTREPORT NOT EQUAL TO 18) AND NOT ASKED IN SECTION M OR N (M\_KNOWACTIONFRAUD AND N\_KNOWACTIONFRAUD NOT ANSWERED)

**SINGLE CODE**

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

1. Yes
2. No
9. Don't know

# OTHER FORMS

## P CYBER CRIME

INSTRUCTION TO SCRIPTER: ASK ALL IN INFORMATION AND COMMUNICATION SECTOR WHEN BEING SURVEYED (SAMPLESECTOR = 3). OTHERWISE, SELECT 50% to ANSWER AT RANDOM OF THOSE WITH COMPUTERS (P\_COMPUTER = 1)

### **P\_FIRSTINFO (Was N1NW)**

DISPLAY TO ALL CATI SCRIPT (METHOD = 2) WHO USE COMPUTERS (P\_COMPUTER = 1)  
INFO SCREEN

I'm now going to ask about any cyber-crime that may have been committed against your business [at these premises in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1].

### **P\_CONTINUE (Was NCHECK)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

DO NOT READ OUT: IF RESPONDENT SPONTANEOUSLY SAYS THEY CANNOT ANSWER QUESTIONS ON CYBER CRIME AS A MATTER OF COMPANY POLICY RECORD HERE

1. Happy to proceed
2. Company policy not to provide information on cyber-crime

### **P\_CONTINUE2 (Was NCHECK2)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO DO NOT WANT TO CONTINUE (P\_CONTINUE = 2) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

I'd like to assure you that all your answers are treated in the strictest of confidence and none of your answers will be linked to you or your business.

We would be grateful if you could answer.

1. Yes – happy to proceed
2. No – still not willing to answer

**P\_CONTINUEWHY (Was NCHECKWHY)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO DO NOT WANT TO CONTINUE (P\_CONTINUE2 = 2) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Can I ask why your company cannot / does not want to discuss your experiences of cyber- crime?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. Fear of negative publicity / damage to reputation
  02. Fear of being attacked as a result / do not want to expose weaknesses
  03. Do not want competitors to know
  04. No-one will do anything about it
  05. Do not regard them as crimes
  06. Don't know who to report to
  07. It's company policy
  08. No reason
- Refused

**P\_INFO (Was N2NWA)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1 OR P\_CONTINUE2 = 1) AND CATI SCRIPT (METHOD = 2)

INFO SCREEN

The next few questions are about the types of cyber-crime you may have been a victim of. Please remember that all your answers are treated in the strictest of confidence.

**P\_CYBERTYPE (Was N2NWA)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1 OR P\_CONTINUE2 = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

ONLY SHOW CODE 5 ONLY IF HAS A WEBSITE (P\_WEBSITE = 1)

ONLY SHOW CODE 6 ONLY IF INFORMATION AND COMMUNICATION SECTOR (SAMPLESECTOR = 3)

ONLY SHOW CODE 8 ONLY IF INFORMATION AND COMMUNICATION SECTOR (SAMPLESECTOR = 3)

[In the last 12 months IF LENGTHOP IS NOT CODE 1] [Since this business has been at these premises IF LENGTHOP = 1] has anyone...

READ OUT AND CODE ALL THAT APPLY

1. Accessed the computers, networks or servers without permission? INTERVIEWER, IF NECESSARY: This is usually called hacking.
2. Stolen money from you electronically? INTERVIEWER, IF NECESSARY: For example, through online banking
3. Stolen money after sending you fraudulent messages or redirecting you to a fake website? INTERVIEWER, IF NECESSARY: this is usually called phishing
4. Stolen confidential information like staff or customer data from you electronically?
5. Defaced, damaged or taken down the business website
6. Downloaded unlicensed or stolen software to your computers or network, whether accidentally or on purpose?
7. Or did any computers become infected with a virus or another computer infection like spyware or malware?
8. And, in the last 12 months has the business at these premises experienced theft of intellectual property?
9. Have there been any other types of cyber-crime? (please specify)

DO NOT READ OUT: None of the above

**P\_CYBERTYPENUM (Was N2NWA)**

ASK IF AT LEAST ONE CYBER CRIME (P\_CYBERTYPE = 1 -9) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 100,000)

ONLY SHOW CODES SELECTED AT P\_CYBERTYPE

And how many times [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1] did ...

READ OUT AND RECORD NUMBER FOR EACH

IF DK ASK: Approximately how many?

1. Anyone access the computers, networks or servers without permission?
2. Anyone steal money from you electronically?
3. Anyone steal money after sending you fraudulent messages or redirecting you to a fake website?
4. Anyone steal confidential information like staff or customer data from you electronically?
5. Anyone deface, damage or take down the business website?
6. Anyone download unlicensed or stolen software to your computers or network, whether accidentally or on purpose?
7. Any computers become infected with a virus or another computer infection like spyware or malware?
8. The business at these premises experience theft of intellectual property?
9. [VERBATIM FROM CODE 9 AT P\_CYBERTYPE]

[INSTRUCTION TO SCRIPTER: SET P\_NUMBER EQUAL TO TOTAL NUMBER OF INCIDENTS AT P\_CYBERTYPENUM]

**P\_VIRUS (Was N2NWC)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1 OR P\_CONTINUE2 = 1) AND IF COMPUTER BEEN INFECTED (P\_CYBERTYPE = 7) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

You said that you experienced a computer virus or other computer infection like spyware or malware [in the last 12 months IF LENGTHOP IS NOT CODE 1] [since this business has been at these premises IF LENGTHOP = 1]. Did this infect your computer as a direct result of opening an email or a web link?

1. Yes
2. No
9. Don't know

**P\_VALUELOSSDAMAGE (new in 2016)**

ASK IF AT LEAST ONE CYBER CRIME (P\_CYBERTYPE = 1 -9) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 50,000,000)

Thinking about the cyber-crime experienced by the business in the last 12 months, what was the total value of any loss or damage that was caused?

Please tell me the total value, regardless of whether you received any insurance payment.

INTERVIEWER, IF NECESSARY: Could you give an estimate?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

**P\_VALUELOSSDAMAGE2 (new in 2016)**

ASK IF AT LEAST ONE CYBER CRIME (P\_CYBERTYPE = 1 -9) AND CATI SCRIPT (METHOD = 2) AND IF NOT SURE OF VALUE OF LOSS OR DAMAGE (P\_VALUELOSSDAMAGE2 = DK OR REF)  
SINGLE CODE

Could you tell me which of the following is closest to the total value?

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know

**P\_OTHERLOSSDAMAGE (new in 2016)**

ASK IF AT LEAST ONE CYBER CRIME (P\_CYBERTYPE = 1 -9) AND CATI SCRIPT (METHOD = 2)  
CODE 5 NOT ASKED IF P\_CYBERTYPE = 8 (EXPERIENCED INTELLECTUAL PROPERTY THEFT)  
MULTI CODE

RANDOMISE CODES 1-16

Aside from financial loss or damage, has the business experienced any of the following as a result of cyber-crime?

READ OUT AND CODE ALL THAT APPLY

01. Loss of existing business
  02. Reduction in new business
  03. Reputational damage
  04. Loss or corruption of data or files
  05. Loss of intellectual property
  06. Access to, or loss from, bank accounts
  07. Lost or stolen assets
  08. Loss of revenue or share value
  09. Prevented from providing goods or services
  10. Discouraged from carrying out planned, future business activity
  11. Staff prevented from working
  12. Repair or recovery costs
  13. Time needed to repair or recover software or files
  14. Emotional harm
  15. Loss of staff
  16. Fines from regulators or authorities
- DO NOT READ OUT: Refused  
DO NOT READ OUT: Don't know

**P\_RECENT (Was N6NW)**

DISPLAY IF MORE THAN ONE CYBER CRIME (P\_NUMBER > 1) AND CATI SCRIPT (METHOD = 2)

INFO SCREEN

For the next few questions, I would like you to think about the most recent incident of cyber-crime you have been a victim of.

**P\_DOWNLOAD**

ASK IF EXPERIENCED ILLEGAL DOWNLOAD OF SOFTWARE (P\_CYBERTYPE = 6) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

You said that someone downloaded unlicensed or stolen software to your computers or network. Was this deliberate or accidental?

1. Deliberate
2. Accidental
7. Refused
9. Don't know

**P\_IMPACTDOWNLOAD**

ASK IF EXPERIENCED ILLEGAL DOWNLOAD OF SOFTWARE (P\_CYBERTYPE = 6) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Has the business suffered financial loss as a result of unlicensed or stolen software being downloaded?

1. Yes
2. No
7. Refused
9. Don't know

**P\_RECENTCYBER (Was N7NW)**

ASK IF EXPERIENCED MORE THAN ONE TYPE OF CYBER CRIME (CYBERTYPE = MORE THAN ONE RESPONSE) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

ONLY SHOW CODES SELECTED AT P\_CYBERTYPE

Was the most recent incident...

READ OUT

1. Someone accessing the computers, networks or servers without permission? INTERVIEWER, IF NECESSARY: This is usually called hacking.
2. Someone stealing money from you electronically? INTERVIEWER, IF NECESSARY: For example, through online banking
3. Someone stealing money after sending fraudulent messages or redirecting you to a fake website? INTERVIEWER, IF NECESSARY: this is usually called phishing
4. Someone stealing confidential information like staff or customer data from you electronically?
5. Someone defacing, damaging or taking down the business website?
6. Someone downloading unlicensed or stolen software to your computers or network, whether accidentally or on purpose?
7. Computers becoming infected with a virus or another computer infection like spyware or malware?
8. Theft of intellectual property?
9. [VERBATIM FROM CODE 9 AT P\_CYBERTYPE]?

**P\_REMOTELY (Was N8NW2)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Was the [most recent IF P\_NUMBER > 1] incident caused by...

READ OUT

1. Someone targeting your system remotely (e.g. by email or hacking)
2. Or, did they physically access a computer at your premises?
9. DO NOT READ OUT: Don't Know

**P\_REPORT (Was NPOL)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Did you report the [most recent IF P\_NUMBER > 1] incident to the police?

1. Yes
2. No
9. Don't know

**P\_NOTREPORT (Was NPOLB)**

ASK IF INCIDENT NOT REPORTED TO POLICE (P\_REPORT = 2) AND CATI SCRIPT (METHOD = 2)  
MULTI CODE

Why didn't you report the incident to the police?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. It's not a crime / it's just something that happens
02. No loss or damage
03. Too trivial (loss was so small / very low value)
04. Police could not have done anything
05. Police have not done anything in the past
06. Police would not be interested
07. There was no insurance requirement
08. Inappropriate for the police; deal with matter ourselves
09. Fear of reprisals
10. They occur too frequently
11. Reported to other authorities
12. Don't have the time; inconvenient
13. Would increase insurance cost
14. Fear of negative publicity / impact on reputation of business
15. Tried to / was unable to contact police
16. Police came automatically / responded to an alarm
17. Someone else reported the incident
18. Know to report fraud incidents directly to Action Fraud
19. Other (please specify)
- Don't know / can't remember

**P\_REPACTIONFRAUD (Was N7ACTFR)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

[Can I just check, did IF P\_NOTREPORT = 18] [Did IF NOTREPORT = NOT 18] you report the [most recent IF P\_NUMBER > 1] incident to Action Fraud?

1. Yes
2. No
9. Don't know

**P\_KNOWACTIONFRAUD (Was N7ACTFR)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND DID NOT REPORT TO ACTION FRAUD (P\_REPACTIONFRAUD = 2 OR DK) AND DID NOT MENTION ACTION FRAUD EARLIER (P\_NOTREPORT NOT EQUAL TO 18) AND NOT ASKED IN SECTION M, N OR O (M\_KNOWACTIONFRAUD AND N\_KNOWACTIONFRAUD AND O\_KNOWACTIONFRAUD NOT ANSWERED) AND CATI SCRIPT (METHOD = 2)  
SINGLE CODE

Were you aware of Action Fraud before today?

IF RESPONDENT IS UNSURE TELL THEM: Action fraud is the UK's national fraud and internet crime reporting centre.

1. Yes
2. No
9. Don't know

**P\_REPOTHER (Was N7ANW)**

ASK IF AT LEAST ONE CYBER CRIME (P\_NUMBER > 0) AND CATI SCRIPT (METHOD = 2)  
MULTI CODE

Did you report the incident to any of the following ...

READ OUT AND CODE ALL THAT APPLY

1. Another law enforcement agency – such as the National Crime Agency (NCA)
  2. National Fraud Intelligence Bureau
  3. Your Internet Service Provider
  4. Your website hosting company
  5. Your bank / financial institution
  6. The organisation that provides you with cyber-security
  7. Any other body (please specify)
- None of the above

**P\_PROTECT (Was N8NW)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)  
MULTI CODE

MULTI CODE

Do you have any of the following to protect computers at your premises?

READ OUT AND CODE ALL THAT APPLY

1. Encryption software on computers and other electronic devices
2. A firewall
3. Anti-virus software or anti-spam software
4. Restrictions on staff external e-mail or internet use
5. Restrictions on mobile data storage devices such as USB sticks or mobile devices such as smart phones or tablets



6. A data security policy, staff code of conduct for computer use or a data security officer responsible for ensuring data security

7. DO NOT READ OUT: Other (please specify)

DO NOT READ OUT: None

DO NOT READ OUT: Don't know

### **P\_SPENDIT (Was N10NW2)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE 0 – 10,000,000)

What is the total amount of money spent a year on IT security, excluding staff time?

IF RESPONDENT IS UNSURE ASK: Approximately how much in pounds?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT P\_SPENDIT2]

### **P\_SPENDIT2 (Was N11)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1) AND NOT SURE OF SPEND ON IT (P\_SPENDIT = DK OR REF) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**P\_WORRY (Was NCONC)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

In general, how worried is your business at these premises about cyber-crime? Would you say it is...

READ OUT

1. Very worried
2. Fairly worried
3. Not very worried
4. Not at all worried
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**P\_PROBLEMCOMPCRIME (Was NPROB)**

ASK ALL WHO USE COMPUTERS (P\_COMPUTER = 1) AND WHO ARE HAPPY TO CONTINUE (P\_CONTINUE = 1) AND CATI SCRIPT (METHOD = 2)

SINGLE CODE

And, in general, how much of a problem is cyber-crime to your business at these premises? Would you say it is...

READ OUT

1. A very big problem
2. A fairly big problem
3. Not a very big problem
4. No problem at all
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**Q EXPERIENCE OF ANTI-SOCIAL BEHAVIOUR****Q\_INFO**

DISPLAY TO ALL CATI SCRIPT (METHOD = 2)

INFO SCREEN

I'd now like to ask you some questions about how, if at all, your business at these premises has been affected by anti-social behaviour.

Please exclude any specific incident we've already talked about.

**Q\_ANTISOC (Was ASBEXP)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

[In the last 12 months, IF LENGTHOP IS NOT CODE 1] has your business at these premises been affected by any sort of anti-social behaviour?

READ ONLY IF ASKED: Anti-social behaviour is any behaviour that causes people nuisance or annoyance. This can include behaviours that are aggressive or intimidating or that impact on your business.

1. Yes
2. No
9. Don't know

**Q\_WHATANTISOC (Was WHASBEX)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ANTISOC = 1)

MULTI CODE

What sorts of anti-social behaviour has the business been affected by [in the last 12 months IF LENGTHOP IS NOT CODE 1]?

PROBE FULLY: What else?

INTERVIEWER: DO NOT CODE A SINGLE INCIDENT AS MORE THAN ONE TYPE OF ANTI-SOCIAL BEHAVIOUR: IF ONE INCIDENT OF ANTI-SOCIAL BEHAVIOUR COULD FIT INTO MORE THAN ONE CODE, PLEASE SELECT THE CODE CLOSEST TO WHAT IS BEING DESCRIBED.

INTERVIEWER: IF WHAT THE RESPONDENT DESCRIBES IS CLEARLY A CRIME YOU SHOULD CODE THIS AS 'OTHER CRIME'. IF YOU ARE IN DOUBT ASK: Do you think that what you experienced or witnessed was anti-social behaviour or actually criminal behaviour?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. Youths / teenagers / groups hanging about on the streets
02. Street drinking / drunken behaviour / under-age drinking
03. Vandalism, criminal damage or graffiti (e.g. to buildings, vehicles, bus shelters, phone boxes, trees or plants, etc.)
04. Inconsiderate behaviour (e.g. repeated or inappropriate use of fireworks; youths kicking / throwing / playing football in inappropriate areas; cycling / skateboarding in pedestrian areas or obstructing pavements; people throwing stones, bottles, eggs, etc.)
05. Loud music or other noise (e.g. shouting, noisy cars, noise from pubs, etc.)
06. People using or dealing drugs or evidence of drugs (e.g. 'discarded needles or other drug paraphernalia like foil or spoons, crack houses and premises selling new psychoactive substances or so called "legal highs"')
07. People being intimidated, threatened, verbally abused or harassed (inc. on the grounds of race, religion, disability, sexual orientation, etc.)
08. Environmental (e.g. Litter or rubbish (including fly-tipping) or dog fouling)

- 09. Vehicle related (e.g. Inconvenient or illegal parking; Abandoned vehicles; Speeding cars or motorcycles, joyriding, car revving, boy racers)
- 10. Begging, vagrancy, problems with homeless people
- 11. Sexual (e.g. Prostitution or kerb crawling or evidence of prostitution (e.g. cards in phone boxes, used condoms) People committing inappropriate or indecent sexual acts in public)
- 12. Other anti-social behaviour (please specify)

OTHER CRIME

### **Q\_EFFECTANTISOC (Was NEWASB)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ANTISOC = 1)

MULTI CODE

What impact have these types of anti-social behaviour had on your business at these premises [in the last 12 months IF LENGTHOP IS NOT CODE 1]?

PROBE FULLY: What effect has it had, or what has happened as a result?

DO NOT READ OUT BUT CODE ALL THAT APPLY

- 01. Off-putting for / prevents customers
  - 02. Financial loss to the business
  - 03. Time / Cost taken to clean or clear-up
  - 04. Upsetting/ Disruptive for staff
  - 05. Damage to the property
  - 06. General nuisance / annoyance / inconvenience
  - 07. Costs incurred for security/ added security
  - 08. Damage to the reputation or the business
  - 09. Little / minimal impact
  - 10. Other (please specify)
  - 11. No impact
- Refused  
Don't know

### **Q\_PROBLEM (Was Q12E)**

ASK IF CATI SCRIPT (METHOD = 2) SINGLE CODE

And can you tell me how much of a problem anti-social behaviour in general is for your business at these premises? Would you say it is...

READ OUT

- 1. A very big problem
- 2. A fairly big problem
- 3. Not a very big problem
- 4. No problem at all
- 7. DO NOT READ OUT: Refused
- 9. DO NOT READ OUT: Don't know

**Q\_AGRICANTI (Was QAGRIASB1)**

ASK IF AGRICULTURE (SAMPLESECTOR = 1)

MULTI CODE

Including anything you have already mentioned, has your business at these premises been affected by any of the following [in the last 12 months IF LENGTHOP IS NOT CODE 1]?

READ OUT AND CODE ALL THAT APPLY

1. Trespassing or any unauthorised access of your land or buildings
2. Poaching, hare coursing, illegal hunting
3. 'Lamping', quad biking or using other vehicles on your land without permission.
4. Unauthorised occupancy of land or buildings, for example unauthorised camping, parties or raves
5. Using your land for grazing animals without permission, sometimes called 'fly grazing'
6. People or dogs chasing or worrying livestock

DO NOT READ OUT: None of these

DO NOT READ OUT: Don't know

**Q\_LOSS (Was QAGRIASB2)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ANTISOC = 1) AND AGRICULTURE (SAMPLESECTOR = 1) AND EXPERIENCED AGRICULTURE ANTI-SOCIAL BEHAVIOUR (Q\_AGRICANTI = 1-6)

SINGLE CODE

Did any of these incidents result in a financial loss to your business at these premises?

1. Yes
2. No
9. Don't know

**Q\_VALUELOSS (Was QAGRIASB2)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ANTISOC = 1) AND AGRICULTURE (SAMPLESECTOR = 1) AND EXPERIENCED AGRICULTURE ANTI-SOCIAL BEHAVIOUR (Q\_AGRICANTI = 1-6) AND RESULTED IN FINANCIAL LOSS (Q\_LOSS = 1)

NUMERIC (RANGE: 0 - 1,000,000)

SOFT CHECK IF &gt; 15,000: That sounds like quite a lot, please can you confirm the total value of the loss that resulted from any anti-social behaviour for me again?

What was the total value in pounds of any financial loss in the last 12 months? Please tell me the total loss, regardless of whether you received any insurance pay out.

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT Q\_VALUELOSS2]

**Q\_VALUELOSS2 (Was QAGRIASB3)**

ASK IF EXPERIENCED ANTI-SOCIAL BEHAVIOUR (Q\_ANTISOC = 1) AND AGRICULTURE (SAMPLESECTOR = 1) AND EXPERIENCED AGRICULTURE ANTI-SOCIAL BEHAVIOUR (Q\_AGRICANTI = 1-6) AND RESULTED IN FINANCIAL LOSS (Q\_LOSS = 1) AND IF NOT SURE OF VALUE OF LOSS (Q\_VALUELOSS = DK OR REF)

SINGLE CODE

Could you tell me which of the following is closest to the total value of the loss?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible

02. Up to 25 pounds

03. 26 to 50 pounds

04. 51 to 100 pounds

05. 101 to 250 pounds

06. 251 to 500 pounds

07. 501 to 750 pounds

08. 751 to 1000 pounds

09. 1001 to 2500 pounds

10. 2501 to 5000 pounds

11. 5001 to 10,000 pounds

12. 10,001 to 50,000 pounds

13. 50,001 to 100,000 pounds

14. 100,001 to 500,000 pounds

15. 500,001 to 1,000,000 pounds

16. More than 1,000,000 pounds

97. DO NOT READ OUT: Refused

99. DO NOT READ OUT: Don't know

**R CRIME PREVENTION**

[SCRIPTER: ASK ALL WHO WERE NOT ASKED THE CYBER CRIME SECTION]

**R\_INFO (was T1Intro)**

ASK ALL CATI SCRIPT (METHOD = 2)

INFO SCREEN

I'd now like to ask you about the measures that are in place to protect your premises and your business against crime. I would again like to stress that this survey is entirely confidential.

Please include measures that your business has taken, as well as any measures that were in place before you moved to this premises.

**R\_ALARM (was T1a)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you have a burglar alarm at your premises?

1. Yes
2. No
7. Refused
9. Don't know

**R\_ALARMINSTALLED (was TX1) (changed in 2016)**

ASK IF CATI SCRIPT (METHOD = 2) AND HAS AN ALARM (R\_ALARM = 1)

SINGLE CODE

Was this installed in the last 12 months?

1. Yes
2. No
9. Don't know

**R\_ALARM\_PROMPT (new in 2016)**

ASK IF CATI SCRIPT (METHOD = 2) AND HAS AN ALARM (R\_ALARM = 1) AND IF ALARM INSTALLED IN LAST 12 MONTHS (R\_ALARMINSTALLED = 1)

MULTI CODE

What prompted the business to install a burglar alarm at these premises?

DO NOT READ OUT BUT CODE ALL THAT APPLY

- 01. As a result of crime
  - 02. To reduce or prevent crime
  - 03. For insurance reasons/ reduce insurance premiums
  - 04. Company policy
  - 05. Common sense
  - 06. Advised to install by police
  - 07. Because of the high-value stock the business holds
  - 08. Area has a high crime rate
  - 09. New legislation requires it
  - 10. Other (specify)
- Refused  
Don't know

### **R\_TYPEDOORPROTECT (was T7)**

ASK IF CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following protective window and door measures...

READ OUT AND CODE ALL THAT APPLY

- 1. Bars, gates, grilles or shatterproof glass on windows or doors
- 2. Shutters on windows or doors
- 3. Security window or door locks
- 4. Any other protective window or door measure (SPECIFY)?

DO NOT READ OUT: None of these

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't know

### **R\_WHICHDOORINSTALL (TX2b)**

ASK IF CATI SCRIPT (METHOD = 2)

AND IF HAS WINDOW / DOOR PROTECTION (R\_TYPEDOORPROTECT = 1-4)

MULTI CODE

ONLY SHOW ANSWERS GIVEN AT TYPEDOORPROTECT

And [was the measure IF ONLY ONE CODE OF 1 -4 AT TYPEDOORPROTECT] [were any of the following IF TYPEDOORPROTECT MORE THAN ONE CODE] that you just mentioned installed in the last 12 months?

READ OUT AND CODE IF YES

- 1. The bars, gates, grilles or shatterproof glass on windows or doors
- 2. Shutters on windows or doors
- 3. Security window or door locks
- 4. [VERBATIM COMMENT FROM R\_TYPEDOORPROTECT = 4]

DO NOT READ OUT: None of these

### **R\_DOORPROTECTPROMPT (new in 2016)**

ASK IF CATI SCRIPT (METHOD =2) AND HAS DOOR PROTECTION (R\_TYPEDOORPROTECT = 1-4) AND IF DOOR PROTECTION INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R\_WHICHDOORINSTALL CODES 1-4)



**MULTI CODE**

What prompted the business to install [this measure IF ONLY ONE CODE AT WHICHDOORINSTALL][these measures IF WHICHDOORINSTALL MORE THAN ONE CODE] at these premises?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. As a result of crime
  02. To reduce or prevent crime
  03. For insurance reasons/ reduce insurance premiums
  04. Company policy
  05. Common sense
  06. Advised to install by police
  07. Because of the high-value stock the business holds
  08. Area has a high crime rate
  09. New legislation requires it
  10. Other (specify)
- Refused  
Don't know

**R\_TYPEPROTECTOUTSIDE (was T4)**

ASK ALL CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following protective measures for the outside of the premises...

READ OUT AND CODE ALL THAT APPLY

1. Security lighting including sensor/timed lights
2. CCTV looking at the road or grounds outside
3. Barbed wire fencing or anti-climb walls
4. Intercoms or video-coms
5. Any other protective measures for the outside (SPECIFY)?

DO NOT READ OUT: None of these

**R\_WHICHOUTSIDEINSTALL (was TX3b)**

ASK IF CATI SCRIPT (METHOD = 2) AND HAS OUTSIDE PROTECTION MEASURES (R\_TYPEPROTECTOUTSIDE = 1-5)

ONLY SHOW ANSWERS GIVEN AT TYPEPROTECTOUTSIDE

MULTI CODE

And [was the measure IF ONLY ONE CODE OF 1 -5 AT TYPEPROTECTOUTSIDE] [were any of the following IF TYPEPROTECTOUTSIDE MORE THAN ONE CODE] that you just mentioned installed in the last 12 months?

READ OUT AND CODE IF YES

1. Security lighting including sensor/timed lights
  2. CCTV looking at the road or grounds outside
  3. Barbed wire fencing or anti-climb walls
  4. Intercoms or video-coms
  5. [VERBATIM COMMENT FROM R\_TYPEPROTECTOUTSIDE = 5]
- DO NOT READ OUT: None of these

**R\_OUTSIDEPROTECTPROMPT (new in 2016)**

IF CATI SCRIPT (METHOD =2) AND HAS OUTSIDE PROTECTION MEASURES (R\_TYPEPROTECTOUTSIDE = 1-5) AND IF OUTSIDE PROTECTION INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF

R\_WHICHOUTSIDEINSTALL CODES 1-5)

MULTI CODE

What prompted the business to install [this measure IF ONLY ONE CODE OF 1 -5 AT WHICHOUTSIDEINSTALL][these measures IF WHICHOUTSIDEINSTALL MORE THAN ONE CODE] at these premises?

DO NOT READ OUT BUT CODE ALL THAT APPLY

- 01. As a result of crime
  - 02. To reduce or prevent crime
  - 03. For insurance reasons/ reduce insurance premiums
  - 04. Company policy
  - 05. Common sense
  - 06. Advised to install by police
  - 07. Because of the high-value stock the business holds
  - 08. Area has a high crime rate
  - 09. New legislation requires it
  - 10. Other (specify)
- Refused  
Don't know

**R\_TYPEPROTECTSTOCK (was T10)**

ASK IF CATI SCRIPT (METHOD = 2)

MULTI CODE

ONLY SHOW CODE 4 IF RETAIL SECTOR (SAMPLESECTOR = 4)

Do you have any of the following measures to protect stock, equipment or other assets at your premises...

READ OUT AND CODE ALL THAT APPLY

- 01. Property marking or tagging of your equipment or stock, including SmartWater
- 02. Security cameras, lighting or mirrors inside your premises
- 03. Merchandise alarms
- 04. Signs to deter shoplifting
- 05. A secure workshop or storeroom for valuable items
- 06. A safe
- 07. Any other protective measures for stock or equipment (SPECIFY)?

DO NOT READ OUT: None of these

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't know

**R\_WHICHSTOCKINSTALL (was TX4b)**

ASK IF CATI SCRIPT (METHOD = 2) AND IF HAS STOCK PROTECTION MEASURES (R\_TYPEPROTECTSTOCK = 1-7)

ONLY SHOW ANSWERS GIVEN AT R\_TYPEPROTECTSTOCK

MULTI CODE

And [was the measure IF ONLY ONE CODE OF 1 -7 AT R\_TYPEPROTECTSTOCK] [were any of the following IF R\_TYPEPROTECTSTOCK MORE THAN ONE CODE] that you just mentioned installed in the last 12 months?

READ OUT AND CODE IF YES

1. Property marking or tagging of your equipment or stock, including SmartWater
2. Security cameras, lighting or mirrors inside your premises
3. Merchandise alarms
4. [Signs to deter shoplifting ONLY IF RETAIL (SAMPLESECTOR = 4)]
5. A secure workshop or storeroom for valuable items
6. A safe
7. [VERBATIM COMMENT FROM R\_TYPEPROTECTSTOCK = 7]

DO NOT READ OUT: None of these

**R\_STOCKPROTECTPROMPT (new in 2016)**

ASK IF CATI SCRIPT (METHOD =2) AND IF HAS STOCK PROTECTION MEASURES (R\_TYPEPROTECTSTOCK = 1-7) AND IF ANY STOCK PROTECTION INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R\_WHICHSTOCKINSTALL CODES 1-7)

MULTI CODE

What prompted the business to install [this measure IF ONLY ONE CODE AT WHICHSTOCKINSTALL] [these measures IF WHICHSTOCKINSTALL MORE THAN ONE CODE] at these premises?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. As a result of crime
02. To reduce or prevent crime
03. For insurance reasons/ reduce insurance premiums
04. Company policy
05. Common sense
06. Advised to install by police
07. Because of the high-value stock the business holds
08. Area has a high crime rate
09. New legislation requires it
10. Other (specify)

Refused

Don't know

**R\_TYPEPROTECTVEH (was T11)**

ASK IF CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following measures to protect the vehicles used by the business...

READ OUT AND CODE ALL THAT APPLY

1. An alarm
2. Vehicle tracking system
3. Immobiliser
4. Steering lock
5. Security marking / tagging of vehicles, e.g. CESAR
6. Any other protective measures for vehicles (SPECIFY)?

DO NOT READ OUT: None of these

DO NOT READ OUT: Refused

DO NOT READ OUT: Don't know

**R\_WHICHVEHINSTALL (was TX5b)**

ASK IF CATI SCRIPT (METHOD = 2) AND IF ONE OR MORE PROTECTION MEASURES FOR VEHICLES (R\_TYPEPROTECTVEH = 1 – 6)

ONLY SHOW ANSWERS GIVEN AT R\_TYPEPROTECTVEH

MULTI CODE

And [was the measure IF ONLY ONE CODE OF 1 -6 AT R\_TYPEPROTECTVEH] [were any of the following IF R\_TYPEPROTECTSVEH MORE THAN ONE CODE] that you just mentioned installed in the last 12 months?

READ OUT AND CODE IF YES

1. An alarm
2. Vehicle tracking system
3. Immobiliser
4. Steering lock
5. Security marking / tagging of vehicles, e.g. CESAR
6. [VERBATIM COMMENT FROM R\_TYPEPROTECTVEH = 6]

DO NOT READ OUT: None of these

**R\_VEHICLEPROTECTPROMPT (new in 2016)**

ASK IF CATI SCRIPT (METHOD = 2) AND IF HAS VEHICLE PROTECTION MEASURES (R\_TYPEPROTECTVEH = 1 – 6) AND IF VEHICLE PROTECTION INSTALLED IN LAST 12 MONTHS (IF YES AT ANY OF R\_WHICHVEHINSTALL CODES 1-6)

MULTI CODE

What prompted the business to install [this measure IF ONLY ONE CODE OF 1 -6 AT WHICHVEHINSTALL] [these measures IF WHICHVEHINSTALL MORE THAN ONE CODE] at these premises?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. As a result of crime
02. To reduce or prevent crime
03. For insurance reasons/ reduce insurance premiums
04. Company policy
05. Common sense
06. Advised to install by police
07. Because of the high-value stock the business holds
08. Area has a high crime rate
09. New legislation requires it
10. Other (specify)

Refused

Don't know

**R\_WHOSECURITY (was T14a)**

ASK IF CATI SCRIPT (METHOD = 2)

MULTI CODE

Do you have any of the following to control entry into your premises...

READ OUT AND CODE ALL THAT APPLY

1. A caretaker
2. A receptionist
3. Store detectives
4. Security guards / patrols
5. A guard dog
6. Someone / something else (SPECIFY)

DO NOT READ OUT: None of these

DO NOT READ OUT: Don't know

DO NOT READ OUT: Refused

**R\_WHYEMPLOY (was TX6b)**

ASK IF CATI SCRIPT (METHOD = 2) AND SECURES ENTRANCE (IF YES AT ANY OF R\_WHOSECURITY = 1-6)

ONLY SHOW ANSWERS GIVEN AT R\_WHOSECURITY

MULTI CODE

And did you hire [them IF ONE CODE AT R\_WHOSECURITY][any of the following IF MORE THAN ONE CODE AT R\_WHOSECURITY] in the last 12 months?

READ OUT AND CODE IF YES

1. A caretaker
2. A receptionist
3. Store detectives
4. Security guards / patrols
5. A guard dog
6. [VERBATIM COMMENT FROM R\_WHOSECURITY = 6]

DO NOT READ OUT: None of these

**R\_EMPLOYPROMPT (new in 2016)**

IF CATI SCRIPT (METHOD = 2) AND IF CONTROLS ENTRANCE (R\_WHOSECURITY = 1-6) AND IF HIRED PROTECTION IN LAST 12 MONTHS (R\_WHYEMPLOY = 1)

MULTI CODE

What prompted the business to start controlling entry to the premises in this way?

**DO NOT READ OUT BUT CODE ALL THAT APPLY**

- 01. As a result of crime
- 02. To reduce or prevent crime
- 03. For insurance reasons/ reduce insurance premiums
- 04. Company policy
- 05. Common sense
- 06. Advised to install by police
- 07. Because of the high-value stock the business holds
- 08. Area has a high crime rate
- 09. New legislation requires it
- 10. Other (specify)

Refused

Don't know

**R\_CHECKSTAFF (was TCRB)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Do you carry out any security checks on staff who work at your premises?

IF NECESSARY: This includes things like DBS or CRB checking.

- 1. Yes
- 2. No
- 7. Refused
- 9. Don't know

**R\_WHENCHECKSTAFF (was TX7) (new in 2016)**

ASK CATI SCRIPT (METHOD = 2) AND CONDUCTS STAFF SECURITY CHECKS (R\_CHECKSTAFF = 1)

SINGLE CODE

Did you start checking staff in the last 12 months?

- 1. Yes
- 2. No
- 9. Don't know

**R\_CHECKSTAFFPROMPT (new in 2016)**

IF CATI SCRIPT (METHOD =2) AND IF CHECKS STAFF (R\_CHECKSTAFF = 1) AND IF STARTED CHECKING STAFF IN LAST 12 MONTHS (R\_WHENCHECKSTAFF = 1)

MULTI CODE

What prompted the business to start checking staff?

DO NOT READ OUT BUT CODE ALL THAT APPLY

- 01. As a result of crime
- 02. To reduce or prevent crime
- 03. For insurance reasons/ reduce insurance premiums
- 04. Company policy
- 05. Common sense
- 06. Advised to install by police
- 07. Because of the high-value stock the business holds
- 08. Area has a high crime rate
- 09. New legislation requires it
- 10. Other (specify)
- Refused
- Don't know

**R\_CRIMENETWORK (was QOTHAWANEW)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Is your business, at these premises, a member of any partnerships that work together to help reduce crime against businesses?

- 1. Yes
- 2. No
- 9. Don't know

**R\_WHATNETWORK (was QOTHAWANEW)**

ASK IF PART OF CRIME PREVENTION NETWORK (R\_CRIMENETWORK = 1) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Is this a...

READ OUT AND CODE ALL THAT APPLY.

- 1. Local crime and disorder partnership
- 2. Local community safety partnership
- 3. [Farm Watch, IF AGRICULTURE SECTOR (SAMPLESECTOR = 1)] Local Neighbourhood Watch, or Business Watch group
- 4. Local Business Crime Reduction Partnership
- 5. Local Business Improvement District
- 6. Ring-round scheme
- 7. Meetings between local businesses and police
- 8. Some other organisation (SPECIFY)?
- DO NOT READ OUT: Don't know

**R\_SECURESPEND (was T28)**

ASK ALL CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 - 1,000,000)

Can you estimate in pounds the total amount spent on security [at these premises during the last 12 months IF LENGTHOP NOT =1] [since being at these premises IF LENGTHOP = 1]?

Please **include** maintenance and running costs, charges for new security equipment and security personnel costs. Do **not** include the costs of insurance or IT security.

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

- Don't know
- Refused

[INSTRUCTION TO SCRIPTER: CODE TO BANDS AT R\_SECURESPEND2]

**R\_SECURESPEND2 (was T29)**

ASK IF DON'T KNOW OR REFUSED TO SAY HOW MUCH THEY HAVE SPENT ON SECURITY (R\_SECURESPEND = DK OR REF) AND CATI SCRIPT (METHOD = 2)

**SINGLE CODE**

Could you tell me which of the following is closest to the total value?

READ OUT UNTIL RESPONDENT STOPS YOU

01. Nil or negligible
02. Up to 25 pounds
03. 26 to 50 pounds
04. 51 to 100 pounds
05. 101 to 250 pounds
06. 251 to 500 pounds
07. 501 to 750 pounds
08. 751 to 1000 pounds
09. 1001 to 2500 pounds
10. 2501 to 5000 pounds
11. 5001 to 10,000 pounds
12. 10,001 to 50,000 pounds
13. 50,001 to 100,000 pounds
14. 100,001 to 500,000 pounds
15. 500,001 to 1,000,000 pounds
16. More than 1,000,000 pounds
97. DO NOT READ OUT: Refused
99. DO NOT READ OUT: Don't know



## S CONTEXT

### **R\_POLICECONTACT (was T30)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Apart from any crimes you may have reported to the police [in the last 12 months if LENGTHOP NOT CODE 1] [since being at these premises IF LENGTHOP =1], has your business had any contact with the police about crime problems or crime prevention?

1. Yes
2. No
7. Refused
9. Don't know

### **R\_POLICECONTACTTYPE (was T30a)**

ASK IF HAD CONTACT WITH POLICE (R\_POLICECONTACT = 1) AND CATI SCRIPT (METHOD = 2)

OPEN

What type of contact was this?

INTERVIEWER, IF RESPONDENT DESCRIBES A METHOD (e.g. 'by phone'), ASK THEM TO DESCRIBE WHAT THEY SPOKE TO THE POLICE ABOUT.

WRITE IN \_\_\_\_\_

Don't know

### **R\_POLICESATIS (was T31)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

In general, how satisfied or dissatisfied are you with the way the police deal with the crime problems facing businesses in this area?

Please think about crime generally, not just incidents you have experienced by your business at these premises. Are you...?

READ OUT

1. Very satisfied
2. Fairly satisfied
3. A bit dissatisfied
4. Very dissatisfied
5. DO NOT READ OUT: Can't comment / no experience of crime
7. DO NOT READ OUT: Refused
9. DO NOT READ OUT: Don't know

**R\_WHYPOLICEDISSAT (was T32)**

ASK IF DISSATISFIED WITH POLICE SERVICE (R\_POLICESATIS = 3-4) AND CATI SCRIPT (METHOD = 2)

MULTI CODE

Why do you say you are dissatisfied?

DO NOT READ OUT BUT CODE ALL THAT APPLY

01. Police not seen in this area
  02. Take too long to react to incidents
  03. Do not react to alarms going off
  04. Do not catch or prosecute offenders
  05. Give little or no information back on reported crimes
  06. No day-to-day contact with police
  07. Not interested in reported crimes
  08. Nothing seems to change / crime levels remain the same
  09. Not enough police / police undermanned / not enough resources
  10. There is nothing the police can do
  11. Other (SPECIFY)
- Don't know

**S\_TURNOVER (Was T40)**

ASK ALL CATI SCRIPT (METHOD = 2)

NUMERIC (RANGE: 0 – 99,000,000)

Finally I need to ask a few questions about your business at these premises to help us put your answers into context. Again I'd like to reassure you the survey is entirely confidential.

What is the approximate annual turnover of your business at these premises?

IF RESPONDENT IS UNSURE ASK: Approximately how much?

WRITE IN AMOUNT IN POUNDS £ \_\_\_\_\_

Don't know

Refused

**S\_PUBLIC (Was T40a2)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Is your business at these premises ever open to the public?

READ ONLY IF ASKED: That is are they able to come into your premises even if this is only at specific times of day or days of the week?

1. Yes
2. No
9. Don't know

**S\_RECONTACT (Was T431)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Thank you very much for your time. The Home Office may be conducting research in the next 18 months on similar issues. If they do decide to do so, would it be ok to contact you again?

1. Yes, agree to further contact
2. No, do not agree to further contact

**S\_RECORDING (Was NEWQ2)**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

We said to you at the beginning of our call that we may be recording this interview for quality control purposes. Would you be happy for Ipsos MORI to pass your recording to our end client, the Home Office, if they also wish to hear some of the interviews?

You would not receive any marketing or sales contact from them as a result of this.

1. Yes
2. No

**QRECONMAIN**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

Thank you very much for taking part in the survey. We may re-contact you for quality control purposes in the next few weeks. Would you also be willing for us to contact you if we have any further questions about the interview?

1. Yes
2. No

**QNAME**

ASK ALL CATI SCRIPT (METHOD = 2) WHO AGREE TO BE CONTACTED (QRECON = 1)

OPEN

In that case could I just take a note of your name? This is only so we know who to ask for if we call again.

WRITE IN NAME \_\_\_\_\_

**SEX**

ASK ALL CATI SCRIPT (METHOD = 2)

SINGLE CODE

CODE SEX

INTERVIEWER CODE, DO NOT ASK RESPONDENT

1. Male
2. Female

**COMPLETEEND**

DISPLAY TO ALL CATI SCRIPT (METHOD = 2)

INFO SCREEN

Thank you on behalf of Ipsos MORI and the Home Office.

If you have any queries regarding the survey or our company, I can give you the telephone number of the company or the Market Research Society Freephone number.

PROVIDE AS NECESSARY

Company number – 0131 561 4603




MRS Freephone number – 0800 975 9596

Job number – 17-038424

INTERVIEWER: MRS can only provide confirmation that we are a genuine Market Research company.

## 8.2 Advance Letter

The below is a copy of the advance letter that was posted to businesses in the Wholesale and Retail (G) sector for the 2017 Commercial Victimization Survey. The back of the letter contained a link to complete the online Experience of Crime Sheet and a unique username.

«ConfirmTitle» «ConfirmFirstName» «ConfirmSurName»  
 «ConfirmJobTitle»  
 «CORRECTCOMPNAME»  
 «CORRECTADDRESS.AddressLine1»  
 «CORRECTADDRESS.AddressLine2»  
 «CORRECTADDRESS.AddressLine3»  
 «CORRECTADDRESS.City»  
 «CORRECTADDRESS.AddressLine5»  
 «CORRECTADDRESS.PostalCode»

Dear «ConfirmTitle» «ConfirmFirstName» «ConfirmSurName»,

**Help the Home Office to tackle crimes against businesses**

I am writing to ask for your help with an important study about crimes against businesses in England and Wales. The study aims to collect accurate data about the nature, extent and cost of crimes committed against businesses. The data will be used to:

- monitor crime trends
- identify what needs to be done to reduce crime
- find out what support, advice and information would be most helpful to the wholesale and retail sector, which is a key sector of interest having been surveyed every year since 2012.

The study is endorsed by the Association of Convenience Stores (ACS) and the Federation of Small Businesses (FSB).

**We need to hear from as many businesses as possible, including yours**

The Home Office is interested in hearing from all of the selected businesses, whether your business has been a victim of crime or not. Only then can we be sure that the results represent the experiences of all businesses in the wholesale and retail sector. If you could participate in this survey, I would be very grateful for your time.


**An Ipsos MORI interviewer will call you**

Ipsos MORI, the independent social research organisation, is carrying out the study on behalf of the Home Office. An Ipsos MORI interviewer from our Edinburgh office (dialling code 0131) will call you to conduct an interview over the telephone, or to arrange a convenient time to call back.


The interview should take about 20 minutes, however it is possible for you to reduce the length of the interview by completing a few questions online. For information on how to do this, please turn over the page. You will also find more general information about the survey over the page, including contact details should you have any questions.

I hope that you will take part and thank you in advance for your assistance.

Yours sincerely,



Rosanna Currenti  
 Crime and Policing Analysis - Home Office



Commercial Victimization Survey (Wholesale and Retail) 17-038424 Final 230817

### 8.3 Experience of Crime Sheet

Below is a copy of the four-page paper Experience of Crime sheet that was posted to businesses with the advance letter (shown above).

HOME OFFICE COMMERCIAL VICTIMISATION SURVEY 2017			
EXPERIENCE OF CRIME SHEET			
Please read each question carefully, and give the most accurate answer you can.			
You do <u>not</u> need to return this sheet but you might find it helpful to have it to hand when we call you.			
This questionnaire consists of four pages. Thank you in advance for your time.			
A. Burglary	If yes: How many times in the last 12 months?	Please estimate the total value of anything stolen during the most recent incident	Was the most recent incidence of this crime reported to the police?
Has anyone got into the buildings belonging to the business at these premises without permission and STOLEN or TRIED TO STEAL anything? <i>Please exclude incidents where employees or other people with access to the building let themselves in with a key or a pass. This must involve entry into a building without permission.</i>	_____	£	Yes / No
B. Attempted burglary		Was the most recent incidence of this crime reported to the police?	
Has anyone ATTEMPTED but FAILED to get into the buildings belonging to the business at these premises without permission to STEAL something? <i>There must be clear evidence that the offender made an actual, physical attempt to gain entry, for example damage to locks, broken doors, etc.</i>	_____		Yes / No
C. Vandalism and deliberate damage		Was the most recent incidence of this crime reported to the police?	
Has anyone caused deliberate damage, including graffiti or arson, to these premises? This is apart from any damage caused during a burglary. Please include damage to any buildings or structures, including walls and fences, and to vehicles, equipment or stock belonging to this business either at these premises or elsewhere. <i>Do not include civil matters or anti-social behaviour such as trespassing, fly tipping, etc. unless there was deliberate or malicious damage caused as a result. Do not include incidents where someone has caused damage to the building by stealing something, for example stealing lead from the roof of the building. Incidents of this type should be recorded as 'other theft' later in the questionnaire.</i>			Yes / No
Page No. <b>1</b>	Commercial Victimization Survey 2017 Final ID: «respondent.id»		

<b>D. Vehicle theft</b>	<b>If yes: How many times in the last 12 months?</b>	<b>Please estimate the total value of anything stolen during the most recent incident</b>	<b>Was the most recent incidence of this crime reported to the police?</b>
<p>Were any vehicles that are owned or leased by the business stolen from these premises or from somewhere else?</p> <p><i>Include <u>all</u> types of vehicle: cars and vans, lorries including those that need an HGV license, motorbikes, scooters and mopeds, as well as any other industrial vehicles.</i></p> <p><i>Only include company cars if they are used for business purposes. Company cars that are used for travelling to and from work, but not for any other business purposes, should <u>not</u> be included.</i></p>	_____	£	Yes / No
<b>E. Theft from vehicles</b>	_____	£	Yes / No
<p>Apart from theft of any actual vehicles was anything stolen off or from any vehicles while they were at these premises or somewhere else?</p> <p><i>Please exclude personal possessions.</i></p>			
<b>F. Robbery</b>		£	Yes / No
<p>Has anyone stolen anything from your business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?</p> <p><i>Include theft by force of personal possessions as well as money, goods, equipment or other assets belonging to the business. Include theft by force from employees even if on duty away from the premises, for example professional drivers. Do not include theft by force of personal property from non-employees. Include incidents where the offender was an employee.</i></p>			

G. Attempted robbery	<u>If yes:</u> How many times in the last 12 months?	Was the most recent incidence of this crime reported to the police?
<p>Did anyone ATTEMPT but FAIL to steal anything from the business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?</p> <p><i>Include attempted theft by force of personal possessions as well as money, goods, equipment or other assets belonging to the business. Include theft by force from employees even if on duty away from the premises, for example professional drivers. Do not include theft by force of personal property from non-employees. Include incidents where the offender was an employee.</i></p>	_____	Yes / No

H. Assaults or threats		
<p>Apart from anything that you have already mentioned, were any EMPLOYEES assaulted, threatened or intimidated? Please include any incidents which were a result of disagreements with customers or other employees. Include incidents which happened both at these premises and when staff were on duty elsewhere.</p> <p><i>This should NOT include incidents where the assault was really part of a theft or motivated only by desire to steal. This has already been covered by previous questions. This can include incidents of verbal assault but should NOT include assaults of customers.</i></p>	_____	Yes / No

The next few questions are about incidents where money, goods or assets, company property or services were stolen from the business at these premises. That is, apart from incidents involving violence or threats of violence, OR anything stolen during a burglary. Please include any instances when someone failed to pay for a service your businesses had provided them with.

I. Theft by customers	<u>If yes:</u> How many times in the last 12 months?	Please estimate the total value of anything stolen during the most recent incident	Was the most recent incidence of this crime reported to the police?
Has the business at these premises been a victim of theft by a customer?	_____	£	Yes / No

J. Theft by employees			
Has the business at these premises been a victim of theft by an employee?	_____	£	Yes / No



<b>K. Theft by someone else</b>	<b>If yes:</b> How many times in the last 12 months?	Please estimate the total value of anything stolen during the most recent incident	Was the most recent incidence of this crime reported to the police?
Has the business at these premises been a victim of theft by someone else? <i>'Someone else' is someone that is not a customer or employee.</i>	_____	£	Yes / No

<b>L. Theft by someone unknown</b>			
Was your business at these premises a victim of theft where you were UNABLE TO ESTABLISH who the offender was?	_____	£	Yes / No

The next few questions are about incidents of fraud against the business at these premises; that is where someone cheated the business in terms of diverting funds, goods or services for their own purpose.

<b>M. Fraud by employees</b>			
Has your business at these premises been a victim of fraud by an employee?	_____	£	Yes / No

<b>N. Fraud by someone else</b>			
Has your business at these premises been a victim of fraud by someone else? <i>'Someone else' can include customers, distributors, suppliers, consultants or financial professionals who are not employed by the business.</i>	_____	£	Yes / No

<b>O. Fraud by someone unknown</b>			
Has your business at these premises been a victim of fraud by someone unknown?	_____	£	Yes / No

Once you have finished please take a minute to check you have answered **all** of the relevant questions.

## 8.4 Sample details

### 8.4.1. Sample received

**Appendix Table 1: Agriculture (A) sample received from IDBR, by size band and region**

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	338	71	50	52	28	12	551
Eastern	354	103	75	70	61	27	690
London	19	8	6	7	7	2	49
North East	125	19	12	8	4	3	171
North West	366	51	31	27	17	8	500
South East	350	89	67	70	43	54	673
South West	763	107	58	47	39	10	1,024
Wales	437	35	20	10	6	4	512
West Midlands	387	63	38	31	27	35	581
Yorkshire and The Humber	359	61	40	34	31	6	531
<b>Total</b>	<b>3,498</b>	<b>607</b>	<b>397</b>	<b>356</b>	<b>263</b>	<b>161</b>	<b>5,282</b>

**Appendix Table 2: Manufacturing (C) sample received from IDBR, by size band and region**

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	296	84	59	59	43	58	599
Eastern	365	93	59	52	37	44	650
London	398	79	44	29	16	18	584
North East	109	30	21	21	18	29	228
North West	354	101	70	65	53	63	706
South East	500	118	75	65	40	51	849
South West	320	80	54	47	29	47	577
Wales	149	35	23	22	20	34	283
West Midlands	352	100	73	74	49	62	710
Yorkshire and The Humber	287	86	61	60	48	62	604
<b>Total</b>	<b>3,130</b>	<b>806</b>	<b>539</b>	<b>494</b>	<b>353</b>	<b>468</b>	<b>5,790</b>

Appendix Table 3: Wholesale and Retail (G) sample received from IDBR, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	247	68	42	40	40	44	481
Eastern	328	91	56	50	55	57	637
London	550	131	72	70	70	77	970
North East	99	33	22	19	17	18	208
North West	395	109	64	60	58	64	750
South East	478	138	82	78	74	91	941
South West	292	91	55	47	40	50	575
Wales	145	45	27	23	16	23	279
West Midlands	308	85	52	48	50	55	598
Yorkshire and The Humber	273	79	50	45	46	43	536
<b>Total</b>	<b>3,115</b>	<b>870</b>	<b>522</b>	<b>480</b>	<b>466</b>	<b>522</b>	<b>5,975</b>

Appendix Table 4: Arts and Recreation (R) sample received from IDBR, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	208	83	41	27	31	34	424
Eastern	384	110	56	40	46	47	683
London	1,176	256	97	51	74	103	1,757
North East	104	58	21	15	14	16	228
North West	335	147	65	44	39	53	683
South East	675	159	83	64	64	107	1,152
South West	375	103	56	40	44	38	656
Wales	151	66	32	20	19	20	308
West Midlands	233	99	46	32	32	42	484
Yorkshire and The Humber	254	107	51	37	29	43	521
<b>Total</b>	<b>3,895</b>	<b>1,188</b>	<b>548</b>	<b>370</b>	<b>392</b>	<b>503</b>	<b>6,896</b>

## 8.4.2. Sample released to screening stage

Appendix Table 5: Agriculture (A) sample released to screening stage, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	205	50	42	37	23	10	367
Eastern	221	57	55	48	50	24	455
London	6	5	2	4	5	2	24
North East	91	16	8	7	4	2	128
North West	241	41	20	23	13	8	346
South East	219	63	40	46	34	45	447
South West	511	72	42	38	28	8	699
Wales	278	28	13	7	6	3	335
West Midlands	254	46	24	20	21	30	395
Yorkshire and The Humber	220	42	24	25	28	5	344
<b>Total</b>	<b>2,246</b>	<b>420</b>	<b>270</b>	<b>255</b>	<b>212</b>	<b>137</b>	<b>3,540</b>

Appendix Table 6: Manufacturing (C) sample released to screening stage, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	139	47	33	39	26	38	322
Eastern	188	60	34	26	23	29	360
London	170	45	31	21	13	13	293
North East	45	18	10	10	13	20	116
North West	164	55	41	42	36	39	377
South East	226	72	47	50	22	32	449
South West	157	52	43	29	21	32	334
Wales	71	23	15	15	11	23	158
West Midlands	151	64	50	47	36	43	391
Yorkshire and The Humber	140	47	38	35	28	35	323
<b>Total</b>	<b>1,451</b>	<b>483</b>	<b>342</b>	<b>314</b>	<b>229</b>	<b>304</b>	<b>3,123</b>

**Appendix Table 7: Wholesale and Retail (G) sample released to screening stage, by size band and region**

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	151	46	28	26	31	30	312
Eastern	196	65	44	33	40	38	416
London	266	89	50	57	51	57	570
North East	61	24	15	14	10	16	140
North West	207	76	50	45	41	44	463
South East	295	93	59	54	53	66	620
South West	176	66	40	33	29	37	381
Wales	92	34	18	18	10	17	189
West Midlands	177	58	38	30	30	41	374
Yorkshire and The Humber	152	59	37	29	31	31	339
<b>Total</b>	<b>1,773</b>	<b>610</b>	<b>379</b>	<b>339</b>	<b>326</b>	<b>377</b>	<b>3,804</b>

**Appendix Table 8: Arts and Recreation (R) sample released to screening stage, by size band and region**

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	56	26	31	21	20	19	173
Eastern	149	42	30	22	32	30	305
London	307	69	46	24	43	63	552
North East	45	19	12	8	10	9	103
North West	115	39	35	23	26	31	269
South East	242	69	39	35	39	60	484
South West	163	44	38	27	25	23	320
Wales	64	25	20	12	11	11	143
West Midlands	88	38	34	21	19	22	222
Yorkshire and The Humber	106	50	33	29	16	21	255
<b>Total</b>	<b>1,335</b>	<b>421</b>	<b>318</b>	<b>222</b>	<b>241</b>	<b>289</b>	<b>2,826</b>

## 8.4.3. Sample successfully screened

Appendix Table 9: Agriculture (A) sample successfully screened, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	89	29	31	26	20	3	198
Eastern	108	35	41	36	35	17	272
London	4	3	2	2	4	2	17
North East	47	10	6	4	3	1	71
North West	95	26	13	18	10	7	169
South East	103	40	29	28	25	30	255
South West	228	47	25	33	18	6	357
Wales	128	16	6	4	5	3	162
West Midlands	112	25	10	13	16	24	200
Yorkshire and The Humber	114	23	11	17	16	4	185
<b>Total</b>	<b>1,028</b>	<b>254</b>	<b>174</b>	<b>181</b>	<b>152</b>	<b>97</b>	<b>1,886</b>

Appendix Table 10: Manufacturing (C) sample successfully screened, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	65	33	28	30	18	31	205
Eastern	81	40	25	23	18	21	208
London	61	35	19	18	7	8	148
North East	16	13	9	8	10	14	70
North West	78	40	32	31	28	30	239
South East	103	47	38	37	17	25	267
South West	74	40	39	25	14	24	216
Wales	33	11	11	10	9	19	93
West Midlands	74	41	38	38	22	35	248
Yorkshire and The Humber	60	32	31	25	20	24	192
<b>Total</b>	<b>645</b>	<b>332</b>	<b>270</b>	<b>245</b>	<b>163</b>	<b>231</b>	<b>1,886</b>

Appendix Table 11: Wholesale and Retail (G) sample successfully screened, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	76	34	17	22	21	24	194
Eastern	110	45	33	27	30	34	279
London	115	55	38	43	39	46	336
North East	40	11	9	10	5	11	86
North West	118	58	40	30	34	36	316
South East	148	68	40	44	42	56	398
South West	90	54	31	27	27	27	256
Wales	52	27	13	14	10	14	130
West Midlands	98	49	29	24	24	33	257
Yorkshire and The Humber	79	47	32	27	28	24	237
<b>Total</b>	<b>926</b>	<b>448</b>	<b>282</b>	<b>268</b>	<b>260</b>	<b>305</b>	<b>2,489</b>

Appendix Table 12: Arts and Recreation (R) sample successfully screened, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	24	16	25	20	18	17	120
Eastern	69	31	27	16	23	25	191
London	98	53	36	20	28	50	285
North East	18	16	9	3	7	7	60
North West	56	26	25	16	24	24	171
South East	89	43	31	27	31	51	272
South West	66	32	30	25	23	18	194
Wales	32	21	17	10	10	11	101
West Midlands	37	26	23	17	17	18	138
Yorkshire and The Humber	55	32	24	26	12	17	166
<b>Total</b>	<b>544</b>	<b>296</b>	<b>247</b>	<b>180</b>	<b>193</b>	<b>238</b>	<b>1,698</b>

## 8.4.4. Screening rates

Appendix Table 13: Agriculture (A) screening rates, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	43.4%	58.0%	73.8%	70.3%	87.0%	30.0%	54.0%
Eastern	48.9%	61.4%	74.5%	75.0%	70.0%	70.8%	59.8%
London	66.7%	60.0%	100.0%	50.0%	80.0%	100.0%	70.8%
North East	51.6%	62.5%	75.0%	57.1%	75.0%	50.0%	55.5%
North West	39.4%	63.4%	65.0%	78.3%	76.9%	87.5%	48.8%
South East	47.0%	63.5%	72.5%	60.9%	73.5%	66.7%	57.0%
South West	44.6%	65.3%	59.5%	86.8%	64.3%	75.0%	51.1%
Wales	46.0%	57.1%	46.2%	57.1%	83.3%	100.0%	48.4%
West Midlands	44.1%	54.3%	41.7%	65.0%	76.2%	80.0%	50.6%
Yorkshire and The Humber	51.8%	54.8%	45.8%	68.0%	57.1%	80.0%	53.8%
<b>Total</b>	<b>45.8%</b>	<b>60.5%</b>	<b>64.4%</b>	<b>71.0%</b>	<b>71.7%</b>	<b>70.8%</b>	<b>53.3%</b>

Appendix Table 14: Manufacturing (C) screening rates, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	46.8%	70.2%	84.8%	76.9%	69.2%	81.6%	63.7%
Eastern	43.1%	66.7%	73.5%	88.5%	78.3%	72.4%	57.8%
London	35.9%	77.8%	61.3%	85.7%	53.8%	61.5%	50.5%
North East	35.6%	72.2%	90.0%	80.0%	76.9%	70.0%	60.3%
North West	47.6%	72.7%	78.0%	73.8%	77.8%	76.9%	63.4%
South East	45.6%	65.3%	80.9%	74.0%	77.3%	78.1%	59.5%
South West	47.1%	76.9%	90.7%	86.2%	66.7%	75.0%	64.7%
Wales	46.5%	47.8%	73.3%	66.7%	81.8%	82.6%	58.9%
West Midlands	49.0%	64.1%	76.0%	80.9%	61.1%	81.4%	63.4%
Yorkshire and The Humber	42.9%	68.1%	81.6%	71.4%	71.4%	68.6%	59.4%
<b>Total</b>	<b>44.5%</b>	<b>68.7%</b>	<b>78.9%</b>	<b>78.0%</b>	<b>71.2%</b>	<b>76.0%</b>	<b>60.4%</b>



Appendix Table 15: Wholesale and Retail (G) screening rates, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	50.3%	73.9%	60.7%	84.6%	67.7%	80.0%	62.2%
Eastern	56.1%	69.2%	75.0%	81.8%	75.0%	89.5%	67.1%
London	43.2%	61.8%	76.0%	75.4%	76.5%	80.7%	58.9%
North East	65.6%	45.8%	60.0%	71.4%	50.0%	68.8%	61.4%
North West	57.0%	76.3%	80.0%	66.7%	82.9%	81.8%	68.3%
South East	50.2%	73.1%	67.8%	81.5%	79.2%	84.8%	64.2%
South West	51.1%	81.8%	77.5%	81.8%	93.1%	73.0%	67.2%
Wales	56.5%	79.4%	72.2%	77.8%	100.0%	82.4%	68.8%
West Midlands	55.4%	84.5%	76.3%	80.0%	80.0%	80.5%	68.7%
Yorkshire and The Humber	52.0%	79.7%	86.5%	93.1%	90.3%	77.4%	69.9%
<b>Total</b>	<b>52.2%</b>	<b>73.4%</b>	<b>74.4%</b>	<b>79.1%</b>	<b>79.8%</b>	<b>80.9%</b>	<b>65.4%</b>

Appendix Table 16: Arts and Recreation (R) screening rates, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	42.9%	61.5%	80.6%	95.2%	90.0%	89.5%	69.4%
Eastern	46.3%	73.8%	90.0%	72.7%	71.9%	83.3%	62.6%
London	31.9%	76.8%	78.3%	83.3%	65.1%	79.4%	51.6%
North East	40.0%	84.2%	75.0%	37.5%	70.0%	77.8%	58.3%
North West	48.7%	66.7%	71.4%	69.6%	92.3%	77.4%	63.6%
South East	36.8%	62.3%	79.5%	77.1%	79.5%	85.0%	56.2%
South West	40.5%	72.7%	78.9%	92.6%	92.0%	78.3%	60.6%
Wales	50.0%	84.0%	85.0%	83.3%	90.9%	100.0%	70.6%
West Midlands	42.0%	68.4%	67.6%	81.0%	89.5%	81.8%	62.2%
Yorkshire and The Humber	51.9%	64.0%	72.7%	89.7%	75.0%	81.0%	65.1%
<b>Total</b>	<b>40.7%</b>	<b>70.3%</b>	<b>77.7%</b>	<b>81.1%</b>	<b>80.1%</b>	<b>82.4%</b>	<b>60.1%</b>

## 8.4.5. Sample successfully interviewed

Appendix Table 17: Agriculture (A) sample successfully interviewed, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	59	18	16	13	6	1	113
Eastern	76	15	22	18	16	10	157
London	1		1		2	1	5
North East	27	8	4	3	2	1	45
North West	57	8	4	8	4	3	84
South East	54	22	17	15	13	18	139
South West	136	26	14	19	11	2	208
Wales	74	11	3		1	2	91
West Midlands	61	12	6	8	8	16	111
Yorkshire and The Humber	65	9	5	8	10		97
<b>Total</b>	<b>610</b>	<b>129</b>	<b>92</b>	<b>92</b>	<b>73</b>	<b>54</b>	<b>1,050</b>

Appendix Table 18: Manufacturing (C) sample successfully interviewed, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	34	19	18	10	7	19	107
Eastern	42	26	18	12	9	10	117
London	27	16	11	9	5	3	71
North East	8	8	5	6	5	8	40
North West	41	18	16	15	10	17	117
South East	56	34	20	17	10	10	147
South West	37	21	23	11	2	9	103
Wales	19	7	6	9	4	8	53
West Midlands	37	26	21	18	17	19	138
Yorkshire and The Humber	30	16	15	12	13	11	97
<b>Total</b>	<b>331</b>	<b>191</b>	<b>153</b>	<b>119</b>	<b>82</b>	<b>114</b>	<b>990</b>

Appendix Table 19: Wholesale and Retail (G) sample successfully interviewed, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	27	18	9	8	6	11	79
Eastern	41	25	10	11	12	10	109
London	48	17	17	22	16	16	136
North East	19	9	2	3	1	4	38
North West	45	23	17	11	9	17	122
South East	58	30	21	26	19	17	171
South West	44	23	10	10	7	14	108
Wales	28	11	7	9	4	7	66
West Midlands	39	23	12	5	7	8	94
Yorkshire and The Humber	41	18	9	13	10	9	100
<b>Total</b>	<b>390</b>	<b>197</b>	<b>114</b>	<b>118</b>	<b>91</b>	<b>113</b>	<b>1,023</b>

Appendix Table 20: Arts and Recreation (R) sample successfully interviewed, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	10	14	17	15	12	7	75
Eastern	35	16	15	11	18	12	107
London	47	32	26	12	17	19	153
North East	11	12	4	3	5	4	39
North West	29	13	14	10	16	11	93
South East	47	23	18	14	21	29	152
South West	32	20	21	19	12	12	116
Wales	14	14	12	3	3	3	49
West Midlands	17	11	15	11	12	11	77
Yorkshire and The Humber	34	22	16	16	6	9	103
<b>Total</b>	<b>276</b>	<b>177</b>	<b>158</b>	<b>114</b>	<b>122</b>	<b>117</b>	<b>964</b>

## 8.4.6. Main interviewing rates

Appendix Table 21: Agriculture (A) main interview rates, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	66.3%	62.1%	51.6%	50.0%	30.0%	33.3%	57.1%
Eastern	70.4%	42.9%	53.7%	50.0%	45.7%	58.8%	57.7%
London	25.0%	0.0%	50.0%	0.0%	50.0%	50.0%	29.4%
North East	57.4%	80.0%	66.7%	75.0%	66.7%	100.0%	63.4%
North West	60.0%	30.8%	30.8%	44.4%	40.0%	42.9%	49.7%
South East	52.4%	55.0%	58.6%	53.6%	52.0%	60.0%	54.5%
South West	59.6%	55.3%	56.0%	57.6%	61.1%	33.3%	58.3%
Wales	57.8%	68.8%	50.0%	0.0%	20.0%	66.7%	56.2%
West Midlands	54.5%	48.0%	60.0%	61.5%	50.0%	66.7%	55.5%
Yorkshire and The Humber	57.0%	39.1%	45.5%	47.1%	62.5%	0.0%	52.4%
<b>Total</b>	<b>59.3%</b>	<b>50.8%</b>	<b>52.9%</b>	<b>50.8%</b>	<b>48.0%</b>	<b>55.7%</b>	<b>55.7%</b>

Appendix Table 22: Manufacturing (C) main interview rates, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	52.3%	57.6%	64.3%	33.3%	38.9%	61.3%	52.2%
Eastern	51.9%	65.0%	72.0%	52.2%	50.0%	47.6%	56.3%
London	44.3%	45.7%	57.9%	50.0%	71.4%	37.5%	48.0%
North East	50.0%	61.5%	55.6%	75.0%	50.0%	57.1%	57.1%
North West	52.6%	45.0%	50.0%	48.4%	35.7%	56.7%	49.0%
South East	54.4%	72.3%	52.6%	45.9%	58.8%	40.0%	55.1%
South West	50.0%	52.5%	59.0%	44.0%	14.3%	37.5%	47.7%
Wales	57.6%	63.6%	54.5%	90.0%	44.4%	42.1%	57.0%
West Midlands	50.0%	63.4%	55.3%	47.4%	77.3%	54.3%	55.6%
Yorkshire and The Humber	50.0%	50.0%	48.4%	48.0%	65.0%	45.8%	50.5%
<b>Total</b>	<b>51.3%</b>	<b>57.5%</b>	<b>56.7%</b>	<b>48.6%</b>	<b>50.3%</b>	<b>49.4%</b>	<b>52.5%</b>

Appendix Table 23: Wholesale and Retail (G) main interview rates, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	35.5%	52.9%	52.9%	36.4%	28.6%	45.8%	40.7%
Eastern	37.3%	55.6%	30.3%	40.7%	40.0%	29.4%	39.1%
London	41.7%	30.9%	44.7%	51.2%	41.0%	34.8%	40.5%
North East	47.5%	81.8%	22.2%	30.0%	20.0%	36.4%	44.2%
North West	38.1%	39.7%	42.5%	36.7%	26.5%	47.2%	38.6%
South East	39.2%	44.1%	52.5%	59.1%	45.2%	30.4%	43.0%
South West	48.9%	42.6%	32.3%	37.0%	25.9%	51.9%	42.2%
Wales	53.8%	40.7%	53.8%	64.3%	40.0%	50.0%	50.8%
West Midlands	39.8%	46.9%	41.4%	20.8%	29.2%	24.2%	36.6%
Yorkshire and The Humber	51.9%	38.3%	28.1%	48.1%	35.7%	37.5%	42.2%
<b>Total</b>	<b>42.1%</b>	<b>44.0%</b>	<b>40.4%</b>	<b>44.0%</b>	<b>35.0%</b>	<b>37.0%</b>	<b>41.1%</b>

Appendix Table 24: Arts and Recreation (R) main interview rates, by size band and region

	0-4	5-9	10-19	20-49	50-99	100+	Total
East Midlands	41.7%	87.5%	68.0%	75.0%	66.7%	41.2%	62.5%
Eastern	50.7%	51.6%	55.6%	68.8%	78.3%	48.0%	56.0%
London	48.0%	60.4%	72.2%	60.0%	60.7%	38.0%	53.7%
North East	61.1%	75.0%	44.4%	100.0%	71.4%	57.1%	65.0%
North West	51.8%	50.0%	56.0%	62.5%	66.7%	45.8%	54.4%
South East	52.8%	53.5%	58.1%	51.9%	67.7%	56.9%	55.9%
South West	48.5%	62.5%	70.0%	76.0%	52.2%	66.7%	59.8%
Wales	43.8%	66.7%	70.6%	30.0%	30.0%	27.3%	48.5%
West Midlands	45.9%	42.3%	65.2%	64.7%	70.6%	61.1%	55.8%
Yorkshire and The Humber	61.8%	68.8%	66.7%	61.5%	50.0%	52.9%	62.0%
<b>Total</b>	<b>50.7%</b>	<b>59.8%</b>	<b>64.0%</b>	<b>63.3%</b>	<b>63.2%</b>	<b>49.2%</b>	<b>56.8%</b>

#### 8.4.7. Sector revisions

The table below shows the final number of interviews achieved following alterations made to the sector by interviewers at MAINACTIVITY: as compared with the interview numbers achieved if the IDBR sector description was assumed to be correct, and on which the response rates have been reported in the chapter above.

**Appendix Table 25: Interview numbers per sector, following sector alterations**

	Based on sector indicated in the IDBR sample frame	After sector alterations at MAINACTIVITY
<b>Agriculture (A)</b>	1,050	1,019
<b>Manufacturing (C)</b>	990	991
<b>Wholesale and Retail (G)</b>	1,023	1,053
<b>Arts and Recreation (R)</b>	964	964
<b>Total</b>	<b>4,027</b>	<b>4,027</b>

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