

Home Office
2002 Commercial Victimisation Survey

INTRODUCTION

- 1) **Good morning / good afternoon / good evening. My name is _____.**

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?**

()

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

- 2) **Good morning / good afternoon, my name is _____. 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	
WANTS REASSURANCES	3	SHOW REASSURANCES

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

()

Yes	1	
No	2	GET NAME AND TRANSFER
WANTS REASSURANCES	3	SHOW REASSURANCES

- 3a1) **Have you looked at the Experience of Crime sheet?**

()

Yes	1	
No	2	
WANTS REASSURANCES	3	SHOW REASSURANCES

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

()

Yes	1	
No	2	
WANTS REASSURANCES	3	SHOW REASSURANCES

BACKGROUND

- 5) I'd like to start by asking you some questions about your business. All the questions in the survey refer to your business's activities at and from these business premises. You may find it helpful to have the "Experience of Crime Sheet" to hand to help you answer some of the questions.

INTERVIEWER NOTE: PREMISES INCLUDES ALL BUILDINGS ON THE PREMISES

ASK ALL

What is the **MAIN** activity of your business at these premises? ALLOW ONE CODE ONLY

()

Manufacturing	1	
Retail/non-food	2	
Retail/food	3	
Retail supermarket	4	
Wholesaling/distribution	5	
Printers/printing/publishers	6	
Repair and/ or maintenance of vehicles	7	
Other (WRITE IN)	0	CLOSE

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

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

IF MANUFACTURING AT Q5 (code 1/6)

- 5B) **And what does your business mainly manufacture?**
PROMPT AS NECESSARY

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

IF RETAIL AT Q5 (code 2 - 5)

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

Motor vehicles	1	
Motor vehicle accessories	2	
Petrol	3	
Food / Groceries	4	
Alcohol / tobacco	5	
High value electrical goods	6	
Furniture / clothing	7	
Jewellery / precious metals	8	
CDs / records / books	9	
IT equipment / accessories, including computer games	10	
Electrical and hardware	11	
Other (SPECIFY)	0	

- 5D)

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

- 6) **When did your business start in business at these premises?**
PROMPT IF NECESSARY

()

This calendar year (2002)	1	
Last calendar year after [TEXT SUB: November / December 2001]	2	
Last calendar year before [TEXT SUB: November / December 2001]	3	
In 2000	4	
Between 1995 and 1999	5	
Between 1990 and 1994	6	
Between 1980 and 1989	7	
Between 1970 and 1979	8	
Between 1960 and 1969	9	
Before 1960	10	
DK	X	

ASK ALL

- 7) **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 IF PART OF A LARGER ORGANISATION Q7 2/3/4

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

WRITE IN _____

- 8) [TEXT SUB IF OVER 1 PREMISIES AT Q7a: Although your business has more than one site details are only required from this site.]

Including yourself, how many people work at, or from these premises? Please include both full and part time staff but exclude casual staff.

[IF NECESSARY: by casual staff I mean people who are not on the pay roll]

WRITE IN _____

IF DK PROMPT WITH RANGE:

()

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

- 8A) **Thinking now about your (ENTER NUMBER FROM Q8) employees, how many are directors, owners or partners?**

WRITE IN _____

ASK IF HAVE DIRECTORS OR OWNERS AT Q8a

- 8a1) **And how many of your directors / owners or partners are.. READ OUT?**

	WRITE IN NUMBER	
Female		DK
From ethnic minorities		DK

10man) **Are these premises?**

READ OUT. ALLOW MULTICODE.

FOR MANUFACTURING: (code 1/6 Q5)

()

In an industrial estate or business park with a retail element	1	
In an industrial estate or business park with no retail element	2	
In a serviced building for small businesses	3	
Detached premises on a main road	4	
Detached premises on a side road or small road	5	
Somewhere else (CODE AND WRITE IN)	X	

10RET) FOR RETAILERS: (Q5 2/3/4/5)

()

In an indoor shopping centre	1	
In an outdoor shopping centre or retail park	2	
In a shopping precinct in a side street	3	
In an industrial/commercial estate with a retail element	4	
In a main shopping street	5	
On their own, not with other shops or businesses	6	
Somewhere else (CODE AND WRITE IN)	X	

10A **Is there housing situated...?**

READ OUT

()

Adjacent to [TEXT SUB IF NOT Q10 1 / 2 MANF OR Q101 / 2 / 3 RETAIL: your premises] [TEXT SUB IF Q10 1 / 2 MANF. the estate on which your premises are located] [ITEXT SUB IF Q101 / 2 / 3 RETAIL. : the shopping centre / commercial estate on which your premises are located]	1
On the same road as [TEXT SUB IF NOT Q10 1 / 2 MANF OR Q101 / 2 / 3 RETAIL: your premises] [TEXT SUB IF Q10 1 / 2 MANF. the estate on which your premises are located] [ITEXT SUB IF Q101 / 2 / 3 RETAIL. : the shopping centre / commercial estate on which your premises are located]	2
Some distance from [TEXT SUB IF NOT Q10 1 / 2 MANF OR Q101 / 2 / 3 RETAIL: your premises] [TEXT SUB IF Q10 1 / 2 MANF. the estate on which your premises are located] [ITEXT SUB IF Q101 / 2 / 3 RETAIL. : the shopping centre / commercial estate on which your premises are located]	3
Nowhere near [TEXT SUB IF NOT Q10 1 / 2 MANF OR Q101 / 2 / 3 RETAIL: your premises] [TEXT SUB IF Q10 1 / 2 MANF. the estate on which your premises are located] [ITEXT SUB IF Q101 / 2 / 3 RETAIL. : the shopping centre / commercial estate on which your premises are located]	4
DO NOT READ OUT Don't Know	X

The next questions are about things which might be a problem for some companies. I'm going to readout a list of things. For each one can you please say how much of a problem you find it in relation to these premises and the area around it. By the area around it we mean within 5 minutes walk.

12E Crime in general. In relation to these premises and the area around it, is this...

READ OUT

()

A serious problem	1	
A fairly serious problem	2	
A slight problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT – Refused	V	

12A Graffiti. In relation to these premises and the area around it (again within 5 minutes walk), is this...

READ OUT

()

A serious problem	1	
A fairly serious problem	2	
A slight problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT – Refused	V	

12C Teenagers hanging around. In relation to these premises and the area around it (again within 5 minutes walk), is this...

READ OUT

()

A serious problem	1	
A fairly serious problem	2	
A slight problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT – Refused	V	

Q12A1 to Q12A3 RANDOMISE ORDER**12A1 People using or dealing drugs. In relation to these premises and the area around it (again within 5 minutes walk), is this...**

READ OUT

()

A serious problem	1	
A fairly serious problem	2	
A slight problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT – Refused	V	

- 12A2 People being drunk or rowdy.** In relation to these premises and the area around it (again within 5 minutes walk), is this...

READ OUT

()

A serious problem	1	
A fairly serious problem	2	
A slight problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT – Refused	V	

- 12A3 People being harassed or attacked because of their race or colour.** In relation to these premises and the area around it (again within 5 minutes walk), is this...

READ OUT

()

A serious problem	1	
A fairly serious problem	2	
A slight problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT – Refused	V	

END OF RANDOMISATION

- 12D Street robbery or mugging.** In relation to these premises and the area around it (again within 5 minutes walk), is this...

READ OUT

()

A serious problem	1	
A fairly serious problem	2	
A slight problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT – Refused	V	

- 16B ASK IF HOUSING SITUATED NEAR PREMISES (Q10a 1- 3) OTHERS CHECK ROUTING Q17**
Thinking now about the residential areas near your premises (again within 5 minutes walk), would you say that for them, crime is...?

INTERVIEWER NOTE: If there is more than one residential area near by, emphasise it is crime overall in these residential areas

READ OUT

()

A serious problem	1	
A fairly serious problem	2	
A slight problem	3	
No problem at all	4	
DON'T READ OUT - Don't know	X	
DON'T READ OUT – Refused	V	

- 17) **DO NOT ASK IF NOT BEEN THERE MORE THAN A YEAR (Q6 1 / 2) OTHERS ASK Q23**
In general over the last two years, have crime problems for your business at this site increased, decreased or remained the same?
 PROMPT AS NECESSARY.

()

Increased a lot	1	
Increased a little	2	
Remained the same	3	
Decreased a little	4	
Decreased a lot	5	
Don't know	X	
Refused	V	

ASK ALL

I'm first going to ask you about specific types of offences that have occurred over the last year, that is since [TEXT SUB: November / December 2001]

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

- 23) **So, in the same period since [TEXT SUB: November / December 2001] did anyone burgle any of the buildings on these premises, that is, did anyone actually break into your premises without permission in order to steal things, irrespective of whether anything was actually stolen?**
 PROMPT IF NECESSARY: Buildings include huts and any buildings that are secured or locked.

()

Yes	1	
No	2	
DK	3	

- 23a) **And, in the last year since [TEXT SUB: November / December 2001] did anyone attempt to burgle any of the buildings on these premises, that is did anyone try, but fail to get into your premises without permission in order to steal things?**
 PROMPT IF NECESSARY: Buildings include huts and any buildings that are secured or locked.

()

Yes	1	
No	2	
DK	3	

- 23b) **And still thinking about the last year since [TEXT SUB: November / December 2001]. [TEXT SUB IF EXPERIENCED BURGLARY OR ATTEMPTED BURGLARY Q23 or Q23a /1: Apart from damage caused by burglary or attempted burglary] did anyone cause any deliberate damage, including arson at these premises? This includes damage to any part of any buildings at these premises, or to equipment or stock belonging to your company at these premises or to company vehicles either at these premises or elsewhere.**

()

Yes	1	
No	2	
DK	3	

- 24) **And does this business currently own or lease any cars, vans, lorries or other vehicles that are used by people based at these premises?**

()

Yes	1		ASK Q24B
No	2		GO TO Q24A
DK	3		

ASK IF NO @Q24

- 24a) **Have you owned or leased any vehicles that were used by people based at these premises in the last year that you now no longer have?**

()

Yes	1		ASK Q24B
No	2		GO TO Q25
DK	3		

IF YES @Q24 or Q24a ASK Q24b AND Q24c, OTHERS GO TO Q25

- 24b) **Apart from anything you have already mentioned, in the last year since [TEXT SUB: November / December 2001] was any car or vehicle owned or leased by the company and used by people based at these premises stolen, either from these premises or from somewhere else?**

()

Yes	1	
No	2	
DK	3	

- 24c) [TEXT SUB IF Q24b=1: Apart from the theft of actual vehicles used by your business] **did anyone steal anything from any vehicles, owned or leased by your company and used by people at these premises whether the theft took place at these premises or somewhere else?**

()

Yes	1	
No	2	
DK	3	

ASK ALL

- 25) **And in the last year since [TEXT SUB: November / December 2001] did anyone NOT employed at your premises steal or attempt to steal anything from your business or from any of your employees by using force or threats of force? That is did anyone rob or try to rob your premises or employees while on duty?**

INTERVIEWER NOTE: This includes robbery of personal property as well as money / goods belonging to the business, provided employees were on duty at the time. It includes robbery from employees on duty away from the premises. It does not include robbery of personal property from non employees.

()

Yes	1	
No	2	
DK	3	

- 26) **And to the best of your knowledge** [TEXT SUB IF CODE 1 @ Q25: Apart from incidents involving violence or threats of violence] **In the last year since** [TEXT SUB: November / December 2001] **did any customer steal money or goods from these premises, including incidents of shop lifting?**

()

Yes	1	
No	2	
DK	3	

- 26a) **And what about employees?** [ADD IF NECESSARY: Apart from incidents involving violence or threats of violence in the last year since [TEXT SUB: November / December 2001] did any employee steal money or goods from these premises.]

()

Yes	1	
No	2	
DK	3	

- 26b) [TEXT SUB IF CODE 1 @ Q25: Apart from incidents involving violence or threats of violence] [TEXT SUBSTITUTION: IF 1 @ Q26 or Q26a: and apart from anything you have already told me about], **to the best of your knowledge, did any outsiders, that is people other than customers or employees steal any money or goods from these premises?**

()

Yes	1	
No	2	
DK	3	

- 26c) [TEXT SUB IF CODE 1 @ Q25: Apart from incidents involving violence or threats of violence] [TEXT SUBSTITUTION: IF 1 @ Q26 or Q26a or Q26b: and apart from anything you have already told me about], **To the best of your knowledge, were there any incidents where you were unable to establish who committed the theft?**

()

Yes	1	
No	2	
DK	3	

ASK ALL

- 27) **And in the last year since** [TEXT SUB: November / December 2001] **was your company a victim of fraud committed by any employee based at these premises? That is, did anyone, while working for your company cheat the company in terms of diverting funds, goods or services to their own purposes?**

()

Yes	1	
No	2	
DK	3	

- 28) **And in the last year since [TEXT SUB: November / December 2001] was your company at these premises, the victim of fraud committed by any outsider, such as a customer, distributor or supplier?**

PROMPT IF NECESSARY: That is, did any outsider, customer, distributor or supplier cheat the company in terms of diverting funds, goods or services to their own purposes?

()

Yes	1	
No	2	
DK	3	

- 29) [TEXT SUB IF YES Q25 Apart from robberies that you have already mentioned]
in the last year since [TEXT SUB: November / December 2001] were any of the employees based at these premises assaulted or threatened or intimidated? Please include any incidents which happened as a result of quarrels or disagreements with customers or other employees. Also include incidents which occurred both at these premises and when staff were on duty elsewhere.

()

Yes	1	
No	2	
DK	X	

[IF ANSWERED TO Q29 CODE AS PARTIAL INTERVIEW. COUNTS TO TOTAL]

TO BE INSERTED ABOVE FIRST SECTION FOLLOWED UP

I'm now going to ask you some questions about the crimes your business at these premises has been a victim of .

A BURGLARY**ASK IF Q23 / 1. OTHERS CHECK ROUTING ABOVE B1**

A1 **You said earlier that your business at these premises had experienced burglary in the last year.**

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

So, how many burglaries or break ins occurred in the last year [TEXT SUB: November / December 2001] including break ins where nothing was taken?

IF DK, Approximately how many?.

WRITE IN _____

A3 **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 the most recent burglary 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	

A4 **Can you tell me the total value of any money or goods, stolen by burglars at these premises in the last incident of burglary? Please tell me the total value of all goods that were not later recovered, but irrespective of 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 done by burglars at these premises in the last incident of burglary? Please tell me the total loss, irrespective of whether you received any insurance pay out.**

IF DK Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

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

A6

	A4	A5	
Nil, negligible	1	1	
Up to 500 pounds	2	2	
501 - 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	

A7 **It can take some time to clear up from the incident, to report to the police, other parts of the company or insurers, or to resume normal work. Can you estimate how many working hours were spent / needed due to this last incident, adding up the working hours that were spent by everyone affected?**

WRITE IN

A8a **Did you report the incident to the police?**

WRITE IN

IF INCIDENT NOT REPORTED TO POLICE A8a

A9 **Why did you not report the incident to the police?**

DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

A10a **Did you make a claim to an insurance company?**

WRITE IN

A10b1 **Did you do any of the following...?**

READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

A11a **Did you take any civil action?**

By civil action I mean action such as a solicitor's letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

A11c **Did you take any other action?**

WRITE IN

ASK IF TOOK OTHER ACTION AT A11b. OTHERS ASK A12

A11oth **What other action did you take?**

WRITE IN

A13 **In which of the following ways did the burglar or burglars get in?**

MULTICODE ALLOWED

()

Through a wooden / glass door	1	
Through a metal door/roller door	2	
Through a main shop window	3	
Through another window	4	
Through perimeter fencing/wire	5	
Through roof / ceiling	6	
Through lift shaft	7	
No signs of forced entry	8	
In some other way	9	
Don't know	X	

ASK IF GOT IN THROUGH DOOR AT A13

- A14 **How did they get in through the door/shutter?**
PROMPT IF NECESSARY

()

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

ASK IF GOT IN THROUGH WINDOW AT A13

- A15 **How did they get in through the window?**

()

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

ASK ALL BURGLERS UNLESS PUSHED PAST SOMEONE A14 / 1

- A16 **Was there any employee or security staff on the premises at the time whether or not they were aware of what was happening?**

()

No	1	
Yes – security staff only	2	
Yes – other staff only	3	
Both security and other staff	4	
Yes – staff but DK if security or other staff	5	
Don't know	X	

B ATTEMPTED BURGLARY**ASK IF Q23a / 1. OTHERS CHECK ROUTING ABOVE C1**

B1 **You said earlier that you had experienced attempted burglary in the last year.**

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

So, how many attempted burglaries or break ins occurred in the past year since [TEXT SUB: November / December 2001]?

IF DK, Approximately how many?

WRITE IN _____

B3 **For the next few questions, I would like you to think about the most recent attempted burglary you have been a victim of. Did the most recent attempted burglary take place during the week or at the weekend?**

During the week	1	
At the weekend	2	
DK	X	

B4 **Can you tell me the total value of any damage done by the most recent attempted burglary at these premises in the last year [TEXT SUB: November / December 2001]? Please tell me the total loss, irrespective 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

B5

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

- B6 [IF NOT ASKED AT A7 ADD: It can take some time to clear up from the incident, to report to the police, other parts of the company or insurers, or to resume normal work.] **Can you estimate how many working hours were spent / needed due to this last incident, adding up the working hours that were spent by everyone affected?**

WRITE IN

- B7a **Did you report the incident to the police?**

WRITE IN

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

- B9a **Did you make a claim to an insurance company?**

WRITE IN

- B10a **Did you take any civil action?**

By civil action I mean action such as a solicitor's letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

- B10b1 **Did you do any of the following...?**

READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

B11c **Did you take any other action?**

WRITE IN

ASK IF TOOK OTHER ACTION AT B11b. OTHERS CHECK ROUTING ABOVE C

B11oth **What other action did you take?**

WRITE IN

C VANDALISM**ASK IF Q23b / 1. OTHERS CHECK ROUTING ABOVE D1**

C1 **You said earlier that your business at these premises had experienced vandalism in the last year.**

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

Which of the following forms of vandalism did you experience in the last year since [TEXT SUB: November / December 2001] Did you experience.....?

READ OUT. MULTICODE

()

Damage to any part of any buildings at these premises	1	
Damage to equipment or stock belonging to the business at these premises	2	
Damage to vehicles owned or leased by the business either at these premises or elsewhere, but not employees' or customers' vehicles	3	
DO NOT READ OUT: DK	X	
DO NOT READ OUT Refused	V	

C2 **How many incidents of vandalism occurred in the last year since [TEXT SUB: November / December 2001]?**

IF DK, Approximately how many?

WRITE IN _____

C4 **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 the most recent incident of vandalism take place during the week or at the weekend?**

During the week	1	
At the weekend	2	
DK	X	

C6 **Can you tell me the total value of any damage done by the most recent incident of vandalism at these premises in the last year since [TEXT SUB: November / December 2001]? Please tell me the total loss, irrespective of whether you received any insurance pay out.**

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

C7

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

- C8 [IF NOT ASKED AT A7 OR B7 ADD: It can take some time to clear up from the incident, to report to the police, other parts of the company or insurers, or to resume normal work.] **Can you estimate how many working hours were spent / needed due to this last incident, adding up the working hours that were spent by everyone affected?**

WRITE IN

- C9a **Did you report the incident to the police?**

WRITE IN

- C10 **IF INCIDENT NOT REPORTED TO POLICE C9a**
Why did you not report the incident to the police?
 DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

C10 Did you make a claim to an insurance company?

WRITE IN

C10b Did you do any of the following.....?

READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

C11 Did you take any civil action?

By civil action I mean action such as a solicitor's letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

C12 Did you take any other action?

WRITE IN

ASK IF TOOK OTHER ACTION AT C12. OTHERS CHECK ROUTING ABOVE D

C12a What other action did you take?

WRITE IN

D THEFT OF VEHICLES**ASK IF Q24b / 1 OTHERS CHECK ROUTING ABOVE E1**

D1 **You said earlier that vehicles owned or leased by this business and used by employees based at this site / premises have been stolen in the last year since [TEXT SUB: November / December 2001].**

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

Can I just check, what type or types of vehicle were stolen. Was it...?

READ OUT. MULTICODE ALLOWED

()

Passenger cars	1	
Vans or lorries requiring an HGV licence to drive	2	
Vans or lorries NOT requiring HGV licence to drive	3	
Motorbikes / Scooters	4	
(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 year since [TEXT SUB: November / December 2001].**

IF DK, Approximately how many?.

WRITE IN _____

D4 **For the next few questions, I would like you to think about the most recent incident of vehicle theft you have been a victim of. Did the most recent incident of vehicle theft take place during the week or at the weekend?**

During the week	1	
At the weekend	2	
DK	X	

D4a1 **And can I just check, did this most recent incident of theft of a vehicle occur during a delivery from yourselves to your customers?**

()

Yes	1	
No	2	
DK	3	

D4a **Was the vehicle? READ OUT. CODE ONE ONLY.**

()

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

ASK IF VEHICLE NOT RECOVERED (D4a / 3)

- D4b What was the value of the vehicle stolen including the value of the contents of the vehicle that were not later recovered, but irrespective of whether you received any insurance payment?

WRITE IN

ASK IF VEHICLE RECOVERED (D4a /1)

- D4c Was there.... READ OUT

- D4d [IF CODE 2 AT D4c] **And what was the total cost of repairs [ADD IF RECOVERED WITHOUT CONTENTS (D4a /2): and value of any stolen contents from the vehicle that were not later recovered, but irrespective of whether you received any insurance payment?]**

[IF CODE 3 AT D4c] **And what was the value of the vehicle [ADD IF RECOVERED WITHOUT CONTENTS (D4a /2): including the value of any stolen contents from the vehicle that were not later recovered but, irrespective of whether you received any insurance payment?]**

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

£	WRITE IN _____
DK	X
REF	V

D5

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

- D6 [IF NOT ASKED AT A7 B7, C7 ADD: It can take some time to clear up from the incident, to report to the police, other parts of the company or insurers, or to resume normal work.] **Can you estimate how many working hours were spent / needed due to this last incident adding up the working hours that were spent by everyone affected?**

WRITE IN

E THEFTS FROM VEHICLES**ASK IF YES AT Q24c / 1. OTHERS CHECK ROUTING ABOVE F1**

- E1 **You said earlier that vehicles owned or leased by this business and used by employees based at this site / premises had things stolen from them in the last year since [TEXT SUB: November / December 2001].**

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

Can you tell me how many thefts from vehicles took place in the last year since [TEXT SUB: November / December 2001].

IF DK, Approximately how many?

WRITE IN _____

- E3 **For the next few questions, I would like you to think about the most recent incident of theft from vehicles you have been a victim of. Did the most recent theft from vehicles take place during the week or at the weekend?**

During the week	1	
At the weekend	2	
DK	X	

- E3a **And can I just check did this most recent incident of theft from a vehicle occur during a delivery from yourselves to your customers?**

()

Yes	1	
No	2	
DK	3	

- E4 **Can you tell me the value of stolen contents from the vehicle? That is the value of all goods stolen that were not later recovered but irrespective 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

E5

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

E6 [IF NOT ASKED AT A7 B7, C7 D7, ADD It can take some time, to report to the police, other parts of the company or insurers, or to resume normal work]. **Can you estimate how many working hours were spent / needed due to this last incident adding up the working hours that were spent by everyone affected?**

WRITE IN

E7a **Did you report the incident to the police?**

WRITE IN

E8 **IF INCIDENT NOT REPORTED TO POLICE E7a**
Why did you not report the incident to the police?
 DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

E9a Did you make a claim to an insurance company?

WRITE IN

E10a Did you take any civil action?

By civil action I mean action such as a solicitor's letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

E10b1 Did you do any of the following...?

READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

E11 Did you take any other action?

WRITE IN

ASK IF TOOK OTHER ACTION AT E11. OTHERS CHECK ROUTING ABOVE F1

E11b What other action did you take?

WRITE IN

F THEFTS BY CUSTOMERS

ASK IF Q26 / 1. OTHERS CHECK ROUTING ABOVE G1

F1 **You said earlier that your business at these premises had experienced theft by customers in the last year. I now want to ask you some questions about this type of crime.**

[TEXT SUB IF ALSO EXPERIENCED THEFT BY EMPLOYEES, OUTSIDERS AND/OR PERSONS UNKNOWN: For the moment I am only interested in thefts committed by customers; we will talk about thefts committed by employees and others in a minute]

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

So, how many thefts of money or goods were committed by customers at your premises in the last year since [TEXT SUB: November / December 2001].including incidents of shoplifting?
IF DK PROMPT, Approximately how many incidents in an average week. (multiply up)

WRITE IN _____

F3 **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 the most recent incident of customer theft take place during the week or at the weekend?**

During the week	1	
At the weekend	2	
DK	X	

F4 **Can you tell me the costs for your business of the most recent incident of theft by customers at these premises in the last year, that is the cost of all goods stolen, that were not later recovered, but irrespective of any insurance payment.**

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

F5

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

F6 [IF NOT ASKED AT A7 B7, C7 D7,E6 ADD It can take some time, to report to the police, other parts of the company or insurers, or to resume normal work]. **Can you estimate how many working hours were spent / needed due to this last incident, adding up the working hours that were spent by everyone affected?**

WRITE IN

F7a **Did you report the incident to the police?**

WRITE IN

F8 **IF INCIDENT NOT REPORTED TO POLICE F7a**
Why did you not report the incident to the police?
 DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

F9a Did you make a claim to an insurance company?

WRITE IN

F10a Did you take any civil action?

By civil action I mean such as a solicitors letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

F10b1 Did you do any of the following...?

READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

F11 Did you take any other action?

WRITE IN

ASK IF TOOK OTHER ACTION AT F11. OTHERS CHECK ROUTING ABOVE G1

F11a What other action did you take?

WRITE IN

G THEFT BY EMPLOYEES**ASK IF Q26a / 1 OTHERS CHECK ROUTING ABOVE H1**

G1 **You said earlier that your business at these premises had experienced theft by employees in the last year since [TEXT SUB: November / December 2001] I now want to ask you some questions about this type of crime.**

[TEXT SUB IF ALSO EXPERIENCED THEFT BY, OUTSIDERS AND/OR PERSONS UNKNOWN:
For the moment I am only interested in thefts committed by employees; we will talk about thefts committed by outsiders and others in a minute]

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

So, how many thefts of money or goods were committed by employees at your premises in the last year since [TEXT SUB: November / December 2001]?

IF DK, Approximately how many?

WRITE IN _____

G3 **For the next few questions, I would like you to think about the most recent incident of theft by employees you have been a victim of. Did the most recent incident of employee theft take place during the week or at the weekend?**

During the week	1	
At the weekend	2	
DK	X	

G4 **Can you tell me the costs for your business of the most recent incident of theft by employees at these premises in the last year, that is the cost of all goods stolen, that were not later recovered, but irrespective of any insurance payment.**

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

G5

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

G6 [IF NOT ASKED AT A7 B7, C7 D7,E6, F6 ADD It can take some time, to report to the police, other parts of the company or insurers, or to resume normal work]. **Can you estimate how many working hours were spent / needed due to this last incident adding up the working hours that were spent by everyone affected?**

WRITE IN

G7a **Did you report the incident to the police?**

WRITE IN

G8 **IF INCIDENT NOT REPORTED TO POLICE (G7a)**
Why did you not report the incident to the police?
 DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

G9a **Did you make a claim to an insurance company?**

WRITE IN

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

WRITE IN

G10b1 **Did you do any of the following...?**

READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

G11a **Did you take any civil action?**

By civil action I mean action such as a solicitor's letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

G11b1 **Did you take any other action?**

WRITE IN

ASK IF TOOK OTHER ACTION AT G12. OTHERS CHECK ROUTING ABOVE H1

G11oth **What other action did you take?**

WRITE IN

H THEFT BY OUTSIDERS

ASK IF Q26b / 1 OTHERS CHECK ROUTING ABOVE I1

H1 **You said earlier that your business at these premises experienced theft by persons other than your employees and customers in the last year since [TEXT SUB: November / December 2001]**

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

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

So, how many thefts of money or goods were committed by outsiders at your premises in the last year?

IF DK, Approximately how many?

WRITE IN _____

H3 **For the next few questions I would like you to think about the most recent incident of theft by outsiders you have been a victim of. Did the most recent incident of theft by outsiders take place during the week or at the weekend?**

During the week	1	
At the weekend	2	
DK	X	

H4 **Can you tell me the costs for your business of the most recent incident of theft by outsiders at these premises in the last year, that is the cost of all goods stolen, that were not later recovered, but irrespective of any insurance payment.**

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

H5

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

H6 [IF NOT ASKED AT A7 B7, C7 D7,E6, F6, G6 ADD It can take some time, to report to the police, other parts of the company or insurers, or to resume normal work]. **Can you estimate how many working hours were spent / needed due to this last incident, adding up the working hours that were spent by everyone affected?**

WRITE IN

H7a **Did you report the incident to the police?**

WRITE IN

H8 **IF INCIDENT NOT REPORTED TO POLICE (H7a)**
Why did you not report the incident to the police?
 DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

H9a **Did you make a claim to an insurance company?**

WRITE IN

H10a **Did you take any civil action?**

By civil action I mean action such as a solicitor's letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

H10b1 **Did you do any of the following...?**

READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

H11b1 **Did you take any other action?**

WRITE IN

ASK IF TOOK OTHER ACTION AT H11. OTHERS CHECK ROUTING ABOVE I1

H11b3 **What other action did you take?**

WRITE IN

I THEFT BY PERSONS UNKNOWN

ASK IF Q26c / 1. OTHERS CHECK ROUTING ABOVE J1

- I1 **You said earlier that your business at these premises experienced theft by persons unknown in the last year since** [TEXT SUB: November / December 2001]

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

So, how many incidents of theft were there at your premises in the last year [TEXT SUB: November / December 2001] **in which you were unable to establish who committed the theft?**

IF DK, Approximately how many?

WRITE IN _____

- I3 **For the next few questions, I would like you to think about the most recent incident of theft by persons unknown you have been a victim of. Did the most recent incident of theft by persons unknown take place during the week or at the weekend?**

During the week	1	
At the weekend	2	
DK	X	

- I4 **Can you tell me the costs for your business of the most recent incident of theft by persons unknown at these premises in the last year, that is the cost of all goods stolen, that were not later recovered, but irrespective of any insurance payment.**

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

I5

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

- I6 [IF NOT ASKED AT A7 B7, C7 D7,E6, F6, G6, H6 ADD: It can take some time, to report to the police, other parts of the company or insurers, or to resume normal work]. **Can you estimate how many working hours were spent / needed due to this incident, adding up the working hours that were spent by everyone affected?**

WRITE IN

- I7a **Did you report the incident to the police?**

WRITE IN

- I8 **IF INCIDENT NOT REPORTED TO POLICE I7a**
Why did you not report the incident / to the police?
 DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

I9a Did you make a claim to an insurance company?

WRITE IN

I10a Did you take any civil action?

By civil action I mean action such as a solicitor's letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

I10b1 Did you do any of the following...?

READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

I11b1 Did you take any other action?

WRITE IN

ASK IF TOOK OTHER ACTION AT I11b1. OTHERS CHECK ROUTING ABOVE I12

I11c What other action did you take?

WRITE IN

SHRINKAGE

I12 In the last year since [TEXT SUB: November / December 2001], what was your estimated total loss from leakage, shrinkage and crime including all incidents you have already mentioned? This means leakage and shrinkage identified from your stock control procedures.

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

I13

()

nil, negligible	1	
up to 500 pounds	2	
501 - 1000 pounds	3	
1001 - 2500 pounds	4	
2501 - 5000 pounds	5	
5001 - 10,000 pounds	6	
10,001 - 50,000 pounds	7	
50,001 - 100,000 pounds	8	
100,001 - 500,000 pounds	9	
500,001 - 1,000,000 pounds	10	
1,000,001 - 5,000,000 pounds	11	
5,000,001 - 9,000,000 pounds	12	
more than 9 million pounds	13	
Don't know	X	
Refused	V	

J FRAUD BY EMPLOYEES**ASK IF YES AT Q27 / 1. OTHERS CHECK ROUTING ABOVE K1**

J1anw **You said earlier your business at these premises had experienced fraud by employees in the last year since** [TEXT SUB: November / December 2001]

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

So, for each of these types of fraud could you let me know if you experienced any incidents in the last year since [TEXT SUB: November / December 2001]....READ OUT

IF NECESSARY ADD: A SERIES OF SIMILAR INCIDENTS OF FRAUD COMMITTED BY THE SAME PERSON OR GROUP OF PEOPLE COUNTS AS ONE INCIDENT

J1nw And how many incidents of [INSERT FRAUDS EXPERIENCED AT J1] **did your business at these premises experience in the last year since** TEXT SUB: November / December 2001]?

DK, Approximately how many?

	J1anw	J1nw	No Of Incidents
General fraudulent accounting, including fiddling expenses	1	WRITE IN _____	
Fraudulently creating non existent customers	2	WRITE IN _____	
Fraud using a credit card	3	WRITE IN _____	
Fraud including outside suppliers or distributors	4	WRITE IN _____	
OTHER Specify	5	WRITE IN _____	

J3

For the next few questions, I would like you to think about the most recent incident of fraud by employees you have been a victim of. Can you tell me the total value of the most recent incident of fraud by employees which occurred in the last year since [TEXT SUB: November / December 2001]?

IF DK , Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

J4

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

J6 [IF NOT ASKED AT A7 B7, C7 D7,E6, F6, G6, H6, I6, ADD It can take some time, to report to the police, other parts of the company or insurers, or to resume normal work.] **Can you estimate how many working hours were spent / needed due to this last incident, adding up the working hours that were spent by everyone affected?**

WRITE IN

J7a **Did you report the incident to the police?**

WRITE IN

IF INCIDENT NOT REPORTED TO POLICE (J7a)

J8 **Why did you not report the incident to the police?**

DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

J9a Did you make a claim to an insurance company?

WRITE IN

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

WRITE IN

J11a Did you take any civil action?

By civil action I mean action such as a solicitor's letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

J11b1 Did you do any of the following...?

READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

J11b2 Did you take any other action?

WRITE IN

ASK IF TOOK OTHER ACTION AT J11b2. OTHERS CHECK ROUTING ABOVE K1

J11b4 What other action did you take?

WRITE IN

K FRAUD BY OUTSIDERS**ASK IF Q28 / 1. OTHERS CHECK ROUTING ABOVE L1**

K1 **You said earlier that your business at these premises had experienced fraud by outsiders in the last year since** [TEXT SUB: November / December 2001]

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

So, for each of these types of fraud, could you let me know if you experienced any incidents in the last year since [TEXT SUB: November / December 2001] **in relation to work done at or from these premises and perpetrated by outsiders: Did you experience...?. READ OUT.**

K1a **And how many incidents of** [INSERT FRAUDS EXPERIENCED AT K1a] **did your business at these premises experience in the last year since** [TEXT SUB: November / December 2001]?

IF DK, Approximately how many?

	K1	K1a	No Of Incidents
Credit card, debit card or cheque card fraud by customers	1	WRITE IN _____	
Outsiders using your business's credit card or debit card fraudulently	2	WRITE IN _____	
Fraud when the business bought something over the telephone	3	WRITE IN _____	
Fraud when the business bought something using the internet	4	WRITE IN _____	
Fraud because you were dealing with a business which actually didn't exist (long firm fraud)	5	WRITE IN _____	
Suppliers or distributors invoicing you incorrectly and fraudulently	6	WRITE IN _____	
Suppliers or distributors providing you deliberately with the wrong or faulty goods	7	WRITE IN _____	
Any other type of fraud? WRITE IN _____	9	WRITE IN _____	
Don't Know	X		
Other (WRITE IN)	0		

ASK IF ANY INCIDENTS OF USING CREDIT / DEBIT / CHEQUE CARD FRAUD (K1a / 1)

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	

K3 **For the next few questions, I would like you to think about the most recent incident of fraud by outsiders you have been a victim of. Can you tell me the total value of the most recent incident of fraud by outsiders which occurred in the last year since [TEXT SUB: November / December 2001]**

IF DK, Approximately how much?

WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

K4

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

K5 [IF NOT ASKED AT A7 B7, C7 D7,E6, F6, G6, H6, I6. J5 ADD: It can take some time, to report to the police, other parts of the company or insurers, or to resume normal work.] **Can you estimate how many working hours were spent / needed due to this last incident, adding up the working hours that were spent by everyone affected?**

WRITE IN

--

K6a **Did you report the incident to the police?**

WRITE IN

K7 **IF INCIDENT NOT REPORTED TO POLICE (K6a)**
Why did you not report the incident to the police?
 DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

K8 **Did you make a claim to an insurance company?**

WRITE IN

K9a **Did you take any civil action?**
By civil action I mean action such as a solicitor's letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

K10b **Did you do any of the following...?**
 READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

K10b1 **Did you take any other action?**

WRITE IN

ASK IF TOOK OTHER ACTION AT K10b1. OTHERS CHECK ROUTING ABOVE L1

K10b3 **What other action did you take?**

WRITE IN

L ROBBERY**ASK IF Q25 / 1. OTHERS CHECK ROUTING ABOVE M1**

- L1** You said earlier your business at these premises experienced robbery or attempted robbery in the last year since [TEXT SUB: November / December 2001]. This includes robbery of personal property as well as money / goods belonging to the business, provided employees were on duty at the time. It includes robbery from employees on duty away from the premises. It does not include robbery of personal property from non employees.

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

So, for each of these types of robbery and attempted robbery could you tell me whether you experienced any incidents in the last year since [TEXT SUB: November / December 2001] Did you experience....? READ OUT

- L1a** How many incidents of [INSERT TYPE EXPERIENCED FROM L1] did you experience in the last year since [TEXT SUB: November / December 2001]

	L1	L1a No Of Incidents
A robbery at your premises	1	WRITE IN _____
A robbery of your employees when they were in a vehicle away from your premises	2	WRITE IN _____
A robbery of your employees away from your premises on the street	3	WRITE IN _____
A 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 THE ROBBERY TOOK PLACE AT THE PREMISES AT L1 /1

- L2** How many people were in the premises at the time of the last 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?
DO NOT READ OUT. ALLOW MULTICODE.

	()	
Nothing (an attempted robbery)	1	
Money	2	
Goods/property	3	
Mobile phone	4	
Laptop computer	5	
OTHER – specify	0	
Don't know	X	

L5 **Did the most recent incident of robbery take place during the week or at the weekend?**

During the week	1	
At the weekend	2	
DK	X	

L6 **At what time of day did it happen?**

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

L7 **Can you tell me the costs for your business of the most recent incident of robbery at these premises in the last year, that is the cost of all goods stolen that were not later recovered, but irrespective of any insurance payment.**
 IF DK, Approximately how much?
 WRITE DOWN AMOUNT IN POUNDS AND AUTOMATICALLY CODE BELOW

£	WRITE IN _____
DK	X
REF	V

L8

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

- L9 [IF NOT ASKED AT A7 B7, C7 D7,E6, F6, G6, H6, I6. J5 , K5 ADD It can take some time, to clean up, to report to the police, other parts of the company or insurers, or to resume normal work.] **Can you estimate how many working hours were spent / needed due to this last incident, adding up the working hours that were spent by everyone affected?**

WRITE IN

- L10a **Did you report the incident to the police?**

WRITE IN

IF INCIDENT NOT REPORTED TO POLICE (L10a)

- L12 **Why did you not report the incident to the police?**

DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

- L13a **Did you make a claim to an insurance company?**

WRITE IN

- L14a **Did you take any civil action?**

By civil action I mean action such as a solicitor's letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

- L14c **Did you do any of the following...?**

READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

L14d **Did you take any other action?**

WRITE IN

ASK IF TOOK OTHER ACTION AT L14d. OTHERS ASK L15

L14f **What other action did you take?**

WRITE IN

L15 **Thinking now about all the incidents of robbery or attempted robbery you have experienced in the last year, in how many incidents did the offender have a firearm, that is, a gun or imitation gun?**

WRITE IN:

L16 **In how many incidents did the offender have a knife?**

WRITE IN:

L17 **In how many incidents were the employees physically injured?**

WRITE IN:

L18 **Thinking now only about the last incident of robbery, how many offenders were involved in the last 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	

L20 **As far as you know, were the people who did it...?**
 READ OUT. MULTICODE

()

White	1	
Indian, Pakistani, Bangladeshi	2	
Black	3	
Other	4	
Don't know	X	

M ASSUALTS AND THREATS

ASK IF Q29 / 1 OTHERS CHECK ROUTING ABOVE N1

M1 You said earlier that employees at these premises had experienced assault, threat or intimidation in the last year since [TEXT SUB: November / December 2001].

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

So in the last year since [TEXT SUB: November / December 2001]., have any of your employees ever been assaulted, threatened or intimidated? READ OUT

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

M1a How many incidents of your employees being assaulted, threatened or intimidated by [INSERT FROM M1] were there in the last year since [TEXT SUB: November / December 2001].
IF DK, Approximately how many?

	M1	M1a No. Of incidents
By a fellow employee	1	WRITE IN _____ -
By a customer	2	WRITE IN _____ -
By a supplier or distributor	3	WRITE IN _____ -
By someone else	4	WRITE IN _____ -

M3 For the next few questions, I would like you to think about the most recent incident of assaults, threats or intimidation you have been a victim of. Did the most recent incident of assaults or threats on employees take place during the week or at the weekend?

During the week	1	
At the weekend	2	
DK	X	

M4 [IF NOT ASKED AT A7 B7, C7 D7,E6, F6, G6, H6, I6. J5 , K5, L9 ADD It can take some time, to report to the police, other parts of the company, or to resume normal work] **Can you estimate how many working hours were spent / needed due to this last incident, adding up the working hours that were spent by everyone affected?**

WRITE IN

M5a Did you report the incident to the police?

WRITE IN

- M6 **IF INCIDENT NOT REPORTED TO POLICE (M5a)**
Why did you not report the incident to the police?
 DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

- M7a **Did you make a claim to an insurance company?**

WRITE IN

- M8a **Did you take any civil action?**
By civil action I mean action such as a solicitor's letter, going to the civil courts or using a debt collection agency if the offender was caught.

WRITE IN

- M8c **Did you do any of the following...?**
 READ OUT. MULTICODE

()

Inform any other businesses of the incident	1	
Inform the local crime partnership of the incident	2	

- M8d **Did you take any other action?**

WRITE IN

- M8f **ASK IF TOOK OTHER ACTION AT M8d. OTHERS ASK M9b**
What other action did you take?

WRITE IN

- M9b **ASK ALL**
In how many incidents were you or your employees physically injured?

WRITE IN

N ELECTRONIC CRIME

N1nw I'm now going to ask about any computer or cyber crime, including hacking into your computer or your computer system acquiring a virus, that may have been committed against your business in the last year since [TEXT SUB: November / December 2001]

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

()

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

ASK IF HAVE COMPUTERS. OTHERS CHECK ROUTING ABOVE O1

N2nw Has your business been the victim of any of the following computer related crimes in the last year since [TEXT SUB: November / December 2001]. Has your business...?
READ OUT. MULTICODE.

ASK IF HAVE EXPERIENCED COMPUTER CRIME. OTHERS GO TO N8

N2anw And how many incidents of [INSERT FROM Q2] have their been in the last year since [TEXT SUB: November / December 2001]?

	N2nw	N2anw
Received a computer virus on a disk from suppliers	1	WRITE IN_____
Received a computer virus on a disk from customers	2	WRITE IN_____
Received a computer virus from an external e mail.	3	WRITE IN_____
Received a computer virus from an unknown source	4	WRITE IN_____
Had the computer systems or network hacked or your website altered without permission	5	WRITE IN_____
Don't Know	X	X
DO NOT READ OUT : None	V	V

ASK IF ANY INCIDENTS OF HACKING AT N2. OTHERS GO TO N5N3anw **What was the hacking intended to do, was it intended to ...?**

READ OUT. MULTICODE.

()

Deface a website	1	
Steal information	2	
Damage or disrupt data	3	
Disrupt the internet service provision	4	
Defraud the company	5	
DO NOT READ OUT: Don't Know	X	
DO NOT READ OUT: Other (WRITE IN)	0	

N5nw **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. It can take some time, to report to the police, other parts of the company or insurers, or to resume normal work. Can you estimate how many working hours were spent / needed due to this last incident, adding up the working hours that were spent by everyone affected?**

WRITE IN

N6nw **Did you report the incident to the police?**

WRITE IN

IF INCIDENT NOT REPORTED TO POLICE (N6nw)N7nw **Why did you not report the incident to the police?**

DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
Police do not have the technical ability to deal with it	12	
Fear of adverse publicity	13	
Would disrupt organisation too much	14	
DK / Can't remember	X	
Other (WRITE IN)	0	

N7anw **Did you report the incident to any of the following....?READ OUT**

()

Your Internet Service Provider	1	
Your website hosting company	2	
Any kind of computer security organisation	3	
Any other body WRITE IN_____	4	
NONE OF THE ABOVE	X	

ASK ALL WITH COMPUTERS (N1nw /1)

N8nw **Do you have any of the following in place to prevent computer related crime at your business Do you have ...? READ OUT. MULTICODE.**

()

A fire wall	1	
Anti virus software	2	
Restrictions on staff external e mail use	3	
Restrictions on staff internet use	4	
Restrictions on floppy disk use	5	
A staff code of conduct on computer use	6	
Contingency plans for recovery after theft / destruction of your computers systems	7	
DO NOT READ OUT: Don't Know	X	
DO NOT READ OUT: Other Write in_____	0	
DO NOT READ OUT: None	V	

N9nw **And what is the total amount of time spent on IT security in working hours?**

WRITE IN

DO NOT ASK IF N9=0

N9Anw **And can I just check, is that a week, a month or a year?**

()

A week	1	
A month	2	
A year	3	

N10nw **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

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

O BRIBERY AND EXTORTION

ASK ALL

- O1 I would now like to ask you about corruption your business may have experienced from people within the UK or abroad. Firstly, Has your company in its operations from these premises experienced any of the following in the last year since [TEXT SUB: November / December 2001]...?.READ OUT?

ASK FOR EACH TYPE OF CORRUPTION EXPERIENCED AT O1

- O2 Was the [INSERT CORRUPTION EXPERIENCED AT O1] from within the UK or abroad?

	(O1)	UK	Abroad	Both
Demands for bribes from public officials	1	1	2	3
Demands for bribes from the private sector	2	1	2	3
Threats of product contamination	3	1	2	3
Offers of bribes to your staff or company	4	1	2	3
Conspiring illegally to influence the result of tenders or contract negotiations	5	1	2	3
DO NOT READ OUT Don't Know	X	X	X	X

Q TOBACCO AND ALCOHOL SMUGGLING**ASK ALL RETAIL. OTHERS CHECK ROUTING ABOVE P1**

- Q1 Has this business ever been affected by tobacco or alcohol smuggling, such as being offered these goods or a reduction in sales?**

()

Yes - alcohol	1	
Yes – tobacco	2	
Yes, both	3	
No	4	SKIP TO SECTION R
Don't Know	X	SKIP TO SECTION R

ASK IF SUFFERED FROM TOBACCO / ALCOHOL SMUGGLING AT Q1

- Q2 In what ways has this business been affected? MULTICODE. PROMPT IF NECESSARY.**

()

Reduced sales of alcohol	1	
Reduced sales of tobacco	2	
Been offered illegal alcohol	3	
Been offered illegal tobacco	4	
Other WRITE IN	5	
Don't Know	X	

ASK IF REDUCED SALES OF ALCOHOL (Q2 /1)

- Q3 Can you give me a rough estimate of how much it has reduced your sales of alcohol within the last year since [TEXT SUB: November / December 2001]?**

ASK IF REDUCED SALES OF TOBACCO (Q2 /2)

- Q4 Can you give me a rough estimate of how much it has reduced your sales of tobacco within the last year [TEXT SUB: November / December 2001]?**

ASK IF BEEN OFFERED ILLEGAL ALCOHOL / TOBACCO (Q2 /3-4)

- Q5 Did you report this to the police?**

()

Yes	1	
No	2	
DK	3	

Q6

IF INCIDENT NOT REPORTED TO POLICE (Q5 / 2)**Why did you not report the incident to the police?****DO NOT READ OUT. MULTICODE**

()

No loss or damage	1	
Too trivial	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	
DK / Can't remember	X	
Other (WRITE IN)	0	

P BEING OFFERED STOLEN GOODS**ASK ALL**

- P1 **In the last year since [TEXT SUB: November / December 2001] to your knowledge, has anyone offered this business operating at these premises any goods which were suspected to be stolen, or on which it was thought duty had not been paid?**
 [ADD TEXT IF EXPERIENCED ALCOHOL / TOBACCO SMUGGLING Q1 1/2/3: Please exclude any incidents of being offered alcohol or tobacco that you have already told me about.

()

Yes	1	
No	2	SKIP TO SECTION Q
Don't know	X	SKIP TO SECTION Q
Refused	V	SKIP TO SECTION Q

ASK IF YES AT P1. OTHERS SKIP TO SECTION Q

- P2 **How many times has anyone been offered stolen goods at these premises in the last year since [TEXT SUB: November / December 2001]?**

IF DK, Approximately how many?

WRITE IN

- P4a **For the next few questions, I would like you to think about the most recent incident of being offered stolen goods you have been a victim of. Did you report the incident to the police?**

WRITE IN

IF INCIDENT NOT REPORTED TO POLICE (P4a)

- P5 **Why did you not report the incident the police?**
 DO NOT READ OUT. MULTICODE

()

No loss or damage	1	
Too trivial	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	
Bought the goods	12	
DK / Can't remember	X	
Other (WRITE IN)	0	

R INSURANCE**ASK ALL**

R1nw **Are you insured against all crimes, some crimes or are you not insured at all?**

()

All Crimes	1	
Some Crimes	2	
Not insured at all	3	SKIP TO SECTION T

R1 **ASK ALL INSURED AGAINST SOME OR ALL CRIMES (R1I 1 or 2) OTHERS GO TO SECTION T**
Are you insured against[INSERT CRIMES THAT RESPONDENT HAS EXPERIENCED]?
And does your insurer cover the full amount of any loss or damage caused by crime – that is apart from any excess you have agreed to pay – or does it only cover a limited amount?

	Burglary	Vandalism	Theft of/ from vehicles	Theft	Fraud	Computer Crime	Robbery	Assault
Yes, full amount covered	1	1	1	1	1	1	1	1
Yes, but only limited amount covered	2	2	2	2	2	2	2	2
No insurance	3	3	3	3	3	3	3	3
Don't know	X	X	X	X	X	X	X	X
Refused	V	V	V	V	V	V	V	V

IF NO INSURANCE AT R1

R2 **Why are you not insured for [INSERT CRIMES NOT INSURED FOR AT R1]**

	Burglary	Vandalism	Theft of/ from vehicles	Theft	Fraud	Computer Crime	Robbery	Assault
Too expensive to insure/can't afford it	1	1	1	1	1	1	1	1
Don't think business is at risk	2	2	2	2	2	2	2	2
Refused insurance by insurance company	3	3	3	3	3	3	3	3
Don't have anything worth insuring	4	4	4	4	4	4	4	4
Haven't got around to arranging/renewing	5	5	5	5	5	5	5	5
Can't be bothered	6	6	6	6	6	6	6	6
Company policy/head office decision	7	7	7	7	7	7	7	7
This type of crime is not common enough	8	8	8	8	8	8	8	8
Other (SPECIFY)	0	0	0	0	0	0	0	0
Don't know	X	X	X	X	X	X	X	X

T CRIME PREVENTION**ASK ALL**

T1 I'd now like to ask you about the measures that have been taken to protect your business premises and your business against crime. I would again like to stress that this survey is entirely confidential.

Which of the following protective window and door measures are in place in your premises?
READ OUT. MULTICODE

Bars or grilles or shatterproof glass	1
Shutters	2
Window locks	3
Door bars	4
Any other protective window or door measure WRITE IN	5

IF ANY. OTHERS GO TO T4

T2 And have these protective window or door measures been installed ...
READ OUT.

()

As a result of crime(s) that you have experienced	1	
Or not as a direct result of crime you have experienced?	2	
DK	X	

ASK ALL

T4 Which of the following protective measures for the outside of the premises are in place?
READ OUT. MULTICODE ALLOWED.

Security lighting	1
CCTV looking at the road or grounds outside	2
Barbed wire fencing or anti climb walls	3
Any other protective measures WRITE IN	4

IF ANY. OTHERS GO TO T7

T5 And have these protective measures for the outside of the premises been installed ...
READ OUT.

()

As a result of crime(s) that you have experienced	1	
Or not as a direct result of crime you have experienced?	2	
DK	X	

ASK ALL

T7 **Which of the following burglar alarm system measures do you have in place at your premises?**

READ OUT MULTICODE

A dummy alarm system	1
A system linked to an alarm company or the police	2
A system allowing the alarm company or yourselves to listen in to what is happening	3
A normal alarm system	4
An automatic video system	5
Any other burglar alarm measure	0

IF ANY. OTHERS GO TO T10

T8 **And have these burglar alarm system measures been installed ...**

READ OUT.

()

As a result of crime(s) that you have experienced	1	
Or not as a direct result of crime you have experienced?	2	
DK	X	

ASK ALL

T10 **Which of the following crime prevention measures for your stock or your equipment do you have in place at your premises?**

READ OUT MULTICODE ALLOWED

Property marking of your equipment	1
Tagging (Electronic Article Surveillance)	2
Security cameras inside your premises	3
Security lighting inside your premises	4
Security mirrors inside the premises	5
Any other crime prevention measures for stock or equipment? WRITE IN	6

IF ANY. OTHERS GO TO T13

T11 **And have these property measures been installed ...**

READ OUT.

()

As a result of crime(s) that you have experienced	1	
Or not as a direct result of crime you have experienced?	2	
DK	X	

ASK ALL

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

()

Yes	1	
No	2	
Don't know	X	
Refused	V	

ASK IF YES AT T13. OTHERS GO TO T17

T14a **What entry control measures do you have in place?**
DO NOT READ OUT. PROMPT IF NECESSARY

A caretaker around after business hours	1
A caretaker around in business hours as well	2
A receptionist during business hours	3
Store detectives	4
Security patrols by guards during business hours	5
Security patrols by guards after business hours	6
A system whereby security patrols go to the premises if an alarm goes off	7
Something else WRITE IN	8

IF ANY. OTHERS GO TO T17

T15 **And have entry control measures been installed ...**
READ OUT.

()

As a result of crime(s) that you have experienced	1	
Or not as a direct result of crime you have experienced?	2	
DK	X	

ASK ALL

T17 **Do you have a fake money detector?**

Yes	1
No	2
Don't know	X

IF YES. OTHERS GO TO T20

T18 **And has it been installed ...**
READ OUT.

()

As a result of crime(s) that you have experienced	1	
Or not as a direct result of crime you have experienced?	2	
DK	X	

ASK IF HAVE OVER 1 EMPLOYEE AT Q8

T20 **Do you investigate whether employees have criminal records?**

Yes	1
No	2
Don't know	X

IF YES. OTHERS GO TO T23

T21 **And are you investigating whether employees have criminal records ...**
 READ OUT.

()

As a result of crime(s) that you have experienced	11	
Or not as a direct result of crime you have experienced?	2	
DK	X	

ASK IF HAVE OVER 1 EMPLOYEE AT Q8

T23 **Do you have training for employees on how to handle crime related incidents, including both official and on the job training?**

Yes	1
No	2
Don't know	X

T24 **And are you training them ...**
 READ OUT.

()

As a result of crime(s) that you have experienced	11	
Or not as a direct result of crime you have experienced?	2	
DK	X	

ASK ALL

T25 **Which of the following co-operative activities are you participating in with other businesses to prevent crime?**
 READ OUT. MULTICODE ALLOWED

Radio links / walkie talkie schemes	1
A ring-round scheme	2
ONLY IF RETAIL: Banning known shop lifters / exclusion notices	3
Meeting and action as part of your estate or precinct	4
A business watch or neighbourhood watch scheme	5
Participating in a Crime and Disorder Partnership	6
Meetings between local businesses and police	7
ONLY IF RETAIL: Retail crime partnerships	8
Sharing security patrols	9
Any other co-operative activity WRITE IN _____	0

IF ANY. OTHERS GO TO T28

T26 **And are you participating in this / these ...**
 READ OUT.

()

As a result of crime(s) that you have experienced	1	
Or not as a direct result of crime you have experienced?	2	
DK	X	

ASK IF HAVE ANY CRIME PREVENTION MEASURES (T1-T25)

T26b As far as you are aware, to what extent have the measures that we have been discussing prevented crime at these premises? Would you say they have...?
READ OUT

()

Prevented all crime	1	
Prevented crime to a reasonable extent	2	
Not really prevented crime	3	
Not prevented any crime at all	4	

ASK IF >1 MEASURE T1-T25

T26nw Which of the types of the measures would you say has been the most effective in preventing crime? .

READ OUT IF NECESSARY. CODE ONE ONLY.

ONLY SHOW MEASURES RESPONDENTS HAVE SAID THEY HAVE IN PLACE (T1 –T25)

()

Protective measures for the windows and doors	1	
Protective measures for the outside of the premises	2	
A Burglar alarm system	3	
Protective measures for stock and equipment	4	
Entry control measures	5	
A Fake money detector	6	
Investigating whether employees have criminal records	7	
Training for employees on how to handle crime related incidents	8	
Participating in co operative activities	9	
DO NOT READ OUT: Don't Know	X	

ASK ALL

T27a Thinking of crime prevention advice you receive, which of the following have provided your business with information irrespective of whether you asked for it first? READ OUT.

ASK FOR ALL ORGANISATIONS THAT OFFERED ADVICE AT T27a

T27b Did you act upon the advice from [INSERT ORGANISATION FROM T27a] wholly, in part, or did you not act upon it at all?

[ADD IF NECESSARY: That is did you introduce new crime prevention measures, procedures or systems as a result of the advice you received from [INSERT ORGANISATION FROM T27]

	T27	Wholly	Part	None at all
A Local Authority	1	1	2	3
Local Police	2	1	2	3
A Business watch scheme	3	1	2	3
A crime and disorder partnership	4	1	2	3
OTHER: WRITE IN _____	5	1	2	3

ASK FOR ALL ORGANISATIONS WHO OFFERED ADVICE AT T27a AND NO ADVICE WAS TAKEN AT T27b

T27c Why did you not act upon any of the advice given to you by [INSERT ORGANISATION FROM T27a]?

WRITE IN

T28 **Can you estimate the total maintenance and running costs for security for these premises during the last year? Please include maintenance charges and charges for alarms and other security equipment, security personnel costs etc. Do not include the costs of insurance or IT security.**

£ _____

X	Don't know
V	Refused

T29

()

nil, negligible	1	
up to 500 pounds	2	
501 - 1000 pounds	3	
1001 - 2500 pounds	4	
2501 - 5000 pounds	5	
5001 - 10,000 pounds	6	
10,001 - 50,000 pounds	7	
50,001 - 100,000 pounds	8	
100,001 - 500,000 pounds	9	
500,001 - 1,000,000 pounds	10	
1,000,001 - 5,000,000 pounds	11	
5,000,001 - 9,000,000 pounds	12	
more than 9 million pounds	13	
Don't know	X	
Refused	V	

T30 **Apart from any crimes you may have reported to the police in the last year, did your business have any contact with the police about crime problems or crime prevention in the last year since [TEXT SUB: November / December 2001]?**

()

Yes	1	
No	2	
Don't know	X	
Refused	V	

T31 **In general, how satisfied or dissatisfied are you with the way the police deal with the crime problems facing business in this area? Are you...?**

READ OUT

()

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

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

T33 **If you were thinking of moving your premises, How important would the reputation of the area be in regards to crime? Would you say it would be...?**

READ OUT

()

Very important	1	
Fairly important	2	
Not that important	3	
Not at all important	4	
Don't know	X	
Refused	V	

T37 **How safe do you feel working at these premises in the day time? Would you say you feel?:**

READ OUT

()

Very safe	1	
Fairly safe	2	
A bit unsafe	3	
Very unsafe	4	
Don't know	X	
Refused	V	

T36 **And how safe do you feel working at these premises after dark? Would you say you feel?**

READ OUT

()

Very safe	1	
Fairly safe	2	
A bit unsafe	3	
Very unsafe	4	
DON'T WORK AFTER DARK	5	
Don't know	X	
Refused	V	

ASK ALL

T39 **How strongly do you agree or disagree with the following statements in relation to crime against business in your local area.....**

	Agree Strongly	Agree	Neutral	Disagree	Disagree strongly	DK	
The police are becoming less responsive to crime against businesses in this area	1	2	3	4	5	X	()
Crime against business in general is increasing in this area	1	2	3	4	5	X	()

T40 **I finally need to ask you a few questions about your business at these premises to help us put your answers into context. Once again I'd like to reassure you the survey is entirely confidential.. What is the approximate annual turnover of your establishment?**

£ _____

X	Don't know
V	Refused

T40a1 **Is your business a public or limited company, a partnership or are you a sole trader?**

()

A public or limited company	1	
A partnership	2	
A sole trader	3	

ASK IF HAVE OWN OR HAVE OWNED / LEASED VEHICLES IN LAST YEAR (Q24/1 or Q24a/1)

T40a2 **You said earlier that your business [TEXT SUB IF Q24a=1 had] owned or leased vehicles that were used by staff based at these premises in the last year since [November / December 2001]. Which of the following vehicles [TEXT SUB IF Q24a=1 did] does your business own or lease that [TEXT SUB IF Q24a=1 were] are used by staff based at these premises ?**
 READ OUT. ALLOW MULTICODE.

T40a3 **And how many [INSERT VEHICLE FROM T40a1] [TEXT SUB IF Q24a=1 did] does your business own or lease since [November / December 2001]?**

	T40a1	T40a2
Passenger cars	1	WRITE IN NUMBER
Vans or lorries requiring an HGV licence to drive	2	WRITE IN NUMBER
Vans or lorries NOT requiring HGV licence to drive	3	WRITE IN NUMBER
Mopeds, motor bikes, and other motorised scooters	4	WRITE IN NUMBER
Other	0	WRITE IN NUMBER

IF RETAILER AT Q5

T41 **How many hours are you open to the public on weekdays? Is it usually...**
 READ OUT.

	()	
1 – 8 hours	1	
9 – 12 hours	2	
more than 12 hours	3	

IF MANUFACTURER AT Q5

T42 **How many hours are there staff usually working at the premises on weekdays? Is it usually..**
 READ OUT

	()	
1 – 8 hours	1	
9 – 12 hours	2	
more than 12 hours	3	

ASK ALL

T43 **Thank you very much for your time. The Home Office may be conducting future research on similar issues in the future. If they do decide to do so, would it be ok to contact you again?**

	()	
Yes, agrees to further contact	1	
No, does not agree to further contact	2	

T44 **Record closing comments made by respondent.**
 RECORD VERBATIM
