

Commercial Victimisation Survey 2014

Technical Report

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1. INTRODUCTION

1.1 2014 CVS Survey

The 2014 Commercial Victimization Survey (CVS) is the third in a new series of surveys run by the Home Office, designed to measure crime against businesses in England and Wales. This new series, running in 2012, 2013 and 2014, builds on the two previous Home Office CVS surveys carried out in 1994 and 2002.

In the 2012 to 2014 series it was agreed that the CVS would focus on data at the premises level, collecting information on experience and costs of crime, responses to victimisation, insurance and crime prevention measures, local policing and business characteristics. As with the 2012 and 2013 CVS surveys, the 2014 survey was carried out by telephone. Although the 2012 and 2013 surveys covered four business areas, the 2014 survey covered three; wholesale and retail, accommodation and food, and agriculture, forestry and fishing were retained from the 2013 survey. Due to an increased interest in crime within the retail industry, it was decided to double the target sample for this section, from 1,000 to 2,000 respondents. In order to maintain an overall target sample over 4,000 respondents, the arts, entertainment and recreation sector that was covered in 2013, was not retained for the 2014 survey.

The survey fills an important gap in crime statistics on the nature and extent of crime against businesses.

Headline findings from the 2014 CVS were published in April 2015 and are available at the Gov.uk website¹.

1.2 Previous CVS studies

Two previous CVS surveys were carried out in 1994 and 2002. Both previous surveys were limited to small and medium sized businesses in the retail and manufacturing sectors with interviews carried out by telephone. These two surveys are regarded as among the most comprehensive studies of crime

¹ <https://www.gov.uk/government/statistics/crime-against-businesses-findings-from-the-2014-commercial-victimisation-survey>

against business in England and Wales measuring crime at premises rather than enterprise level².

The 2002 CVS also included a smaller postal survey of head offices (primarily to collect information about the financial impacts of crime) although, due to a very low response rate, data from this was not included in the 2002 report.

1.3 Scoping Exercise (2010)

A large scale scoping exercise was undertaken in 2010 to explore the feasibility of carrying out a new survey of business crime. This exercise took place in response to the independent Smith review of crime statistics (2006), which called for regular surveys of commercial and industrial victimisation. The scoping exercise comprised three main elements:

- A literature review of previous crime surveys
- A series of consultations with Home Office and external stakeholders to identify key survey requirements
- Development of survey design options

The outcomes of this scoping exercise led to the new series of CVS surveys in 2012, 2013 and 2014. The full details of this scoping exercise and the recommendations made can be found at the Gov.uk website³. A summary of this work was also published in the technical report for the 2012 CVS survey⁴.

² Premises referring to individual sites or establishments rather than for an entire company or enterprise.

³ <https://www.gov.uk/government/publications/business-crime-scoping-exercise>

⁴ <https://www.gov.uk/government/publications/commercial-victimisation-survey-2012-technical-report>

2. SAMPLING APPROACH

In 2014 it was agreed that the CVS would cover the following Standard Industrial Classification (SIC⁵) sections:

- **Section A** (agriculture, forestry and fishing),
- **Section G** (wholesale and retail), and
- **Section I** (accommodation and food service activities).

The sample design consisted of an overall sample size of 4,000 with 1,000 in each of sections A and I, and 2,000 in section G. Independently of the stratification by sector, a minimum sample size of 300 in each of six business size bands was taken. Business size was measured by the number of employees who worked at the premises (0-4; 5-9; 10-19; 20-49; 50-99; 100 or more).

2.1 IDBR sample

The 2014 CVS used the same sample source as 2012 and 2013, which was the Inter-Departmental Business Register (IDBR). The IDBR is a commercially available list of UK businesses maintained by the Office for National Statistics (ONS) and based on inputs from three administrative sources: businesses registered for VAT purposes with HMRC, employers operating a PAYE scheme and businesses registered at Companies House. TNS BMRB originally recommended using the IDBR following feasibility work in 2012. The full rationale for this recommendation is presented in the separately published Feasibility Report⁶.

2.2 Comparability with previous CVS surveys (inclusion of SIC sections)

As described in the Feasibility Report, TNS BMRB identified ahead of the 2012 survey that due to changes in SIC classifications over time, SIC section G (wholesale and retail) does not match completely against the SIC classifications used in the 1994 and 2002 CVS surveys. Estimates in 2012 suggested that 27% of cases in SIC section G are not found in the same SIC

⁵ Standard Industrial Classification (SIC) is used to classify business establishments and other statistical units by the type of economic activity in which they are engaged.

⁶ <https://www.gov.uk/government/publications/commercial-victimisation-survey-2012-feasibility-report>

sections as in the 1994 and 2002 surveys. As a result of this, not all of the 2014 sample in sector G is directly comparable against the 1994 and 2002 CVS surveys.

In the 2012 CVS survey, comparative analysis of the 'retail' sector was achieved through the inclusion of a small additional sample (<25 interviews) to make the 2012 section G sample comparable with the 1994 and 2002 'retail' samples. The target sample size for section G was consequently reduced to 975 with an additional target sample of 25 based on previously defined 'retail' codes, and limiting comparative analysis to 'retail' as defined in 1994/2002.

In the 2013 and 2014 CVS surveys this approach was not taken again as we now have results from the 2012 CVS survey, which predominantly used the most up-to-date SIC classifications. The 2013 and 2014 surveys used the latest SIC section G classifications for all target interviews, as comparative analysis can now be carried out across the 2012, 2013 and 2014 surveys.

2.3 Sampling of sites within multi-site enterprises

It is possible to 'de-duplicate' the IDBR sample so that only one site is included for each enterprise. However, no de-duplication was carried out for the following reasons.

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

2.4 Sample telephone number matching

TNS BMRB carried out a telephone number matching exercise to append telephone numbers to the business details provided from the IDBR. This comprised three stages:

- an automatic telephone look-up run by a computer system;
- a more comprehensive process of manually searching databases;
- a final stage of manual telephone number matching - looking up each case individually on the internet.

The final stage of manual matching was used to ensure the match rate for all SIC/size combinations was as high as possible. This would reduce the risk of bias in survey estimates.

2.5 Telephone matching

A total of approximately 17,905 records were issued to the telephone matching process (i.e. all records drawn from the IDBR by the Office for National Statistics).

Table 2.1 below shows the numbers issued in each sector/ size band.

Table 2.1 Issued sample for telephone lookup including issued reserve

Sector	Size band					
	0 to 4	5 to 9	10 to 19	20 to 49	50 to 99	100+
A	3,256	562	225	199	120	82
G	5,418	1,143	599	628	630	548
I	2,051	1,040	414	288	284	418
TOTAL	10,725	2,745	1,238	1,115	1,034	1,048

In total 14,108 records were successfully matched constituting a 79% match rate, although match rates varied by SIC group and business size. As evidenced in Tables 2.2 and 2.3, match rates were particularly low for the smallest businesses in sectors G and I (those with 0 to 4 employees). These were the only two cells with a match rate of less than 75%.

Table 2.2: Successfully matched records at telephone lookup including reserve

Sector	Size band					
	0 to 4	5 to 9	10 to 19	20 to 49	50 to 99	100+
A	2,612	487	197	178	110	73
G	3,770	999	530	593	603	532
I	1,414	787	343	251	248	381
TOTAL	7,796	2,273	1,070	1,022	961	986

Table 2.3: Telephone match rates by sector and size of business

Sector	Size band					
	0 to 4	5 to 9	10 to 19	20 to 49	50 to 99	100+
A	80.2%	86.7%	87.6%	89.4%	91.7%	89.0%
G	69.6%	87.4%	88.5%	94.4%	95.7%	97.1%
I	68.9%	75.7%	82.9%	87.2%	87.3%	91.1%
TOTAL	72.7%	82.8%	86.4%	91.7%	92.9%	94.1%

Following the telephone matching stage, a selection of matched cases were issued to the screener.⁷ In order to ensure optimum response rates were achieved within each sector/ size cell, the screener conversion rates from the 2013 survey were used to determine how many records to issue from each cell. The full sample of 14,108 records was stratified by the same variables used for the initial selection by ONS:

- Sector
- SIC code
- Employment size band
- Number of employees
- Legal status
- Postcode

A '1 in n' selection was then carried out to produce a systematic random sample composed of the following:

Table 2.4: Profile of sample originally issued to screener stage

Sector	Size band					
	0 to 4	5 to 9	10 to 19	20 to 49	50 to 99	100+
A	2318	283	170	158	97	58
G	3212	723	530	510	603	532
I	1164	426	311	226	211	320
TOTAL	6694	1432	1011	894	911	910

Of the 14,108 matched records, 11,852 were initially issued to the screener, providing for a reserve sample of 2,256 records.

⁷ For further details in the Screener stage, see Chapter 4.

Some additional sample was issued to the screener during fieldwork to account for lower than expected conversion rates in some cells. In total 13,110 records were issued to the screener.

Table 2.5: Final profile of sample issued to screener stage

Sector	Size band					
	0 to 4	5 to 9	10 to 19	20 to 49	50 to 99	100+
A	2318	283	170	158	110	73
G	3770	723	530	510	603	532
I	1414	787	311	226	211	381
TOTAL	7502	1793	1011	894	924	986

Due to the screener and main stages overlapping, the sample had to be batched for the main survey before all cases had received a final outcome. As a result, batching was carried out on all 13,110 cases issued to the screener. The sample was stratified by the same variables as used previously (see above) and a 1 in n selection was carried out to divide the sample into four batches of equal size. Each batch comprised cases with 1 of 3 outcomes:

- a) Unsuccessful at screener
- b) Successful at screener
- c) Unknown outcome

From the start of mainstage fieldwork all cases from the first three batches with a 'successful' outcome were issued. Any cases that were subsequently converted from 'Unknown' to 'Successful' were issued later in fieldwork, as the sample became available, so that ultimately all successfully screened cases from batches 1, 2 and 3 (6,423 in total) were issued. Batch 4 was held back as reserve sample.

Ultimately a number of cases were issued from the reserve sample. Early in mainstage fieldwork it was decided that additional cases would need to be issued to achieve the required number of interviews. The number of additional cases to issue in each cell was calculated using conversion rates from the 2013 survey.

The final profile of all sample issued to the main survey is shown in table 2.6

Table 2.6: Final profile of sample issued to main survey

Sector	Size band					
	0 to 4	5 to 9	10 to 19	20 to 49	50 to 99	100+
A	1312	195	85	98	66	42
G	1858	543	327	393	452	415
I	759	381	197	168	164	256
TOTAL	3929	1119	609	659	682	713

3. DEVELOPMENT WORK

3.1 Previous survey development

As a result of the extensive development work conducted for the 2012 and 2013 surveys, only limited development was deemed necessary for the 2014 survey. Survey processes were the same as previous waves and all three industry sectors had been included in the 2013 survey. Changes made to the questionnaire (outlined below) were minimal and all new questions were felt to be relatively straightforward. As such, a decision was made to test these new questions in a pilot study as opposed to cognitive testing.

An overview of previous development work can be found in the Technical Reports for the 2012 and 2013 surveys.

3.2 Pilot study

Revisions to the draft questionnaire were agreed between TNS BMRB and the Home Office. The revised questionnaire was then tested during a pilot study.

The purpose of the pilot interviews was to ensure that all questions were understood correctly and were easy to answer, particularly questions being asked for the first time in 2014. The changes made to the questionnaire prior to the pilot were as follows:

- A question was added to ask retail supermarkets whether they have any self-service tills at the premises.
- In the victim forms relating to burglary and theft, questions asking which items were stolen in the most recent incident were updated to include a longer list of response options.
- New questions were added to each victim to ask for information about crime reference numbers. Any respondent who had reported the most recent incident to the police were asked whether they were given a crime reference number, and if so whether they are able to provide it for the interviewer to record. These questions were also included on the datasheet respondents received with the advance letter, giving them an opportunity to acquire this information prior to interview.

- In each victim form, a question was added to ask why the respondent had not made a claim to an insurance company.
- In each victim form, a question was added to ask whether the respondent was given the opportunity to make an impact statement to the police, and if so, whether they did so.
- Each victim form contains a question asking whether the respondent believes that the incident was carried out by an organised group of criminals. For the pilot, a follow-up, open-ended question was asked of those who said they believed it was, asking what led them to believe this.
- A question was added to the theft victim forms asking what items had been most commonly stolen over the last 12 months.

The pilot also provided an opportunity to test the more technical aspects of the survey, such as the CATI script, and to supply an indication of interview length.

The pilot interviews were conducted over the telephone (using our Computer Assisted Telephone Interviewing system CATI) and took place between the 16th and 22nd July. All interviews were carried out from TNS BMRB's telephone centre in Hull. Three interviewers worked on this stage and worked primarily during standard business hours.

The sample of respondents for the pilot was drawn from a commercially available database of businesses in England and Wales. Telephone numbers were included within the sample provided so no telephone matching process was required for the pilot.

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

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

Interviews were conducted by telephone, replicating the procedures for the main survey. Researchers were able to listen to the interviews remotely. This was one-way monitoring with researchers unable to interrupt the call to ask further follow up questions.

A total of 33 pilot interviews were conducted for the pilot. The average interview length was 19 minutes which was very similar in length to the interviews conducted in the 2013 survey.

Table 3.1 below shows the number of victim forms answered by all 33 respondents who took part in the pilot.

Table 3.1 Number of victim forms completed

Number of victim forms	Number of respondents
0	19
1	5
2	3
3	5
4	1
Grand Total	33

Among those who had experienced crimes in the last 12 months, respondents answered an average of 1.7 victim forms.

3.2.1 General findings from the pilot

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

Key findings

Generally the questionnaire worked well, with the majority of questions having been asked in previous waves of the survey. As referred to above, the

main focus of the pilot was to test new questions being added to the survey for the first time in 2014.

Impact Statements

The majority of respondents seemed comfortable with the definition provided and were able to tell the interviewer whether or not they were given the opportunity to give an impact statement. A minor issue emerged in relation to the way in which the question was asked, with a definition being read out every time the question appeared (i.e. once for each victim form). This seemed repetitive and led to some frustration for respondents. For the main survey, it was decided to amend this question so that the definition is read out only for the first iteration of the question.

Crime Reference Numbers

In total there were 14 incidents for which respondents said they had received a crime reference number, but only four cases in which the respondent was able to provide this. A few respondents said that they had received a reference number but did not have the information to hand during the interview.

Drawing any firm conclusions proved difficult due to the relatively small number of interviews. Given the short fieldwork period for the pilot, respondents had less opportunity to complete the datasheet prior to interview. For the main survey interviewers would have more freedom to arrange call-backs and encourage respondents to complete the datasheet in advance. While experience from the pilot suggested that the collection of crime reference numbers may be somewhat problematic, the decision was made to retain these questions.

Reasons for not making insurance claim

Generally speaking these questions worked well. The most common response was not wanting to increase insurance premiums (covered by 'Would increase insurance cost'). There were a few cases where the business was a unit but not the head office of the organisation and said that any decision on whether to make an insurance claim would be made by the head office and not the local unit. In order to accommodate these responses, a new option was added to the response list: 'Someone else is responsible for insurance claims (e.g. Head Office)'.

Organised crime

Although the open-ended follow-up was only answered in relation to four incidents, there was some evidence to suggest that respondents may not have a clear understanding of what is meant by 'an organised group of criminals'. A review of the verbatim responses revealed that some respondents describe perpetrators as such if they were a group and seemed to be 'organised'.

A decision was made to include the open question in the main survey, allowing the Home Office to understand the context behind these responses and inform potential redevelopment of the organised crime question for future waves of the survey.

3.3 Final questionnaire (Appendix)

The final questionnaire used during main stage fieldwork can be found in Section 6.1.

Further information on the development of survey questions for each sector can be found in the 2012 and 2013 technical reports.⁸

⁸ <https://www.gov.uk/government/collections/crime-against-businesses>

4. FIELDWORK

4.1 Screening procedures

The screening interviews for the main survey took place between the 28th of July and the 3rd September 2014. Screening was conducted using the IDBR sample to source addresses. Sampled addresses were contacted by telephone interviewers, who attempted to identify the person who was responsible for security and crime-related issues at the sampled premises and to collect contact details for that person.

All interviews were carried out from TNS BMRB's telephone centre in Hull. Interviewers received a telephone briefing, conducted by a member of the research team, and were issued with written instructions.

One of the key considerations was to ensure that contact details were obtained for the sampled *premises* rather than merely the sampled business. To that end, the first step in the screening interview asked interviewers to confirm whether the person they were speaking to was based at the sampled premises:

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

In the event that the respondent answered 'No', the interviewer was presented with several options reflecting a variety of circumstances, and instructed to select the relevant option:

Code	Description	Outcome
1 – Error in address or company name but business is based at sampled location.	Respondent recognises the company name and address, but tells you the exact wording/ details are not quite correct.	Proceed with interview
2 – Correct business but different branch / location (including Head Office).	Respondent works for the same business but <u>not</u> at the sampled premises.	Collect and record telephone number for the sampled premises
3 – Correct business but branch / location has completely closed.	Respondent tells you that the sampled premises has closed down.	End interview
4 – Business has moved to a new address but telephone number we have is correct.	Respondent tells you that the business used to be based at the sampled premises, but now operates from a different location.	Proceed with interview
5 – Completely different business based at sampled address.	Respondent is based at the sampled address but works for a different business	End interview
6 – No business based at the sampled address – residential address.	Respondent tells you that there is no business operating from the sampled address.	End interview
7 – Other (specify)	n/a	Proceed with interview

Where the sampled contact details proved to be for a different site within the same business (Code 2 above), the interviewer attempted to collect new contact details for the sampled premises and schedule a follow-up call to those premises.

In total, 13,110 business premises were called as part of the screening exercise and a total of 8,560 premises were successfully screened (the equivalent of a 65% conversion rate). Full details on success rates during the screening stage are summarised in Table 4.1 below.

As shown in Table 4.1, 2,384 of the screened premises were found to be either deadwood or ineligible for the survey. This includes businesses with no employees and businesses based in residential premises (with no other commercial premises). Depending on which of these cases we consider to be out of scope for the survey the true screener rate lies somewhere between 73% and 80%.

Table 4.1. Screener survey – sample breakdown and response rate calculations

	n
Total loaded sample	13,110
Total Completes	8,560
Live sample (unresolved)	
Eligible Live - General call back (broken - interview not obtained)	107
Eligible Live - Engaged	45
Eligible Live - Answer machine	292
Eligible Live - No answer	1,020
Total live (unresolved) sample	1,464
Deadwood and ineligible	
Deadwood - Bad Number / Dead Number	750
Deadwood - Modem / Fax / Beeper	169
Deadwood - No one with responsibility / able to respond	18
Deadwood - Incorrect premises - unable to get correct telephone number	79
Deadwood - Calls Barred	2
Total deadwood	1,018
Ineligible	
Ineligible - Incorrect company name / company not at sampled address	471
Ineligible - Business moved	4
Ineligible - Residential number (no employees)	303
Ineligible - Business closed down	246
Ineligible - Residential-based business (not commercial premises)	342
Total ineligible	1,366
Eligible used sample	
Eligible used sample - Refusal	567
Eligible used sample - Stopped / abandoned interview	3
Eligible used sample - Person responsible would not give name	20
Eligible used sample - Respondent unavailable during fieldwork	87
Eligible used sample - Company does not take part in research (company policy)	14
Eligible used sample - Deferral	1
Eligible used sample - Duplicate number	3
Eligible used sample - Knew which department responsible but refused to put through	7
Total eligible used sample	702
Conversion rate (total completes: total loaded sample)	65%
Screener rate 1 (excluding ineligible)	73%
Screener rate 2 (excluding deadwood and ineligible)	80%

4.2 Fieldwork documentation

All successfully screened premises were sent an advance letter (addressed to the named contact obtained during screening) and a data sheet ('Experience of Crime' sheet).

4.2.1 Advance letter

The advance letter provided some basic details about the survey, as well as providing contact details for the research team at TNS BMRB, in case respondents had any queries prior to being contacted by an interviewer. The information in the letter explained:

- The purpose of the research;
- Who TNS BMRB are;
- How long the interview would take;
- How the 'Experience of Crime' sheet should be used; and
- That any information provided would be held in the strictest confidence.

Slightly different versions of the letter were used depending on the size and industry sector of the recipient's business. In total five different versions of the letter were sent, each including endorsements from different industry bodies. The table below shows which letter was sent to each size/ sector band.

Letter	Sector(s)	Employee band	Endorsement(s)
1	G	0-49	Association of Convenience Stores & Federation of Small Businesses
2	A	0-49	National Farmers' Union & Federation of Small Businesses
3	A	50+	National Farmers Union
4	I	0-49	Federation of Small Businesses
5	G & I	50+	No endorsement

Copies of the advance letters can be found in Section 6.2.

4.2.2 Data sheet

Completion of the data sheet, while an important element of the interview for many respondents, was not considered essential in order for an interview to take place. At the beginning of the main interview, respondents were asked

whether they had received a data sheet. Respondents who had either not received or mislaid the data sheet were given two options:

1. Continue with an interview without the datasheet.
2. Supply an email address to which the data sheet could be sent.

Respondents who requested a data sheet be sent via email could either continue with an interview (using the blank data sheet as an aid) or schedule a call-back for a later date, once they had had an opportunity to complete the datasheet.

This iterative process allowed for greater flexibility and ensured that interviewers could tailor their approach depending on the preference of individual respondents.

A copy of the data sheet can be found in Section 6.3.

4.2.3 Showcards

A show card containing lists of pre-coded answers was also provided for questions about fraud and electronic crime with long code frames.

4.2.4 Interviewer instructions

All interviewers working on the survey were provided with a set of written instructions, containing detailed explanations on how certain terms, concepts, and types of crime should be defined. A copy of the interviewer instructions can be found in Section 6.4. In summary, the instructions covered the following areas:

Premises – It was essential that respondents only report on crimes that had been committed against the actual sampled premises, and not against the business as a whole (e.g. for large businesses with multiple sites). The instructions provided guidance on how 'premises' should be defined, and what kinds of buildings/ areas should be in-scope.

Employees – In a similar respect to premises, there was a need to define in-scope employees in a consistent manner. In the instructions, interviewers were advised to include employees who consider the sampled premises to be their main place of work.

Vehicles – Since we were only interested in crimes against vehicles owned by the business that are used for business purposes, the instructions provided guidance on how to treat company cars and employee-owned vehicles.

Crime types – It was important to ensure that the distinctions between different crime types (e.g. between burglary and robbery) was clear to the interviewer and the respondent, in order to avoid double-counting of incidents. The instructions provided definitions for each crime type and outlined the kind of incident that should be in-scope/ out of scope in each case.

4.3 Briefing of interviewers

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

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

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

4.4 Fieldwork dates and fieldwork management

Fieldwork for the main CVS survey took place between 26th August and 2nd November 2014. Screened contacts were called by a team of telephone interviewers who were all briefed face to face by the research team. While an initial screener stage had already been carried out in some cases an element of re-screening was required if it became apparent someone else, other than the screened contact, was best placed to respond.

As with the screener stage, all interviews were carried out from TNS BMRB's telephone centre in Hull. Interviewers received a face to face briefing, conducted by a member of the research team, and were issued with written instructions.

Interviews were conducted using Computer Assisted Telephone Interviewing (CATI), allowing for maximum opportunity to compare the results with those from earlier surveys. The use of CATI for this type of survey had a number of advantages. The telephone research was controlled and supervised to allow careful sample management and maximum control of the interviewing at all stages, allowing both overall response and response amongst certain types of organisations to be monitored on a daily basis. This therefore ensured that a wide range of organisations participated in the survey, providing representative results.

The interview was conducted electronically with all questions and routing programmed automatically, meaning that interviewers were free to concentrate on the respondent's answers and data was recorded accurately. Finally, telephone fieldwork encouraged participation whilst also allowing the respondent to participate at a time that suited them. Encouragement and flexibility from fieldworkers were essential requirements of this survey, which targets busy professionals. Respondents were able to schedule appointment times for the interviewer to call, ensuring that the interviewer's time was used most efficiently and respondents were more committed to taking part. On some occasions these appointments were broken due to the busy nature of the organisations surveyed. However, a simple electronic process allowed the interviewers to re-schedule an appointment and then move on to the next interview.

A breakdown of the fieldwork outcomes and response rate calculations are provided in Table 4.2 below. In total, 4,182 interviews were completed constituting a 54% conversion rate. Once a small number of ineligible cases are factored into the calculation the final response rate was 55%.

Table 4.2. Main survey – sample breakdown and response rate calculations

	Total	SECTOR			BUSINESS SIZE					
		A	G	I	1-4	5-9	10-19	20-49	50-99	100+
Total loaded sample	7,711	1,798	3,988	1,925	3,929	1,119	609	659	682	713
Complete interviews	4,182	1,019	2,111	1,052	2,124	628	371	354	339	366
<i>Eligible Live - Hard Appointment (broken - interview never obtained)</i>	9	0	7	2	2	1	0	1	2	3
<i>Eligible Live - General call back (broken - interview never obtained)</i>	210	110	77	23	109	22	19	21	36	3
<i>Eligible Live - Respondent soft refusal (interview never completed despite further attempts)</i>	279	56	176	47	138	37	32	21	44	7
<i>Eligible Live - No reply / engaged / fax / modem / answer machine (but had contact previously)</i>	1,460	309	725	426	847	235	64	123	103	88
<i>Eligible Live - No reply / engaged / fax / modem / answer machine (no contact)</i>	17	5	5	4	9	4	0	0	0	4
<i>Eligible Live - Stopped interview (interview never completed despite attempts)</i>	32	10	17	5	17	3	3	1	5	3
<i>Eligible Live - Unobtainable - before verification</i>	31	4	21	6	15	4	1	3	7	1
<i>Eligible Live - Proxy soft refusal</i>	1	0	1	0	1	0	0	0	0	0
<i>Ineligible sample - Business closed down or moved from sampled premises</i>	97	43	38	16	74	7	3	2	6	5
<i>Ineligible sample - Residential (no employees)</i>	25	10	11	4	23	1	1	0	0	0
<i>Ineligible sample - Company has no employees</i>	1	0	1	0	1	0	0	0	0	0
<i>Ineligible sample - Always No reply (only used after 21 calls or more)</i>	47	25	11	11	35	7	2	1	2	0
<i>Ineligible sample - Duplicate number</i>	3	1	2	0	1	1	0	0	1	0
<i>Eligible used sample - Abandoned interview</i>	88	17	52	19	48	5	9	5	10	11
<i>Eligible used sample - Respondent hard refusal</i>	691	109	405	177	291	76	52	49	44	179
<i>Eligible used sample - Opt out</i>	43	14	19	10	22	9	1	3	3	5
<i>Eligible used sample - Unavailable during fieldwork</i>	495	66	306	123	172	79	51	75	80	38
Total ineligible	173	79	63	31	134	16	6	3	9	5
Total eligible	7,538	1,719	3,925	1,894	3,795	1,103	603	656	673	708
Conversion rate (total completes: total loaded sample)	54%	57%	53%	55%	54%	56%	61%	54%	50%	51%
Response rate (excluding ineligible)	55%	59%	54%	56%	56%	57%	62%	54%	50%	52%

5. DATA PROCESSING AND OUTPUTS

5.1 Data preparation

The Computer Assisted Telephone Interview (CATI) questionnaire incorporated a number of checks to try and resolve any anomalies during the interview. Therefore post-interview editing was generally limited to correcting any filtering inconsistencies that occurred as a result of any responses in the 'other' category being back-coded into an existing pre-code. For example, at question 1 responses A, B and C may be followed by question 2 while all other responses skip to question 3. In such cases an 'other specify' response may be back coded after the interview to response A, B or C but, as this edit has been made post interview, question 2 was not asked.

All verbatim answers at 'other-specify' and open-ended questions were inspected by coders. This resulted in some additional codes being added to the code frames of some questions. In all questions, the aim was to reduce the proportion of answers left in the non-specific "other" category to below 10%.

The final SPSS file produced was at the level of the company or organisation and consisted of 4,182 records.

Prior to analysis of the data for publication, some data editing took place to handle outliers and missing data. For details, please see the Technical Annex of the 2014 Crime Against Businesses bulletin⁹.

5.2 Weighting specification

Data were weighted to take account of non-response and the stratification of the original sample. Non-response is a result of either being unable to identify contact details for sampled business premises, or from contacted premises being unwilling to take part in the survey. Stratification of the sample (as described in section two) ensures that sufficient interview numbers are achieved within each sector by disproportionately sampling by size within

⁹ <https://www.gov.uk/government/statistics/crime-against-businesses-findings-from-the-2014-commercial-victimisation-survey>

sector. Data must then be weighted to ensure that the sample is representative of businesses in these three sectors in England and Wales as a whole.

The weighting method is fairly complex but reflects the two-phase nature of the survey process, whereby phase one is used to assess eligibility for the CVS and to identify the right individual to respond to the survey, and phase two is the main data collection. Non-response affected both phases and complicates calibration to population totals because of the inclusion of cases that were not eligible for the CVS. Therefore the population totals need to be adjusted to reflect the eligibility criteria of the CVS.

5.2.1 Weighting process

There are four key stages to the weighting process, each described in more detail below. The four stages are:

1. Design weights
2. Eligibility weights
3. Non response weights
4. Calibration weights

Design weights

Firstly, design weights were calculated. The design weights compensate for purposive skews in the sample design by SIC and size. They are calculated to reflect the probability of selection for each case. The Design weight is equal to one divided by the sample fraction applied to the relevant sample stratum. Following the screener stage some eligible cases were held back as 'reserve sample' and were not issued for main stage fieldwork. The design weight was therefore further modified to reflect the probability of being *issued* for the main data collection stage, given that the case was sampled. The overall design weight was equal to:

$$\frac{1}{P(\text{sampled})} * \frac{1}{P(\text{issued for screener stage} | \text{sampled})} * \frac{1}{P(\text{issued for main stage} |)}$$

Eligibility weights

Logistic regression methods were used to estimate the probability that a sampled case would be eligible for the main CVS questionnaire, based on data available on the sample frame (region, SIC 07 section and employee band).

Separate coefficients were calculated for eligibility at the screener stage and for eligibility at the main data collection stage. This was necessary given that, at each stage, some cases that could have been issued were not and that the probability of being issued varied between sample strata. The overall probability of being found eligible varied based on eight different outcomes:

Table 5.1: Estimated probability of being eligible for the CVS

Outcome	Probability of being eligible (p(eligible))
'Found eligible and interviewed at both screener and main data collection stage'	1
'Found eligible and interviewed at screener stage but found <i>ineligible</i> at main data collection stage'	0
'Found eligible and interviewed at screener stage but no final stage interview'	$P(\text{eligible} \mid \text{interviewed at both stages})$
'Found eligible and interviewed at screener stage but not issued for main data collection stage'	$P(\text{eligible} \mid \text{interviewed at both stages})$
'Found ineligible at screener stage'	0
'No screener interview'	$P(\text{eligible} \mid \text{interviewed at screener stage}) * P(\text{eligible} \mid \text{interviewed at both stages})$
'Telephone number found but not issued to screener'	$P(\text{eligible} \mid \text{interviewed at screener stage}) * P(\text{eligible} \mid \text{interviewed at both stages})$
'No telephone number found'	$P(\text{eligible} \mid \text{interviewed at screener stage}) * P(\text{eligible} \mid \text{interviewed at both stages})$

The product of the design weight and $P(\text{eligible})$ was used as a base weight in the response model that followed. Effectively this transforms the base sample from one that is (i) disproportionate in terms of its stratum distribution, and (ii) includes some ineligible cases into one that is (i) proportionate in terms of its stratum distribution and (ii) excludes ineligible cases. As a result, the response model should be more accurate.

Non response weights

For the response model, logistic regression methods were used to estimate the probability that an eligible sampled case would complete the main CVS questionnaire, given data on the sample frame (region, SIC 07 section and employee band, as before). Before modelling, the data was weighted by the base weight described above.

Calibration weights

A pre-calibration weight was calculated for each case that took account of all three steps described above. This weight ensures that ineligible cases are included in the calibration step since ineligible cases are included in the IDBR population data. The calculation for the pre-calibration weight is shown in table 5.2. Essentially, we calibrate a combination of (i) interview cases, (ii) known ineligible cases plus (iii) the share of the cases with unknown – but estimated – eligibility that are expected to be ineligible.

Table 5.2: Calculations for the pre-calibration weight for the CVS

Outcome	Pre-calibration weight (for P(eligible), see table 5.X)
'Found eligible and interviewed at both screener and main data collection stage'	Design weight / P(main stage interview eligible)
'Found eligible and interviewed at screener stage but found <i>ineligible</i> at main data collection stage'	Design weight
'Found eligible and interviewed at screener stage but no final stage interview'	0
'Found eligible and interviewed at screener stage but not issued for main data collection stage'	Design weight * (1-P(eligible))
'Found ineligible at screener stage'	Design weight
'No screener interview'	Design weight * (1-P(eligible))
'Telephone number found but not issued to screener'	Design weight * (1-P(eligible))
'No telephone number found'	Design weight * (1-P(eligible))

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

- SIC 07 section * region
- SIC 07 section * employee band
- SIC 07 division (with smaller categories within section combined as 'other')

After calibration, the non-interview cases were stripped from the dataset.

This is the main weight for the 2014 CVS. After that, scaled versions of the main weight were calculated for each industry section (A, G and I) that sum to the actual interviewed sample size in that section and have zero values for cases from all other sections.

Standard errors have been estimated using the SPSS Complex Samples module which employs the standard Taylor Series Expansion approximation to reflect the complex sample design.

6. APPENDICES

6.1 Final questionnaire

MODULE 1: INTRODUCTION

Q1 Good morning / good afternoon / good evening. My name is _____ and I'm calling from TNS BMRB On behalf of the Home Office

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

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

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

INTERVIEWER PROMPT: We are conducting a survey on behalf of the HOME OFFICE about how businesses in England and Wales are affected by crime.

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

Q2 Good morning / good afternoon, my name is _____ and I'm calling from TNS BMRB, an independent market research company. We are conducting a survey on behalf of the Home Office about crime against businesses. You should have recently been sent a letter telling you about this survey. The letter was sent with a document titled "Experience of Crime Sheet". Can I just check that you received the letter and sheet we sent you?

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

Q3 And can I just confirm that you are the correct person to speak to about security issues like these at your premises?

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

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

Q3A Have you looked at the Experience of Crime sheet?

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

Q3B And can I also check, have you filled in the 'Experience of Crime Sheet'?

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

No	2	
WANTS REASSURANCES	3	SHOW REASSURANCES

REASSURANCES

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

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

If you have any queries about this, you can contact TNS BMRB on 0800 0510875.

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

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

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

- Q5** Could I take his / her name?

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

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

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

ENTER FULL JOB TITLE

IF Q5 = Yes OR S9 = Yes GO TO Q6

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

- S6** Please could you put me through to [TITLE + FIRST NAME +LAST NAME from Q5]?

Yes	1	GO TO INTRO3
-----	---	--------------

No	2	GO TO S10
WANTS REASSURANCES	3	SHOW REASSURANCES

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

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

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

- INSERT ADDRESS HERE [GO TO S11]

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

- COLLECT TELEPHONE NUMBER HERE [GO TO S12]

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

- COLLECT EMAIL ADDRESS HERE [THANK AND CLOSE AFTER]

TINT4 INTERVIEWER - DOES THE RESPONDENT WANT A COPY OF THE LETTER AND EXPERIENCE OF CRIME SHEET TO BE SENT BY EMAIL BEFORE PROCEEDING?

1 Yes - send copy - ENTER EMAIL ADDRESS AND NAME

2 No - proceed without - GO TO Q3

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

1 Happy to proceed

2 Want a call back - BOOK APPOINTMENT

3 Want a copy to be resent - enter email address and name

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

Q13 Please could you put me through to the Owner or Managing Director of the company?

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

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

Yes	1	GO TO INTRO3
No	2	GO TO Q5

INTRO 3

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

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

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

Q4A Do you know who the best person to talk to about security and crime-related issues is at your business at these premises?

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

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

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

Yes	1	GO TO S15
No	2	GO TO S16

Don't know	X	GO TO S16
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S15 Please may I speak to someone within that department?

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

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

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

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

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

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

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

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

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

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

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

IF S19 = Yes OR S20 = Yes GO TO S10

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

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

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

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

MODULE 2: BACKGROUND INFORMATION

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

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

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

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

ASK ALL

Q4 What is the MAIN activity of your business at these premises?

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

SCRIPTING: LIST TO BE FILTERED DEPENDING ON THE SECTOR

Retail and wholesale (Sector G)		
Retail/non-food	2	
Retail/food	3	
Retail supermarket	4	
Wholesaling/distribution	5	
Accommodation and food service (I)		
Accommodation	6	
Food and beverage service activities	7	

<i>Agriculture (A)</i>		
Farming (crop and/or animal raising / production)	8	
Services / support for the farming sector	9	
Forestry or logging	10	
Fishing	11	
Fish farming or aquaculture	12	
Plant nursery / plant propagation (other than crop farming)	13	
<i>Arts / entertainment (R)</i>		
Theatre or concert hall	14	
Performing arts (e.g. theatre, dance, music or other stage productions)	15	
Artist (inc. restoration of artwork)	16	
Writing or journalism	17	
Library or other archive	18	
Museum	19	
Historical site or building	20	
Botanical garden, nature reserve or zoo	21	
Gambling or betting activities (inc. gambling machines, casinos and bookmaking)	22	
Gym, fitness or other health club	23	
A sporting facility (inc. stadiums, arenas, racetracks, swimming pools, golf courses and bowling lanes)	24	
Other (specify)	25	

IF RETAIL SUPERMARKET AT Q4 (CODE 3)

SELFSERV Can I check, do you have any self service tills at your premises?

Yes	1	
No	2	
Don't know	3	

IF FARMING AT Q4 (CODE 7)

NEWFARMTYPE What type of farming do you do at these premises?
CODE ALL THAT APPLY

INTERVIEWER: PROBE FOR TYPE OF CROPS OR ANIMALS
INTERVIEWER: 'ARABLE' SHOULD BE TREATED AS CROPS

Crops – cereals	1	
Crops – oil seeds	2	
Crops – fruit or vegetables	3	
Crops – other	4	
Animals – dairy cattle	5	
Animals – beef or breeding cattle	6	
Animals – sheep	7	
Animals – poultry	8	
Animals – pigs	9	
Animals – other	10	

IF ANIMAL FARMING CODES 5-10 AT NEWFARMTYPE

NEWANIMALCOUNT What is the current headcount of all animals and livestock at these premises?

CODE ALL THAT APPLY

DK	X	X
REF	V	V

IF DON'T KNOW OR REFUSED AT NEWANIMALCOUNT

A4

50 or less	2	
51 - 100	2	
101 - 200	3	
201 - 300	3	
301 - 400	4	
401 - 500	5	
501 - 600	6	
601 - 700	7	
701 - 800	8	
801 - 900	9	
901 - 1000	10	
More than 1,000	11	
Don't know	X	
Refused	V	

NEWANIMALCOUNT2 OK, which of the following is closest?

ALL

AGRICULTURE

NEWFARMSIZE And what is the total size of your premises? That is including all fields, land and areas occupied by buildings at this site.

IF NECESSARY: Must only cover the sampled site.

Option to capture in acres Or hectares		
Not applicable		
DK	X	X
REF	V	V

IF DON'T KNOW OR REFUSED AT NEWFARMSIZE

NEWFARMSIZE3 OK, which of the following is closest?

A4

20 or less	2	
21 - 40	2	
41 - 60	3	
61 - 80	3	
81 - 100	4	
101 - 120	5	
121 - 140	6	
141 - 160	7	
161 - 180	8	
181 - 200	9	
More than 200	10	
Don't know	X	
Refused	V	

ASK ALL

Q5A And does your business also do any of the following at these premises?

READ OUT. MULTICODE ALLOWED

Any manufacturing	1	
Sell to the public (i.e. retailing)	2	NOT TO APPEAR IF CODE 2/3/4 @Q4
Sell to other businesses (i.e. wholesale)	3	NOT TO APPEAR IF CODE 5 @Q4
DON'T READ OUT - No other activities	4	

Q7 How long has this business operated from these premises?

PROMPT IF NECESSARY

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

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

ASK IF LESS THAN 12 MONTHS AT Q7

Q8 How many months has this business operated from these premises?

PROMPT IF NECESSARY

0...11

ASK ALL

Q9 Is your business at these premises?

READ OUT

An independent business occupying these premises only	1	
The head quarters of a business occupying more than one premises	2	
A branch or division of a business with headquarters elsewhere	3	
Or is this a branch of a franchised chain	4	
Don't Know	X	

ASK ALL EXCEPT SECTOR A and R - AGRICULTURE & ARTS / ENTERTAINMENT

Q9A Which of the following best describes the main building from which you operate at these premises?

READ OUT AND CODE FIRST THAT APPLIES

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

ASK (Q9A = SHOP / RETAIL / RESTAURANT / BAR OR CLUB / FOOD OUTLET / HOTEL / SOMETHING ELSE [1,5,6,7,8,10] OR Q4 = THEATRE OR CONCERT HALL / PERFORMING ARTS / MUSEUM / HISTORICAL SITE OR BUILDING / GAMBLING / GYM / SPORTS FACILITY [12,13,17,18,20,21,22])

Q9AX Is your premises licensed to serve alcohol?

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

FIRST TWO CODES MULTICODED

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

ASK ALL EXCEPT SECTOR A – AGRICULTURE

Q9B Which of the following best describes the location where your premises are based?

READ OUT. MULTICODE ALLOWED

A retail park, outside a town or city centre	1	
An industrial estate, with a retail element	2	
An industrial estate with no retail element	3	
A town or city centre	4	
A main street outside a town or city centre	5	
A side street outside a town or city centre	6	
Other (specify)	7	
Don't know	X	

Q8A [TEXT SUB IF OVER 1 PREMISIES AT Q7a: Although your business has more than one site details are only required from this site.]
Including yourself, how many people work at, or from these premises? Please include both full and part time staff and temporary or sub-contracted staff who consider this their main place of work.

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

WRITE IN _____

ASK IF DON'T KNOW AT Q8A

Q8B Which of the following is closest to how many people work at, or from these premises?

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

ASK IF Q8A > 0 or DK

QTEMP If a raw number given at Q8: And of the [TEXT SUB NUMBER OF EMPLOYEES STATED AT Q8] workers how many are employed on a casual/temporary or seasonal basis?

If DK at Q8 but a banded answer given at follow up question: And of the [TEXT SUB BANDED NUMBER OF EMPLOYEES] workers how many are employed on a casual/temporary or seasonal basis?

If DK at Q8 and banded question: And how many are employed on a casual/temporary or seasonal basis?

READ OUT IF NECESSARY: By casual/ temporary I mean the workers do not have a permanent contract. This would not include permanent employees who work on a part time basis.

IF UNSURE, ASK FOR BEST ESTIMATE

Don't Know

BUILD IN CATI CHECK IF RAW NUMBER GIVEN AT Q8 - IF Q8>Qtemp. (Hard check)

ASK IF QTEMP > 0 or DK

QAVERAGE And including yourself, how many people work at, or from these premises in an average week?

WRITE IN _____

Don't Know

IF DK PROMPT WITH RANGE

QAVERAGE2 Which of the following is closest to how many people including yourself, work at, or from these premises in an average week?

5 or fewer	1	
More than 5 but less than 10	2	
10- 25	3	
26 - 50	4	
51 - 100	5	
101 - 250	6	
More than 250		

Don't Know	X	
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ASK ALL EXCEPT THE AGRICULTURAL SECTOR

Q10A How far away from your premises is the nearest housing? Would you say...

READ OUT

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

ASK ALL EXCEPT THE AGRICULTURAL SECTOR

Q10B And [apart from your own premises*] how far away from your premises is the nearest pub, club, bar or hotel?

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

PROMPT IF NECESSARY

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

ALL AGRICULTURE

NEWFARMRISK1 How far away from your premises is the nearest motorway or dual carriageway junction? Would you say...

READ OUT

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

ALL AGRICULTURE

NEWFARMRISK2 And how far away from your premises is the nearest town or city?

PROMPT IF NECESSARY

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

MODULE 4: SCREENER QUESTIONS

ASK ALL

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

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

BURGLARY (ITEM A)

Q23 [During the last 12 months], has anyone got into your buildings at these premises without permission and **STOLEN** or **TRIED TO STEAL** anything?

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

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

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

Yes	1	
No	2	
DK	3	

ATTEMPTED BURGLARY (ITEM B)

Q23A Still thinking about [the last 12 months], has anyone **ATTEMPTED** but **FAILED** to get into your buildings at these premises without permission to **STEAL** something?

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

Yes	1	
No	2	
DK	3	

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

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

- All buildings you own or lease
- Any outbuildings such as [TEXT SUB FOR AGRICULTURAL SECTOR:barns, silos, workshops, outhouses] sheds and warehouses
- Outside space that you own or lease – including [TEXT SUB FOR AGRICULTURAL SECTOR fields, meadows, woodland], car parks and yards

DELIBERATE DAMAGE (ITEM C)

Q23B Still thinking about [the last 12 months], apart from any damage caused during a burglary, has anyone caused **deliberate** damage, including graffiti or arson, to these premises? This includes damage to any buildings or structures (including walls and fences) and to vehicles, equipment or stock belonging to this business either at these premises or elsewhere.

INTERVIEWER: DO NOT INCLUDE CIVIL MATTERS/ANTI-SOCIAL BEHAVIOUR [SUCH AS TRESPASSING, FLY TIPPING ETC) UNLESS THERE WAS DELIBERATE/MALICIOUS DAMAGE CAUSED AS A RESULT. THIS WILL BE COVERED LATER ON IN THE QUESTIONNAIRE

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

Yes	1	
No	2	
DK	3	

IF YES AT Q23b (ASK THE AGRICULTURAL SECTOR A ONLY)

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

IF NECESSARY: This could include arson involving any part of your premises.

Yes	1	
No	2	
Don't know	X	

VEHICLE CRIME

Q24 And does this business currently own or lease any cars, vans, lorries or other vehicles [TEXT SUB FOR AGRICULTURAL SECTOR: like tractors, JCBs or quad bikes] that are used by people who consider these premises to be their main place of work?

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

INTERVIEWER NOTE: All types of vehicle should be included:

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

Yes	1		ASK Q24a
No	2		GO TO Q25
DK	3		

VEHICLE THEFT (ITEM D)

Now thinking just about these vehicles...

Q24A [In the last 12 months] was any car or vehicle stolen, either from these premises or from somewhere else?

Yes	1	
No	2	
DK	3	

THEFT FROM VEHICLE (ITEM E)

Q24B And, [in the last 12 months] [TEXT SUB IF Q24b=1:apart from theft of actual vehicles] was anything stolen off or from any vehicles?

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

PROMPT IF NECESSARY: Please exclude personal possessions

Yes	1	
No	2	
DK	3	

VIOLENT CRIME (ROBBERY AND ASSAULT)

ROBBERY (ITEM F)

ASK ALL

Q25 I'd now like to ask you a few a questions about thefts from your business that involved force or where the offender threatened to use force against an employee.

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

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

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

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

Yes	1	
No	2	
DK	3	

ATTEMPTED ROBBERY (ITEM G)

Q25ATTEMPT And [in the last 12 months] did anyone ATTEMPT but FAIL to steal anything from your business at these premises or from any of your employees by using or threatening to use FORCE or VIOLENCE in any way?

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

INTERVIEWER NOTE: This includes ATTEMPTED theft by force of personal property as well as money / goods / equipment / 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.

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

Yes	1	
No	2	
DK	3	

ASSAULTS & THREATS (ITEM H)

Q25ASS [TEXT SUB IF YES Q25 Apart from anything that you have already mentioned] [In the last 12 months], were any EMPLOYEES assaulted, threatened or intimidated? Please include any incidents which were a result of disagreements with customers or other employees. Include incidents which happened both at these premises and when staff were on duty elsewhere.

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

INTERVIEWER: This can include incidents of verbal assault

INTERVIEWER: This should NOT include assaults of customers.

Yes	1	
No	2	
DK	X	

THEFTS

THEFTS (ITEMS I, J & K)

The next question is about incidents where money, [IF SECTOR R ARTS AND ENTERTAINMENT: equipment, exhibits or other assets] goods, company property [IF SECTOR A AGRICULTURE: livestock, crops, machinery] or services were stolen from the business at these premises. [TEXT SUB IF CODE 1 @ Q25 AND NOT 1 @ Q23: That is apart from incidents involving violence or threats of violence] [TEXT SUB IF CODE 1 @ Q23 AND NOT 1 @Q25: That is apart from anything stolen during a burglary] [TEXT SUB IF CODE 1 @ Q25 AND @23: That is apart from incidents involving violence or threats of violence OR anything stolen during a burglary]

Q26COMB [In the last 12 months] was your business at these premises a victim of theft by...

READ OUT. MULTICODE ALLOWED

IF NECESSARY: This includes thefts of money, equipment, exhibits or other assets], goods, company property [TEXT SUB FOR AGRICULTURE SECTOR: livestock, crops, machinery], as well as failing to pay for services that you provide

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

FRAUDS

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

FRAUD (ITEM M)

Q27 [In the last 12 months] was your business at these premises a victim of fraud by ...

READ OUT. MULTICODE ALLOWED

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

An employee	1	
Someone else	2	

Someone unknown	3	
No frauds	4	
DK	5	

Q0THTHEFT Including anything you've already mentioned, [in the last 12 months] have any of the following been stolen from your business at these premises?

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

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

[SECTOR A ONLY] IF NECESSARY FOR CHEMICAL: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

[ASK ALL] Metal items - That is, was anything stolen that you suspect was taken for its scrap metal value?	1	
[ASK ALL] Fuel from a vehicle or other fuel tanks	2	
[SECTOR A ONLY] Chemicals - such as fertilisers or other chemicals used to treat crops or livestock that are stored on the premises	3	
[SECTOR A ONLY] Livestock or animals that belong to your business	4	
None of these	X	
Don't know	X	

OTHER CRIMES

Q29NEW1 Apart from any of the things I've asked you about, has your business at this premises been the victim of any other types of crime [in the last 12 months]?

Yes	1	
No	2	
DK	X	

ASK IF Q29NEW1 = 1 (YES)

Q29NEW2 Briefly, what other types of crime has your business at these premises been a victim of [in the last 12 months]?

WRITE

IN _____

MODULE 5: VICTIM FORM

A BURGLARY

ASK IF Q23 / 1. OTHERS CHECK ROUTING ABOVE B1

A1INTRO You said earlier that someone got into the buildings at these premises without permission and stole or tried to steal something. I would like to ask a few questions about this.

I will refer to this type of incident as a burglary

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

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

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

IF DK, Approximately how many?

WRITE
IN _____

IF ZERO AT A1

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

IF DK, Approximately how many?.

WRITE
IN _____

IF Achk = 0

ACHK2 INTERVIEWER: Why was the information collected at the screener incorrect?

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

- OPEN-ENDED

IF Achk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

A12 At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

READ OUT. MULTICODE ALLOWED

Money	1	
Jewellery (belonging to business)	2	
Watches (belonging to business)	3	
IT or Electrical equipment	4	
Food or groceries (belonging to business)	5	
Other goods or stock	6	
SECTOR A only: Tools of trade (belonging to business)	7	
Other company property	8	
Personal possessions of employees or customers	9	
OTHER – specify	10	
Nothing stolen	11	
Don't know	X	

ONLY IF QOTHTHEFT = 1 = YES

AX2X And during this burglary were any metal items stolen? That is, was anything stolen that you suspect was taken for its scrap metal value?

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

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 3 / SECTOR A ONLY

AX2CHEM And during this burglary were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF OTHTHEFT = 2 (ALL SECTORS)

AX2FUEL And during this burglary was any fuel stolen?

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

Yes	1	
No	2	
Don't know	X	

ONLY IF OTHTHEFT = 4 / SECTOR A ONLY

AX2ANIMAL And during this burglary were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF AX2ANIMAL = 1

A3ANIMAL And during the burglary how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
---------------	--	--

Don't know		
------------	--	--

IF DK AT A3ANIMAL3 ASK FOR BANDED NUMBER

A3ANIMALRANGE Which of the following is closest to how many livestock or animals, belonging to your business, were stolen?

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF AX2ANIMAL = 1

A3ANIMAL2 And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the burglary, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT A3ANIMAL2

A3ANIMAL3 Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT A3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know	7	

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

A4 NOT ASKED IF AX = NOTHING STOLEN

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

IF DK Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

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

IF DK Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

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

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT A4 OR A5.

A6 OK, which of the following is closest to the total value?

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

A8A Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT A8a

A8B Did the police give you a crime reference number for this incident?

Yes	1	
No	2	
Don't know	X	

IF YES AT A8b

A8C Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
DK	X
REF	V

NOTE FOR SCRIPTER: THERE IS NO STANDARD FORMAT FOR THE NUMBERS WE'RE TRYING TO CAPTURE AT THE ABOVE QUESTION, SO WE CAN'T PROGRAMME ANY KIND OF VERIFICATION. PLEASE CAN YOU SET THIS UP AS AN OPEN TEXT BOX, WITH A LIMIT OF 50 CHARACTERS?

IF INCIDENT NOT REPORTED TO POLICE A8a

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

DO NOT READ OUT. MULTICODE

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

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

A10A Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT A10A

A10B Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)		
DK / Can't remember	X	
Other (WRITE IN)	0	

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

MULTICODE ALLOWED

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

ASK ALL

AX2 Do you think this was someone working alone or ...

READ OUT

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

IF AX2 = 2

AX3 And can you tell me what led you to believe that this was a group of organised criminals?
PROBE FULLY. PROMPT: What else?

OPEN

IF A8A=1

AX4 All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at AX4

AX5 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

B ATTEMPTED BURGLARY

ASK IF Q23a / 1. OTHERS CHECK ROUTING ABOVE C1

B1Intro You said earlier that someone ATTEMPTED but FAILED to get into the buildings at these premises without permission, to steal something, but did not actually gain entry. I would like to ask a few questions about this.

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

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

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

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

IF DK, Approximately how many?

WRITE

IN _____

IF ZERO AT B1

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

IF DK, Approximately how many?

WRITE

IN _____

IF Bchk = 0

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

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

- OPEN-ENDED

IF Bchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

BX At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT B4.

B5 OK, which of the following is closest to the total value?

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

B7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT B7a

B7B Did the police give you a crime reference number for this incident?

Yes	1	
No	2	
Don't know	X	

IF YES AT B7B

B7C Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
DK	X
REF	V

IF INCIDENT NOT REPORTED TO POLICE (B7a)

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

DO NOT READ OUT. MULTICODE

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

B9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT B9A

B9b Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	

Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)		
DK / Can't remember	X	
Other (WRITE IN)	0	

ASK ALL

BX2 Do you think this was someone working alone or...?

READ OUT

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

IF BX2 = 2

BX3 And can you tell me what led you to believe that this was a group of organised criminals?
PROBE FULLY. PROMPT: What else?

OPEN

IF B7A=1

BX4 [IF A8A NOT = 1]

All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

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

No	2	
Don't know	X	

IF 'Yes' at BX4

BX5 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

C VANDALISM / DELIBERATE DAMAGE

ASK IF Q23b / 1. OTHERS CHECK ROUTING ABOVE D1

C1Intro You said earlier that deliberate damage was caused to these premises. That is APART from damage resulting from any burglaries or attempted burglaries. I would like to ask a few questions about this.

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

I will refer to this type of incident as vandalism.

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

INTERVIEWER: DO NOT INCLUDE CIVIL MATTERS/ANTI-SOCIAL BEHAVIOUR (SUCH AS TRESPASSING, FLY TIPPING ETC) UNLESS THERE WAS DELIBERATE/MALICIOUS DAMAGE CAUSED AS A RESULT. THIS WILL BE COVERED LATER ON IN THE QUESTIONNAIRE

READ OUT. MULTICODE

INTERVIEWER: This can include graffiti.

Damage to any part of any buildings at these premises	1	
Damage to any other part of these premises (including walls, hedges, fences, lights or any other external fixtures or fittings)	4	
Damage to equipment or stock belonging to the business at these premises	2	
Damage to vehicles owned or leased by the business either at these premises or elsewhere, but not employees' or customers' vehicles	3	
Damage to livestock	4	Code only to appear if newfarmtype = 5 through to 10
Damage to crops	5	Code only to appear if newfarmtype = 1-4
Damage to anything else (specify)	5	
DO NOT READ OUT: DK	X	
DO NOT READ OUT Refused	V	

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

WRITE
IN _____

IF ZERO AT C2

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

IF DK, Approximately how many?.

WRITE
IN _____

IF Cchk = 0

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

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

- OPEN-ENDED

IF Cchk = 0
SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

C4a At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT C6.

C7 OK, which of the following is closest to the total value?

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

C9a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT C9a

C9B Did the police give you a crime reference number for this incident?

Yes	1	
No	2	
Don't know	X	

IF YES AT C9B

C9C Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
DK	X
REF	V

IF INCIDENT NOT REPORTED TO POLICE C9a

C10 Why did you not report the incident to the police?

DO NOT READ OUT. MULTICODE

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

DK / Can't remember	X	
Other (WRITE IN)	0	

C10a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT C10A

C10B Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)		
DK / Can't remember	X	
Other (WRITE IN)	0	

ASK ALL

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

Yes	1	
No	2	
Don't know	X	

ASK ALL

C12 Do you think this was someone working alone or

READ OUT

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

IF C12 = 2

C13 And can you tell me what led you to believe that this was a group of organised criminals?
PROBE FULLY. PROMPT: What else?

OPEN

IF C9A =1 (if reported to the police)

C14

[IF (A8A NOT = 1) AND (B7A NOT = 1)]

All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at C13

C14B Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

D THEFT OF VEHICLES

ASK IF Q24a / 1 OTHERS CHECK ROUTING ABOVE E1

D1Intro You said earlier that vehicles owned or leased by this business and used by employees who consider these premises as their main place of work have been stolen. I would like to ask a few questions about this.

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

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

Please exclude theft of employees' or customers' vehicles

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

D1 What types of vehicle have been stolen [in the last 12 months]. Was it...?

READ OUT. MULTICODE ALLOWED

Passenger cars	1	
Vans or lorries requiring an HGV licence to drive	2	
Vans or lorries NOT requiring HGV licence to drive	3	
Motorbikes / Scooters / [TEXT SUB FOR SECTOR A ONLY quad bikes]	4	
[TEXT SUB FOR SECTOR A ONLY: Tractors,] Forklifts, JCBs or other industrial vehicles	5	
(DON'T READ OUT) Don't know	X	
(DON'T READ OUT) Refused	V	

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

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

WRITE

IN _____

IF ZERO AT D2

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

IF DK, Approximately how many?

WRITE

IN _____

IF Dchk = 0

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

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

- OPEN-ENDED

IF Dchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

D3X [IF D2>1: For the next few questions, please think about the most recent incident of vehicle theft.]

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

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

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

ASK IT MORE THAN 1 VEHICLE AT DX

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

WRITE IN NUMBER

Passenger cars	1	
Vans or lorries requiring an HGV licence to drive	2	
Vans or lorries NOT requiring HGV licence to drive	3	
Motorbikes / Scooters / [TEXT SUB FOR SECTOR A ONLY quad bikes]	4	
[TEXT SUB FOR SECTOR A ONLY Tractors,] Forklifts, JCBS or other industrial vehicles	5	
(DON'T READ OUT) Don't know	X	
(DON'T READ OUT) Refused	V	

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

During the week	1	
At the weekend	2	
DK	X	

D4ax At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

Yes	1	
No	2	
DK	3	

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

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

ASK IF VEHICLE NOT RECOVERED (D4a / 3)

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

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

WRITE IN

ANSWER CODED TO LIST BELOW IF DON'T KNOW OR REFUSED AT D4b

D4bx OK, which of the following is closest to the total value?

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

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

D4c Was there....

READ OUT.

MULTICODE ALLOWED

D4d2 [IF CODE 2 AT D4c] And what was the total cost of repairs [ADD IF RECOVERED WITHOUT CONTENTS (D4a /2): and value of any stolen contents from the vehicle(s) {TEXT FILL BASED ON NUMBER OF VEHICLES STOLEN} that were not later recovered, regardless of whether you received any insurance payment?]

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

MULTICODE

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

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT D4.

D5 OK, which of the following is closest to the total value?

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

D9a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT D9a

D9B Did the police give you a crime reference number for this incident?

Yes	1	
No	2	
Don't know	X	

IF YES AT D9B

D9C Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
---------------	-------------------

DK	X
REF	V

IF INCIDENT NOT REPORTED TO POLICE D9a

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

DO NOT READ OUT. MULTICODE

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

D10a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT D10A

D10B Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)		
DK / Can't remember	X	
Other (WRITE IN)	0	

ASK ALL

D12 Do you think this was someone working alone or

READ OUT

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

IF D12 = 2

D13 And can you tell me what led you to believe that this was a group of organised criminals?
PROBE FULLY. PROMPT: What else?

OPEN

IF D9A = 1

D14 [IF (A8A NOT = 1) AND (B7A NOT = 1) AND (C9A NOT = 1)]

All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1 OR C9A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at D14

D15 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

E THEFTS FROM VEHICLES

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

E1Intro You said earlier that someone stole something off or from vehicles owned or leased by this business and used by employees who consider these premises to be their main place of work. I would like to ask a few questions about this.

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

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

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

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

IF DK, Approximately how many?

WRITE

IN _____

IF ZERO AT E1

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

IF DK, Approximately how many?

WRITE

IN _____

IF Echk = 0

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

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

- OPEN-ENDED

IF Echk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

E3x At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

Yes	1	
No	2	
DK	3	

ONLY IF QOTHTHEFT = 1

EX2 And were any metal items stolen? That is, was anything stolen that you suspect was taken for its scrap metal value?

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

Yes	1	
No	2	
Don't know	X	

IF QOTHTHEFT = 3 / SECTOR A ONLY

EX2CHEM And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 2(ALL SECTORS)

EX2FUEL And was any fuel stolen?

IF NECESSARY: This includes petrol, diesel or other fuel oils that are used for business purposes.

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 4/ SECTOR A ONLY

EX2ANIMAL And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF EX2ANIMAL = 1

E3ANIMAL And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK AT E3ANIMAL ASK FOR BANDED NUMBER

E3ANIMALRANGE Which of the following is closest to how many livestock or animals, belonging to your business, were stolen?

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF EX2ANIMAL = 1

E3ANIMAL2 And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the theft, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT E3ANIMAL2

E3ANIMAL3 Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT E3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

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

IF DK, Approximately how much?

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

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

E5 ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT E4.

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

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

E7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT E7a

E7B Did the police give you a crime reference number for this incident?

Yes	1	
No	2	
Don't know	X	

IF YES AT E7B

E7C Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
DK	X
REF	V

IF INCIDENT NOT REPORTED TO POLICE E7a

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

DO NOT READ OUT. MULTICODE

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

Other (WRITE IN)	0	
------------------	---	--

E9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT E10A

E10B Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)		
DK / Can't remember	X	
Other (WRITE IN)	0	

ASK ALL

E12 Do you think this was someone working alone or

READ OUT

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

IF E12 = 2

E13 And can you tell me what led you to believe that this was a group of organised criminals?
PROBE FULLY. PROMPT: What else?

OPEN

IF E7A=1

E14 [IF (A8A NOT = 1) AND (B7A NOT = 1) AND (C9A NOT = 1) AND (D9A NOT = 1)]
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Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1 OR C9A = 1 OR D9A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at E14

E15 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

L ROBBERY / ATTEMPTED ROBBERY

Textfill:

1 - IF Q25 = Yes

2 - IF Q25attempt = Yes

3 - IF Q25 = Yes and Q25attempt = Yes

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

L1Intro You said earlier that someone who was NOT employed at these premises (textfill1: stole) (text fill 3: or) (textfill 2: attempted to steal) something from your business or from your employees by using or threatening to use force or violence. I would like to ask a few questions about this.

This includes incidents where:

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

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

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

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

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

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

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

LOGIC CHECK

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

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

IF ZERO AT L1

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

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

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

IF Lchk = 0

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

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

- OPEN-ENDED

IF Lchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

IF MORE THAN ONE ROBBERY RECORDED AT L1

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

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

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

IF MORE THAN ONE ROBBERY RECORDED AT L1

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

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

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

IF Q25 = Yes and Q25attempt = Yes

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

Robbery	1	
Attempted robbery	2	

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

L1c Where did this (textfill1: robbery) (textfill3: answer from L1d) (textfill2: attempted robbery) take place?
DO NOT READ OUT. PROMPT IF NECESSARY.

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

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

IF THE LAST ROBBERY TOOK PLACE AT THE PREMISES AT L1c

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

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

L3 What, if anything, was stolen?

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Jewellery (belonging to business)	2	
Watches (belonging to business)	3	
IT or electrical equipment	4	
Food or groceries (belonging to business)	5	
Other goods or Stock	6	

SECTOR A ONLY: Tools of trade (belonging to business)	7	
Other company property	8	
Nothing – attempted robbery only	9	
(DO NOT READ OUT) Personal possessions (belonging to an employee)	10	
(DO NOT READ OUT) Personal possessions (belonging to a customer)	11	
OTHER – specify	12	
Nothing-attempted robbery only		
Don't know	X	

ONLY IF QOTHTHEFT = 1

LX2 And were any metal items stolen? That is, was anything stolen that you suspect was taken for its scrap metal value?

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

Yes	1	
No	2	
Don't know	X	

IF QOTHTHEFT = 3 / SECTOR A ONLY

LX2CHEM And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 2(ALL SECTORS)

LX2FUEL And was any fuel stolen?

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

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

No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 4/ SECTOR A ONLY

LX2ANIMAL And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF LX2ANIMAL = 1

L3ANIMAL And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK AT L3ANIMAL ASK FOR BANDED NUMBER

L3ANIMALRANGE Which of the following is closest to how many livestock or animals, belonging to your business, were stolen?

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF LX2ANIMAL = 1

L3ANIMAL2 And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the robbery, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	

Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT L3ANIMAL2

L3ANIMAL3 Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT L3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

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

During the week	1	
At the weekend	2	
DK	X	

L6 At what time of day did it happen?

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

DO NOT ASK IF L3 = Nothing – attempted robbery only

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

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

£	WRITE IN _____
DK	X
REF	V

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

L8 OK, which of the following is closest to the total value?

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

L10a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT L10a

L10B Did the police give you a crime reference number for this incident?

Yes	1	
No	2	
Don't know	X	

IF YES AT L10B

L10C Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
DK	X
REF	V

IF INCIDENT NOT REPORTED TO POLICE (L10a)

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

DO NOT READ OUT. MULTICODE

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

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

L7a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT L7A

L7B Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)		
DK / Can't remember	X	
Other (WRITE IN)	0	

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

Yes	1	
No	2	
Don't know	X	

L16a And did they have a knife?

Yes	1	
No	2	
Don't know	X	

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

Yes	1	
No	2	
Don't know	X	

L17 Were employees physically injured?

Yes	1	
No	2	
Don't know	X	

L18 How many offenders were involved in this incident?

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

L19 Were they male or female?

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

ASK ALL

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

Yes	1	
No	2	
Don't know	X	

ASK ALL

L21 Do you think this was someone working alone or

READ OUT

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

IF L21 = 2

L22 And can you tell me what led you to believe that this was a group of organised criminals?
PROBE FULLY. PROMPT: What else?

OPEN

IF L10a = 1

L23 [IF (A8A NOT = 1) AND (B7A NOT = 1) AND (C9A NOT = 1) AND (D9A NOT = 1) AND (E7A NOT = 1)]

All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1 OR C9A = 1 OR D9A = 1 OR E7A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at L23

L24 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

M ASSAULTS AND THREATS

ASK IF Q25ass / 1 OTHERS CHECK ROUTING ABOVE F1

M1Intro You said earlier that employees had experienced assault, threats or intimidation. I would like to ask a few questions about this.

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

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

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

IF DK, Approximately how many?

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

IF ZERO AT M1

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

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

IF DK, Approximately how many?

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

IF Mchk = 0

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

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

- OPEN-ENDED

IF Mchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

M4 At what time of day did it happen?

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

M5a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT M5a

M5B Did the police give you a crime reference number for this incident?

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

No	2	
Don't know	X	

IF YES AT M5B

M5C Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
DK	X
REF	V

IF INCIDENT NOT REPORTED TO POLICE (M5a)

M6 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

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

M7a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT M7A

M7B Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

ASK ALL

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

Yes	1	
No	2	
Don't know	X	

ASK ALL

M9b And did they have a knife?

Yes	1	
No	2	
Don't know	X	

ASK ALL

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

Yes	1	
No	2	

Don't know	X	
------------	---	--

ASK ALL

M9d Were employees physically injured?

Yes	1	
No	2	
Don't know	X	

ASK ALL

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

CODE ALL THAT APPLY

Yes	1	
No	2	
Don't know	X	

ASK ALL

M11 Do you think this was someone working alone or

READ OUT

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

IF M11 = 2

M12 And can you tell me what led you to believe that this was a group of organised criminals?
 PROBE FULLY. PROMPT: What else?

OPEN

IF M5A = 1

M13 [IF (A8A NOT = 1) AND (B7A NOT = 1) AND (C9A NOT = 1) AND (D9A NOT = 1) AND (E7A NOT = 1) AND (L10A NOT = 1)]

All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that

opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1 OR C9A = 1 OR D9A = 1 OR E7A = 1 OR L10A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at M13

M14 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

F THEFTS BY CUSTOMERS

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

F1Intro You said earlier that a customer stole money, goods, company property, services or something else from your business at these premises. I would like to ask a few questions about this.

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

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

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

WRITE
IN _____

IF DON'T KNOW

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

WRITE IN _____

IF ZERO AT F1

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

WRITE
IN _____

IF DON'T KNOW

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

IF Fchk = 0

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

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

- OPEN-ENDED

IF Fchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

IF F1 > 1

F1a Thinking about all incidents over the last 12 months, what item or items were most commonly stolen?

Money	1	
Jewellery (belonging to business)	2	
Watches (belonging to business)	3	
IT or electrical equipment	4	
Food or groceries	5	
Other goods or stock	6	
SECTOR A ONLY: Tools of trade (belonging to business)	7	
Other company property	8	
Unpaid services	9	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	10	
OTHER – specify	11	
(DO NOT READ OUT) Too difficult to say	12	
Don't know	X	

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

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

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

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

During the week	1	
At the weekend	2	
DK	X	

F3a At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

PROMPT IF NECESSARY

Money	1	
Jewellery (belonging to business)	2	
Watches (belonging to business)	3	
IT or electrical equipment	4	
Food or groceries (belonging to business)	5	
Other goods or stock	6	
SECTOR A ONLY: Tools of trade (belonging to business)	7	
Other company property	8	
Unpaid services	9	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	10	
OTHER – specify	11	
Don't know	X	

ONLY IF QOTHTHEFT = 1

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

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

Yes	1	
No	2	
Don't know	X	

IF QOTHTHEFT = 3 / SECTOR A ONLY

F3cCHEM And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 2(ALL SECTORS)

F3cFUEL And was any fuel stolen?

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

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 4/ SECTOR A ONLY

F3cANIMAL And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF F3cANIMAL = 1

F3ANIMAL And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK AT F3ANIMAL ASK FOR BANDED NUMBER

F3ANIMALRANGE Which of the following is closest to how many livestock or animals, belonging to your business, were stolen?

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF F3cANIMAL = 1

F3ANIMAL2 And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the theft, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT F3ANIMAL2

F3ANIMAL3 Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT F3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business
CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	

Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

ONLY ASK IF MORE THAN 1 INCIDENT AT F1

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

F5 OK, which of the following is closest to the total value?

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

F7a Did you report the incident to the police?

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

No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT F7a

F7B Did the police give you a crime reference number for this incident?

Yes	1	
No	2	
Don't know	X	

IF YES AT F7B

F7C Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
DK	X
REF	V

IF INCIDENT NOT REPORTED TO POLICE F7a

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

DO NOT READ OUT. MULTICODE

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

Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Dealt with by a private security firm	17	
DK / Can't remember	X	
Other (WRITE IN)	0	

F9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT F9A

F9B Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

ASK ALL

F12 Do you think this was someone working alone or

READ OUT

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

(Don't know)	x	
--------------	---	--

IF F12 = 2

F13 And can you tell me what led you to believe that this was a group of organised criminals?
 PROBE FULLY. PROMPT: What else?

OPEN

IF F7A = 1

F14 [IF (A8A NOT = 1) AND (B7A NOT = 1) AND (C9A NOT = 1) AND (D9A NOT = 1) AND (E7A NOT = 1) AND (L10A NOT = 1) AND (M5A NOT = 1)]

All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1 OR C9A = 1 OR D9A = 1 OR E7A = 1 OR L10A = 1 OR M5A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at F14

F15 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

G THEFT BY EMPLOYEES

ASK IF Q26comb = 2 OTHERS CHECK ROUTING ABOVE H1

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

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

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

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

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

WRITE
IN _____

IF ZERO AT G1

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

WRITE
IN _____

IF Gchk = 0

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

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

- OPEN-ENDED

IF Gchk = 0
SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

G3A1 [IF G1>1: For the next few questions, I would like you to think about the most recent incident of theft by employees]. Did this incident take place during the week or at the weekend?

During the week	1	
-----------------	---	--

At the weekend	2	
DK	X	

G3A2 At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Jewellery (belonging to business)	2	
Watches (belonging to business)	3	
IT or electrical equipment	4	
Food or groceries (belonging to business)	5	
Other goods or stock	6	
SECTOR A ONLY: Tools of trade (belonging to business)	7	
Other company property	8	
Unpaid services	9	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	10	
OTHER – specify	11	
Don't know	X	

ONLY IF QOTHTHEFT = 1

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

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

Yes	1	
No	2	
Don't know	X	

ONLY IF ONLY IF QOTHTHEFT = 3/ SECTOR A ONLY

G3cCHEM And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF ONLY IF QOTHTHEFT = 3(ALL SECTORS)

G3cFUEL And was any fuel stolen?

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

Yes	1	
No	2	
Don't know	X	

ONLY IF ONLY IF QOTHTHEFT = 4/ SECTOR A ONLY

G3cANIMAL And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF G3cANIMAL = 1

G3ANIMAL And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK AT G3ANIMAL ASK FOR BANDED NUMBER

G3ANIMALRANGE Which of the following is closest to how many livestock or animals, belonging to your business, were stolen?

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF G3cANIMAL = 1

G3ANIMAL2 And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the theft, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT G3ANIMAL2

G3ANIMAL3 Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT G3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business

CODE ALL THAT APPLY

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

Don't know		
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G4 Still thinking about [IF G1>1: the most recent] [IF G1=1: this] incident of theft by employees, what was the total value of everything that was [stolen / unpaid]? Please tell me the total value, regardless of whether items were later recovered or whether you received any insurance payment.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT G4

G5 OK, which of the following is closest to the total value?

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

G7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT G7a

G7B Did the police give you a crime reference number for this incident?

Yes	1	
No	2	
Don't know	X	

IF YES AT G7B

G7C Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
DK	X
REF	V

IF INCIDENT NOT REPORTED TO POLICE (G7a)

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

DO NOT READ OUT. MULTICODE

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

Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Dealt with by a private security firm	17	
DK / Can't remember	X	
Other (WRITE IN)	0	

G9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT G9a

G9b Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

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

Yes	1	
No	2	
Don't know	X	

IF 'No' at G10a

G10b Why didn't you take any disciplinary action against the employee responsible?

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Employee resigned	6	
Was employee's 'first offence'	9	
Don't have the time; inconvenient	11	
DK / Can't remember	X	
Other (WRITE IN)	0	

ASK ALL

G11 Do you think this was someone working alone or

READ OUT

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

IF G11 = 2

G12 And can you tell me what led you to believe that this was a group of organised criminals?
PROBE FULLY. PROMPT: What else?

OPEN

IF G7A = 1

G13 [IF (A8A NOT = 1) AND (B7A NOT = 1) AND (C9A NOT = 1) AND (D9A NOT = 1) AND (E7A NOT = 1) AND (L10A NOT = 1) AND (M5A NOT = 1) AND (F7A NOT = 1)]
 All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1 OR C9A = 1 OR D9A = 1 OR E7A = 1 OR L10A = 1 OR M5A = 1 OR F7A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at G13

G14 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

H THEFT BY OTHERS

ASK IF Q26comb = 3 OTHERS CHECK ROUTING ABOVE I1

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

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

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

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

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

IF DK, Approximately how many?

WRITE
IN _____

IF ZERO AT H1

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

WRITE
IN _____

IF Hchk = 0

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

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

- OPEN-ENDED

IF Hchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

H3b At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Jewellery (belonging to business)	2	
Watches (belonging to business)	3	
IT or electrical equipment	4	
Food or groceries (belonging to business)	5	
Other goods or stock	6	
SECTOR A ONLY: Tools of trade (belonging to business)	7	
Other company property	8	
Unpaid services	9	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	10	
OTHER – specify	11	
Don't know	X	

ONLY IF QOTHTHEFT = 1

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

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

Yes	1	
No	2	
Don't know	X	

QOTHTHEFT = 3/ SECTOR A ONLY

H3dCHEM And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 2(ALL SECTORS)

H3dFUEL And was any fuel stolen?

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

Yes	1	
No	2	
Don't know	X	

ONLY QOTHTHEFT = 4/ SECTOR A ONLY

H3dANIMAL And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF H3dANIMAL = 1

H3ANIMAL And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK ASK FOR BANDED NUMBER

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF H3dANIMAL = 1

H3ANIMAL2 And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the theft, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

IF MORE THAN ONE ANIMAL SELECTED AT H3ANIMAL2

H3ANIMAL3 Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT H3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

H5 OK, which of the following is closest to the total value?

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

H7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT H7a

H7B Did the police give you a crime reference number for this incident?

Yes	1	
No	2	
Don't know	X	

IF YES AT H7B

H7C Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
DK	X
REF	V

IF INCIDENT NOT REPORTED TO POLICE (H7a)

H8 Why didn't you report the incident to the police?
DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Dealt with by a private security firm	17	
DK / Can't remember	X	
Other (WRITE IN)	0	

H9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT H9a

H9b Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

ASK ALL

H11 Do you think this was someone working alone or

READ OUT

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

IF H11 = 2

H12 And can you tell me what led you to believe that this was a group of organised criminals?

PROBE FULLY. PROMPT: What else?

OPEN

IF H7A = 1

H13 [IF (A8A NOT= 1) AND (B7A NOT = 1) AND (C9A NOT = 1) AND (D9A NOT = 1) AND (E7A NOT = A) AND (L10A NOT = 1) AND (M5A NOT = 1) AND (F7A NOT = 1) AND (G7A NOT = 1)]

All businesses that are victims of crime are entitled to make an Impact Statement. The impact statement is given to the police, and outlines how a crime has affected the business. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1 OR C9A = 1 OR D9A = 1 OR E7A = 1 OR L10A = 1 OR M5A = 1 OR F7A = 1 OR G7A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at H13

H14 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

I THEFT BY PERSONS UNKNOWN

ASK IF Q26comb =4 . OTHERS CHECK ROUTING ABOVE Jcog

I1Intro You said earlier that an unknown person or persons stole money, goods, company property or services from your business at these premises. I would like to ask a few questions about this.

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

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

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

IF DK, Approximately how many?

WRITE

IN _____

IF ZERO AT I1

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

WRITE

IN _____

IF Ichk = 0

Ichk2 INTERVIEWER: Why was the information collected at the screener incorrect?

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

- OPEN-ENDED

IF Ichk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

During the week	1	
At the weekend	2	
DK	X	

I3b At what time of day did it happen?

PROMPT AS NECESSARY.

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

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

PROMPT IF NECESSARY. MULTICODE ALLOWED

Money	1	
Jewellery (belonging to business)	2	
Watches (belonging to business)	3	
IT or electrical equipment	4	
Food or groceries (belonging to business)	5	
Other goods or stock	6	
SECTOR A ONLY: Tools of trade (belonging to business)	7	
Other company property	8	
Unpaid services	9	
(DO NOT READ OUT) Personal possessions (belonging to an employee or a customer)	10	
OTHER – specify	11	
Don't know	X	

QOTHTHEFT = 1

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

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

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 3/ SECTOR A ONLY

I3dCHEM And were any chemicals stolen?

IF NECESSARY: This could include fertilisers or other chemicals used to treat crops or livestock that are stored on the premises

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 2(ALL SECTORS)

I3dFUEL And was any fuel stolen?

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

Yes	1	
No	2	
Don't know	X	

ONLY IF QOTHTHEFT = 4/ SECTOR A ONLY

I3dANIMAL And were any livestock or animals that belong to your business stolen?

Yes	1	
No	2	
Don't know	X	

IF I3dANIMAL = 1

I3ANIMAL And how many livestock or animals, belonging to your business, were stolen?

INSERT NUMBER		
Don't know		

IF DK ASK FOR BANDED NUMBER

1-4	1	
5-9	2	
10-19	3	
20-49	4	
50+	5	
Don't know	X	

IF I3dANIMAL = 1

I3ANIMAL2 And what type of animals or livestock were stolen?

IF NECESSARY: Only include animals stolen as part of the theft, belonging to the business

CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

[IF MORE THAN ONE ANIMAL SELECTED AT I3ANIMAL2]

I3ANIMAL3 Please enter the number of each type of livestock or animals, belonging to your business, which were stolen.

{ONLY DISPLAY THE CODES SELECTED AT I3ANIMAL2}

IF NECESSARY: Only include animals belonging to the business
CODE ALL THAT APPLY

Dairy cattle	1	
Beef or breeding cattle	2	
Sheep	3	
Poultry	4	
Pigs	5	
Other (specify)	6	
Don't know		

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT I4

I5 OK, which of the following is closest to the total value?

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

I7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT I7a

I7B Did the police give you a crime reference number for this incident?

Yes	1	
No	2	
Don't know	X	

IF YES AT I7B

I7C Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
DK	X

REF	V
-----	---

IF INCIDENT NOT REPORTED TO POLICE I7a

I8 Why didn't you not report the incident / to the police?
DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Dealt with by a private security firm	17	
DK / Can't remember	X	
Other (WRITE IN)	0	

I9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT I9a

I9b Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

IF I7A = 1

I10 [IF (A8A NOT = 1) AND (B7A NOT = 1) AND (C9A NOT = 1) AND (D9A NOT = 1) AND (E7A NOT = 1) AND (L10A NOT = 1) AND (M5A NOT = 1) AND (F7A NOT = 1) AND (G7A NOT = 1) AND (H7A NOT = 1)]

All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1 OR C9A = 1 OR D9A = 1 OR E7A = 1 OR L10A = 1 OR M5A = 1 OR F7A = 1 OR G7A = 1 OR H7A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	

Don't know	X	
------------	---	--

IF 'Yes' at I10

I11 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

J. FRAUD BY EMPLOYEES

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

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

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

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

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

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

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

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

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

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

Please refer to list 1 of your experience of crime sheet.

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

IF ZERO AT J1anw

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

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

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

IF Jchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF Jchk = 0

Jchk2 INTERVIEWER: Why was the information collected at the screener incorrect?

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

- OPEN-ENDED

IF Jchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED

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

ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT J1anw

J2 What type of fraud was this?

READ OUT. SINGLE CODE

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

Fraudulent accounting (including fiddling expenses, fraudulent claims for work not done, creating fake payroll records, or changes to existing payments)	1	
Used a business credit or debit card fraudulently (e.g. used it beyond what is permitted by business policy)	2	
Withheld or 'skimmed' takings (e.g. taken money from customers that was intended for the business)	3	
Created non-existent customers or suppliers to defraud the business	4	
Diverted company funds to their own account	5	

Exploited business assets and information (e.g. misused confidential, commercially valuable information such as customer data)	6	
Committed a fraud relating to purchase of goods or services (e.g. received inferior or no goods and services at all for personal gain) (sometimes called 'procurement fraud')	7	
Sold goods or services fraudulently (e.g. sold without giving the takings back to the business)	8	WRITE IN _____
Taken kickback or sweetheart payments or colluded with another organisation to defraud your business	8	
Any other type of fraud? (please specify)	9	
Don't Know	x	

ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT J1anw

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

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT J3.

J4 OK, which of the following is closest to the total value?

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

J7a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (J7a)

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

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

Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Realised too late after the incident / too long had passed	17	
Know to report fraud incidents directly to Action Fraud	18	
DK / Can't remember	X	
Other (WRITE IN)	0	

J8b [IF J8a = 18: Can I just check,] Did you report the incident to Action Fraud?

IF NO, AND RESPONDENT DID NOT MENTION ACTION FRAUD AT PREVIOUS QUESTION –
 PROBE: Were you aware of Action Fraud before today?
 IF REQUIRED: ACTION FRAUD IS THE UK'S NATIONAL FRAUD AND INTERNET CRIME
 REPORTING CENTRE

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

J9a Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT J9a

J9b Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

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

Yes	1	
No	2	
Don't know	X	

IF 'No' at J10a

J10b Why didn't you take any disciplinary action against the employee responsible?

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Employee resigned	6	
Was employee's 'first offence'	9	
Don't have the time; inconvenient	11	
DK / Can't remember	X	
Other (WRITE IN)	0	

ASK ALL

J12 Do you think this was someone working alone or

READ OUT

A loosely knit group	1	
----------------------	---	--

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

IF J12 = 2

J13 And can you tell me what led you to believe that this was a group of organised criminals?
 PROBE FULLY. PROMPT: What else?

OPEN

IF J7A = 1

J14 [IF (A8A NOT = 1) AND (B7A NOT = 1) AND (C9A NOT = 1) AND (D9A NOT = 1) AND (E7A NOT = 1) AND (L10A NOT = 1) AND (M5A NOT = 1) AND (F7A NOT = 1) AND (G7A NOT = 1) AND (H7A NOT = 1) AND (I7A NOT = 1)]

All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1 OR C9A = 1 OR D9A = 1 OR E7A = 1 OR L10A = 1 OR M5A = 1 OR F7A = 1 OR G7A = 1 OR H7A = 1 OR I7A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at J14

J15 Did you make an impact statement?

Yes	1	
No	2	

Don't know	X	
------------	---	--

K FRAUD BY OTHERS

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

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

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

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

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

ASK ALL WHO HAD EXPERIENCED EMPLOYEE FRAUD

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

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

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

ASK IF Q28 / 1. OTHERS CHECK ROUTING ABOVE L1

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

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

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

Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

IF ZERO AT K1

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

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	K1	K1a	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1		
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2		
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3		
Online banking fraud	4		
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5		
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6		
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7		

Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

IF Kchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF Kchk = 0

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

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

- OPEN-ENDED

IF Kchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT K1

K2 What type of fraud was this?

READ OUT. SINGLE CODE

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

	K1	
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1	
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2	
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3	
Online banking fraud	4	

Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5	
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

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

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

CODE ONE ONLY

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

ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT K1

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

K4 OK, which of the following is closest to the total value?

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

K6a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (K6a)

K7 Why didn't you report the incident to the police?
DO NOT READ OUT. MULTICODE

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

Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Crime was committed in another country	17	
Realised too late after the incident / too long had passed	18	
Know to report fraud incidents to Action Fraud	19	
DK / Can't remember	X	
Other (WRITE IN)	0	

K7a [IF K7 = 19: Can I just check,] Did you report the incident to Action Fraud?

IF NO, AND RESPONDENT DID NOT MENTION ACTION FRAUD AT PREVIOUS QUESTION –
 PROBE: Were you aware of Action Fraud before today?

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

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

K8 Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT K8

K8A Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
-------------------	---	--

Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims (e.g. Head Office)	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

ASK ALL

K12 Do you think this was someone working alone or

READ OUT

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

IF K12 = 2

K13 And can you tell me what led you to believe that this was a group of organised criminals?
PROBE FULLY. PROMPT: What else?

OPEN

IF K6A = 1

K14 [IF (A8A NOT = 1) AND (B7A NOT = 1) AND (C9A NOT = 1) AND (D9A NOT = 1) AND (E7A NOT = 1) AND (L10A NOT = 1) AND (M5A NOT = 1) AND (F7A NOT = 1) AND (G7A NOT = 1) AND (H7A NOT = 1) AND (I7A NOT = 1) AND (J7A NOT = 1)]

All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1 OR C9A = 1 OR D9A = 1 OR E7A = 1 OR L10A = 1 OR M5A = 1 OR F7A = 1 OR G7A = 1 OR H7A = 1 OR I7A = 1 OR J7A = 1]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at K14

K15 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

UK. FRAUD BY PERSONS UNKNOWN

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

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

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

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

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

ASK ALL WHO HAD EXPERIENCED EMPLOYEE FRAUD

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

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

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

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

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

Please refer to list 2 of your experience of crime sheet.

	UK1	UK1a	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1		
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2		
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3		
Online banking fraud	4		
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5		

Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

IF ZERO AT UK1a

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

READ OUT. CODE ALL THAT APPLY

IF YES RECORD NUMBER OF INCIDENTS IN LAST 12 MONTHS

IF DK, Approximately how many?

	UK1	No Of Incidents
Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1	
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2	
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3	
Online banking fraud	4	
Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5	
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	

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

IF UKchk = 0

Text: YOU MUST INFORM YOUR SUPERVISOR BEFORE PROCEEDING

IF UKchk = 0

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

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

- OPEN-ENDED

IF UKchk = 0

SKIP TO NEXT VICTIM FORM (IF OTHER CRIMES EXPERIENCED)

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

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

UK2 What type of fraud was this?

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

UK1

Credit, debit or store card fraud (e.g. paying with stolen, cloned or invalid cards)	1	
Cheque fraud (e.g. forged cheques, cheque overpayment fraud)	2	
Refunds or receipt fraud (e.g. fraudulently claimed a refund for goods or services)	3	
Online banking fraud	4	

Made a fraudulent insurance claim against you (e.g. a customer claimed to have had an accident to claim against public liability insurance)	5	
Diverted payments to a fraudulent account (sometimes called 'mandate' fraud)	6	
Made fraudulent payment claims for goods or services that were not delivered or not delivered as specified (sometimes called 'procurement fraud')	7	
Falsely claimed to be working for your business to obtain credit, goods or services (sometimes called 'identity fraud')	8	
Any other type of fraud? (please specify)	9	
Don't Know	X	

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

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

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

ONLY ASK IF MORE THAN 1 INCIDENT OF FRAUD AT UK1a

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

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

UK4 OK, which of the following is closest to the total value?

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

UK6a Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT NOT REPORTED TO POLICE (UK6a)

UK7 Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

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

Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Crime was committed in another country	17	
Realised too late after the incident / too long had passed	18	
Know that fraud incidents should be reported to Action Fraud	19	
DK / Can't remember	X	
Other (WRITE IN)	0	

UK7a [IF UK7 = 19: Can I just check,] Did you report the incident to Action Fraud?

IF NO, AND RESPONDENT DID NOT MENTION ACTION FRAUD AT PREVIOUS QUESTION – PROBE: Were you aware of Action Fraud before today?

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

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

UK8 Did you make a claim to an insurance company?

Yes	1	
No	2	
Don't know	X	

IF DID NOT MAKE A CLAIM TO AN INSURANCE COMPANY AT UK8

UK8A Why didn't you make a claim to an insurance company?

DO NOT READ OUT. MULTICODE

No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
There was no insurance requirement	6	
They occur too frequently	9	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Tried to / was unable to contact insurance company	14	
Don't have an insurance policy	15	
Someone else is responsible for insurance claims	16	
DK / Can't remember	X	
Other (WRITE IN)	0	

IF UK6A = 1

UK9 [IF (A8A NOT = 1) AND (B7A NOT = 1) AND (C9A NOT = 1) AND (D9A NOT = 1) AND (E7A NOT = 1) AND (L10 NOT = 1) AND (M5A NOT = 1) AND (F7A NOT = 1) AND (G7A NOT = 1) AND (H7A NOT = 1) AND (I7A NOT = 1) AND (J7A NOT = 1) AND (K6A NOT = 1)]

All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Did the police give you the opportunity to make an Impact Statement?

[IF A8A = 1 OR B7A = 1 OR C9A = 1 OR D9A = 1 OR E7A = 1 OR L10A = 1 OR M5A = 1 OR F7A = 1 OR G7A = 1 OR H7A = 1 OR I7A = 1 OR J7A = 1 OR K6A = 1)]

Did the police give you the opportunity to make an Impact Statement?

IF NECESSARY: All businesses that are victims of crime are entitled to make an Impact Statement which outlines how a crime has affected the business. Businesses should be offered that opportunity by the police. This may be offered at the same time as a witness statement or by self-completion, either by post or by email.

Yes	1	
No	2	
Don't know	X	

IF 'Yes' at UK9

UK10 Did you make an impact statement?

Yes	1	
No	2	
Don't know	X	

N. CYBER CRIME

CYBER CRIME MODULE NOT ASKED OF THE AGRICULTURAL SECTOR

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

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

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

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

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

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

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

ASK IF HAVE COMPUTERS AND IN SECTOR THAT MAY HAVE AN ONLINE RETAIL PRESENCE - N1nw = 1 AND ((Q4 = 2, 3, or 4) OR (Q5A = 2)). OTHERS GO TO ASB QUESTIONS

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

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

Yes	1	
No	2	
DK	3	

ASK IF HAVE COMPUTERS. OTHERS GO TO ASB QUESTIONS

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

DO NOT READ OUT

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

NCHECK2 I'd like to assure you that all your answers are treated in the strictest of confidence and none of your answers will be linked to your premises / this address.

We would be grateful if you could answer.

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

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

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

CODE ALL THAT APPLY

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

IF NCHECK2 = NO SKIP TO NCONC

ASK IF HAVE COMPUTERS. OTHERS GO TO ASB

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

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

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

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

READ OUT. MULTICODE.

REPEAT N2anw FOR EACH TYPE OF CRIME EXPERIENCED

N2nwa N2nwb (record number)

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

IF N2nwb_6 > 0

N2nwc You said that you experienced a computer virus (or other computer infection) in the last 12 months. Did this infect your computer as a direct result of opening an email or a web link?

Yes	1	
No	2	
Don't know	X	

SKIP TO N8nw IF NO EXPERIENCE

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

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

N7nw In the most recent incident did anyone

READ OUT. MULTICODE.

Please refer to list 2 of your experience of crime sheet.

Access your computer system without permission? (e.g. hacking)	1
Steal money from you electronically (e.g. through online banking)	2
Steal money from you after sending you fraudulent messages / redirecting you to fake websites (i.e. phishing).	3
Steal confidential information from you electronically (such as staff or customer data)	4
Deface, damage or take down your website	5
Or, did any computers become infected with a virus, or other computer infection	6
Don't Know	X
DO NOT READ OUT : None	V

N8nw2 Was this incident caused by...

READ OUT

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

ASK ALL

N9nw Do you think this was someone working alone or

READ OUT

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

IF N9nw = 2

N9anw And can you tell me what led you to believe that this was a group of organised criminals?
PROBE FULLY. PROMPT: What else?

OPEN

NPoI Did you report the incident to the police?

Yes	1	
No	2	
Don't know	X	

IF INCIDENT REPORTED TO POLICE AT NPoI

NPoIB Did the police give you a crime reference number for this incident?

Yes	1	
No	2	
Don't know	X	

IF YES AT NPoIB

NPoIC Please could you provide the crime reference number for this incident?

Crime ref no.	WRITE IN _____
DK	X
REF	V

IF INCIDENT NOT REPORTED TO POLICE (N6nw)

N10nw Why didn't you report the incident to the police?

DO NOT READ OUT. MULTICODE

It's not a crime / it's just something that happens	1	
No loss or damage	1	
Too trivial (loss was so small / very low value)	2	
Police could not have done anything	3	
Police have not done anything in the past	4	
Police would not be interested	5	
There was no insurance requirement	6	
Inappropriate for the police; deal with matter ourselves	7	
Fear of reprisals	8	
They occur too frequently	9	
Reported to other authorities	10	
Don't have the time; inconvenient	11	
Would increase insurance cost	12	
Fear of negative publicity / impact on reputation of business	13	
Tried to / was unable to contact police	14	
Police came automatically / responded to an alarm	15	
Someone else reported the incident	16	
Know to report fraud incidents directly to Action Fraud	17	
DK / Can't remember	X	
Other (WRITE IN)	0	

N7ActFr [If N10nw = 18: Can I just check,] Did you report the incident to Action Fraud?
 IF NO, AND RESPONDENT DID NOT MENTION ACTION FRAUD AT PREVIOUS QUESTION –
 PROBE: Were you aware of Action Fraud before today?
 IF REQUIRED: ACTION FRAUD IS THE UK'S NATIONAL FRAUD AND INTERNET CRIME
 REPORTING CENTRE

Yes	1	
No – but aware of Action Fraud	2	

No – NOT aware of Action Fraud	3	
Don't know	X	

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

READ OUT. MULTICODE ALLOWED

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

ASK ALL WITH COMPUTERS (N1nw /1)

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

READ OUT. MULTICODE.

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

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

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

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

N11 OK, which of the following is closest to the total value?

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

ASK ALL

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

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

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

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

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

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

EXPERIENCE OF ANTI-SOCIAL BEHAVIOUR

+DISPLAY [ASK ALL]

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

Please exclude any specific incident we've already talked about

ASK ALL

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

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

1. Yes
2. No

ASK IF ASBEXP = YES

WHASBEX What sorts of anti-social behaviour has it been affected by [in the last 12 months]?

CODE ALL THAT APPLY. DO NOT READ OUT.

PROBE: What else?

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

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

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

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

ASK IF ASBEXP = YES

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

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

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

Off-putting for / prevents customers	1	
Financial loss to the business	2	
Time/ Cost taken to clean or clear-up	3	
Upsetting/ Disruptive for staff	4	
Damage to the property	5	
General nuisance/ annoyance/ inconvenience	6	
Costs incurred for security/ added security	7	
Damage to the reputation or the business	8	
Little/ minimal impact	9	
Other (WRITE IN)	10	
None	11	
Don't know	X	
Refused	V	

Q12E And can you tell me how much of a problem anti-social behaviour in general is for your business at these premises. is this...

READ OUT

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

DON'T READ OUT – Refused	V	
--------------------------	---	--

AGRICULTURE SECTOR ONLY

QAGRIASB1 Including anything you have already mentioned [In the last 12 months], has your business at these premises been affected by any of the following?

ASK OR RECORD FOR EACH

- Trespassing or any unauthorised access of your land or buildings
- Poaching, hare coursing, illegal hunting
- 'Lamping', quad biking or using other vehicles on your land without permission.
- Unauthorised occupancy of land or buildings (for example unauthorised camping, parties or raves)
- Using your land for grazing animals without permission (sometimes called 'fly grazing')
- People or dogs chasing or worrying livestock

1. Yes
2. No

IF YES AT ANY OF QAGRIASB1

QAGRIASB2 Did any of these incidents result in a financial loss to your business at these premises?

- 1 Yes
- 2 No

IF YES AT QAGRIASB2

QAGRIASB3 What was the total value 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 DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT C6

QAGRIASB3 OK, which of the following is closest to the total value?

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

T CRIME PREVENTION

ASK ALL IN THE AGRICULTURAL SECTOR

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

ASK ALL

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

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

T1a Do you have burglar alarm at your premises?

Yes	1	
No	2	
DK	X	
Refused	Y	

IF YES at T1a AND HAS BEEN A VICTIM OF CRIME

TX1 Was this installed in the last 12 months as a result of any crime(s) we have talked about?

Yes	1	
No	2	
DK	3	

IF T1a = Yes

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

Yes	1	
No	2	
DK	3	

IF YES AT TT2 AND HAS BEEN A VICTIM OF CRIME

TX Was this installed in the last 12 months as a result of any crime(s) we have talked about?

Yes	1	
No	2	
DK	3	

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

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T7a = Yes

T7 What type of protective window and door measures do you have?

DO NOT READ OUT. CODE ALL THAT APPLY

Bars, gates, grilles or shatterproof glass on windows or doors	1
Shutters on windows or doors	2
Security window or door locks	3
Any other protective window or door measure WRITE IN	8
Any other protective window or door measure WRITE IN	8
Don't know	X
Refused	Y

IF YES AT T7A AND HAS BEEN A VICTIM OF CRIME

TX2b Were any of these installed in the last 12 months as a result of any crime(s) we have talked about?

INTERVIEWER: IF YES PROMPT WHICH INSTALLED IN LAST 12 MONTHS AS A RESULT OF CRIME TALKED ABOUT.

[FILTER LIST TO ONLY SHOW THOSE SELECTED AT T7]

DO NOT READ OUT. CODE ALL THAT APPLY

Bars, gates, grilles or shatterproof glass on windows or doors	1
Shutters on windows or doors	2
Security window or door locks	3
Any other protective window or door measure	4
No	X
Don't know	Y

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

READ OUT. MULTICODE ALLOWED.

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

IF YES AT T4

TX3b Were any of these installed in the last 12 months as a result of any crime(s) we have talked about?

INTERVIEWER: IF YES PROMPT WHICH INSTALLED IN LAST 12 MONTHS AS A RESULT OF CRIME TALKED ABOUT.

[FILTER LIST TO ONLY SHOW THOSE SELECTED AT T4]

Security lighting (including sensor/timed lights)	1
CCTV looking at the road or grounds outside	2
Barbed wire fencing or anti climb walls	3
Intercoms or video-coms	4
Any other protective measures	5

No	X
Don't know	Y

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

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

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T10a = Yes

T10 What type of measures do you have ?

DO NOT READ OUT. CODE ALL THAT APPLY

Property marking or tagging of your equipment or stock (including SmartWater)	1
Security cameras, lighting or mirrors inside your premises	3
Merchandise alarms	6
ONLY IF RETAIL(Q5A= 2) Shoplifting deterrence signage / Signs to deter shoplifting	7
A secure workshop or storeroom for valuable items	8
A safe	8
Any other crime prevention measures for stock or equipment? WRITE IN	8
Don't know	X
Refused	Y

IF YES AT T10a AND HAS BEEN A VICTIM OF CRIME

TX4b Were any of these installed in the last 12 months as a result of any crime(s) we have talked about?

INTERVIEWER: IF YES PROMPT WHICH INSTALLED IN LAST 12 MONTHS AS A RESULT OF CRIME TALKED ABOUT.

[FILTER LIST TO ONLY SHOW THOSE SELECTED AT T10]

Property marking or tagging of your equipment or stock (including SmartWater)	1
Security cameras, lighting or mirrors inside your premises	2
Merchandise alarms	3
ONLY IF RETAIL(Q5A= 2) Shoplifting deterrence signage / Signs to deter shoplifting	4
A secure workshop or storeroom for valuable items	5
A safe	6
Any other crime prevention measures for stock or equipment?	7
No	X
Don't know	Y

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

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

Yes	1	
No	2	
DK	X	
Refused	Y	

IF T11a = Yes

T11 What types of measures do you have?

DO NOT READ OUT. CODE ALL THAT APPLY

Alarm	1	
Vehicle tracking system	2	
Immobiliser	3	
Steering lock	4	
Security marking / tagging of vehicles (e.g. CESAR)	5	

Any other crime prevention measures for vehicles?	6	WRITE IN
Don't know	X	
Refused	Y	

IF YES at T11A AND HAS BEEN A VICTIM OF CRIME

TX5b Was this installed in the last 12 months as a result of any crime(s) we have talked about?

INTERVIEWER: IF YES PROMPT WHICH INSTALLED IN LAST 12 MONTHS AS A RESULT OF CRIME TALKED ABOUT.

[FILTER LIST TO ONLY SHOW THOSE SELECTED AT T11]

Alarm	1
Vehicle tracking system	2
Immobiliser	3
Steering lock	4
Security marking / tagging of vehicles (e.g. CESAR)	5
Any other crime prevention measures for vehicles?	6
No	X
Don't know	Y

ASK ALL

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

Yes	1	
No	2	
Don't know	X	
Refused	V	

ASK IF YES AT T13. OTHERS GO TO T25a

T14a Who controls entry into your premises?

DO NOT READ OUT. CODE ALL THAT APPLY

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

ASK IF ANY ANSWER AT T1,T7,T4,T10,T11, T13, T17 or T20 T25a

IF YES AT T13 AND HAS BEEN A VICTIM OF CRIME

TX6b Did you start to employ this person in the last 12 months as a result of any crime(s) we have talked about?

INTERVIEWER: IF YES PROMPT WHICH EMPLOYED IN LAST 12 MONTHS AS A RESULT OF CRIME TALKED ABOUT.

[FILTER LIST TO ONLY SHOW THOSE SELECTED AT T14a]

A caretaker	1
A receptionist	3
Store detectives	4
Security guards / patrols	5
A guard dog	8
Something else	9
No	
Don't know	

ASK ALL

TCRB Do you carry out any security checks on staff who work at your premises?

IF NECESSARY: This includes things like DBS or CRB checking

Yes	1	
No	2	
DK	X	
Refused	Y	

IF YES AT TCRB AND HAS BEEN A VICTIM OF CRIME

TX7 Did you start checking staff in the last 12 months as a result of any crime(s) we have talked about?

Yes	1	
No	2	
DK	3	

ASK ALL

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

Yes	1	
No	2	
DK	3	

ASK IF QOTHAWA = Yes

QOTHAWA2NEW Is this a...

READ OUT. MULTICODE ALLOWED

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

ASK ALL

TOther Do you have any other measures in place to protect your premises against crime that we have not already covered.

Yes	1	
No	2	

DK	X	
Refused	Y	

IF YES AT TOther

TOther2 What other measures do you have in place that we have not already covered?

- OPEN-ENDED

IF YES AT TOther AND HAS BEEN A VICTIM OF CRIME

TX8 Were any of these installed in the last 12 months as a result of any crime(s) we have talked about?

Yes	1	
No	2	
DK	3	

ASK ALL

T28 Can you estimate the total amount spent on security for these premises [during the last 12 months]?

Please include maintenance and running costs, charges for new security equipment and security personnel costs. Do not include the costs of insurance or IT security.

£ _____

X	Don't know
V	Refused

ANSWER CODED TO LIST BELOW. OR IF DON'T KNOW OR REFUSED AT T28

T29 OK, which of the following is closest to the total value?

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

END OF CRIME PREVENTION MODULE

ASK ALL

T30 Apart from any crimes you may have reported to the police [in the last 12 months], has your business have any contact with the police about crime problems or crime prevention?

Yes	1	
No	2	
Don't know	X	
Refused	V	

IF YES AT T30

T30a What type of contact was this?

OPEN

ASK ALL

T31 In general, how satisfied or dissatisfied are you with the way the police deal with the crime problems facing business in this area?

Please think about crime generally, not just incidents you have experienced as a business. Are you...?

PROMPT: Is that very or fairly dissatisfied / a bit or very dissatisfied?

Very satisfied	1	
Fairly satisfied	2	
A bit dissatisfied	3	
Very dissatisfied	4	
DO NOT READ OUT: Can't comment / no experience of crime	5	
DO NOT READ OUT - Don't know	X	
DO NOT READ OUT - Refused	V	

IF DISSATISFIED AT T31 (T31=3 OR 4)

T32 Why is that?

DO NOT READ OUT. MULTICODE ALLOWED

Police not seen in this area	1	
Take too long to react to incidents	2	
Do not react to alarms going off	3	
Do not catch or prosecute offenders	4	

Give little or no information back on reported crimes	5	
No day-to-day contact with police	6	
Not interested in reported crimes	7	
Nothing seems to change / crime levels remain the same	8	
Not enough police/police undermanned;/ not enough resources	9	
There is nothing the police can do	10	
Other (CODE AND WRITE IN)	11	
Don't know	X	

ASK ALL

T40 Finally I need to ask a few questions about your business at these premises to help us put your answers into context. Again I'd like to reassure you the survey is entirely confidential. What is the approximate annual turnover of your business at these premises?

SCRIPTING NOTE: RANGE UP TO 99M

£ _____

X	Don't know
V	Refused

ASK ALL

T40a2 Is your business at these premises ever open to the public?

IF NECESSARY: That is are they able to come into your premises even if this is only at specific times of day or days of the week

Yes	1	
No	2	
Don't know	3	

IF OPEN TO PUBLIC AT ALL (T40a2=1)

T411 How many hours are you open to the public on weekdays?

PROMPT IF NECESSARY

1 – 8 hours	1	
9 – 12 hours	2	
more than 12 hours	3	
DO NOT READ OUT – 24 hours a day	4	

IF OPEN TO PUBLIC AT ALL (T40a2=1)

T421 How many hours are you open to the public on weekends?

PROMPT IF NECESSARY

1 – 8 hours	1	
9 – 12 hours	2	
more than 12 hours	3	
DO NOT READ OUT – Not open to public at weekends	4	
DO NOT READ OUT – 24 hours a day	4	

IF OPEN TO PUBLIC AT ALL (T40a2=1)

TNEWFOOTFALL How many visitors or customers come to your premises in an average week?

PROMPT IF NECESSARY

100 or less	2	2	
101 - 200			
201 - 300	3	3	
301 - 400	3	3	
401 - 500	4	4	
501 - 600	5	5	
601 - 700	6	6	
701 - 800	7	7	
801 - 900	8	8	
901 - 1000	9	9	
1001 - 2000	10	10	
2001 - 3000	11	11	
2001 - 3000	12	12	
3001 - 4000	13	13	
4001 - 5000	14	14	
More than 5,000	15	15	
Don't know	X	X	
Refused	V	V	

IF OPEN TO PUBLIC AT ALL (T40a2=1)

TCtheftprob How much of a problem, if at all, is theft FROM customers? Is it

READ OUT

A very big problem	1	
Quite a big problem	2	
Not much of a problem	3	
Not a problem at all	4	

ASK ALL WHO REPORTED AT LEAST ONE INCIDENT TO THE POLICE (CODED 'YES' AT ANY OF A8A, B7A, C9A, D9A, E7A, L10A, M5A, F7A, G7A, H7A, I7A, J7A, K6A, UK6A, Npol)

PFORCE

Earlier you told me that you had reported one or more incidents to the police. Can you tell me which police force you reported these incidents to?

CODE ALL THAT APPLY

1. Avon and Somerset Constabulary
2. Bedfordshire Police
3. Cambridgeshire Constabulary

4. Cheshire Police
5. City of London Police
6. Cleveland Police
7. Cumbria Constabulary
8. Derbyshire Constabulary
9. Devon & Cornwall Constabulary
10. Dorset Police
11. Durham Constabulary
12. Dyfed-Powys
13. Essex Police
14. Gloucestershire Constabulary
15. Greater Manchester Police
16. Gwent
17. Hampshire Constabulary
18. Hertfordshire Constabulary
19. Humberside Police
20. Kent Police
21. Lancashire Constabulary
22. Leicestershire
23. Lincolnshire
24. Merseyside
25. Metropolitan Police
26. Norfolk Constabulary
27. North Wales
28. North Yorkshire Police
29. Northamptonshire Police
30. Northumbria Police
31. Nottinghamshire
32. South Wales Police
33. South Yorkshire
34. Staffordshire Police
35. Suffolk
36. Surrey Police
37. Sussex
38. Thames Valley Police
39. Warwickshire
40. West Mercia Constabulary
41. West Midlands
42. West Yorkshire
43. Wiltshire
44. British Transport Police
45. Other (specify)
46. Don't know
47. Refused

ASK ALL WHO PROVIDED AT LEAST ONE CRIME REFERENCE NUMBER (AT ANY OF A8C, B7C, C9C, D9C, E7C, L10C, M5C, F7C, G7C, H7C, I7C, OR NPoIC

CREF Earlier you provided us with a crime reference number(s). Would it be acceptable for the Home Office to use this/these to add information they hold on police recorded crime to your survey responses in order to better understand data quality and aid data analysis?

The matched information would be used for statistical purposes only, all data will be kept completely confidential and any results will be released in aggregate tables only.

INTERVIEWER NOTE: 'Aggregate' means added together with data from other organisations.

Yes	1	
No	2	

ASK ALL

T431 Thank you very much for your time. The Home Office may be conducting future research on similar issues in the future. If they do decide to do so, would it be ok to contact you again?

Yes, agrees to further contact	1	
No, does not agree to further contact	2	

Newq2

"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 TNS BMRB to pass your recording to their 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."

Yes

No

6.2 Advance letters



COMMERCIAL VICTIMISATION SURVEY 2014

Dear Sir, Madam,

We are writing to ask for your help with an important study about how businesses in England and Wales are affected by crime.

Information collected by this survey (which is supported by the Federation of Small Businesses and the Association of Convenience Stores) will provide an up to date picture of the nature, extent and cost of crime against businesses. This information will be used by the Home Office, other Government departments, businesses and other organisations to identify where government support, advice and information could have the greatest impact.

While participation is voluntary, in order to obtain a true picture of crime against businesses, it is essential that as many of the selected businesses as possible take part in this research. We are interested in all businesses' concerns about crime, whether or not they have been a victim of crime.

The Home Office has commissioned TNS BMRB, an independent research organisation, to carry out the survey on their behalf. An interviewer from TNS BMRB will call you in the next few weeks to conduct an interview over the telephone or to arrange a suitable time to call back. This interview should take around 20 minutes.

Enclosed with this letter is an *Experience of Crime Sheet*. It would be useful to have it to hand when we phone you although completing it is optional. Please do not return the sheet to us; it is intended to be used as guidance for you during the interview.

The research findings will not identify you or your business and no personal or commercial information will be passed to the Home Office or other organisations. If you would like any more information about the survey, please contact the researchers at TNS BMRB on 0800 051 0875 or at HomeOffice.BusinessSurvey@tns-bmr.co.uk. If you would like to view the results of the 2013 Commercial Victimisation Survey, please email TNS BMRB at the address above and they will provide you with a link to the results.

We very much hope that you will take part in this important survey and thank you in advance for your consideration and help.

Yours sincerely,

Crime Statistics Programme
Home Office





Home Office

2 Marsham Street
London
SW1P 4DF

FULL NAME

JOB TITLE

BUSINESS NAME

00 Month 2014

Street name

Town

Ref: xxxxxxx

County/Country

Postcode

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Home Office

2 Marsham Street
London
SW1P 4DF

FULL NAME

JOB TITLE

BUSINESS NAME

00 Month 2014

Street name

Town

Ref: xxxxxxx

County/Country

Postcode

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The Home Office has commissioned **TNS BMRB**, an independent research organisation, to carry out the survey on their behalf. An interviewer from TNS BMRB will call you in the next few weeks to conduct an interview over the telephone or to arrange a suitable time to call back. This interview should take around 20 minutes.

Enclosed with this letter is an *Experience of Crime Sheet*. It would be useful to have it to hand when we phone you although completing it is optional. Please do not return the sheet to us; it is intended to be used as guidance for you during the interview.

The research findings will not identify you or your business and no personal or commercial information will be passed to the Home Office or other organisations. If you would like any more information about the survey, please contact the researchers at TNS BMRB on 0800 051 0875 or at HomeOffice.BusinessSurvey@tns-bmr.co.uk. If you would like to view the results of the 2013 Commercial Victimisation Survey, please email TNS BMRB at the address above and they will provide you with a link to the results.

We very much hope that you will take part in this important survey and thank you in advance for your consideration and help.

Yours sincerely,

Crime Statistics Programme
Home Office



6.3 Experience of crime sheet

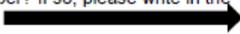
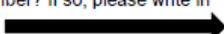
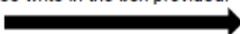
2014 Commercial Victimisation Survey

EXPERIENCE OF CRIME SHEET CRIMES EXPERIENCED IN THE LAST 12 MONTHS <i>PLEASE DO NOT SEND THIS SHEET BACK TO US. IT WOULD BE USEFUL IF YOU HAVE IT TO HAND WHEN WE PHONE YOU.</i>	Has your business at these premises been a victim of this crime in the last 12 months?		How many times was your business at these premises the victim of this crime in the last 12 months?	Please estimate the total value of any loss of money, goods or property, during the most recent incident whether or not anything was recovered	Was the most recent incidence of this crime reported to the police?	
	Yes	No			Yes	No
A. Did anyone get into your buildings at these premises <u>without permission</u> to steal something, regardless of whether anything was actually stolen? <i>Include unauthorised access to buildings even if the area was unlocked.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident of unauthorised access to your buildings, were you or your business given a crime reference number? If so, please write in the box provided.	<input type="text"/>					
B. Did anyone ATTEMPT but FAIL to get into any of the buildings at your premises <u>without permission</u> to steal something?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident of attempted unauthorised access to your buildings, were you or your business given a crime reference number? If so, please write in the box provided.	<input type="text"/>					
C. VANDALISM Apart from any damage from incidents you have included in sections A or B, did anyone cause deliberate damage to these premises, including graffiti or arson? <i>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. Do NOT include incidents where damage was caused as a result of a theft.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident of vandalism , were you or your business given a crime reference number? If so, please write in the box provided.	<input type="text"/>					
VEHICLE CRIME:						
<i>The next few questions are about incidents of vehicle crime against any car or vehicle owned or leased by your business and used by people who consider these premises to be their main place of work. Please include incidents that occurred either at these premises or elsewhere.</i>						
D. VEHICLES STOLEN Was any car or vehicle stolen? <i>Include company cars <u>only</u> if they are used for business purposes.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident of vehicle theft , were you or your business given a crime reference number? If so, please write in the box provided.	<input type="text"/>					
E. THEFT FROM COMPANY VEHICLES (please do NOT include anything already mentioned above) Did anyone steal anything off or from cars or vehicles? <i>Do NOT include theft of personal possessions</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident of theft from company vehicles , were you or your business given a crime reference number? If so, please write in the box provided.	<input type="text"/>					

2014 Commercial Victimisation Survey

EXPERIENCE OF CRIME SHEET CRIMES EXPERIENCED IN THE LAST 12 MONTHS <i>PLEASE DO NOT SEND THIS SHEET BACK TO US. IT WOULD BE USEFUL IF YOU HAVE IT TO HAND WHEN WE PHONE YOU.</i>	Has your business at these premises been a victim of this crime in the last 12 months?		How many times was your business at these premises the victim of this crime in the last 12 months?	Please estimate the total value of any loss of money, goods or property, during the most recent incident whether or not anything was recovered	Was the most recent incidence of this crime reported to the police?	
	Yes	No			Yes	No
THEFTS USING FORCE OR VIOLENCE: The next few questions are about incidents where force was threatened or used in order to steal something from your business at these premises, or from any of your employees. This includes: <ul style="list-style-type: none"> • Theft of personal property as well as money / goods/ equipment or other assets belonging to the business, provided employees were on duty at the time. • Theft from employees on duty away from the premises. It does NOT include theft by force of personal property from non employees.						
F. THEFTS USING FORCE OR VIOLENCE Did anyone steal anything by using or threatening to use force or violence against an employee?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident of theft using or threatening force or violence , were you or your business given a crime reference number? If so, please write in the box provided.						
G. ATTEMPTED THEFTS USING FORCE OR VIOLENCE Did anyone ATTEMPT but FAIL to steal anything by using or threatening to use FORCE or VIOLENCE against an employee?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident of attempted theft using or threatening force or violence , were you or your business given a crime reference number? If so, please write in the box provided.						
H. ASSAULTS AND THREATS Apart from any incidents mentioned at F & G above, were any employees based at these premises assaulted, threatened or intimidated by anyone (e.g. a customer, supplier, other employee)? <i>Include incidents that happened as a result of disagreements with customers or other employees. Include incidents which happened both at these premises and when staff were on duty elsewhere.</i> <i>Do NOT include incidents where the assault was part of a theft / motivated only by desire to steal as this is covered by F & G above.</i>	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident of any other assault or threat against any employees, were you or your business given a crime reference number? If so, please write in the box provided.						
THEFTS: The next few questions are about incidents of thefts. This includes thefts of money, goods and company property, as well as failing to pay for services that you provide. Please do NOT include incidents involving violence or threats of violence						
I. THEFTS BY CUSTOMERS (please do NOT include anything already mentioned above) Did any CUSTOMER steal from your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident of theft by a customer , were you or your business given a crime reference number? If so, please write in the box provided.						
J. THEFTS BY EMPLOYEES (please do NOT include anything already mentioned above) Did any <u>employee</u> from your business from these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the most recent incident of theft by an employee , were you or your business given a crime reference number? If so, please write in the box provided.						

2014 Commercial Victimisation Survey

EXPERIENCE OF CRIME SHEET						
CRIMES EXPERIENCED IN THE LAST 12 MONTHS PLEASE DO NOT SEND THIS SHEET BACK TO US. IT WOULD BE USEFUL IF YOU HAVE IT TO HAND WHEN WE PHONE YOU.	Has your business at these premises been a victim of this crime in the last 12 months?		How many times was your business at these premises the victim of this crime in the last 12 months?	Please estimate the total value of any loss of money, goods or property, during the most recent incident whether or not anything was recovered	Was the most recent incidence of this crime reported to the police?	
	Yes	No			Yes	No
K. THEFTS BY OTHERS (please do NOT include anything already mentioned above) Did <u>someone else</u> (that is, people other than customers or employees) steal from your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the <u>most recent incident of theft by another person</u> , were you or your business given a crime reference number? If so, please write in the box provided. 	<input style="width: 100%; height: 20px;" type="text"/>					
L. THEFTS BY PERSONS UNKNOWN (please do NOT include anything already mentioned above) Were there any incidents of theft where you were unable to establish who stole from your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	<input type="checkbox"/>
For the <u>most recent incident of theft from unknown persons</u> , were you or your business given a crime reference number? If so, please write in the box provided. 	<input style="width: 100%; height: 20px;" type="text"/>					
FRAUD: 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 to their own purposes.						
M. FRAUD BY EMPLOYEES Did any employee, while working for your business, defraud your business at these premises? This can include fraud committed by employees who are not based at these premises.	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	
N. FRAUD BY OTHERS Did anyone not working for your business, such as a customer, distributor, supplier, consultant or financial professional, defraud your business at these premises?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	
O. FRAUD BY PERSONS UNKNOWN Was your business at these premises a victim of fraud where you were unable to establish who committed the offence?	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	
P. CYBER CRIME Was your business at these premises a victim of any computer crime? This can include <ul style="list-style-type: none"> • Access to your computer system without permission? (e.g. hacking) • Theft of money from you electronically (e.g. through online banking) • Theft of confidential information from you electronically • Damaged to your website • Computers becoming infected with a virus or other computer infection This should only include successful attempts against the business at these premises where there was a direct impact on the business.	<input type="checkbox"/>	<input type="checkbox"/>		£	<input type="checkbox"/>	
For the <u>most recent incident of cyber crime</u> , were you or your business given a crime reference number? If so, please write in the box provided. 	<input style="width: 100%; height: 20px;" type="text"/>					
Q. How many visitors or customers come to your premises in an average week?						

6.4 Interviewer instructions

INTERVIEWER NOTES

Premises

The survey refers to the premises (i.e., the workplace that the respondent is based at not the wider business if it is split over several premises). We are only interested the areas of the premises that are **owned or leased by the sampled business**. Areas that are part of the grounds but are not owned or leased should be excluded.

What do we mean by premises?

Of course this means **the site or workplace at the sampled address** (not the operation of the wider business if they have multiple premises). The 'premises' includes all of the following:

- All buildings that the business owns or leases where the respondent is based
- If several buildings operate as a single entity (for example a cluster of warehouses which operate as one business, or all of the buildings in a single hotel complex) these should all be included
- Any outbuildings such as sheds, warehouses, workshops that are outside the main building(s) but are owned or leased by the business
- Outside space that is owned or leased by the business – including car parks, yards, loading or delivery bays
- The physical boundaries of the premises including: fences and walls
- Outside spaces may or may not be enclosed by fences, walls or other barriers (they do not need to be secured or locked as long as they are owned or leased by the business).

What areas are in and out of scope?

Some businesses share work space with other businesses. For example, some workplaces have an entrance that is shared by more than one business. Other businesses may share office or other work space with employees from different organisations mixed together.

We are only interested in the sampled business's premises. Areas should be included if they are:

- the main or sole responsibility of the sampled business
- used mainly or solely by employees from the sampled business
- fall solely within the boundary of the sampled premises

Areas should not be included if:

- the sampled business is not responsible for the physical upkeep (e.g. if a private landlord is responsible for a communal entry if damage occurs in this area)
- occasionally used by employees but mainly owned by / the responsibility of another business that operates at the site.

Employees (*who is in scope?*)

Full and part-time employees are in scope for the survey if they are mainly based at the site / it is their usual place of work. For most employees this is a simple definition but there are some exceptions to note:

- Delivery staff, travelling salesman, other staff – people who spend most or all of their time ‘on the road’ or at clients’ / customers’ premises.
- Staff who divide their time equally between two or more sites – for example a manager who splits their time between two teams at different locations.
- Staff who work from home some of the time.

All of these groups are in scope but **only if they consider the sampled premises to be their main place of work**. Generally (but not always) this will mean the employee’s line manager is based there and they are on the payroll for the sampled premises. We are happy for the respondent to decide for themselves whether they think an employee is in or out of scope, according to the criteria above.

Temporary, non-payrolled staff:

Most business surveys only include staff employed directly by the business. For this survey we are interested in crimes against or committed by all staff who consider the sampled premises to be their **main place of work**. Crimes against staff who are employed temporarily through an agency, seasonal workers and other casual staff **should** be included for this survey. Similarly, sub-contracted staff (which may include cleaners or security staff) should be included if they consider the sampled premises to be their main place of work. This also applies to staff who are on secondment at the premises.

Location of incidents of crimes against employees (including robbery and assault)

Incidents of robbery and assault should be included even if they took place away from the premises but **only if they took place while the employee was working**. Many employees can and do travel as part of their work for example:

- A takeaway delivery driver who is assaulted or robbed while making a delivery
- A taxi driver who is assaulted or robbed while working
- A lorry driver who is on a long distance journey for a haulage company

The location of the crime is not important as long as the employee was working at the time. For some types of business (e.g. transport and delivery/haulage) this is a very important point to make as employees may be deliberately targeted while working because of the company vehicle or goods they have with them.

However, we should **exclude** incidents where an employee was robbed or assaulted while they were simply travelling during the working day – for example travelling between meetings or travelling to/from work.

Vehicles (*what is included and excluded in vehicle crimes?*)

Unless otherwise stated, all types of vehicle should be included:

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

We are only interested in crimes against vehicles that are owned or leased by the business that operates from the sampled premises. At its simplest, vehicles should definitely be included if they are **owned or leased by the business and are mainly based at and used by employees at the premises.**

There are some complications to this rule:

- **Company cars** – these are in scope as long as they are used mainly for business purposes by an employee who is based at the premises. Company cars should not be included if they are solely a business perk and the employee rarely or never uses it for business purposes. Using a car to drive to and from work does not count as ‘for business purposes’
- **Pool cars** – these are cars that some businesses own, lease or rent which employees can take out as and when they need to for business (e.g. to travel to a client or supplier). Pool cars should only be included if they are mainly based at the sample premises and are owned directly by the business. Rented or leased pool cars are out of scope as they are not the responsibility of the business if they are stolen or damaged.
- **Taxis and delivery vehicles that are used by employees but not normally based at the premises.** Some types of business vehicles are mainly kept at an employee’s home when they are not in use (taxis and cars used to deliver takeaway food are a good examples). Others types (including HGVs) may spend most of their time on long distance deliveries so are rarely at the premises. Where the vehicle is physically based is not important but it must be owned or leased by the business and used for business purposes.
- **Employee-owned vehicles that are used for business purposes are not in scope, except for taxis (which are considered a place of work).** For example, if a take-away delivery driver uses his/her own car for work this is not included. In this situation the employee rather than the employer is responsible for the insurance and theft of the vehicle / damage to it is a personal rather than a business crime.

Location of vehicle theft, theft from vehicle, deliberate damage to vehicle

All thefts of and deliberate damage to vehicles are in scope as long the vehicle itself is in scope (see above). Where the incident took place is not in itself important as the crime is still against the business at the sampled premises (it will have a direct financial impact). **This includes crimes which take place outside England and Wales.**

Timeframes (*changes to premises in last 12 months*)

The reference period is the last 12 months.

But, changes to the business structure, staff and vehicles will have occurred in the last year. Generally all incidents are in scope as long as they took place in the last 12 months as defined by the CATI script:

- Staff changes
 - Incidents against staff who have now left the premises / the business altogether should be included as long as they counted the premises as the main place of work at the time of the incident
- Replacement / new vehicles
 - Similarly all incidents of theft, theft from and deliberate damage to vehicles should be included even if the vehicle has subsequently been replaced or removed.
- Businesses moving to new premises
 - This is an exception – some businesses may have been based at their premises for less than 12 months.
 - In these cases, we will be asking them only about incidents that have happened since the business has been based at the sampled premises. Any incidents that happened within the last 12 months but at a different premises should not be included.

NOTES ON SPECIFIC CRIME TYPES

Burglary and attempted burglary

- Burglary is defined as entering any building on the premises *without permission with intent to steal*
- Burglary must involve entry into a building and intent to steal. This also applies to entry into secure/non-public areas of buildings (e.g. staff-only areas, e.g. stockrooms).
- Burglary can include getting into the building *without permission* even if the area accessed was unlocked at the time and the perpetrator simply pushed a door or window open
- Attempted burglary refers to incidents where the offender attempted, but failed, to gain access to a building on the premises.
 - o There must be clear evidence that the offender made an actual, physical attempt to gain entry (e.g. damage to locks, broken doors, etc)

Deliberate damage to the premises (vandalism)

- Unlike burglary, this is not limited to the building itself – it should include damage to all of the following:
 - o Walls and fences
 - o Fixtures and fittings (e.g. lighting, CCTV, signs)
 - o Equipment or goods stored outside the building that belong to the business (e.g. shopping trolleys, pallets, bins)
 - o Vehicles
- It includes things like graffiti and smashed windows (if not as part of an attempt to steal)
- Incidental damage that is caused as part of another crime (e.g. burglary or theft of a vehicle) should not be counted here

Vehicle crimes:

- Questions on theft of and theft from vehicles are limited to vehicles owned or leased by the premises (see notes above).
- So theft of employees or customers vehicles for example should not be included (it's no a crime against the business).
- Incidents both at and away from the sampled premises may be in scope (see notes above)
- For example – if a delivery vehicle is stolen when out on delivery it still counts.
- Theft of employees' personal possessions from a vehicle are not in scope for this survey.

Robbery and attempted robbery

- Include all thefts from employees that include force (either threatened or actual) **as part of the theft**
- It should not include incidents where force was used but not in furtherance of the theft.
- For example, if someone steals from a shop and assaults the security guard on the way out this is not robbery – it would be two separate incidents – a customer theft and an assault of the guard.
- Robbery is one of the crimes which can include the theft of personal possessions or money.
- provided the robbery is against an employee who was on duty at the time.
- For example a security guard is beaten up at the premises and while no company equipment was taken they did steal his wallet and phone. In this case nothing has been taken from the business but an employee has been attacked while on duty.
- BUT - when you later record the cost to the business you should only include the loss to the business (so should exclude loss of personal possessions of cash)

Assault

- Questions on assault come immediately after robbery – to make the distinction between robbery and assault clear
- Assaults do not include incidents of force against employees that were motivated by theft (i.e. robbery)
- Rather the motivation is to cause harm or to intimidate an employee.
- Assaults can include threatened as well as actual force.
- Assaults can also include things like spitting
- Note: assaults of customers or other people who are not employees are not in scope
- For example a fight between two customers in a pub should not be included but if a customer attacks a barman then this is in scope.

Customer thefts (including shoplifting)

- The most obvious type of customer theft is shoplifting (which applies to the retail sector specifically). But there are many types
- Including theft of any business-owned property within businesses (whether or not it is for sale)
- Customer thefts must be from a public area of the business (i.e. not a store-room/area with access restricted to staff).
- Thefts from areas that have been accessed without permission should be counted as burglaries (see previous notes)
- It does not include theft from a till (this is burglary or robbery, depending on whether force was threatened/used).
- In the food and accommodation sector customer thefts can also include non-payment of services – for example running out without paying for a meal.

Employee theft

- This covers thefts of money, property owned by the business or services which are committed by employees
- For businesses with more than one premises, employee thefts can include thefts by employees who work for the business but who are based at other premises.
- Employee thefts should never be counted as shoplifting or customer theft.

Other thefts

- There may be other incidents which cannot be classified as robberies, burglaries, customer thefts or employee thefts.
- **Theft by others:** This can include thefts by other known parties (for example a supplier or an employee from another company who is based at the same site).
- **Theft by persons unknown:** And also thefts where the offender is not known (i.e. something has been taken without permission but it's not possible to work out who the offender was).
- Other thefts can include:
 - o Removal of articles from places that are open to the public (e.g. trolleys from car-park)
 - o Removal of property from the structure of buildings (e.g. roofing, piping, etc)
 - o Removal of property from outside areas of the premise (even if these are in a secure or enclosed area, such as a stockyard)
- If you are unsure there is a separate 'other crime' question at the end of the screener questions.

Frauds

- Are defined as an incident where someone cheated the business at the sampled premises in terms of diverting funds goods or services for their own purposes.
- They are different from straightforward thefts as there must be an element of deception.
- Frauds are divided into three types:
 - Fraud by employee – which can include fraud by employees who are not based at the sample premises
 - Fraud by another known person (e.g. customers, distributors or suppliers)
 - Fraud by persons unknown – where a fraud has been detected but it is not possible to ascertain who carried it out.



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