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# Crime against retail and manufacturing premises: findings from the 2002 Commercial Victimisation Survey

Jan Shury  
Mark Speed  
David Vivian  
Alistair Kuechel  
Sian Nicholas

Home Office Online Report 37/05

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Jan Shury  
Mark Speed  
David Vivian  
Alistair Kuechel  
IFF Research

Sian Nicholas

Home Office  
Research, Development and Statistics Directorate

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Alistair Kuechel  
Sian Nicholas  
Jan Shury  
Mark Speed  
David Vivian

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# Summary

This is the second national survey of crime against business premises in England and Wales. Managers of some 4,000 retailing premises and 2,500 manufacturing premises were interviewed by telephone about any crime they had suffered over the previous year, the cost of crime, their concerns about problems and crime in the local area, the action they had taken to respond to criminal incidents and their crime prevention precautions.<sup>1</sup> In addition, a small sample of businesses was followed up for in-depth interviews.

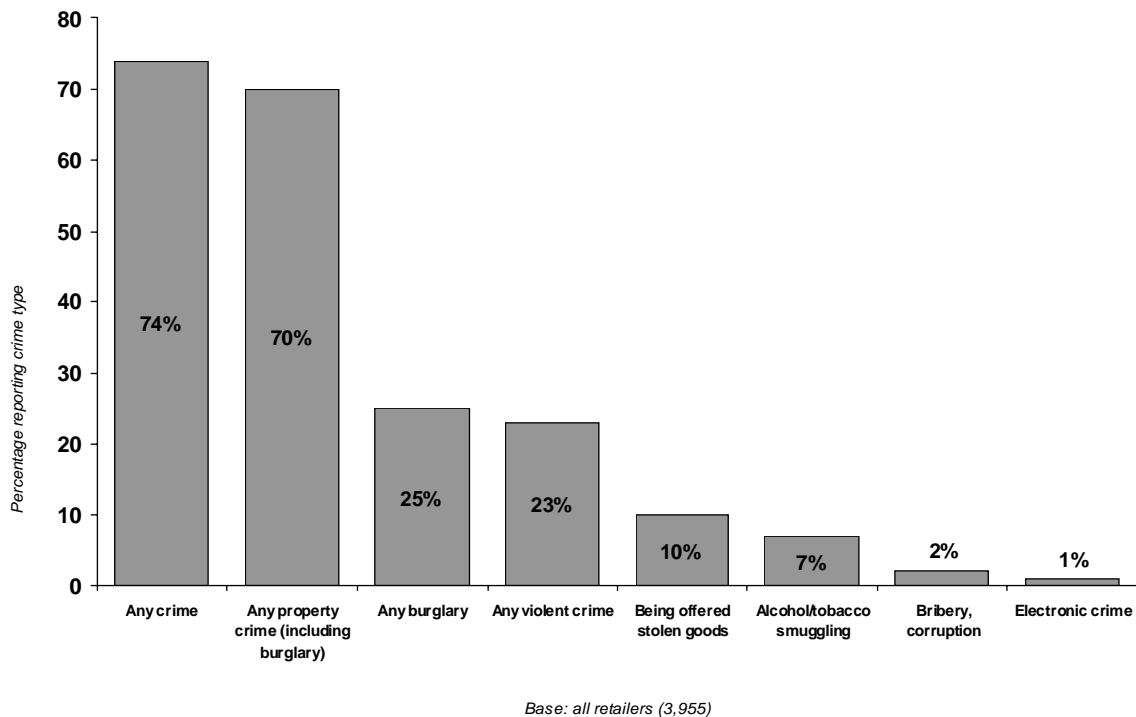
## Key Points

- Three quarters of retailers had experienced one or more crimes during the past year, ranging from thefts by customers (by far the most common type of crime experienced) to major thefts and frauds.
- Half of manufacturers had experienced one or more crimes during the past year, with vandalism and burglary being the types more commonly experienced.
- Comparison with the previous survey shows that the risk from crime overall for both retailers and manufacturers was lower in 2002 compared with 1993.

## Crime against retailers

- Three-quarters of retailers had experienced some crime in the previous 12 months. Seven in ten had suffered theft or other property crime and about one in four were subject to some sort of violent crime. The smallest retailers (i.e. those with only one or two employees) were least likely to experience violent crime regardless of their location or what they sell, despite the apparent vulnerability occasioned by the lack of other staff present. There was a low prevalence of bribery or corruption overall.

**Figure S.1** *Victimisation of retail premises*



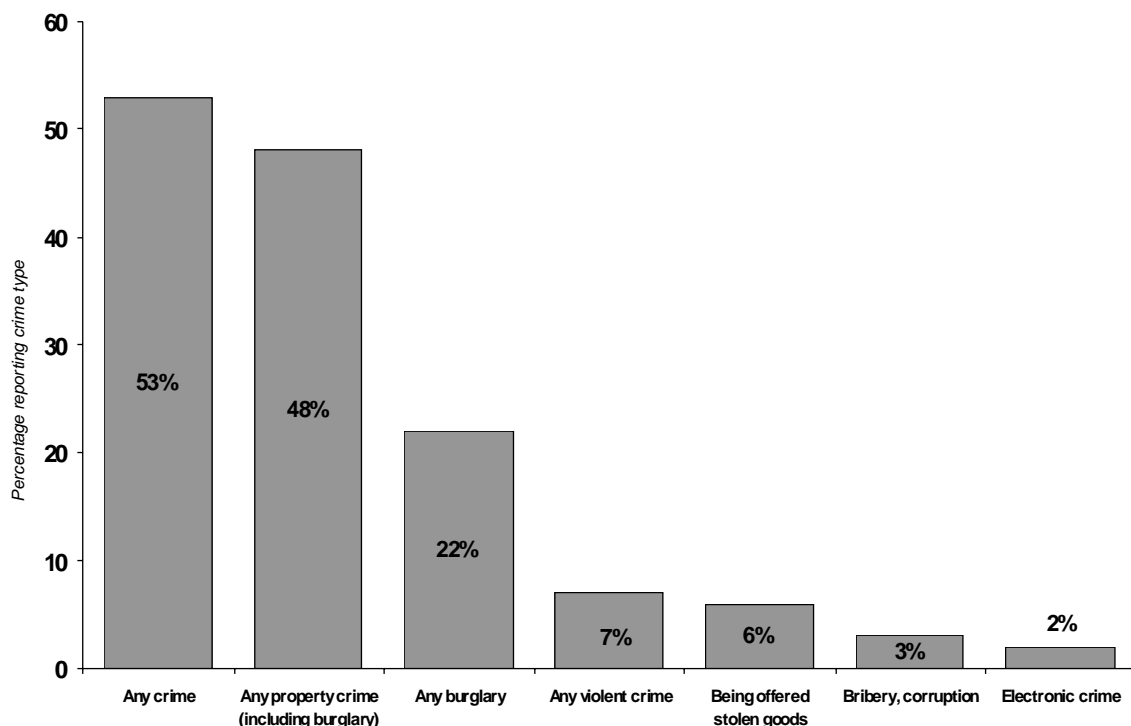
<sup>1</sup> A summary Findings report on the results of this survey was published in November 2004 (see Taylor, 2004).

- Repeated victimisation was common for some crimes, with high proportions of victims suffering the same type of crime on at least six separate occasions, thereby accounting for high proportions of all such incidents of victimisation. This pattern was strongest for non-vehicle theft, fraud by outsiders, and threats and assaults for which a relatively small number of businesses account for the vast majority of incidents.
- The majority of retailers experienced more than one type of crime and a quarter were victims of four or more different crime types.
- Experience of threats and/or assaults was strongly linked to victimisation by a range of other crimes including vandalism, theft, outsider fraud and attempted burglary. Retailers suffering theft by employees were also particularly likely to suffer employee fraud.
- Larger retailers – those with at least 50 employees – were more likely than others to have suffered each type of crime, with exception of being offered stolen goods and alcohol and tobacco smuggling, which were most common among smaller retailers. It is expected that larger retailers are more likely to be victims due to an increased number of potential crime targets in larger establishments.
- Unsurprisingly, retailers open for long hours were more likely to be the victim of vandalism to stock and violent crime. Retailers with shorter opening hours were more likely to be the victim of vandalism to premises rather than stock.
- While the financial cost of one crime taken in isolation can appear relatively low, the costs of some incidents of crime were, on occasion, sufficient to impact on the financial viability of the business. This was most likely to be the case where vandalism and/or arson were involved. Furthermore, the problem of multiple victimisation can lead to (increased) difficulties with insurance, staff retention and staff time.

## Crime against manufacturers

- Half of manufacturers had experienced some crime in the past 12 months. Just under half had experienced crime against property, with one manufacturer in five having experienced a burglary or attempted burglary.

**Figure S.2** *Victimisation of manufacturing premises*



Base: all manufacturers (2,561)

- Again, a high proportion of manufacturers suffered from repeated victimisation of a particular crime, especially for fraud by outsiders, threats and assaults, and theft by customers and outsiders.
- The number of different types of crime experienced by manufacturers was lower than for retailers, although over a quarter had experienced at least two crime types and one in twelve had experienced four or more types of crime.
- As with retailers, larger manufacturers were more likely than others to have been victims of any crime and this is reflected in higher levels of victimisation in this group for many specific types of crime.
- The size of the premises (defined by the number of employees) was the key determinant of victimisation although, as with retailers, a range of other factors such as location, also increased risk of victimisation.

## Comparisons with the 1994 survey and crime against individuals

- A baseline survey of crime against retail and manufacturing premises was conducted in 1994, measuring crime experienced during the 1993 calendar year. Although some methodological differences exist between 1994 and the current survey, findings on a core subset of crime types from the current survey can be compared.
- At overall levels, both retailers' and manufacturers' experience of crime was lower in 2002 than in 1993. However, this masks variations between crime types.
- In line with the overall trend, there was a considerably lower prevalence of property crime amongst **retailers** of all sizes, 70 per cent compared to 78 per cent. By contrast, there was a slightly higher prevalence of violent crime amongst retailers of all sizes, 23 per cent compared to 20 per cent, accounted for by higher rates of violence against larger retailers only. However, this apparent increase may partly reflect changes to employers' recording practices following the introduction of legislation in 1995 that requires employers to report serious incidents of violence to their enforcing authority.
- Victimisation from property crimes among **manufacturers** of all sizes was also lower; 48 per cent in 2002 compared with 63 per cent in 1993. By contrast, there has been no change in the rate of violent crimes among manufacturers.
- This reflects the position for crimes against private households, for which over the same period the British Crime Survey shows there have been large falls in all types of property crime. Although there have been substantial falls in overall violence against individuals since the mid 1990s, the rate of violent crime by strangers has not fallen significantly.<sup>2</sup>
- In line with the lower victimisation rates in 2002 compared with the 1994 survey, the proportion perceiving crime in general against their business to be a fairly or very serious problem is lower for both **retailers** and **manufacturers** in the current survey compared with 1994.
- Perceptions of graffiti and teenagers hanging around as a problem, on the other hand, have become a point of concern for a greater proportion of businesses. This reflects the increasing concerns about antisocial behaviour over the same period in England and Wales reported to the British Crime Survey.

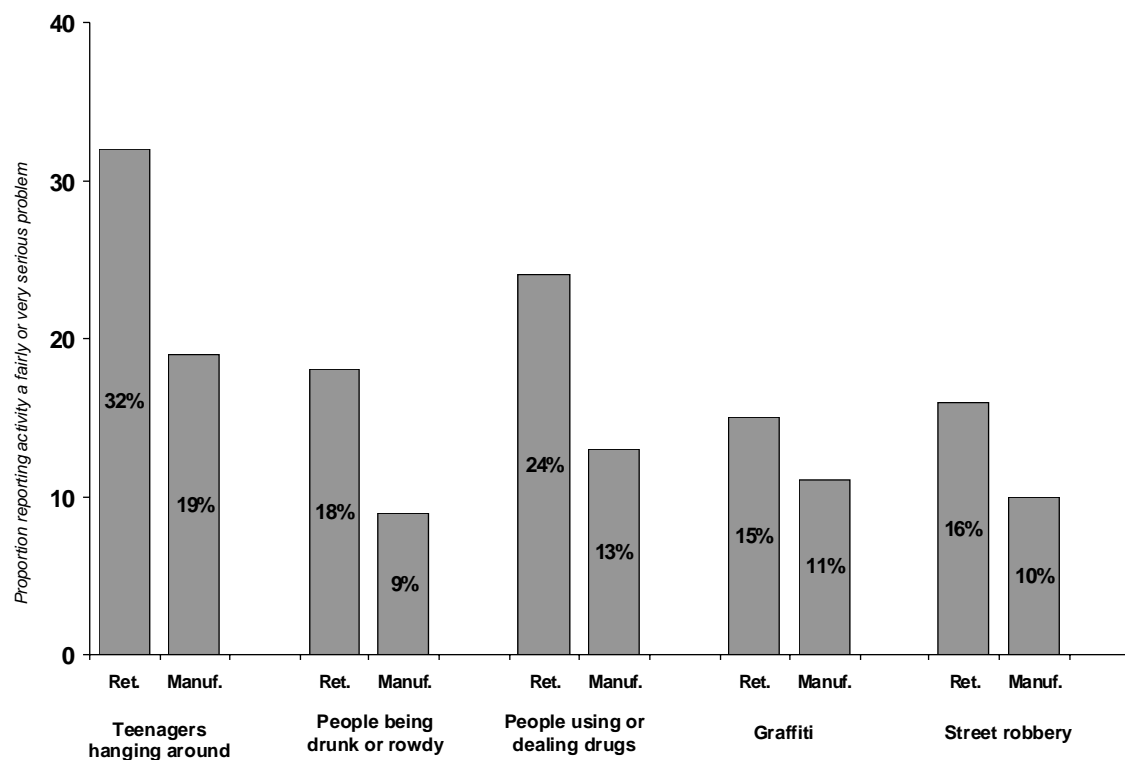
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<sup>2</sup> See Dodd et al (eds.; 2004).

## Concern about crime

- Three-quarters of retailers and manufacturers reported some concern about the impact of crime on their business. About one in three considered it to be a very or fairly serious problem. Retailers were slightly more likely to express concern than manufacturers.

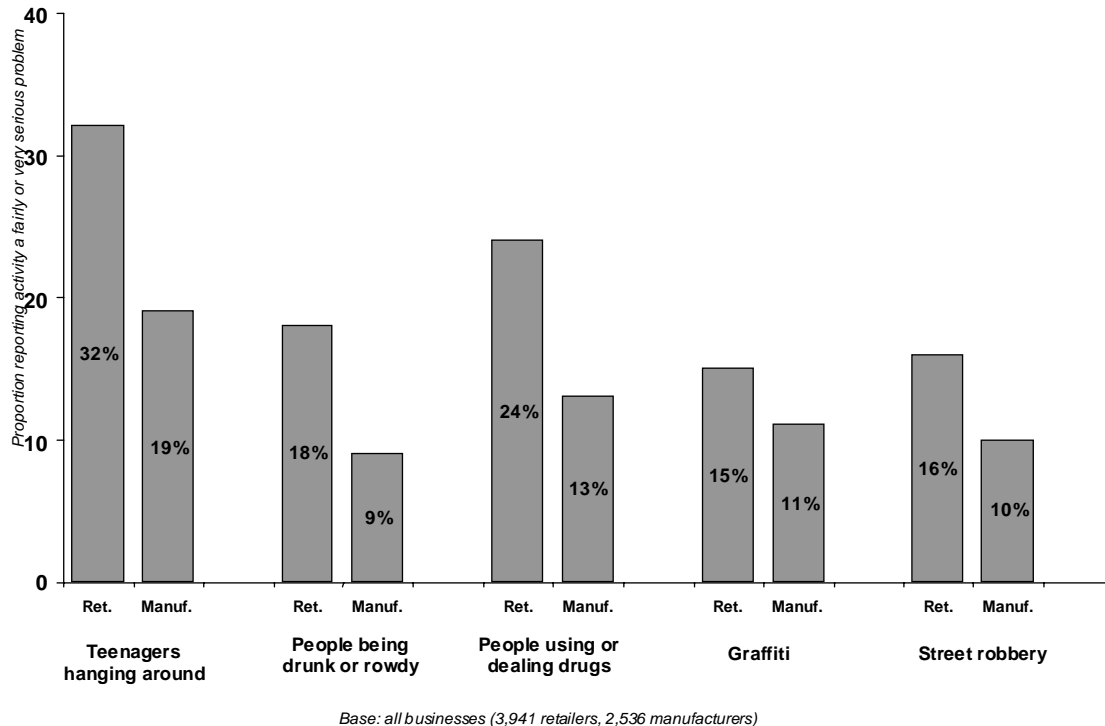
**Figure S3: Concerns about crime and anti-social activities**



Base: all businesses (3,941 retailers, 2,536 manufacturers)

- Retailers and manufacturers based in cities and large towns were more likely than others to feel crime was a serious problem.
- **Retailers** based in shopping centres were more likely than average to consider crime a serious problem. In contrast, concern about crime did not vary with type of location for **manufacturers**.
- Of particular concern to retailers and manufacturers were teenagers hanging around and many retailers (one in four) also considered people using or dealing drugs in the area to be a serious problem.
- People using or dealing drugs, street robbery and graffiti were rated as very serious problems by between one in six and one in five **retailers**.
- Generally respondents felt safe at their premises, though after dark, one in four **retailers** and one in five **manufacturers** felt some level of concern for their personal safety.

**Figure S3: Concerns about crime and anti-social activities**



## Responses to crime and crime prevention

### Reporting crime

- The levels of reporting of crime varied widely by type of crime with the most costly crimes were the most likely to be reported.
- Many crimes were not reported because they were seen as too trivial. However, lack of faith or confidence in the police was also important. Many businesses also thought the police could have done nothing about the crime.
- It was often felt inappropriate to report crimes involving employees, which were most commonly dealt with by disciplinary action.

### Satisfaction with police response to crime

- On balance, businesses were satisfied with police response though there were higher levels of dissatisfaction amongst those who were victims of crime. The speed of response to the reporting of a crime was the most common reason for dissatisfaction.
- Advice from the police was welcomed and considered to be authoritative. It was also the most common source of advice by some margin, though it tended to be given after a crime had been suffered.

### Insurance coverage

- Nearly one in ten businesses was not covered at all by insurance against crime.
- Crimes most likely to be covered by insurance were burglary, robbery, theft and vandalism. Fraud and electronic crimes were the least likely to be covered.
- Only one in five victims had claimed against an insurance policy in relation to a crime they had suffered. Claims were most likely in cases of burglary and (amongst manufacturers) theft from vehicles. Fewer than a quarter of all retail and manufacturing victims of other crime types had claimed for that crime.

## Crime prevention

- The vast majority of businesses reported having protective door and window measures. Other measures protecting the outside of the building were also common, security lighting and CCTV cameras being the most numerous. Most premises were protected by burglar alarms.
- Tagging or marking of stock and equipment was also common amongst retailers though it was not felt to be a substitute for vigilance by staff. Fake money detectors were used by around a third of retailers.
- It was quite common to investigate employees before hiring them, with between a third and a half of businesses claiming to make such checks.

## Practice recommendations

The evidence from the survey and in-depth interviews supports the following practical actions:

- Businesses and their crime prevention advisors should focus on the multiple risk factors associated with their premises and their practices (such as location and security measures) that relate to victimisation across the different crime types (Chapter 2).
- Improvements in police response times could have a very positive effect on satisfaction and perhaps also on the levels of crimes reported (Chapter 6).
- A more proactive provision of crime prevention advice by the police would be welcomed by businesses (Chapter 6).
- An ongoing fostering of a positive and proactive (on both sides) relationship between police and local businesses should be encouraged, for where it does exist positive results seem apparent (Chapter 7).
- Businesses would benefit from being in touch and involved with Crime and Disorder Partnerships and other more formal schemes in their area (Chapter 7).
- Similarly businesses can benefit from more informal yet co-operative crime prevention activity with other businesses in the locality (Chapter 7).

# 1. Introduction

## Background

This report presents the findings from a national survey of crime against retail and manufacturing premises in England and Wales. The survey took place from 4 November 2002 to 6 January 2003 and reports crimes experienced by businesses<sup>3</sup> in the year prior to interview.

Combating crime is a key strand in the Government's strategy, cutting across several departments' and agencies' remit. Crime against business forms a significant part of all criminal activity, and of the total economic (and social) cost of crime.

Frequent and extensive research has been conducted into crime against private individuals and/or households, most notably in the form of the British Crime Survey (BCS)<sup>4</sup>. However, research into crime and the cost of crime against business premises has been slower to develop. An initiative by the Confederation of British Industry (CBI) in 1990 to raise awareness of the extent of crime and its cost across industry as a whole was followed by a joint initiative by the CBI and Crime Concern to provide advice to smaller businesses (Crime Concern 1991). Interest in crime costs in the retail sector is now substantial, with the British Retail Consortium completing its tenth annual survey of crime against retailers in 2002 (British Retail Consortium 2003). The latter survey draws on data provided by company head offices, using the National Retail Crime Database, which is supported by the Department of Trade and Industry and has now been in existence for three years.

In addition, the Health and Safety Executive has been providing specific advice to businesses about work-related violence for a considerable period (HSE 1990), with sectoral advice available in relation to retail staff (HSE 1995), the financial sector and the health sector, and, most recently, a series of case studies on managing the risk of work-related violence in smaller businesses designed for managers to use (HSE 2002). Data from the British Crime Survey on work-related violence have been analysed to show which are particularly vulnerable professions and risk factors (Upson, forthcoming). Specific work has also been carried out on commercial robbery, interviewing convicted robbers to identify most effective situational crime prevention measures (Gill 2000). Legislation has also been introduced recognising the issue of violence at work. Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR) introduced in 1995 require employers to report to their enforcing authority (usually the HSE or Local Authority) incidents of violence resulting in fatality, major injury or absence from normal work duties for more than three days.

The last survey of crime against retailers and manufacturers undertaken by the Home Office was the 1994 Commercial Victimization Survey (Mirrless-Black and Ross 1995). Since this time, much has changed, both in the nature and activities of retail and manufacturing businesses, and in the nature and scale of crime to which they fall victim. Hence, the decision to conduct another survey of both retail and manufacturing premises in England and Wales.

## The objectives of the research

The core objectives of the research were to:

- detail the types of crime to which businesses fall victim, and in what circumstances;

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<sup>3</sup> Here, and elsewhere in this document, the terms business and businesses are used as shorthand for small to medium-sized enterprises (establishments with less than 250 employees) in the retail and manufacturing sectors. The focus is on crime against businesses, although anti-social behaviour is also considered in some sections.

<sup>4</sup> The most recent British Crime Survey research in 2002/03 looked at victimisation between April 2001 and March 2003 (centring on March 2002) for personal and household crime (Povey *et al.*, 2003; also Simmons and Dodd [eds. 2003].)

- measure levels of crime against businesses and its impact;
- quantify the costs of crime, in social and economic terms;
- ascertain levels of concern about crime in the business community; and
- investigate satisfaction with police response and advice on crime.

In meeting these objectives, the research provides valuable information to inform policy developments within the Home Office itself, but also within a range of other departments and agencies, including:

- the Small Business Service at the DTI;
- the Neighbourhood Renewal Unit within the Office of the Deputy Prime Minister;
- the British Retail Consortium; and
- the British Chamber of Commerce.

Full methodological details of the project are contained in Appendix 1. In summary the findings presented here are based on:

- a large-scale telephone-based quantitative survey of 6,516 manufacturing and retail premises with 250 employees or less; and
- a qualitative survey of 40 establishments; quotes from which are used to provide a context to findings from the telephone survey.

#### **Methodological note**

All percentages in the tables and text, unless specified otherwise, are for data weighted to reflect national population characteristics. 'Don't know' responses have been excluded from all tables so percentages are calculated on all those able to give a response. The unweighted number of cases on which these percentages are based are included in tables to provide an idea of the size of the sample on which the findings are based. In the tables throughout the report, percentages are reported to the nearest digit; the only exception to this being findings of less than 0.5 per cent which are reported as <1 per cent.



## 2. Crime against retailers

### Overview

This chapter looks at the levels of crime experienced by retailers and examines the factors that are associated with particular types of crime.

Three-quarters of all retailers had fallen victim to at least one type of crime.

Seven in every ten retailers had suffered a crime against their property (theft, burglary, fraud or vandalism) and a quarter of retailers had fallen victim to burglary or attempted burglary. Nearly one in four were subject to violent crimes (assaults, threats, intimidation, robbery or attempted robbery).

Larger retailers – those with between 50 and 250 employees – were more likely than others to have suffered each type of crime. The only exceptions to this were being offered stolen goods and alcohol and tobacco smuggling, both of which were most common among smaller businesses.

Repeated victimisation is common for some crimes – with high proportions of victims suffering the same type of crime on at least six separate occasions. The majority of retailers experienced more than one type of crime and a quarter were victim to four or more different crime types.

Experience of threats and/or assaults was strongly linked to victimisation by a range of other crimes including vandalism, theft, outsider fraud and attempted burglary.

The often strong connections between different crime types suggest that crime prevention should aim to deal with factors associated with risk across those crime types – such as location and levels of security measures – rather than considering each crime in isolation.

Generally, larger retailers and divisions of chain stores were more likely to be the victim of:

- theft at the premises;
- fraud (by employees or outsiders);
- theft of vehicles (especially those connected to the motor trade);
- burglary; and
- violent crime.

Retailers open for long hours were more likely to be the victim of:

- vandalism to stock; and
- violent crime.

Retailers open for shorter hours were more likely to be the victim of vandalism to premises rather than to stock.

Although the financial cost of one incident of crime can often seem relatively low, this financial figure does not take into account the time and psychological costs of retail crime.

## Background

Businesses were asked which of seventeen types of crime they had experienced in the 12 months prior to being interviewed. For each one they had suffered, they were asked about the number of occasions they had been victim to that type of crime, the effect of it on their business and the cost of the most recent incident.

This chapter looks at:

- the likelihood of retailers suffering from each crime type;
- the levels of repeated victimisation of individual crime types;
- the numbers of different crime types experienced by individual retailers;
- the interrelationship between experiences of different types of crime;
- actors that influence the likelihood of suffering each crime type; and
- the effect of each crime type on retailers.

## Likelihood of victimisation

Seven in every ten retailers had suffered a crime against their property (theft, burglary, fraud or vandalism) and a quarter of retailers had been victim to burglary or attempted burglary. Nearly one in four were subject to violent crimes.

Larger retail establishments were much more likely to have experienced each of the different types of crime with the exception of being offered stolen goods and alcohol/tobacco smuggling, which were much more common among smaller retailers.

One quarter of retailers (and fewer than one in ten retail establishments with at least 50 employees) experienced no crime.

Table 2.1 shows retailers' victimisation rates for each of the crime types. The majority (74%) had been victims of at least one type of crime, with a quarter of retailers not having experienced any crime against their business premises at all in the previous year.

Larger retailers were more likely to be victims of crime compared to smaller retailers. Of those establishments which had at least 50 employees, nine in every ten (92%) had been the victim of at least one crime.

This pattern was repeated for most of the specific crimes, with the larger retailers being much more likely to have suffered than the smaller establishments. This pattern is as expected due to the increased number of potential crime targets (and thus potential gain for the criminal) found in larger establishments.

There are some exceptions to this rule, however. Smaller premises were more likely to have been offered stolen goods and to have encountered alcohol and/or tobacco smuggling. This is likely to be a result of offenders targeting smaller premises which they think might be more susceptible to purchasing such goods, rather than larger premises or chains where buying decisions are likely to be more centralised.

A detailed consideration of the individual types of crime is provided later in this chapter.

**Table 2.1: Victimization of retail premises**

	Number of employees at establishment			
	All	1-9	10-49	50-250
<i>Unweighted base</i>	3,955	2,738	1,052	165
<b>Any crime</b>	<b>74</b>	<b>68</b>	<b>86</b>	<b>92</b>
<b>Any property crime (including burglary)</b>	<b>70</b>	<b>63</b>	<b>84</b>	<b>91</b>
Theft by customers	43	36	56	58
Vandalism	23	18	31	39
Theft by persons unknown	20	15	29	43
Fraud by outsiders	18	13	26	37
Theft by employees	10	4	18	44
Theft by outsiders	9	7	12	16
Theft from vehicles <sup>1</sup>	8	5	13	18
Fraud by employees	4	2	7	12
Theft of vehicles <sup>1</sup>	3	2	4	11
<b>Any burglary</b>	<b>25</b>	<b>21</b>	<b>34</b>	<b>42</b>
Attempted burglary	17	13	24	32
Burglary	16	13	23	28
<b>Any violent crime</b>	<b>23</b>	<b>16</b>	<b>36</b>	<b>44</b>
Threat, assaults, intimidation	20	14	32	41
Robbery or attempted robbery	6	4	7	11
<b>Being offered stolen goods</b>	<b>10</b>	<b>12</b>	<b>4</b>	<b>2</b>
<b>Alcohol/tobacco smuggling</b>	<b>7</b>	<b>8</b>	<b>4</b>	<b>4</b>
<b>Bribery, corruption</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>
<b>Electronic crime<sup>2</sup></b>	<b>1</b>	<b>1</b>	<b>&lt;1</b>	<b>1</b>

1. For the purposes of this table, vehicle crime figures (theft from vehicles and theft of vehicles) are based on all retail establishments. Later in this chapter findings presented are based on all retailers who own or lease vehicles.

2. Electronic crime is defined as having a computer system/network hacked or a web site altered without permission. Internet credit card fraud is included in the fraud category rather than this category.

Retailers in Wales were particularly beset by crime of all types (81% of retailers in Wales had experienced one or more crime type; Taylor, 2004). Retailers in Wales and the East Midlands were more likely than the average to report any burglary (35% and 33%), retailers in Wales were more likely to report any property crime (78%) and crimes of violence (32% for Wales). By way of comparison, only 16 per cent of retailers in the North East experienced burglary, 67 per cent of retailers in the South East experienced property crime and 19 per cent of retailers in the South East and Yorkshire and Humberside experienced violent crime.<sup>5</sup>

Retailers in more urban areas were more likely to experience property crime and crimes of violence than retailers in more rural areas; the experience of burglary was more even, however.

<sup>5</sup> Full details on the prevalence of different crime types by region, area type (urban/rural) and level of deprivation can be found in Supplementary Web Report No. 2 (Shury *et al.*, 2004b).

Similarly, retailers in more deprived areas were surprisingly no more likely to have experienced burglary than those elsewhere. By contrast, retailers in these deprived areas were more likely to have experienced both property crime (75% vs. 69%) and violent crime (29% vs. 22%).

## Multiple victimisation

Some retailers suffer repeated victimisation of the same type of crime and therefore account for high proportions of all incidents of such crimes. This has implications for crime prevention and reduction initiatives which could be focused on these repeatedly victimised stores.

This pattern is strongest for non-vehicle theft, fraud by outsiders, and threats and assaults where a relatively small number of businesses accounted for the vast majority of incidents.

The four in ten retailers who suffered theft by customers were highly likely to experience this crime type repeatedly. Nearly six in ten such victims experienced at least six thefts of this nature.

For some crimes, retailers suffered from high levels of multiple victimisation – that is to say a high proportion of stores suffered more than one incident of the same type of crime in a year. Other surveys have suggested that while there is multiple victimisation among both individuals and private households, businesses tend to suffer from it to an even greater extent (Mirrlees-Black and Ross 1994; Wood *et al.*, 1997; Tilley and Hopkins 1998). This is borne out by the current research (Figure 2.1; Table A2.1).

The most common crime suffered by retailers – theft by customers – was experienced by four out of ten stores (43%) and victims were very likely to suffer repeatedly. The average<sup>6</sup> number of incidents among victims was very high, standing at 25, and nearly six in ten (58%) of them experienced it on at least six occasions. These repeatedly victimised stores accounted for almost all incidents (99%). No other crime type was so widespread in terms of repeated victimisation.

By contrast, many relatively common crimes were more heavily targeted towards a smaller proportion of retailers. Threats and/or assaults were experienced by one retailer in five but more than nine out of ten (94%) of the 1.7 million incidents were directed at just a third of the victims. Similar patterns – the vast majority of incidents being accounted for by a minority of victims – were seen for other forms of theft (by outsiders, employees or persons unknown), robbery, vandalism, fraud by outsiders, being offered stolen goods and electronic crime, as Figure 2.1 demonstrates.

This high level of multiple victimisation focused on a few premises for these offences, suggests that it will be very worthwhile for police and advisory bodies to pay particular attention to helping and advising multiple victimised retail premises. This is a lesson which has been taken up, with major benefits in terms of crime reduction, in relation both to domestic premises (for example, for burglary in the Kirkholt burglary reduction programme: Pease 1991) and in relation to small businesses (e.g. the recent demonstration project in Leicester: Tilley and Hopkins 1998). However, the latter also found evidence of some crime migration from businesses which had previously been multiple victims to nearby, smaller and less protected businesses.

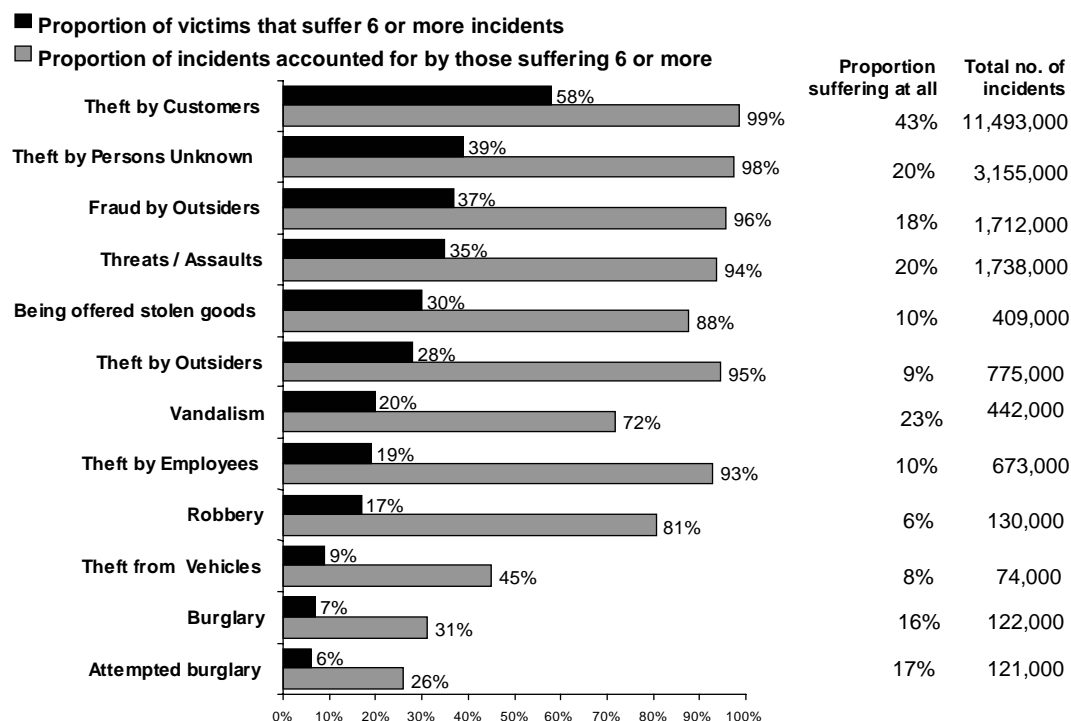
This suggests that measures targeting crime against retailers who are multiple victims of crime should also be extended to vulnerable premises in the surrounding area (sometimes referred to as 'cocoon watch'). Many police forces do not separate different types of businesses on their computerised crime recording systems, and therefore may not have been able to target multiply victimised retail premises.

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<sup>6</sup> Median

In contrast, multiple victimisation is lower for burglary and attempted burglary: the most victimised premises for attempted or actual burglary accounted for only a quarter (26%) and one third (31%) of all cases.

**Figure 2.1: Repeated victimisation among retailers**



Note: There were insufficient instances of theft of vehicles and fraud by employees to enable reliable comparisons

## The number of types of crime experienced

The majority of retailers experienced more than one type of crime and almost a quarter were victim to four or more different crime types.

Experience of threats and or assaults was strongly linked to victimisation by a range of other crimes including vandalism, theft, outsider fraud and attempted burglary.

Retailers suffering theft by employees were particularly likely to also suffer employee fraud.

Victims of attempted burglary were also likely to be victims of burglary.

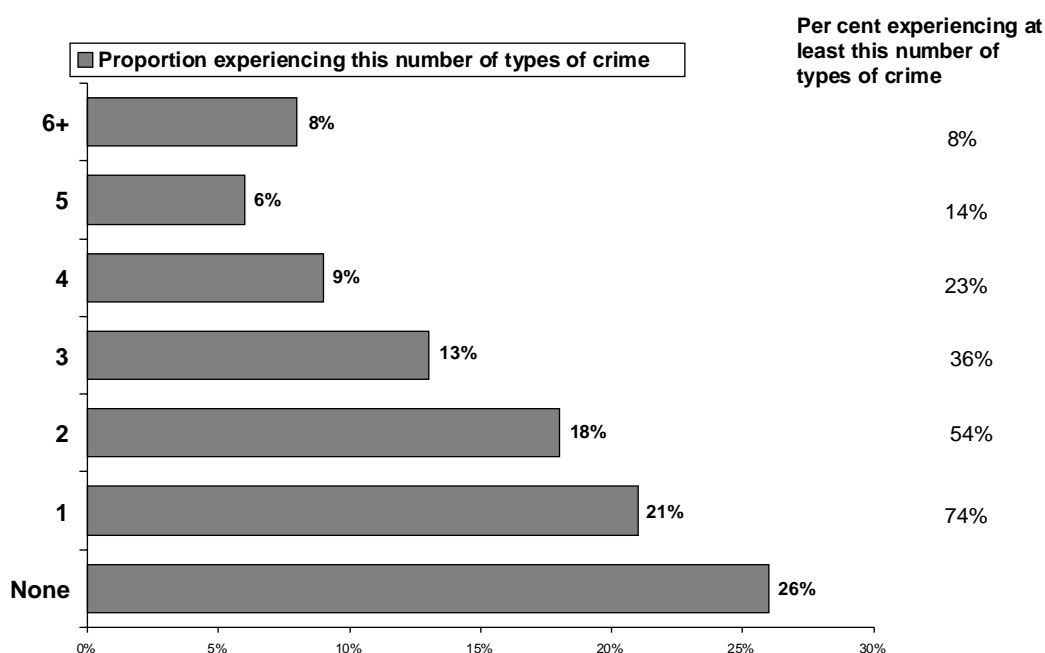
This suggests that once retailers have identified their risk of a particular crime type they should further consider whether they are at increased risk of others.

In turn, retailers and their crime prevention advisors should consider protecting themselves against these groups of crimes in combination since victimisation by one type of crime increases vulnerability to related crime types. In doing so it is important to consider factors associated with the business premises and practices (such as location and security measures) that could impact on risk across these crime types.

In addition to the examination of repeated victimisation of the same type of crime, it is informative to consider the interrelationship between experience of different types of crime. In this section this is addressed both in numerical terms (how many different types of crime individual retailers experience) and in relative terms (what types of crime are most commonly experienced together by the same retailer).

Figure 2.2 shows that half (54%) of all retailers had experienced more than one type of crime and a quarter (23%) suffered at least four different types. One in twelve (8%) stores were victims of six or more different types of crime. Hence, crime prevention for retail premises needs to be an integrated package covering several different types of crime.

**Figure 2.2 Number of crime types experienced by retailers**



## The experience of different types of crime

Discussion now turns to the links between types of crime, to establish which crime types interrelate and to what extent.<sup>7</sup>

Most types of crime were highly correlated with at least one other. This is consistent with the finding that where retail businesses experience crime they most commonly experience at least two types. The key connections uncovered by this analysis are presented diagrammatically in Figure 2.3. The solid lines pick out the strongest links and the broken lines show important but less strong relationships.<sup>8</sup>

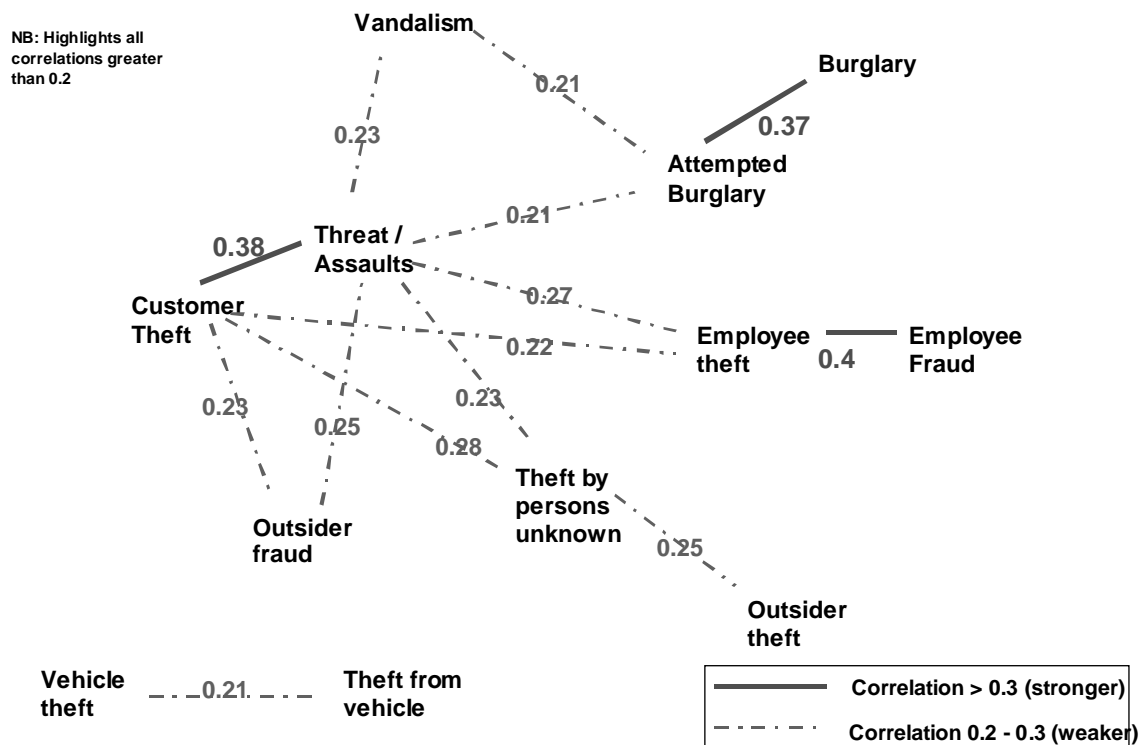
<sup>7</sup> To establish patterns and links between the types of crime experienced, the statistical technique Spearman's correlation analysis has been used. This technique produces results for all the possible pairs of crime types and gives a figure – 'the correlation' - in the range from -1 to 1 for each combination. A correlation of 0 indicates no relationship at all between the crime types, and a correlation of 1 indicates that the two crimes are perfectly linked (if one type of crime is experienced then the other always will be). A score of -1 would indicate that the crimes are perfectly negatively correlated, i.e. that if a business falls victim to one, it will not fall victim to another. The full results of this analysis are given in Appendix 2.

<sup>8</sup> Given the size of the sample, even correlations at this level are statistically significant at  $p < 0.001$ .

The strongest link was between employee theft and employee fraud which suggests there are a group of businesses with weak internal controls. Employee theft was also connected to a lesser extent with threats/assaults, theft by persons unknown and theft by customers.

The theft offences were strongly related to each other and to fraud (including fraud by employees), which probably reflects both that similar factors are associated with these offences and also that particular types of incident can be classified in several of these categories.

**Figure 2.3: Correlations between types of crime**



The experience of threats/assaults was the strongest indicator of general susceptibility to crime, with six other crime types correlating strongly to it. The strongest relationship was with theft by customers, reflecting the potential for shop theft to be accompanied by threats or assaults on staff. Businesses which experience threats/assaults were also relatively likely to experience employee theft, outsider fraud, vandalism, theft by persons unknown and attempted burglary.

Burglary and attempted burglary were highly related to each other. The latter was related, albeit less strongly, to vandalism and threats/assaults.

Theft from vehicles had a strong relationship with theft of vehicles, but vehicle crime was not strongly related to other types of crime. This suggests that a number of retail premises are targeted for auto-crime alone.

Electronic crime and bribery and corruption were not strongly related to any other type of crime.

## Specific crime types

While size of the premises, in terms of the number of people employed, was an important predictor for likelihood of victimisation, for many of the crimes, other factors were also important.

Key factors included:

- location of premises;
- area (urban or rural);
- opening hours; and
- number of walk-through customers.

The section looks at each type of crime in more detail, and seeks to determine the important factors linked to victimisation for each of the different crime types.<sup>9</sup>

### Property crime

#### Theft at the premises

Theft is one of the more common offences against retailers. It is perpetrated by customers, employees, outsiders and/or persons unknown (clearly, there is potential overlap between these categories, in that theft by persons unknown could fall into any of the other categories as well as potential confusion between customer and outsider theft).

As already seen, of the different forms of theft, customer theft was the most common, being experienced by 43 per cent of retailers; and that the largest retailers were more likely than the smallest retailers to experience it (see Table 2.1).

#### *Factors associated with theft*

The key factor associated with theft is:

- Size, in respect of the number of people employed at the premises.

Size does not, however, provide the full picture. Multivariate analysis shows that large high street stores, stores that are part of a chain, indoor shopping centre stores and local corner shops were most likely to experience customer theft.

Those least likely to experience customer theft are those where there are fewer walk-through customers (those engaged in the wholesale trade and based in industrial estates) and independent retailers (or retail HQs) selling non-food items in “stand-alone” environments and/or markets.

Theft by employees, theft by outsiders and theft by persons unknown were all most likely to be experienced by larger retailers. The risk of theft by employees was stronger in shops selling food and groceries.

### Fraud

Respondents who said they had been the victims of fraud over the last year were asked to specify the type of fraud (Table 2.2).

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<sup>9</sup> Factors linked to victimisation were identified using a multivariate statistical technique called CHAID. Detailed findings from and a methodological note on this analysis are contained in Supplementary Web Report no.3 (Shury *et al.*, 2004c).



By far the most common type of fraud by outsiders was card fraud (i.e. credit, debit or cheque card fraud) with three-quarters (74%) of retailers who had experienced fraud by outsiders citing this<sup>10</sup>. Other types of fraud were much less common and tended to involve suppliers and distributors. One in ten (11%) had been defrauded by suppliers or distributors invoicing incorrectly, while customers passing cheques which bounced (10%) or used forged bank notes were also relatively common (9%).

The most common types of fraud by employees were fraud using a credit card (35%), fraudulently creating a non-existent customer (35%) and general fraudulent accounting (29%).

**Table 2.2: Types of fraud suffered by retailers**

	<b>Prevalence risk (% of retailers experiencing type of fraud)</b>	<b>Average number of occasions for victims<sup>1</sup></b>
<i>Base (unweighted): Retailers experiencing fraud by outsiders</i>		
<b>Fraud by outsiders:</b>		
Credit card/debit card/cheque card fraud	74	3
Suppliers or distributors invoicing you incorrectly and fraudulently	11	3
Outsiders using your business' credit card or debit card fraudulently	10	2
Bounced cheques	10	-
Passing counterfeit or forged bank notes	9	-
Fraud because you were dealing with a business which actually didn't exist (long firm fraud)	8	1
Suppliers or distributors providing you deliberately with the wrong or faulty goods	7	3
Fraud when the business bought something over the telephone	7	1
<i>Base (unweighted): Retailers experiencing fraud by employees</i>		
<b>Fraud by employees</b>		
Fraud using a credit card	35	6
Fraudulently creating non-existent customers	35	2
General fraudulent accounting, including fiddling expenses	29	2
Till fraud	9	-
Fraud including outside suppliers or distributors	8	2
Cheque fraud	7	-

1. The average reported is the median. The number of incidents was not asked with respect to bounced cheques, passing counterfeit or forged bank notes (fraud by outsiders), till fraud or cheque fraud (fraud by employees) because these were spontaneous mentions in an 'other' category and the survey was only designed to ask how many incidents for the prompted list of fraud types.

<sup>10</sup> Of these, 83 per cent were committed by the customer in the shop, 16 per cent over the telephone and three per cent over the Internet, though this may simply reflect the levels of use of the different transaction methods.

Those who have had problems with the business' credit card being used incorrectly, were also likely to have credit/debit card fraud. It is clear that a very large variety of types of fraud exist, exploiting almost every financial possibility<sup>11</sup> and, clearly, weak financial controls can and will be exploited.

#### *Factors associated with fraud*

While there are not strong correlations between the fraud types, the factors which determine which retailers fall victim to fraud are similar:

- Size: Fraud by outsiders is determined by size, with larger companies, and particularly long-established branches of larger chains more likely to fall victim to it. Fraud by employees is more common among larger retail premises; and
- Length of time open: To a slightly lesser extent, retailers with between seven and 14 employees which are open for more than 12 hours per day are also more likely to be victimised.

#### *Theft of / from vehicles*

Nearly half of retail premises own or lease a vehicle based at the premises or have done so in the last year. As would be expected, the most common vehicles are passenger cars (26% of premises have at least one car) or light vans or lorries not requiring an HGV licence (25%). Just four per cent of premises owned or leased a lorry requiring an HGV licence. As Table 2.3 shows, larger retailers and those in the wholesale/distribution and/or the motor vehicle trade are more likely to own/lease vehicles.

**Table 2.3: Ownership and leasing of retail business vehicles**

	Size (number of employees)				Sub-Sector				
	All	1-9	10-49	50+	Non-food	Food	Super-market	Wholesale/distribution	Repair/maintenance of vehicles
<i>Base</i>	3,955	2,738	1,052	165	2,004	997	148	368	438
Currently own/lease (%)	42	39	45	60	34	38	32	76	53
Have owned/leased in last year (%)	3	3	3	2	3	3	3	2	5
<i>Unweighted base: own/lease</i>	1712	1144	471	97	738	395	49	280	250
Theft of vehicle (%)	7	5	9	18	7	5	7	7	10
Theft from vehicles (%)	18	13	27	30	16	13	15	25	25

Overall, seven per cent of premises with at least one vehicle experienced the theft of a vehicle. Most of the vehicles stolen were passenger cars (6% of those owning cars had them stolen), but vans or lorries not requiring an HGV licence to drive (4%) and lorries requiring a HGV licence (5%) were also at risk.

Of those vehicles stolen, just under a third were recovered with all contents (30%) and another third without their contents (36%), leaving a third of stolen vehicles which were not recovered (34%).

<sup>11</sup> Other types of fraud included fake trade directories, refund frauds, customers going bankrupt and emails proposing fraudulent ventures.

Almost a quarter (23%) of recovered vehicles were a total write-off, with only 18 per cent escaping any damage.

#### *Factors associated with theft of and from vehicles*

The key risk factors for theft of/from vehicles are;

- Size: Larger retailers are significantly more likely to have a vehicle stolen (a function of ownership). On the other hand smaller retailers, and those in rural areas in particular, are unlikely to experience theft of a vehicle; and
- Deliveries: Retailers who ran deliveries were also a risk point for both thefts *of* and *from* vehicles, with 14 per cent of vehicle thefts and 20 per cent of theft from vehicle incidents taking place during deliveries. The area in which the shop is located will only be one factor relating to thefts from and of vehicles, because the vehicles clearly are driven to several other areas.

#### **Vandalism**

Vandalism was a relatively common crime, being experienced by around a quarter of all retailers (rising to four out of ten of the largest retailers) and taking a range of forms:

- vandalism against the buildings themselves (74% of premises experiencing vandalism);
- vandalism against equipment or stock at the premises (25%); and
- vandalism to vehicles owned or leased by the businesses (24%).

If a store suffered one type of vandalism, it was less likely to suffer others.<sup>12</sup>

Overall, vandalism was more common among larger retailers selling food/groceries and/or in the motor trade. Those located in urban areas also carried a greater degree of risk.

#### *Factors associated with vandalism*

The key risk factors for vandalism are:

- Length of time open: Damage to buildings was more common among stores open for shorter hours (so the premises, but not the stock, are at risk for longer); and
- Size/not part of larger organisation: Damage to equipment or stock was more common among stores open for longer hours and with larger numbers working at the premises (i.e. larger premises) as well as among businesses which were not part of a larger organisation.

#### **Burglary and attempted burglary**

One in seven (16%) retailing premises experienced a burglary in 2002. Burglaries were more or less evenly spread between the week (58%) and weekend (42%), with most being committed at night (42%) or in the evening (27%, plus 13% either during the evening or at night, but the respondent did not know which).<sup>13</sup> Clearly, this reflects premises' opening hours,<sup>14</sup> and indeed 85 per cent of burglaries occurred when there were no staff on the premises at all, and another two per cent when there were only security staff there.

Burglars were more likely to enter the premises through a door (42% through a wooden or glass door and 16% through a metal door or roller shutter), rather than through a window

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<sup>12</sup> Full details of correlations are contained in Table A2.7, Appendix 2.

<sup>13</sup> See Supplementary Web Report No. 2 for full details (Shury *et al.*, 2004b).

<sup>14</sup> Nearly half the premises (42%) had staff there between one and eight hours a day, with 40 per cent having staff there from nine to twelve hours a day and 18 per cent having staff there on average more than 12 hours a day.

(12% through a main shop window and 12% through another window). To get in through doors, they mostly forced or broke the lock (49% of instances where the door was the means of entry), but also broke or removed door panels or the area next to the door (29%). 'Ram raiding' - driving vehicles at the door or windows - was very rare (4% of instances where the door was the means of entry; 4% of instances where the window was the means of entry).

Very few burglaries were of insecure premises – only eight per cent of burglaries occurred where the door was the point of entry, but was not locked, and five per cent were through an 'insecure' window.

#### *Factors associated with burglary and attempted burglary*

The key factors that affect the chance of being a victim of burglary are:

- size/product sold: Larger retailers, selling easily portable goods (i.e. not furniture/clothing) are more likely to experience burglary. More generally, larger urban retailers selling goods other than food/groceries are also highly at risk;
- age of business: Businesses operating since before the mid 1990s (this would seem to suggest something about the presence and/or quality of crime prevention systems – i.e. that the more recently established premises are more likely to have better crime prevention systems in place); and
- small retailers in the least deprived areas and those selling furniture/clothing and which are open for up to eight hours per day have a low risk of burglary.<sup>15</sup>

### Violent crime

#### Robbery

Robberies overall were relatively infrequent, with six per cent of premises reporting these. The vast majority of victims reported a robbery at the premises itself (93%), rather than by robbery of employees in a vehicle away from the premises (5%), on the street (6%), or elsewhere (8%).<sup>16</sup>

The factors leading to each type of robbery were very different; if a retailer had experienced robbery at the premises it was less likely that other forms of robbery would take place.<sup>17</sup>

Robbers were most likely to steal stock (goods or property - 53%) or cash (34%), with six per cent taking a mobile phone and 14 per cent getting nothing (attempted robbery).<sup>18</sup>

The use of a firearm during the robbery was rare (7% of all robberies and attempted robberies or 0.4% of premises) and is lower than in 1994 (0.7% of all premises reported a robbery with a firearm). A knife was used during 21 per cent of robberies (1.2% of premises surveyed); this is very similar to the figure for 1994.

The largest number of incidents involving firearms or knives occurred in London. Use of a firearm or a knife was more prevalent in more deprived areas, but was certainly not unknown in less deprived areas. In 17 per cent of incidents, employees were physically injured (1994 15%).

#### *Factors associated with robbery*

- Size: The likelihood of being a victim of robbery was highest among larger food retailers.
- Location : Supermarkets in urban areas.
- Opening hours: Retailers open for more than nine hours per day on average.

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<sup>15</sup> See Supplementary Web Report number 2 for full details.

<sup>16</sup> This adds to more than 100 per cent as some retailers were victims to more than one type of robbery.

<sup>17</sup> Full details of correlations are contained in Table A2.7.

<sup>18</sup> Further details on types of robbery can be found in Supplementary Web Report No. 2 (Shury *et al.*, 2004c).

### Assaults and threats

This crime covers assaults, threats and intimidation, so the incidents reported ranged from the very serious to the relatively minor. Overall, 18 per cent of premises reporting one or more incidents of this kind indicated that physical injury occurred in at least one incident during the last year – meaning that the vast majority of incidents (82%) did not.<sup>19</sup> Of these premises, two-thirds said that physical injury occurred just once, whilst a quarter said that it had occurred two or three times and seven per cent four times or more.

The perpetrator of the threat or assault was usually a customer (86% of premises reporting threats/assaults). Threats or assaults between employees are less common (10% of victims with threats/assaults), and threats or assaults from suppliers or distributors were rare (3% of victims).

### *Factors associated with assaults and threats*

- Size: The retailers at greatest risk of assaults, threats or intimidation were larger establishments (at least ten employees, but typically more than 26) overall. The smallest shops (i.e. those with only one or two employees) were least likely to experience assaults, threats or intimidation regardless of their location or what they sell despite the apparent vulnerability occasioned by the lack of other staff present.
- Goods sold: Retailers selling non-food items.
- Location: Retailers not based in residential areas or industrial estates.

The main problem identified in relation to assaults, threats and intimidation is people who are drunk or rowdy being prevalent in the area, rather than drugs problems or street robbery.<sup>20</sup>

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<sup>19</sup> Because it is not possible to tie occurrence of physical injury to a specific incident, such as the last incident, it is not possible to connect the kind of incident with its outcomes or response.

<sup>20</sup> This finding derives from some additional CHAID analysis run against experience of crime to include concerns about crime and incivilities in the local area.

## Other crime types

### *Tobacco and alcohol smuggling*

In order to establish levels of experience of tobacco and alcohol smuggling respondents were asked whether the business had ever been affected by it, such as by being offered the goods or by a reduction in sales. This question hence measures respondents' *perceptions* of the extent to which they may have suffered losses, rather than recording actual incidents. Overall, one per cent of retail premises have been affected by alcohol smuggling, four per cent by tobacco smuggling and four per cent by both. Hence, five per cent overall have been affected by alcohol smuggling and eight per cent by tobacco smuggling.

Among the eight per cent reporting they had been affected by tobacco smuggling, more than eight in ten (83%) said it had reduced their sales of tobacco and just over one-quarter (26%) had been offered illegal tobacco. Among the five per cent saying they had been affected by alcohol smuggling, three-quarters (75%) said it had reduced their sales and just under one-quarter (24%) said they had been offered illegal alcohol.

If a shop was affected by either tobacco or alcohol smuggling it was less likely to be affected by the other.

### *Factors associated with tobacco and alcohol smuggling*

The factors associated with tobacco and alcohol smuggling are:

- Location: Retailers in an urban area are most likely to experience tobacco and alcohol smuggling; and
- Goods sold: Retailers selling newspapers/stationery and other retail items (i.e. a shop selling other items besides food and alcohol).

### *Bribery and corruption*

The level of bribery and corruption was low, as in 1994, but its forms were quite varied. One per cent or less have suffered each of the types of corruption considered (demands for bribes from public officials, demands for bribes from the private sector, threats of product contamination, offers of bribes to staff or company, and conspiring illegally to influence the result of tenders or contract negotiations). The majority of threats of product contamination, bribes from the private sector, bribes to staff and tender conspiracies are from the UK,<sup>21</sup> but the majority of demands for bribes from public officials were from outside the UK.

### *Electronic crime*

The majority of premises (61%) have a computer at the premises. The largest retailers and those in the electrical hardware sector are considerably more likely than average to own at least one computer (97% and 79% respectively).

Only one per cent of retailers with computers had experienced computer crime, defined as having a computer system/network hacked or a web site altered without permission.

Respondents were asked what the intention of the hacker was, and the perceived motives were diverse. Some thought offenders wanted to steal information, others to damage data held on the machine, others to deface the website, and a few to disrupt Internet service access (overload the site etc.) or to defraud the company.

Experience of this crime was so low among retailers that there were insufficient examples to be able to look at associated risk factors in detail.

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<sup>21</sup> Eight out of nine threats of product contamination, 18 out of 26 demands for bribes from the private sector, 24 out of 39 offers of bribes to staff or company, 13 out of 17 tender conspiracies, but only seven out of 18 demands for bribes from public officials were from the UK (all unweighted figures).

## The effects of crime

While the financial cost of one crime taken in isolation can appear relatively low, there are crimes that can stop a business trading, especially vandalism, including arson.

Furthermore, a high proportion of retailers are affected by the problem of multiple victimisation and the attendant difficulties with insurance, staff retention and staff time.

The cost of crime against retailers is substantial. The direct financial cost of each type of crime is shown in Table 2.5, which gives the cost for the last incident of crime.<sup>22</sup>

The focus turns first to the average cost of each type of incident.<sup>23</sup> In terms of individual incidents, the most expensive on average was theft of vehicles where the vehicle is not recovered or is written off. This is perhaps to be expected given the high value of vehicles. The second most expensive, on average, was burglary, where the median average cost of an incident was £1,350 – this figure incorporates direct losses (i.e. the value of the goods stolen – £500) and the cost of damage done (£400). Over half (54%) of the incidents of burglary experienced by retailers involved losses of at least £1,000.

With the exception of theft of vehicles and burglary, the costs of any one incident for most businesses are likely to be relatively small, with over 80 per cent of incidents of crimes involving a direct monetary cost of no more than £1,000. The median cost of all these other crimes was no more than £250. Even robbers only took £120 of goods or money, on average.

The costs of crime should not only be measured in direct financial terms of goods stolen and damage done. Some offences can be very time-consuming to deal with.

Retailers were asked how much time was taken to deal with the last incident of each offence they reported. Each type of crime took an average of at least an hour, while burglary, theft of vehicles and fraud by employees each took an average of at least five hours.

Very serious incidents could consume hundreds of working hours, with a fifth of premises finding that their last incident of burglary, theft of vehicles, theft by employees or fraud by employees took them at least 20 hours to deal with.<sup>24</sup>

The effects of crime on retailers go far beyond the direct cost of crime and the time cost of dealing with its aftermath.

Violent crime, and particularly threats and assaults, can also have emotional effects on those running retail businesses and on the staff in those businesses, in the same way as if people are assaulted elsewhere (Hibberd and Shapland 1993; Health and Safety Executive 2002). Indeed, it has been argued that the emotional effects on those assaulted at work can be more severe, because they often cannot avoid the situation in which they have been victimised and, without support and intervention, their fear of further attack can increase (Shapland *et al.*, 1985). The respondent from one off-licence identified violent crime against staff as a particular problem and felt the greatest cost is incurred indirectly by the need to constantly recruit and train new staff:

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<sup>22</sup> Further details of the cost of crime and the method for measuring cost of crime are given in Supplementary Web Report No. 1.

<sup>23</sup> The distribution of the costs of the last incident are far from normal distributions (they are very much inverted J-shaped distributions), with most businesses reporting relatively low costs, but a few very high costs. As a result, though means and standard deviations are reported in the Supplementary Web Report number 1 on costs of crime, these should be treated with caution. The better measure in this instance is the median (the cost for the business which is exactly halfway in the distribution of costs). For further discussion on this issue refer to Supplementary Web Report number 1.

<sup>24</sup> Table A2.2 in Appendix 2 details the time taken to deal with each type of offence.

*"Staff tend to leave very soon after their first experience of crime, particularly if it is very violent in nature. Recently somebody came in and tried to pay for goods with a stolen credit card. When the employee tried to swipe it, it became clear it was stolen. The customer realised there was a problem and became violent, attempting to punch the employee."*



**Table 2.5: Financial cost of the last incident of crime to retailers (direct costs of loss and damage)**

Offence	Retailers suffering this crime type (%)	Retailers experiencing crime type (unweighted base)	Median cost (£)	Maximum cost (£)	% of retailers with costs falling in each range			
					up to £500	£501 to £1,000	£1,001 to £10,000	£10,001 plus
Theft by customers	43	1,448	35	26,000	94	2	3	<1
Vandalism <sup>1</sup>	23	795	250	250,000	73	13	13	<1
Theft by persons unknown <sup>1</sup>	20	589	60	150,000	86	6	7	1
Fraud by outsiders	18	677	100	260,000	81	7	10	2
Attempted burglary	17	621	100	80,000	81	10	9	<1
Burglary	16	563	1,350	180,000	33	12	46	8
Theft by employees	10	357	125	31,000	76	8	12	4
Theft by outsiders <sup>1</sup>	9	289	80	15,000	85	8	6	1
Theft from vehicles	8	283	200	15,000	79	8	14	<1
Fraud by employees	4	118	140	31,000	79	10	7	4
Theft of vehicles: <sup>2</sup>	3	-	-	-	-	-	-	-
vehicle not recovered	1	38	7,000	60,000	6	2	56	36
vehicle written off	<1	15	4,500	20,000	4	2	81	13
repairs to vehicle not written off	1	34	500	5,000	49	29	22	0
Robbery (goods stolen)	6 <sup>3</sup>	195	120	25,000	79	7	12	1

1. For vandalism, theft by outsiders, theft by persons unknown, the numbers of retailers who said they did not know the cost of the last incident were high, so these estimates need to be treated with caution.

2. The figures for theft of vehicles include goods stolen and the cost of repairs, if any, but do not take insurance payments into account. Percentages in the first column for the sub-categories of theft of vehicles do not sum to the total due to the small percentage of retailers whose vehicles were recovered with no damage costs incurred.

3. This figure includes those who suffered attempted robbery.

## 3. Crime against manufacturers

### Overview

This chapter looks at the levels of crime experienced by manufacturers and examines the factors that are associated with particular types of crime.

Half of all manufacturers had been the victim of at least one crime.

Just under half had experienced crime against property (theft, burglary, fraud or vandalism) while one manufacturer in five had been subject to a burglary or attempted burglary.

As with retailers, larger manufacturers were more likely than others to have been victims of any crime and this is reflected in higher levels of victimisation in this group for many specific types of crime.

Again, as with retailers, a proportion of manufacturers suffered from repeated victimisation of a particular crime, especially in terms of fraud by outsiders, threats and assaults, and theft by customers and outsiders.

The number of different types of crime experienced by manufacturers was lower than for retailers, although over a quarter had experienced at least two crime types.

Those manufacturers who have had an attempted burglary are most likely to have also experienced a number of other crime types, in particular burglary.

The size of the premises (in terms of number of employees) was the key determinant of victimisation although, as with retailers, a range of other factors also increased prevalence levels, e.g. location and area type (urban/rural).

### Background

Businesses were asked which of seventeen types of crime they had experienced in the 12 months prior to being interviewed. For each one they had suffered, they were asked about the number of occasions they had been victim to that type of crime, the effect it had on their business and the cost of the most recent incident.

This chapter looks at

- the likelihood of suffering from each crime type;
- the levels of repeated victimisation of individual crime types;
- the numbers of different crime types experienced by individual manufacturers;
- the interrelationship between experiences of different types of crime;
- factors that influence the likelihood of suffering each crime type; and
- the effect of each crime type on manufacturers.

## Likelihood of victimisation

Half of all manufacturers had been victim to at least one crime.

Just under half had experienced crime against property (theft, burglary, fraud or vandalism) while one manufacturer in five had been subject to a burglary or attempted burglary.

Larger businesses were more likely than others to have been victims of any crime and this is reflected in higher levels of victimisation in this group for many specific types of crime.

Just over half (53%) of manufacturing businesses had been victims of at least one crime in the twelve months prior to the interview (Table 3.1).

**Table 3.1 Victimisation of manufacturing premises**

	Number of employees at establishment			
	All	1-9	10-49	50+
<i>Unweighted base</i>	2561	1503	791	267
<b>Any crime</b>	<b>53</b>	<b>43</b>	<b>64</b>	<b>80</b>
<b>Any property crime (including burglary)</b>	<b>48</b>	<b>39</b>	<b>59</b>	<b>77</b>
Theft by customers	3	3	4	2
Vandalism	16	12	21	31
Theft by persons unknown	10	7	11	24
Fraud by outsiders	8	8	8	6
Theft by employees	5	2	7	17
Theft by outsiders	7	5	8	13
Theft from vehicles <sup>1</sup>	11	8	13	20
Fraud by employees	2	1	3	5
Theft of vehicles <sup>1</sup>	4	2	4	14
<b>Any burglary</b>	<b>22</b>	<b>17</b>	<b>28</b>	<b>36</b>
Attempted burglary	14	10	18	22
Burglary	14	10	18	24
<b>Any violent crime</b>	<b>7</b>	<b>5</b>	<b>10</b>	<b>14</b>
Threat, assault, intimidation	6	4	7	12
Robbery or attempted robbery	2	1	4	2
<b>Being offered stolen goods</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>4</b>
<b>Bribery, corruption</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>
<b>Electronic crime<sup>2</sup></b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>

1. For the purposes of this table, vehicle crime figures (theft from vehicles and theft of vehicles) are based on all retail establishments. Later in this chapter findings presented are based on all retailers who own or lease vehicles.

2. Electronic crime is defined as having a computer system/network hacked or a website altered without permission. Internet credit card fraud is included in the fraud category rather than this category.

The likelihood of being a victim rose with establishment size. Eight out of ten manufacturing premises employing over 50 employees had been victims, whilst those with under ten employees were about half as likely to have suffered as this (43%). For most crimes this pattern is as expected due to the increased number of potential crime targets (and thus potential gain for the criminal) to be found in larger establishments.

Property crime (including burglary) was the most common type of crime suffered (48%). Larger businesses were most likely to have experienced property crime (77% of those with 50 or more employees).

Violent crime affected only one in fourteen (7%) manufacturers though the largest premises were three times more likely to experience assaults, threats, or intimidation than the smallest (14% vs 5%, respectively).

In terms of location and its impact on manufacturing businesses' experience of crime, there was considerable variation between different regions of the country.<sup>25</sup> As before in terms of burglary, the hot spots were the North West (where 28% of manufacturing businesses had experienced burglary or attempted burglary) and the West Midlands (26%) while these crimes were relatively uncommon in the East of England (16%) and the South East (17%). For property crime, it was in Wales (50%), the North East (49%), the North West (48%) and the East Midlands that the experience was more common, and again in the East of England and the South East where it was least common (16% and 17% respectively). Violent crime was most common in Wales (14%) and London (9%) and again least common in the South East and East of England (4% each).

Thus manufacturers in the South East and East of England were least likely to fall victim to crime at all, with other crime types having different regional hot spots.

Within this overall regional pattern, rural areas experienced less crime of all types and the cities and large towns tended to have higher rates of crime. In between these, isolated small towns showed rates of burglary in line with cities and large towns (26%), medium-sized towns were as likely to produce property crime as large cities and towns, and manufacturers in all areas outside of the most rural ones had relatively similar experiences of violent crime.

The nature or characteristics of an area in terms of its wealth or deprivation had an important bearing on the experience of crime. Manufacturers in the ten per cent most deprived wards were more likely to experience all types of crime, whether burglary (31% vs. 20% for those elsewhere), property crime (58% vs. 46%) or crimes of violence (12% vs. 6%).

## Multiple victimisation

Some manufacturers suffer repeated victimisation of the same type of crime and these businesses account for a high proportion of all incidents of such crimes. This has implications for crime prevention which could pay particular attention to these repeatedly victimised establishments.

For some crimes, manufacturers show high levels of multiple victimisation – that is to say a proportion of businesses suffer more than one incident of the same nature in a year. As discussed in Chapter 2, other surveys have suggested that while there is multiple victimisation among both individuals and domestic premises, businesses tend to suffer from it to an even greater extent (Mirrlees-Black and Ross 1994; Wood *et al.*, 1997; Tilley and Hopkins 1998). This is borne out by the current survey which shows that the most highly victimised manufacturers, like retailers, account for a large proportion of all crime against manufacturers. The extent of multiple victimisation is shown in Figure 3.1.

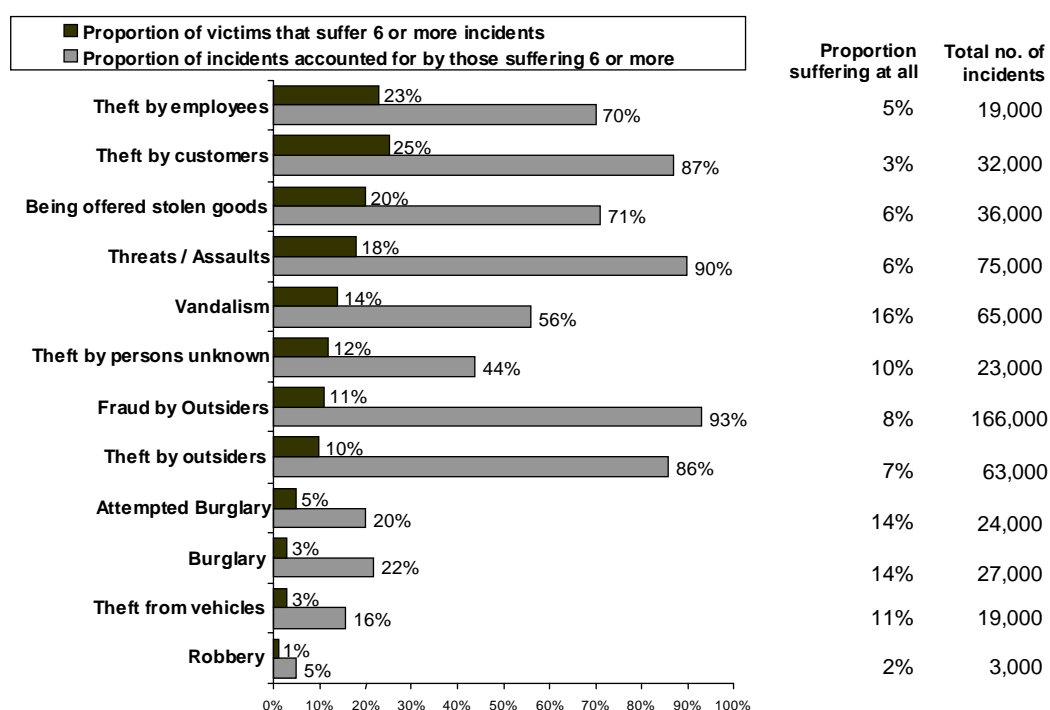
<sup>25</sup> Full details on the prevalence of different crime types by region, area type (urban/rural) and level of deprivation can be found in Supplementary Web Report No. 2 (Shury *et al.*, 2004b).

For certain crimes the proportion of incidents that were accounted for by multiple victims was high, especially for fraud by outsiders (93%), threats and assaults (90%), theft by customers (87%), and outsiders (86%), being offered stolen goods (71%) and theft by employees (70%). Focusing crime prevention activity on these relatively small proportions of victims may have a disproportionately beneficial effect.

By comparison just one in five attempted burglary (20%) and actual burglary incidents (22%) were accounted for by those who had experienced more than six incidents, and just 16 per cent of those who had experienced a similar number of thefts from vehicles.

Although the most highly victimised manufacturers accounted for a high proportion of all crime against manufacturers, compared to retailers, there were far fewer manufacturers who experienced six or more incidents of any one crime; theft by employees and theft by customers were highest, both at 25 per cent.

**Figure 3.1: Repeated victimisation among manufacturers**



Note: There were insufficient instances of theft of vehicles and fraud by employees to enable reliable comparisons.

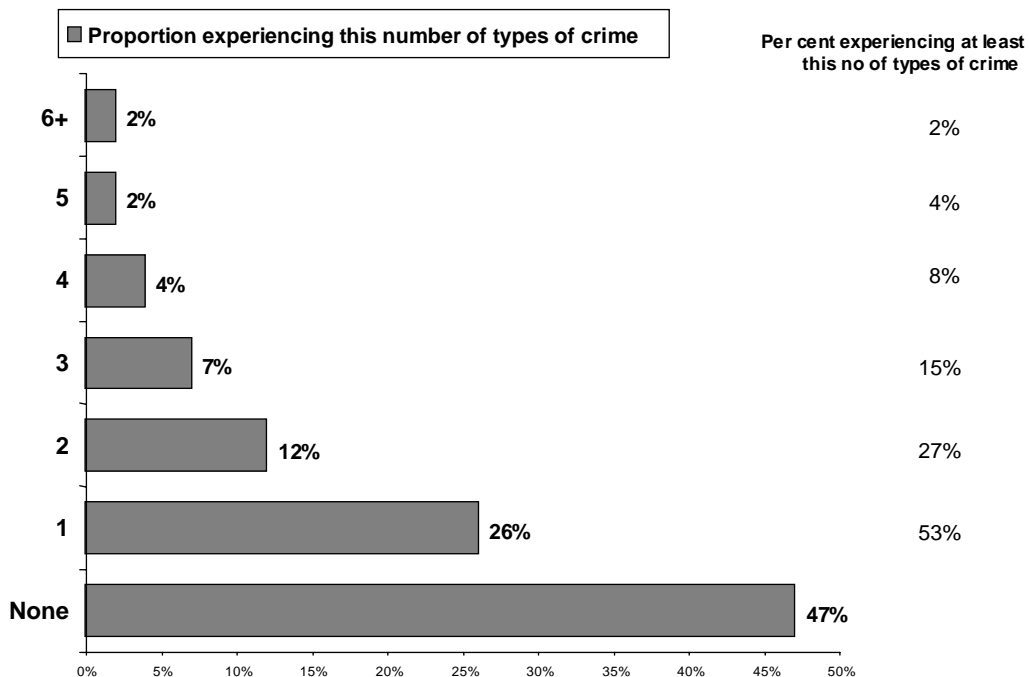
## The number of types of crime experienced

Manufacturers were less likely to suffer from victimisation from more than one different crime than retailers.

However, over half have experienced at least one crime and eight per cent four or more types.

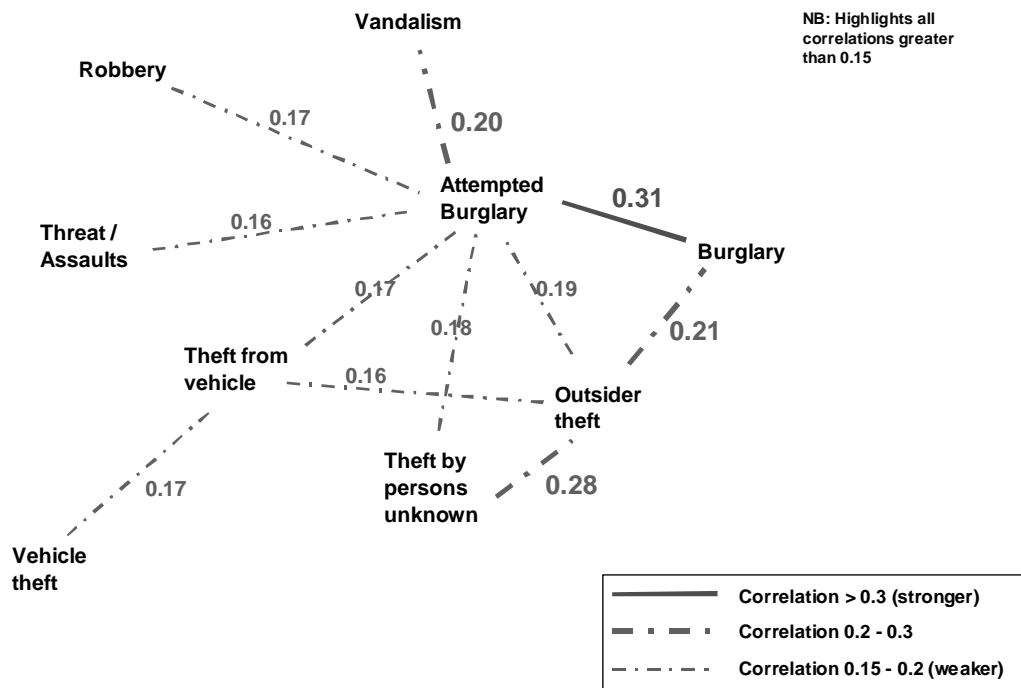
As with retailers, of those manufacturers who experienced some crime, a large proportion experienced more than one type of crime. Nearly a half of manufacturing businesses experienced no crime at all. However, 26 per cent experienced one crime type (Figure 3.2), just over a quarter (27%) experienced two or more crime types and nearly one in twelve (8%) four or more crime types. Experience of a number of crime types was lower for retailers than for manufacturers.

**Figure 3.2: Number of crime types experienced by manufacturers**



Correlations between different types of crime are generally weaker and fewer relative to those seen for retailers (Figure 3.3). This is consistent with the earlier finding that manufacturers experience a smaller numbers of crime types. By far the strongest correlation is between burglary and attempted burglary. Attempted burglary was also the crime that was most likely to have a correlation with another crime (beyond the strongest correlation with burglary). The correlations between other crime types are relatively weak.

**Figure 3.3: Correlations between types of crime**



## Specific crime types

As with retailers, similar factors are related to specific types of crime, i.e. number working at premises, location of premises and area type (urban/rural).

The following section looks at each type of crime in more detail, and seeks to determine the important factors linked to victimisation for each of the different crime types<sup>26</sup>.

## Property crime

### Theft at the premises

Theft was one of the more common property crimes against manufacturers although was not, of course, dominated by theft by customers in the form of shop theft as for retailers. Ten per cent of manufacturing premises experienced theft by persons unknown and seven per cent experienced theft by outsiders. Larger premises were, as with most crime, more likely to suffer these.

### Factors associated with theft at premises

The key risk factors for theft from premises are:

- size: larger manufacturers are more likely to experience theft by outsiders/ persons unknown. Larger manufacturers also have a much greater likelihood of being a victim of theft by employees, in particular those manufacturers with over 49 employees; and
- location: manufacturers located in detached premises on a main road and those in retail areas have a greater likelihood of being a victim of customer theft.

<sup>26</sup> This section of the report is based on statistical analysis using a technique called CHAID. Detailed findings from the CHAID analysis are shown in the Supplementary Web Report number 3.

## Fraud

Manufacturers who had suffered fraud by outsiders (8%) or employees (2%) were asked for more specific details about the fraud. As with retailers the most common fraud by outsiders, albeit at much lower prevalence levels, was credit card, debit card and cheque card fraud (32%). One in five (21%) had been the victim of fraud due to dealing with a non-existent business ('long firm' fraud) while 13 per cent had been invoiced by a supplier incorrectly or fraudulently.

As with retailers there is no correlation between types of fraud – i.e. there is no overall propensity to fraud by both employees and outsiders. Among the small number of manufacturers who had been the victim of employee fraud, fraudulent accounting/fiddling the expenses was the most common (31%) followed by the creation of non-existent customers (28%).

**Table 3.2: Types of fraud suffered by manufacturing businesses**

	Prevalence (% of manufacturers experiencing type of fraud)	Average* number of occasions
<i>Base (unweighted): Manufacturers experiencing broad fraud type</i>	195	
<b>Fraud by outsiders:</b>		
Credit card/debit card/cheque card fraud	32	1
Fraud because you were dealing with a business which actually didn't exist ('long firm' fraud)	21	1
Suppliers or distributors invoicing you incorrectly and fraudulently	13	1
Fraud when the business bought something over the telephone	11	2
Outsiders using your business' credit card or debit card fraudulently	7	1
Suppliers or distributors providing you deliberately with the wrong or faulty goods	3	1
<i>Base (unweighted): Manufacturers experiencing broad fraud type</i>	41	
<b>Fraud by employees:</b>		
General fraudulent accounting, including fiddling expenses	31	2
Fraudulently creating non-existent customers	28	1
Fraud including outside suppliers or distributors	19	1
Fraud using a credit card	7	1

\* Median



### Theft of and from vehicles

Half (51%) of smaller manufacturers (those with less than nine employees or less) currently owned or leased a business vehicle at the time of the interview, rising to nearly nine in ten (88%) of those employing 50 or more employees. A small number have owned or leased a business vehicle in the last year but no longer do so (Table 3.3).

**Table 3.3: Ownership and leasing of business vehicles**

	Size (number of employees)				Sub sector						
	All	1-9	10-49	50+	Food/ beverag es	Textiles / clothing	Wood/ paper	Rubber / plastic	Furnit ure	Office, machin ery	Radio/ TV
<i>Unweighted base</i>	2561	1,503	791	267	177	394	804	273	577	231	105
Currently own/lease (%)	62	51	74	88	70	53	59	76	63	65	51
Have owned/leased in last year (%)	3	2	4	2	2	2	3	2	3	4	6
<i>Unweighted base: own/lease</i>	1705	843	621	241	131	222	516	217	396	163	60
Theft <b>of</b> vehicle (%)	6	4	6	15	7	6	7	4	6	5	1
Theft <b>from</b> vehicles (%)	17	15	17	22	15	16	18	15	19	18	8

Overall, six per cent of premises with at least one vehicle experienced the theft of a vehicle. Four per cent of manufacturers owning or leasing vans or lorries had them stolen (both HGV and non-HGV), and three per cent of those owning or leasing passenger cars had them stolen (3%).

The recovery rate for vehicles was very similar to those for vehicles belonging to retailers – of those stolen a third (33%) were recovered with all contents and 30 per cent without their contents. Thirty-seven per cent of manufacturer's vehicles stolen were not recovered.

A quarter (24%) of recovered vehicles were a total write-off, with only 14 per cent escaping any damage at all.

### Factors associated with theft of and from vehicles

The key risk factors for theft of and from vehicles are:

- size: once again larger manufacturers, especially those with 50 or more employees, were more likely to theft **of** a vehicle;
- area: the area in which the premises were was more of a determinant, with those located in cities most likely to suffer from theft **from** vehicles; and
- deliveries: as with retailers, deliveries were also a risk point for both thefts **of** and **from** vehicles for manufacturers, with 16 per cent of vehicle thefts and 19 per cent of theft from vehicle incidents taking place during deliveries

### Vandalism

Almost one in five (16%) manufacturers surveyed had experienced vandalism in the past year. Of those who had suffered from vandalism, 82 per cent said there was vandalism against the buildings themselves, 22 per cent suffered vandalism to vehicles owned or leased by the business and ten per cent suffered vandalism against equipment or stock.

### *Factors associated with vandalism*

The key risk factor for vandalism is:

- size/location: damage to buildings was most likely to occur with fewer people working at the premises, whereas larger manufacturers (those employing over 24 staff) were more likely to be a victim of vandalism to vehicles, particularly if they were in close proximity to residential households.

### *Burglary and attempted burglary*

One in five (22%) manufacturers had been the victim of burglary or attempted burglary in the previous 12 months.

Burglaries for manufacturers were more likely to occur during the week (60%), primarily in the evening (33%) or at night (32%, plus 8% where the respondent was unsure whether the burglary was committed in the evening or at night) and they were most likely to be committed in unoccupied premises – 69 per cent when no staff were present and three per cent with just security staff on the premises.

Burglars were most likely to enter the premises through a wooden or glass door (33%), through a window (24%) or through a metal door or roller shutter (15%). To get in through doors, they mostly forced or broke the lock (56%), with a smaller proportion (13%) removing or breaking door panels or the area surrounding the door. Just a few (4%) had been victim to ram raiding. One in five (22%) admitted the burglar had access through an unlocked door. One in ten (11%) burglaries had no signs of forced entry.

### *Factors associated with burglary and attempted burglary*

The key risk factors for burglary and attempted burglary are:

- size: as with vandalism, size is the strongest determinant for being a victim of burglary (especially those with more than 24 employees);
- deprivation: those manufacturers in more deprived areas with between ten and 24 employees also have a higher risk of burglary; and
- for attempted burglary those manufacturers with over nine employees and located in large cities are more likely to be targeted.

## *Violent crime*

### *Robbery*

Robbery was uncommon among manufacturers, with two per cent of premises experiencing them. Of these premises, the majority were affected at the premises themselves (78%). Over one in five (22%) had experienced a robbery of an employee in the street and nine per cent a robbery of an employee in a vehicle away from the premises.

Robbers were most likely to steal stock (42%), cash (18%), a mobile phone (17%) or laptop (15%). One in five (18%) got nothing (attempted robbery).

Just one per cent of robberies and attempted robberies involved a firearm and in 11 per cent a knife was used. Employees were physically injured in only three per cent of incidents, i.e. in 97 per cent of incidents there were no injuries.

### *Factors associated with violent crime*

The key risk factor for violent crime is:

- area/deprivation: although the base number of manufacturers experiencing robbery was small, limiting the depth of analysis that could reliably be conducted, multivariate analysis showed that area type was the key determinant in terms of robbery. Manufacturers in deprived urban areas were particularly likely to be victims of robbery.

### Assaults and threats

As with retailers, this crime covers assaults, threats and intimidation, so the incidents reported ranged from the very serious to the minor. The frequency and seriousness of assaults for manufacturers were lower than for retailers.

Overall, 83 per cent of premises experiencing one or more incidents of this kind indicated that no physical injury occurred, with 17 per cent of premises reporting that physical injury occurred in at least one incident during the last year. Of these premises, nine in ten (92%) said that physical injury occurred just once in the last year, with five per cent saying that it had occurred two or three times.

The source of the threat or assault was most commonly, for manufacturers, an outsider (51%) with the average<sup>27</sup> frequency, where it had occurred, being twice in the past year. Threats or assaults between employees were the next most common source (34% of victims with threats/assaults reported this as a source, with just one such incident being the average).

### Other crime types

#### Bribery and corruption

As for retailers the level of bribery and corruption was low. One per cent or less of the sample had suffered each of the types of corruption considered (demands for bribes from public officials, demands for bribes from the private sector, threats of product contamination, offers of bribes to staff or company, conspiring illegally to influence the result of tenders or contract negotiations). The majority of threats of product contamination, bribes from the private sector, bribes to staff and bribes from public officials were from outside the UK<sup>28</sup>, but the majority of demands for tender conspiracies were from the UK.

Given the low level of bribery or corruption the sample sizes were not sufficient for multivariate analysis.

#### Electronic crime

Manufacturers were more likely to have a computer on the premises (80%) than retailers (61%). Of those manufacturers with computers, only two per cent had experienced computer crime, defined as having a computer system/network hacked or a website altered without permission.

The respondent was asked the intention of the hacker. There were very few instances, but as with retailers, the perceived motives seemed diverse. Hackers into manufacturers' networks and websites were generally perceived to want to damage or disrupt data (37%) or to disrupt internet service provision (33%). A quarter (24%) were believed to want to steal information, to deface a website (12%) or to defraud the company (8%), although these figures should be treated with caution given the small numbers surveyed who had suffered from computer crime.

#### *Factors associated with electronic crime*

The key risk factors for electronic crime are:

- sector: those manufacturers in the radio, TV, communications and IT sector were most likely to experience electronic crime; and
- age of company: those who have been in business only since 2000, were more likely to experience such crime.

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<sup>27</sup> Median

<sup>28</sup> Two out of four threats of product contamination, 13 out of 24 demands for bribes from the private sector, 14 out of 28 offers of bribes to staff or company, 11 out of 15 tender conspiracies, but only 4 out of 22 demands for bribes from public officials were from the UK (all unweighted figures).

## The effects of crime

While the financial cost of one incident can be relatively low (although not in all cases), again, the financial cost of crime does not show the other costs (time and psychological) which can be just as damaging, if not more so.

The direct financial cost of crime for manufacturing premises is shown in Table 3.5.<sup>29</sup> Looking first at the average cost of each type of incident, given as the median amount,<sup>30</sup> it is possible to see that the most expensive incidents in terms of direct costs of loss and damage were theft of vehicles (£5,000 if not recovered; £2,500 if written off), fraud by employees (£1,200), fraud by outsiders (£600) and burglary (£1,000).

The maximum cost for any single incident again highlights the potentially serious effects of vandalism (where the maximum cost was £7,000,000) attempted burglary (£300,000) and fraud (particularly by outsiders, with a maximum cost of £1million, as well as fraud by employees where the maximum is £180,000). It should be noted, however, that over half of the incidents of fraud and burglary cost less than £1000.

The potential impact of fraud on the viability of manufacturing businesses was apparent in the qualitative study, and demonstrated by the respondent for an independent manufacturer who had suffered a number of instances of fraud by outsiders:

*"When three companies we deal with 'vanished', we had to foot the bill of several thousand pounds for solicitors and court fees. We've had nothing back so far".*

As with retailers, the costs of crime against manufacturers should not only be measured in direct financial terms of goods stolen and damage done. Turning to the amount of time it took respondents to deal with the crime they suffered (Table A2.5, Appendix 2) the impact of this can be seen.

Particularly time-consuming offences were theft of vehicles (eight hours on average, with a maximum of 320 working hours, and just under one third (31%) of manufacturers whose vehicle had been stolen having to spend 20 or more hours dealing with it) and fraud. Fraud by outsiders took four working hours on average, with just under a quarter (23%) of manufacturers finding it took them 20 hours or more unravelling its implications and dealing with outside agencies. Fraud by employees was more onerous, taking on average 15 working hours and with almost a half (47%) taking over 20 hours (which might include disciplinary and employment matters, as well as sorting out its effects on the business).

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<sup>29</sup> Further details of the cost of crime and the method for measuring cost of crime are given in Supplementary Web Report number 1.

<sup>30</sup> The distribution of the costs of the last incident are far from normal distributions (they are very much inverted J-shaped distributions), with most businesses reporting relatively low costs, but a few very high costs. As a result, though means and standard deviations are reported in the Supplementary Web Report on costs of crime, these should be treated with caution. The better measure in this instance is the median (the cost for the business which is exactly half way in the distribution of costs). For further discussion on this issue refer to the Supplementary Web Report.

**Table 3.5 Financial cost of the last incident of crime to manufacturers (direct costs of loss and damage)**

Offence	Manufacturers suffering this crime type (%)	Manufacturers experiencing crime type (unweighted base)	Median cost (£)	Maximum cost (£)	weighted % of manufacturers with costs falling in each range				
					up to £500	£501 to £1,000	£1,001 to £10,000	£10,001 to £100,000	£100,001 plus
Vandalism	16	403	200	7,000,000	82	12	6	<1	<1
Burglary	14	325	1,000	170,000	41	11	42	5	1
Attempted burglary	14	334	100	300,000	87	7	5	<1	<1
Theft from vehicles	11	265	250	100,000	74	11	14	1	0
Theft by persons unknown <sup>1</sup>	10	200	100	26,000	77	7	16	<1	0
Fraud by outsiders	8	189	600	1,000,000	46	15	27	11	1
Theft by outsiders	7	143	150	11,000	77	8	14	<1	0
Theft by employees <sup>1</sup>	5	111	100	8,000	77	5	18	0	0
Theft of vehicles: <sup>2,4</sup>	4								
vehicle not recovered	1	34	5,000	60,000	0	6	66	28	0
vehicle written off	<1	14	2,500	350,000	5	11	79	0	4
repairs to vehicle not written off	1	29	500	12,000	55	18	21	5	0
Theft by customers <sup>1,4</sup>	3	65	30	18,000	90	3	6	2	0
Fraud by employees <sup>4</sup>	2	34	1,200	180,000	46	3	31	19	<1
Robbery <sup>4</sup>	2 <sup>3</sup>	52	200	15,000	71	7	18	3	0

1. For theft by customers, theft by employees and theft by persons unknown, the numbers of manufacturers who said they did not know the cost of the last incident were large, so these estimates need to be treated with caution. The figures for theft of vehicles include goods stolen and the cost of repairs, if any, but do not take insurance payments into account.

2. Percentages in the first column for the sub-categories of theft of vehicles do not sum to the total due to the small percentage of manufacturers whose vehicles were recovered with no damage costs incurred.

3. This figure includes those who suffered attempted robbery.

4. Findings for theft of vehicles, theft by customers, fraud by employees and robbery should be viewed with caution due to the small unweighted base sizes.



## 4. Comparisons with the 1994 Commercial Victimisation Survey and crime against individuals

### Overview

This chapter provides some comparisons with the 1994 CVS study on victimisation rates, perceptions of crime and the likelihood to report an incident to the police. It also compares crimes against retailers with crimes against individuals (measured by the British Crime Survey).

At overall levels, the proportions of retailers and manufacturers experiencing crime at all were lower in 2002 than in 1994. However, this masks variations between crime types.

In line with the overall trend, there was lower prevalence of property crimes amongst retailers of all sizes, from 78 per cent to 70 per cent. By contrast, prevalence of violent crime was slightly higher for retailers, from 20 per cent to 23 per cent, though this may partly reflect better recording practices by employers since the introduction of legislation (RIDDOR) in 1995. Prevalence of violent crime was lower in 2002 than 1993 for the smallest retailers.

There was also lower prevalence of experience of property crimes amongst manufacturers of all sizes, from 63 per cent to 48 per cent. There has been no change in the rate of violent crimes.

Respondents' perception of crime in general against their business being a fairly or very serious problem was lower for both retailers and manufacturers in 2002 compared with 1994.

Perceptions of 'anti-social' behaviour (graffiti and teenagers hanging around), in contrast, have become a more common concern.

Retailers, like individuals, are less likely to fall victim to property crime than they were in the early 1990s, although commercial crime – which was already at a considerably higher level – is lower. Retailers' experience of violent crime, by contrast, is higher according to the 2002 CVS compared with the 1994 BCS, whilst prevalence risks of robberies and stranger violence against individuals have stabilised since the mid 1990's

### Introduction

This chapter provides some comparisons with findings from the 1994 CVS (Mirrlees-Black and Ross, 1995) on victimisation rates, perceptions of crime and the likelihood to report an incident to the police, and also with latest findings from the British Crime Survey (BCS) on crime against adults living in private households.

The sample of retailers and manufacturers was designed to be as similar as possible to that for the 1994 CVS to enable such comparisons to be made. However, it should be noted that it is not possible to establish what trends occurred in the intervening years and comparisons between 2002 and 1993 should be treated with some caution given that the present survey adopted a slightly modified approach in terms of questionnaire structure and wording.<sup>31</sup>

While all of the victim of crime questions included in the 1994 survey were retained, a number of additional crimes were piloted and added to the final questionnaire. Clearly only those

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<sup>31</sup> Details of these methodological differences are given in Appendix 1.

(core) crimes that were included in both surveys have been compared in this chapter. To note, the crimes added to the 2002 survey were:

- electronic crime;<sup>32</sup>
- bribery and extortion;
- tobacco and alcohol smuggling and the impact on retail businesses; and
- being offered stolen goods.

Key differences between the 1994 and 2002 surveys revolve around sample coverage and sample definitions. The 1994 survey drew samples of manufacturers and retailers predicated on 1980 Standard Industrial Classification (SIC) codes. Given that these are now effectively obsolete, the 2002 survey was configured against the 1992 SIC codes (i.e. the most recent revision).

Unfortunately, 1992 SIC codes did not map easily onto the 1980 codes; some business types now appear under different classifications than previously. This means that, when the sample for the 2002 survey was designed, there were a small number of business types that were included this time that were not previously, as well as some which would have been included last time but which were not this time.

A table summarising how the 2002 sample was defined compared to the 1994 sample can be found in the Technical Report which accompanies this publication.

While the impacts of mismatches in sample definitions are not great, in so far as the 'problem' sectors are relatively small, it is also worth noting that in order to be completely confident in the reporting of differences between the two years it is also important to know how the two samples compare in terms of absolute numbers of interviews achieved and whether there are any potential biases. For example, if the regional distribution, or the split between different types of manufacturers and retailers varied considerably it could potentially undermine any changes between 1994 and 2002 reported here. However, the detailed level of information required for testing sample bias is not available for the 1994 survey, therefore caution should be taken when making comparisons between the two surveys.

The British Crime Survey is a large-scale survey of crime against adults living in private households. This chapter provides some comparisons of findings on crime against retailers, as measured by the CVS, and crime against individuals and private households, as measured by the BCS.

### Retailers' trends in crime victimisation: 2002 versus 1993

At overall levels, crime against retailers is lower according to the 2002 CVS compared with the first CVS measuring crime in 1993. Using a reduced list of crime types, the 1994 survey reported that 79 per cent of premises had experienced some crime in the twelve months prior to interview. By comparison, 72 per cent of retailers experienced at least one crime from the of the reduced list of crime types in 2002.

However, this overall lower level in crime victimisation masks differences between crime types (Table 4.1).

There was a lower prevalence of property crime amongst retailers of all sizes in 2002 than in 1993, from 78 per cent to 70 per cent. By contrast, experience of violent crime was higher among retailers in 2002 (from 20% to 23% overall), however this may partly reflect improvement in the recording of violent incidents by employers following introduction of RIDDOR in 1995, requiring more serious violent incidents to be reported to enforcing

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<sup>32</sup> Obviously the proportion of businesses using computers and specifically emails and the Internet has been one of the biggest changes in the way businesses operate since 1994, and it was felt vital to have a section on 'cybercrime' and the receipt of computer viruses



authorities. The slightly higher prevalence of violence in 2002 is accounted for by higher rates of violence against larger retailers; violence against retailers with less than ten employees was slightly lower in 2002 compared with retailers with less than eleven employees in 1993. Industry-based surveys, such as the British Retail Consortium's Annual Retail Crime Survey (BRC, 2003), report broadly similar patterns of changes in recent years.

In respect of property crime, victimisation rates were lower in the 2002 survey in relation to:

- burglary (24% in 1993 vs. 16% in 2002);
- attempted burglary (22% vs. 17%);
- theft from vehicles (12% vs. 8%);
- theft by customers (47% vs. 43%); and
- fraud by outsiders (21% vs. 18%).

Victimisation rates in terms of vandalism (22% in 1993 vs. 23% in 2002) and bribery and corruption (2% in both years) have remained substantially the same.

In contrast, victimisation rates were higher in 2002 for:

- theft by employees (8% in 1993 vs. 10% in 2002);
- theft by outsiders (7% vs. to 9%);
- theft by persons unknown (14% vs. 20%); and
- fraud by employees (2% vs 4%).

For these theft and fraud offences, it is possible there has been a real increase over the period. It is also possible, however, that some or all of the increase is actually an apparent one, in that improved methods of stock and financial controls may have made it easier for retailers to identify the source of losses. During the last decade, businesses' awareness of the likelihood of and effects of crime against business has increased substantially, with several bodies, such as the British Retail Consortium, publishing surveys of the loss caused by crime.<sup>33</sup> Increased awareness, together with better forensic accounting practices (combating fraud) and computerised stock control procedures (combating both theft and fraud) make it easier to see how much 'shrinkage' (the extent of loss between expected and actual sales) is actually due to crime.<sup>34</sup>

In terms of violent crime, one in five retailers (20%) experienced threats, assault and/or intimidation in 2002, compared to 17 per cent in 1993; and six per cent were victims of robbery, compared to four per cent in 1993. The higher prevalence of both these crime types was limited to the larger retailers.

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<sup>33</sup> The British Retail Consortium's surveys have found that incidents of staff theft decreased from 1995 to 1998 and then remained essentially level to 2001, with incidents of customer theft remaining level between 1995 and 1999 and then showing an increase in 2000 and 2001 (British Retail Consortium, 10<sup>th</sup> Annual Retail Crime Survey 2002). However, the number of incidents is affected by both the proportion of premises experiencing the offence and the number of incidents per premises, so any increase in multiple victimisation will also be relevant.

<sup>34</sup> Shrinkage can occur because of stock loss and damage, careless marking of goods, careless till practices etc. as well as through crime.

**Table 4.1: Victimization of retail premises<sup>1</sup>**

	1993: % premises experiencing crime			2002: % premises experiencing crime		
	1-10 employees	11+ employees	All	1-9 employees	10-250 employees	All
<i>Unweighted base:</i>	1,002	664	1,666	2,738	1,217	3,955
<b>Any crime</b>	-	-	-	<b>68</b>	<b>87</b>	<b>74</b>
<b>Any property crime (including burglary)</b>	<b>76</b>	<b>93</b>	<b>78</b>	<b>63</b>	<b>85</b>	<b>70</b>
Theft by customers	45	62	47	36	56	43
Vandalism	20	36	22	18	32	23
Theft by persons unknown	12	25	14	15	31	20
Fraud by outsiders	19	33	21	13	27	18
Theft by outsiders	7	12	7	7	13	9
Theft by employees	6	19	8	4	21	10
Theft from vehicles	11	17	12	5	13	8
Fraud by employees <sup>2</sup>	2	-	2	2	8	4
Theft of vehicles	4	11	5	2	5	3
<b>Any burglary</b>	<b>35</b>	<b>49</b>	<b>36</b>	<b>21</b>	<b>35</b>	<b>25</b>
Attempted burglary	21	28	22	13	25	17
Burglary <sup>3</sup>	22	36	24	13	24	16
<b>Any violent crime</b>	<b>18</b>	<b>36</b>	<b>20</b>	<b>16</b>	<b>37</b>	<b>23</b>
Threat, assaults, intimidation	15	33	17	14	34	20
Robbery or attempted robbery	4	7	4	4	8	6
<b>Core crime<sup>4</sup></b>	<b>77</b>	<b>93</b>	<b>79</b>	<b>65</b>	<b>86</b>	<b>72</b>
Being offered stolen goods	-	-	-	12	4	10
Bribery, corruption <sup>5</sup>	2	3	2	2	3	2
Electronic crime	-	-	-	1	<1	1
Alcohol/tobacco smuggling	-	-	-	8	4	7

1. It is not possible to use the same size bands when comparing 2002 findings with 1994 findings. This survey has been sampled and weighted on the basis of one to nine employees and ten or more employees. This was in line with the European Commission definition of microbusinesses as being those with a maximum of nine employees. Any comparisons that are made by size of the business should therefore be made with caution.

2. Question wording for 'burglary' changed slightly for the 2002 CVS. See Appendix 1.

3. Larger premises were not asked about fraud by employees in the 1994 CVS

4. Core crimes are those for which comparable figures are available for both the 1994 and 2002 CVS; '-' indicates the crime type was not measured in the 1994 CVS.

5. Bribery and corruption figures are not included in the core crimes totals as offences originating from overseas were not covered in the 1994 CVS.

## Manufacturers' trends in crime victimisation: 2002 versus 1993

Table 4.2 highlights how many manufacturing businesses fell victim to each type of crime in 2002 compared to 1993. As is evident with retailing businesses, the risk of experiencing one or more types of crime was lower. Just over three-fifths (63%) of manufacturers in 1993 had suffered one or more types of crime covered by the survey whereas for 2002 this figure was 51 per cent. Again mirroring the trend of retailers, victimisation rates were lower for both larger and smaller premises in the recent survey compared with the 1994 survey.

**Table 4.2: Victimisation of manufacturers' premises<sup>1</sup>**

	1993: % premises experiencing crime			2002: % premises experiencing crime		
	1-10 employee s	11+ employee s	all	1-9 employee s	10+ employee s	all
<i>Unweighted base:</i>	594	665	1,259	1,503	1,058	2,561
<b>Any crime</b>	-	-	-	<b>43</b>	<b>68</b>	<b>53</b>
<b>Any property crime (including burglary)</b>	<b>57</b>	<b>82</b>	<b>63</b>	<b>39</b>	<b>63</b>	<b>48</b>
Theft by customers <sup>2</sup>	-	-	-	3	3	3
Vandalism	12	30	16	12	24	16
Theft by persons unknown	4	14	6	7	14	10
Fraud by outsiders	18	15	17	8	7	8
Theft by outsiders	6	12	8	5	9	7
Theft by employees	3	13	5	2	10	5
Theft from vehicles	15	37	20	8	15	11
Fraud by employees <sup>2</sup>	1	-	1	1	3	2
Theft of vehicles	6	23	9	2	7	4
<b>Any burglary</b>	<b>29</b>	<b>47</b>	<b>33</b>	<b>17</b>	<b>30</b>	<b>22</b>
Attempted burglary	16	25	18	10	19	14
Burglary <sup>3</sup>	20	37	24	10	20	14
<b>Any violent crime</b>	<b>5</b>	<b>12</b>	<b>7</b>	<b>5</b>	<b>11</b>	<b>7</b>
Threat, assaults, intimidation	5	11	6	4	8	6
Robbery or attempted robbery	<1	2	1	1	3	2
<b>Core crime<sup>4</sup></b>	<b>57</b>	<b>83</b>	<b>63</b>	<b>41</b>	<b>66</b>	<b>51</b>
Being offered stolen goods	-	-	-	7	6	6
Bribery, corruption <sup>5</sup>	1	4	2	3	3	3
Electronic crime	-	-	-	2	1	2

1. It is not possible to use the same size bands when comparing 2002 findings with 1994 findings. This survey has been sampled and weighted on the basis of one to nine employees and ten or more employees. This was in line with the European Commission definition of microbusinesses as being those with a maximum of nine employees. Any comparisons that are made by size of the business should therefore be made with caution.

2. Question wording for 'burglary' changed slightly for the 2002 CVS. See Appendix 1.

3. The 1994 survey did not ask any manufacturing premises about theft by customers and did not ask larger premises about fraud by employees

4. Core crimes are those for which comparable figures are available for both the 1994 and 2002 CVS; '-' indicates the crime type was not measured in the 1994 CVS.

5. Bribery and corruption figures are not included in the core crimes totals as offences originating from overseas were not covered in the 1994 CVS.

In line with the overall trend, prevalence of property crimes against manufacturers of all sizes was lower in 2002 (48%) compared with the 1993 CVS (63%). In contrast, there has been no change in the rate of violent crimes.

In respect of property crime, victimisation rates were lower in 2002 in relation to:

- burglary (24% in 1993 vs. 14% in 2002);
- attempted burglary (18% vs. 14%);
- theft of vehicles (9% vs. 4%);
- theft from vehicles (20% vs. 11%); and
- fraud by outsiders (17% vs. 8%).

As with retailers, rates of vandalism have remained the same (16%). Rates of theft by persons unknown were higher.<sup>35</sup>

### Multiple victimisation: 2002 versus 1993

As was found in 1993, multiple victimisation can be a common occurrence for a significant proportion of retailers and manufacturers.

Among retailers, the proportion of incidents accounted for by those suffering four or more incidents of a particular crime was higher than in 1993 for:<sup>36</sup>

- burglary (25% in 1993 vs. 45% in 2002);
- attempted burglary (38% vs. 43%);
- vandalism (70% vs. 80%);
- theft by employees (91% vs. 95%);
- theft by outsiders (86% vs. 97%);
- fraud by outsiders (77% vs. 97%);
- robbery (43% vs. 86%); and
- threats/assaults (84% vs. 97%).

The same applies for some crimes suffered by manufacturers, albeit less of them.

- Burglary (26% in 1993 vs. 32% in 2002).
- Vandalism (52% vs. 70%).
- Fraud by outsiders (71% vs. 95%).
- Threats/assaults (67% vs. 91%).

Hence for some crimes there was a greater degree of multiple victimisation according to the 1994 survey.

- Theft from vehicles (58% vs. 32%).
- Theft by employees (80% vs. 76%).

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<sup>35</sup> The 1994 survey did not ask any manufacturing premises about theft by customers and did not ask larger premises about fraud by employees, so we cannot know whether there has been any change in these offences.

<sup>36</sup> It should be stressed that these figures are the proportion of incidents accounted for by those suffering four or more incidents. These figures, as well as those showing the proportion of victims that suffer from four or more incidents of a particular crime, are also shown in tables A2.1 and A2.4 in the Appendices.

- Theft by outsiders (93% vs. 89%).
- Theft by persons unknown (62% vs. 58%)

### Perceptions of crime<sup>37</sup>

As Table 4.3 shows, prevalence of perception of crime in general against their business being a fairly or very serious problem was lower for both manufacturers (44% 1994 vs. 36% 2002) and retailers (36% 1994 vs. 29% in 2002).

**Table 4.3: Perceptions of crime and other problems for the business**

	Retail		Manufacturing	
	1994: fairly or very serious problem (%)	2002: fairly or very serious problem (%)	1994: fairly or very serious problem (%)	2002 fairly or very serious problem (%)
<i>Unweighted base:</i>	1,660	3,941	1,254	2,536
Crime in general: for the business	44	36	36	29
Graffiti	9	15	5	11
Teenagers hanging around	27	32	14	19

However, perceptions of 'anti-social' behaviour within the local area<sup>38</sup> were more often of concern for retail and manufacturing businesses than in 1994. One-third of retailers (32%) and almost one-fifth of manufacturers (19%) felt that 'teenagers hanging around' was a fairly or very serious problem for the business, higher than in 1994.

This trend is also apparent when comparing businesses' perceptions of graffiti in the local area with more retailers (9% 1994 vs. 15% 2002) and manufacturers (5% 1994 vs. 11% 2002) reporting this to be a fairly or very serious problem for the business.

Lower levels of belief that crime is a problem reflects the lower prevalence of crime while more prevalent of concern about anti-social behaviour could reflect a genuine increase in such activities or, alternatively, the increasing national debate on such issues.

In contrast to the lower reporting of crime as a problem overall, perceptions of crime as a problem for **retail** establishments in London, the North West, East Midlands and the Eastern regions were reported at a similar level to 1994 (Table 4.4). Retail businesses in the North East displayed the biggest change in the perception of crime in general against business (56% 1994 vs. 36% 2002).

For all regions, a lower proportion of **manufacturing** establishments reported crime as a problem in 2002 compared with 1994. Manufacturers in the East Midlands, North East, Wales, Yorkshire and Humberside and South West all showed a larger than average change in the perception of crime as a problem.

While the results for **retailers** and **manufacturers** are generally consistent by region, there were a couple of differences. In the East Midlands the lower prevalence of perception that crime was a problem amongst **manufacturers** was not mirrored amongst **retailers**. Conversely, in the South East, there was a lower prevalence of perception of crime as a problem amongst **retailers** but not amongst **manufacturers**.

<sup>37</sup> A more detailed discussion of the findings from this survey with regards to concern about crime and other social problems can be found in Chapter 5.

<sup>38</sup> The local area was defined as "within five minutes walk" for the 2002 survey, to aid consistency of response. No such guidelines were given for the 1994 survey.

**Table 4.4 Regional variations in perception of crime as a fairly or serious problem for the business**

	Retailers		Manufacturers		Base (unweighted) 2002 Retailers/Manufacturers
	1994 (%)	2002 (%)	1994 (%)	2002 (%)	
Overall	43	<b>36 *</b>	36	<b>29 *</b>	3,941/2,536
London	46	<b>44 †</b>	40	<b>39 †</b>	454/276
North West	41	<b>42 †</b>	36	<b>32</b>	618/373
East Midlands	39	<b>41</b>	43	<b>26 *</b>	355/315
North East	56	<b>36 *</b>	44	<b>28</b>	198/103
Wales	48	<b>35</b>	34	<b>17 †</b>	221/109
Yorkshire and Humberside	49	<b>36 *</b>	44	<b>31</b>	332/185
West Midlands	44	<b>34</b>	43	<b>38</b>	282/165
Eastern	32	<b>33</b>	21	<b>20 †</b>	413/329
South West	38	<b>33</b>	34	<b>20 * †</b>	432/249
South East	42	<b>28 * †</b>	27	<b>26</b>	636/432

Notes:

\* indicates 2002 is statistically significant different to 1994 at the 95% level

† indicates 2002 figure for region is statistically significant to the average for England and Wales for 2002

### Reporting to the police<sup>39</sup>

Table 4.5 shows the proportion of retailers that experienced a crime and reported it to the police. Incidents of theft by customers and theft by employees were twice as likely to be reported in 2002 as they were in 1993. Theft by customers and theft by employees were reported to the police by around one-fifth in 1993 (20% and 21% respectively) but reported by 46 per cent and 42 per cent respectively in 2002. To a lesser extent, the reporting of robbery was also higher than in 1993, (66% in 1993 vs. 78% in 2002).

The reporting of vandalism has remained at almost the same level since 1993 and whilst four out of five (80%) retailers reported attempted burglary in 1993, only seven in ten (72%) reported it in 2002. There were also lower levels of reporting of theft from vehicles (69% in 1993 vs. 61% in 2002) and burglary (lower by 2 percentage points).

<sup>39</sup> A more detailed discussion of the findings from this survey with reporting to the police can be found in Chapter 6.

**Table 4.5: Retailers reporting to the police**

	1993: % reported to the police	2002: % reported to the police
Burglary	94	92
Attempted burglary	80	72
Vandalism	58	56
Theft from vehicles	69	61
Theft by customers	20	46
Theft by employees	21	42
Robbery or attempted robbery	66	78

Finally, Table 4.6 shows the proportion of manufacturers that experienced a crime and reported it to the police. As was the case with retailing establishments, theft by employees was much more likely to be reported in 2002 compared with 1994 (10% 1994 vs. 32%). They were also more likely to report attempted burglary, vandalism, theft from vehicles and robbery/attempted robbery in 2002 than they were in 1994.

The only crime that is less likely for manufacturers to report to the police (although a high proportion still do) was burglary. In 1994, 92 per cent of manufacturing experiencing burglary reported it to the police and in 2002 this figure stood at 85 per cent.

**Table 4.6: Manufacturers reporting to the police**

	1993: % reported to the police	2002: % reported to the police
Burglary	92	85
Attempted burglary	53	60
Vandalism	42	47
Theft from vehicles	73	77
Theft by employees	10	32
Robbery or attempted robbery	42	57

## Crime against businesses and crime against individuals compared

It is possible to compare the levels of certain types of crime experienced by retailers and manufacturers (as measured by the current research) and the levels of similar crimes suffered by private households and individuals (reported by the British Crime Survey; Table 4.7).

Businesses, like individuals, are less likely to fall victim to property crime (including burglary) than they were in the early 1990s, although commercial crime – which was already at a considerably higher level – is decreasing less rapidly. Retailers' experience of violent crime, by contrast, was higher for 2002 than in 1993 at a time when the prevalence of stranger violence and robberies against individuals have more or less stabilised since the mid 1990s.<sup>40</sup> Manufacturers experience of violent crime is comparable now to 1993.

Other crime types suffered by retailers (such as fraud by employees, bribery and corruption, etc.) are exclusive to businesses and thus comparisons with the domestic experience are not relevant.

<sup>40</sup> Stranger violence is one component of the BCS violence typology. It includes common assaults and woundings in which the victim did not know any of the offenders in any way. It is distinct from BCS acquaintance violence in which the victim knew one or more offenders at least by sight.

The comparisons between rates of domestic and commercial crime presented here need to be treated with some caution, however, for a number of reasons, two of which are:

- the main source of data on domestic crime victimisation, the British Crime Survey (BCS), adopts a face-to-face methodology with a randomly selected member of the household as opposed to a telephone interview with a representative of the business; and
- the periods over which experience of crime are measured are not fully comparable.<sup>41</sup>

**Table 4.7: Commercial crime and crime against individuals compared**

Crime	Summary comparison	Commercial crime prevalence risk	Domestic crime prevalence risk <sup>1</sup>
<b>Burglary</b>	Retailers considerably more likely to be victims than households. Risks lower amongst both.  Manufacturers more likely to be victims than households. Risks lower amongst both.	<b>Retailers:</b> 16% (2002) compared with 24% in 1993.  <b>Manufacturers:</b> 14% (2002) compared with 24% in 1993.	<b>Households:</b> 3.4% (2002/3) compared with 6.5% in 1993.
<b>Attempted burglary</b>	Retailers considerably more likely to be victims than households. Risks lower amongst both.  Manufacturers considerably more likely to be victims than households. Risks lower amongst both.	<b>Retailers:</b> 17% (2002) compared with 22% in 1993.  <b>Manufacturers:</b> 14% (2002) compared with 18% in 1993.	<b>Households:</b> 1.5% (2002/3) compared with 2.9% in 1993.
<b>Theft of vehicles</b>	Retailers more likely to be victims than households. Risk lower amongst both.  Manufacturers slightly more likely to be victims than households. Risks lower amongst both.	<b>Retailers:</b> 7% of vehicle owners (2002) compared with 10% in 1993.  <b>Manufacturers:</b> 4% of vehicle owners (2002) compared with 12% in 1993.	<b>Households:</b> 1.5% of vehicle owners (2002/3) compared with 3.3% in 1993.
<b>Theft from vehicles</b>	Retailers more likely to be victims than households. Risk lower amongst both.  Manufacturers more likely to be victims than households. Risks lower amongst both.	<b>Retailers:</b> 18% of vehicle owners compared with 23% in 1993.  <b>Manufacturers:</b> 11% of vehicle owners (2002) compared with 25% in 1993.	<b>Households:</b> 6.8% of vehicle owners (2002/3) compared with 12.3% in 1993.
<b>Violent crime</b>	Comparisons most difficult to establish. Robbery and stranger violence against individuals have stabilised since the mid 1990s. Violence against retailers was higher in 2002 compared with 1993, but risk for manufacturers remained the same.	<b>Retailers:</b> 23% (2002) compared with 20% in 1993.  <b>Manufacturers:</b> 7% (2002) compared with 7% in 1993.	<b>Individuals<sup>2</sup>:</b> <b>Robbery:</b> 0.6% (2002/3) compared with 0.7% in 1995 and 0.4% in 1991.  <b>Stranger violence:</b> 1.6% (2002/3) compared with 1.7% in 1995 and 1.2% in 1991.

1. Source: 2002/03 British Crime Survey as reported in Dodd et al (eds, 2004).

2. Comparable figures for 1993 are unavailable.

<sup>41</sup> The 1994 CVS can be compared with findings from the 1994 BCS (both reporting victimisation from crime in 1993), except for violent crime for which the closest comparison surveys are 1992 BCS and 1995 BCS. The interview period for the 2002/3 BCS was April 2002 to March 2003 (crime reference period centring on March 2002) compared with November 2002 to January 2003 for the 2002 CVS (crime reference period centring on mid 2002). BCS figures are reported in Dodd et al (eds., 2004).



Businesses have a much higher rate of repeat victimisation. This is illustrated in Table 4.8 where repeat victimisation rates for businesses in 2002 are compared with repeat victimisation rates for individuals (from the 2002/03 BCS).

**Table 4.8: Commercial crime and crime against individuals: likelihood of repeat victimisation compared**

Crime	Summary comparison	Commercial crime figures	Domestic crime figures <sup>1</sup>
<b>Burglary</b>	Both retailers and manufacturers are much more likely to experience repeat victimisation, although retailers are the most likely.	<b>Retailers:</b> 46% of retailer victims experienced two or more incidents (2002). <b>Manufacturers:</b> 40% of manufacturer victims experienced two or more incidents (2002).	18% of individual victims experienced two or more incidents (2002/3).
<b>Attempted burglary</b>	Both retailers and manufacturers are much more likely to experience repeat victimisation, although retailers are the most likely.	<b>Retailers:</b> 47% of retailer victims experienced two or more incidents (2002). <b>Manufacturers:</b> 36% of manufacturer victims experienced two or more incidents (2002).	17% of individual victims experienced two or more incidents (2002/3).
<b>Theft from vehicles</b>	Both retailers and manufacturers are much more likely to experience repeat victimisation, although retailers are the most likely.	<b>Retailers:</b> 51% of retailer victims experienced two or more incidents (2002). <b>Manufacturers:</b> 36% of manufacturer victims experienced two or more incidents (2002).	16% of individual victims experienced two or more incidents (2002/3).
<b>Theft of vehicles</b>	Both retailers and manufacturers experience are much more likely to experience repeat victimisation, although manufacturers are the most likely.	<b>Retailers:</b> 20% of retailer victims experienced two or more incidents (2002). <b>Manufacturers:</b> 27% of manufacturer victims experienced two or more incidents (2002).	7% of individual victims experienced two or more incidents (2002/3).

1. Source: 2002/03 British Crime Survey (reported in Dodd et al, eds, 2004).



## 5. Concern about crime and problems in the area

### Overview

This chapter examines whether retailers and manufacturers feel that crime is a serious problem for their business. It looks at how the problem is related to the area in which the business is located and to other social problems that are thought to exist nearby.

The majority – about three-quarters – of retailers and manufacturers reported some concern about crime and its impact on their business. One in three considered it to be a serious problem (either very or fairly serious).

Retailers were more likely to express concerns than manufacturers.

Businesses based in cities and large towns were most likely to be worried about crime, while retailers based in shopping centres were more likely than average to feel crime presented them with a serious problem.

Concern was also more common among retailers than manufacturers about other problems in their area. Concern was most likely to relate to teenagers hanging around the area and people being drunk or rowdy.

Generally respondents felt safe at their premises, though after dark one in four retailers and one in five manufacturers felt some level of concern for their personal safety.

Around a quarter of retailers and one in five manufacturers felt that crime had increased as a problem for their business in the previous two years.

Crime or other problems in the area can have a direct impact on a business (loss of trade, fears about safety) even when the business is not directly a victim of a crime.

### Background

Retailers and manufacturers were asked to assess the seriousness of the problem presented to their business by crime, categorising it as a serious problem, a fairly serious problem, a slight problem, or no problem at all. Using the same scale, they were also asked to assess the seriousness of a variety of social problems and specific crimes in the nearby area. The nearby area was defined as within five minutes walk of the business. The research also explored whether these problems were felt to have changed in the last two years.

This chapter looks at:

- overall levels of concern about crime and variation according to type of business and location;
- concern about specific crimes and social problems in the nearby area;
- perceived changes in the last two years; and
- the interrelationship between concerns about crime and concerns about other problems in the area.

## Concern about crime in relation to the business and its location

Eight out of ten **retailers** were concerned about the effect of crime on their business and one in three felt it was a serious problem (very or fairly serious).

Concern amongst **manufacturers** was slightly less common. Seven out of ten expressed some concern and three in ten thought it a very or fairly serious problem.

Prevalence of concern about crime in nearby residential areas was similar: eight in ten felt it was a problem and one in three a serious problem. This view was held equally strongly amongst both retailers and manufacturers.

Businesses in cities and large towns were the most likely to feel crime was a serious problem.

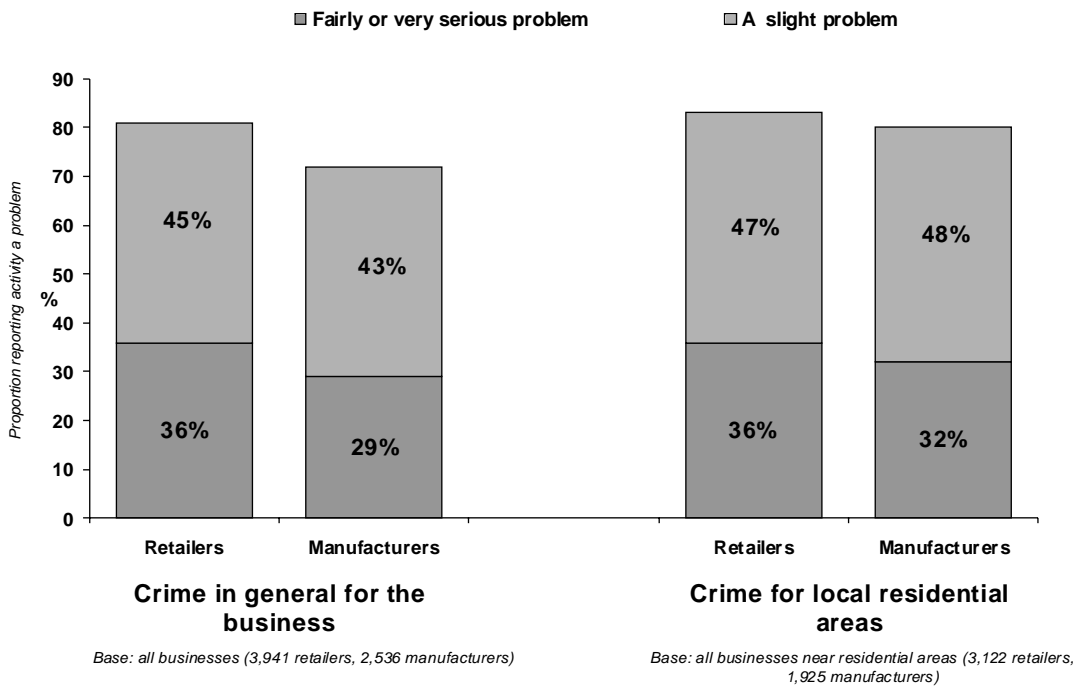
This is reflected in greater than average prevalence of concern amongst retailers in London, the East Midlands and the North West and amongst manufacturers in London and the West Midlands.

Retailers based in shopping centres were most likely to consider crime to be a serious problem while those on industrial/commercial estates or away from other shops or businesses were less worried than average.

In contrast, the type of location of a manufacturing business did not appear to influence levels of concern about crime.

Figure 5.1 shows how serious a problem crime is considered to be for the business and for local residential areas.<sup>42</sup>

**Figure 5.1: Concerns about crime in general**



<sup>42</sup> Businesses were only asked about problems in local residential areas if they were located in the vicinity of residential areas.

Eighty-one per cent of retailers and 72 per cent of manufacturers thought crime was a problem for the business with 36 per cent of retailers and 29 per cent of manufacturers viewing it as a fairly or very serious problem. The higher proportion of retailers than manufacturers expressing concern about crime reflects the higher levels of crime experienced by them.

For both groups, the extent of concern about crime in the local area was similar to the level of concern about crime for their business, and statistical analysis shows these answers to be highly correlated (Table A2.7).

As reported in Chapter 4 there were regional variations in perception of crime as a problem for the business. The largest proportion of retailers who expressed concern were in London, the North West and the East Midlands, while the South East stands out as the region in which retailers were least likely to express concern about crime.

Amongst manufacturers, concern was most likely in London and the West Midlands. Concern was least common among manufacturers in Wales, the South West and Eastern England.

Concern about crime is also influenced by the size of city or town in which the business is located. From Table 5.1, it is clear that perception of crime as a fairly or serious problem to the business was far more common in more urban than rural areas.<sup>43</sup> For retailers, nearly half of those situated in a large city, or a city or a large town thought crime was a fairly or very serious problem, whilst under a fifth of those in isolated small towns or rural areas felt this. Similarly, among manufacturers, higher proportions were concerned in more urban areas.<sup>44</sup>

**Table 5.1: Perception of crime as a fairly serious or very serious problem for the business by location**

	<b>Retailers</b>	<b>Manufacturers</b>	<i>Base (unweighted)</i>
	<i>%</i>	<i>%</i>	<i>Retailers/Manufacturers</i>
<b>Overall</b>	<b>36</b>	<b>29</b>	<b>3,941/2,536</b>
Large city	46	42	981/595
City or large town	47	35	583/367
Medium town	35	25	1,569/887
Small satellite town	28	19	365/239
Isolated small town	15	9	83/36
Accessible rural	13	16	292/360
Remote rural	6	5	68/52

The type of location of retail businesses also had an impact on levels of concern about crime (Table 5.2). Retailers based in shopping centres, particularly indoor shopping centres, were more likely to be worried than average. Retailers located on their own, away from other shops and businesses were less likely to express concern than others. This reflects the fact there is a lower risk of crime in such locations and that there will be fewer perceived threats such as youths hanging around. By contrast, there were relatively few differences between different locations for manufacturers.

<sup>43</sup> Though there are premises in rural areas which do express quite high levels of concern, as also indicated by Marsh and Moohan (2003).

<sup>44</sup> Individuals responding to the British Crime Survey also show far more concern about crime if they live in urban areas rather than in rural areas, in a similar way to businesses (see, for example, Povey *et al.*, 2003; also Simmons and Dodd [eds. 2003].)

Whether or not businesses had experienced any crime over the last 12 months also had an impact on their concerns about crime in relation to their business. Retailers who had experienced crime were over twice as likely to consider crime to be a fairly or very serious problem (43% of those who had been victim of a crime compared with 17% who had not experienced a crime). The figures were very similar for manufacturers; 40 per cent of those who had experienced a crime considered crime to be a fairly or very serious problem for their business compared with 17 per cent of those who had not experienced crime.

Looking at the differences in levels of concern among retailers by experience of individual crimes shows that those who had experienced each of the individual crime types were more likely than average to consider crime to be a fairly or very serious problem for the business. The only exception to this was that those who had experienced computer crime were actually slightly less likely than average to consider crime a problem (25% of those who had been victim to computer crime stated that it was a very or fairly serious problem compared with 37% of retailers on average). Concern was most likely to be expressed by retailers who had experienced robbery or attempted robbery (of which 63% considered crime to be a very or fairly serious problem), attempted burglary (60%), burglary (59%) and threat, assault or intimidation (59%).

**Table 5.2: Perception of crime as a fairly serious or very serious problem for the business by type of location**

<b>Retailing location</b>	<b>% perceiving 'fairly' or 'very' serious problem</b>	<b>Base (unweighted)</b>
<b>Overall</b>	<b>37</b>	<b>3,505<sup>45</sup></b>
In a shopping centre:		
indoor shopping centre	47	222
outdoor centre or retail park	44	226
In a shopping precinct:		
in a main shopping street	40	1,355
in a side street	40	462
In an industrial/commercial estate with a retail element	31	410
On their own, not with other shops/businesses	28	530
Somewhere else	35	277
<hr/>		
<b>Manufacturing location</b>	<b>% perceiving a 'fairly' or 'very' serious problem</b>	
<b>Overall</b>	<b>29</b>	<b>2,536</b>
In an industrial estate or business park:		
with no retail element	30	917
with a retail element	32	272
Detached premises:		
on a main road	28	445
on a side road	30	529
unspecified	27	70
In a serviced area for small businesses	29	134
Somewhere else	29	154

<sup>45</sup> Businesses in the retail sub-sector 'repair and/or maintenance of vehicles' were not asked their location during the interview, hence the lower base size and the different overall percentage concern figure for retailers compared to Tables 4.1 and 4.2

A similar pattern is evident among manufacturers. Concern was most likely to be expressed by manufacturers who had experienced robbery or attempted robbery (64%), attempted burglary (60%), theft by customers (59%) and vehicle theft (58%).

## Concern about crime and other anti-social activities

Retailers were more likely than manufacturers to be concerned about a range of anti-social activities in their area.

Of particular concern to retailers were teenagers hanging around and people being drunk or rowdy in the area nearby. About one in three retailers thought these were serious problems.

People using or dealing drugs, street robbery and graffiti were rated as very serious problems by between one in six and one in five retailers

Racial attacks and harassment were perceived to be a serious problem for one in twenty retailers.

Discussion now turns to concerns about specific types of crime and about anti-social activities. Figure 5.2 shows levels of concern expressed by retailers and manufacturers in terms of teenagers hanging around, people being drunk or rowdy, people using or dealing drugs, graffiti, street robbery and racial attacks or harassment. A higher proportion of retailers than manufacturers expressed concern about all of these issues.

### Concern about graffiti and teenagers hanging around

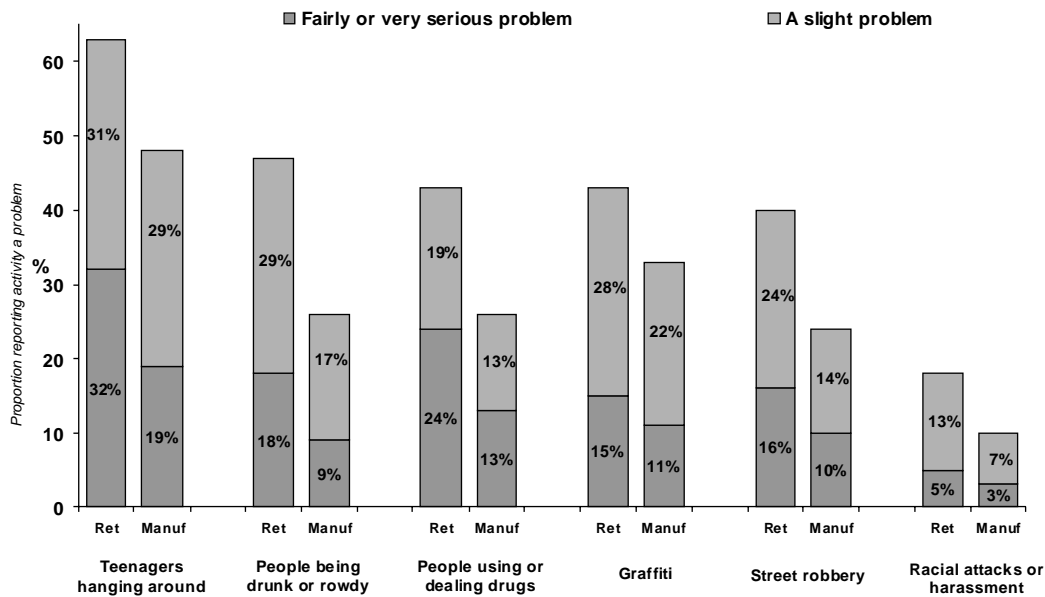
Concern about crime and anti-social behaviour can be linked to concern about other things in the area. For example, as well as being an offence in itself, graffiti can show that the area is suffering from problems.

Concern about graffiti was less common than concern about crime *per se*, with 43 per cent of retailers and 33 per cent of manufacturers saying there was such a problem, and just 15 per cent of retailers and 11 per cent of manufacturers saying there was a fairly or very serious problem.

However, concern about graffiti was considerably more prevalent compared with 1994, in contrast to concern about crime, which was lower. Urban areas were far more likely to perceive a fairly or very serious problem than rural areas (Table A2.7) and concern about graffiti was also linked to deprivation. Concern about graffiti was particularly prevalent in London, with 22 per cent of manufacturers seeing it as a fairly or very serious problem (twice the proportion for any other region) and 28 per cent of retailers.

Concern about graffiti among the general public, as reported in the 2002/03 BCS, was considerably more common than among either manufacturers or retailers (35% of BCS respondents stated that this was a very or fairly serious problem; Dodd et al [eds.], 2004).

**Figure 5.2: Concerns about crime and anti-social activities**



Base: all businesses (3,941 retailers, 2,536 manufacturers)

Concern about teenagers hanging around was also more common in 2002 than in 1993, both for retailers and manufacturers. In 2002, 63 per cent of retailers and 48 per cent of manufacturers saw this as a problem in their area, with 32 per cent of retailers and 19 per cent of manufacturers seeing it as at least a fairly serious problem. Urban businesses were more likely to perceive teenagers hanging around as a problem than were rural businesses (Table A2.7), with the big differences coming between towns and cities, as opposed to villages and other rural areas (possibly because businesses in the latter were more likely to know the teenagers). Retailers open for longer hours were also more likely to be concerned, as were retailers in deprived areas and manufacturers with housing nearby (Table A2.7).

The 2002/03 BCS found levels of concern about teenagers hanging around among the general public that were comparable with those expressed by retailers and higher than those expressed by manufacturers (33% of BCS respondents considered teenagers hanging around to be a very or fairly serious problem; Dodd et al. [eds.], 2004).

In most cases teenagers hanging around will not be 'up to no good' at all. The respondents' views are largely an indication of their perceptions and feelings about potential threats to their security, not necessarily the real risks, although for some who have previously been victims of crime it may also be based on their past experience.

### Concern about people using or dealing drugs in the area

Concern about people using or dealing drugs in the area and its effect on the business was prevalent and widespread. Overall, nearly half the retailers (44%) and a quarter of manufacturers (26%) said this was a problem in their area, with a quarter of retailers and 13 per cent of manufacturers saying that it was a fairly or very serious problem. These figures do not point to a localised problem, but to a much more widespread problem, though it should be emphasised that these are respondents' perceptions of what is happening in the area, rather than reports of specific observed instances.



Businesses in urban areas were more likely to think there was a fairly or very serious problem (e.g. for city or large town 30% of retailers, 18% of manufacturers). Retailers in all regions gave relatively similar rates of concern, with just the South East showing lower values. Manufacturers' concern was concentrated in London, the North West and Yorkshire and Humberside. Concern about people using or dealing drugs was correlated most strongly with being in an urban area and, particularly, with deprivation. Detached, stand-alone manufacturing premises were also more likely to report the problem (Table A2.7).

The 2002/03 BCS found concern about people using or dealing drugs was more common among the general public than among retailers and manufacturers (32% of BCS respondents stated that this was a very or fairly serious problem; Dodd et al [eds.], 2004).

### Concern about people being drunk or rowdy

Levels of concern about people being drunk or rowdy were similar to the level of concern about people using or dealing drugs, with 47 per cent of retailers and 26 per cent of manufacturers thinking there was a problem in their area, and 18 per cent of retailers and nine per cent of manufacturers thinking it was a fairly or very serious problem.

There were relatively few regional or urban/rural differences among retailers or manufacturers, though there was a difference between cities/large towns and more rural environments and a link, again, with deprivation. Stand-alone manufacturing premises were again more likely to report such a problem (Table A2.7).

The 2002/03 BCS shows concern about people being drunk or rowdy was slightly more common among the general public than among retailers and considerably higher than those found among manufacturers (23% of BCS respondents stated that this was a very or fairly serious problem; Dodd et al [eds.], 2004).

### Concern about street robbery or mugging

Concern about street robbery or mugging was also relatively prevalent, with 40 per cent of retailers and 24 per cent of manufacturers seeing it as a problem, and 16 per cent of retailers and ten per cent of manufacturers seeing it as a fairly or very serious problem. Indeed, the period in which interviews took place was one in which there was intense political and media focus on street robberies, resulting in the establishment of the Street Crime Initiative in April 2002.

Concern was particularly common in London (35% of retailers and 22% of manufacturers seeing it as a fairly or very serious problem), the West Midlands (16% and 14%), Yorkshire and Humberside (14% and 10%) and the North West (17% and 7%), with businesses from other regions being less likely to express such concern. Concern was concentrated in larger cities (32% of retailers, 20% of manufacturers) and to some extent in smaller cities and large towns (15% and 12%) and in medium-sized towns (10% and 5%), with other areas having very low levels of concern. This reflects the concentration of actual robberies in the larger metropolitan areas. Concern about street robbery or mugging was correlated with being in an urban area and with deprivation. Again, stand-alone manufacturing premises were more likely to express concern (Table A2.7).

### Concern about racial attacks or harassment

Concern about racial attacks or harassment was high for a minority, with 18 per cent of retailers and ten per cent of manufacturers seeing it as a problem (and 5% of retailers and 3% of manufacturers seeing it as a very or fairly serious problem).

Concern was most common in London (13% of London-based retailers and 5% of London-based manufacturers viewed people being attacked because of their race or colour as a very or fairly serious problem). Among retailers, levels of concern were also comparatively high in the Eastern region (6%) and lowest in Wales (2%). Among manufacturers, levels of concern were also comparatively high in the Yorkshire and Humberside region (4%) and lowest in the South West (under 1%) and the North East (1%).

Among retailers, concern was most often expressed by those in large cities or towns (12% of those in large cities felt that racial attacks or harassment were a very or fairly serious problem and 5% of those in cities or large towns). Manufacturers who felt that racial attacks or harassment were a very or fairly serious problem were found almost exclusively in urban areas (5% of those in cities or large towns, two per cent of those in medium-sized towns and less than one per cent of those in smaller towns or rural areas). These figures are slightly higher than those for the general population found by the 2002/03 BCS (8% of BCS respondents stated that people being attacked or harassed because of their race or colour was a very or fairly serious problem for the local area; Dodd et al [eds.] 2004).

### Personal safety

Respondents were asked about their own feelings of personal safety whilst working at the premises. Respondents were first asked how safe they felt working at the premises in the daytime and then, if they worked after dark, how safe they felt at the premises after dark.

**Table 5.3: Feelings of personal safety while at work**

	Retailers		Manufacturers	
	Daytime	After dark	Daytime	After dark
<i>Base (unweighted)</i>	3819	3538	2485	2341
Very safe	52	28	65	36
Fairly safe	42	44	31	42
A bit unsafe	5	21	3	17
Very unsafe	1	6	1	5

The vast majority felt safe at work during the day but over a quarter of retailers and one in five manufacturers felt some concern about personal safety after dark.

### Perceptions of changing crime rates in the last few years

Most respondents felt there had been no change in crime problems for their business over the previous two years. However, a minority felt that crime problems had increased for their business during that time.

When asked to consider the statement 'Crime against business in general is increasing in this area' there was also a tendency to agree rather than disagree.

Again, retailers exhibited slightly more pessimistic views than manufacturers.

Businesses were asked whether crime problems for the business had increased or not at that site in general over the last two years. As Table 5.4 shows, most manufacturers and retailers said these had remained the same. However, more than a quarter of retailers and one in five manufacturers felt that there had been an increase and fewer than one in ten felt that crime had decreased in the last two years. This is despite the combined evidence of the CVS and the BCS (see Chapter 4) suggesting a downward trend in the levels of crime in recent years.

The 2002/03 BCS has found that people's perceptions of crime levels do not necessarily reflect real trends in crime (Dodd et al, eds. 2004). Therefore, whether or not the quarter of retailers and one-fifth of manufacturers are just naturally pessimistic or cynical about crime reduction efforts or whether their perception reflects the reality in their area is open to debate. Certainly, as the BCS has shown, just because a sizeable proportion of people think that crime levels have gone up does not necessarily mean that they have in reality. Nonetheless,

the proportion of businesses participating in this study who stated that they felt crime had increased was actually much lower than those found among the general public in the BCS. The BCS found that 53 per cent of people felt that crime had increased either a lot or a little in their local area (Dodd et al, eds. 2004).

The present research demonstrated a clear link between experience of crime and likelihood to consider that crime problems had increased. Of those retailers who had experienced a crime over the course of the last 12 months, a higher proportion (36%) stated that they felt that crime problems had increased for the site (compared with 7% of those who had not experienced crime). Similarly 30 per cent of manufacturers who had experienced crime felt that problems had increased (compared with 7% of those who had not been victim of a crime).

Responses were related to whether people were concerned about crime in general (Table A2.7).

**Table 5.4 Change in crime problems for the business at that site in the last two years.**

	Retailers	Manufacturers
<i>Base (unweighted)</i>	3579	2277
Increased a lot	12	8
Increased a little	16	12
Stayed the same	63	73
Decreased a little	5	4
Decreased a lot	3	4

Businesses were also asked whether they agreed or disagreed with the statement that 'Crime against business in general is increasing in this area'. Amongst retailers, more people agreed with the statement (50%) than disagreed (27%), with the rest being neutral. For manufacturers, 37 per cent agreed, and 29 per cent disagreed.

## Crime and anti-social behaviour and its effect on business

*Concerns about crime and anti-social behaviour in the local area were strongly linked to the feeling that crime was a serious problem for the business directly.*

*Even where a business was not the direct victim of a crime, crime in the local area can have an impact, causing loss of business or worries for personal safety and for the safety of the premises.*

Respondents' concerns about different forms of crime and anti-social behaviour were strongly interrelated. People who were concerned about the effect of crime in general on their business and the local area were also likely to be concerned about graffiti, teenagers hanging around, people using or dealing drugs, people being drunk or rowdy, street robbery and people being harassed or attacked because of their race or colour (Table A2.7). Similarly, if any one problem of anti-social behaviour was identified, others were much more likely to be identified also.

Multivariate analysis<sup>46</sup> was used to identify whether combinations of other factors influence a business' overall level of concern about crime.

Businesses that were most likely to be concerned about crime in general were those who saw:

<sup>46</sup> For full details see supplementary report no. 3 (Shury et al., 2004c).

- teenagers hanging around as a serious problem; crime in residential areas nearby as a serious problem;
- teenagers hanging around as a fairly serious problem; crime in residential areas nearby as a fairly serious problem; and were open long hours (shop open 9+ hours a day); and
- teenagers hanging around as a serious problem; crime in residential areas nearby as a slight problem; respondent feels fairly safe or not safe in the premises during the day.

In contrast, the group of retailers least commonly concerned about crime felt that teenagers hanging around, street robbery, and crime in residential areas nearby were all no problem and that crime had not increased in the area recently.

Crime and anti-social behaviour within the local area can have an impact on the day to day running of the business, even if the business has not experienced any serious crime directly. Similarly, whether a real threat or not, teenagers hanging around businesses can be regarded as threatening and raise concern about crime. This was pinpointed by one respondent to the qualitative survey who described (drug-related) crime in the area as becoming increasingly common in the area, and having the impact both of making employees feel unsafe and deterring clients, who inevitably judge a business by its surroundings:

*I can't pinpoint one single incident, rather I feel crime in general has a continual effect on all aspects of the business. I feel trapped in the area and would move if I could afford to do so... I am unable to calculate the exact financial loss that crime in the area causes the business, but I do believe that its impact is considerable.*

## 6. Dealing with crime

### Overview

This chapter examines how retailers and manufacturers respond to crime and what action they take.

Levels of reporting crimes to the police varied widely by type of crime.

The most costly crimes were the most likely to be reported.

Many crimes were not reported because they were seen as too trivial, though concern about lack of police response was important.

It was often felt inappropriate to report crimes involving employees, which were most commonly dealt with by disciplinary action.

On balance, businesses were satisfied with police response though there were higher levels of dissatisfaction amongst those who were victims of crime. The speed of response to the reporting of a crime was the most common reason for dissatisfaction.

There is concern that police are becoming less responsive and this is strongly linked to levels of satisfaction. Improvements in responsiveness could have a very positive effect on satisfaction and perhaps also on the levels of crimes reported.

Nearly one in ten businesses were not covered at all by insurance against crime and a further third were covered for a restricted list of crimes. The reasons for non-cover vary according to the type of crime but the cost and refusal by insurers are often important.

Most crimes do not result in an insurance claim. The most likely crime to give rise to a claim was burglary, but claims for this type of crime were still made by fewer than half its victims.

### Introduction

This chapter looks at the various decisions that retailers and manufacturers have to make after victimisation and reports their views about the police. When a crime occurs, businesses have a number of choices of action that they can take:

- whether or not to report to the police;
- if premises are insured, whether or not to make an insurance claim; and
- if the offender is known, whether to take civil action against that offender in addition to, or in place of, any criminal justice proceedings.

## Reporting to the police

The proportion of crimes that were reported to the police varied widely depending on the nature of the crime.

For many types of crime, only around half or fewer than half of all actual incidents were reported.

Burglary, attempted burglary, robbery and theft from vehicles were the most likely crimes to be reported by retailers. Burglary, theft from vehicles and theft by outsiders were the most likely crimes to be reported by manufacturers.

The most costly crime types to businesses were among the crime types that were most likely to be reported to the police and to be the subject of insurance crimes (burglary and theft from vehicles).

Businesses were asked, for each type of crime suffered, whether or not they had reported the most recent incident of that kind to the police and, if not, the reasons they did not. Responses to these questions can be used to understand the extent to which official figures for actual crimes reported to the police should be qualified.

As Table 6.1 illustrates, reporting rates varied considerably by the different crime types for both retailers and manufacturers.<sup>47</sup>

There was considerable variation in the reporting of crime to the police; the vast majority of retailers and manufacturers experiencing burglary reported it (92% and 85% respectively)<sup>48</sup>, while only a minority reported instances of tobacco or alcohol smuggling, and being offered stolen goods. Moreover, reporting rates and patterns differed considerably between retailers and manufacturers.

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<sup>47</sup> The table shows, in descending order, the proportion of businesses experiencing each crime who reported the last incident of the crime to the police (across both retailers and manufacturers). The 'reported any crime' figure shows the proportion of businesses who had experienced any crime who reported at least one type of crime to the police.

<sup>48</sup> The extent to which burglaries were reported was far higher than for domestic burglaries. The percentage of domestic burglaries reported to the police, as revealed by the British Crime Survey, is typically about half, with around 70 per cent of burglaries involving loss and a third of attempted burglaries and burglaries not involving loss being reported (Povey *et al.* 2003; also Simmons and Dodd [eds. 2003].)

**Table 6.1 Proportion of retailers and manufacturers reporting the last incident of each kind of victimisation they had suffered to the police**

	Sector		Experienced this type of crime – unweighted base (retail/man)
	Retail	Manufacturing	
Burglary	92	85	(625/347)
Robbery or attempted robbery	78	57	(212/54)
Theft from vehicles	61	77	(290/266)
Attempted burglary	72	60	(663/342)
Theft by outsiders	55	64	(296/150)
Vandalism	56	47	(867/420)
Theft by customers	46	40	(1481/68)
Theft by persons unknown	44	43	(620/208)
Fraud by employees	46	30	(129/36)
Threat, assaults, intimidation	41	36	(804/131)
Theft by employees	42	32	(375/111)
Fraud by outsiders	41	20	(700/193)
Alcohol/tobacco smuggling	18	-	(80/-)
Being offered stolen goods	15	10	(397/164)

Whether or not theft of vehicles and bribery/corruption was reported to the police was not asked for both retailers and manufacturers. All questions on alcohol and tobacco smuggling were only asked of retailers.

### Reporting to the police – retailers

Among retailers, a large majority who experienced burglary, robbery and attempted robbery reported these offences to the police. It should be noted that the category 'robbery' included incidents of *attempted* robbery and this is likely to result in a lower level of reporting to the police for the category. It will also include threatening thefts where the loss may be of little monetary value.

More than half of those retailers who had experienced theft from vehicles, vandalism and theft by outsiders also reported these offences to the police. The extent to which retailers reported fraud and other types of theft to the police was very similar, no matter who was known or thought to have committed the offence – so thefts by employees were reported to the police at about the same rate as thefts by customers.

### Reporting to the police – manufacturers

Manufacturers were generally less likely to report crimes to the police although within this overall pattern there are some notable exceptions. Like retailers, manufacturers typically reported burglary to the police although they were considerably less likely to report incidents of attempted burglary and robbery/attempted robbery.

Manufacturers were highly likely to report thefts from vehicles to the police (77% were reported compared to 61% for retailers). They were also more likely to report theft by outsiders (64% for manufacturers, 55% for retailers). However, they were less likely to involve the police in relation to offences by employees. So manufacturers reported only 32 per cent of thefts, and 30 per cent of frauds by employees, whilst retailers reported 42 per cent and 46 per cent of these crimes respectively.

## Reporting to the police – financial cost of incident

One might expect that the larger the financial cost of an incident the more likely it is that a business will report the incident to the police, both in the hope that some of the losses may be recovered and, perhaps, because a claim on insurance necessitates reporting the incident to the police. Earlier chapters demonstrate that, in terms of the cost of the last incident, burglary was one of the most costly crimes to businesses with the average last incident costing £1,350 to retailers and £1,000 to manufacturers, and, as has been seen, was the most likely type of crime to be reported to the police.

Later in this chapter figures are presented that show that burglary was also the most likely of all crime types to result in an insurance claim being made. Similarly robbery, theft from vehicles and vandalism were also reasonably costly to businesses in terms of the average cost of the last incident, and, compared to other crimes, were more likely to have been reported to the police and to have led to an insurance claim. It seems, therefore, that there is a positive relationship between the cost of a criminal offence to the business, and whether a business reports a crime to the police and whether they make an insurance claim.

However, as will be discussed in more detail later in this chapter, surprisingly few businesses experiencing crime in 2002 actually made a claim on their insurance, despite having cover for the majority of offences. It would be hard to argue, therefore, that the main reason for reporting to the police is to support an insurance claim. Perhaps, instead, it is other factors such as faith or confidence in the police, and the perceived ‘seriousness’ of the incident that are likely to influence the decision. It is to these issues that the discussion now turns.

## Reasons why the police were not involved

The most common reason for not reporting a crime to the police was because it was seen as too trivial.

Lack of faith or confidence in the police was also important: many businesses expected that the police could not do anything about it (or had not done anything in the past about similar incidents).

In cases of theft and fraud by employees it is frequently felt that it would be inappropriate to involve the police.

### Triviality

Both retailers and manufacturers were asked why, if the last incident was not reported to the police, this was so.<sup>49</sup> Mirroring findings from the general public in the BCS, the most common single reason was, as in 1994, because the incident was seen as too trivial. This was a particularly common reason not to report burglary, vandalism, theft by customers, robbery and incidents of threats, assaults and intimidation. This is perhaps to be expected with many incidents of theft by customers and threats/intimidation (as opposed to actual physical assault) which are typically low cost crimes. In terms of burglary, although as already seen, average costs are quite high, a large number of incidents remain relatively low cost or, indeed, negligible. Again, it is worth noting that the category “robbery” does include incidents of attempted robbery. It may be that “too trivial” is a reason principally associated with these attempted offences.

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<sup>49</sup> Tables giving detailed reasons by type of crime are in Supplementary Web Report number 2. It should be noted that unweighted base sizes for some of the crimes are very low so a degree of caution should be taken when viewing these results.



Reasons for not reporting instances of tobacco and alcohol smuggling were primarily that it was too trivial (i.e. very small-scale smuggling), because there was no proof or evidence, or because the police could not have done anything. It has already been seen that most incidents do not get reported to the police and, given that retailers did not spontaneously mention reporting to any other authorities such as Customs and Excise<sup>50</sup>, it seems that action taken by retailers of any sort is particularly rare in relation to tobacco and alcohol smuggling.

### Low confidence

Other common reasons focus around businesses' lack of faith or confidence in the ability of the police to deal with crime. For most crimes, there was quite a widely held perception that the police could not have done anything about the incident or that they would not be interested in the crime that was committed. For others, the reason for not reporting was one based on previous experience (rather than perceptions) in so far as the police had not done anything in the past.

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<sup>50</sup> Customs and Excise are the enforcement agency for the avoidance of VAT involved in tobacco and alcohol smuggling.

## Inappropriate

There were some crimes where it was felt that it would be inappropriate for the police to deal with the incident. This was particularly prevalent for theft by employees (this was the reason given for 42% of non-reported incidents of theft by employees for retailers and 30% for manufacturers) and fraud by employees (38% for retailers, 58% for manufacturers), which is clearly tied to the extent to which disciplinary action was taken for these offences, an issue which is explored later in this chapter.

## Views about the police response to business in the area

There was a positive balance of opinion in relation to the way police deal with crime though this was less positive amongst businesses that had experienced any crime.

The length of time taken to respond to incidents is the most frequently mentioned reason for dissatisfaction with the police.

There is concern amongst businesses that the police are becoming less responsive to crime. This view is strongly linked to overall levels of satisfaction with the police and may influence the extent to which crimes are reported to police in the future.

Improvements in responsiveness could have a very positive effect on levels of satisfaction and reporting of crimes.

## Contact

Respondents were asked whether their business had any contact with the police about crime problems or crime prevention in the last year, apart from contact in relation to specific offences reported to the police. Twenty-three per cent of retailing premises and 12 per cent of manufacturing premises reported such contact, very similar to the corresponding proportions for the 1994 CVS.<sup>51</sup>

## Satisfaction

Businesses were also asked how satisfied they were with the way the police deal with the crime problems facing businesses in the area.<sup>52</sup> Findings are shown in Figure 6.1, which separates retailers from manufacturers, and details satisfaction against the experience of crime.

There was a positive balance of opinion with around two-thirds of businesses stating they were satisfied with the way police deal with crime, with one in six (16%) very much so. Approximately one-third of businesses expressed dissatisfaction with one in six (16%) retailers and one in eight (13%) manufacturers being very dissatisfied.

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<sup>51</sup> The 1994 survey reported that a quarter of retailing premises and 16 per cent of manufacturing premises had had contact with the police in 1993 (Mirrlees-Black and Ross 1994).

<sup>52</sup> Respondents were read out a four-point satisfaction scale (very satisfied, fairly satisfied, a bit dissatisfied and very dissatisfied) although a number did respond that they could not give a view on police performance because they had not experienced any crime or because they did not deal with the police when a crime was committed. Responses shown in this table have been re-proportioned to exclude these. Detailed figures on satisfaction with the police are given in Supplementary Web Report No. 2 (Shury *et al.*, 2004b).

Retailers' satisfaction with the way police dealt with a crime did not differ greatly from BCS findings on satisfaction (62% for CVS 2002 vs 59% for BCS 2002/3). Manufacturers (66%) were more likely than victims of personal and household crime to be satisfied with the police response. Victims of personal and household crime were, however, more likely to be very satisfied with the way police dealt with a crime (23% compared to 16% of retailers and manufacturers).

This general satisfaction with the police was echoed by several of the businesses spoken to in the qualitative interviews, who spoke positively about the police and how they were dealing with crime in their local area. This was particularly true of those businesses that had experienced limited levels of crime in the past year and, to a lesser extent, those in deprived areas that seem to be coping with relatively low levels of crime.<sup>53</sup> Those businesses that had experienced a number of different crimes were less positive on balance.

Similarly, those businesses in the telephone survey that had experienced crime in 2002 were more likely to be dissatisfied with the police. As Figure 6.1 shows, the influence of whether or not a business has experienced crime is most evident in the proportion stating that they are very satisfied or dissatisfied. Nearly twice as many businesses that had not experienced any crime were very satisfied with the police compared to those who had experienced crime.

There is also a clear relationship between satisfaction and the number of crime types experienced, with those experiencing a number of different types of crimes being much more likely to express dissatisfaction than those experiencing one or two types. Furthermore, a similar pattern is seen when one looks at whether or not a business has reported any crimes to the police - those who have reported crimes to the police are much more likely to be dissatisfied.

Where businesses were most satisfied, police responsiveness and proactivity were key. This was a recurrent theme in the qualitative interviews. Positive attitudes towards the police can be engendered when it is felt they are taking action to resolve a problem. In one case, an establishment had experienced five or six crimes in the last year, which mainly involved stealing from the shop and graffiti. The respondent indicated that the problems in the area were often to do with youths hanging around which puts customers off coming into the shop. However, this problem had lessened considerably since a policeman had come round at school times to prevent the children from gathering and since the police gave him a walkie-talkie to "call for assistance".

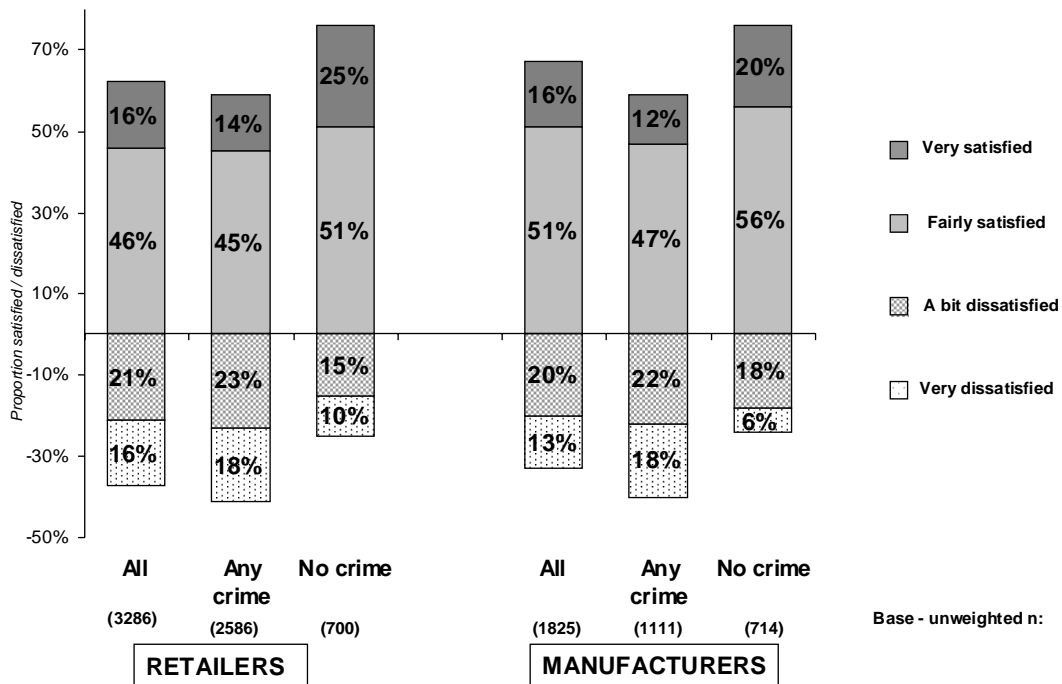
*Since the police took action over crowds of youths hanging around outside, the problem has lessened as they know the police will come or they will be chased away.*

He had a good relationship with the police and was pleased with their assistance. He found the crime prevention letter and especially the walkie-talkie given to him by the community Beat Manager very useful. The letter reassured him and the walkie-talkie allowed him to contact other shopkeepers in the area.

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<sup>53</sup> See Appendix 1 for further details of the three "types" of groups interviewed in the qualitative stage.

**Figure 6.1: Satisfaction with the way police deal with crime**



## Dissatisfaction

With one in three businesses expressing dissatisfaction it is important to identify the underlying reasons for this. The main reason for dissatisfaction with the police was that the police took too long to react to incidents (40% of retailers, 30% of manufacturers who expressed dissatisfaction). Other key reasons for dissatisfaction expressed in the telephone survey were:

- that they were not interested in crimes which were reported to them (25% of retailers, 26% of manufacturers who expressed dissatisfaction);
- that there were not enough police (23% of retailers, 22% of manufacturers);
- that the police were not seen in the area (20% of retailers, 18% of manufacturers); and
- that the police did not catch or prosecute offenders (20% of retailers, 15% of manufacturers).

The same reasons for dissatisfaction with the way police were dealing with crime against businesses in the area were also expressed by many of the respondents in qualitative interviews undertaken, particularly amongst those who experienced a number of different crimes. One manufacturer had experienced several burglaries and attempted burglaries (costing in the region of £1,500 each time), numerous incidents of vandalism and theft by employees within the last year.

The respondent was unhappy with both the support and the advice that had been offered by the police and also found it a struggle to keep up with regulations regarding an automatic police response to the alarm.

*The police keep changing the regulations about the type of alarm system you need in place for an automatic response.*

The respondent also found the police response to crimes to be poor, referring particularly to one incident when some children trying to set fire to the building were caught on CCTV. After handing the footage in to the police they would not act on it.

*The police wouldn't do anything and the reason they gave was that it was on digital and not VCR. Apparently the courts can't use that so nothing is happening now.*

## Response times

Businesses were also asked whether they agreed or disagreed with the statement: 'The police are becoming less responsive to crime against business in this area' and views were more in agreement than in disagreement. Around one in four businesses agreed strongly with the statement.<sup>54</sup> This disenchantment with the police response may well reduce the proportion of crimes that are reported to the police in the future.

Views on police responsiveness were highly correlated with levels of police satisfaction as Table 6.2 clearly demonstrates below.<sup>55</sup> Those businesses who believed that the police were becoming less responsive were far more likely to express dissatisfaction with police more generally in terms of how they were dealing with the crime problems facing businesses in the area.

**Table 6.2 Proportion of retailers who feel that police are becoming less responsive to crime against business in the area by levels of satisfaction with the police**

		Agree strongly	Agree	Neutral	Disagree	Disagree strongly
<i>Unweighted base</i>		591	798	759	822	199
<b>Satisfaction with police</b>	<b>Very satisfied</b>	5	7	13	25	59
	<b>Fairly satisfied</b>	14	43	60	64	33
	<b>A bit dissatisfied</b>	28	33	21	8	7
	<b>Very dissatisfied</b>	54	17	6	3	1

This increase in the disenchantment with police response was a particular issue that was strongly picked up in the qualitative interviews. As a retailer in Leicester explained:

*They are very slow to react to calls, on one occasion it took them one and a quarter hours to ring us up to see if we were OK and they finally turned up the next day. On a break-in they are quite sharp to get here, but anything else they are a lot slower.*

The respondent thought that the way the police could improve their service to the local business community would be to improve reaction times and to get more involved with local businesses, i.e. speak to them on a more regular basis.

<sup>54</sup> 42 per cent of retailers and 37 per cent of manufacturers agreed or strongly agreed with the statement, whilst 31 per cent of retailers and 25 per cent of manufacturers disagreed or strongly disagreed, the rest being neutral.

<sup>55</sup> The pattern shown for retailers in Table 6.3 is closely replicated for manufacturers.

## Taking disciplinary or civil action

Theft and fraud by employees resulted in disciplinary action in the majority of cases.

Civil action was less likely to be taken against offenders – employees or outsiders – though it was clearly an important form of redress in a minority of cases of theft by employees and of fraud of all types.

It has already been stated that criminal offences involving employees were not often reported to the police because it was felt to be inappropriate for the police to deal with the incident. Clearly many employers felt these offences should be dealt with by the businesses themselves.

This is supported by the fact that the majority of retailers took disciplinary action against the employee: three quarters (73%) of cases of theft and two-thirds (66%) of cases of fraud. Manufacturers were also likely to take disciplinary action. They took disciplinary action against the employee in half (52%) of cases of theft and in three-quarters of cases of fraud (75%).

Civil action was most commonly taken against crimes by employees. One in six (16%) retailers and one in twelve (8%) manufacturers took civil action against employees in relation to fraud, and one in eight (12%) retailers and one in twenty (5%) manufacturers took civil action in relation to theft by employees; seventeen per cent of manufacturers and eight per cent of retailers also took civil action against outsiders in reaction to fraud.

## Insurance

Just over half of businesses were insured against all crimes and a further third were insured against some crimes.

Crimes most likely to be covered by insurance were burglary, robbery, theft and vandalism. Fraud was the least likely to be covered.

Reasons for not being covered vary widely according to the type of crime, but expense and refusal by insurers are often important. There is evidence of financial vulnerability to the costs of crime.

Only one in five crime victims had actually claimed against an insurance policy in relation to a crime they had suffered. Claims were most likely in cases of burglary and (amongst manufacturers) theft from vehicles. Fewer than a quarter of all victims of other crime types had claimed for that crime.

As discussed earlier, for many businesses the decision as to whether or not to claim on their insurance is a critical one. Whether or not to claim will be dependent on whether or not they have insurance in the first place. Table 6.3 shows whether retail and manufacturing premises were insured against all crimes, some crimes or whether they were not insured at all.

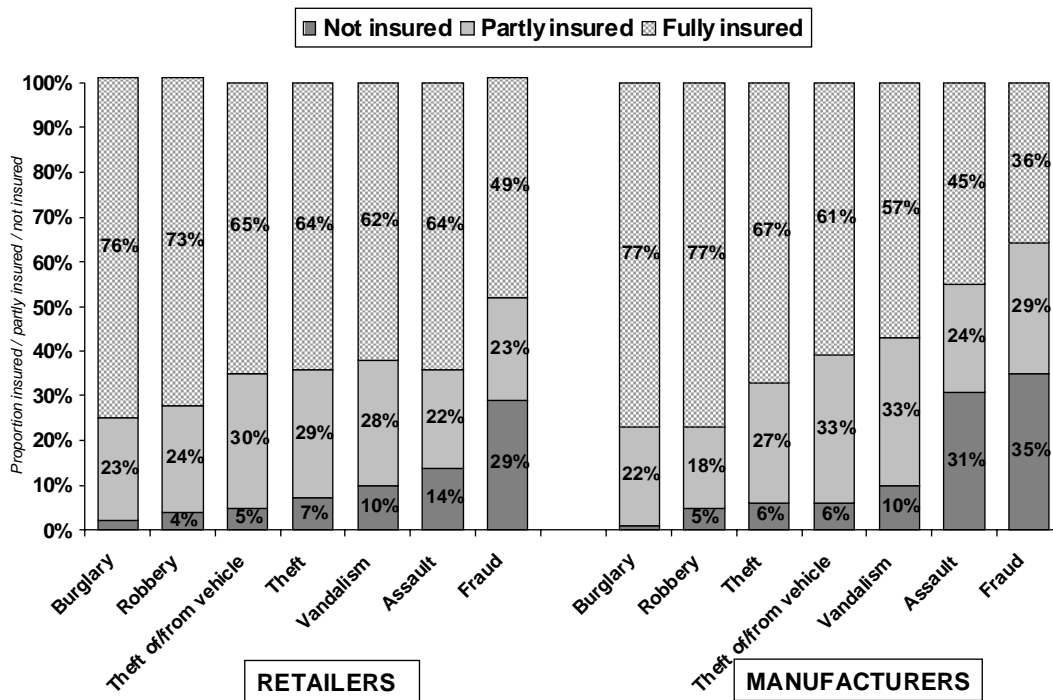
**Table 6.3 Whether premises were insured**

	Sector	
	Retail:	Manufacturing
<i>Unweighted Base:</i>	3917	2536
Insured against all crimes	57	53
Insured against some crimes	35	36
Not insured at all	8	10

Just over a half of all retailers and manufacturers were insured against all types of crime, with a further third being insured against some types of crime. However, eight per cent of retailers and 10 per cent of manufacturers were not insured at all.

Figure 6.2 provides more information on cover for particular offences which businesses themselves had experienced in 2002. It shows, for example, that for burglary, 76 per cent of retailers who had suffered a burglary were insured fully<sup>56</sup> against burglary, with 23 per cent having part cover and two per cent no cover. For manufacturers 77 per cent who had had a burglary were covered fully, with 22 per cent having part cover and one per cent no cover.

**Figure 6.2: Insurance cover**



Note: Base numbers for robbery and assault among manufacturers are low, therefore sampling error will be large

Retailers who were victims were also likely to be insured against robbery, theft of and from vehicles, other theft, vandalism and assaults. Most manufacturing victims were at least partially covered for the same crimes although far fewer were covered against assault. This reflects their lower frequency of contact with the public.

<sup>56</sup> Full cover means the insurer covers the full amount of any loss or damage caused by crime, apart from any excess that has agreed be paid. Part cover is where the insurance only covers a limited amount of the loss or damage.

Both retailers and manufacturers were less likely to be covered against fraud. Cover against fraud (or 'fidelity') is included in most insurance packages although it can be an "add-on" to a standard policy. It is therefore suggested that businesses have either not taken up this option or that they are simply unaware that they are covered.

Businesses can, of course, assess their own risk in respect of crime and decide themselves whether or not they should pay for insurance, or cover any losses from crime themselves. The survey showed that those without insurance were a little less likely to have experienced any crime,<sup>57</sup> which may suggest that some businesses may be prepared to take this "insurance risk". However, it also shows that the majority of businesses without any cover were still likely to experience crime and thus are financially vulnerable.

The kinds of premises that were likely not to be insured at all covered a wide range of both retailers and manufacturers, in all sub-sectors, though they tended to be concentrated in the food and groceries sector in retailing. They were primarily independent businesses, employing smaller numbers of people and with lower annual turnovers, though there were some high turnover premises as well.

**Table 6.4 Proportion of retailers and manufacturers who made an insurance claim in respect of the last incident of each type of crime**

	Sector		<i>Experienced any/type of crime – unweighted base (retail/man)</i>
	Retail	Manufacturing	
<b>Made any claim</b>	<b>21</b>	<b>20</b>	<b>(2924/1357)</b>
Burglary	45	40	(580/339)
Theft from vehicles	23	40	(286/265)
Vandalism	24	16	(820/416)
Robbery or attempted robbery	21	19	(200/54)
Attempted burglary	18	11	(625/337)
Theft by outsiders	10	16	(291/144)
Theft by persons unknown	8	11	(603/207)
Theft by customers	6	10	(1420/67)
Fraud by employees	7	3	(122/36)
Theft by employees	5	5	(357/112)
Fraud by outsiders	3	2	(664/195)
Threat, assaults, intimidation	2	4	(801/131)

The table shows, *in descending order*, the proportion of businesses that made an insurance claim in respect of the last incident of each type of crime (across both retailers and manufacturers). The 'made any claim' figure shows the proportion of all businesses that experienced crime that made any insurance claim.

This question was not asked in relation to theft of vehicles or bribery/corruption, electronic crime, alcohol/tobacco smuggling and being offered stolen goods.

Manufacturing findings robbery or attempted robbery, theft by customers and fraud by employees should be viewed with caution due to the small unweighted base sizes.

It is possible to look at whether businesses actually made an insurance claim in relation to their last incident of each crime type (Table 6.4).

<sup>57</sup> 72 per cent of retailers without any insurance had experienced crime vs. 78 per cent of all manufacturers; 53 per cent of manufacturers without any insurance had experienced crime vs. 66 per cent of all manufacturers.



Just under a half (45%) of retailers and two-fifths (40%) of manufacturers made a claim for burglary. Under a quarter of retailers and two-fifths (40%) of manufacturers made a claim for theft from vehicles. All other crimes had insurance claim rates of a quarter or less of victims.

Although businesses were covered by insurance for many offences for which they were victims in 2002, they often chose not to make insurance claims. In the telephone survey they were not asked directly why this was. However, in the qualitative phase of the research, many respondents talked of the impossibility of making insurance claims on all types of crime that they had experienced. It was clear that businesses had to think very carefully about whether to claim on their insurance and receive possible financial reimbursement in the knowledge that this would lead to further increases in their insurance premiums and longer-term financial doubts.

# 7. Crime prevention

## Overview

This section looks at crime prevention: measures in place, their cost, the reasons for implementation and their effectiveness.

Most commonly in place were measures that protect the outside of the building and/or prevent entry – doors, barriers, locks, lighting and burglar alarms. CCTV for outside the building has also become relatively common.

Retailers were likely to mark or tag stock or equipment although the view that there was no substitute for vigilance was widely expressed.

Many businesses, particularly retailers, took part in co-operative activities with others in the area, though these tended to be informal.

Although few thought their crime prevention measures were perfect, most businesses felt that they were effective, particularly physical barriers and deterrents to illegal entry.

The police were by far the most common source of crime prevention advice. It was mostly seen as very positive and was considered to be authoritative. It tended to be given after a crime had been suffered.

More proactive provision of crime prevention advice by the police would be welcomed by businesses.

There may be benefit in raising the awareness of Crime and Disorder Partnerships among businesses. If levels of reporting crimes against business were increased for these groups, this may help to generate new prevention strategies and techniques.

## Introduction

This chapter looks at

- the types of crime prevention precautions taken by businesses;
- how effective each measure was thought to be;
- security against electronic crime and computer viruses;
- the cost of these measures; and
- obtaining advice on crime prevention.

## Crime prevention precautions

The vast majority of businesses reported having protective door and window measures.

Other measures protecting the outside of the building were also common, security lighting and CCTV cameras being the most numerous. Most premises were protected by burglar alarms.

Tagging or marking of stock and equipment was also common amongst retailers though it was not felt to be a substitute for vigilance by staff. Fake money detectors were used by around a third of retailers.

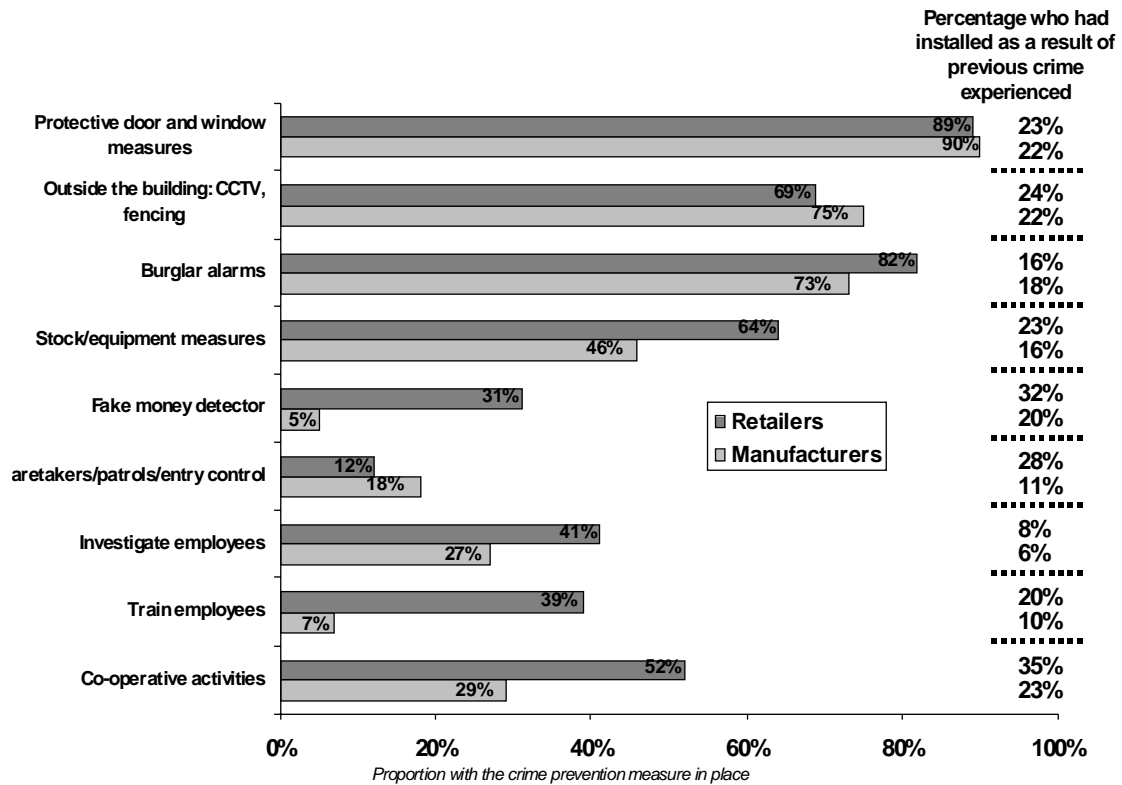
Few businesses had entry control measures in place, such as security guards, store detectives or receptionists.

It was quite common to investigate employees before hiring them, with about a quarter of manufacturers and two in five of retailers claiming to make such checks.

A slight majority of retailers and nearly three in ten of manufacturers were participating in some form of co-operative activity. A range of schemes were in place.

Businesses can have a whole range of crime prevention precautions in place - some, such as alarms or metal doors, to protect against burglary, others to protect stock against shop theft and yet others to protect their computer systems. Each respondent was first asked whether they had precautions of a particular type. If he/she had, the interview went into more detail about the specific kinds of precautions of that type. Figure 7.1 summarises how many retailing and manufacturing premises had each broad type of crime prevention measure. The figure also shows whether or not they were installed as a direct result of previous crime experienced.

**Figure 7.1: Crime prevention measures in place**



Base: All retail establishments (3,955); All manufacturing establishments (2,561)

### Protective door and window measures

A very high proportion, nine out of ten retailers and manufacturers, had at least some type of door or window protection. Most common were bars, grilles or shatterproof glass (58% of retailers, 55% of manufacturers), whilst at least a third had shutters, window locks or door bars. Clearly, which measure is appropriate will depend upon the premises themselves and their location. For example, retailers in indoor shopping centres, which are closed at night with metal shutters, do not need themselves to invest in strengthened doors.

Just under a quarter of door and window protection had been installed as a result of a previous victimisation which sometimes pointed out particular defects for premises in vulnerable locations:

*Before we had steel shutters the premises had been ram-raided several times by people wanting to steal vehicles and equipment. (retailer)*

### Measures to protect outside of the building

Precautions designed to secure the outside of the building were also common (69% retailers, 75% manufacturers), with more than two-thirds of retailers and three-quarters of manufacturers having one or more of the following measures.

- Security lighting (55% of retailers, 65% of manufacturers).

- CCTV cameras (31% of retailers, 25% of manufacturers).
- Barbed wire fencing or anti-climb paint (15% retailers, 21% manufacturers).
- various others, including gates, barriers, bollards or anti-ram devices.

The use of CCTV has increased considerably since 1994, when just 20 per cent of retailers and eight per cent of manufacturers had CCTV. Again, just under a quarter of these measures had been installed as a result of a previous incident.

### Burglar alarms

Alarms were also common. More than eight in ten (82%) retailers and seven in ten (73%) manufacturers had some form of alarm system, with around half having an alarm system linked to the alarm company or police and about a third a 'normal', audible alarm.

The proportion of business premises with alarms had also increased since 1994, when 72 per cent of retailers and 59 per cent of manufacturers had an alarm. Measures which allow remote response to the alarm were relatively uncommon according to the 2002 CVS.

One in ten (9%) retail stores had an automatic video system which recorded what was happening inside, whilst seven per cent had a system allowing the alarm company or the store to listen in to the premises (and so distinguish likely burglars from cats or inadvertent triggering by employees). Some of these systems also allow the monitoring person to speak to the burglars - which has been found by at least one chain to be a very effective deterrent (Shapland 1995).

All these precautions, like door and window protection, were primarily designed for use against burglary. Shops, particularly, could, and indeed did, have a plethora of these precautions, as shown by the qualitative research:

*We need all of them – the shop is equipped with six cameras, mirrors, metal shutters, a burglar alarm and a separate alarm for the window.* (retailer)

### Measures to protect stock and equipment

Fewer premises had precautions to protect their stock or equipment from theft or damage. Two-thirds of retailers and a little less than half of manufacturers had such measures in place. The measures covered by the questions included:

- marking of property (to make it less attractive to thieves and to help recover it);
- tagging of stock (electronic article surveillance); and
- having security cameras, security lighting or security mirrors inside the premises.

This is despite the considerable extent of shop theft for a few highly victimised retailers and the overall high likelihood of it occurring. The qualitative research highlighted that this was partly a rational calculation by managers, who reasoned that the best preventive measures were surveillance by staff and partly an element of resignation in the face of experienced robbers or thieves:

*Prevention measures such as CCTV work to a degree, but staff keeping an eye out is key.* (retailer)

*Although the panic button is linked to the police, criminals know exactly how long they have.* (retailer)

For some, however, internal CCTV was not just about preventing crime, but about making themselves, or their staff feel safer:

*I feel safer with CCTV - it acts as a deterrent for some, although proper criminals don't care.*  
(retailer)

### Entry control measures

An alternative to CCTV is, of course, surveillance by people there on site, such as caretakers, security guards, store detectives or, for premises with one main entrance, a receptionist:

*The security guards inform the shopkeepers if there is anyone suspicious hanging around the complex.*  
(retailer)

Few premises used entry control involving people at the site. Just one to two per cent of premises had a caretaker (whether in business hours or after hours), employed store detectives or used a system whereby security guards went to the premises if an alarm went off. A few more used security patrols, with four per cent of retailers and three per cent of manufacturers having patrols by guards during business hours and two per cent of retailers and six per cent of manufacturers patrolled by guards after hours. Two per cent of retailers and seven per cent of manufacturers had a receptionist who could undertake entry control.

### Fake money detector

Businesses were asked whether their premises had a fake money detector. They were far more common amongst retailers, with nearly a third (31%) having a detector, compared to only one manufacturer in twenty. One third (32%) of retailers and a fifth (20%) of manufacturers indicated that acquiring a fake money detector was the result of the business receiving forged bank notes.

### Investigating new employees and training current staff

Fraud or theft by employees was, as already seen, one of the potentially most costly offences which businesses suffer. A rigorous financial regime clearly reduces the opportunity for such crime occurring and will act as a deterrent. However, one human resources precaution is to investigate whether employees have criminal records before hiring them. This was quite common, with 41 per cent of retailers and 27 per cent of manufacturers claiming to make such checks.

Training employees to cope with crime was surprisingly uncommon. Just two-fifths (39%) of retailers trained their staff to handle crime-related incidents, despite the high likelihood of staff coming across shop theft (which can sometimes lead to threats or violence) or being threatened, intimidated or even assaulted. The Health and Safety Executive guidance on violence to staff (HSE 1990) stresses the need for businesses to have risk audits in relation to violence involving staff.

The proportion of manufacturing premises training staff to handle crime-related incidents was far lower at seven per cent, partly reflecting the lower risk of violence and customer theft/fraud in manufacturing.

### Co-operative activities

The survey also asked about participation in co-operative activities to prevent crime. In 1994, 24 per cent of retailers and 12 per cent of manufacturers were participating in some form of co-operative activity. In 2002 52 per cent of retailers and 29 per cent of manufacturers were participating in such activity. There were a wide variety of schemes.

For retailers, the most common were:

- co-operation in banning known shoplifters or using exclusion notices (24%);

- ring-round schemes (20%);
- meetings between local businesses and the police (19%); and
- business watch or neighbourhood watch schemes (17%).

For manufacturers, they were:

- business watch or neighbourhood watch schemes (12%); and
- meetings between local businesses and the police (9%).

Businesses were also asked specifically about participation in a Crime and Disorder Partnership, but very few businesses were involved with these (4% of retailers, 2% of manufacturers). Similarly, only five per cent of retailers were in a Retail Crime Partnership.

Participation in co-operative activities was often spurred by victimisation, with 35 per cent of retailers and 23 per cent of manufacturers saying that they became involved after an offence. From the qualitative survey, businesses said they really did want to be involved yet few appeared to have had the chance. For manufacturers in particular, it was that no one contacted them or involved them.

There may be a perception that the business world can organise itself. This may be correct where, for example, stores normally get together in the context of a regular shopping precinct meeting, which can also discuss security and crime prevention (Wakefield 2000). However, there can be very little interaction between the owners or agents of industrial or commercial estates and their tenants, with owners/agents seeing crime and crime prevention as not their concern (Johnstone *et al.*, 1994). Individual manufacturing premises may not know other tenants on the estate and it often requires an outside agency, such as the police or a local crime prevention initiative, to get tenants together.

Table 7.1 shows the proportions of victims of different offences who informed other businesses and local crime prevention partnerships about the last incident of each kind of victimisation they had suffered.

Informing other businesses was a relatively common response by both retailers and manufacturers. Nearly half the businesses had informed others about their most recent incident of burglary, and over a third had informed other businesses about their most recent incident of attempted burglary, theft by customers (retailers only), theft by outsiders, fraud by outsiders and robbery. Businesses were, perhaps not surprisingly, less likely to tell others about incidents by employees. They also seemed rather more reluctant to tell others about threats, assaults and intimidation than property crime.

In contrast, businesses were unlikely to have informed their local crime prevention partnership themselves (though, if the offence was reported to the police, it would have been included in aggregate figures passed to the partnership). Just 14 per cent of retailers and 11 per cent of manufacturers informed a crime prevention partnership about their most recent incident of burglary, with the figures for other offences being less than this.

**Table 7.1 Proportion informing other businesses or crime prevention partnership about the last incident of each kind of victimisation they had suffered<sup>58</sup>**

	Informed other businesses %		Informed local crime prevention partnership %		unweighted base (retail/man)
	Retail	Manufacturing	Retail	Manufacturing	
Burglary	48	47	14	11	(612/342)
Attempted burglary	40	44	12	10	(664/346)
Theft by outsiders	39	42	13	8	(303/150)
Robbery or attempted robbery	43	34	13	11	(212/54)
Theft by customers	42	29	13	5	(1486/67)
Fraud by outsiders	34	39	9	5	(706/194)
Theft by persons unknown	33	32	12	9	(624/209)
Vandalism	32	32	11	8	(868/422)
Threat, assaults, intimidation	30	23	12	5	(806/131)
Theft from vehicles	23	29	6	6	(289/269)
Fraud by employees	20	21	6	6	(128/37)
Theft by employees	12	7	6	3	(370/114)

All areas now have crime prevention partnerships, as a statutory duty for the police and local authority under the Crime and Disorder Act 1998. These partnerships have been required to assess their own local crime priorities and if businesses do not inform them of the crimes they suffer, then crime against business may not figure sufficiently highly in these priorities.

It seems that a lack of awareness or lack of direct links to the partnerships may be the reason for this low level of reporting. However, the fact that many businesses do inform others of crime, but that more organised forms of co-operation have not yet penetrated far into the business world, suggests that it would make sense for the police to try to piggyback onto existing informal networks and thus be able to snowball crime prevention strategies and techniques.

## Perceived effectiveness of crime prevention measures

*Businesses generally felt that their crime prevention measures had worked to a reasonable degree although relatively few felt they worked completely.*

*Measures most likely to be felt to be effective were those preventing entry and the measures on the outside of the premises such as doors, locks, barriers, lighting and alarms.*

Two measures of effectiveness were recorded in the survey. First, respondents were asked to what extent they thought the measures they had adopted had prevented crime against their premises. Fifteen per cent of retailers and 25 per cent of manufacturers thought their crime prevention measures had prevented all crime. In general, businesses were happy with the current state of their crime prevention security: about two-thirds thought the measures they had adopted had prevented crime to a reasonable extent, whilst around ten per cent thought

<sup>58</sup> These questions were not asked in relation to theft of vehicles or bribery/corruption, electronic crime, alcohol/tobacco smuggling and being offered stolen goods.



they had not really prevented crime and under ten per cent thought they had not prevented crime at all.

The qualitative study also asked about effectiveness of crime prevention measures. Here there was a mixed response in terms of what was considered to be most effective, with a number mentioning general staff vigilance and a number mentioning measures shown in Figure 7.2 above. However, the most common response was the need for a combination of measures rather than just focusing on one specific measure.

In terms of the effectiveness of specific measures, views obtained from the qualitative interviews were often polarised. A measure that is effective for one business is not necessarily going to work for another. This polarised view was especially evident with CCTV (both internal and external). Some businesses considered CCTV to be a valuable deterrent against crime whilst others felt it had only limited efficacy:

*The CCTV cameras on the road do not act as a deterrent to criminals – there would be no point installing CCTV within the premises.* (retailer)

*The CCTV cameras only worked once youngsters realised that they were real.* (manufacturer)

One issue that arose several times, was whether the pictures taken by CCTV were of evidential picture quality and whether they were compatible with police and judicial systems. Several businesses talked generally of the poor quality of some of the images, while one manufacturer was told that the police would not act on CCTV footage because it was taken on a digital system rather than VCR. This has implications for whether suspects can be prosecuted successfully in courts.

Despite some criticism of CCTV, this was the one crime prevention measure that businesses said in the qualitative interviews that they would most like but do not have. Cost was seen as the major barrier. A few businesses felt that public money incentives should be offered, or had even been promised but not delivered.

## Security against electronic crime and computer viruses

Businesses were asked about the security measures they had in place to try to prevent electronic crime and computer viruses.<sup>59</sup>

The vast majority of those with a computer at the premises had at least some measures in place (85% of retailers and 92% of manufacturers). The most common measures were anti-virus software (67% of retailers and 85% of manufacturers). About a third had, in addition, at least one the following: restrictions on staff external email use, restrictions on staff Internet use, restrictions on floppy disk use, and a fire wall. Forty per cent of retailers and thirty-five per cent of manufacturers had a staff code of conduct on computer use, which might cover email and Internet use.

About a half of businesses had formulated contingency plans for recovery after the theft or destruction of their computer systems (46% of retailers, 55% of manufacturers). Given the frequency with which manufacturers, especially, found that they were receiving harmful viruses, this may be a particularly significant risk.

*I have received viruses on CDs and attachments, and on each occasion have had to spend hours reinstalling everything on the system – such disruption is both time-consuming and costly.* (manufacturer)

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<sup>59</sup> Detailed findings are in Supplementary Web Report No. 1 (Shury *et al.*, 2004a).

Businesses were often as dependent on their computers for their continuing operation as on their equipment or stock. It is of concern that some businesses may be taking the same view as one respondent to the qualitative survey:

*Not something you think about until it happens. (manufacturer)*

## The cost of crime prevention measures

Respondents were asked for their estimate of the total maintenance and running costs for security of premises during 2002 (not including capital costs for crime prevention measures), omitting costs of insurance and of IT security. The average (median) maintenance and running costs for security to retailers in 2002 was £400, though the range of expenditure was considerable.<sup>60</sup> About a quarter (23%) spent nothing or a negligible amount, although a minority (less than one per cent) of businesses spent over £1 million. Manufacturers were very similar, with the average again being £400, a quarter spending nothing, but the maximum being up to £300,000. Again, it is worth stressing that this is just the average yearly cost of security, not including IT security – any expenditure on capital security projects would be additional.

Respondents were also asked about the direct monetary costs of IT security (buying software or hardware and maintenance contracts), excluding staff time.

IT security costs were higher for manufacturers than retailers, reflecting manufacturers increased risk (see Chapter 3). Most retailers had no direct monetary cost for IT security in 2002, though 31 per cent spent up to £500 and the maximum was as high as £2 million. Manufacturers on average spent £100, with 14 per cent spending over £1,000 and the maximum estimated at £7,000,000.

For IT security, costs were not only monetary, but also involved the working hours needed to upgrade protection. Here, retailers divided into two main groups: those spending essentially no time (56%) and those spending over 20 hours in the last year on upgrading IT security (34%). Manufacturers spent more time on IT security, with the average being 12 hours, though there were again two main groups - those spending negligible time on it (41%) and those spending over 20 hours (48%).

## Obtaining advice about crime prevention

Advice from the police was welcomed and considered to be authoritative. It was also the most common source of advice by some margin, though it tended to be given after a crime had been suffered.

A more proactive provision of crime prevention advice by the police would be welcomed by businesses.

Other sources of advice (e.g. local authority, business watch) were much less frequently used.

Action may be needed to put businesses in touch with Crime and Disorder Partnerships and other more formal schemes in their area.

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<sup>60</sup> See Supplementary Web Report number 1

Businesses, particularly independent businesses, cannot be expected to be experts themselves in crime prevention and can therefore benefit from advice about crime prevention. The survey asked businesses if they had received advice from various sources. The most common source of advice was the police (43% of retailers, 31% of manufacturers), whose advice on crime prevention was both welcome and clearly thought to be authoritative. Businesses were far more likely to act on police advice than on advice from the local authority or a business watch scheme.

*Police came round after the shoplifting – their advice was very useful. We now know what needs to be done.* (retailer)

*Police give you information every time you are a victim.* (retailer)

*I received a letter and a walkie-talkie from the community beat manager, both of which I found very useful.* (retailer)

However, it appeared that police advice was largely forthcoming after victimisation. Manufacturers in particular, who had in general less contact with the police (see Chapter 6), said in the qualitative survey that they would appreciate a more proactive role for the police:

*When new businesses move to an area, it would be useful for a crime prevention officer to walk in and introduce themselves.* (manufacturer)

*Police should come and speak to owners of businesses in the park – currently there is little interaction between businesses.* (manufacturer)

Advice from the local authority was only received by a small minority of businesses (13% of retailers and 10% of manufacturers). Though the majority did act on such advice, some were slightly more cynical about it:

*We received information from the Council about CCTV cameras, but only when they wanted money for them.* (retailer)

Manufacturers sometimes felt ignored by local authority initiatives and wished that they were included:

*I have not received anything, but would welcome crime prevention information being sent in the future from either the police or local authorities.* (manufacturer)

A few businesses also received advice from a business watch scheme (9% of retailers and 5% of manufacturers), though as discussed earlier in this chapter, these more formal schemes are not particularly widespread. Very few businesses had received any information from Crime and Disorder Partnerships (3% of retailers, 2% of manufacturers). Even where these more formal schemes exist, proactive action may be needed to put businesses in touch with them:

*“We had the police down after the knives in alleyway incident, and they put us in touch with Business Link.* (manufacturer)

Aside from these sources of advice, which were specifically mentioned in the survey, it is necessary to be aware that insurance companies may also be insisting on particular security precautions (which may explain the concentration of measures in place on external threats from intruders, given the prevalence of insurance for these offences discussed in Chapter 6).

*Our insurance company plays a big part in crime prevention. If certain things aren't upgraded, the premium goes up – if put in place it stays the same. (manufacturer)*

Some businesses also commented in the qualitative research that they were being bombarded with advice from security companies. However, it is impartial, authoritative advice on crime prevention and security that is important to businesses and why the police are generally the preferred source.

# Appendix 1. Methodological details

## Overview

The project adopted a three-way approach, with a core large-scale, quantitative, telephone survey of establishments complemented by a small-scale, follow-up, qualitative survey of sites with a range of experiences of crime, and a postal survey of Head Offices.<sup>61</sup>

The large-scale quantitative survey consisted of a total of 6,516 telephone interviews (3,955 retailing premises and 2,561 manufacturing premises) in England and Wales and forms the main element of the research. This compares with the 2,925 interviews conducted for the 1994 CVS study. The survey was establishment or premises based. The principal respondent was the senior person responsible for security issues. Generally, in establishments with 50 or more employees this was the head of security or office manager. In establishments with fewer than 50 employees it was the owner, proprietor or general manager. As in 1994, only small and medium-sized establishments (establishments employing less than 250 people were eligible).

The sample for the telephone survey was drawn from Yell Data (formerly British Telecom's Business Database). This is a computerised version of the business telephone directories, a regularly updated and comprehensive list of establishments with a business telephone line. The 2002 survey sought to ensure adequate representation in the sample of employers located in deprived areas, so the Department of the Environment, Transport and the Regions' (DETR's) Indices of Deprivation 2000 were used to define the ten per cent most deprived wards. A stratified sample of premises was drawn, by sector (SIC category<sup>62</sup>), size of establishment and whether the establishment was located in a deprived area. Smaller businesses (<10 employees) and those in deprived areas were over-sampled and the sample was drawn to ensure that an adequate number of interviews were conducted in rural areas and across all regions. Quota targets were set on a 33-cell matrix (illustrated in Table 1.1 below) with additional regional rim targets.

Most of the results reported in this report are from the large-scale telephone survey, but quotes from the in-depth interviews are included where relevant to provide a context to the figures.

## The sample profile

Table A 1.1 below shows the unweighted sample profile and weighted population by sub-sector, size and deprivation index. The figures in brackets in each of the sample profile cells show the proportion of the population universe who have been interviewed. So, for example, in terms of motor vehicle retailers who were employing fewer than ten employees and located in a deprived area, 145 premises were interviewed, representing 2.2 per cent of the total number of such premises in England and Wales. The table shows that the sample bases achieved are sufficient to allow reliable analysis. The sample was regionally representative.

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<sup>61</sup> Findings for the postal survey are not published due to low response rates

<sup>62</sup> The sample of retailers and manufacturers was designed to be as similar as possible to that for the 1994 survey. However, this study needed to use the 1992 SIC codes, as the 1980 SIC codes used in 1994 are effectively obsolete. The effect of needing to change to the newer SIC codes is that there are slight disparities in the sample coverage, further details of which are discussed in later in this Appendix. Standard Industrial Classification codes (SIC codes) are business sectoral descriptors.

**Table A 1.1: Sample profile and weighted population**

	Total		1-9 employees				10+ employees	
			Top 10% Deprived		Others			
Sample profile (S)/ Weighted population (W)	S	W	S	W	S	W	S	W
<b>Retail</b>	<b>3,955 (1.2%)</b>	<b>326,397</b>	<b>839 (2.0%)</b>	<b>42,320</b>	<b>2,015 (1.1%)</b>	<b>185,495</b>	<b>1,101 (1.1%)</b>	<b>98,582</b>
Motor vehicles (sale, maintenance and repair)	666 (1.0%)	66,757	145 (2.2%)	6,535	352 (0.9%)	39,145	169 (0.8%)	21,077
Food, tobacco and beverages	1,330 (1.4%)	93,710	264 (1.9%)	14,180	653 (1.3%)	50,550	413 (1.4%)	28,980
Electrical and hardware	298 (1.7%)	17,380	65 (3.1%)	2,090	148 (1.6%)	9,325	85 (1.4%)	5,965
Other retail	1,661 (1.1%)	148,550	365 (1.9%)	19,515	862 (1.0%)	86,475	434 (1.0%)	42,560
<b>Manufacturing</b>	<b>2,561 (2.6%)</b>	<b>97,345</b>	<b>358 (3.1%)</b>	<b>11,705</b>	<b>1,223 (2.4%)</b>	<b>50,105</b>	<b>980 (2.8%)</b>	<b>35,535</b>
Food, beverages and tobacco	177 (2.1%)	8,490	19 (2.1%)	915	55 (1.6%)	3,420	103 (2.5%)	4,155
Textiles, clothes and leather products	394 (3.3%)	11,825	71 (2.8%)	2,580	169 (3.5%)	4,880	154 (3.5%)	4,365
Wood, paper and publishing	804 (2.0%)	40,785	130 (3.0%)	4,380	416 (1.8%)	22,990	258 (1.9%)	13,415
Rubber and plastic	273 (3.7%)	7,400	21 (3.2%)	660	91 (3.3%)	2,780	161 (4.1%)	3,960
Furniture and others	577 (3.1%)	18,465	74 (3.1%)	2,420	327 (3.1%)	10,560	176 (3.2%)	5,485
Office machinery and computers	231 (3.1%)	7,510	35 (6.3%)	560	107 (2.7%)	3,920	89 (2.9%)	3,030
Radio, TV and communications	105 (3.7%)	2,870	8 (4.2%)	190	58 (3.7%)	1,555	39 (3.5%)	1,125
<b>Total</b>	<b>6,516 (1.5%)</b>	<b>423,742</b>	<b>1,197 (2.2%)</b>	<b>54,025</b>	<b>3,238 (1.4%)</b>	<b>235,600</b>	<b>2,081 (1.6%)</b>	<b>134,117</b>

### Characteristics of the sample

Of the retailers responding, a quarter sold primarily food and groceries (25%), with a fifth selling furniture and clothing (20%), just under a fifth motor vehicles (17%) and just under a tenth tobacco and/or alcohol (8%). No other types of goods formed more than four per cent of the sample.

Very few retailers did any additional manufacturing or distribution at the premises.

Almost two-thirds (62%) of retailers were independent businesses operating only at those premises, whilst almost a third were part of a business with branches or part of a franchised chain (31%).

The manufacturing respondents primarily manufactured goods or items (65%), whilst 35 per cent were printers or publishers. Larger manufacturing sectors were wood, paper and publishing (42%), furniture and other goods (19%), textiles, clothes and leather products (12%) and rubber and plastics (8%).

Manufacturers were much more likely than retailers to have diversified at those premises, with just under a quarter doing some retailing (23%) and 12 per cent some wholesaling. So over a third will have had members of the public having access to their premises.

The vast majority were independent businesses occupying just those premises (81%).

A number of different indicators have been used to measure locational or geo-demographic factors, such as whether businesses are located in urban or rural areas. One such well-known indicator is Oxford-Countryside Agency's classification of rural wards which gives a useful binary division of all English wards into 'urban' or 'rural'.<sup>63</sup> Another measure is Business Geographics Ltd's (BGL) 'urbanity indicator' which classifies areas by postcode or ED into one of seven location types ranging from 'large city' to 'remote rural'.<sup>64</sup>

Between a third and a quarter of interviews were conducted with business premises in rural areas, with 28 per cent of retail and 32 per cent of manufacturing premises located in a rural area based on the Oxford-Countryside Agency definition. This slight imbalance in rural representation of manufacturers compared to retailers is further confirmed through the BGL 'urbanity indicator', as shown in Table A 1.2 below (e.g. 14% of manufacturers were in accessible rural areas, as opposed to 8% of retailers).

**Table A 1.2: Whether businesses were in an urban or rural area**

	<b>Retailers (%)</b>	<b>Manufacturers (%)</b>
<b>Unweighted n</b>	<b>3,955</b>	<b>2,561</b>
Large city	27	29
City or large town	14	13
Medium town	39	31
Small satellite town	9	9
Isolated small town	2	1
Accessible rural	8	14
Remote rural	2	2

In terms of their local environment, the most common locations for retail premises were:

- in a main shopping street (38%);
- on their own with no other shops or businesses nearby (15%);
- in a side street (13%);
- in some form of shopping centre (13%) - either an outdoor shopping precinct or retail park (7%) or an indoor shopping precinct (6%);
- on an industrial or commercial estate with a retail element (12%); and
- a few were located in a village, in people's own homes, or in a market.

Most retail premises had housing next door (33%) or in the same street as them (30%), with a quarter being more removed from housing and 13 per cent not having housing anywhere near.

<sup>63</sup> Social Disadvantage Research Centre, University of Oxford and Oxford-Countryside Agency classification of rural wards. It should be noted that this only provides figures for wards in England. The best definition available for Wales at the time of analysis was based on local authority areas, rather than wards, defining the nine local authority areas in Wales with a population density lower than the Wales average as 'rural'.

<sup>64</sup> 'Urbanity indicator' from Business Geographics Ltd., which classifies areas by postcode or ED into large city (such as Manchester), city/large town (such as Oxford), medium town (such as Crewe), small satellite town (such as Tavistock), isolated small town (such as Aberystwyth), accessible rural (such as Newton Poppleford in Devon) and remote rural (such as Kirk Yetholm in Scotland).

The most common locations for manufacturing premises were:

- detached premises (21% based on a side road or small road, 18% on a main road);
- in an industrial estate or business park (35% with no retailing element, 10% with a retailing element);
- in a serviced building for small businesses (6%); and
- in a residential area or in their own home (3%).

Again, the majority had housing near them, either adjacent to their own premises (40%) or in the same road (25%), with 25 per cent only having housing some distance away and ten per cent being isolated from any housing.

## The telephone survey

The sample of retailers and manufacturers for the telephone survey was designed to be as similar as possible to that for the 1994 survey. The 1994 survey based its sample categories on SIC codes using the 1980 SIC codes 41-49 for manufacturing and 641-656 for retailing.

The 2002 survey needed to use the 1992 SIC codes, as the previous ones are effectively obsolete. The relevant codes are 15-22, 25 and 36 for manufacturing and 50.1-50.3, together with 52 (excluding 52.71 and 52.74) for retailing. The main manufacturing sectors are, therefore, food, beverages and tobacco; textiles, clothes and leather products; wood, paper and publishing; rubber and plastic; and other manufacturing including furniture. The main retailing sectors are motor vehicles (sale, maintenance and repair); food, tobacco and beverages; electrical and hardware; and other retail.

The effect of needing to change to the newer SIC codes is that there are slight disparities. So, for example, glass fibre manufacturing and pewter ware manufacturing were included in 1994, but excluded in 2002, whereas adhesive manufacturing and manufacturing of models or instruments for exhibitions were excluded in 1994, but included in 2002. In addition, electrical domestic appliances and office machinery and computers, which were excluded in 1994, were included this time, to reflect changing patterns of consumption. A complete list of changes is given in the Technical Report (Shury *et al.*, 2004d).

The survey was designed to focus on SMEs (Small and Medium-Sized Enterprises) and so premises with over 250 employees were excluded from the survey in 2002.

The England and Wales database used for manufacturing and retailing premises was Yell-data (formerly called British Telecom's Business Database, which was used in 1994). This is a computerised version of the business telephone directories, listing all establishments with a business telephone line and including all telephone lines for those premises. It is the most comprehensive source for identifying businesses and is constantly updated.

For 2002, the Home Office wished to ensure adequate representation in the sample of employers located in deprived areas, so the DETR's Indices of Deprivation 2000 were used to define the ten per cent most deprived wards.

The initial population selected from Yell-data comprised 21,000 manufacturing premises and 18,000 retailing premises, from which a stratified sample of 15,000 premises was drawn, selecting at equal intervals, by sector (SIC category), size of establishment and whether the establishment was located in a deprived area.



Though a company may be classified by Yell-data as falling within a particular sector, the particular premises selected may not carry out that particular activity (it may be the offices, or a repair base, rather than carrying out retailing or manufacturing at that site). It is also possible that errors have occurred when Yell-data collect and update their data (this process is carried out by telephone).

Therefore, as in 1994, it was important to carry out a screening exercise which primarily aimed to acquire the name of the manager responsible for security issues at those premises<sup>65</sup>, but also to ensure that the business sector and postal address were correct. A total of 14,200 premises were screened in this way (see Table A1.1). At this stage the sample was refined to ensure it covered only those categories required (17% of premises were found not to be within the right categories). All 11,572 relevant respondents were then sent a personalised letter from IFF Research, a copy of a letter from the Home Office outlining the nature of the survey, together with a short 'Experience of crime' sheet, which listed the types of crime the survey would cover and which respondents could use as an aide memoire during the telephone interview. A further 1,092 premises refused or were found not to fall within the categories at this stage. The sheet and the telephone questionnaire itself were piloted in two pilots in September/October 2002.

The main fieldwork was carried out using CATI (computer-assisted telephone interviewing) between 4 November 2002 and 6 January 2003. Of the total of 10,660 premises telephoned to take part in the survey, 2,701 refused to take part and 471 were unavailable during the fieldwork period. A total of 6,516 interviews were achieved, giving a valid response rate of 61 per cent of those in-scope for the telephone survey. The average interview length was 20 minutes.

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<sup>65</sup> In crime surveys focusing on individual and household crime, it is possible to assume that the person contacted will know about crime committed against themselves and against the household itself, though not necessarily other members of the household. In larger business premises, however, knowledge about crime is more diffuse. The person with the most complete knowledge about victimisation may not necessarily be the managing director, and the person with security responsibility can be the finance director, the security director or the operations manager (Shapland 1995).

**Table A1.3: Response rate for the main stage telephone survey**

	Total	Retailers	Manufactures	1-9 emps	10+ emps
<b>Sample after the telephone screening</b>	<b>14,200</b>	<b>8,200</b>	<b>6,000</b>	<b>8000</b>	<b>6200</b>
Unobtainable	81	52	29	33	48
Company moved	423	266	157	282	141
Unknown at address	145	77	68	87	58
Over 250 employees	776	457	319	12	764
Total incorrect sample	1,425	852	573	876	549
Refusals	434	233	201	198	236
Unavailable during fieldwork	142	97	45	89	53
No reply	362	200	162	184	178
Incomplete contacts	85	35	50	42	43
Out of scope after screening	2,448	1,417	1,031	927	1521
<b>Mailed out</b>	<b>11,752</b>	<b>6,783</b>	<b>4,969</b>	<b>7073</b>	<b>4679</b>
Out of scope because of size	152	78	74	95	57
Out of scope because of sector	187	105	82	101	86
Other ineligible (ceased trading, contact changed)	326	225	101	182	144
Out of scope after mail out <sup>66</sup>	1,092	626	466	556	536
<b>In scope for telephone interview</b>	<b>10,660</b>	<b>6,157</b>	<b>4,503</b>	<b>6517</b>	<b>4143</b>
Refused	2,701	1,417	1,284	1566	1135
Unavailable during fieldwork	471	187	284	241	230
Call back	212	110	102	85	127
Number unobtainable/moved	128	83	45	63	65
Engaged/no answer after 10+ calls	632	405	227	311	321
<b>Completed interviews</b>	<b>6,516</b>	<b>3,955</b>	<b>2,561</b>	<b>4251</b>	<b>2265</b>
Response rate	<b>61%</b>	<b>64%</b>	<b>57%</b>	<b>65%</b>	<b>55%</b>

The classification of the activity at the premises is hence in terms of what the respondents to the interviews themselves said the main activity at those premises was at that time. In 1994, manufacturers included premises saying their main activity was manufacturing, wholesaling (but that they did no retailing), or publishing/printing. The 2002 survey includes, as manufacturers, premises saying their main activity was manufacturing or publishing/printing. It does not include those saying their main activity was wholesaling. Both 1994 and 2002 surveys include as retailing premises those premises saying that their main activity at that premises was retailing or wholesaling (and that they did some retailing as well).

Weighting of the responses to provide national-level figures was undertaken against the same 33 cell grid used for sampling, with data weighted to the population estimates and also to the total number of manufacturers/retailers for each of the ten survey regions, against nine or less, or ten or more employees, for the ten per cent most deprived wards and the rest. This produced a total of 326,396 premises for retailers and 97,344 for manufacturers.

<sup>66</sup> This also includes those that refused after the mailout (427 in total; 218 retailers and 209 manufacturers; 178 1-9 employees and 249 10+ employees).

A number of indicators were added to the data set to provide some demographic data. They were:

- the DETR Indices of Deprivation 2000 (providing both a split between the 10% most deprived wards and the rest, and percentile ranges in deciles);
- the 'urbanity indicator' from Business Geographics, which classifies areas by postcode or ED into large city (such as Manchester), city/large town (such as Oxford), medium town (such as Crewe), small satellite town (such as Tavistock), isolated small town (such as Aberystwyth), accessible rural (such as Newton Poppleford in Devon) and remote rural (such as Kirk Yetholm in Scotland); and
- the Social Disadvantage Research Centre, University of Oxford and Oxford-Countryside Agency classification of rural wards, though this only provides figures for wards in England. The best definition available for Wales at the time of analysis was based on local authority areas, rather than wards, defining the nine local authority areas in Wales with a population density lower than the Wales average as 'rural'. This is termed for current purposes as the 'Oxford rural/urban indicator'.

Analysis by these geo-demographic variables has not been undertaken for the purposes of the current report.

### The in-depth qualitative follow-up study

Forty in-depth qualitative interviews were conducted with respondents who had completed the telephone survey and agreed to be contacted for further research. They were selected to represent three main groups, which would provide a range of experiences with crime:

- businesses typical of the average telephone survey respondent, with limited amounts of crime and no experience of a serious crime (4 manufacturing premises and 9 retailers);
- businesses that had suffered a considerable number and range of crime (at least three different types - 4 manufacturing and 11 retailers); and
- businesses in deprived areas with relatively low levels of crime and a relatively positive approach (7 manufacturing and 5 retailers).

The interviews were clustered in North and South London, South Wales, Birmingham, Bristol, Leicester and Manchester. Each selected respondent was initially contacted by telephone. Most interviews were conducted face-to-face (80%), but because some respondents broke appointments several times, a few had to be done on the telephone.

The in-depth interviews focused on attitudes towards the locality; the mental and physical effects of crime on the respondent and other staff members; the business crime prevention measures and their perceived efficacy and the role of the police.

### The postal survey of head offices

A short postal survey of head offices was conducted for manufacturers. It was designed to be similar to the British Retail Consortium (2002) questionnaire to the head offices of retailers, though that annual survey is done using an incremental database approach, rather than a postal survey sent out at one point in time.

A total of 1,500 manufacturing companies was selected from the Dun and Bradstreet data population within our sectors. An initial mailout of 900 on 15 January 2003 was followed by two reminders, as well as a telephone reminder, followed by mailing out the remaining 600.

However, response rates to this survey were very low (12%). Feedback suggested that some companies felt the issue was too sensitive, or that they did not collect the required data. Consequently the findings cannot be deemed representative of manufacturers and are not being published.

## Further details on modifications to the 1994 Survey

In 1994 the questions related to victimisation in the calendar year 1993, rather than the year immediately before the survey, as was the case in 2002. This was due to the different time at which fieldwork was undertaken; for the 2002 survey asking questions about the calendar year 2001 would have caused problems in terms of memory.

The offences asked about in the 1994 CVS study were all included in the 2002 survey, using, as far as possible, the same wording of the question as in 1994. These comparable crime types are defined as the 'core crimes' in the 2002 survey.

However, the wording of the burglary question was changed to ensure that respondents fully understood what was classified as a burglary. The 1994 questionnaire asked:

*Did anyone burgle any of the buildings on these premises, that is, did anyone actually get into your premises without permission in order to steal things?*

In 2002 this was changed to:

*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?***

It should also be noted that a number of other offences were also added for the 2002 survey where no comparisons with the 1994 CVS study could be made. The additional crimes were:

- electronic crime;
- tobacco and alcohol smuggling;<sup>67</sup> and
- being offered stolen goods.

The location of the experience of crime questions was also changed for the 2002 survey. In the 1994 CVS study a modular approach was adopted whereby respondents were asked if they had experienced a crime and if they had, they were then asked a series of follow-up questions relating to that particular crime. In the 2002 survey a battery of 'screener' questions was asked (after the crime perception questions) which determined which of the 'core crimes' respondents had experienced.<sup>68</sup> Respondents were then asked the relevant follow-up questions, which were defined by the answers given in the screening section. This methodology was chosen to improve the flow of the questionnaire and to help respondents make use of their 'Experience of crime sheet', as well as avoid the possibility of respondents saying they had not suffered crimes they had been a victim of, to avoid the follow up questions.

An important section of the survey involves exploring respondents' perceptions of crime and related problems within the local area. Some further modifications were also made to this section of the questionnaire in 2002 to make it easier for respondents to answer and to obtain more specific information from the respondent. Firstly a definition of the local area was added to the questionnaire in 2002 'by the area around it I mean within 5 minutes walk'. This definition was taken from the British Crime Survey.

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<sup>67</sup> This measured respondents' **perceptions** of extent to which they may have suffered losses through tobacco and alcohol smuggling, rather than recording actual incidents.

<sup>68</sup> Only the experience of core crimes was asked in the screening battery. The additional new crimes for the 2002 survey were determined by a modular approach.

The perception of 'crime in general against businesses' question was moved from the end of the section to the beginning of the section in the 2002 questionnaire to ensure that responses were not swayed by other crime questions relating to the local area.

Questions asking about problems relating to parking facilities and litter within the local area were removed for the 2002 study and replaced by more specific crime related problems.

- People using/dealing drugs.
- People being drunk/rowdy.
- People being attacked because of their race or colour.
- Street robbery/mugging.

As a consequence of these modifications made to the perceptions of the local area section, direct comparisons between 1993 and 2002 can only be made between:

- perceptions of crime in general;
- the problem of youngsters hanging around; and
- the problem of graffiti.

The final differences to take into account when comparing results from 2002 and 1993 relate to the follow up questions on cost that were asked if a respondent had been a victim of a particular crime.

When respondents were asked about the costs of goods that had been stolen, in 2002 they were only asked to provide a cost for goods that were 'not later recovered and irrespective of insurance payouts'. In the 1994 questionnaire they were asked to provide a cost of goods stolen 'before any recovery from insurance'.

In the 1994 CVS study respondents were asked to give the total cost of all incidents of the crime type they had experienced throughout the year, i.e. if a respondent had experienced ten incidents of vandalism they were asked to give the cost of all ten incidents. In 2002 respondents were only asked to give the cost of the last incident of a crime they had experienced, and if a respondent had experienced more than one incident a derived total cost was calculated during analysis. It is acknowledged that this approach does not accurately represent the costs incurred by establishments, but rather provides a standardised though approximate indicator. This methodology was adopted because the first pilot of the 2002 questionnaire demonstrated that many respondents were having difficulty trying to answer for all incidents and could only answer for the last incident they had experienced.

It is therefore recommended that comparisons should not be made when looking at costs of crime figures.

## Appendix 2 Additional tables

**Table A2.1: The frequency of victimisation of retailers**

Number of incidents	2002: proportion of respondents (%)	2002: proportion of victims (%)	1993: proportion of victims (%)	2002: proportion of incidents (%)	1993: proportion of incidents (%)
Burglary:					
nil	84	-	-	-	-
one or more	16	-	-	-	-
four or more	2	15	6	45	25
6+ (where relevant, see note)	1	7	NA	31	NA
Attempted burglary					
nil	83	-	-	-	-
one or more	17	-	-	-	-
four or more	2	14	8	43	38
6+ (where relevant)	1	6	NA	26	NA
Vandalism					
nil	77	-	-	-	-
one or more	23	-	-	-	-
four or more	7	32	22	80	70
6+ (where relevant)	5	20	NA	72	NA
Theft from vehicles					
nil	92	-	-	-	-
one or more	8	-	-	-	-
four or more	1	16	13	55	58
6+ (where relevant)	1	9	NA	45	NA
Theft by customers					
nil	57	-	-	-	-
one or more	43	-	-	-	-
four or more	27	69	NA	99	NA
6+ (where relevant)	23	58	NA	99	NA
Theft by employees					
nil	90	-	-	-	-
one or more	10	-	-	-	-
four or more	3	28	24	95	91
6+ (where relevant)	2	19	NA	93	NA
Theft by outsiders					
nil	91	-	-	-	-
one or more	9	-	-	-	-
four or more	3	39	19	97	86
6+ (where relevant)	2	28	NA	95	NA

Number of incidents	2002: proportion of respondents (%)	2002: proportion of victims (%)	1993: proportion of victims (%)	2002: proportion of incidents (%)	1993: proportion of incidents (%)
Theft by persons unknown					
nil	80	-	-	-	-
one or more	20	-	-	-	-
four or more	8	47	49	98	97
6+ (where relevant)	7	39	NA	98	NA
Fraud by outsiders					
nil	82	-	-	-	-
one or more	18	-	-	-	-
four or more	8	47	34	97	77
6+ (where relevant)	6	37	NA	96	NA
Robbery					
nil	94	-	-	-	-
one or more	6	-	-	-	-
four or more	1	25	7	86	43
6+ (where relevant)	1	17	NA	81	NA
Threats/assaults					
nil	80	-	-	-	-
one or more	20	-	-	-	-
four or more	10	48	33	97	84
6+ (where relevant)	7	35	NA	94	NA
Being offered stolen goods					
nil	90	-	-	-	-
one or more	10	-	-	-	-
four or more	4	43	NA	92	NA
6+ (where relevant)	3	30	NA	88	NA

Notes: 1. Weighted data.

2. In 1994, the categories used only went up to four plus victimisations (denoted as 'NA' in table), but in analysis of the 2002 sweep of the CVS a six plus category was introduced.

3. Respondents were not asked the frequency of bribery/corruption in either 1994 or 2002 and not asked the frequency of being offered illegal alcohol/tobacco in 2002. Categories where 1994 results are not available are also denoted as 'NA'.

4. Unweighted numbers of cases for 2002 were burglary: 630; attempted burglary: 672; vandalism: 877; thefts of vehicles: 116; thefts from vehicles: 291; theft by customers: 1,493; theft by outsiders: 303; theft by persons unknown: 627; theft by employees: 379; fraud by employees: 123; fraud by outsiders: 680; robbery: 213; threats/assaults: 809; being offered stolen goods: 400.

5. The unweighted base sizes for theft of motor vehicles, fraud by employees and electronic crime were insufficient to provide reliable results for multiple victimisation.

**Table A2.2: Working hours spent on the last incident of crime by retailers**

Offence	weighted % of retailers suffering this type of offence	Average (FN Median) hours	Maximum hours	Unweighted n	weighted % of retailers with working hours spent falling in each range			
					nil, negligible	1 - 9	10 - 19	20 plus
Burglary	16	5	238	592	7	60	13	20
Attempted burglary	17	2	336	647	21	65	8	8
Vandalism	23	2	300	838	20	65	7	8
Theft of vehicles	3	6	500	108	7	57	13	22
Theft from vehicles	8	2	96	285	18	72	3	7
Theft by customers	43	1	700	1,444	37	58	2	3
Theft by employees	10	4	480	356	13	54	13	20
Theft by outsiders	9	1	300	294	30	61	4	4
Theft by persons unknown	20	1	200	597	32	58	4	6
Fraud by employees	4	4	450	135	26	39	9	26
Fraud by outsiders	18	1	400	673	23	66	4	7
Robbery	6	2	300	217	21	58	8	12
Threats and assaults	20	1	200	782	39	56	2	3

Note: For vandalism, theft by outsiders, and theft by persons unknown, the number of retailers who said they did not know the working hours involved in the last incident were high, so these estimates need to be treated with caution. The figures for theft of vehicles include goods stolen and the cost of repairs, if any, but do not take insurance payments into account.



**Table A2.3: Correlations between types of crime for retailers**

Burglary	1.000																		
Attempted burglary	0.367	1.000																	
Vandalism	0.150	0.206	1.000																
Vehicle theft	0.058	0.061	0.097	1.000															
Theft from vehicles	0.091	0.105	0.116	0.213	1.000														
Theft by customers	0.092	0.130	0.146	-0.066	-0.077	1.000													
Theft by employees	0.127	0.178	0.130	*	0.043	0.221	1.000												
Theft by outsiders	0.127	0.139	0.099	*	0.060	0.159	0.135	1.000											
Theft by persons unknown	0.135	0.133	0.120	*	0.085	0.281	0.175	0.248	1.000										
Fraud by employees	0.072	0.069	0.082	*	*	0.136	0.395	0.088	0.104	1.000									
Fraud by outsiders	0.097	0.140	0.134	*	0.044	0.233	0.159	0.115	0.154	0.116	1.000								
Robbery or attempted robbery	0.140	0.163	0.127	*	0.044	0.166	0.148	0.121	0.168	0.101	0.128	1.000							
Threat, assault or intimidation	0.112	0.209	0.226	*	*	0.380	0.267	0.153	0.231	0.129	0.247	0.194	1.000						
Bribery or corruption	*	*	*	*	0.046	*	*	0.041	*	0.042	0.074	*	*	1.000					
Alcohol/tobacco smuggling	*	0.056	0.061	*	*	0.190	*	*	0.053	*	0.047	0.088	0.129	*	1.000				
Being offered stolen goods	0.049	0.081	0.087	*	*	0.068	*	0.045	0.042	*	0.054	0.062	0.065	0.089	0.068	1.000			
Computer crime	*	*	*	*	*	*	*	*	*	*	*	*	*	0.055	*	*	1.000		
	Burglary	Attempted burglary	Vandalism	Vehicle theft	Theft from vehicles	Theft by customers	Theft by employees	Theft by outsiders	Theft by persons unknown	Fraud by employees	Fraud by outsiders	Robbery or attempted robbery	Threat, assault or intimidation	Bribery or corruption	Alcohol/tobacco smuggling	Being offered stolen goods	Computer crime		

Correlation:  $> \pm 0.1$  to  $< \pm 0.2$

Correlation:  $> \pm 0.2$  to  $< \pm 0.3$

Correlation:  $\pm 0.3+$

\* indicates correlation with significance less than  $p < 0.001$

**Table A2.4: The frequency of victimisation of manufacturers**

Number of incidents	2002: proportion of respondents (%)	2002: proportion of victims (%)	1993: proportion of victims (%)	2002: proportion of incidents (%)	1993: proportion of incidents (%)
Burglary:					
nil	86	-	-	-	-
one or more	14	-	-	-	-
four or more	1	8	7	32	26
6+ (where relevant, see note)	0	3	NA	22	NA
Attempted burglary					
nil	86	-	-	-	-
one or more	14	-	-	-	-
four or more	1	9	9	30	29
6+ (where relevant)	1	5	NA	20	NA
Vandalism					
nil	84	-	-	-	-
one or more	16	-	-	-	-
four or more	4	28	17	70	52
6+ (where relevant)	2	14	NA	56	NA
Theft from vehicles					
nil	89	-	-	-	-
one or more	11	-	-	-	-
four or more	1	10	13	32	58
6+ (where relevant)	<1	3	NA	16	NA
Theft by customers					
nil	97	-	-	-	-
one or more	3	-	-	-	-
four or more	1	43	NA	93	NA
6+ (where relevant)	1	25	NA	87	NA
Theft by employees					
nil	95	-	-	-	-
one or more	5	-	-	-	-
four or more	1	28	24	76	80
6+ (where relevant)	1	23	NA	70	NA
Theft by outsiders					
nil	93	-	-	-	-
one or more	7	-	-	-	-
four or more	1	18	23	89	93
6+ (where relevant)	1	10	NA	86	NA

Number of incidents	2002: proportion of respondents (%)	2002: proportion of victims (%)	1993: proportion of victims (%)	2002: proportion of incidents (%)	1993: proportion of incidents (%)
Theft by persons unknown					
nil	90	-	-	-	-
one or more	10	-	-	-	-
four or more	2	22	21	58	62
6+ (where relevant)	1	12	NA	44	NA
Fraud by outsiders					
nil	92	-	-	-	-
one or more	8	-	-	-	-
four or more	1	19	19	95	71
6+ (where relevant)	1	11	NA	93	NA
Robbery					
nil	98	-	-	-	-
one or more	2	-	-	-	-
four or more	<1	6	NA	18	NA
6+ (where relevant)	<1	1	NA	5	NA
Threats/assaults					
nil	94	-	-	-	-
one or more	6	-	-	-	-
four or more	1	23	15	91	67
6+ (where relevant)	1	18	NA	90	NA
Being offered stolen goods					
nil	94	-	-	-	-
one or more	6	-	-	-	-
four or more	2		NA	79	NA
6+ (where relevant)	1	20	NA	71	NA

Notes: 1. Weighted data.

2. In 1994, the categories used only went up to four plus victimisations (denoted as 'NA' in table), but in the 2002 sweep of the survey a six plus category was introduced.
3. Respondents were not asked the frequency of bribery/corruption in either 1994 or 2002. Categories where 1994 results are not available are also denoted in the table as 'NA'.
4. Unweighted numbers of cases for 2002 were burglary: 347; attempted burglary: 348; vandalism: 428; thefts from vehicles: 274; thefts by customers: 68; theft by employees: 114; theft by outsiders: 151; theft by persons unknown: 212; fraud by outsiders: 186; robbery: 54; threats/assaults: 132; being offered stolen goods: 164.
5. There were insufficient cases of theft of vehicles, fraud by employees and electronic crime to provide reliable results on multiple victimisation.

**Table A2.5: Working hours spent on the last incident of crime by manufacturers**

Offence	weighted % of manufacturers suffering this type of offence	Average (FN Median) hours	Maximum hours	Unweighted n	weighted % of manufacturers with working hours spent falling in each range			
					nil, negligible	1 - 9	10 - 19	20 plus
Burglary	14	5	500	339	14	56	9	21
Attempted burglary	14	2	200	340	21	67	6	5
Vandalism	16	2	100	405	21	68	4	7
Theft of vehicles	4	8	320	85	8	44	16	31
Theft from vehicles	11	3	168	259	13	69	9	8
Theft by customers	3	1	24	67	47	45	7	1
Theft by employees	5	2	80	105	33	43	11	12
Theft by outsiders	7	2	150	141	30	60	4	6
Theft by persons unknown	10	1	105	204	36	53	5	7
Fraud by employees	2	15	250	38	16	24	14	47
Fraud by outsiders	8	4	6,000	185	16	51	10	23
Robbery	2	2	362	52	25	62	4	9
Threats and assaults	6	1	200	125	37	52	4	7

Note: For theft by customers, theft by employees, and theft by persons unknown, the number of manufacturers who said they did not know the working hours involved in the last incident were high, so these estimates need to be treated with caution. The figures for theft of vehicles include goods stolen and the cost of repairs, if any, but do not take insurance payments into account.

Table A2.6: Correlations between types of crime (manufacturing)

Burglary	1.000																		
Attempted burglary	0.312	1.000																	
Vandalism	0.111	0.197	1.000																
Vehicle theft	0.120	0.082	0.121	1.000															
Theft from vehicles	0.103	0.166	0.117	0.175	1.000														
Theft by customers	0.071	0.136	0.085	*	*	1.000													
Theft by employees	0.067	0.079	0.093	0.062	0.098	0.082	1.000												
Theft by outsiders	0.205	0.186	0.121	0.071	0.160	0.075	0.083	1.000											
Theft by persons unknown	0.190	0.184	0.143	0.143	0.141	0.139	0.178	0.284	1.000										
Fraud by employees	*	0.056	0.057	0.055	*	*	0.138	*	0.087	1.000									
Fraud by outsiders	*	0.063	*	*	*	0.125	*	*	0.079	*	1.000								
Robbery or attempted robbery	0.083	0.166	0.060	*	0.078	*	*	0.094	0.054	*	*	1.000							
Threat, assault or intimidation	0.109	0.161	0.117	0.081	0.054	0.142	0.144	0.077	0.095	0.069	0.073	0.099	1.000						
Bribery or corruption	0.067	*	*	*	*	0.070	*	*	0.063	*	*	*	0.096	1.000					
Being offered stolen goods	*	0.102	0.108	0.079	0.057	*	0.068	0.069	0.058	*	0.057	*	0.119	0.078	1.000				
Computer crime	*	*	*	*	*	*	*	*	*	0.065	0.093	*	*	*	*	1.000			
	Burglary	Attempted burglary	Vandalism	Vehicle theft	Theft from vehicles	Theft by customers	Theft by employees	Theft by outsiders	Theft by persons unknown	Fraud by employees	Fraud by outsiders	Robbery or attempted robbery	Threat, assault or intimidation	Bribery or corruption	Being offered stolen goods	Computer crime			

Correlation: >0.1 to < 0.2  
 Correlation: >0.2 to < 0.3  
 Correlation: 0.3+

\* correlation with significance less than p<0.001

**Table A2.7: Additional correlations**

<b>Factors involved</b>	<b>Correlation details</b>
Specific types of vandalism with each other (retailers)	The correlation of vandalism to buildings with damage to equipment or stock was -0.38 and with damage to vehicles -0.31. Damage to equipment or stock was not related to damage to vehicles
Specific types of robbery with each other (retailers)	Correlations were -0.29 between robbery at the premises and robbery of employees in a vehicle, -0.41 with robbery on the street, and -0.29 with robbery elsewhere
Concern about crime against the business with concern about crime against the local residential area	Correlations of 0.54 for retailers and 0.37 for manufacturers
Concern about graffiti with being in an urban area	Correlations of 0.26 for retailers and 0.28 for manufacturers
Concern about teenagers hanging around with being in an urban area	Correlations of 0.17 for retailers and 0.22 for manufacturers
Concern about teenagers hanging around with being open for longer hours (retailers)	Correlation of 0.14
Concern about teenagers hanging around with being in a deprived area (retailers)	Correlation of 0.12
Concern about teenagers hanging around with having housing nearby (manufacturers)	Correlation of 0.11
Concern about people using or dealing drugs with being in an urban area	Correlations of 0.14 for retailers and 0.17 for manufacturers
Concern about people using or dealing drugs with being in an deprived area	Correlations of 0.27 for retailers and 0.24 for manufacturers
Concern about people using or dealing drugs with being a detached, stand alone manufacturing premises	Correlation of 0.14
Concern about people being drunk or rowdy with being large city or town	Correlations of 0.16 for retailers and 0.18 for manufacturers
Concern about people being drunk or rowdy with being in an deprived area	Correlations of 0.16 for retailers and 0.14 for manufacturers
Concern about people being drunk or rowdy with being a detached, stand alone manufacturing premises	Correlation of 0.20
Concern about street robbery or mugging with being in an urban area	Correlations of 0.31 for retailers and 0.28 for manufacturers.
Concern about street robbery or mugging with being in an deprived area	Correlations of 0.25 for retailers and 0.24 for manufacturers
Concern about street robbery or mugging with being a detached, stand alone manufacturing premises	Correlation of 0.12
Whether felt crime problems for the business had increased at that site with concern with crime in general	Correlations 0.31 for retailers and 0.23 for manufacturers
Concern about crime against the business with concern about graffiti	Correlations of 0.40 for retailers and 0.39 for manufacturers
Concern about crime against the business with teenagers hanging around	Correlations of 0.46 for retailers and 0.45 for manufacturers
Concern about crime against the business with people using or dealing drugs	Correlations of 0.47 for retailers and 0.40 for manufacturers
Concern about crime against the business with people being drunk or rowdy	Correlations of 0.39 for retailers and 0.31 for manufacturers.
Concern about crime against the business with street robbery	Correlations of 0.44 for retailers and 0.43 for manufacturers
Concern about crime against the business with people being harassed or attacked because of their race or colour	Correlations of 0.32 for retailers and 0.26 for manufacturers

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