Safer Hampshire Business Crime Survey 2017

Q1. Are you completing this survey as

Answer Choices	Responses	
A business owner	62.4%	141
A employee	37.6%	85
If as an employee, how many stores or staff do you represent?		84
Answered		**226**
Skipped		**0**

Q2. Which description best describes the size of your business (select one only)

Answer Choices	All Responses	
Micro-sized business (up to 9 employees)	55.3%	125
Small-sized business (between 10 - 49 employees)	16.4%	37
Mid-sized business (between 50 - 249 employees)	15.0%	34
Macro-sized business (250+ employees)	13.3%	30
Answered		**226**
Skipped		**0**

Q3. In the last 12 months has your business experienced any of the following types of crime or anti social behaviour (ASB)?
Multiple choice

Answer Choices	Responses	
ASB e.g. rowdiness, groups hanging around	34.6%	56
ASB related to begging / rough sleeping / homelessness	24.1%	39
ASB related to drunkenness	27.8%	45
Arson	2.5%	4
Assaults (including personal injury / violence)	19.1%	31
Burglary or attempted burglary	24.7%	40
Criminal damage (including damage to business premises or ve	29.6%	48
Customer identity theft	3.7%	6
Cyber crime (including computer hacking)	8.0%	13
Fly tipping	16.7%	27
Threatening behaviour	29.0%	47
Robbery	8.0%	13
Fraud	16.7%	27
Customer theft	28.4%	46
Employee theft	11.1%	18
Vehicle theft	4.9%	8
None	29.0%	47
Other (please specify)		21
Answered		**162**
Skipped		**64**

Q4. Which of the above causes you the most concern and why?

Answered 143
Skipped 83

Q5. What was the impact of the crime / anti social behaviour on your business? Multiple choice

Answer Choices	Responses	
Increased insurance costs	17.3%	26
Financial loss e.g. repair costs	35.3%	53
Financial loss e.g. stock and assets	35.3%	53
Increased difficulty in obtaining insurance	2.7%	4
Wasted staff time	50.7%	76
Lowered staff morale	38.0%	57
Lost business	22.7%	34
Postponed investment	5.3%	8
Moved premises	0.7%	1
Disrupted trading	26.0%	39
Changed building / design layout	6.7%	10
Damaged business image / reputation	25.3%	38
Had no impact	20.0%	30
Other (please specify)		17
Answered		**150**
Skipped		**76**

Q6. Has your business been a repeat victim of crime / anti social behaviour in the last 12 months? (By repeat we mean have you been a victim on 5 or more occasions within the last 12 months)

Answer Choices	Responses	
No	63.8%	102
Yes	36.3%	58
If yes, please provide further details		46
Answered		**160**
Skipped		**66**

Q7. Compared with 12 months ago how would you describe crime levels in your business neighbourhood?

Answer Choices	Responses	
A lot more crime	26.1%	42
A little more crime	24.2%	39
About the same amount	36.7%	59
A little less crime	1.2%	2
A lot less crime	1.2%	2
Don't know	10.6%	17
Answered		**161**
Skipped		**65**

Q8. Compared with 12 months ago how would you describe anti social behaviour levels in your business neighbourhood?

Answer Choices	Responses	
A lot more	26.1%	42
A little more	19.9%	32
About the same amount	34.8%	56
A little less crime	2.5%	4
A lot less crime	0.6%	1
Don't know	16.2%	26
Answered		**161**
Skipped		**65**

Q9. In the last 12 months have you noticed any changes or emerging trends with regards to either the products targeted or methods used by criminals?

Answer Choices	Responses	
No	63.1%	101
Yes	36.9%	59
If yes, please provide further details		58
Answered		**160**
Skipped		**66**

Q10. In the last 12 months, have you reported every incident of crime against your business to the police?

Answer Choices	Responses	
No	60.3%	94
Yes	39.7%	62
If no, why not?		76
Answered		**156**
Skipped		**70**

Q11. How many incidents of the following were recorded against you / your staff in 2016 / 17

Answer Choices	Average Number	Total Number
Physical Violence	0.9008264	109
Abusive or aggressive behaviour	4.3587786	571

Q12. In the past 12 months has your business been a victim of any of the following cyber crimes? Multiple choice

Answer Choices	Responses	
Denial of service attack	2.3%	3
Phishing	36.7%	47
Pharming	15.6%	20

Answer Choices	Responses	
Spoofing	15.6%	20
Doxing	1.6%	2
Malware	23.4%	30
Whaling	7.8%	10
Ransomware	4.7%	6
Social engineering	6.3%	8
Theft of data	3.9%	5
Don't know	53.9%	69
Answered		**128**
Skipped		**98**

Q13. From the list above which cyber security risks do you think are most likely to affect your business in the next 12 months? - Multiple choice

Answer Choices	Responses	
Denial of service	11.4%	17
Phishing	37.6%	56
Pharming	11.4%	17
Spoofing	14.8%	22
Doxing	4.0%	6
Malware	29.5%	44
Whaling	7.4%	11
Ransomware	19.5%	29
Social engineering	8.1%	12
Theft of data	17.5%	26
Don't know	46.3%	69
Answered		**149**
Skipped		**77**

Q14. In the last 12 months has your business experienced an increase in fraud?

Answer Choices	Responses	
No	75.6%	118
Yes	24.4%	38
Answered		**156**
Skipped		**70**

Q15. In the area that your business is based, in the last 12 months has your business had any contact with the police?

Answer Choices	Responses	
No	46.6%	68
Yes	53.4%	78
If yes, please provide further details		67
Answered		**146**
Skipped		**80**

Q16. How important do you feel business crime is to
Hampshire Constabulary?

Answer Choices	Responses	
Very important	12.2%	18
Important	26.5%	39
Not very important	29.3%	43
Not at all important	16.3%	24
Don't know	15.7%	23
Answered		**147**
Skipped		**79**

Q17. Please could you explain why you provided that
response?

Answered	**128**
Skipped	**98**

Q18. In the last 12 months, if you've had to contact the police
via 101 or 999, what was the response, in respect of the time it
took to answer your call?

Answer Choices	Responses	
101 - Very Good	16.0%	16
101 - Good	21.0%	21
101 - Fair	26.0%	26
101 - Poor	20.0%	20
101 - Very Poor	17.0%	17
		100
999 - Very Good	28.3%	13
999 - Good	30.4%	14
999 - Fair	23.9%	11
999 - Poor	15.2%	7
999 - Very Poor	2.2%	1
		46
Answered		**104**
Skipped		**122**

Q19. In the last 12 months, if you've had to contact the police
via 101 or 999, what was your experience in terms of what
they did?

Answer Choices	Responses	
101 - Very Good	14.1%	14
101 - Good	21.2%	21
101 - Fair	30.3%	30
101 - Poor	18.2%	18
101 - Very Poor	16.2%	16
		99
999 - Very Good	25.0%	12

999 - Good	20.8%	10
999 - Fair	33.3%	16
999 - Poor	18.8%	9
999 - Very Poor	2.1%	1
		48
	Answered	**102**
	Skipped	**124**

Q20. How good a job do you think Hampshire Constabulary do, to tackle retail crime?

Answer Choices	Responses	
Very Good	4.7%	6
Good	22.8%	29
Fair	41.7%	53
Poor	19.7%	25
Very Poor	11.0%	14
	Answered	**127**
	Skipped	**99**

Q21. Please could you explain why you provided that response?

Answered	**115**
Skipped	**111**

Q22. Since 2010, Hampshire Constabulary has had to make savings of over £80m which has meant staff losses of over 1,000 (which includes both police officers and civilian staff). Preventing crime from happening in the first place is the best outcome for everyone but relies on everyone playing a part. To help inform the advice which we put out to businesses, what crime prevention measures has your business taken in the last 12 months to reduce the chances of becoming a victim of crime? Multiple choice

Answer Choices	Responses	
Staff training	51.0%	74
Employed or contracted specialist security staff	15.9%	23
Employed or contracted specialist IT security	10.3%	15
Added or upgraded alarm system	18.6%	27
Added or upgraded CCTV	44.8%	65
Improved IT / Cyber security	32.4%	47
Added or improved storage of high value stock or assets e.g. la	17.9%	26
Changed layout or premises	14.5%	21
Improved physical security measures (i.e. locks, shutters, smok	38.6%	56
Joining a Business Crime Reduction Partnership (BCRP)	17.2%	25
None	13.8%	20
	Answered	**145**

Q23. If you stated none, why was this? (e.g. cost, don't believe there to be a risk, believe the criminal would overcome them anyway)

Answered	**28**
Skipped	**198**

Q24. In your opinion, what are the top three current risks facing your industry ?

	First choice	
Terrorism	27.3%	6
Organised crime	43.6%	17
Fraud	20.6%	13
Cyber - crime	64.1%	41
Violence and abuse against staff	37.7%	20
Customer theft	67.6%	25
Insider threats	9.1%	1
Burglary	28.3%	17
Robbery	29.0%	9
Criminal damage	25.4%	17

Q25. Which crime do you consider will represent the two most significant threats to your business over the next two years (Rank in order of threat)

	First choice	
Customer theft	71.8%	28
Malicious insider activity (includes theft of goods, data)	7.7%	1
Fraud (including cyber-enabled fraud)	45.9%	28
Cyber - attacks (such as hacking, denial of service attacks)	66.7%	38
Theft of customer data	28.6%	4
Robbery	37.9%	11
Burglary	41.3%	19
Violence against staff	51.2%	22

Q26. Where do you get crime prevention advice from?

Answer Choices	Responses	
Business advisor	3.6%	5
Business Crime Reduction Partnership (BCRP)	13.0%	18
Business Improvement District	0.7%	1
Shop watch scheme	5.8%	8
Chamber of Commerce	3.6%	5
Federation of Small Businesses (FSB)	13.7%	19

Local Authority	2.2%	3
Police (Hampshire Alerts)	24.5%	34
Security company	2.2%	3
Never sought advice	20.9%	29
Other (please specify)	10.1%	14
	Answered	**139**
	Skipped	**87**

Q27. Who do you trust and prefer to receive crime prevention advice from?

Answered   **116**
Skipped   **110**

Q28. Where did you receive the link for this survey from?
Answered   **132**
Skipped   **94**

Q29. Please provide your postcode:
Answered   **131**
Skipped   **95**

%	Owner	%	Employee		BCS 14
78.7%	111	16.5%	14	70.4%	186
13.5%	19	21.2%	18	18.9%	50
6.4%	9	29.4%	25	6.8%	18
1.4%	2	32.9%	28	3.8%	10
	141		85		264

%	Owner	%	Employee		BCS 14
20.2%	21	60.3%	35		
9.6%	10	50.0%	29		
12.5%	13	55.2%	32		
2.9%	3	1.7%	1	3.1%	4
3.9%	4	46.6%	27	10.7%	14
22.1%	23	29.3%	17	32.8%	43
18.3%	19	50.0%	29	35.9%	47
0.0%	0	10.3%	6	3.8%	5
8.7%	9	6.9%	4	8.4%	11
15.4%	16	19.0%	11	16.8%	22
16.4%	17	51.7%	30	19.8%	26
8.7%	9	6.9%	4	4.6%	6
6.7%	7	34.5%	20	17.6%	23
14.4%	15	53.5%	31	22.1%	29
4.8%	5	22.4%	13	10.7%	14
4.8%	5	5.2%	3	0.8%	1
41.4%	43	6.9%	4		
	14		7		
	104		58		131

%	Owner	%	Employee

88

%	Owner	%	Employee		BCS 14	
18.5%	17	15.5%	9		17.6%	23
32.6%	30	39.7%	23			
26.1%	24	50.0%	29			
3.3%	3	1.7%	1		5.3%	7
40.2%	37	67.2%	39		74.0%	97
28.3%	26	53.5%	31		36.6%	48
23.9%	22	20.7%	12		28.2%	37
6.5%	6	3.5%	2		6.9%	9
1.1%	1	0.0%	0		0.0%	0
25.0%	23	27.6%	16		48.1%	63
4.4%	4	10.3%	6		6.9%	9
18.5%	17	36.2%	21		9.2%	12
29.4%	27	5.2%	3		8.4%	11
	14		3			21
	92		58			131

%	Owner	%	Employee
82.5%	85	29.8%	17
17.5%	18	70.2%	40
	16		30
	103		57

%	Owner	%	Employee		BCS 14	
21.4%	22	34.5%	20		5.0%	14
21.4%	22	29.3%	17		13.3%	37
40.8%	42	29.3%	17		42.4%	118
1.0%	1	1.7%	1		9.7%	27
1.0%	1	1.7%	1		1.4%	4
14.6%	15	3.5%	2		28.1%	78
	103		58			278

%	Owner	%	Employee	BCS 14		
17.5%	18	41.4%	24		2.2%	6
19.4%	20	20.7%	12		15.1%	42
39.8%	41	25.9%	15		41.0%	114
1.9%	2	3.5%	2		7.9%	22
1.0%	1	0.0%	0		2.9%	8
20.4%	21	8.6%	5		30.9%	86
	103		58			278

%	Owner	%	Employee
68.6%	70	53.5%	31
31.4%	32	46.6%	27
	33		25
	102		58

%	Owner	%	Employee	BCS 14		
60.2%	59	60.3%	35		26.6%	37
39.8%	39	39.7%	23		43.2%	60
	46		30			
	98		58			97

Responses		Total Number	Owner		Total Number	Employee
92.37%	121	6	79		103	42
100.00%	131	107	85		464	46
Answered	**131**		85			46
Skipped	**95**					

%	Owner	%	Employee
2.5%	2	2.0%	1
41.8%	33	28.6%	14
20.3%	16	8.2%	4

%	Owner	%	Employee
19.0%	15	10.2%	5
2.5%	2	0.0%	0
31.7%	25	10.2%	5
10.1%	8	4.1%	2
5.1%	4	4.1%	2
7.6%	6	4.1%	2
5.1%	4	2.0%	1
49.4%	39	61.2%	30
	79		49

%	Owner	%	Employee
11.6%	11	11.1%	6
44.2%	42	25.9%	14
14.7%	14	5.6%	3
19.0%	18	7.4%	4
4.2%	4	3.7%	2
36.8%	35	16.7%	9
8.4%	8	5.6%	3
22.1%	21	14.8%	8
9.5%	9	5.6%	3
20.0%	19	13.0%	7
36.8%	35	63.0%	34
	95		54

%	Owner	%	Employee
83.2%	84	61.8%	34
16.8%	17	38.2%	21
	101		55

%	Owner	%	Employee
58.5%	55	25.0%	13
41.5%	39	75.0%	39
	36		31
	94		52

%	Owner	%	Employee	BCS 14	
12.8%	12	11.3%	6	18.1%	52
26.6%	25	26.4%	14	22.9%	66
25.5%	24	35.9%	19	11.1%	32
13.8%	13	20.8%	11	11.5%	33
21.3%	20	5.7%	3	18.8%	54
	94		53		229

%	Owner	%	Employee
15.1%	8	17.0%	8
26.4%	14	14.9%	7
22.6%	12	29.8%	14
22.6%	12	17.0%	8
13.2%	7	21.3%	10
	53		47
35.0%	7	23.1%	6
35.0%	7	26.9%	7
20.0%	4	26.9%	7
5.0%	1	23.1%	6
5.0%	1	0.0%	0
	20		26
	56		48

%	Owner	%	Employee
13.5%	7	14.9%	7
23.1%	12	19.1%	9
25.0%	13	36.2%	17
21.2%	11	14.9%	7
17.3%	9	14.9%	7
	52		47
30.0%	6	21.4%	6

%				%			
20.0%	4	21.4%	6				
25.0%	5	39.3%	11				
20.0%	4	17.9%	5				
5.0%	1	0.0%	0				
	20		28				
	55		47				

%	Owner	%	Employee		BRC 16	
3.9%	3	6.0%	3			
24.7%	19	20.0%	10			
52.0%	40	26.0%	13		6%	
14.3%	11	28.0%	14		50%	
5.2%	4	20.0%	10		44%	
	77		50			

%	Owner	%	Employee	
39.4%	37	72.6%	37	
4.3%	4	37.3%	19	
11.7%	11	7.8%	4	
20.2%	19	15.7%	8	
37.2%	35	58.8%	30	
38.3%	36	21.6%	11	
21.3%	20	11.8%	6	
11.7%	11	19.6%	10	
39.4%	37	37.3%	19	
6.4%	6	37.3%	19	
17.0%	16	7.8%	4	
	94		51	

Second choice		Third choice		Total	ighted Aver
18.2%	4	54.6%	12	22	2.27
18.0%	7	38.5%	15	39	1.95
41.3%	26	38.1%	24	63	2.17
18.8%	12	17.2%	11	64	1.53
43.4%	23	18.9%	10	53	1.81
21.6%	8	10.8%	4	37	1.43
36.4%	4	54.6%	6	11	2.45
45.0%	27	26.7%	16	60	1.98
41.9%	13	29.0%	9	31	2
22.4%	15	52.2%	35	67	2.27
			Answered		**138**
			Skipped		**88**

BUS

Second choice		Total	Weighted Average	First choice	
28.2%	11	39	1.28	60.0%	6
92.3%	12	13	1.92	0.0%	0
54.1%	33	61	1.54	47.8%	22
33.3%	19	57	1.33	76.7%	33
71.4%	10	14	1.71	33.3%	2
62.1%	18	29	1.62	44.4%	8
58.7%	27	46	1.59	57.1%	16
48.8%	21	43	1.49	43.8%	7
	Answered		**136**		
	Skipped		**90**		

%	Owner	%	Employee	BCS 14	
2.3%	2	5.9%	3	3.8%	9
2.3%	2	31.4%	16		
1.1%	1	0.0%	0		
0.0%	0	15.7%	8		
4.6%	4	2.0%	1	3.8%	9
19.3%	17	3.9%	2	25.6%	61

1.1%	1	3.9%	2	12.2%	29
26.1%	23	21.6%	11	23.5%	56
3.4%	3	0.0%	0	13.4%	32
28.4%	25	7.8%	4	39.5%	94
11.4%	10	7.8%	4		37
	88		51		238

1.1%	1	3.9%	2	12.2%	29
26.1%	23	21.6%	11	23.5%	56
3.4%	3	0.0%	0	13.4%	32
28.4%	25	7.8%	4	39.5%	94
11.4%	10	7.8%	4		37
					238

BUSINESS OWNERS RESPONSES

First choice		Second choice		Third choice		Total
20.0%	2	20.0%	2	60.0%	6	10
31.8%	7	18.2%	4	50.0%	11	22
23.8%	10	35.7%	15	40.5%	17	42
70.6%	36	23.5%	12	5.9%	3	51
38.1%	8	38.1%	8	23.8%	5	21
44.4%	4	44.4%	4	11.1%	1	9
0.0%	0	33.3%	1	66.7%	2	3
38.1%	16	38.1%	16	23.8%	10	42
35.0%	7	40.0%	8	25.0%	5	20
33.3%	12	22.2%	8	44.4%	16	36

;INESS OWNERS RESPONSES — EMPLOYE

Second choice		Total	Weighted Average	First choice		Seco
40.0%	4	10	1.4	75.9%	22	24.1%
100.0%	1	1	2	8.3%	1	91.7%
52.2%	24	46	1.52	40.0%	6	60.0%
23.3%	10	43	1.23	35.7%	5	64.3%
66.7%	4	6	1.67	25.0%	2	75.0%
55.6%	10	18	1.56	27.3%	3	72.7%
42.9%	12	28	1.43	16.7%	3	83.3%
56.3%	9	16	1.56	55.6%	15	44.4%
			85			

Weighted Average	First choice		Second choice		Third choice		Total
2.4	33.3%	4	16.7%	2	50.0%	6	12
2.18	58.8%	10	17.7%	3	23.5%	4	17
2.17	14.3%	3	52.4%	11	33.3%	7	21
1.35	38.5%	5	0.0%	0	61.5%	8	13
1.86	37.5%	12	46.9%	15	15.6%	5	32
1.67	75.0%	21	14.3%	4	10.7%	3	28
2.67	12.5%	1	37.5%	3	50.0%	4	8
1.86	5.6%	1	61.1%	11	33.3%	6	18
1.9	18.2%	2	45.5%	5	36.4%	4	11
2.11	16.1%	5	22.6%	7	61.3%	19	31
87							

E RESPONSES

nd choice	Total	Weighted Average	BRC 15	BRC 16
7	29	1.24	81%	31%
11	12	1.92	29%	19%
9	15	1.6	48%	38%
9	14	1.64	14%	50%
6	8	1.75	10%	25%
8	11	1.73	0%	6%
15	18	1.83	5%	6%
12	27	1.44	10%	38%
		51		

ghted Average
2.17
1.65
2.19
2.23
1.78
1.36
2.38
2.28
2.18
2.45
51

Q1. Are you completing this survey as:
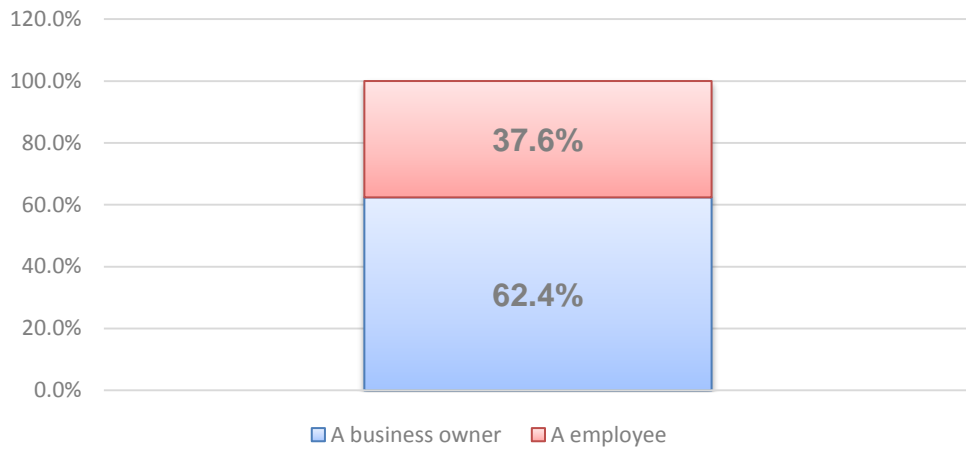
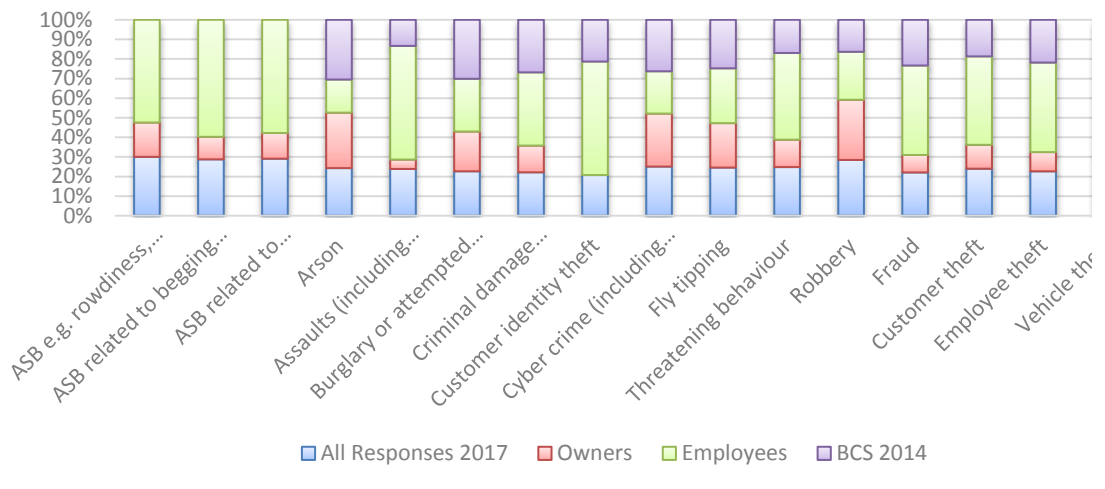Q2. Which description best describes the size of your business
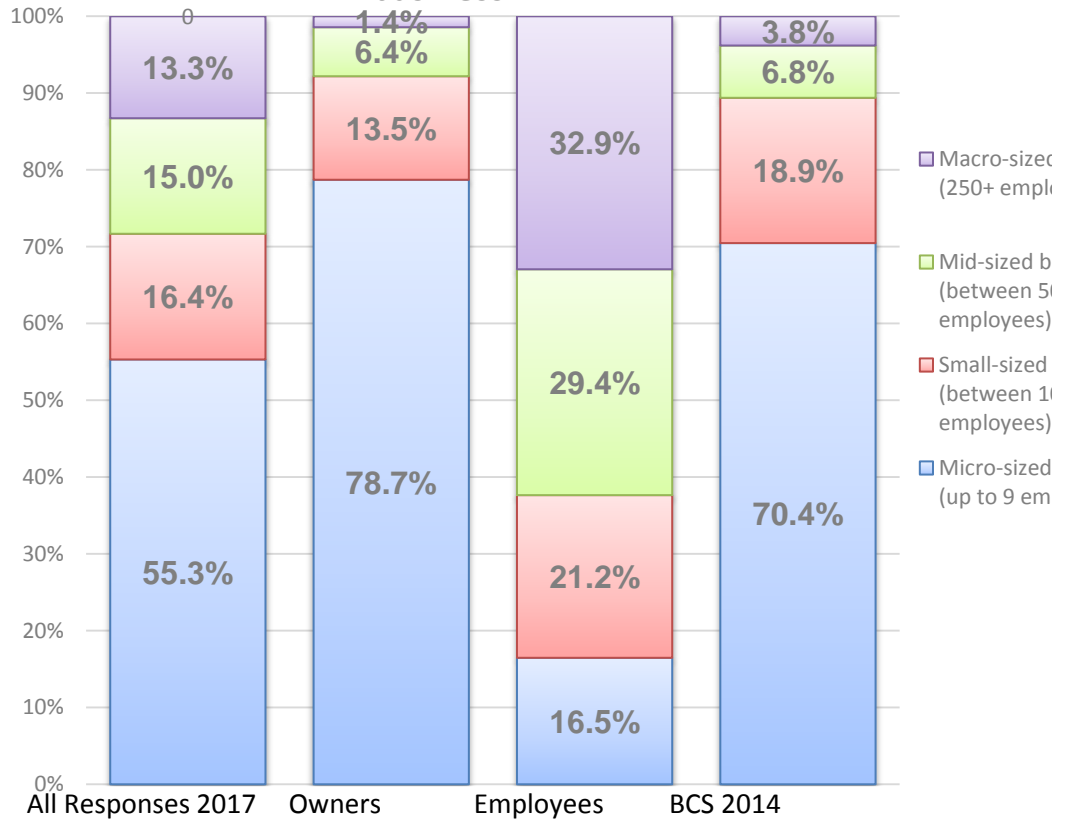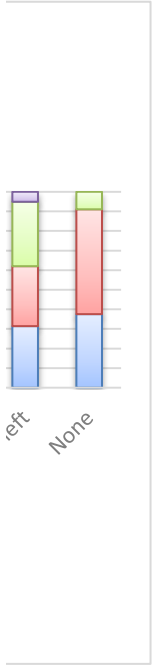
d business
oyees)

ousiness
0 - 249
)

business
0 - 49
)

l business
ployees)

Q3. In the past 12 months has your business experienced any of the following types of crime or anti social behaviour (multiple choice)

Legend: All Responses 2017, Owners, Employees, BCS 2014

Categories: ASB e.g. rowdiness,…, ASB related to begging…, ASB related to…, Arson, Assaults (including…, Burglary or attempted…, Criminal damage…, Customer identity theft, Cyber crime (including…, Fly tipping, Threatening behaviour, Robbery, Fraud, Customer theft, Employee theft, Vehicle the…

Unable to compare data from BCS 2014 for first three options

Left   None

Q4 Which of the above causes you t

Groups Hanging Silent Shop R
Threatening Behavior Threat
Youngsters Cyber Crir
Robbery Theft Intimid
Gangs Hanging Burglary
Criminal Fly Tipping Middle

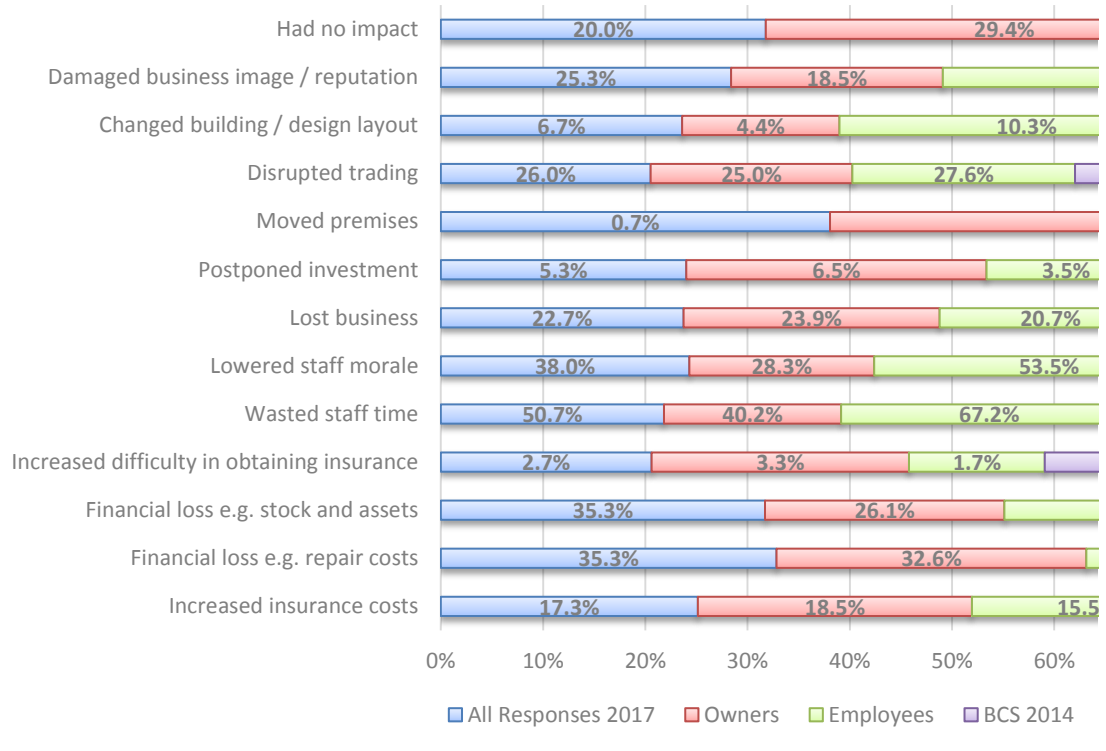the most concern and why?

Rise Drug Stock Concern
:ening Behaviour
ne Shoplifting ASB
lating Business
Large Groups Assaults
Begging Violence Loss

Q5. What was the impact of the crime / ASB on your busin[ess] (choice)

Category	All Responses 2017	Owners	Employees	BCS 2014
Had no impact	20.0%	29.4%		
Damaged business image / reputation	25.3%	18.5%		
Changed building / design layout	6.7%	4.4%	10.3%	
Disrupted trading	26.0%	25.0%	27.6%	
Moved premises	0.7%			
Postponed investment	5.3%	6.5%	3.5%	
Lost business	22.7%	23.9%	20.7%	
Lowered staff morale	38.0%	28.3%	53.5%	
Wasted staff time	50.7%	40.2%	67.2%	
Increased difficulty in obtaining insurance	2.7%	3.3%	1.7%	
Financial loss e.g. stock and assets	35.3%	26.1%		
Financial loss e.g. repair costs	35.3%	32.6%		
Increased insurance costs	17.3%	18.5%	15.5	

Legend: All Responses 2017, Owners, Employees, BCS 2014

Unable to compare data for finanacial loss stocks/ assets or repair costs from BC

ness? (multiple

5.2%	8.4%	
36.2%	9.2%	
	6.9%	
	48.1%	
1.1%	0.0%	
	6.9%	
	28.2%	
	36.6%	
	74.0%	
	5.3%	
50.0%		
39.7%		
%	17.6%	

70% 80% 90% 100%
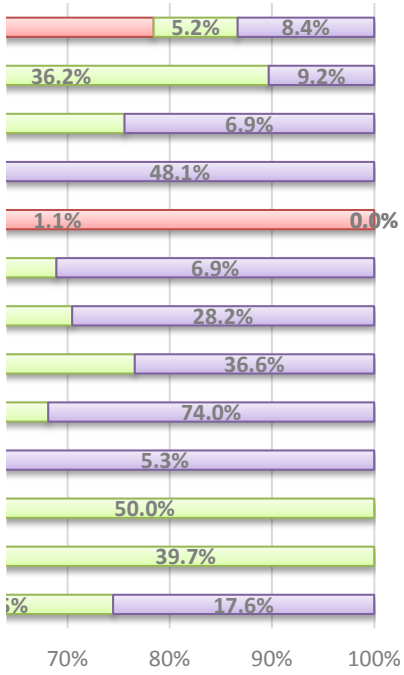
S 2014

Q6. Has your business been a repeat victim of crime / ASB in the last 12 months?
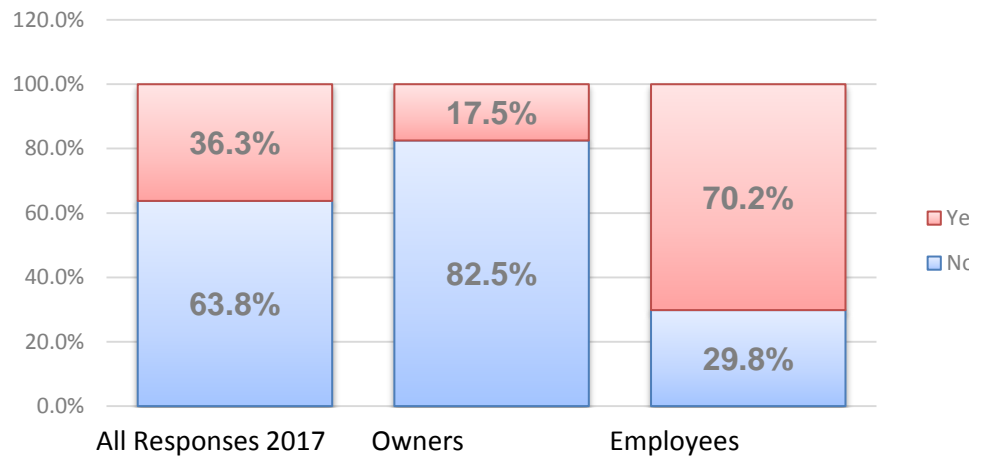
	Yes	No
All Responses 2017	36.3%	63.8%
Owners	17.5%	82.5%
Employees	70.2%	29.8%

Q7. Compared with 12 months ago how would you describe crime levels in your busisiness neighbourhood? (%'s should be added up vertically)

0%
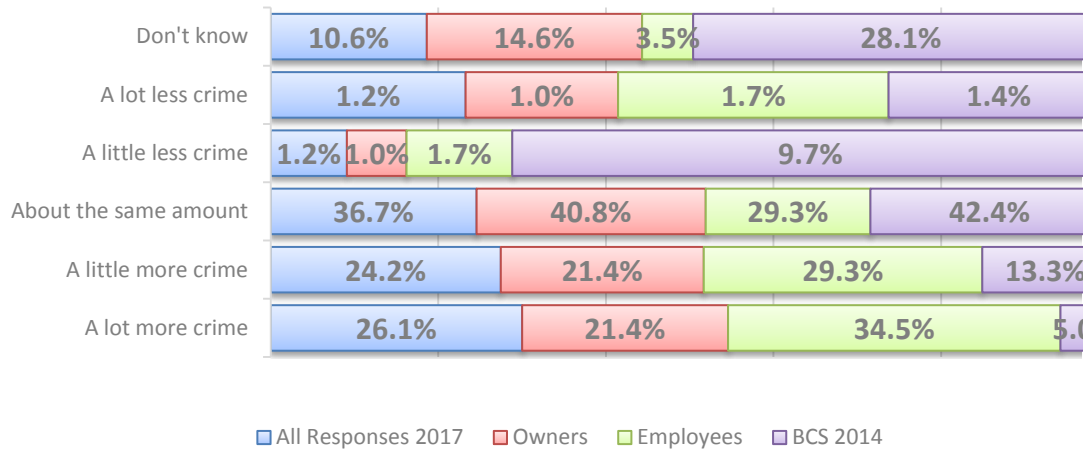
# Q8. Compared with 12 months ago how would you describe ASB levels in your business neighbourhood? (%'s should be added up vertically)
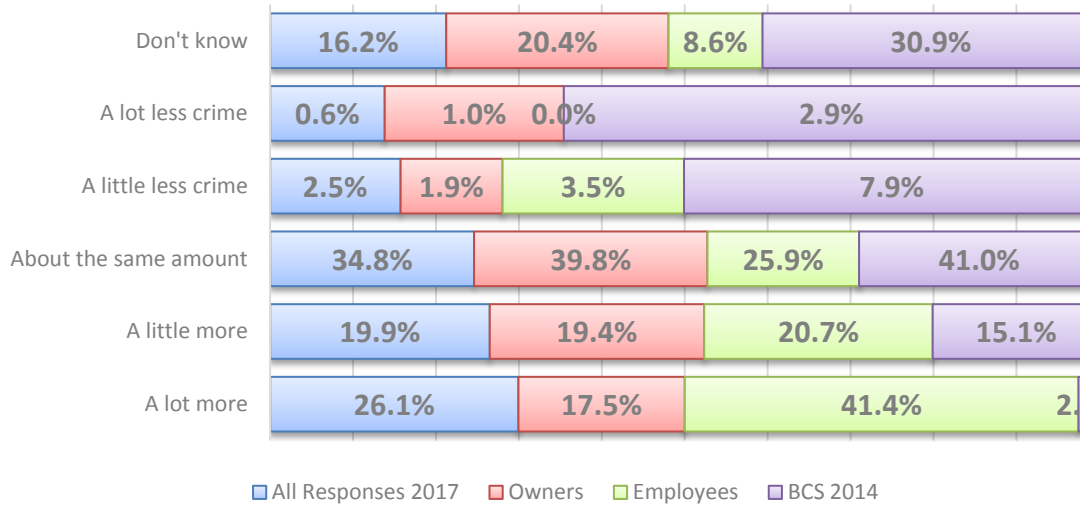
	All Responses 2017	Owners	Employees	BCS 2014
Don't know	16.2%	20.4%	8.6%	30.9%
A lot less crime	0.6%	1.0%	0.0%	2.9%
A little less crime	2.5%	1.9%	3.5%	7.9%
About the same amount	34.8%	39.8%	25.9%	41.0%
A little more	19.9%	19.4%	20.7%	15.1%
A lot more	26.1%	17.5%	41.4%	2.

□ All Responses 2017   □ Owners   □ Employees   □ BCS 2014

2%

Q9. In the last 12 months have you noticed any changes or emerging trends with regards to either the products targeted or methods used by criminals?

	All Responses 2017	Owners	Employees
Yes	36.9%	31.4%	46.6%
No	63.1%	68.6%	53.5%

No   Yes
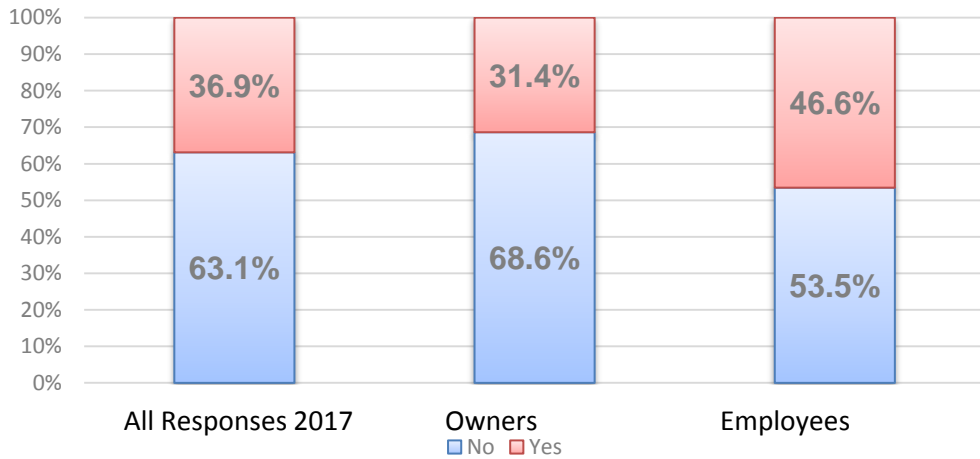
Q9 In the last 12 months have you noticed any cha
either the products targeted or met

Little Understand Attempts Sto
Business Fear Police F
High
Stolen Theft Value
Drug
Brazen Social Dealir
Machines Ite

anges or emerging trends with regards to thods used by criminals?
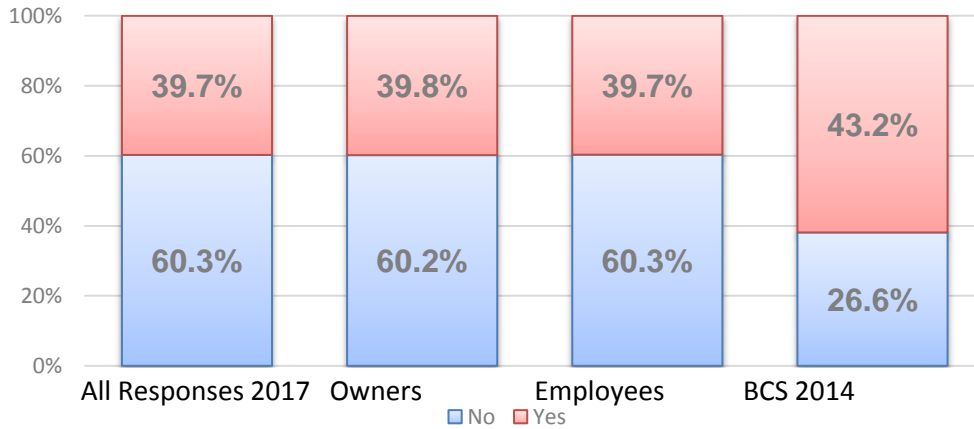
p Quad Bikes Metal

ly Tipping Increase

Targeting Cyber

g

ng Threats Begging

ms

Q10. In the last 12 months, have you reported every incident of crime against your business to the police?

	All Responses 2017	Owners	Employees	BCS 2014
Yes	39.7%	39.8%	39.7%	43.2%
No	60.3%	60.2%	60.3%	26.6%

☐ No ☐ Yes

BCS Survey results not like for like Yes option split into yes all crimes and yes son

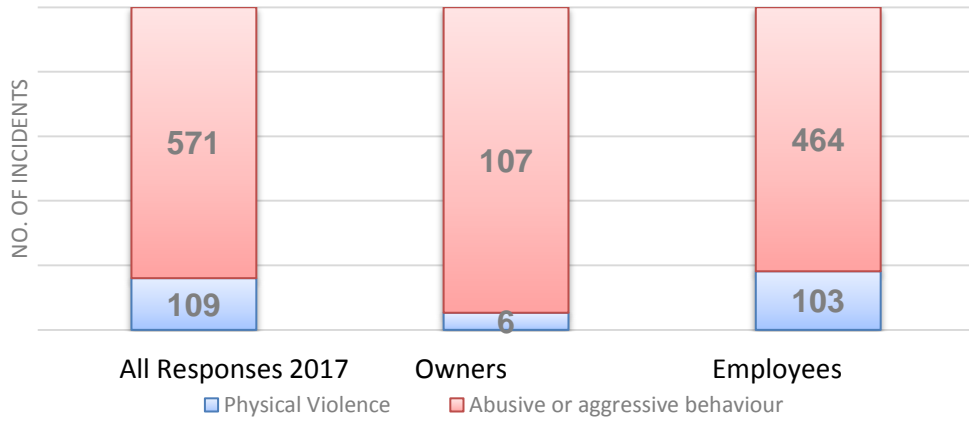Q10 In the last 12 months, have you reported
the

Evidence Support Wa
Police Not Applicab
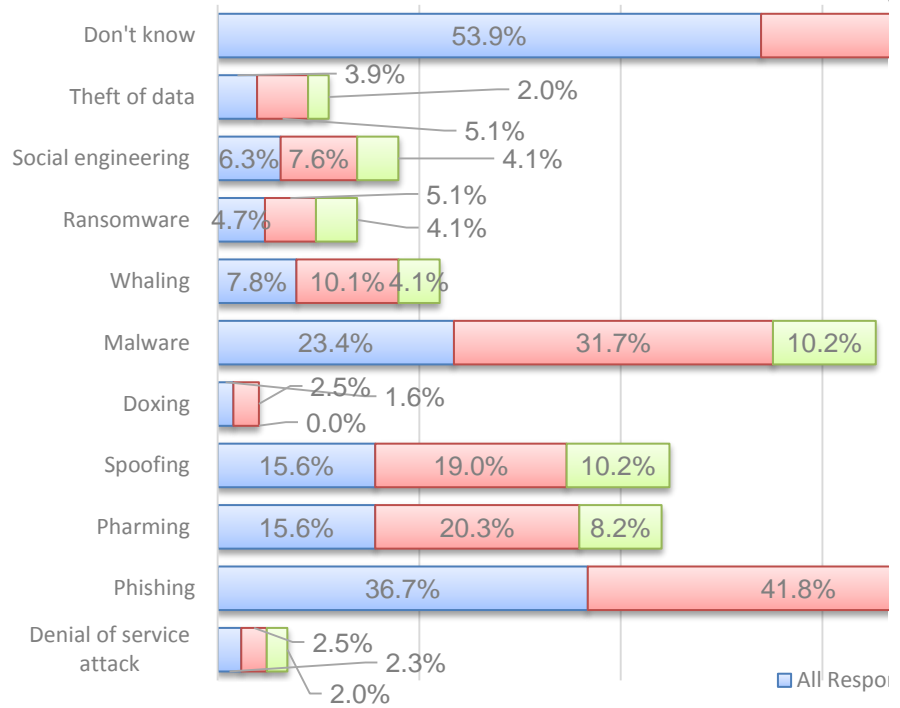Issues Phone

ne crimes - Only yes all crimes is shown

every incident of crime against your business to police?

ste Shop CCTV Response

le Report Dealt Crime

Council Action Late Staff

Q11. How many incidents of the following were recorded against you / your staff in 2016/17

NO. OF INCIDENTS

	All Responses 2017	Owners	Employees
Abusive or aggressive behaviour	571	107	464
Physical Violence	109	6	103

□ Physical Violence □ Abusive or aggressive behaviour

Q12. In the past 12 months, has your bus

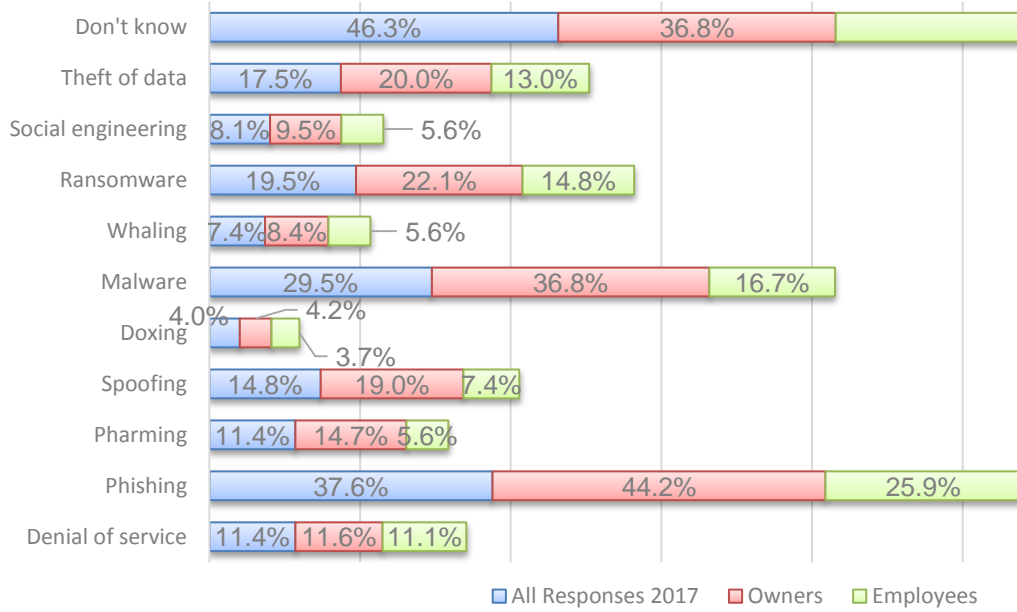| Category			
Don't know	53.9%		
Theft of data		3.9%	2.0%
		5.1%	
Social engineering	6.3% 7.6%	4.1%	
		5.1%	
Ransomware	4.7%	4.1%	
Whaling	7.8% 10.1% 4.1%		
Malware	23.4%	31.7%	10.2%
Doxing	2.5% 1.6%		
	0.0%		
Spoofing	15.6%	19.0%	10.2%
Pharming	15.6%	20.3%	8.2%
Phishing	36.7%	41.8%	
Denial of service attack	2.5%	2.3%	
	2.0%		

☐ All Respo

siness been a victim of any of the following cyber crimes?
(multiple choice)

49.4%   61.2%

28.6%
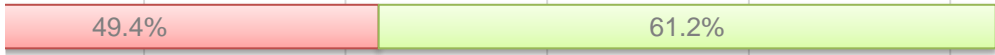
□ Owners   □ Employees

Q13. From the list above which cyber security risks do y
likely to affect your business in the next 12 months?)

|	All Responses 2017	Owners	Employees
Don't know	46.3%	36.8%	
Theft of data	17.5%	20.0%	13.0%
Social engineering	8.1%	9.5%	5.6%
Ransomware	19.5%	22.1%	14.8%
Whaling	7.4%	8.4%	5.6%
Malware	29.5%	36.8%	16.7%
Doxing	4.0%	4.2%	3.7%
Spoofing	14.8%	19.0%	7.4%
Pharming	11.4%	14.7%	5.6%
Phishing	37.6%	44.2%	25.9%
Denial of service	11.4%	11.6%	11.1%

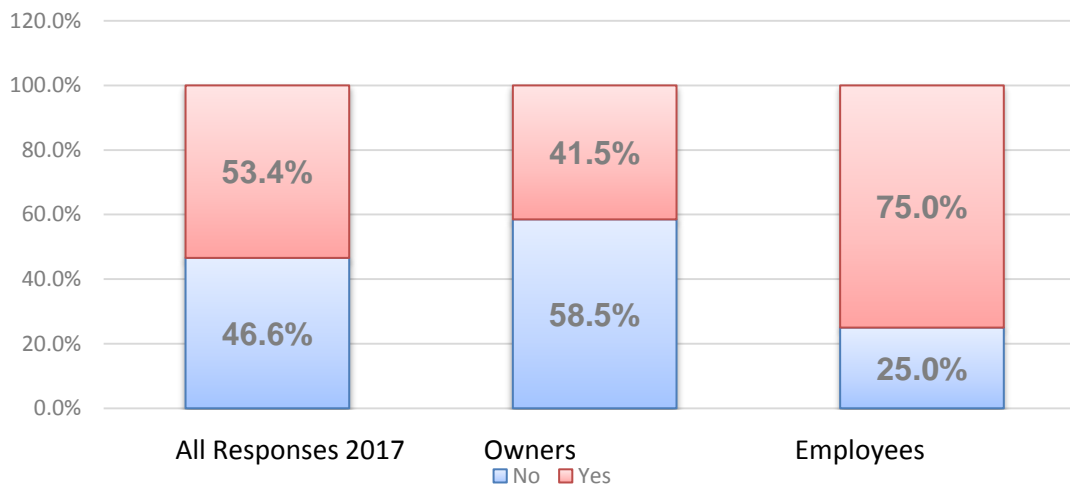you think are most
multiple choice)

63.0%

Q14. In the last 12 months has your business experienced an increase in fraud?
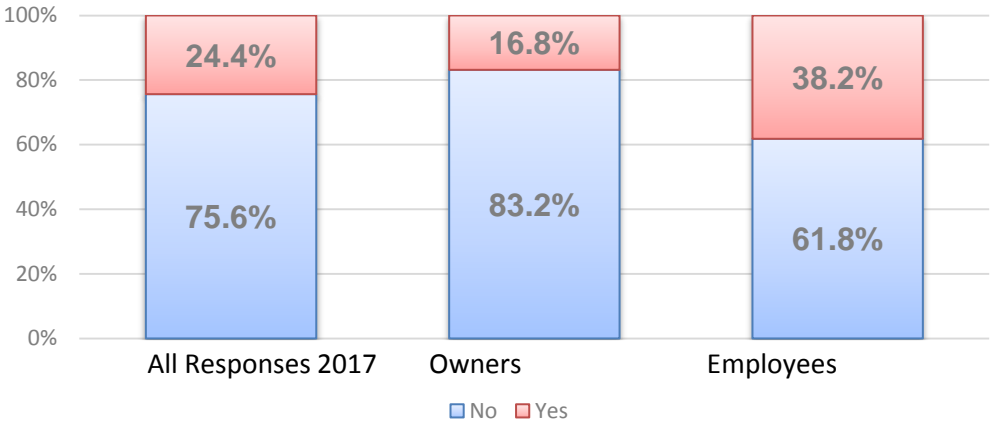
Q15. In the area that your business is based, in the last 12 months has your business had any contact with the police?

	All Responses 2017	Owners	Employees
Yes	53.4%	41.5%	75.0%
No	46.6%	58.5%	25.0%

☐ No   ☐ Yes

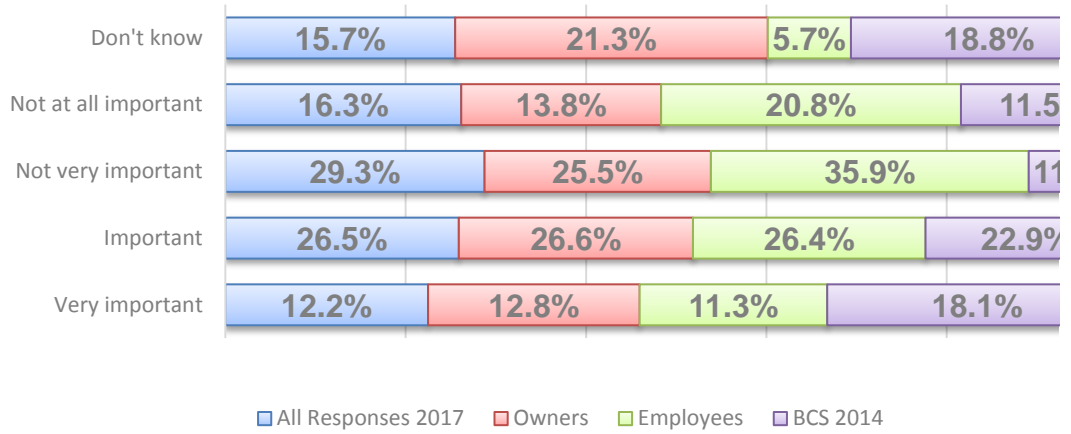Q15 In the area that your business is based, in the last 12 months has your business had any contact with

Broken Assaults Incident
Came Reported c
Arrests Theft Email Bur
Suspected A

the last 12 months has your business had any
the police?

Meetings Visits Daily Crime

riminal Damage Police

glary Occasions Regarding

ASB Road

Q16. How important do you feel business crime is to Hampshire Constabulary? (%'s should be added up vertically)

	All Responses 2017	Owners	Employees	BCS 2014
Don't know	15.7%	21.3%	5.7%	18.8%
Not at all important	16.3%	13.8%	20.8%	11.5
Not very important	29.3%	25.5%	35.9%	11
Important	26.5%	26.6%	26.4%	22.9%
Very important	12.2%	12.8%	11.3%	18.1%

□ All Responses 2017 □ Owners □ Employees □ BCS 2014

ally)

5%

1.1%

%

Q17 Please could you explain
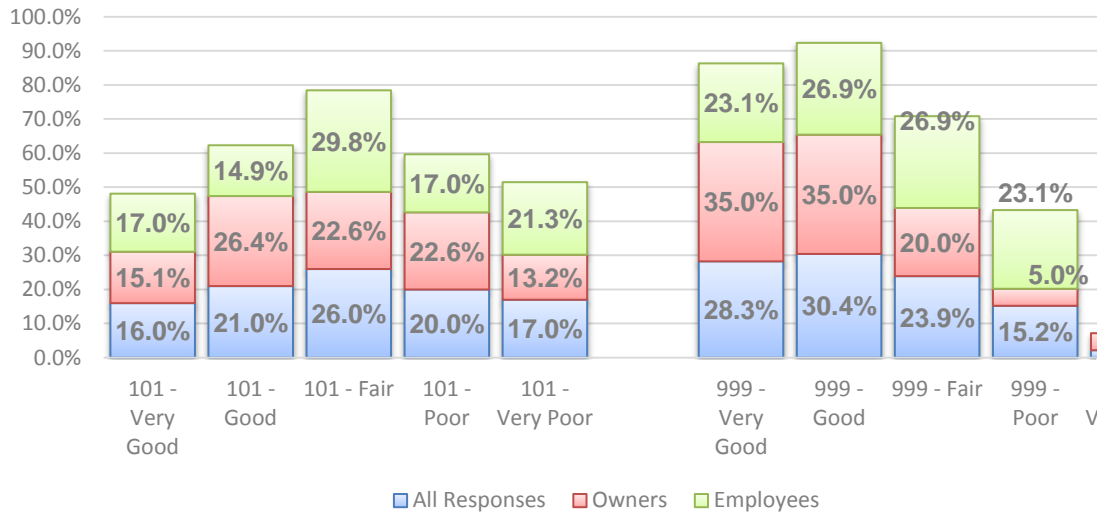
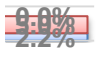Local Service Issues Invo
Positive Importar
Police Profile Bu:
Called Offenders

why you provided that response?

lved Deal Beat Response
ıt Known Crime Higher
siness Safe Report Daily
Respond Support Theft

Q18. In the last 12 months, if you've had to contact the police via 101 or 999, what was the response, in respect of the time it took to answer your call?

Category	All Responses	Owners	Employees
101 - Very Good	16.0%	15.1%	17.0%
101 - Good	21.0%	26.4%	14.9%
101 - Fair	26.0%	22.6%	29.8%
101 - Poor	20.0%	22.6%	17.0%
101 - Very Poor	17.0%	13.2%	21.3%
999 - Very Good	28.3%	35.0%	23.1%
999 - Good	30.4%	35.0%	26.9%
999 - Fair	23.9%	20.0%	26.9%
999 - Poor	15.2%	5.0%	23.1%

9.0%
2.2%

999 -
Very Poor

Q19. In the last 12 months, if you've had to contact the p experience in terms of what they did? (%'s should be ad

	101 - Very Good	101 - Good	101 - Fair	101 - Poor	101 - Very Poor
Employees	14.9%	19.1%	36.2%	14.9%	14.9%
Owners	13.5%	23.1%	25.0%	21.2%	17.3%
All Responses	14.1%	21.2%	30.3%	18.2%	16.2%

■ All Responses ■ Owners □ Employees
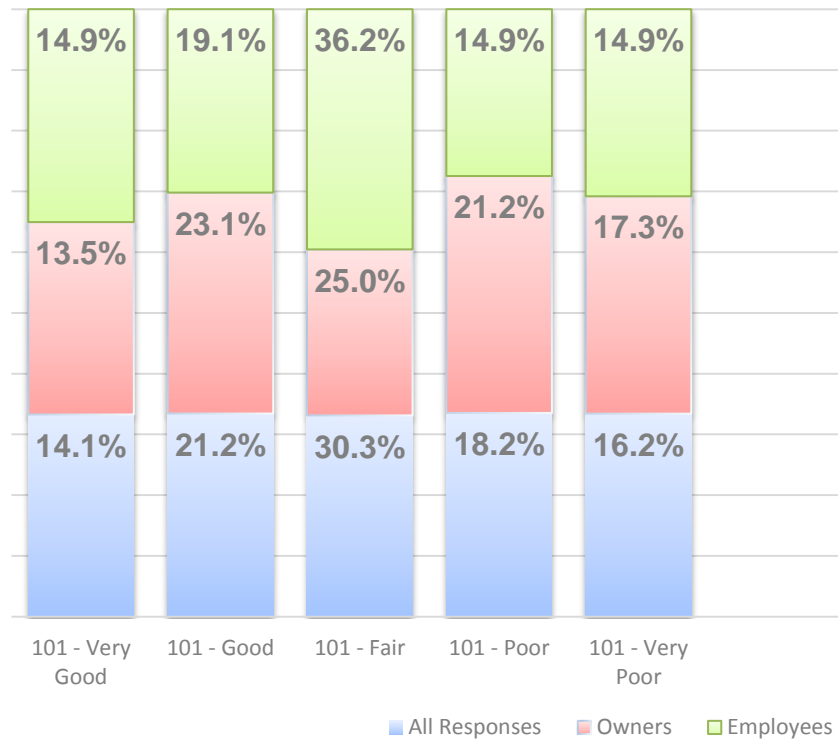
olice via 101 or 999, what was your
ded up horizontally for both charts)

999 - Very Good	999 - Good	999 - Fair	999 - Poor	999 - Very Poor
21.4%	21.4%	39.3%	17.9%	0.0%
30.0%	20.0%	25.0%	20.0%	6.0%
25.0%	20.8%	33.3%	18.8%	2.1%
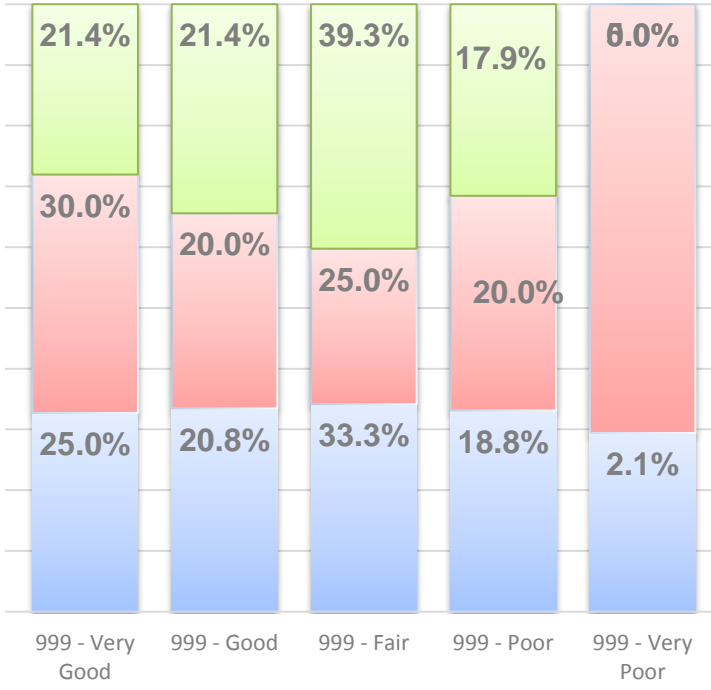
Q20. How good a job do you think Hampshire Constabulary d
retail crime? (%'s should be added up vertically)

Very Poor: 11.0% | 5.2% | 20.0% | 44%
Poor: 19.7% | 14.3% | 28.0% | 50%
Fair: 41.7% | 52.0% | 26.0
Good: 22.8% | 24.7% | 20.0%
Very Good: 4.7% | 3.9% | 6.0%

■ All Responses 2017   ■ Owners   ■ Employees   ■ BCS 2017
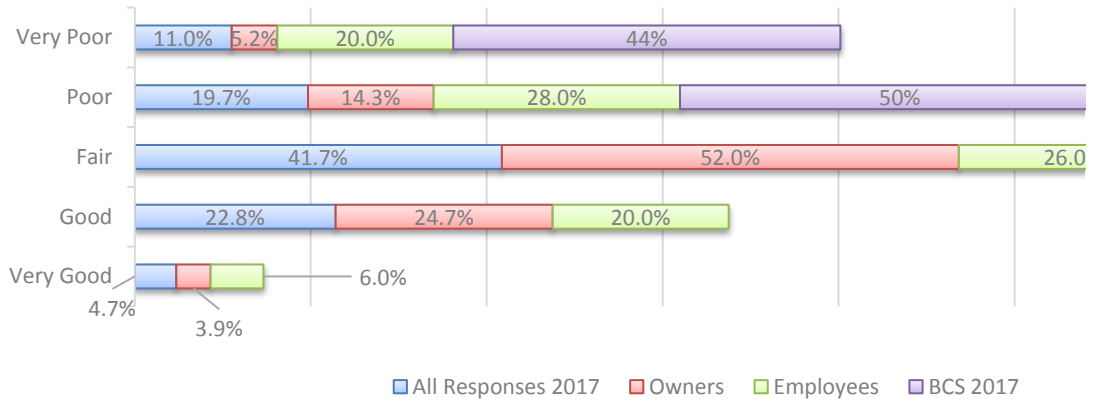
Unable to compare good or very good categories with BCS 2014

do, to tackle

0% 6%
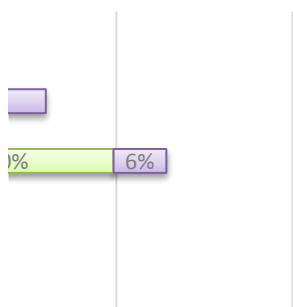
Q21 Please could you explain why y

Experience Visibility Attend Le
Presence Crime Centr
Response Interest
Reporting Company Op

ou provided that response?

ead Think Issues Retail

re Police Priority

Resources Say

tion Evidence Support
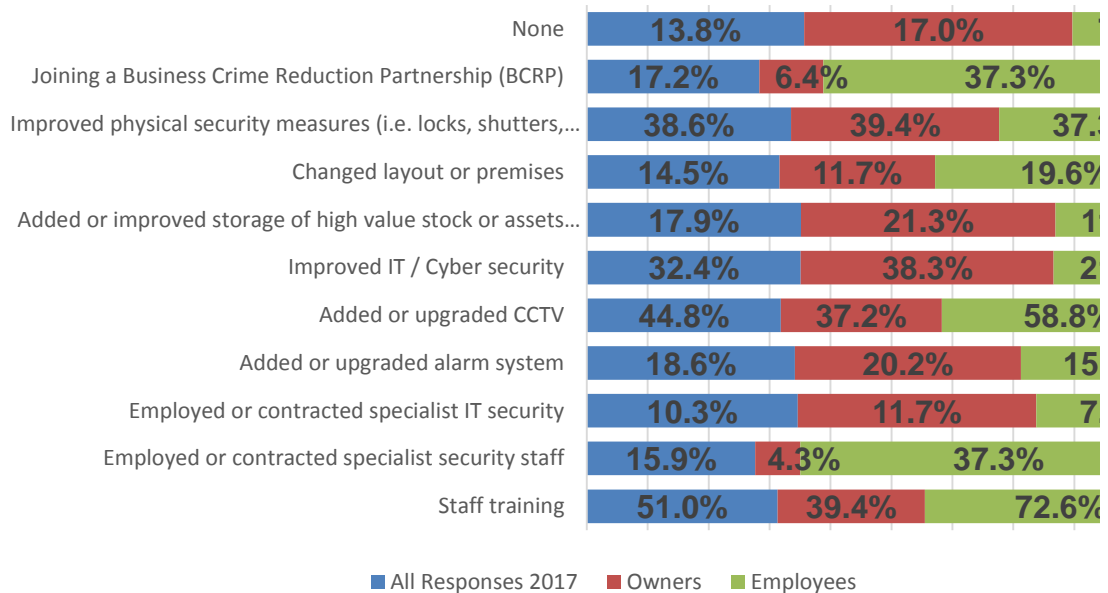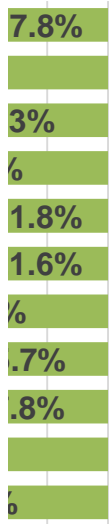
Q22. Since 2010, Hampshire Constabulary has had to make savings of over £80m wh
meant staff losses of over 1,000 (which includes both police officers and civilian staf
Preventing crime from happening in the first place is the best outcome for everyone
relies on everyone playing a part. To help inform the advice which we pit out to busi
what crime prevention measures has your business taken in the last 12 months to re
chances of becoming a victim of crime? (multiple choice)

	All Responses 2017	Owners	Employees
None	13.8%	17.0%	
Joining a Business Crime Reduction Partnership (BCRP)	17.2%	6.4%	37.3%
Improved physical security measures (i.e. locks, shutters,…	38.6%	39.4%	37.
Changed layout or premises	14.5%	11.7%	19.6%
Added or improved storage of high value stock or assets…	17.9%	21.3%	1
Improved IT / Cyber security	32.4%	38.3%	2
Added or upgraded CCTV	44.8%	37.2%	58.8%
Added or upgraded alarm system	18.6%	20.2%	15
Employed or contracted specialist IT security	10.3%	11.7%	7
Employed or contracted specialist security staff	15.9%	4.3%	37.3%
Staff training	51.0%	39.4%	72.6%

■ All Responses 2017 ■ Owners ■ Employees

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but
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7.8%

3%

1.8%

1.6%

.7%

.8%

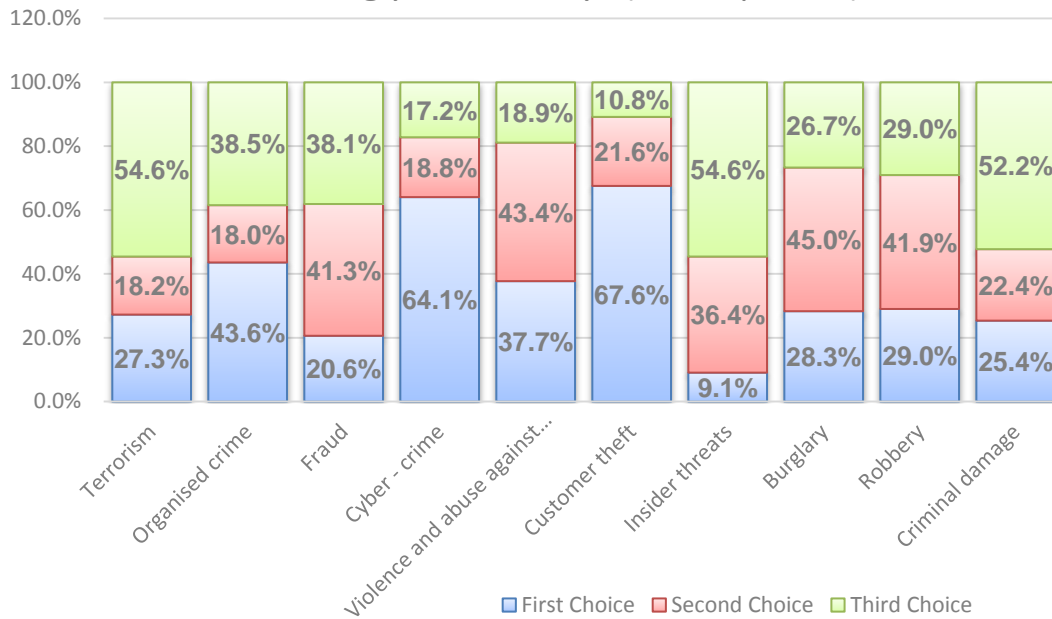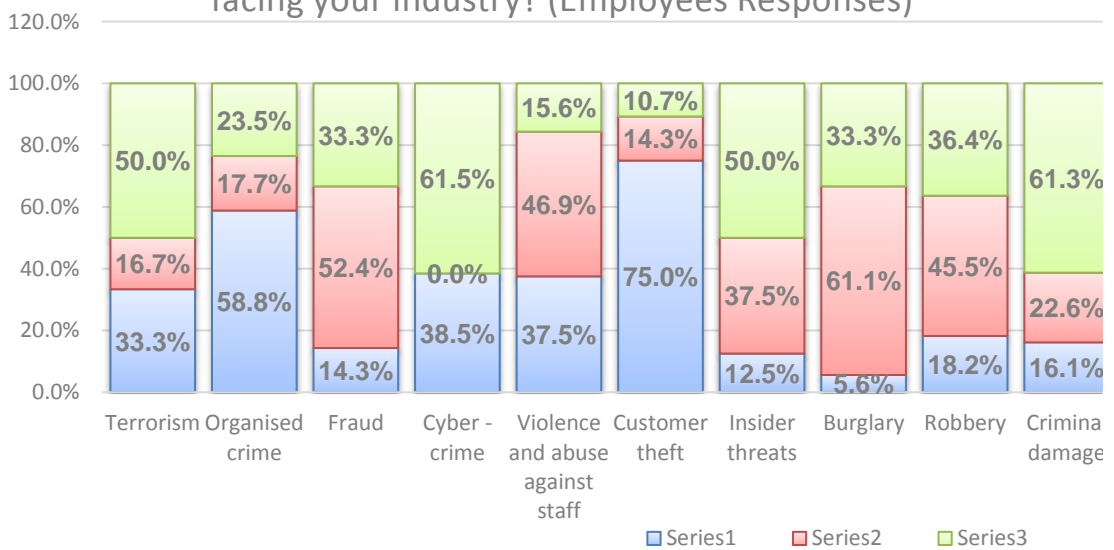Q23 If you stated none, why was this? (e.g. cost, criminal would overcor

Business Money Risk Ala

, don't believe there to be a risk, believe the
ne them anyway)

rm Cost Police Security

Q24. In your opinion, what are the top three current risks facing your industry? (All Responses)

	Terrorism	Organised crime	Fraud	Cyber - crime	Violence and abuse against...	Customer theft	Insider threats	Burglary	Robbery	Criminal damage
Third Choice	54.6%	38.5%	38.1%	17.2%	18.9%	10.8%	54.6%	26.7%	29.0%	52.2%
Second Choice	18.2%	18.0%	41.3%	18.8%	43.4%	21.6%	36.4%	45.0%	41.9%	22.4%
First Choice	27.3%	43.6%	20.6%	64.1%	37.7%	67.6%	9.1%	28.3%	29.0%	25.4%

Legend: ■ First Choice ■ Second Choice ■ Third Choice

Q24. In your opinion, what are the top three current rsisks facing your industry? (Employees Responses)

	Terrorism	Organised crime	Fraud	Cyber - crime	Violence and abuse against staff	Customer theft	Insider threats	Burglary	Robbery	Criminal damage
Series3	50.0%	23.5%	33.3%	61.5%	15.6%	10.7%	50.0%	33.3%	36.4%	61.3%
Series2	16.7%	17.7%	52.4%	0.0%	46.9%	14.3%	37.5%	61.1%	45.5%	22.6%
Series1	33.3%	58.8%	14.3%	38.5%	37.5%	75.0%	12.5%	5.6%	18.2%	16.1%

Legend: ■ Series1 ■ Series2 ■ Series3

Q24. In your opinion, what are the top three current rsiks facing your industry (Owners Responses)
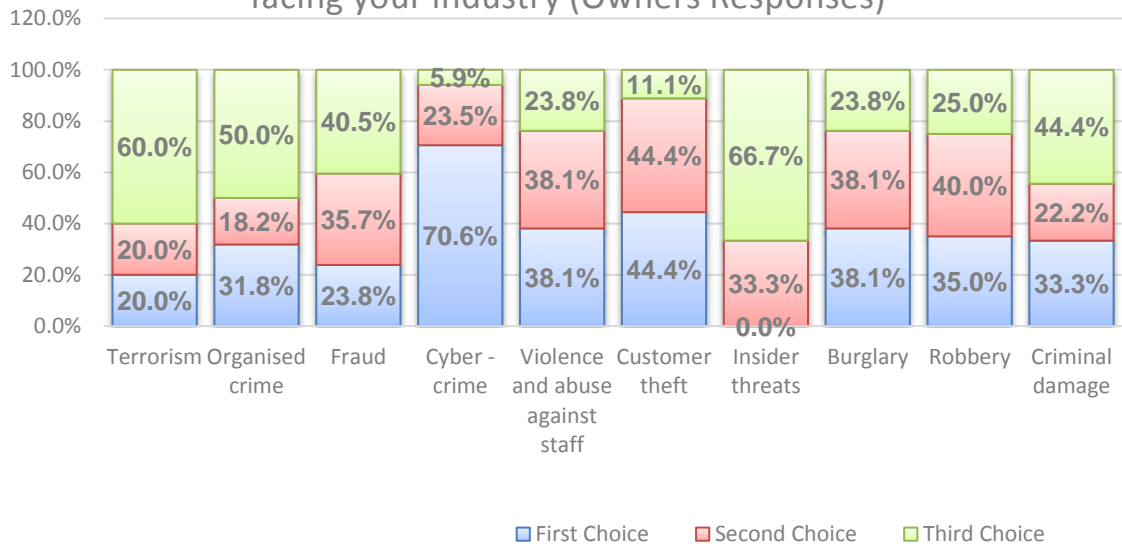
	First Choice	Second Choice	Third Choice
Terrorism	20.0%	20.0%	60.0%
Organised crime	31.8%	18.2%	50.0%
Fraud	23.8%	35.7%	40.5%
Cyber - crime	70.6%	23.5%	5.9%
Violence and abuse against staff	38.1%	38.1%	23.8%
Customer theft	44.4%	44.4%	11.1%
Insider threats	0.0%	33.3%	66.7%
Burglary	38.1%	38.1%	23.8%
Robbery	35.0%	40.0%	25.0%
Criminal damage	33.3%	22.2%	44.4%

Q25. Which crime do you consider will represent the two most significant threats to your business over the next two years? (Rank in order of threat)

	First Choice	Second Choice
Customer theft	71.8%	28.2%
Malicious insider activity...	7.7%	92.3%
Fraud (including cyber-...	45.9%	54.1%
Cyber - attacks (such as...	66.7%	33.3%
Theft of customer data	28.6%	71.4%
Robbery	37.9%	62.1%
Burglary	41.3%	58.7%
Violence against staff	51.2%	48.8%
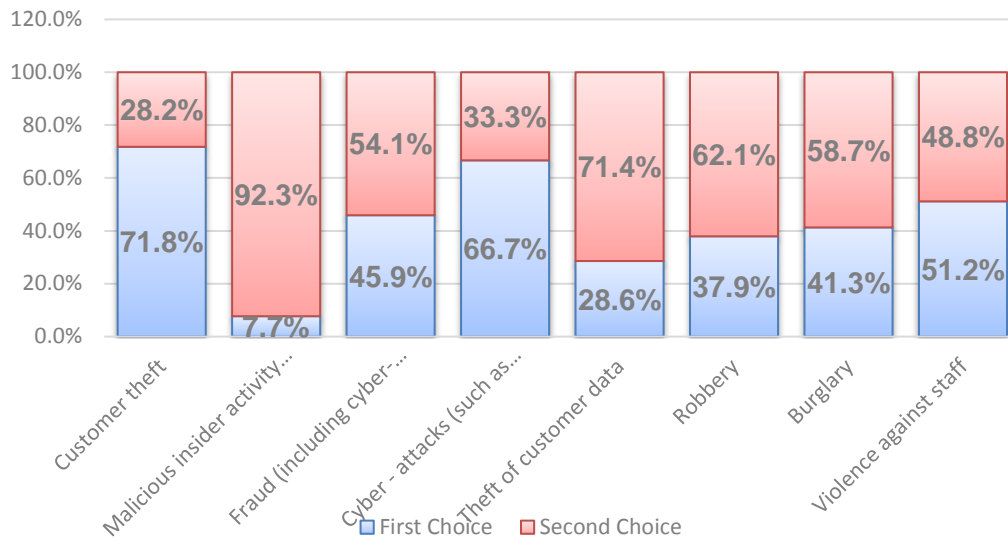
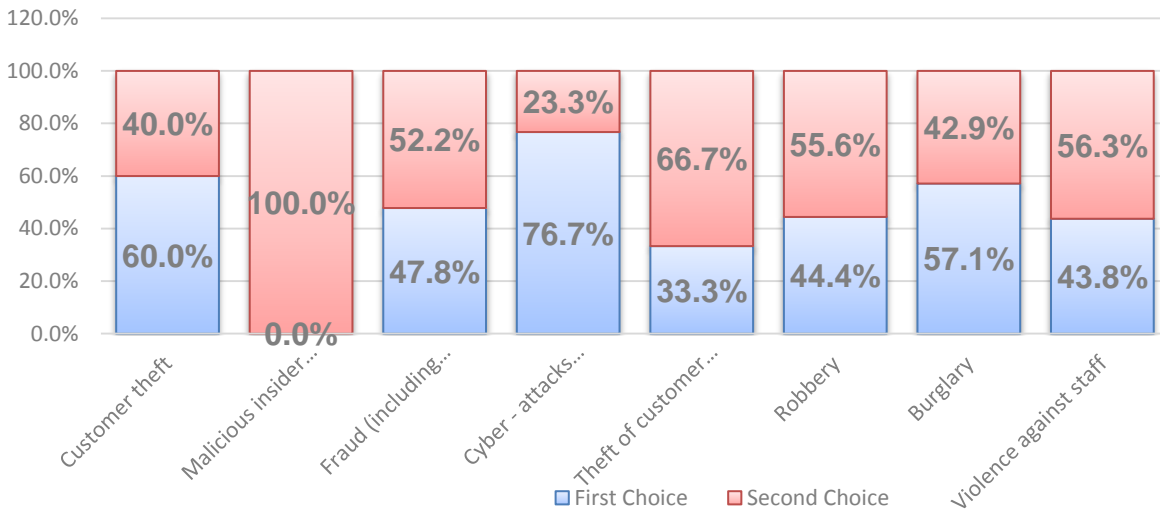## Q25. Which crime do you consider will represent the two most significant threats to your business over the next two years? (Rank in order of threat - Employees responses)
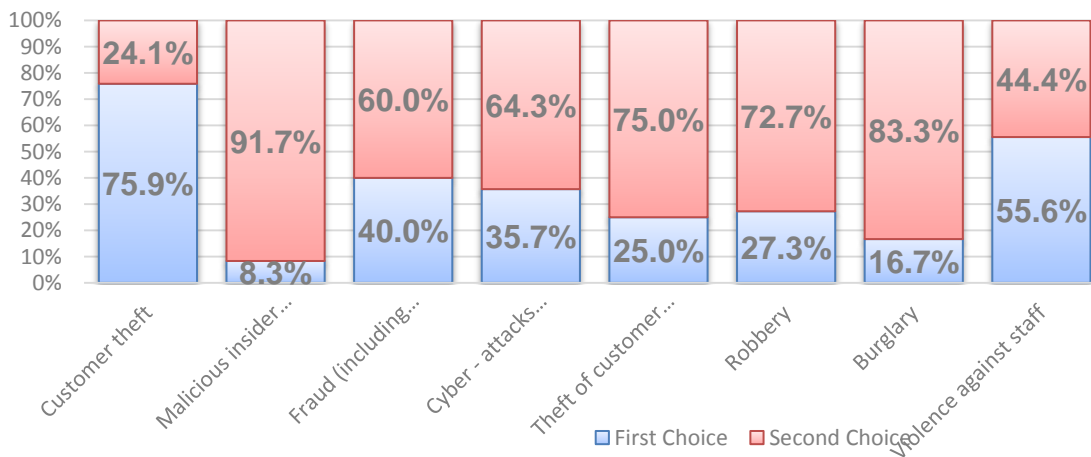
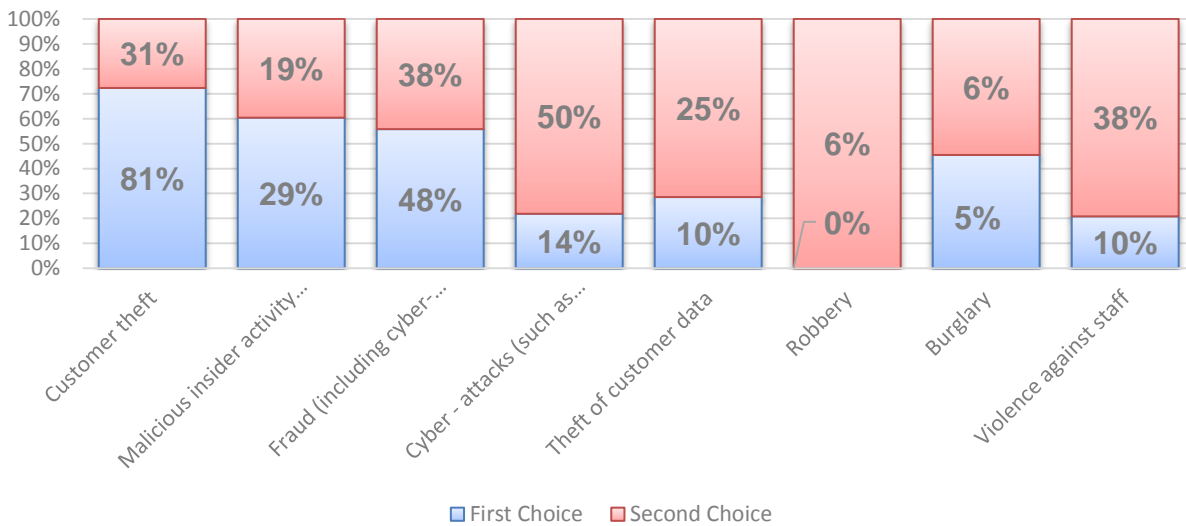|	First Choice	Second Choice
Customer theft	75.9%	24.1%
Malicious insider...	8.3%	91.7%
Fraud (including...	40.0%	60.0%
Cyber - attacks...	35.7%	64.3%
Theft of customer...	25.0%	75.0%
Robbery	27.3%	72.7%
Burglary	16.7%	83.3%
Violence against staff	55.6%	44.4%

Q25. Which crime do you consider will represent the two most significant threats to your business over the next two years? (Rank in order of threat - Owners responses)

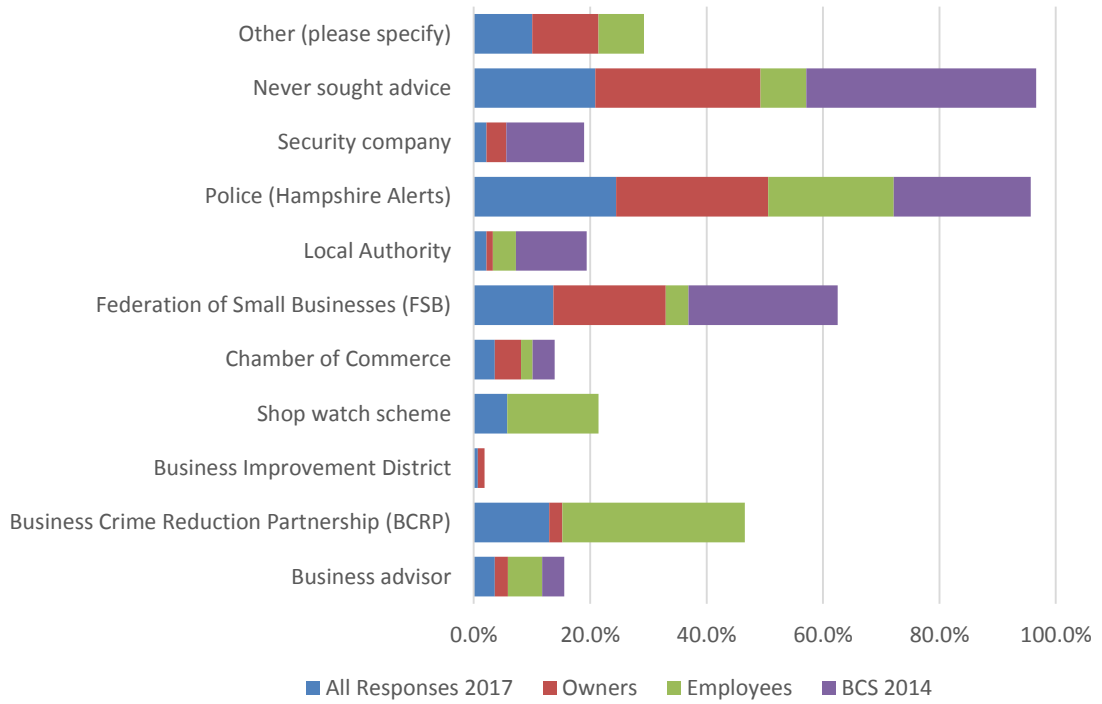|	First Choice	Second Choice
Customer theft	60.0%	40.0%
Malicious insider...	0.0%	100.0%
Fraud (including...	47.8%	52.2%
Cyber - attacks...	76.7%	23.3%
Theft of customer ...	33.3%	66.7%
Robbery	44.4%	55.6%
Burglary	57.1%	42.9%
Violence against staff	43.8%	56.3%

Q25. Which crime do you consider will represent the two most significant threats to your business over the next two years? (Rank in order of threat BRC 2015 & 2016)

	First Choice	Second Choice
Customer theft	81%	31%
Malicious insider activity...	29%	19%
Fraud (including cyber-...	48%	38%
Cyber - attacks (such as...	14%	50%
Theft of customer data	10%	25%
Robbery	0%	6%
Burglary	5%	6%
Violence against staff	10%	38%

Q26. Where do you get your crime prevention advice from?

Legend: ■ All Responses 2017 ■ Owners ■ Employees ■ BCS 2014

Categories (top to bottom):
- Other (please specify)
- Never sought advice
- Security company
- Police (Hampshire Alerts)
- Local Authority
- Federation of Small Businesses (FSB)
- Chamber of Commerce
- Shop watch scheme
- Business Improvement District
- Business Crime Reduction Partnership (BCRP)
- Business advisor

X-axis: 0.0%, 20.0%, 40.0%, 60.0%, 80.0%, 100.0%

Unable to compare BCS with following options BCRP, BID and Shop Watch Schen

Q26 Where do you get crime pr

Internet Specialist

120.0%

ne

revention advice from?

Police

Q27 Who do you trust and prefer to receiv

Crime

Company Industry

Security PCSO Advice

FSB Retail Local Crime

SOBAC BCRP Hants Har

Chamber of C

ve crime prevention advice from?

Prevention
Officer   Internet
Hampshire Constabulary
e Reduction Business
npshire Police Past
Commerce

Q28. Where did you receive the link for this survey from?

Q29 Please provi

SO16 SP10 Business P
SO30 SO19 SO14
RG27 So15 SO21 S
SO32 PO5 GU3

ide your postcode:

O2 SP11 PO10 SO31 SO24
RG21 SO50 PO9 PO1
SO23 GU14 GU34 PO12
5 8DH SP6 PO7 PO8