



Home Office

Commercial Victimization Survey: Update on developments and a summary of findings from the 2022 survey

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What is the CVS?

...a survey

- Telephone survey (England & Wales)
- Helps to fill gap in **Police Recorded Crime** and **Crime Survey for England & Wales (CSEW)**

of business premises

- Random sample of **Individual premises** (not Head Offices)
- Historically, the survey covered three or four sectors
- The 2022 survey is the first CVS to cover all business sectors.

about the nature...

- Crimes experienced at premises in last **12 months** prior to interview
- Crime types include: burglary, theft, robbery, vehicle theft, vandalism, assault, fraud and computer misuse.

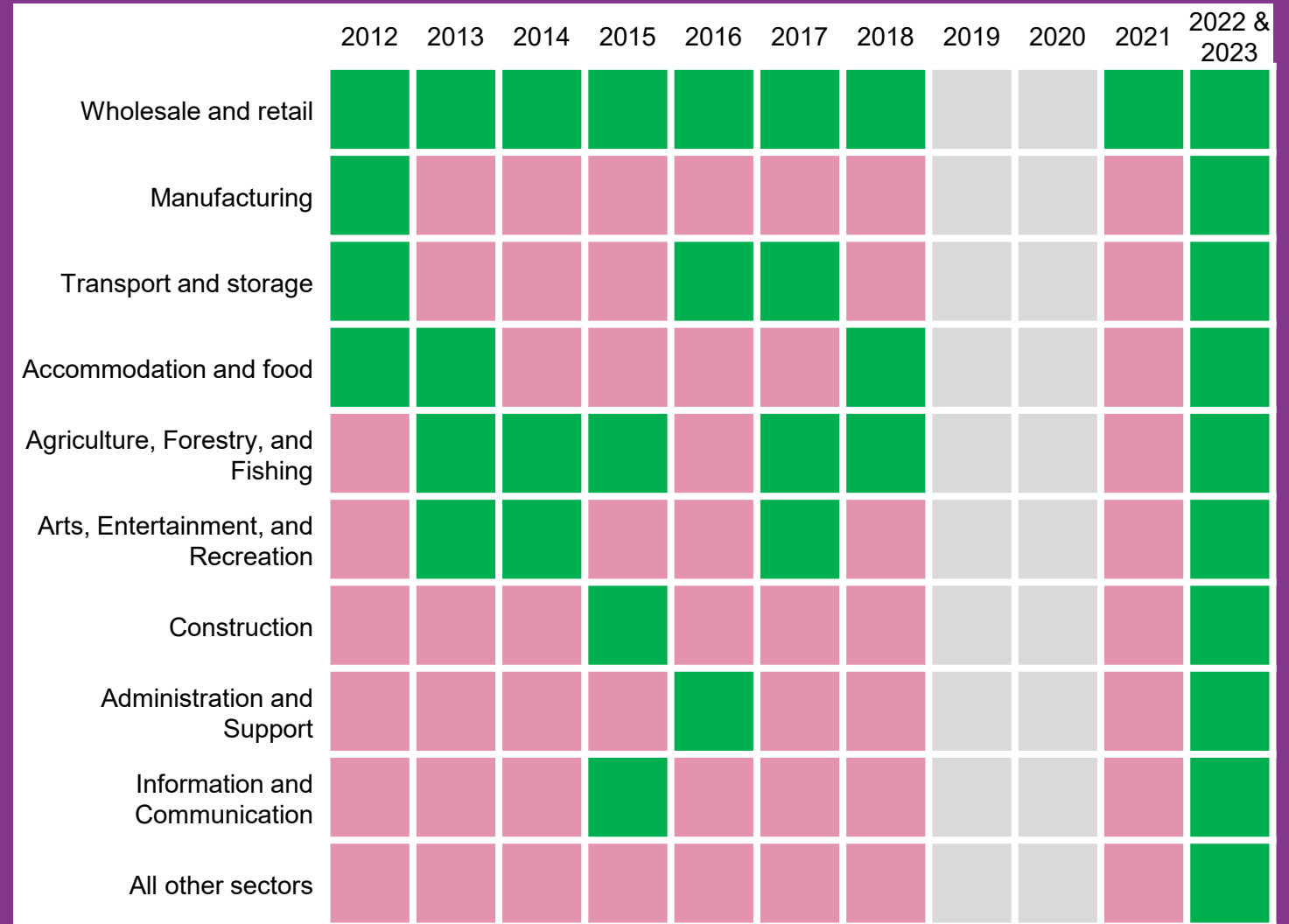
& levels of crime experienced

- Prevalence rates: **proportion of premises** that experienced **crimes** (including estimates of **number of victims**)
- Frequency (how often a business premise experienced victimisation),

Results
published
annually on
GOV.UK

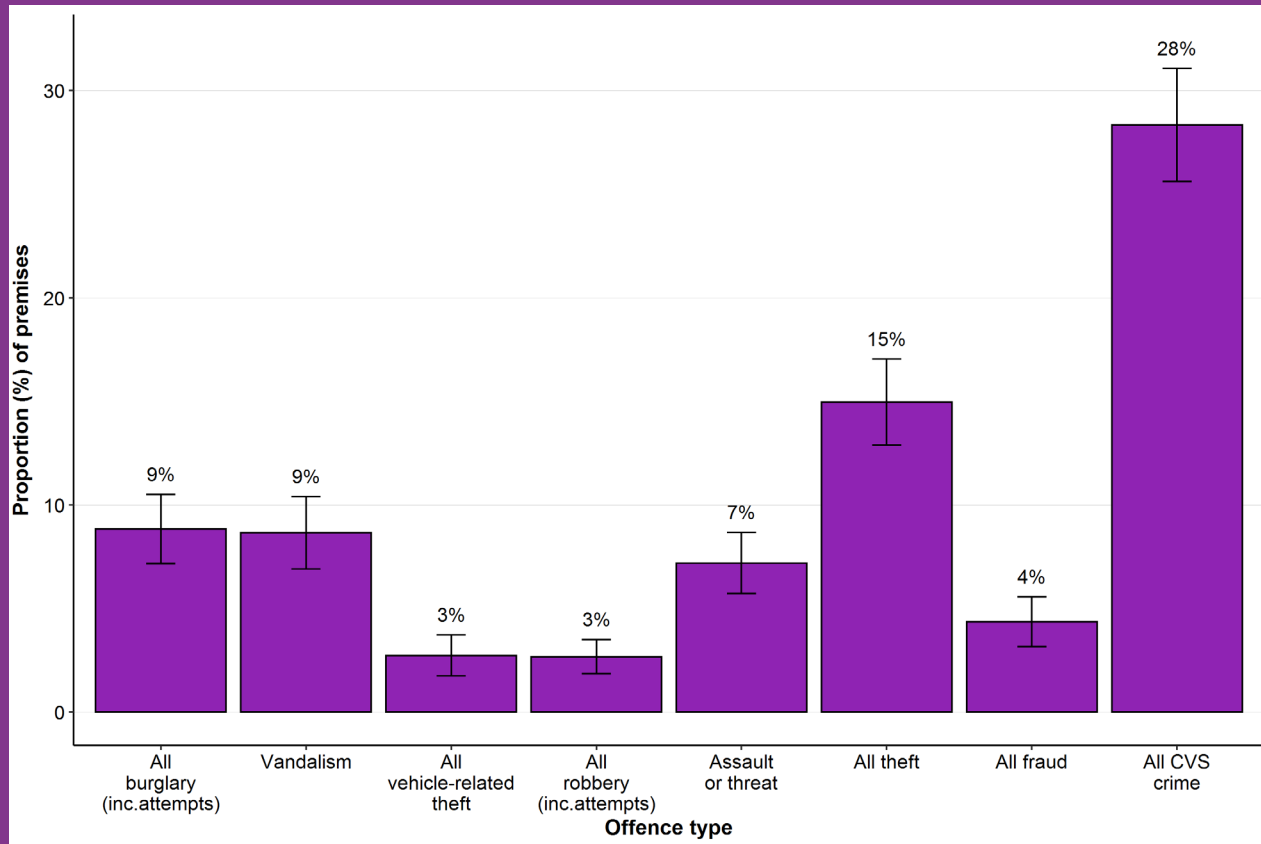
Background

- Stand-alone surveys conducted in 1994 and 2002
- Annual survey run from 2012 to 2022
 - Break in 2019 & 2020 for a user consultation and survey re-design, and further delay due to COVID-19
- 2022 is the first year to cover all business sectors
 - To give picture of crime affecting all businesses, rather than a snapshot of a few sectors



28% of business premises were a victim of crime in the last 12 months

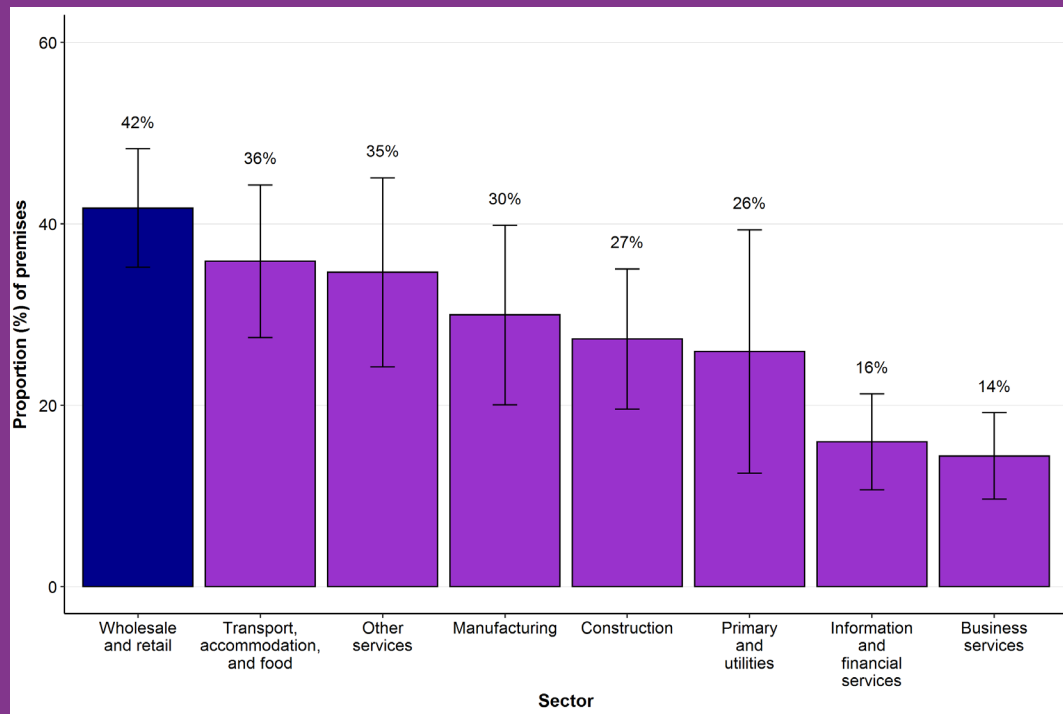
Proportion of business premises which experienced at least one incident of crime in the previous 12 months, by crime type, Commercial Victimization Survey 2022



- **Theft** was the most prevalent form of crime experienced by 15% of premises (or approx. 247,000 premises)
- Theft was also the most frequently occurring type of crime. Most (65%) victimised premises experienced more than one incident, and 12% were victims once a day or more.
- The most common type of theft was theft by a customer.
- **Assaults and threats** experienced by 7% of premises (or approx. 119,000 premises). Most commonly verbal abuse (76%) and threats or intimidation (61%). Physical attack was less common; without injury (17%) with injury (8%)
- **Burglary**: 9% of premises (or approx. 146,000 premises)
- **Vandalism**: 9% of premises (or approx. 143,000 premises)

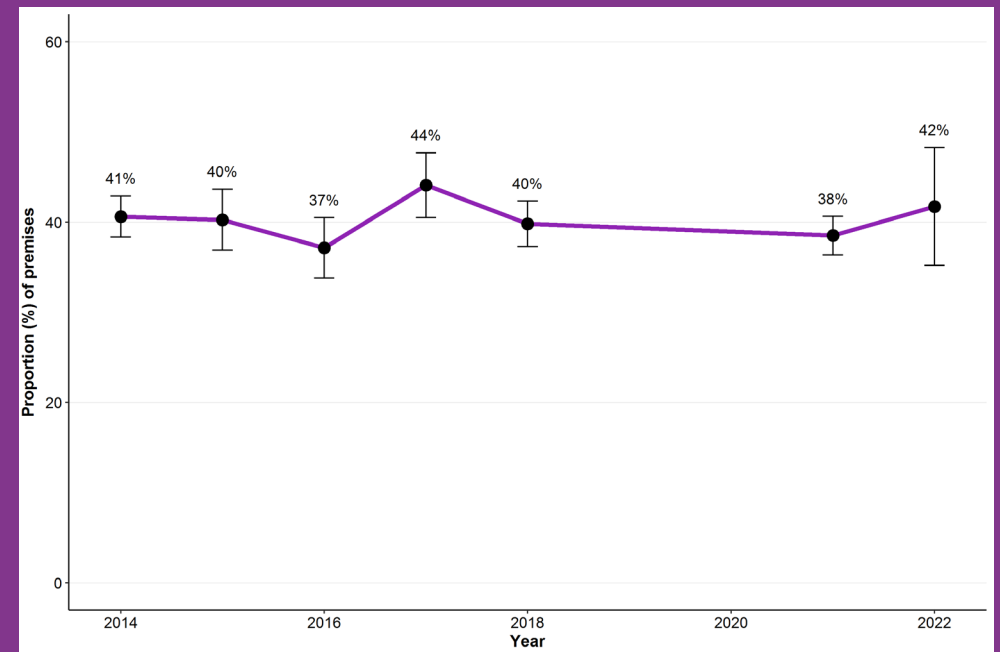
Victimisation varied across sector. 42% of business premises in wholesale and retail were a victim of crime in the last 12 months

Prevalence of crime, by industry sector



- Wholesale and retail had higher levels of victimisation than some other sectors, as in previous years. Statistically significant difference compared with Information and financial services (16%) and Business services sectors (14%) sectors.

Trends in crime in Wholesale and retail

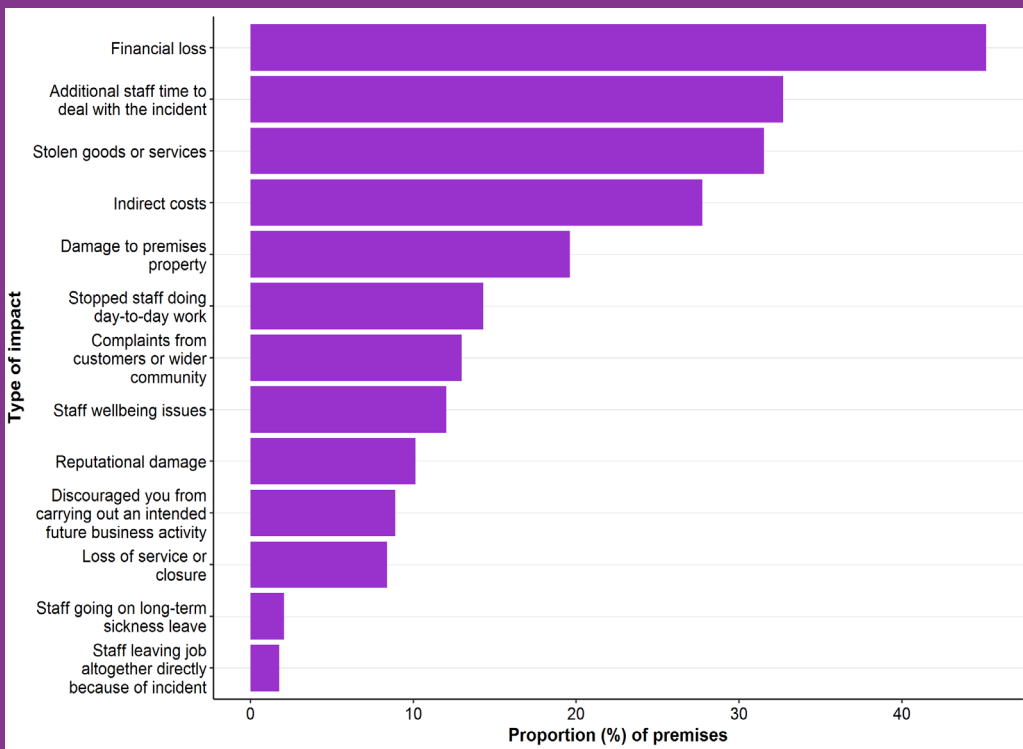


Prevalence of crime in Wholesale and retail sector (2022 CVS)

- Theft: **32%** of premises
- All burglary (inc.attempts): **11%** of premises
- Computer misuse: **10%** of premises
- Assault or threat: **10%** of premises

Most common impact of crime was financial loss

Proportion of premises which experienced each type of impact due to being a victim of crime



The most common type of impact was financial loss, 45% of victims many victims also experienced stolen goods and services (32%) which could also be considered a direct financial cost. 33% of victims reported additional staff time being used to deal with the incident.

The crime type that most effected the business was...

- Theft by customers (21%)
- Followed by vandalism or deliberate damage (18%)
- And by Assaults or threats (15%)

9% of business premises reported that they were adversely affected by ASB. Most commonly...

- youths congregating in the street (35%)
- street drinking (25%)
- intimidating / threatening behaviour (18%)

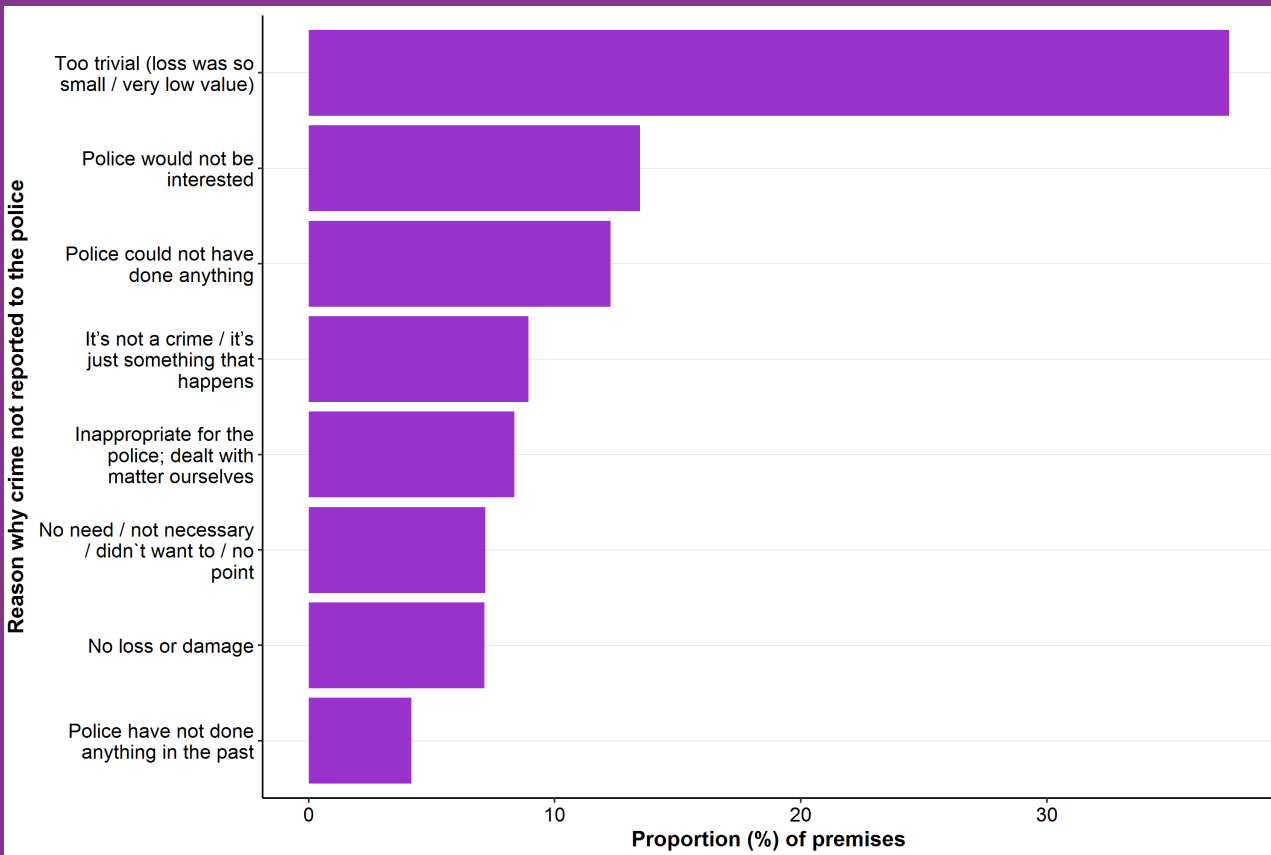
The most frequently cited impacts of ASB were:

- Putting off or preventing customers (25%)
- a general nuisance (23%)
- upsetting or disruptive for customers (21%) or staff (20%)

Over half of premises that were victims reported at least one crime to the police (58%)

46% said they tended to report every crime

Proportion of victims who gave each reason for not reporting crime they experienced to the police



The most common reason given for not reporting crimes to the police was that the crime was perceived as too trivial (37%) (the value of any loss being too small)

Premises satisfaction with the police' response to their crime report was mixed

- 39% satisfied
- 43% dissatisfied

Higher levels of satisfaction (67%) among victims where the police attended the scene of the crime compared with those where the police didn't attend (20%).

In terms of general satisfaction with the police, 51% of premises said that they were not satisfied with the police in their local area.

Access to CVS data

Published statistics accessed via GOV.UK. 2023 CVS due to be published in May.

Analysis opportunities – access to CVS microdata via the UK Data Service

Includes a broader range of data – including business characteristics, crime prevention measures.

[Crime against businesses: findings from the 2022 Commercial Victimisation Survey - GOV.UK \(www.gov.uk\)](https://www.gov.uk)



The screenshot shows the top section of a Home Office website page. At the top left is the Home Office logo. Below it, the text 'Official Statistics' is displayed in a smaller font. The main title, 'Crime against businesses: findings from the 2022 Commercial Victimisation Survey', is prominently featured in large white text on a blue background. Below the title, it says 'Updated 5 October 2023'. A light grey bar below the title contains the text 'Applies to England and Wales'. At the bottom of the page, there are two columns of information: a 'Contents' list with numbered links (1. Main results, 2. Introduction, 3. Prevalence of crime, 4. Frequency of crime, 5. Crime prevention measures, 6. Impacts of victimisation) and a 'Frequency of release: Annual' section. The 'Forthcoming release: To be announced' section is also present, along with the 'Home Office responsible statistician: John Flatley'. The 'Press enquiries' section provides the email 'pressoffice@homeoffice.gov.uk' and the telephone number '020 7035 3535'. The 'Public enquiries' section provides the email 'crimeandpolicestats@homeoffice.gov.uk'.

Home Office

Official Statistics

Crime against businesses: findings from the 2022 Commercial Victimisation Survey

Updated 5 October 2023

Applies to England and Wales

Contents

1. [Main results](#)
2. [Introduction](#)
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5. [Crime prevention measures](#)
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Home Office responsible statistician: John Flatley

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