

### Q1. Which of the following, if any, has your business experienced in the last 12 months?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
		Base													
	3857	352	1569	1043	461	148	1096	760	776	458	565	556	555	1996	3857
Which of the following, if any, has your business experienced in the last 12 months?															
None of these	1627 42.2%	247 70.2%	811 51.7%	313 30.0%	90 19.5%	24 16.2%	656 59.9%	279 36.7%	224 28.9%	92 20.1%	351 62.1%	284 51.1%	234 42.2%	658 33.0%	1627 42.2%
Damage to vehicles	923 23.9%	44 12.5%	288 18.4%	300 28.8%	160 34.7%	66 44.6%	191 17.4%	187 24.6%	217 28.0%	157 34.3%	89 15.8%	125 22.5%	123 22.2%	545 27.3%	923 23.9%
Vandalism and graffiti	763 19.8%	16 4.5%	236 15.0%	275 26.4%	141 30.6%	55 37.2%	110 10.0%	167 22.0%	204 26.3%	136 29.7%	48 8.5%	70 12.6%	96 17.3%	519 26.0%	763 19.8%
Burglary	740 19.2%	9 2.6%	186 11.9%	259 24.8%	179 38.8%	54 36.5%	86 7.8%	134 17.6%	210 27.1%	184 40.2%	43 7.6%	69 12.4%	78 14.1%	523 26.2%	740 19.2%
Attempted burglary	474 12.3%	5 1.4%	104 6.6%	195 18.7%	102 22.1%	43 29.1%	47 4.3%	92 12.1%	143 18.4%	115 25.1%	22 3.9%	46 8.3%	55 9.9%	340 17.0%	474 12.3%
Anti-social behaviour	463 12.0%	17 4.8%	147 9.4%	152 14.6%	92 20.0%	35 23.6%	80 7.3%	88 11.6%	128 16.5%	73 15.9%	45 8.0%	55 9.9%	66 11.9%	281 14.1%	463 12.0%
Fly-tipping	419 10.9%	12 3.4%	146 9.3%	159 15.2%	63 13.7%	17 11.5%	63 5.7%	112 14.7%	120 15.5%	61 13.3%	17 3.0%	50 9.0%	53 9.5%	289 14.5%	419 10.9%
Theft by an employee	363 9.4%	3 0.9%	72 4.6%	125 12.0%	92 20.0%	50 33.8%	41 3.7%	58 7.6%	117 15.1%	88 19.2%	31 5.5%	49 8.8%	47 8.5%	226 11.3%	363 9.4%
e-crime	285 7.4%	28 8.0%	112 7.1%	75 7.2%	33 7.2%	14 9.5%	88 8.0%	64 8.4%	55 7.1%	35 7.6%	43 7.6%	46 8.3%	55 9.9%	128 6.4%	285 7.4%
Vehicle theft	266 6.9%	8 2.3%	49 3.1%	100 9.6%	60 13.0%	28 18.9%	30 2.7%	49 6.4%	72 9.3%	68 14.8%	14 2.5%	25 4.5%	30 5.4%	181 9.1%	266 6.9%
Personal injury or violence not defined as burglary	113 2.9%	2 0.6%	28 1.8%	31 3.0%	26 5.6%	20 13.5%	17 1.6%	10 1.3%	29 3.7%	26 5.7%	9 1.6%	13 2.3%	11 2.0%	74 3.7%	113 2.9%
Robbery	109 2.8%	2 0.6%	22 1.4%	36 3.5%	31 6.7%	12 8.1%	11 1.0%	14 1.8%	33 4.3%	26 5.7%	5 0.9%	12 2.2%	18 3.2%	68 3.4%	109 2.8%
Other	54 1.4%	8 2.3%	24 1.5%	12 1.2%	6 1.3%	4 2.7%	15 1.4%	15 2.0%	9 1.2%	6 1.3%	9 1.6%	6 1.1%	13 2.3%	26 1.3%	54 1.4%
Arson	51 1.3%	2 0.6%	10 0.6%	16 1.5%	10 2.2%	10 6.8%	6 0.5%	7 0.9%	11 1.4%	14 3.1%	3 0.5%	7 1.3%	6 1.1%	33 1.7%	51 1.3%

## Q2. Approximate number of crimes experienced in last 12 months?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
Base	3857	352	1569	1043	461	148	1096	760	776	458	565	556	555	1996	3857
Mean	4.63	1.71	1.89	3.85	7.64	35.12	1.66	2.38	3.63	10.89	1.55	2.32	4.92	6.14	4.63
Number of crimes experienced															
None	1627 42.2%	247 70.2%	811 51.7%	313 30.0%	90 19.5%	24 16.2%	656 59.9%	279 36.7%	224 28.9%	92 20.1%	351 62.1%	284 51.1%	234 42.2%	658 33.0%	1627 42.2%
One	578 15.0%	54 15.3%	268 17.1%	147 14.1%	58 12.6%	4 2.7%	165 15.1%	143 18.8%	111 14.3%	55 12.0%	72 12.7%	79 14.2%	110 19.8%	287 14.4%	578 15.0%
Two	463 12.0%	19 5.4%	165 10.5%	172 16.5%	65 14.1%	17 11.5%	100 9.1%	108 14.2%	121 15.6%	58 12.7%	45 8.0%	66 11.9%	59 10.6%	286 14.3%	463 12.0%
Three	285 7.4%	7 2.0%	94 6.0%	109 10.5%	46 10.0%	9 6.1%	54 4.9%	58 7.6%	79 10.2%	51 11.1%	30 5.3%	30 5.4%	42 7.6%	170 8.5%	285 7.4%
Four	188 4.9%	3 0.9%	55 3.5%	75 7.2%	34 7.4%	11 7.4%	26 2.4%	50 6.6%	52 6.7%	37 8.1%	12 2.1%	19 3.4%	17 3.1%	131 6.6%	188 4.9%
Five	162 4.2%	2 0.6%	51 3.3%	49 4.7%	40 8.7%	14 9.5%	19 1.7%	33 4.3%	45 5.8%	34 7.4%	15 2.7%	19 3.4%	20 3.6%	102 5.1%	162 4.2%
Six to ten	276 7.2%	6 1.7%	61 3.9%	110 10.5%	62 13.4%	28 18.9%	35 3.2%	55 7.2%	77 9.9%	71 15.5%	20 3.5%	26 4.7%	38 6.8%	186 9.3%	276 7.2%
Eleven to twenty	107 2.8%	- -	21 1.3%	33 3.2%	34 7.4%	13 8.8%	11 1.0%	14 1.8%	38 4.9%	23 5.0%	4 0.7%	12 2.2%	12 2.2%	74 3.7%	107 2.8%
Twenty one to fifty	37 1.0%	1 0.3%	6 0.4%	5 0.5%	15 3.3%	8 5.4%	4 0.4%	1 0.1%	6 0.8%	16 3.5%	1 0.2%	5 0.9%	5 0.9%	24 1.2%	37 1.0%
Fifty one and over	27 0.7%	2 0.6%	2 0.1%	4 0.4%	3 0.7%	12 8.1%	2 0.2%	1 0.1%	1 0.1%	9 2.0%	1 0.2%	1 0.2%	3 0.5%	21 1.1%	27 0.7%
Crime experienced but number not stated	107 2.8%	11 3.1%	35 2.2%	26 2.5%	14 3.0%	8 5.4%	24 2.2%	18 2.4%	22 2.8%	12 2.6%	14 2.5%	15 2.7%	15 2.7%	57 2.9%	107 2.8%

### Q3. What proportion of these incidents did you report to the police?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>2032</b>	<b>91</b>	<b>700</b>	<b>676</b>	<b>338</b>	<b>105</b>	<b>401</b>	<b>443</b>	<b>506</b>	<b>338</b>	<b>191</b>	<b>248</b>	<b>297</b>	<b>1223</b>	<b>2032</b>
<b>What proportion of these incidents did you report to the police?</b>															
<b>None</b>	563 27.7%	44 48.4%	262 37.4%	166 24.6%	50 14.8%	10 9.5%	168 41.9%	143 32.3%	115 22.7%	45 13.3%	69 36.1%	86 34.7%	110 37.0%	279 22.8%	563 27.7%
1% to 20%	229 11.3%	9 9.9%	75 10.7%	81 12.0%	33 9.8%	15 14.3%	46 11.5%	47 10.6%	68 13.4%	36 10.7%	14 7.3%	27 10.9%	35 11.8%	142 11.6%	229 11.3%
21% to 50%	202 9.9%	8 8.8%	55 7.9%	74 10.9%	42 12.4%	15 14.3%	33 8.2%	58 13.1%	52 10.3%	39 11.5%	17 8.9%	24 9.7%	28 9.4%	131 10.7%	202 9.9%
51% to 80%	176 8.7%	2 2.2%	45 6.4%	67 9.9%	36 10.7%	19 18.1%	24 6.0%	28 6.3%	54 10.7%	37 10.9%	13 6.8%	21 8.5%	25 8.4%	115 9.4%	176 8.7%
81% to 99%	115 5.7%	2 2.2%	22 3.1%	49 7.2%	29 8.6%	9 8.6%	8 2.0%	22 5.0%	32 6.3%	24 7.1%	11 5.8%	9 3.6%	14 4.7%	78 6.4%	115 5.7%
100%	747 36.8%	26 28.6%	241 34.4%	239 35.4%	148 43.8%	37 35.2%	122 30.4%	145 32.7%	185 36.6%	157 46.4%	67 35.1%	81 32.7%	85 28.6%	478 39.1%	747 36.8%

### Q4. For what reasons might you not report a crime?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	2664	212	1070	752	341	115	725	541	579	333	373	382	386	1414	2664
<b>For what reasons might you not report a crime?</b>															
Relatively small or no loss or damage to premises or property	1815 68.1%	133 62.7%	685 64.0%	546 72.6%	251 73.6%	88 76.5%	437 60.3%	362 66.9%	428 73.9%	254 76.3%	242 64.9%	258 67.5%	241 62.4%	998 70.6%	1815 68.1%
It was only an attempt	536 20.1%	38 17.9%	214 20.0%	144 19.1%	71 20.8%	31 27.0%	142 19.6%	105 19.4%	107 18.5%	88 26.4%	62 16.6%	89 23.3%	68 17.6%	292 20.7%	536 20.1%
Too time consuming	773 29.0%	63 29.7%	318 29.7%	230 30.6%	95 27.9%	28 24.3%	227 31.3%	172 31.8%	186 32.1%	85 25.5%	103 27.6%	130 34.0%	103 26.7%	411 29.1%	773 29.0%
Would increase insurance costs	494 18.5%	53 25.0%	227 21.2%	129 17.2%	45 13.2%	5 4.3%	176 24.3%	109 20.1%	98 16.9%	32 9.6%	87 23.3%	91 23.8%	72 18.7%	227 16.1%	494 18.5%
Unable to contact the police	126 4.7%	17 8.0%	48 4.5%	31 4.1%	17 5.0%	5 4.3%	44 6.1%	26 4.8%	19 3.3%	18 5.4%	28 7.5%	16 4.2%	16 4.1%	61 4.3%	126 4.7%
No confidence in police response	968 36.3%	85 40.1%	408 38.1%	275 36.6%	102 29.9%	43 37.4%	281 38.8%	229 42.3%	202 34.9%	106 31.8%	124 33.2%	137 35.9%	155 40.2%	521 36.8%	968 36.3%
Fearful of reprisals	129 4.8%	21 9.9%	70 6.5%	25 3.3%	7 2.1%	1 0.9%	48 6.6%	25 4.6%	20 3.5%	4 1.2%	26 7.0%	24 6.3%	15 3.9%	61 4.3%	129 4.8%
Fearful of negative publicity	93 3.5%	13 6.1%	41 3.8%	19 2.5%	11 3.2%	4 3.5%	40 5.5%	14 2.6%	15 2.6%	8 2.4%	18 4.8%	14 3.7%	17 4.4%	43 3.0%	93 3.5%
Other reason	118 4.4%	7 3.3%	53 5.0%	25 3.3%	17 5.0%	6 5.2%	36 5.0%	27 5.0%	17 2.9%	15 4.5%	17 4.6%	13 3.4%	23 6.0%	57 4.0%	118 4.4%
Would always report crime	28 1.1%	2 0.9%	9 0.8%	9 1.2%	3 0.9%	3 2.6%	6 0.8%	6 1.1%	5 0.9%	4 1.2%	6 1.6%	4 1.0%	2 0.5%	15 1.1%	28 1.1%

### Q5. Which of the following computer related incidents has your business experienced in last 12m?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
		Base													
	3387	319	1391	904	401	128	992	690	673	399	472	510	516	1734	3387
Which of the following computer related incidents, if any, has your business experienced within the last 12 months?															
SPAM e-mail	3200 94.5%	308 96.6%	1341 96.4%	839 92.8%	370 92.3%	114 89.1%	949 95.7%	667 96.7%	631 93.8%	363 91.0%	448 94.9%	485 95.1%	484 93.8%	1640 94.6%	3200 94.5%
Equipment failure or loss of data through virus infection	656 19.4%	59 18.5%	268 19.3%	197 21.8%	73 18.2%	22 17.2%	185 18.6%	153 22.2%	141 21.0%	82 20.6%	78 16.5%	105 20.6%	92 17.8%	360 20.8%	656 19.4%
Spyware infection	792 23.4%	94 29.5%	372 26.7%	197 21.8%	70 17.5%	17 13.3%	281 28.3%	183 26.5%	156 23.2%	66 16.5%	117 24.8%	148 29.0%	127 24.6%	381 22.0%	792 23.4%
Phishing	1059 31.3%	127 39.8%	495 35.6%	274 30.3%	82 20.4%	27 21.1%	383 38.6%	237 34.3%	200 29.7%	92 23.1%	135 28.6%	202 39.6%	173 33.5%	522 30.1%	1059 31.3%
Any kind of hacking or electronic intrusion	240 7.1%	23 7.2%	113 8.1%	62 6.9%	21 5.2%	5 3.9%	90 9.1%	51 7.4%	37 5.5%	20 5.0%	32 6.8%	56 11.0%	45 8.7%	99 5.7%	240 7.1%
Malicious loss/deletion of critical data	63 1.9%	5 1.6%	22 1.6%	20 2.2%	12 3.0%	2 1.6%	19 1.9%	13 1.9%	17 2.5%	9 2.3%	10 2.1%	9 1.8%	13 2.5%	29 1.7%	63 1.9%
Credit card fraud	370 10.9%	17 5.3%	144 10.4%	103 11.4%	58 14.5%	17 13.3%	77 7.8%	85 12.3%	89 13.2%	63 15.8%	31 6.6%	53 10.4%	68 13.2%	199 11.5%	370 10.9%
Theft of PC/Laptop	276 8.1%	5 1.6%	48 3.5%	90 10.0%	71 17.7%	38 29.7%	38 3.8%	32 4.6%	56 8.3%	98 24.6%	13 2.8%	30 5.9%	36 7.0%	179 10.3%	276 8.1%
Theft of Server	17 0.5%	1 0.3%	2 0.1%	8 0.9%	2 0.5%	3 2.3%	4 0.4%	1 0.1%	5 0.7%	4 1.0%	2 0.4%	2 0.4%	3 0.6%	10 0.6%	17 0.5%
Theft of company data	71 2.1%	2 0.6%	27 1.9%	25 2.8%	11 2.7%	2 1.6%	18 1.8%	13 1.9%	16 2.4%	14 3.5%	6 1.3%	13 2.5%	17 3.3%	33 1.9%	71 2.1%
Unauthorised disclosure of information by staff or other person	153 4.5%	5 1.6%	36 2.6%	69 7.6%	25 6.2%	8 6.3%	23 2.3%	38 5.5%	47 7.0%	24 6.0%	14 3.0%	30 5.9%	25 4.8%	78 4.5%	153 4.5%

### Q6a. What steps have you taken to either prevent or recover from a computer related incident?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
		Base													
	3646	342	1493	981	441	135	1047	733	744	431	534	535	536	1880	3646
What steps have you taken to either prevent or recover from a computer related incident?															
Written a formal security plan	575 15.8%	12 3.5%	123 8.2%	186 19.0%	151 34.2%	73 54.1%	75 7.2%	87 11.9%	150 20.2%	157 36.4%	44 8.2%	58 10.8%	78 14.6%	370 19.7%	575 15.8%
Employed an IT manager responsible for security	531 14.6%	4 1.2%	112 7.5%	175 17.8%	153 34.7%	60 44.4%	48 4.6%	73 10.0%	137 18.4%	153 35.5%	36 6.7%	45 8.4%	55 10.3%	374 19.9%	531 14.6%
Employed an IT supplier responsible for security	493 13.5%	13 3.8%	164 11.0%	197 20.1%	77 17.5%	18 13.3%	71 6.8%	115 15.7%	152 20.4%	77 17.9%	40 7.5%	60 11.2%	63 11.8%	314 16.7%	493 13.5%
Installed a hardware Firewall	1863 51.1%	119 34.8%	693 46.4%	563 57.4%	287 65.1%	96 71.1%	431 41.2%	379 51.7%	432 58.1%	300 69.6%	206 38.6%	239 44.7%	269 50.2%	1084 57.7%	1863 51.1%
Installed a software Firewall	2298 63.0%	220 64.3%	948 63.5%	637 64.9%	274 62.1%	91 67.4%	683 65.2%	487 66.4%	459 61.7%	294 68.2%	332 62.2%	361 67.5%	335 62.5%	1189 63.2%	2298 63.0%
Use SPAM filtering software	2822 77.4%	256 74.9%	1157 77.5%	766 78.1%	358 81.2%	112 83.0%	805 76.9%	575 78.4%	590 79.3%	366 84.9%	387 72.5%	423 79.1%	416 77.6%	1490 79.3%	2822 77.4%
Use anti-virus software	2955 81.0%	284 83.0%	1231 82.5%	798 81.3%	341 77.3%	112 83.0%	876 83.7%	626 85.4%	600 80.6%	351 81.4%	431 80.7%	448 83.7%	424 79.1%	1537 81.8%	2955 81.0%
Routinely back-up data	2703 74.1%	217 63.5%	1093 73.2%	769 78.4%	353 80.0%	106 78.5%	735 70.2%	583 79.5%	594 79.8%	349 81.0%	350 65.5%	408 76.3%	397 74.1%	1448 77.0%	2703 74.1%
Developed a strong password policy	1466 40.2%	86 25.1%	525 35.2%	426 43.4%	252 57.1%	95 70.4%	355 33.9%	254 34.7%	335 45.0%	261 60.6%	179 33.5%	204 38.1%	192 35.8%	832 44.3%	1466 40.2%
Use PC/Server/Laptop locks or other security devices	526 14.4%	26 7.6%	169 11.3%	147 15.0%	98 22.2%	56 41.5%	103 9.8%	83 11.3%	119 16.0%	115 26.7%	60 11.2%	61 11.4%	73 13.6%	305 16.2%	526 14.4%
Encrypt data	392 10.8%	27 7.9%	139 9.3%	91 9.3%	69 15.6%	46 34.1%	112 10.7%	60 8.2%	76 10.2%	79 18.3%	46 8.6%	51 9.5%	62 11.6%	219 11.6%	392 10.8%
Use security markings	339 9.3%	15 4.4%	102 6.8%	90 9.2%	71 16.1%	45 33.3%	63 6.0%	63 8.6%	70 9.4%	80 18.6%	23 4.3%	42 7.9%	49 9.1%	210 11.2%	339 9.3%
Compiled an asset inventory	773 21.2%	12 3.5%	216 14.5%	265 27.0%	166 37.6%	79 58.5%	121 11.6%	139 19.0%	187 25.1%	198 45.9%	55 10.3%	89 16.6%	101 18.8%	500 26.6%	773 21.2%
None of the above	171 4.7%	26 7.6%	70 4.7%	35 3.6%	11 2.5%	5 3.7%	58 5.5%	23 3.1%	31 4.2%	14 3.2%	35 6.6%	31 5.8%	25 4.7%	63 3.4%	171 4.7%
Other steps	75 2.1%	8 2.3%	34 2.3%	13 1.3%	9 2.0%	3 2.2%	22 2.1%	15 2.0%	16 2.2%	5 1.2%	12 2.2%	9 1.7%	14 2.6%	36 1.9%	75 2.1%

**Q6b. You have indicated that you routinely back-up your data. Is this data stored off site?**

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>2644</b>	<b>214</b>	<b>1077</b>	<b>750</b>	<b>341</b>	<b>103</b>	<b>727</b>	<b>574</b>	<b>583</b>	<b>333</b>	<b>344</b>	<b>404</b>	<b>389</b>	<b>1412</b>	<b>2644</b>
<b>You have indicated that you routinely back-up your data. Is this data stored off site?</b>															
<b>Yes</b>	<b>1858</b> <b>70.3%</b>	<b>77</b> <b>36.0%</b>	<b>729</b> <b>67.7%</b>	<b>590</b> <b>78.7%</b>	<b>272</b> <b>79.8%</b>	<b>86</b> <b>83.5%</b>	<b>398</b> <b>54.7%</b>	<b>425</b> <b>74.0%</b>	<b>471</b> <b>80.8%</b>	<b>281</b> <b>84.4%</b>	<b>181</b> <b>52.6%</b>	<b>257</b> <b>63.6%</b>	<b>267</b> <b>68.6%</b>	<b>1093</b> <b>77.4%</b>	<b>1858</b> <b>70.3%</b>
<b>No</b>	<b>786</b> <b>29.7%</b>	<b>137</b> <b>64.0%</b>	<b>348</b> <b>32.3%</b>	<b>160</b> <b>21.3%</b>	<b>69</b> <b>20.2%</b>	<b>17</b> <b>16.5%</b>	<b>329</b> <b>45.3%</b>	<b>149</b> <b>26.0%</b>	<b>112</b> <b>19.2%</b>	<b>52</b> <b>15.6%</b>	<b>163</b> <b>47.4%</b>	<b>147</b> <b>36.4%</b>	<b>122</b> <b>31.4%</b>	<b>319</b> <b>22.6%</b>	<b>786</b> <b>29.7%</b>

### Q7. Do you feel there should be a central/national e-crime body to deal with the issue?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL	
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +		
	<b>Base</b>	<b>3858</b>	<b>355</b>	<b>1575</b>	<b>1034</b>	<b>461</b>	<b>149</b>	<b>1107</b>	<b>758</b>	<b>768</b>	<b>459</b>	<b>574</b>	<b>557</b>	<b>554</b>	<b>1988</b>	<b>3858</b>
	<b>e-crime is often not location specific which makes it hard to combat. Do you feel there should be a central/national e-crime body to deal with the issue?</b>															
<b>Yes</b>		<b>2840</b> 73.6%	<b>268</b> 75.5%	<b>1189</b> 75.5%	<b>750</b> 72.5%	<b>333</b> 72.2%	<b>105</b> 70.5%	<b>849</b> 76.7%	<b>566</b> 74.7%	<b>555</b> 72.3%	<b>341</b> 74.3%	<b>431</b> 75.1%	<b>416</b> 74.7%	<b>407</b> 73.5%	<b>1458</b> 73.3%	<b>2840</b> 73.6%
<b>No</b>		<b>194</b> 5.0%	<b>15</b> 4.2%	<b>83</b> 5.3%	<b>53</b> 5.1%	<b>24</b> 5.2%	<b>10</b> 6.7%	<b>50</b> 4.5%	<b>35</b> 4.6%	<b>37</b> 4.8%	<b>33</b> 7.2%	<b>28</b> 4.9%	<b>34</b> 6.1%	<b>25</b> 4.5%	<b>102</b> 5.1%	<b>194</b> 5.0%
<b>Don't know</b>		<b>824</b> 21.4%	<b>72</b> 20.3%	<b>303</b> 19.2%	<b>231</b> 22.3%	<b>104</b> 22.6%	<b>34</b> 22.8%	<b>208</b> 18.8%	<b>157</b> 20.7%	<b>176</b> 22.9%	<b>85</b> 18.5%	<b>115</b> 20.0%	<b>107</b> 19.2%	<b>122</b> 22.0%	<b>428</b> 21.5%	<b>824</b> 21.4%

### Q8. What do you estimate to be the cost of crime to your business per annum?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
		2461	220	971	725	306	91	714	507	539	321	353	357	359	
Mean	12208.10	1678.77	3861.65	12496.15	20978.64	101582.42	2165.80	4259.77	13451.15	37131.53	3230.47	4463.80	7746.42	18257.33	12208.10
What do you estimate to be the cost of crime to your business per annum, including incident and lost opportunity costs?															
None	655 26.6%	120 54.5%	325 33.5%	118 16.3%	29 9.5%	9 9.9%	298 41.7%	96 18.9%	89 16.5%	33 10.3%	175 49.6%	97 27.2%	109 30.4%	238 18.2%	655 26.6%
Under £499	205 8.3%	36 16.4%	112 11.5%	33 4.6%	7 2.3%	- -	97 13.6%	56 11.0%	15 2.8%	6 1.9%	43 12.2%	52 14.6%	24 6.7%	79 6.0%	205 8.3%
£500 - £999	198 8.0%	16 7.3%	99 10.2%	47 6.5%	21 6.9%	1 1.1%	68 9.5%	51 10.1%	37 6.9%	13 4.0%	29 8.2%	31 8.7%	26 7.2%	105 8.0%	198 8.0%
£1,000 - £4,999	688 28.0%	33 15.0%	270 27.8%	264 36.4%	82 26.8%	13 14.3%	168 23.5%	177 34.9%	180 33.4%	73 22.7%	65 18.4%	98 27.5%	114 31.8%	398 30.4%	688 28.0%
£5,000 - £9,999	278 11.3%	3 1.4%	84 8.7%	118 16.3%	48 15.7%	11 12.1%	39 5.5%	62 12.2%	108 20.0%	44 13.7%	16 4.5%	31 8.7%	36 10.0%	187 14.3%	278 11.3%
£10,000 - £24,999	276 11.2%	10 4.5%	59 6.1%	97 13.4%	71 23.2%	27 29.7%	35 4.9%	49 9.7%	76 14.1%	78 24.3%	18 5.1%	32 9.0%	31 8.6%	188 14.4%	276 11.2%
£25,000 - £49,999	60 2.4%	- -	7 0.7%	22 3.0%	21 6.9%	7 7.7%	1 0.1%	11 2.2%	12 2.2%	27 8.4%	1 0.3%	8 2.2%	7 1.9%	42 3.2%	60 2.4%
£50,000 - £99,999	43 1.7%	1 0.5%	8 0.8%	11 1.5%	14 4.6%	5 5.5%	6 0.8%	1 0.2%	12 2.2%	15 4.7%	4 1.1%	4 1.1%	5 1.4%	28 2.1%	43 1.7%
£100,000 - £499,999	47 1.9%	1 0.5%	6 0.6%	12 1.7%	11 3.6%	13 14.3%	2 0.3%	4 0.8%	8 1.5%	26 8.1%	2 0.6%	4 1.1%	6 1.7%	34 2.6%	47 1.9%
£500,000+	11 0.4%	- -	1 0.1%	3 0.4%	2 0.7%	5 5.5%	- -	- -	2 0.4%	6 1.9%	- -	- -	1 0.3%	10 0.8%	11 0.4%

### Q9. What impact has crime had on your business?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
		Base													
<b>Base</b>	<b>3654</b>	<b>323</b>	<b>1485</b>	<b>994</b>	<b>445</b>	<b>147</b>	<b>1031</b>	<b>731</b>	<b>744</b>	<b>445</b>	<b>521</b>	<b>536</b>	<b>522</b>	<b>1915</b>	<b>3654</b>
<b>What impact has crime had on your business?</b>															
<b>Disrupted trading</b>	1179 32.3%	68 21.1%	443 29.8%	383 38.5%	158 35.5%	54 36.7%	283 27.4%	269 36.8%	292 39.2%	157 35.3%	120 23.0%	192 35.8%	161 30.8%	673 35.1%	1179 32.3%
<b>Lost business</b>	466 12.8%	30 9.3%	180 12.1%	127 12.8%	68 15.3%	22 15.0%	134 13.0%	93 12.7%	96 12.9%	60 13.5%	60 11.5%	71 13.2%	76 14.6%	238 12.4%	466 12.8%
<b>Damaged company image</b>	417 11.4%	17 5.3%	138 9.3%	123 12.4%	91 20.4%	18 12.2%	88 8.5%	87 11.9%	101 13.6%	55 12.4%	46 8.8%	56 10.4%	62 11.9%	239 12.5%	417 11.4%
<b>Lowered staff morale</b>	831 22.7%	17 5.3%	265 17.8%	307 30.9%	137 30.8%	53 36.1%	153 14.8%	184 25.2%	234 31.5%	137 30.8%	71 13.6%	112 20.9%	114 21.8%	506 26.4%	831 22.7%
<b>Increased difficulties recruiting/retaining staff</b>	78 2.1%	1 0.3%	27 1.8%	23 2.3%	16 3.6%	6 4.1%	14 1.4%	14 1.9%	26 3.5%	8 1.8%	8 1.5%	15 2.8%	11 2.1%	41 2.1%	78 2.1%
<b>Postponed investment</b>	249 6.8%	15 4.6%	110 7.4%	81 8.1%	21 4.7%	8 5.4%	74 7.2%	66 9.0%	53 7.1%	29 6.5%	23 4.4%	41 7.6%	36 6.9%	143 7.5%	249 6.8%
<b>Changed building layout design</b>	320 8.8%	5 1.5%	90 6.1%	111 11.2%	74 16.6%	25 17.0%	44 4.3%	66 9.0%	87 11.7%	87 19.6%	21 4.0%	30 5.6%	34 6.5%	228 11.9%	320 8.8%
<b>Moved premises</b>	60 1.6%	5 1.5%	26 1.8%	16 1.6%	6 1.3%	3 2.0%	17 1.6%	15 2.1%	15 2.0%	7 1.6%	8 1.5%	10 1.9%	10 1.9%	30 1.6%	60 1.6%
<b>Increased insurance costs</b>	676 18.5%	20 6.2%	202 13.6%	248 24.9%	125 28.1%	35 23.8%	106 10.3%	144 19.7%	197 26.5%	134 30.1%	37 7.1%	75 14.0%	96 18.4%	448 23.4%	676 18.5%
<b>Increased difficulty obtaining insurance</b>	61 1.7%	1 0.3%	20 1.3%	21 2.1%	11 2.5%	3 2.0%	9 0.9%	16 2.2%	12 1.6%	17 3.8%	6 1.2%	8 1.5%	7 1.3%	37 1.9%	61 1.7%
<b>Wasted staff time</b>	2116 57.9%	96 29.7%	781 52.6%	664 66.8%	332 74.6%	107 72.8%	461 44.7%	462 63.2%	514 69.1%	328 73.7%	198 38.0%	293 54.7%	289 55.4%	1257 65.6%	2116 57.9%
<b>Other</b>	106 2.9%	7 2.2%	42 2.8%	30 3.0%	14 3.1%	5 3.4%	26 2.5%	20 2.7%	17 2.3%	20 4.5%	8 1.5%	13 2.4%	18 3.4%	61 3.2%	106 2.9%
<b>Has had no impact</b>	1144 31.3%	176 54.5%	539 36.3%	233 23.4%	70 15.7%	28 19.0%	443 43.0%	183 25.0%	165 22.2%	75 16.9%	265 50.9%	183 34.1%	160 30.7%	468 24.4%	1144 31.3%

### Q10a. Do you feel the level of crime in an area has a negative effect on inward investment?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>3694</b>	<b>337</b>	<b>1495</b>	<b>1012</b>	<b>447</b>	<b>144</b>	<b>1045</b>	<b>738</b>	<b>755</b>	<b>447</b>	<b>533</b>	<b>535</b>	<b>528</b>	<b>1937</b>	<b>3694</b>
<b>Inward investment</b>															
<b>Yes</b>	<b>2279</b> <b>61.7%</b>	<b>221</b> <b>65.6%</b>	<b>944</b> <b>63.1%</b>	<b>608</b> <b>60.1%</b>	<b>273</b> <b>61.1%</b>	<b>80</b> <b>55.6%</b>	<b>677</b> <b>64.8%</b>	<b>449</b> <b>60.8%</b>	<b>466</b> <b>61.7%</b>	<b>269</b> <b>60.2%</b>	<b>335</b> <b>62.9%</b>	<b>359</b> <b>67.1%</b>	<b>326</b> <b>61.7%</b>	<b>1161</b> <b>59.9%</b>	<b>2279</b> <b>61.7%</b>
<b>No</b>	<b>842</b> <b>22.8%</b>	<b>54</b> <b>16.0%</b>	<b>307</b> <b>20.5%</b>	<b>265</b> <b>26.2%</b>	<b>115</b> <b>25.7%</b>	<b>50</b> <b>34.7%</b>	<b>201</b> <b>19.2%</b>	<b>170</b> <b>23.0%</b>	<b>192</b> <b>25.4%</b>	<b>136</b> <b>30.4%</b>	<b>96</b> <b>18.0%</b>	<b>106</b> <b>19.8%</b>	<b>118</b> <b>22.3%</b>	<b>493</b> <b>25.5%</b>	<b>842</b> <b>22.8%</b>
<b>Don't know</b>	<b>573</b> <b>15.5%</b>	<b>62</b> <b>18.4%</b>	<b>244</b> <b>16.3%</b>	<b>139</b> <b>13.7%</b>	<b>59</b> <b>13.2%</b>	<b>14</b> <b>9.7%</b>	<b>167</b> <b>16.0%</b>	<b>119</b> <b>16.1%</b>	<b>97</b> <b>12.8%</b>	<b>42</b> <b>9.4%</b>	<b>102</b> <b>19.1%</b>	<b>70</b> <b>13.1%</b>	<b>84</b> <b>15.9%</b>	<b>283</b> <b>14.6%</b>	<b>573</b> <b>15.5%</b>

### Q10b. Do you feel the level of crime in an area has a negative effect on business location decisions

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
		<b>Base</b>	<b>3769</b>	<b>345</b>	<b>1532</b>	<b>1029</b>	<b>455</b>	<b>147</b>	<b>1070</b>	<b>757</b>	<b>758</b>	<b>454</b>	<b>552</b>	<b>545</b>	
<b>Business location decisions</b>															
<b>Yes</b>	<b>2752</b> <b>73.0%</b>	<b>264</b> <b>76.5%</b>	<b>1154</b> <b>75.3%</b>	<b>736</b> <b>71.5%</b>	<b>327</b> <b>71.9%</b>	<b>94</b> <b>63.9%</b>	<b>819</b> <b>76.5%</b>	<b>546</b> <b>72.1%</b>	<b>542</b> <b>71.5%</b>	<b>329</b> <b>72.5%</b>	<b>421</b> <b>76.3%</b>	<b>420</b> <b>77.1%</b>	<b>388</b> <b>71.7%</b>	<b>1412</b> <b>71.7%</b>	<b>2752</b> <b>73.0%</b>
<b>No</b>	<b>683</b> <b>18.1%</b>	<b>43</b> <b>12.5%</b>	<b>244</b> <b>15.9%</b>	<b>210</b> <b>20.4%</b>	<b>95</b> <b>20.9%</b>	<b>44</b> <b>29.9%</b>	<b>159</b> <b>14.9%</b>	<b>139</b> <b>18.4%</b>	<b>160</b> <b>21.1%</b>	<b>99</b> <b>21.8%</b>	<b>75</b> <b>13.6%</b>	<b>85</b> <b>15.6%</b>	<b>103</b> <b>19.0%</b>	<b>392</b> <b>19.9%</b>	<b>683</b> <b>18.1%</b>
<b>Don't know</b>	<b>334</b> <b>8.9%</b>	<b>38</b> <b>11.0%</b>	<b>134</b> <b>8.7%</b>	<b>83</b> <b>8.1%</b>	<b>33</b> <b>7.3%</b>	<b>9</b> <b>6.1%</b>	<b>92</b> <b>8.6%</b>	<b>72</b> <b>9.5%</b>	<b>56</b> <b>7.4%</b>	<b>26</b> <b>5.7%</b>	<b>56</b> <b>10.1%</b>	<b>40</b> <b>7.3%</b>	<b>50</b> <b>9.2%</b>	<b>164</b> <b>8.3%</b>	<b>334</b> <b>8.9%</b>

### Q10c. Do you feel the level of crime in an area has a negative effect on recruitment?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>3639</b>	<b>332</b>	<b>1468</b>	<b>998</b>	<b>445</b>	<b>145</b>	<b>1037</b>	<b>726</b>	<b>741</b>	<b>438</b>	<b>535</b>	<b>530</b>	<b>518</b>	<b>1893</b>	<b>3639</b>
<b>Recruitment</b>															
<b>Yes</b>	1768 48.6%	194 58.4%	756 51.5%	429 43.0%	203 45.6%	64 44.1%	581 56.0%	312 43.0%	335 45.2%	197 45.0%	290 54.2%	295 55.7%	247 47.7%	857 45.3%	1768 48.6%
<b>No</b>	1285 35.3%	69 20.8%	478 32.6%	416 41.7%	188 42.2%	62 42.8%	281 27.1%	283 39.0%	306 41.3%	196 44.7%	152 28.4%	159 30.0%	186 35.9%	740 39.1%	1285 35.3%
<b>Don't know</b>	586 16.1%	69 20.8%	234 15.9%	153 15.3%	54 12.1%	19 13.1%	175 16.9%	131 18.0%	100 13.5%	45 10.3%	93 17.4%	76 14.3%	85 16.4%	296 15.6%	586 16.1%

### Q10d. Do you feel the level of crime in an area has a negative effect on expansion decisions?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>3689</b>	<b>335</b>	<b>1497</b>	<b>1009</b>	<b>444</b>	<b>145</b>	<b>1043</b>	<b>741</b>	<b>750</b>	<b>438</b>	<b>541</b>	<b>535</b>	<b>525</b>	<b>1926</b>	<b>3689</b>
<b>Expansion decisions</b>															
<b>Yes</b>	<b>2090</b> 56.7%	<b>213</b> 63.6%	<b>884</b> 59.1%	<b>547</b> 54.2%	<b>239</b> 53.8%	<b>65</b> 44.8%	<b>652</b> 62.5%	<b>406</b> 54.8%	<b>412</b> 54.9%	<b>226</b> 51.6%	<b>327</b> 60.4%	<b>335</b> 62.6%	<b>296</b> 56.4%	<b>1045</b> 54.3%	<b>2090</b> 56.7%
<b>No</b>	<b>1026</b> 27.8%	<b>54</b> 16.1%	<b>369</b> 24.6%	<b>323</b> 32.0%	<b>150</b> 33.8%	<b>67</b> 46.2%	<b>214</b> 20.5%	<b>223</b> 30.1%	<b>249</b> 33.2%	<b>165</b> 37.7%	<b>117</b> 21.6%	<b>129</b> 24.1%	<b>141</b> 26.9%	<b>601</b> 31.2%	<b>1026</b> 27.8%
<b>Don't know</b>	<b>573</b> 15.5%	<b>68</b> 20.3%	<b>244</b> 16.3%	<b>139</b> 13.8%	<b>55</b> 12.4%	<b>13</b> 9.0%	<b>177</b> 17.0%	<b>112</b> 15.1%	<b>89</b> 11.9%	<b>47</b> 10.7%	<b>97</b> 17.9%	<b>71</b> 13.3%	<b>88</b> 16.8%	<b>280</b> 14.5%	<b>573</b> 15.5%

### Q11. How much of a problem do you think crime against business is in your local area?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>3844</b>	<b>349</b>	<b>1571</b>	<b>1042</b>	<b>463</b>	<b>148</b>	<b>1097</b>	<b>758</b>	<b>776</b>	<b>461</b>	<b>564</b>	<b>560</b>	<b>549</b>	<b>1996</b>	<b>3844</b>
<b>How much of a problem do you think crime against business is in your local area?</b>															
<b>A serious problem</b>	317 8.2%	17 4.9%	124 7.9%	113 10.8%	37 8.0%	10 6.8%	76 6.9%	71 9.4%	69 8.9%	40 8.7%	34 6.0%	46 8.2%	42 7.7%	189 9.5%	317 8.2%
<b>A problem</b>	1287 33.5%	92 26.4%	496 31.6%	374 35.9%	181 39.1%	62 41.9%	310 28.3%	273 36.0%	284 36.6%	198 43.0%	161 28.5%	177 31.6%	176 32.1%	718 36.0%	1287 33.5%
<b>A small problem</b>	1515 39.4%	138 39.5%	623 39.7%	403 38.7%	186 40.2%	56 37.8%	468 42.7%	303 40.0%	305 39.3%	175 38.0%	226 40.1%	217 38.8%	224 40.8%	782 39.2%	1515 39.4%
<b>Not a problem at all</b>	270 7.0%	38 10.9%	129 8.2%	61 5.9%	18 3.9%	7 4.7%	94 8.6%	49 6.5%	55 7.1%	16 3.5%	43 7.6%	51 9.1%	48 8.7%	116 5.8%	270 7.0%
<b>Don't know</b>	455 11.8%	64 18.3%	199 12.7%	91 8.7%	41 8.9%	13 8.8%	149 13.6%	62 8.2%	63 8.1%	32 6.9%	100 17.7%	69 12.3%	59 10.7%	191 9.6%	455 11.8%

### Q12a. Are you aware of a community safety partnership or Crime and Disorder Reduction Partnership?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL	
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +		
	<b>Base</b>	<b>3819</b>	<b>355</b>	<b>1555</b>	<b>1029</b>	<b>460</b>	<b>148</b>	<b>1096</b>	<b>746</b>	<b>771</b>	<b>455</b>	<b>566</b>	<b>553</b>	<b>547</b>	<b>1977</b>	<b>3819</b>
		<b>Are you aware of a community safety partnership or a Crime and Disorder Reduction Partnership in your area that brings together local organisations, helping them work together to tackle crime?</b>														
<b>Yes</b>		<b>1014</b> 26.6%	<b>75</b> 21.1%	<b>374</b> 24.1%	<b>287</b> 27.9%	<b>137</b> 29.8%	<b>63</b> 42.6%	<b>249</b> 22.7%	<b>194</b> 26.0%	<b>210</b> 27.2%	<b>141</b> 31.0%	<b>115</b> 20.3%	<b>141</b> 25.5%	<b>134</b> 24.5%	<b>574</b> 29.0%	<b>1014</b> 26.6%
<b>No</b>		<b>2805</b> 73.4%	<b>280</b> 78.9%	<b>1181</b> 75.9%	<b>742</b> 72.1%	<b>323</b> 70.2%	<b>85</b> 57.4%	<b>847</b> 77.3%	<b>552</b> 74.0%	<b>561</b> 72.8%	<b>314</b> 69.0%	<b>451</b> 79.7%	<b>412</b> 74.5%	<b>413</b> 75.5%	<b>1403</b> 71.0%	<b>2805</b> 73.4%

## Q12b. Do you feel that these are effective

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>1004</b>	<b>73</b>	<b>373</b>	<b>285</b>	<b>137</b>	<b>62</b>	<b>248</b>	<b>193</b>	<b>210</b>	<b>141</b>	<b>115</b>	<b>141</b>	<b>133</b>	<b>570</b>	<b>1004</b>
<b>Do you feel that this community safety partnership or Crime and Disorder Reduction Partnership is effective?</b>															
<b>Yes</b>	377 37.5%	20 27.4%	132 35.4%	114 40.0%	59 43.1%	28 45.2%	91 36.7%	68 35.2%	80 38.1%	60 42.6%	38 33.0%	55 39.0%	48 36.1%	221 38.8%	377 37.5%
<b>No</b>	193 19.2%	12 16.4%	64 17.2%	62 21.8%	27 19.7%	13 21.0%	32 12.9%	47 24.4%	44 21.0%	30 21.3%	18 15.7%	22 15.6%	16 12.0%	128 22.5%	193 19.2%
<b>Don't know</b>	434 43.2%	41 56.2%	177 47.5%	109 38.2%	51 37.2%	21 33.9%	125 50.4%	78 40.4%	86 41.0%	51 36.2%	59 51.3%	64 45.4%	69 51.9%	221 38.8%	434 43.2%

### Q13. Do you feel the business community should be given a greater role in local crime partnerships?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
		<b>Base</b>	<b>3873</b>	<b>357</b>	<b>1580</b>	<b>1045</b>	<b>464</b>	<b>151</b>	<b>1111</b>	<b>763</b>	<b>776</b>	<b>461</b>	<b>575</b>	<b>559</b>	
<b>Do you feel that the business community should be given a greater role in local crime partnerships?</b>															
<b>Yes</b>	<b>2280</b> <b>58.9%</b>	<b>201</b> <b>56.3%</b>	<b>941</b> <b>59.6%</b>	<b>621</b> <b>59.4%</b>	<b>277</b> <b>59.7%</b>	<b>99</b> <b>65.6%</b>	<b>678</b> <b>61.0%</b>	<b>441</b> <b>57.8%</b>	<b>447</b> <b>57.6%</b>	<b>291</b> <b>63.1%</b>	<b>350</b> <b>60.9%</b>	<b>322</b> <b>57.6%</b>	<b>333</b> <b>59.9%</b>	<b>1184</b> <b>59.0%</b>	<b>2280</b> <b>58.9%</b>
<b>No</b>	<b>356</b> <b>9.2%</b>	<b>25</b> <b>7.0%</b>	<b>131</b> <b>8.3%</b>	<b>106</b> <b>10.1%</b>	<b>55</b> <b>11.9%</b>	<b>18</b> <b>11.9%</b>	<b>78</b> <b>7.0%</b>	<b>70</b> <b>9.2%</b>	<b>82</b> <b>10.6%</b>	<b>56</b> <b>12.1%</b>	<b>47</b> <b>8.2%</b>	<b>51</b> <b>9.1%</b>	<b>53</b> <b>9.5%</b>	<b>189</b> <b>9.4%</b>	<b>356</b> <b>9.2%</b>
<b>Don't know</b>	<b>1237</b> <b>31.9%</b>	<b>131</b> <b>36.7%</b>	<b>508</b> <b>32.2%</b>	<b>318</b> <b>30.4%</b>	<b>132</b> <b>28.4%</b>	<b>34</b> <b>22.5%</b>	<b>355</b> <b>32.0%</b>	<b>252</b> <b>33.0%</b>	<b>247</b> <b>31.8%</b>	<b>114</b> <b>24.7%</b>	<b>178</b> <b>31.0%</b>	<b>186</b> <b>33.3%</b>	<b>170</b> <b>30.6%</b>	<b>633</b> <b>31.6%</b>	<b>1237</b> <b>31.9%</b>

### Q14. From which ONE of the following have you found crime reduction advice most helpful?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
		Base													
	3606	336	1513	1012	443	141	1047	732	756	443	543	531	536	1924	3606
<b>From which ONE of the following organisations have you found crime reduction advice most helpful?</b>															
<b>Police</b>	845 23.4%	53 15.8%	316 20.9%	250 24.7%	135 30.5%	52 36.9%	218 20.8%	160 21.9%	175 23.1%	136 30.7%	98 18.0%	109 20.5%	106 19.8%	513 26.7%	845 23.4%
<b>Security company</b>	333 9.2%	4 1.2%	108 7.1%	122 12.1%	67 15.1%	20 14.2%	47 4.5%	86 11.7%	93 12.3%	59 13.3%	26 4.8%	41 7.7%	41 7.6%	217 11.3%	333 9.2%
<b>Insurance company</b>	277 7.7%	8 2.4%	74 4.9%	112 11.1%	63 14.2%	10 7.1%	38 3.6%	56 7.7%	83 11.0%	68 15.3%	17 3.1%	25 4.7%	39 7.3%	196 10.2%	277 7.7%
<b>Business Watch/Shop Watch</b>	89 2.5%	4 1.2%	33 2.2%	33 3.3%	6 1.4%	11 7.8%	21 2.0%	20 2.7%	24 3.2%	7 1.6%	9 1.7%	12 2.3%	12 2.2%	53 2.8%	89 2.5%
<b>Chamber of Commerce</b>	208 5.8%	29 8.6%	115 7.6%	44 4.3%	9 2.0%	4 2.8%	87 8.3%	48 6.6%	27 3.6%	14 3.2%	26 4.8%	42 7.9%	39 7.3%	94 4.9%	208 5.8%
<b>Local Authority</b>	38 1.1%	2 0.6%	18 1.2%	8 0.8%	5 1.1%	2 1.4%	9 0.9%	9 1.2%	9 1.2%	4 0.9%	6 1.1%	4 0.8%	5 0.9%	21 1.1%	38 1.1%
<b>Business Advisor</b>	83 2.3%	16 4.8%	34 2.2%	17 1.7%	9 2.0%	4 2.8%	36 3.4%	17 2.3%	13 1.7%	11 2.5%	20 3.7%	17 3.2%	11 2.1%	35 1.8%	83 2.3%
<b>Other</b>	141 3.9%	11 3.3%	59 3.9%	35 3.5%	18 4.1%	12 8.5%	47 4.5%	16 2.2%	26 3.4%	28 6.3%	19 3.5%	25 4.7%	14 2.6%	81 4.2%	141 3.9%
<b>Never sought advice</b>	1592 44.1%	209 62.2%	756 50.0%	391 38.6%	131 29.6%	26 18.4%	544 52.0%	320 43.7%	306 40.5%	116 26.2%	322 59.3%	256 48.2%	269 50.2%	714 37.1%	1592 44.1%

### Q15a. Effectiveness in reducing crime against business - Grant assistance for security

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		A. Sole trader	B. 1 to 9 staff	C. 10 to 49 staff	D. 50 to 249 staff	E. 250 + staff	A. <£250K	B. £250K - £1M	C. £1m - £5M	D. £5M+	A. Trading up to 2 years	B. Trading 3 to 5 years	C. Trading 6 to 10 years	D. Trading 11 years +	A.
		<b>Base</b>	2163	169	883	652	280	83	609	450	478	298	319	317	290
<b>% Positive</b>	78.3%	84.0%	81.0%	76.4%	74.6%	65.1%	81.4%	82.2%	74.7%	70.5%	85.0%	77.9%	78.3%	76.3%	78.3%
<b>95% Confidence Interval</b>	±1.7%	±5.5%	±2.6%	±3.3%	±5.1%	±10.3%	±3.1%	±3.5%	±3.9%	±5.2%	±3.9%	±4.6%	±4.7%	±2.4%	±1.7%
<b>Grant assistance for security</b>															
<b>Very effective</b>	821 38.0%	59 34.9%	363 41.1%	244 37.4%	89 31.8%	27 32.5%	241 39.6%	194 43.1%	175 36.6%	88 29.5%	133 41.7%	114 36.0%	102 35.2%	450 37.7%	821 38.0%
<b>Fairly effective</b>	872 40.3%	83 49.1%	352 39.9%	254 39.0%	120 42.9%	27 32.5%	255 41.9%	176 39.1%	182 38.1%	122 40.9%	138 43.3%	133 42.0%	125 43.1%	462 38.7%	872 40.3%
<b>Not very effective</b>	298 13.8%	20 11.8%	104 11.8%	97 14.9%	43 15.4%	22 26.5%	69 11.3%	51 11.3%	73 15.3%	60 20.1%	30 9.4%	42 13.2%	38 13.1%	186 15.6%	298 13.8%
<b>Not at all effective</b>	172 8.0%	7 4.1%	64 7.2%	57 8.7%	28 10.0%	7 8.4%	44 7.2%	29 6.4%	48 10.0%	28 9.4%	18 5.6%	28 8.8%	25 8.6%	97 8.1%	172 8.0%

### Q15b. Effectiveness in reducing crime against business - Business Watch/Shop Watch

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		A. Sole trader	B. 1 to 9 staff	C. 10 to 49 staff	D. 50 to 249 staff	E. 250 + staff	A. <£250K	B. £250K - £1M	C. £1m - £5M	D. £5M+	A. Trading up to 2 years	B. Trading 3 to 5 years	C. Trading 6 to 10 years	D. Trading 11 years +	A.
<b>Base</b>	2114	157	868	616	287	95	590	443	454	296	300	306	296	1176	2114
<b>% Positive</b>	67.2%	77.7%	70.0%	65.9%	58.5%	60.0%	72.4%	66.1%	61.9%	60.5%	74.0%	65.0%	65.2%	66.2%	67.2%
<b>95% Confidence Interval</b>	±2.0%	±6.5%	±3.0%	±3.7%	±5.7%	±9.9%	±3.6%	±4.4%	±4.5%	±5.6%	±5.0%	±5.3%	±5.4%	±2.7%	±2.0%
<b>Business Watch/Shop Watch</b>															
<b>Very effective</b>	435 20.6%	48 30.6%	192 22.1%	127 20.6%	38 13.2%	12 12.6%	153 25.9%	83 18.7%	84 18.5%	43 14.5%	85 28.3%	55 18.0%	67 22.6%	222 18.9%	435 20.6%
<b>Fairly effective</b>	985 46.6%	74 47.1%	416 47.9%	279 45.3%	130 45.3%	45 47.4%	274 46.4%	210 47.4%	197 43.4%	136 45.9%	137 45.7%	144 47.1%	126 42.6%	557 47.4%	985 46.6%
<b>Not very effective</b>	498 23.6%	26 16.6%	179 20.6%	146 23.7%	94 32.8%	28 29.5%	114 19.3%	104 23.5%	124 27.3%	90 30.4%	57 19.0%	78 25.5%	64 21.6%	292 24.8%	498 23.6%
<b>Not at all effective</b>	196 9.3%	9 5.7%	81 9.3%	64 10.4%	25 8.7%	10 10.5%	49 8.3%	46 10.4%	49 10.8%	27 9.1%	21 7.0%	29 9.5%	39 13.2%	105 8.9%	196 9.3%

### Q15c. Effectiveness in reducing crime against business - Visible policing

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		A. Sole trader	B. 1 to 9 staff	C. 10 to 49 staff	D. 50 to 249 staff	E. 250 + staff	A. <£250K	B. £250K - £1M	C. £1m - £5M	D. £5M+	A. Trading up to 2 years	B. Trading 3 to 5 years	C. Trading 6 to 10 years	D. Trading 11 years +	A.
<b>Base</b>	3255	263	1348	954	420	136	902	682	711	427	453	467	482	1797	3255
<b>% Positive</b>	90.8%	93.5%	90.4%	90.6%	91.0%	89.0%	89.8%	91.1%	91.1%	90.2%	88.3%	88.4%	91.5%	91.8%	90.8%
<b>95% Confidence Interval</b>	±1.0%	±3.0%	±1.6%	±1.9%	±2.7%	±5.3%	±2.0%	±2.1%	±2.1%	±2.8%	±3.0%	±2.9%	±2.5%	±1.3%	±1.0%
<b>Visible policing</b>															
<b>Very effective</b>	1955 60.1%	170 64.6%	808 59.9%	558 58.5%	251 59.8%	89 65.4%	535 59.3%	409 60.0%	425 59.8%	263 61.6%	268 59.2%	263 56.3%	286 59.3%	1105 61.5%	1955 60.1%
<b>Fairly effective</b>	999 30.7%	76 28.9%	411 30.5%	306 32.1%	131 31.2%	32 23.5%	275 30.5%	212 31.1%	223 31.4%	122 28.6%	132 29.1%	150 32.1%	155 32.2%	545 30.3%	999 30.7%
<b>Not very effective</b>	187 5.7%	9 3.4%	76 5.6%	57 6.0%	27 6.4%	11 8.1%	54 6.0%	38 5.6%	41 5.8%	28 6.6%	35 7.7%	27 5.8%	23 4.8%	99 5.5%	187 5.7%
<b>Not at all effective</b>	114 3.5%	8 3.0%	53 3.9%	33 3.5%	11 2.6%	4 2.9%	38 4.2%	23 3.4%	22 3.1%	14 3.3%	18 4.0%	27 5.8%	18 3.7%	48 2.7%	114 3.5%

### Q15d. Effectiveness in reducing crime against business - Video camera surveillance

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		A. Sole trader	B. 1 to 9 staff	C. 10 to 49 staff	D. 50 to 249 staff	E. 250 + staff	A. <£250K	B. £250K - £1M	C. £1m - £5M	D. £5M+	A. Trading up to 2 years	B. Trading 3 to 5 years	C. Trading 6 to 10 years	D. Trading 11 years +	A.
<b>Base</b>	<b>3270</b>	<b>250</b>	<b>1339</b>	<b>967</b>	<b>438</b>	<b>143</b>	<b>889</b>	<b>677</b>	<b>716</b>	<b>442</b>	<b>458</b>	<b>471</b>	<b>478</b>	<b>1801</b>	<b>3270</b>
<b>% Positive</b>	<b>86.1%</b>	<b>80.0%</b>	<b>86.3%</b>	<b>86.5%</b>	<b>87.9%</b>	<b>85.3%</b>	<b>83.2%</b>	<b>87.0%</b>	<b>86.6%</b>	<b>87.3%</b>	<b>85.4%</b>	<b>84.5%</b>	<b>85.6%</b>	<b>86.7%</b>	<b>86.1%</b>
<b>95% Confidence Interval</b>	<b>±1.2%</b>	<b>±5.0%</b>	<b>±1.8%</b>	<b>±2.2%</b>	<b>±3.1%</b>	<b>±5.8%</b>	<b>±2.5%</b>	<b>±2.5%</b>	<b>±2.5%</b>	<b>±3.1%</b>	<b>±3.2%</b>	<b>±3.3%</b>	<b>±3.2%</b>	<b>±1.6%</b>	<b>±1.2%</b>
<b>Video camera surveillance</b>															
<b>Very effective</b>	1288 39.4%	84 33.6%	558 41.7%	383 39.6%	146 33.3%	66 46.2%	352 39.6%	261 38.6%	269 37.6%	165 37.3%	189 41.3%	188 39.9%	181 37.9%	701 38.9%	1288 39.4%
<b>Fairly effective</b>	1526 46.7%	116 46.4%	598 44.7%	453 46.8%	239 54.6%	56 39.2%	388 43.6%	328 48.4%	351 49.0%	221 50.0%	202 44.1%	210 44.6%	228 47.7%	860 47.8%	1526 46.7%
<b>Not very effective</b>	357 10.9%	35 14.0%	138 10.3%	109 11.3%	46 10.5%	15 10.5%	105 11.8%	68 10.0%	81 11.3%	49 11.1%	52 11.4%	53 11.3%	52 10.9%	195 10.8%	357 10.9%
<b>Not at all effective</b>	99 3.0%	15 6.0%	45 3.4%	22 2.3%	7 1.6%	6 4.2%	44 4.9%	20 3.0%	15 2.1%	7 1.6%	15 3.3%	20 4.2%	17 3.6%	45 2.5%	99 3.0%

### Q15e. Effectiveness in reducing crime against business - Crime prevention advice

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		A. Sole trader	B. 1 to 9 staff	C. 10 to 49 staff	D. 50 to 249 staff	E. 250 + staff	A. <£250K	B. £250K - £1M	C. £1m - £5M	D. £5M+	A. Trading up to 2 years	B. Trading 3 to 5 years	C. Trading 6 to 10 years	D. Trading 11 years +	A.
<b>Base</b>	2923	231	1198	855	392	122	819	611	636	394	401	433	422	1615	2923
<b>% Positive</b>	72.4%	79.7%	73.0%	68.3%	74.7%	77.0%	76.9%	66.8%	70.8%	71.6%	78.1%	72.3%	70.9%	71.3%	72.4%
<b>95% Confidence Interval</b>	±1.6%	±5.2%	±2.5%	±3.1%	±4.3%	±7.5%	±2.9%	±3.7%	±3.5%	±4.5%	±4.1%	±4.2%	±4.3%	±2.2%	±1.6%
<b>Crime prevention advice</b>															
<b>Very effective</b>	455 15.6%	46 19.9%	216 18.0%	112 13.1%	45 11.5%	17 13.9%	180 22.0%	75 12.3%	75 11.8%	55 14.0%	76 19.0%	81 18.7%	67 15.9%	223 13.8%	455 15.6%
<b>Fairly effective</b>	1661 56.8%	138 59.7%	658 54.9%	472 55.2%	248 63.3%	77 63.1%	450 54.9%	333 54.5%	375 59.0%	227 57.6%	237 59.1%	232 53.6%	232 55.0%	928 57.5%	1661 56.8%
<b>Not very effective</b>	656 22.4%	40 17.3%	255 21.3%	221 25.8%	86 21.9%	22 18.0%	153 18.7%	163 26.7%	152 23.9%	95 24.1%	76 19.0%	93 21.5%	93 22.0%	384 23.8%	656 22.4%
<b>Not at all effective</b>	151 5.2%	7 3.0%	69 5.8%	50 5.8%	13 3.3%	6 4.9%	36 4.4%	40 6.5%	34 5.3%	17 4.3%	12 3.0%	27 6.2%	30 7.1%	80 5.0%	151 5.2%

### Q15f. Effectiveness in reducing crime against business - Private security patrol

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		A. Sole trader	B. 1 to 9 staff	C. 10 to 49 staff	D. 50 to 249 staff	E. 250 + staff	A. <£250K	B. £250K - £1M	C. £1m - £5M	D. £5M+	A. Trading up to 2 years	B. Trading 3 to 5 years	C. Trading 6 to 10 years	D. Trading 11 years +	A.
<b>Base</b>	2653	200	1042	799	375	130	703	534	598	394	376	391	373	1465	2653
<b>% Positive</b>	75.0%	72.5%	72.6%	75.7%	80.3%	84.6%	71.6%	73.4%	77.4%	77.9%	75.5%	70.8%	76.1%	75.7%	75.0%
<b>95% Confidence Interval</b>	±1.6%	±6.2%	±2.7%	±3.0%	±4.0%	±6.2%	±3.3%	±3.7%	±3.4%	±4.1%	±4.3%	±4.5%	±4.3%	±2.2%	±1.6%
<b>Private security patrol</b>															
<b>Very effective</b>	791 29.8%	52 26.0%	313 30.0%	240 30.0%	116 30.9%	44 33.8%	198 28.2%	161 30.1%	171 28.6%	116 29.4%	121 32.2%	116 29.7%	117 31.4%	424 28.9%	791 29.8%
<b>Fairly effective</b>	1199 45.2%	93 46.5%	443 42.5%	365 45.7%	185 49.3%	66 50.8%	305 43.4%	231 43.3%	292 48.8%	191 48.5%	163 43.4%	161 41.2%	167 44.8%	685 46.8%	1199 45.2%
<b>Not very effective</b>	500 18.8%	40 20.0%	210 20.2%	145 18.1%	59 15.7%	19 14.6%	147 20.9%	98 18.4%	107 17.9%	71 18.0%	72 19.1%	74 18.9%	68 18.2%	276 18.8%	500 18.8%
<b>Not at all effective</b>	163 6.1%	15 7.5%	76 7.3%	49 6.1%	15 4.0%	1 0.8%	53 7.5%	44 8.2%	28 4.7%	16 4.1%	20 5.3%	40 10.2%	21 5.6%	80 5.5%	163 6.1%

### Q15g. Effectiveness in reducing crime against business - Staff training

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		A. Sole trader	B. 1 to 9 staff	C. 10 to 49 staff	D. 50 to 249 staff	E. 250 + staff	A. <£250K	B. £250K - £1M	C. £1m - £5M	D. £5M+	A. Trading up to 2 years	B. Trading 3 to 5 years	C. Trading 6 to 10 years	D. Trading 11 years +	A.
<b>Base</b>	2997	212	1219	894	414	133	814	618	663	414	403	438	440	1663	2997
<b>% Positive</b>	79.3%	81.1%	79.7%	73.5%	83.1%	91.0%	82.8%	75.4%	77.2%	80.4%	84.4%	79.7%	79.8%	77.5%	79.3%
<b>95% Confidence Interval</b>	±1.5%	±5.3%	±2.3%	±2.9%	±3.6%	±4.9%	±2.6%	±3.4%	±3.2%	±3.8%	±3.5%	±3.8%	±3.8%	±2.0%	±1.5%
<b>Staff training</b>															
<b>Very effective</b>	660 22.0%	50 23.6%	288 23.6%	152 17.0%	95 22.9%	39 29.3%	209 25.7%	121 19.6%	135 20.4%	77 18.6%	108 26.8%	106 24.2%	101 23.0%	330 19.8%	660 22.0%
<b>Fairly effective</b>	1716 57.3%	122 57.5%	684 56.1%	505 56.5%	249 60.1%	82 61.7%	465 57.1%	345 55.8%	377 56.9%	256 61.8%	232 57.6%	243 55.5%	250 56.8%	959 57.7%	1716 57.3%
<b>Not very effective</b>	517 17.3%	31 14.6%	196 16.1%	204 22.8%	67 16.2%	10 7.5%	106 13.0%	131 21.2%	128 19.3%	72 17.4%	54 13.4%	71 16.2%	73 16.6%	314 18.9%	517 17.3%
<b>Not at all effective</b>	104 3.5%	9 4.2%	51 4.2%	33 3.7%	3 0.7%	2 1.5%	34 4.2%	21 3.4%	23 3.5%	9 2.2%	9 2.2%	18 4.1%	16 3.6%	60 3.6%	104 3.5%

### Q15h. Effectiveness in reducing crime against business - Tough sentencing

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		A. Sole trader	B. 1 to 9 staff	C. 10 to 49 staff	D. 50 to 249 staff	E. 250 + staff	A. <£250K	B. £250K - £1M	C. £1m - £5M	D. £5M+	A. Trading up to 2 years	B. Trading 3 to 5 years	C. Trading 6 to 10 years	D. Trading 11 years +	A.
<b>Base</b>	<b>3048</b>	<b>249</b>	<b>1264</b>	<b>897</b>	<b>386</b>	<b>124</b>	<b>854</b>	<b>650</b>	<b>657</b>	<b>399</b>	<b>433</b>	<b>439</b>	<b>446</b>	<b>1675</b>	<b>3048</b>
<b>% Positive</b>	<b>78.9%</b>	<b>74.7%</b>	<b>79.2%</b>	<b>79.3%</b>	<b>79.5%</b>	<b>76.6%</b>	<b>75.8%</b>	<b>78.9%</b>	<b>81.0%</b>	<b>81.2%</b>	<b>76.2%</b>	<b>76.1%</b>	<b>76.9%</b>	<b>81.0%</b>	<b>78.9%</b>
<b>95% Confidence Interval</b>	<b>±1.4%</b>	<b>±5.4%</b>	<b>±2.2%</b>	<b>±2.7%</b>	<b>±4.0%</b>	<b>±7.5%</b>	<b>±2.9%</b>	<b>±3.1%</b>	<b>±3.0%</b>	<b>±3.8%</b>	<b>±4.0%</b>	<b>±4.0%</b>	<b>±3.9%</b>	<b>±1.9%</b>	<b>±1.4%</b>
<b>Tough sentencing</b>															
<b>Very effective</b>	<b>1593</b> <b>52.3%</b>	<b>118</b> <b>47.4%</b>	<b>664</b> <b>52.5%</b>	<b>474</b> <b>52.8%</b>	<b>210</b> <b>54.4%</b>	<b>59</b> <b>47.6%</b>	<b>421</b> <b>49.3%</b>	<b>333</b> <b>51.2%</b>	<b>359</b> <b>54.6%</b>	<b>217</b> <b>54.4%</b>	<b>223</b> <b>51.5%</b>	<b>214</b> <b>48.7%</b>	<b>218</b> <b>48.9%</b>	<b>912</b> <b>54.4%</b>	<b>1593</b> <b>52.3%</b>
<b>Fairly effective</b>	<b>812</b> <b>26.6%</b>	<b>68</b> <b>27.3%</b>	<b>337</b> <b>26.7%</b>	<b>237</b> <b>26.4%</b>	<b>97</b> <b>25.1%</b>	<b>36</b> <b>29.0%</b>	<b>226</b> <b>26.5%</b>	<b>180</b> <b>27.7%</b>	<b>173</b> <b>26.3%</b>	<b>107</b> <b>26.8%</b>	<b>107</b> <b>24.7%</b>	<b>120</b> <b>27.3%</b>	<b>125</b> <b>28.0%</b>	<b>444</b> <b>26.5%</b>	<b>812</b> <b>26.6%</b>
<b>Not very effective</b>	<b>480</b> <b>15.7%</b>	<b>43</b> <b>17.3%</b>	<b>193</b> <b>15.3%</b>	<b>140</b> <b>15.6%</b>	<b>61</b> <b>15.8%</b>	<b>25</b> <b>20.2%</b>	<b>148</b> <b>17.3%</b>	<b>101</b> <b>15.5%</b>	<b>95</b> <b>14.5%</b>	<b>59</b> <b>14.8%</b>	<b>81</b> <b>18.7%</b>	<b>73</b> <b>16.6%</b>	<b>72</b> <b>16.1%</b>	<b>245</b> <b>14.6%</b>	<b>480</b> <b>15.7%</b>
<b>Not at all effective</b>	<b>163</b> <b>5.3%</b>	<b>20</b> <b>8.0%</b>	<b>70</b> <b>5.5%</b>	<b>46</b> <b>5.1%</b>	<b>18</b> <b>4.7%</b>	<b>4</b> <b>3.2%</b>	<b>59</b> <b>6.9%</b>	<b>36</b> <b>5.5%</b>	<b>30</b> <b>4.6%</b>	<b>16</b> <b>4.0%</b>	<b>22</b> <b>5.1%</b>	<b>32</b> <b>7.3%</b>	<b>31</b> <b>7.0%</b>	<b>74</b> <b>4.4%</b>	<b>163</b> <b>5.3%</b>

### Q15i. Effectiveness in reducing crime against business - Computer security devices/software

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		A. Sole trader	B. 1 to 9 staff	C. 10 to 49 staff	D. 50 to 249 staff	E. 250 + staff	A. <£250K	B. £250K - £1M	C. £1m - £5M	D. £5M+	A. Trading up to 2 years	B. Trading 3 to 5 years	C. Trading 6 to 10 years	D. Trading 11 years +	A.
<b>Base</b>	<b>3166</b>	<b>281</b>	<b>1298</b>	<b>926</b>	<b>399</b>	<b>127</b>	<b>925</b>	<b>643</b>	<b>680</b>	<b>410</b>	<b>467</b>	<b>461</b>	<b>471</b>	<b>1708</b>	<b>3166</b>
<b>% Positive</b>	<b>91.4%</b>	<b>95.4%</b>	<b>91.7%</b>	<b>89.2%</b>	<b>91.5%</b>	<b>92.9%</b>	<b>92.6%</b>	<b>90.4%</b>	<b>90.3%</b>	<b>91.2%</b>	<b>90.8%</b>	<b>91.5%</b>	<b>91.7%</b>	<b>91.3%</b>	<b>91.4%</b>
<b>95% Confidence Interval</b>	<b>±1.0%</b>	<b>±2.5%</b>	<b>±1.5%</b>	<b>±2.0%</b>	<b>±2.7%</b>	<b>±4.5%</b>	<b>±1.7%</b>	<b>±2.3%</b>	<b>±2.2%</b>	<b>±2.7%</b>	<b>±2.6%</b>	<b>±2.5%</b>	<b>±2.5%</b>	<b>±1.3%</b>	<b>±1.0%</b>
<b>Computer security devices/software</b>															
<b>Very effective</b>	1179 37.2%	111 39.5%	513 39.5%	315 34.0%	136 34.1%	51 40.2%	391 42.3%	240 37.3%	222 32.6%	133 32.4%	200 42.8%	178 38.6%	172 36.5%	607 35.5%	1179 37.2%
<b>Fairly effective</b>	1714 54.1%	157 55.9%	677 52.2%	511 55.2%	229 57.4%	67 52.8%	466 50.4%	341 53.0%	392 57.6%	241 58.8%	224 48.0%	244 52.9%	260 55.2%	952 55.7%	1714 54.1%
<b>Not very effective</b>	240 7.6%	12 4.3%	92 7.1%	87 9.4%	32 8.0%	9 7.1%	55 5.9%	56 8.7%	60 8.8%	33 8.0%	41 8.8%	30 6.5%	35 7.4%	132 7.7%	240 7.6%
<b>Not at all effective</b>	33 1.0%	1 0.4%	16 1.2%	13 1.4%	2 0.5%	-	13 1.4%	6 0.9%	6 0.9%	3 0.7%	2 0.4%	9 2.0%	4 0.8%	17 1.0%	33 1.0%

### Q15j. Effectiveness in reducing crime against business - Fast police response

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		A. Sole trader	B. 1 to 9 staff	C. 10 to 49 staff	D. 50 to 249 staff	E. 250 + staff	A. <£250K	B. £250K - £1M	C. £1m - £5M	D. £5M+	A. Trading up to 2 years	B. Trading 3 to 5 years	C. Trading 6 to 10 years	D. Trading 11 years +	A.
<b>Base</b>	3212	259	1327	938	419	132	895	674	698	417	444	463	466	1781	3212
<b>% Positive</b>	91.5%	92.3%	91.0%	91.7%	92.1%	90.2%	90.5%	92.1%	91.4%	93.5%	89.9%	91.1%	90.3%	92.2%	91.5%
<b>95% Confidence Interval</b>	±1.0%	±3.3%	±1.5%	±1.8%	±2.6%	±5.1%	±1.9%	±2.0%	±2.1%	±2.4%	±2.8%	±2.6%	±2.7%	±1.2%	±1.0%
<b>Fast police response</b>															
<b>Very effective</b>	2012 62.6%	166 64.1%	854 64.4%	577 61.5%	245 58.5%	80 60.6%	571 63.8%	434 64.4%	427 61.2%	247 59.2%	274 61.7%	282 60.9%	287 61.6%	1128 63.3%	2012 62.6%
<b>Fairly effective</b>	926 28.8%	73 28.2%	353 26.6%	283 30.2%	141 33.7%	39 29.5%	239 26.7%	187 27.7%	211 30.2%	143 34.3%	125 28.2%	140 30.2%	134 28.8%	514 28.9%	926 28.8%
<b>Not very effective</b>	184 5.7%	12 4.6%	74 5.6%	57 6.1%	22 5.3%	11 8.3%	55 6.1%	32 4.7%	44 6.3%	20 4.8%	33 7.4%	19 4.1%	28 6.0%	101 5.7%	184 5.7%
<b>Not at all effective</b>	90 2.8%	8 3.1%	46 3.5%	21 2.2%	11 2.6%	2 1.5%	30 3.4%	21 3.1%	16 2.3%	7 1.7%	12 2.7%	22 4.8%	17 3.6%	38 2.1%	90 2.8%

### Q16a. Are you aware of PCSO's patrolling your local business area?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
		<b>Base</b>	<b>3403</b>	<b>308</b>	<b>1445</b>	<b>953</b>	<b>421</b>	<b>130</b>	<b>1005</b>	<b>690</b>	<b>713</b>	<b>412</b>	<b>494</b>	<b>508</b>	
<b>Do you have PCSO's that patrol your local area?</b>															
<b>Yes</b>	<b>1087</b> <b>31.9%</b>	<b>119</b> <b>38.6%</b>	<b>466</b> <b>32.2%</b>	<b>264</b> <b>27.7%</b>	<b>137</b> <b>32.5%</b>	<b>56</b> <b>43.1%</b>	<b>349</b> <b>34.7%</b>	<b>196</b> <b>28.4%</b>	<b>196</b> <b>27.5%</b>	<b>125</b> <b>30.3%</b>	<b>159</b> <b>32.2%</b>	<b>168</b> <b>33.1%</b>	<b>161</b> <b>32.3%</b>	<b>573</b> <b>31.2%</b>	<b>1087</b> <b>31.9%</b>
<b>No</b>	<b>2316</b> <b>68.1%</b>	<b>189</b> <b>61.4%</b>	<b>979</b> <b>67.8%</b>	<b>689</b> <b>72.3%</b>	<b>284</b> <b>67.5%</b>	<b>74</b> <b>56.9%</b>	<b>656</b> <b>65.3%</b>	<b>494</b> <b>71.6%</b>	<b>517</b> <b>72.5%</b>	<b>287</b> <b>69.7%</b>	<b>335</b> <b>67.8%</b>	<b>340</b> <b>66.9%</b>	<b>337</b> <b>67.7%</b>	<b>1265</b> <b>68.8%</b>	<b>2316</b> <b>68.1%</b>

### Q16b. Do you (or someone within your company) know your local PCSO's by sight or by name?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
		<b>Base</b>	1047	117	457	254	131	54	344	193	186	122	158	160	
<b>Do you (or someone within your company) know your local PCSO's by sight or by name?</b>															
<b>Yes</b>	512 48.9%	48 41.0%	200 43.8%	136 53.5%	79 60.3%	36 66.7%	158 45.9%	94 48.7%	96 51.6%	61 50.0%	80 50.6%	68 42.5%	61 39.6%	296 52.8%	512 48.9%
<b>No</b>	535 51.1%	69 59.0%	257 56.2%	118 46.5%	52 39.7%	18 33.3%	186 54.1%	99 51.3%	90 48.4%	61 50.0%	78 49.4%	92 57.5%	93 60.4%	265 47.2%	535 51.1%

### Q16c. Do you feel your PCSO's have had an impact on crime or perceptions of safety in your area?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL	
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +		
	<b>Base</b>	<b>1054</b>	<b>119</b>	<b>455</b>	<b>256</b>	<b>132</b>	<b>56</b>	<b>345</b>	<b>192</b>	<b>186</b>	<b>121</b>	<b>159</b>	<b>164</b>	<b>161</b>	<b>553</b>	<b>1054</b>
	<b>Do you feel your PCSO's have had an impact on crime or perceptions of safety in your area?</b>															
<b>Yes</b>		453 43.0%	44 37.0%	204 44.8%	102 39.8%	65 49.2%	30 53.6%	147 42.6%	86 44.8%	81 43.5%	53 43.8%	65 40.9%	67 40.9%	71 44.1%	242 43.8%	453 43.0%
<b>No</b>		248 23.5%	26 21.8%	106 23.3%	64 25.0%	25 18.9%	16 28.6%	67 19.4%	44 22.9%	48 25.8%	29 24.0%	31 19.5%	39 23.8%	32 19.9%	143 25.9%	248 23.5%
<b>Don't know</b>		353 33.5%	49 41.2%	145 31.9%	90 35.2%	42 31.8%	10 17.9%	131 38.0%	62 32.3%	57 30.6%	39 32.2%	63 39.6%	58 35.4%	58 36.0%	168 30.4%	353 33.5%

## Q17a. How confident are you that the police understand the issues most important to your business?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	3232	260	1337	936	429	144	912	670	704	427	465	471	472	1779	3232
<b>% Positive</b>	43.7%	48.1%	39.5%	43.9%	50.3%	56.9%	42.7%	37.8%	42.9%	49.2%	48.0%	39.5%	40.5%	44.2%	43.7%
<b>95% Confidence Interval</b>	±1.7%	±6.1%	±2.6%	±3.2%	±4.7%	±8.1%	±3.2%	±3.7%	±3.7%	±4.7%	±4.5%	±4.4%	±4.4%	±2.3%	±1.7%
<b>... understand the issues most important to your business?</b>															
<b>Very confident</b>	222 6.9%	16 6.2%	81 6.1%	54 5.8%	43 10.0%	19 13.2%	63 6.9%	34 5.1%	43 6.1%	33 7.7%	43 9.2%	25 5.3%	29 6.1%	118 6.6%	222 6.9%
<b>Fairly confident</b>	1191 36.9%	109 41.9%	447 33.4%	357 38.1%	173 40.3%	63 43.8%	326 35.7%	219 32.7%	259 36.8%	177 41.5%	180 38.7%	161 34.2%	162 34.3%	669 37.6%	1191 36.9%
<b>Not very confident</b>	1257 38.9%	93 35.8%	543 40.6%	366 39.1%	161 37.5%	45 31.3%	355 38.9%	271 40.4%	278 39.5%	162 37.9%	159 34.2%	188 39.9%	189 40.0%	706 39.7%	1257 38.9%
<b>Not at all confident</b>	562 17.4%	42 16.2%	266 19.9%	159 17.0%	52 12.1%	17 11.8%	168 18.4%	146 21.8%	124 17.6%	55 12.9%	83 17.8%	97 20.6%	92 19.5%	286 16.1%	562 17.4%

## Q17b. How confident are you that the police are dealing with issues most important to your business?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	3132	246	1294	912	422	137	878	649	686	421	449	457	458	1725	3132
<b>% Positive</b>	32.6%	39.4%	29.8%	31.8%	36.3%	39.4%	33.6%	27.3%	29.4%	34.2%	38.3%	30.4%	29.5%	32.2%	32.6%
<b>95% Confidence Interval</b>	±1.6%	±6.1%	±2.5%	±3.0%	±4.6%	±8.2%	±3.1%	±3.4%	±3.4%	±4.5%	±4.5%	±4.2%	±4.2%	±2.2%	±1.6%
<b>... are dealing with the issues most important to your business?</b>															
<b>Very confident</b>	129 4.1%	10 4.1%	51 3.9%	26 2.9%	27 6.4%	8 5.8%	46 5.2%	15 2.3%	23 3.4%	14 3.3%	26 5.8%	17 3.7%	18 3.9%	64 3.7%	129 4.1%
<b>Fairly confident</b>	891 28.4%	87 35.4%	335 25.9%	264 28.9%	126 29.9%	46 33.6%	249 28.4%	162 25.0%	179 26.1%	130 30.9%	146 32.5%	122 26.7%	117 25.5%	492 28.5%	891 28.4%
<b>Not very confident</b>	1408 45.0%	99 40.2%	584 45.1%	417 45.7%	198 46.9%	58 42.3%	376 42.8%	297 45.8%	332 48.4%	192 45.6%	186 41.4%	203 44.4%	214 46.7%	785 45.5%	1408 45.0%
<b>Not at all confident</b>	704 22.5%	50 20.3%	324 25.0%	205 22.5%	71 16.8%	25 18.2%	207 23.6%	175 27.0%	152 22.2%	85 20.2%	91 20.3%	115 25.2%	109 23.8%	384 22.3%	704 22.5%

### Q18a. Should local police forces have dedicated Police Business Crime Advisors?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL	
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +		
	<b>Base</b>	<b>3093</b>	<b>277</b>	<b>1287</b>	<b>882</b>	<b>399</b>	<b>129</b>	<b>897</b>	<b>617</b>	<b>658</b>	<b>410</b>	<b>457</b>	<b>447</b>	<b>458</b>	<b>1687</b>	<b>3093</b>
	<b>Should local police forces have dedicated Police Business Crime Advisors to help support businesses and raise the profile of crimes against business?</b>															
<b>Yes</b>		<b>2732</b> <b>88.3%</b>	<b>237</b> <b>85.6%</b>	<b>1130</b> <b>87.8%</b>	<b>788</b> <b>89.3%</b>	<b>355</b> <b>89.0%</b>	<b>117</b> <b>90.7%</b>	<b>784</b> <b>87.4%</b>	<b>561</b> <b>90.9%</b>	<b>577</b> <b>87.7%</b>	<b>359</b> <b>87.6%</b>	<b>404</b> <b>88.4%</b>	<b>391</b> <b>87.5%</b>	<b>400</b> <b>87.3%</b>	<b>1499</b> <b>88.9%</b>	<b>2732</b> <b>88.3%</b>
<b>No</b>		<b>361</b> <b>11.7%</b>	<b>40</b> <b>14.4%</b>	<b>157</b> <b>12.2%</b>	<b>94</b> <b>10.7%</b>	<b>44</b> <b>11.0%</b>	<b>12</b> <b>9.3%</b>	<b>113</b> <b>12.6%</b>	<b>56</b> <b>9.1%</b>	<b>81</b> <b>12.3%</b>	<b>51</b> <b>12.4%</b>	<b>53</b> <b>11.6%</b>	<b>56</b> <b>12.5%</b>	<b>58</b> <b>12.7%</b>	<b>188</b> <b>11.1%</b>	<b>361</b> <b>11.7%</b>

### Q19. Do you think that crime against business should become a Key Performance Indicator?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL	
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +		
	<b>Base</b>	<b>3205</b>	<b>280</b>	<b>1349</b>	<b>914</b>	<b>406</b>	<b>133</b>	<b>918</b>	<b>656</b>	<b>675</b>	<b>421</b>	<b>460</b>	<b>473</b>	<b>484</b>	<b>1745</b>	<b>3205</b>
	<b>Do you think that crime against business should become a Key Performance Indicator for the police?</b>															
<b>Yes</b>	2732 85.2%	229 81.8%	1134 84.1%	798 87.3%	354 87.2%	115 86.5%	776 84.5%	555 84.6%	590 87.4%	363 86.2%	380 82.6%	383 81.0%	405 83.7%	1526 87.4%	2732 85.2%	
<b>No</b>	473 14.8%	51 18.2%	215 15.9%	116 12.7%	52 12.8%	18 13.5%	142 15.5%	101 15.4%	85 12.6%	58 13.8%	80 17.4%	90 19.0%	79 16.3%	219 12.6%	473 14.8%	

## Q20. Which ONE of the following best describes your business sector?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
		Base													
	3916	358	1591	1050	467	152	1114	767	781	464	577	562	560	2018	3916
Missing															
No reply	172 4.4%	- -	7 0.4%	7 0.7%	- -	- -	4 0.4%	2 0.3%	3 0.4%	- -	2 0.3%	2 0.4%	5 0.9%	6 0.3%	172 4.4%
Which ONE of the following best describes your business sector?															
Agriculture, forestry, fishing, mining, utilities	62 1.6%	5 1.4%	28 1.8%	15 1.4%	6 1.3%	6 3.9%	12 1.1%	15 2.0%	15 1.9%	11 2.4%	7 1.2%	6 1.1%	5 0.9%	43 2.1%	62 1.6%
Manufacturing consumer goods	175 4.5%	6 1.7%	40 2.5%	76 7.2%	34 7.3%	15 9.9%	25 2.2%	26 3.4%	59 7.6%	39 8.4%	10 1.7%	20 3.6%	18 3.2%	123 6.1%	175 4.5%
Manufacturing investment goods/ goods used in the production process	362 9.2%	3 0.8%	74 4.7%	172 16.4%	85 18.2%	19 12.5%	22 2.0%	75 9.8%	135 17.3%	90 19.4%	14 2.4%	19 3.4%	30 5.4%	295 14.6%	362 9.2%
Construction/ engineering	278 7.1%	6 1.7%	90 5.7%	115 11.0%	49 10.5%	7 4.6%	40 3.6%	64 8.3%	91 11.7%	50 10.8%	24 4.2%	35 6.2%	40 7.1%	175 8.7%	278 7.1%
Retailing/ wholesaling	380 9.7%	15 4.2%	205 12.9%	83 7.9%	39 8.4%	24 15.8%	84 7.5%	95 12.4%	77 9.9%	67 14.4%	49 8.5%	47 8.4%	51 9.1%	229 11.3%	380 9.7%
Hotels/ restaurants/ entertainment venues	200 5.1%	14 3.9%	63 4.0%	67 6.4%	47 10.1%	6 3.9%	49 4.4%	34 4.4%	65 8.3%	18 3.9%	38 6.6%	23 4.1%	29 5.2%	109 5.4%	200 5.1%
Transport/ distribution/ storage	201 5.1%	10 2.8%	81 5.1%	59 5.6%	25 5.4%	13 8.6%	23 2.1%	40 5.2%	53 6.8%	52 11.2%	21 3.6%	19 3.4%	23 4.1%	136 6.7%	201 5.1%
Marketing/ media	266 6.8%	48 13.4%	143 9.0%	52 5.0%	8 1.7%	1 0.7%	143 12.8%	56 7.3%	35 4.5%	5 1.1%	61 10.6%	62 11.0%	46 8.2%	95 4.7%	266 6.8%
Professional services	1282 32.7%	177 49.4%	662 41.6%	267 25.4%	98 21.0%	33 21.7%	526 47.2%	259 33.8%	179 22.9%	86 18.5%	255 44.2%	246 43.8%	225 40.2%	545 27.0%	1282 32.7%
Consumer services	225 5.7%	49 13.7%	102 6.4%	36 3.4%	23 4.9%	6 3.9%	106 9.5%	31 4.0%	25 3.2%	14 3.0%	61 10.6%	30 5.3%	37 6.6%	95 4.7%	225 5.7%
Public or voluntary sector services	182 4.6%	7 2.0%	47 3.0%	67 6.4%	37 7.9%	13 8.6%	37 3.3%	42 5.5%	30 3.8%	19 4.1%	14 2.4%	30 5.3%	29 5.2%	105 5.2%	182 4.6%
Other services	131 3.3%	18 5.0%	49 3.1%	34 3.2%	16 3.4%	9 5.9%	43 3.9%	28 3.7%	14 1.8%	13 2.8%	21 3.6%	23 4.1%	22 3.9%	62 3.1%	131 3.3%

### Q21. Approximately how many full-time equivalent staff do you have in your business?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>3916</b>	<b>358</b>	<b>1591</b>	<b>1050</b>	<b>467</b>	<b>152</b>	<b>1114</b>	<b>767</b>	<b>781</b>	<b>464</b>	<b>577</b>	<b>562</b>	<b>560</b>	<b>2018</b>	<b>3916</b>
Missing															
No reply	298 7.6%	- -	- -	- -	- -	- -	48 4.3%	24 3.1%	23 2.9%	10 2.2%	23 4.0%	19 3.4%	20 3.6%	68 3.4%	298 7.6%
Approximately how many full-time equivalent staff do you have in your business?															
Sole trader	358 9.1%	358 100.0%	- -	- -	- -	- -	295 26.5%	4 0.5%	- -	- -	160 27.7%	76 13.5%	49 8.8%	68 3.4%	358 9.1%
1 to 4	1026 26.2%	- -	1026 64.5%	- -	- -	- -	609 54.7%	186 24.3%	35 4.5%	8 1.7%	265 45.9%	240 42.7%	193 34.5%	323 16.0%	1026 26.2%
5 to 9	565 14.4%	- -	565 35.5%	- -	- -	- -	112 10.1%	279 36.4%	83 10.6%	11 2.4%	63 10.9%	96 17.1%	111 19.8%	292 14.5%	565 14.4%
10 to 19	512 13.1%	- -	- -	512 48.8%	- -	- -	31 2.8%	204 26.6%	179 22.9%	28 6.0%	35 6.1%	66 11.7%	73 13.0%	335 16.6%	512 13.1%
20 to 49	538 13.7%	- -	- -	538 51.2%	- -	- -	12 1.1%	55 7.2%	304 38.9%	91 19.6%	17 2.9%	36 6.4%	65 11.6%	417 20.7%	538 13.7%
50 to 99	297 7.6%	- -	- -	- -	297 63.6%	- -	2 0.2%	9 1.2%	122 15.6%	115 24.8%	9 1.6%	13 2.3%	20 3.6%	251 12.4%	297 7.6%
100 to 199	131 3.3%	- -	- -	- -	131 28.1%	- -	3 0.3%	2 0.3%	24 3.1%	83 17.9%	4 0.7%	6 1.1%	9 1.6%	110 5.5%	131 3.3%
200 to 249	39 1.0%	- -	- -	- -	39 8.4%	- -	- -	2 0.3%	2 0.3%	23 5.0%	- -	3 0.5%	6 1.1%	29 1.4%	39 1.0%
250 to 499	74 1.9%	- -	- -	- -	- -	74 48.7%	- -	2 0.3%	3 0.4%	45 9.7%	1 0.2%	5 0.9%	5 0.9%	59 2.9%	74 1.9%
500 or more	78 2.0%	- -	- -	- -	- -	78 51.3%	2 0.2%	- -	6 0.8%	50 10.8%	- -	2 0.4%	9 1.6%	66 3.3%	78 2.0%

### Q22. In what type of location is your business based?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>3916</b>	<b>358</b>	<b>1591</b>	<b>1050</b>	<b>467</b>	<b>152</b>	<b>1114</b>	<b>767</b>	<b>781</b>	<b>464</b>	<b>577</b>	<b>562</b>	<b>560</b>	<b>2018</b>	<b>3916</b>
<b>Missing</b>															
<b>No reply</b>	<b>258</b> 6.6%	<b>7</b> 2.0%	<b>33</b> 2.1%	<b>30</b> 2.9%	<b>15</b> 3.2%	<b>7</b> 4.6%	<b>21</b> 1.9%	<b>26</b> 3.4%	<b>14</b> 1.8%	<b>13</b> 2.8%	<b>10</b> 1.7%	<b>19</b> 3.4%	<b>9</b> 1.6%	<b>55</b> 2.7%	<b>258</b> 6.6%
<b>In what type of location is your business based?</b>															
<b>Business Park</b>	<b>532</b> 13.6%	<b>11</b> 3.1%	<b>230</b> 14.5%	<b>182</b> 17.3%	<b>70</b> 15.0%	<b>22</b> 14.5%	<b>101</b> 9.1%	<b>129</b> 16.8%	<b>151</b> 19.3%	<b>76</b> 16.4%	<b>66</b> 11.4%	<b>93</b> 16.5%	<b>102</b> 18.2%	<b>267</b> 13.2%	<b>532</b> 13.6%
<b>Industrial Estate</b>	<b>838</b> 21.4%	<b>11</b> 3.1%	<b>240</b> 15.1%	<b>374</b> 35.6%	<b>146</b> 31.3%	<b>38</b> 25.0%	<b>91</b> 8.2%	<b>183</b> 23.9%	<b>283</b> 36.2%	<b>179</b> 38.6%	<b>51</b> 8.8%	<b>94</b> 16.7%	<b>103</b> 18.4%	<b>584</b> 28.9%	<b>838</b> 21.4%
<b>Retail Park</b>	<b>21</b> 0.5%	<b>1</b> 0.3%	<b>4</b> 0.3%	<b>6</b> 0.6%	<b>4</b> 0.9%	<b>5</b> 3.3%	<b>1</b> 0.1%	<b>1</b> 0.1%	<b>10</b> 1.3%	<b>4</b> 0.9%	<b>2</b> 0.3%	<b>4</b> 0.7%	<b>5</b> 0.9%	<b>10</b> 0.5%	<b>21</b> 0.5%
<b>Enclosed Shopping Centre</b>	<b>25</b> 0.6%	<b>2</b> 0.6%	<b>5</b> 0.3%	<b>5</b> 0.5%	<b>7</b> 1.5%	<b>5</b> 3.3%	<b>2</b> 0.2%	<b>3</b> 0.4%	<b>1</b> 0.1%	<b>5</b> 1.1%	-	-	<b>7</b> 1.3%	<b>18</b> 0.9%	<b>25</b> 0.6%
<b>Town Centre</b>	<b>709</b> 18.1%	<b>22</b> 6.1%	<b>327</b> 20.6%	<b>193</b> 18.4%	<b>104</b> 22.3%	<b>42</b> 27.6%	<b>162</b> 14.5%	<b>163</b> 21.3%	<b>146</b> 18.7%	<b>81</b> 17.5%	<b>90</b> 15.6%	<b>86</b> 15.3%	<b>99</b> 17.7%	<b>426</b> 21.1%	<b>709</b> 18.1%
<b>Shopping Parade</b>	<b>93</b> 2.4%	<b>5</b> 1.4%	<b>51</b> 3.2%	<b>26</b> 2.5%	<b>3</b> 0.6%	<b>5</b> 3.3%	<b>22</b> 2.0%	<b>28</b> 3.7%	<b>13</b> 1.7%	<b>7</b> 1.5%	<b>13</b> 2.3%	<b>10</b> 1.8%	<b>20</b> 3.6%	<b>50</b> 2.5%	<b>93</b> 2.4%
<b>Out of town</b>	<b>505</b> 12.9%	<b>24</b> 6.7%	<b>193</b> 12.1%	<b>156</b> 14.9%	<b>92</b> 19.7%	<b>29</b> 19.1%	<b>100</b> 9.0%	<b>136</b> 17.7%	<b>117</b> 15.0%	<b>72</b> 15.5%	<b>45</b> 7.8%	<b>53</b> 9.4%	<b>57</b> 10.2%	<b>344</b> 17.0%	<b>505</b> 12.9%
<b>Office block/complex</b>	<b>325</b> 8.3%	<b>22</b> 6.1%	<b>155</b> 9.7%	<b>76</b> 7.2%	<b>41</b> 8.8%	<b>19</b> 12.5%	<b>99</b> 8.9%	<b>78</b> 10.2%	<b>58</b> 7.4%	<b>34</b> 7.3%	<b>55</b> 9.5%	<b>57</b> 10.1%	<b>60</b> 10.7%	<b>150</b> 7.4%	<b>325</b> 8.3%
<b>Home</b>	<b>723</b> 18.5%	<b>265</b> 74.0%	<b>395</b> 24.8%	<b>18</b> 1.7%	<b>3</b> 0.6%	-	<b>546</b> 49.0%	<b>45</b> 5.9%	<b>10</b> 1.3%	<b>5</b> 1.1%	<b>257</b> 44.5%	<b>170</b> 30.2%	<b>131</b> 23.4%	<b>156</b> 7.7%	<b>723</b> 18.5%
<b>Other</b>	<b>65</b> 1.7%	<b>9</b> 2.5%	<b>17</b> 1.1%	<b>24</b> 2.3%	<b>8</b> 1.7%	<b>4</b> 2.6%	<b>22</b> 2.0%	<b>9</b> 1.2%	<b>10</b> 1.3%	<b>10</b> 2.2%	<b>16</b> 2.8%	<b>7</b> 1.2%	<b>4</b> 0.7%	<b>37</b> 1.8%	<b>65</b> 1.7%
<b>Residential/ mixed area</b>	<b>91</b> 2.3%	<b>6</b> 1.7%	<b>38</b> 2.4%	<b>25</b> 2.4%	<b>15</b> 3.2%	<b>4</b> 2.6%	<b>22</b> 2.0%	<b>24</b> 3.1%	<b>19</b> 2.4%	<b>10</b> 2.2%	<b>10</b> 1.7%	<b>7</b> 1.2%	<b>12</b> 2.1%	<b>62</b> 3.1%	<b>91</b> 2.3%

**Q23. And how would you describe the location?**

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>3916</b>	<b>358</b>	<b>1591</b>	<b>1050</b>	<b>467</b>	<b>152</b>	<b>1114</b>	<b>767</b>	<b>781</b>	<b>464</b>	<b>577</b>	<b>562</b>	<b>560</b>	<b>2018</b>	<b>3916</b>
<b>Missing</b>															
<b>No reply</b>	<b>227</b> 5.8%	<b>5</b> 1.4%	<b>31</b> 1.9%	<b>13</b> 1.2%	<b>5</b> 1.1%	<b>5</b> 3.3%	<b>17</b> 1.5%	<b>9</b> 1.2%	<b>8</b> 1.0%	<b>9</b> 1.9%	<b>10</b> 1.7%	<b>11</b> 2.0%	<b>12</b> 2.1%	<b>30</b> 1.5%	<b>227</b> 5.8%
<b>And how would you describe the location?</b>															
<b>Urban</b>	<b>2819</b> 72.0%	<b>242</b> 67.6%	<b>1129</b> 71.0%	<b>846</b> 80.6%	<b>384</b> 82.2%	<b>122</b> 80.3%	<b>769</b> 69.0%	<b>577</b> 75.2%	<b>610</b> 78.1%	<b>384</b> 82.8%	<b>414</b> 71.8%	<b>422</b> 75.1%	<b>423</b> 75.5%	<b>1533</b> 76.0%	<b>2819</b> 72.0%
<b>Rural</b>	<b>906</b> 23.1%	<b>119</b> 33.2%	<b>441</b> 27.7%	<b>197</b> 18.8%	<b>85</b> 18.2%	<b>29</b> 19.1%	<b>338</b> 30.3%	<b>187</b> 24.4%	<b>170</b> 21.8%	<b>76</b> 16.4%	<b>162</b> 28.1%	<b>132</b> 23.5%	<b>129</b> 23.0%	<b>473</b> 23.4%	<b>906</b> 23.1%

### Q24. How many years has your business been trading?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>3916</b>	<b>358</b>	<b>1591</b>	<b>1050</b>	<b>467</b>	<b>152</b>	<b>1114</b>	<b>767</b>	<b>781</b>	<b>464</b>	<b>577</b>	<b>562</b>	<b>560</b>	<b>2018</b>	<b>3916</b>
<b>Missing</b>															
<b>No reply</b>	<b>199</b> 5.1%	<b>5</b> 1.4%	<b>8</b> 0.5%	<b>6</b> 0.6%	<b>7</b> 1.5%	<b>5</b> 3.3%	<b>4</b> 0.4%	<b>4</b> 0.5%	<b>5</b> 0.6%	<b>6</b> 1.3%	-	-	-	-	<b>199</b> 5.1%
<b>How many years has your business been trading?</b>															
<b>Under a year</b>	<b>216</b> 5.5%	<b>76</b> 21.2%	<b>117</b> 7.4%	<b>11</b> 1.0%	<b>3</b> 0.6%	-	<b>151</b> 13.6%	<b>17</b> 2.2%	<b>8</b> 1.0%	<b>2</b> 0.4%	<b>216</b> 37.4%	-	-	-	<b>216</b> 5.5%
<b>1 to 2 years</b>	<b>361</b> 9.2%	<b>84</b> 23.5%	<b>211</b> 13.3%	<b>41</b> 3.9%	<b>10</b> 2.1%	<b>1</b> 0.7%	<b>234</b> 21.0%	<b>48</b> 6.3%	<b>17</b> 2.2%	<b>7</b> 1.5%	<b>361</b> 62.6%	-	-	-	<b>361</b> 9.2%
<b>3 to 5 years</b>	<b>562</b> 14.4%	<b>76</b> 21.2%	<b>336</b> 21.1%	<b>102</b> 9.7%	<b>22</b> 4.7%	<b>7</b> 4.6%	<b>273</b> 24.5%	<b>121</b> 15.8%	<b>57</b> 7.3%	<b>23</b> 5.0%	-	<b>562</b> 100.0%	-	-	<b>562</b> 14.4%
<b>6 to 10 years</b>	<b>560</b> 14.3%	<b>49</b> 13.7%	<b>304</b> 19.1%	<b>138</b> 13.1%	<b>35</b> 7.5%	<b>14</b> 9.2%	<b>190</b> 17.1%	<b>144</b> 18.8%	<b>114</b> 14.6%	<b>30</b> 6.5%	-	-	<b>560</b> 100.0%	-	<b>560</b> 14.3%
<b>11 years or more</b>	<b>2018</b> 51.5%	<b>68</b> 19.0%	<b>615</b> 38.7%	<b>752</b> 71.6%	<b>390</b> 83.5%	<b>125</b> 82.2%	<b>262</b> 23.5%	<b>433</b> 56.5%	<b>580</b> 74.3%	<b>396</b> 85.3%	-	-	-	<b>2018</b> 100.0%	<b>2018</b> 51.5%

## Q25. What is the annual turnover of your business?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>3916</b>	<b>358</b>	<b>1591</b>	<b>1050</b>	<b>467</b>	<b>152</b>	<b>1114</b>	<b>767</b>	<b>781</b>	<b>464</b>	<b>577</b>	<b>562</b>	<b>560</b>	<b>2018</b>	<b>3916</b>
<b>Missing</b>															
<b>No reply</b>	<b>343</b> 8.8%	<b>17</b> 4.7%	<b>80</b> 5.0%	<b>42</b> 4.0%	<b>21</b> 4.5%	<b>8</b> 5.3%	-	-	-	-	<b>22</b> 3.8%	<b>28</b> 5.0%	<b>29</b> 5.2%	<b>93</b> 4.6%	<b>343</b> 8.8%
<b>What is the annual turnover of your business?</b>															
<b>Under £50,000</b>	<b>436</b> 11.1%	<b>223</b> 62.3%	<b>186</b> 11.7%	<b>7</b> 0.7%	<b>1</b> 0.2%	-	<b>436</b> 39.1%	-	-	-	<b>228</b> 39.5%	<b>81</b> 14.4%	<b>60</b> 10.7%	<b>65</b> 3.2%	<b>436</b> 11.1%
<b>£50,000 - £99,999</b>	<b>282</b> 7.2%	<b>53</b> 14.8%	<b>202</b> 12.7%	<b>11</b> 1.0%	<b>3</b> 0.6%	<b>1</b> 0.7%	<b>282</b> 25.3%	-	-	-	<b>95</b> 16.5%	<b>76</b> 13.5%	<b>48</b> 8.6%	<b>62</b> 3.1%	<b>282</b> 7.2%
<b>£100,000 - £249,999</b>	<b>396</b> 10.1%	<b>19</b> 5.3%	<b>333</b> 20.9%	<b>25</b> 2.4%	<b>1</b> 0.2%	<b>1</b> 0.7%	<b>396</b> 35.5%	-	-	-	<b>62</b> 10.7%	<b>116</b> 20.6%	<b>82</b> 14.6%	<b>135</b> 6.7%	<b>396</b> 10.1%
<b>£250,000 - £499,999</b>	<b>366</b> 9.3%	<b>4</b> 1.1%	<b>281</b> 17.7%	<b>60</b> 5.7%	<b>7</b> 1.5%	<b>2</b> 1.3%	-	<b>366</b> 47.7%	-	-	<b>36</b> 6.2%	<b>64</b> 11.4%	<b>71</b> 12.7%	<b>193</b> 9.6%	<b>366</b> 9.3%
<b>£500,000 - £999,999</b>	<b>401</b> 10.2%	-	<b>184</b> 11.6%	<b>199</b> 19.0%	<b>6</b> 1.3%	-	-	<b>401</b> 52.3%	-	-	<b>29</b> 5.0%	<b>57</b> 10.1%	<b>73</b> 13.0%	<b>240</b> 11.9%	<b>401</b> 10.2%
<b>£1 million - £4,999,999</b>	<b>781</b> 19.9%	-	<b>118</b> 7.4%	<b>483</b> 46.0%	<b>148</b> 31.7%	<b>9</b> 5.9%	-	-	<b>781</b> 100.0%	-	<b>25</b> 4.3%	<b>57</b> 10.1%	<b>114</b> 20.4%	<b>580</b> 28.7%	<b>781</b> 19.9%
<b>Over £5 million</b>	<b>464</b> 11.8%	-	<b>19</b> 1.2%	<b>119</b> 11.3%	<b>221</b> 47.3%	<b>95</b> 62.5%	-	-	-	<b>464</b> 100.0%	<b>9</b> 1.6%	<b>23</b> 4.1%	<b>30</b> 5.4%	<b>396</b> 19.6%	<b>464</b> 11.8%
<b>Don't know/Prefer not to say</b>	<b>447</b> 11.4%	<b>42</b> 11.7%	<b>188</b> 11.8%	<b>104</b> 9.9%	<b>59</b> 12.6%	<b>36</b> 23.7%	-	-	-	-	<b>71</b> 12.3%	<b>60</b> 10.7%	<b>53</b> 9.5%	<b>254</b> 12.6%	<b>447</b> 11.4%

## Q26. In which Country or region is your business based?

Absolute Break % Respondents	Base	Employees					Turnover				Years trading				ALL
		Sole trader	1 to 9 staff	10 to 49 staff	50 to 249 staff	250 + staff	<£250K	£250K - £1M	£1m - £5M	£5M+	Trading up to 2 years	Trading 3 to 5 years	Trading 6 to 10 years	Trading 11 years +	
<b>Base</b>	<b>3916</b>	<b>358</b>	<b>1591</b>	<b>1050</b>	<b>467</b>	<b>152</b>	<b>1114</b>	<b>767</b>	<b>781</b>	<b>464</b>	<b>577</b>	<b>562</b>	<b>560</b>	<b>2018</b>	<b>3916</b>
<b>Missing</b>															
<b>No reply</b>	<b>2</b> 0.1%	-	-	-	-	<b>1</b> 0.7%	-	-	-	-	-	-	-	<b>1</b> 0.0%	<b>2</b> 0.1%
<b>In which Country or region is your business based?</b>															
<b>Scotland</b>	<b>247</b> 6.3%	<b>27</b> 7.5%	<b>101</b> 6.3%	<b>55</b> 5.2%	<b>29</b> 6.2%	<b>11</b> 7.2%	<b>83</b> 7.5%	<b>43</b> 5.6%	<b>38</b> 4.9%	<b>19</b> 4.1%	<b>37</b> 6.4%	<b>35</b> 6.2%	<b>51</b> 9.1%	<b>105</b> 5.2%	<b>247</b> 6.3%
<b>Wales</b>	<b>71</b> 1.8%	<b>8</b> 2.2%	<b>28</b> 1.8%	<b>21</b> 2.0%	<b>6</b> 1.3%	<b>1</b> 0.7%	<b>29</b> 2.6%	<b>14</b> 1.8%	<b>14</b> 1.8%	<b>6</b> 1.3%	<b>10</b> 1.7%	<b>18</b> 3.2%	<b>5</b> 0.9%	<b>35</b> 1.7%	<b>71</b> 1.8%
<b>Northern Ireland</b>	<b>43</b> 1.1%	<b>1</b> 0.3%	<b>19</b> 1.2%	<b>11</b> 1.0%	<b>2</b> 0.4%	<b>3</b> 2.0%	<b>11</b> 1.0%	<b>12</b> 1.6%	<b>5</b> 0.6%	<b>7</b> 1.5%	<b>4</b> 0.7%	<b>9</b> 1.6%	<b>6</b> 1.1%	<b>18</b> 0.9%	<b>43</b> 1.1%
<b>North West</b>	<b>566</b> 14.5%	<b>51</b> 14.2%	<b>230</b> 14.5%	<b>144</b> 13.7%	<b>63</b> 13.5%	<b>25</b> 16.4%	<b>150</b> 13.5%	<b>110</b> 14.3%	<b>107</b> 13.7%	<b>71</b> 15.3%	<b>97</b> 16.8%	<b>81</b> 14.4%	<b>91</b> 16.3%	<b>266</b> 13.2%	<b>566</b> 14.5%
<b>North East</b>	<b>375</b> 9.6%	<b>23</b> 6.4%	<b>116</b> 7.3%	<b>118</b> 11.2%	<b>66</b> 14.1%	<b>16</b> 10.5%	<b>81</b> 7.3%	<b>81</b> 10.6%	<b>96</b> 12.3%	<b>49</b> 10.6%	<b>41</b> 7.1%	<b>51</b> 9.1%	<b>59</b> 10.5%	<b>202</b> 10.0%	<b>375</b> 9.6%
<b>Yorkshire and Humber</b>	<b>654</b> 16.7%	<b>74</b> 20.7%	<b>261</b> 16.4%	<b>184</b> 17.5%	<b>79</b> 16.9%	<b>24</b> 15.8%	<b>197</b> 17.7%	<b>123</b> 16.0%	<b>121</b> 15.5%	<b>84</b> 18.1%	<b>131</b> 22.7%	<b>104</b> 18.5%	<b>74</b> 13.2%	<b>326</b> 16.2%	<b>654</b> 16.7%
<b>East Midlands</b>	<b>183</b> 4.7%	<b>17</b> 4.7%	<b>77</b> 4.8%	<b>52</b> 5.0%	<b>26</b> 5.6%	<b>6</b> 3.9%	<b>53</b> 4.8%	<b>31</b> 4.0%	<b>36</b> 4.6%	<b>32</b> 6.9%	<b>31</b> 5.4%	<b>26</b> 4.6%	<b>16</b> 2.9%	<b>107</b> 5.3%	<b>183</b> 4.7%
<b>West Midlands</b>	<b>666</b> 17.0%	<b>48</b> 13.4%	<b>270</b> 17.0%	<b>189</b> 18.0%	<b>87</b> 18.6%	<b>29</b> 19.1%	<b>169</b> 15.2%	<b>126</b> 16.4%	<b>154</b> 19.7%	<b>86</b> 18.5%	<b>81</b> 14.0%	<b>90</b> 16.0%	<b>95</b> 17.0%	<b>364</b> 18.0%	<b>666</b> 17.0%
<b>East of England</b>	<b>317</b> 8.1%	<b>22</b> 6.1%	<b>123</b> 7.7%	<b>91</b> 8.7%	<b>43</b> 9.2%	<b>8</b> 5.3%	<b>80</b> 7.2%	<b>72</b> 9.4%	<b>64</b> 8.2%	<b>31</b> 6.7%	<b>39</b> 6.8%	<b>35</b> 6.2%	<b>44</b> 7.9%	<b>178</b> 8.8%	<b>317</b> 8.1%
<b>South East</b>	<b>556</b> 14.2%	<b>66</b> 18.4%	<b>259</b> 16.3%	<b>128</b> 12.2%	<b>45</b> 9.6%	<b>15</b> 9.9%	<b>190</b> 17.1%	<b>109</b> 14.2%	<b>96</b> 12.3%	<b>51</b> 11.0%	<b>72</b> 12.5%	<b>72</b> 12.8%	<b>88</b> 15.7%	<b>295</b> 14.6%	<b>556</b> 14.2%
<b>South West</b>	<b>130</b> 3.3%	<b>14</b> 3.9%	<b>60</b> 3.8%	<b>30</b> 2.9%	<b>14</b> 3.0%	<b>6</b> 3.9%	<b>42</b> 3.8%	<b>29</b> 3.8%	<b>27</b> 3.5%	<b>14</b> 3.0%	<b>23</b> 4.0%	<b>17</b> 3.0%	<b>20</b> 3.6%	<b>68</b> 3.4%	<b>130</b> 3.3%
<b>London</b>	<b>106</b> 2.7%	<b>7</b> 2.0%	<b>47</b> 3.0%	<b>27</b> 2.6%	<b>7</b> 1.5%	<b>7</b> 4.6%	<b>29</b> 2.6%	<b>17</b> 2.2%	<b>23</b> 2.9%	<b>14</b> 3.0%	<b>11</b> 1.9%	<b>24</b> 4.3%	<b>11</b> 2.0%	<b>53</b> 2.6%	<b>106</b> 2.7%

### Q1. Which of the following, if any, has your business experienced in the last 12 months?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	3857	62	529	272	374	199	201	262	1267	224	179	130	3857
Which of the following, if any, has your business experienced in the last 12 months?													
None of these	1627 42.2%	21 33.9%	177 33.5%	74 27.2%	105 28.1%	40 20.1%	61 30.3%	149 56.9%	710 56.0%	90 40.2%	62 34.6%	53 40.8%	1627 42.2%
Damage to vehicles	923 23.9%	14 22.6%	109 20.6%	102 37.5%	97 25.9%	71 35.7%	79 39.3%	45 17.2%	235 18.5%	58 25.9%	50 27.9%	31 23.8%	923 23.9%
Vandalism and graffiti	763 19.8%	9 14.5%	115 21.7%	68 25.0%	106 28.3%	59 29.6%	41 20.4%	36 13.7%	158 12.5%	54 24.1%	59 33.0%	32 24.6%	763 19.8%
Burglary	740 19.2%	11 17.7%	155 29.3%	84 30.9%	83 22.2%	64 32.2%	57 28.4%	24 9.2%	113 8.9%	46 20.5%	52 29.1%	29 22.3%	740 19.2%
Attempted burglary	474 12.3%	6 9.7%	91 17.2%	57 21.0%	67 17.9%	39 19.6%	30 14.9%	20 7.6%	72 5.7%	26 11.6%	39 21.8%	18 13.8%	474 12.3%
Anti-social behaviour	463 12.0%	4 6.5%	44 8.3%	29 10.7%	67 17.9%	77 38.7%	21 10.4%	19 7.3%	100 7.9%	44 19.6%	33 18.4%	13 10.0%	463 12.0%
Fly-tipping	419 10.9%	18 29.0%	92 17.4%	50 18.4%	50 13.4%	19 9.5%	29 14.4%	18 6.9%	81 6.4%	25 11.2%	21 11.7%	10 7.7%	419 10.9%
Theft by an employee	363 9.4%	5 8.1%	68 12.9%	34 12.5%	59 15.8%	54 27.1%	23 11.4%	5 1.9%	61 4.8%	23 10.3%	14 7.8%	9 6.9%	363 9.4%
e-crime	285 7.4%	6 9.7%	32 6.0%	12 4.4%	39 10.4%	15 7.5%	12 6.0%	21 8.0%	112 8.8%	8 3.6%	7 3.9%	9 6.9%	285 7.4%
Vehicle theft	266 6.9%	3 4.8%	36 6.8%	54 19.9%	21 5.6%	19 9.5%	30 14.9%	7 2.7%	45 3.6%	21 9.4%	13 7.3%	8 6.2%	266 6.9%
Personal injury or violence not defined as burglary	113 2.9%	2 3.2%	8 1.5%	7 2.6%	21 5.6%	19 9.5%	8 4.0%	2 0.8%	14 1.1%	13 5.8%	12 6.7%	4 3.1%	113 2.9%
Robbery	109 2.8%	1 1.6%	15 2.8%	9 3.3%	23 6.1%	13 6.5%	12 6.0%	2 0.8%	18 1.4%	3 1.3%	7 3.9%	3 2.3%	109 2.8%
Other	54 1.4%	1 1.6%	10 1.9%	1 0.4%	8 2.1%	5 2.5%	4 2.0%	3 1.1%	13 1.0%	3 1.3%	1 0.6%	5 3.8%	54 1.4%
Arson	51 1.3%	3 4.8%	6 1.1%	3 1.1%	5 1.3%	2 1.0%	4 2.0%	5 1.9%	6 0.5%	6 2.7%	6 3.4%	3 2.3%	51 1.3%

## Q2. Approximate number of crimes experienced in last 12 months?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	3857	62	529	272	374	199	201	262	1267	224	179	130	3857
Mean	4.63	4.82	2.88	3.30	15.62	7.32	5.42	1.76	1.84	8.11	4.02	5.44	4.63
Number of crimes experienced													
None	1627 42.2%	21 33.9%	177 33.5%	74 27.2%	105 28.1%	40 20.1%	61 30.3%	149 56.9%	710 56.0%	90 40.2%	62 34.6%	53 40.8%	1627 42.2%
One	578 15.0%	12 19.4%	98 18.5%	33 12.1%	46 12.3%	19 9.5%	32 15.9%	44 16.8%	197 15.5%	25 11.2%	27 15.1%	19 14.6%	578 15.0%
Two	463 12.0%	7 11.3%	78 14.7%	37 13.6%	59 15.8%	18 9.0%	33 16.4%	22 8.4%	130 10.3%	24 10.7%	29 16.2%	17 13.1%	463 12.0%
Three	285 7.4%	4 6.5%	52 9.8%	32 11.8%	34 9.1%	17 8.5%	14 7.0%	15 5.7%	68 5.4%	22 9.8%	5 2.8%	10 7.7%	285 7.4%
Four	188 4.9%	4 6.5%	35 6.6%	27 9.9%	17 4.5%	15 7.5%	14 7.0%	6 2.3%	40 3.2%	13 5.8%	6 3.4%	7 5.4%	188 4.9%
Five	162 4.2%	2 3.2%	14 2.6%	18 6.6%	25 6.7%	20 10.1%	12 6.0%	8 3.1%	30 2.4%	10 4.5%	11 6.1%	8 6.2%	162 4.2%
Six to ten	276 7.2%	6 9.7%	48 9.1%	34 12.5%	35 9.4%	36 18.1%	17 8.5%	4 1.5%	40 3.2%	21 9.4%	20 11.2%	10 7.7%	276 7.2%
Eleven to twenty	107 2.8%	2 3.2%	7 1.3%	6 2.2%	19 5.1%	21 10.6%	10 5.0%	1 0.4%	19 1.5%	4 1.8%	12 6.7%	2 1.5%	107 2.8%
Twenty one to fifty	37 1.0%	- -	4 0.8%	2 0.7%	9 2.4%	5 2.5%	2 1.0%	1 0.4%	2 0.2%	5 2.2%	3 1.7%	2 1.5%	37 1.0%
Fifty one and over	27 0.7%	1 1.6%	2 0.4%	- -	10 2.7%	2 1.0%	3 1.5%	1 0.4%	2 0.2%	4 1.8%	- -	1 0.8%	27 0.7%
Crime experienced but number not stated	107 2.8%	3 4.8%	14 2.6%	9 3.3%	15 4.0%	6 3.0%	3 1.5%	11 4.2%	29 2.3%	6 2.7%	4 2.2%	1 0.8%	107 2.8%

### Q3. What proportion of these incidents did you report to the police?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/engineering	Retailing/wholesaling	Hotels/restaurants/visitor attractions	Transport/distribution/storage	Marketing/media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	<b>2032</b>	<b>36</b>	<b>324</b>	<b>183</b>	<b>243</b>	<b>148</b>	<b>131</b>	<b>101</b>	<b>502</b>	<b>124</b>	<b>104</b>	<b>72</b>	<b>2032</b>
<b>What proportion of these incidents did you report to the police?</b>													
<b>None</b>	563 27.7%	12 33.3%	87 26.9%	31 16.9%	63 25.9%	18 12.2%	33 25.2%	36 35.6%	198 39.4%	30 24.2%	22 21.2%	17 23.6%	563 27.7%
1% to 20%	229 11.3%	4 11.1%	33 10.2%	25 13.7%	27 11.1%	23 15.5%	18 13.7%	9 8.9%	47 9.4%	14 11.3%	12 11.5%	6 8.3%	229 11.3%
21% to 50%	202 9.9%	4 11.1%	34 10.5%	22 12.0%	27 11.1%	17 11.5%	11 8.4%	11 10.9%	40 8.0%	15 12.1%	9 8.7%	9 12.5%	202 9.9%
51% to 80%	176 8.7%	1 2.8%	29 9.0%	17 9.3%	28 11.5%	25 16.9%	8 6.1%	6 5.9%	29 5.8%	15 12.1%	13 12.5%	3 4.2%	176 8.7%
81% to 99%	115 5.7%	2 5.6%	8 2.5%	15 8.2%	16 6.6%	20 13.5%	7 5.3%	5 5.0%	16 3.2%	6 4.8%	7 6.7%	12 16.7%	115 5.7%
100%	747 36.8%	13 36.1%	133 41.0%	73 39.9%	82 33.7%	45 30.4%	54 41.2%	34 33.7%	172 34.3%	44 35.5%	41 39.4%	25 34.7%	747 36.8%

### Q4. For what reasons might you not report a crime?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	2664	43	378	212	282	154	136	170	835	151	113	96	2664
For what reasons might you not report a crime?													
Relatively small or no loss or damage to premises or property	1815 68.1%	27 62.8%	263 69.6%	153 72.2%	192 68.1%	125 81.2%	87 64.0%	106 62.4%	544 65.1%	108 71.5%	71 62.8%	73 76.0%	1815 68.1%
It was only an attempt	536 20.1%	4 9.3%	72 19.0%	48 22.6%	69 24.5%	28 18.2%	28 20.6%	29 17.1%	161 19.3%	31 20.5%	25 22.1%	20 20.8%	536 20.1%
Too time consuming	773 29.0%	17 39.5%	103 27.2%	78 36.8%	75 26.6%	48 31.2%	32 23.5%	42 24.7%	265 31.7%	47 31.1%	20 17.7%	27 28.1%	773 29.0%
Would increase insurance costs	494 18.5%	6 14.0%	71 18.8%	56 26.4%	50 17.7%	26 16.9%	17 12.5%	33 19.4%	152 18.2%	34 22.5%	16 14.2%	18 18.8%	494 18.5%
Unable to contact the police	126 4.7%	2 4.7%	11 2.9%	7 3.3%	12 4.3%	8 5.2%	4 2.9%	11 6.5%	47 5.6%	7 4.6%	8 7.1%	6 6.3%	126 4.7%
No confidence in police response	968 36.3%	21 48.8%	137 36.2%	90 42.5%	102 36.2%	37 24.0%	69 50.7%	69 40.6%	305 36.5%	51 33.8%	32 28.3%	30 31.3%	968 36.3%
Fearful of reprisals	129 4.8%	1 2.3%	11 2.9%	4 1.9%	16 5.7%	6 3.9%	7 5.1%	17 10.0%	44 5.3%	10 6.6%	7 6.2%	3 3.1%	129 4.8%
Fearful of negative publicity	93 3.5%	2 4.7%	7 1.9%	1 0.5%	5 1.8%	8 5.2%	8 5.9%	10 5.9%	25 3.0%	13 8.6%	6 5.3%	6 6.3%	93 3.5%
Other reason	118 4.4%	1 2.3%	15 4.0%	8 3.8%	15 5.3%	9 5.8%	6 4.4%	9 5.3%	30 3.6%	9 6.0%	5 4.4%	4 4.2%	118 4.4%
Would always report crime	28 1.1%	- -	4 1.1%	2 0.9%	3 1.1%	1 0.6%	2 1.5%	2 1.2%	12 1.4%	- -	2 1.8%	- -	28 1.1%

### Q5. Which of the following computer related incidents has your business experienced in last 12m?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	3387	57	475	227	309	159	172	243	1149	186	157	117	3387
Which of the following computer related incidents, if any, has your business experienced within the last 12 months?													
SPAM e-mail	3200 94.5%	51 89.5%	445 93.7%	207 91.2%	291 94.2%	141 88.7%	157 91.3%	235 96.7%	1112 96.8%	172 92.5%	150 95.5%	112 95.7%	3200 94.5%
Equipment failure or loss of data through virus infection	656 19.4%	10 17.5%	121 25.5%	43 18.9%	58 18.8%	27 17.0%	48 27.9%	45 18.5%	199 17.3%	37 19.9%	26 16.6%	20 17.1%	656 19.4%
Spyware infection	792 23.4%	15 26.3%	101 21.3%	49 21.6%	83 26.9%	32 20.1%	48 27.9%	59 24.3%	290 25.2%	39 21.0%	26 16.6%	30 25.6%	792 23.4%
Phishing	1059 31.3%	12 21.1%	147 30.9%	51 22.5%	105 34.0%	43 27.0%	47 27.3%	90 37.0%	409 35.6%	62 33.3%	35 22.3%	32 27.4%	1059 31.3%
Any kind of hacking or electronic intrusion	240 7.1%	1 1.8%	27 5.7%	11 4.8%	20 6.5%	8 5.0%	11 6.4%	28 11.5%	93 8.1%	15 8.1%	9 5.7%	8 6.8%	240 7.1%
Malicious loss/deletion of critical data	63 1.9%	1 1.8%	10 2.1%	5 2.2%	8 2.6%	3 1.9%	1 0.6%	4 1.6%	24 2.1%	1 0.5%	3 1.9%	3 2.6%	63 1.9%
Credit card fraud	370 10.9%	10 17.5%	49 10.3%	24 10.6%	63 20.4%	30 18.9%	17 9.9%	18 7.4%	116 10.1%	15 8.1%	6 3.8%	4 3.4%	370 10.9%
Theft of PC/Laptop	276 8.1%	5 8.8%	44 9.3%	23 10.1%	19 6.1%	14 8.8%	23 13.4%	11 4.5%	72 6.3%	9 4.8%	24 15.3%	19 16.2%	276 8.1%
Theft of Server	17 0.5%	- -	1 0.2%	2 0.9%	1 0.3%	- -	- -	- -	9 0.8%	2 1.1%	- -	1 0.9%	17 0.5%
Theft of company data	71 2.1%	- -	11 2.3%	3 1.3%	6 1.9%	1 0.6%	3 1.7%	5 2.1%	39 3.4%	1 0.5%	1 0.6%	- -	71 2.1%
Unauthorised disclosure of information by staff or other person	153 4.5%	4 7.0%	20 4.2%	14 6.2%	10 3.2%	10 6.3%	8 4.7%	8 3.3%	59 5.1%	2 1.1%	9 5.7%	3 2.6%	153 4.5%

### Q6a. What steps have you taken to either prevent or recover from a computer related incident?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	3646	60	506	259	341	181	194	257	1212	206	169	120	3646
What steps have you taken to either prevent or recover from a computer related incident?													
Written a formal security plan	575 15.8%	10 16.7%	89 17.6%	33 12.7%	36 10.6%	35 19.3%	28 14.4%	25 9.7%	219 18.1%	16 7.8%	54 32.0%	13 10.8%	575 15.8%
Employed an IT manager responsible for security	531 14.6%	12 20.0%	92 18.2%	31 12.0%	39 11.4%	34 18.8%	32 16.5%	21 8.2%	178 14.7%	16 7.8%	40 23.7%	20 16.7%	531 14.6%
Employed an IT supplier responsible for security	493 13.5%	7 11.7%	78 15.4%	39 15.1%	41 12.0%	14 7.7%	31 16.0%	34 13.2%	164 13.5%	20 9.7%	35 20.7%	14 11.7%	493 13.5%
Installed a hardware Firewall	1863 51.1%	28 46.7%	298 58.9%	118 45.6%	167 49.0%	85 47.0%	104 53.6%	123 47.9%	651 53.7%	79 38.3%	94 55.6%	59 49.2%	1863 51.1%
Installed a software Firewall	2298 63.0%	34 56.7%	340 67.2%	154 59.5%	206 60.4%	103 56.9%	130 67.0%	165 64.2%	803 66.3%	123 59.7%	108 63.9%	67 55.8%	2298 63.0%
Use SPAM filtering software	2822 77.4%	48 80.0%	395 78.1%	184 71.0%	263 77.1%	127 70.2%	147 75.8%	205 79.8%	996 82.2%	148 71.8%	136 80.5%	80 66.7%	2822 77.4%
Use anti-virus software	2955 81.0%	52 86.7%	417 82.4%	196 75.7%	269 78.9%	136 75.1%	155 79.9%	204 79.4%	1033 85.2%	166 80.6%	137 81.1%	94 78.3%	2955 81.0%
Routinely back-up data	2703 74.1%	46 76.7%	408 80.6%	180 69.5%	244 71.6%	111 61.3%	134 69.1%	204 79.4%	946 78.1%	136 66.0%	128 75.7%	79 65.8%	2703 74.1%
Developed a strong password policy	1466 40.2%	23 38.3%	220 43.5%	84 32.4%	111 32.6%	68 37.6%	72 37.1%	94 36.6%	543 44.8%	64 31.1%	95 56.2%	47 39.2%	1466 40.2%
Use PC/Server/Laptop locks or other security devices	526 14.4%	4 6.7%	85 16.8%	34 13.1%	37 10.9%	22 12.2%	33 17.0%	22 8.6%	189 15.6%	23 11.2%	31 18.3%	25 20.8%	526 14.4%
Encrypt data	392 10.8%	6 10.0%	59 11.7%	14 5.4%	24 7.0%	15 8.3%	17 8.8%	22 8.6%	175 14.4%	13 6.3%	24 14.2%	12 10.0%	392 10.8%
Use security markings	339 9.3%	5 8.3%	43 8.5%	16 6.2%	22 6.5%	13 7.2%	20 10.3%	18 7.0%	124 10.2%	12 5.8%	37 21.9%	18 15.0%	339 9.3%
Compiled an asset inventory	773 21.2%	10 16.7%	134 26.5%	38 14.7%	53 15.5%	33 18.2%	41 21.1%	44 17.1%	262 21.6%	30 14.6%	81 47.9%	29 24.2%	773 21.2%
None of the above	171 4.7%	1 1.7%	21 4.2%	17 6.6%	21 6.2%	12 6.6%	9 4.6%	12 4.7%	39 3.2%	13 6.3%	6 3.6%	4 3.3%	171 4.7%
Other steps	75 2.1%	- -	10 2.0%	- -	6 1.8%	3 1.7%	5 2.6%	4 1.6%	32 2.6%	8 3.9%	3 1.8%	- -	75 2.1%

**Q6b. You have indicated that you routinely back-up your data. Is this data stored off site?**

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
	2644	45	400	178	241	110	132	201	926	131	123	76	2644
<b>You have indicated that you routinely back-up your data. Is this data stored off site?</b>													
<b>Yes</b>	1858 70.3%	29 64.4%	324 81.0%	133 74.7%	167 69.3%	56 50.9%	102 77.3%	140 69.7%	634 68.5%	85 64.9%	92 74.8%	44 57.9%	1858 70.3%
<b>No</b>	786 29.7%	16 35.6%	76 19.0%	45 25.3%	74 30.7%	54 49.1%	30 22.7%	61 30.3%	292 31.5%	46 35.1%	31 25.2%	32 42.1%	786 29.7%

### Q7. Do you feel there should be a central/national e-crime body to deal with the issue?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	3858	61	529	273	374	195	200	265	1271	223	179	130	3858
e-crime is often not location specific which makes it hard to combat. Do you feel there should be a central/national e-crime body to deal with the issue?													
Yes	2840 73.6%	42 68.9%	382 72.2%	214 78.4%	286 76.5%	131 67.2%	148 74.0%	207 78.1%	950 74.7%	165 74.0%	111 62.0%	95 73.1%	2840 73.6%
No	194 5.0%	2 3.3%	30 5.7%	12 4.4%	11 2.9%	8 4.1%	7 3.5%	13 4.9%	80 6.3%	11 4.9%	8 4.5%	8 6.2%	194 5.0%
Don't know	824 21.4%	17 27.9%	117 22.1%	47 17.2%	77 20.6%	56 28.7%	45 22.5%	45 17.0%	241 19.0%	47 21.1%	60 33.5%	27 20.8%	824 21.4%

### Q8. What do you estimate to be the cost of crime to your business per annum?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	2461	39	343	196	257	135	132	165	804	135	108	77	2461
Mean	12208.10	4693.59	14793.05	16284.44	14448.25	8795.44	27876.29	3188.08	7249.29	33386.30	9573.62	6984.61	12208.10
What do you estimate to be the cost of crime to your business per annum, including incident and lost opportunity costs?													
None	655 26.6%	6 15.4%	65 19.0%	31 15.8%	40 15.6%	15 11.1%	24 18.2%	65 39.4%	303 37.7%	30 22.2%	25 23.1%	20 26.0%	655 26.6%
Under £499	205 8.3%	3 7.7%	12 3.5%	8 4.1%	21 8.2%	15 11.1%	10 7.6%	17 10.3%	77 9.6%	19 14.1%	8 7.4%	9 11.7%	205 8.3%
£500 - £999	198 8.0%	8 20.5%	21 6.1%	15 7.7%	22 8.6%	10 7.4%	16 12.1%	13 7.9%	64 8.0%	10 7.4%	7 6.5%	5 6.5%	198 8.0%
£1,000 - £4,999	688 28.0%	10 25.6%	113 32.9%	60 30.6%	84 32.7%	39 28.9%	32 24.2%	45 27.3%	205 25.5%	39 28.9%	30 27.8%	23 29.9%	688 28.0%
£5,000 - £9,999	278 11.3%	4 10.3%	47 13.7%	24 12.2%	33 12.8%	24 17.8%	17 12.9%	14 8.5%	73 9.1%	11 8.1%	16 14.8%	7 9.1%	278 11.3%
£10,000 - £24,999	276 11.2%	7 17.9%	54 15.7%	36 18.4%	34 13.2%	25 18.5%	16 12.1%	6 3.6%	54 6.7%	17 12.6%	15 13.9%	7 9.1%	276 11.2%
£25,000 - £49,999	60 2.4%	1 2.6%	11 3.2%	11 5.6%	9 3.5%	2 1.5%	6 4.5%	1 0.6%	11 1.4%	2 1.5%	1 0.9%	3 3.9%	60 2.4%
£50,000 - £99,999	43 1.7%	- -	12 3.5%	5 2.6%	6 2.3%	3 2.2%	1 0.8%	4 2.4%	4 0.5%	1 0.7%	3 2.8%	2 2.6%	43 1.7%
£100,000 - £499,999	47 1.9%	- -	6 1.7%	5 2.6%	6 2.3%	2 1.5%	7 5.3%	- -	12 1.5%	4 3.0%	3 2.8%	1 1.3%	47 1.9%
£500,000+	11 0.4%	- -	2 0.6%	1 0.5%	2 0.8%	- -	3 2.3%	- -	1 0.1%	2 1.5%	- -	- -	11 0.4%

### Q9. What impact has crime had on your business?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	3654	59	502	258	356	192	196	244	1206	210	170	121	3654
What impact has crime had on your business?													
Disrupted trading	1179 32.3%	20 33.9%	166 33.1%	124 48.1%	150 42.1%	74 38.5%	80 40.8%	81 33.2%	325 26.9%	62 29.5%	41 24.1%	27 22.3%	1179 32.3%
Lost business	466 12.8%	5 8.5%	47 9.4%	35 13.6%	79 22.2%	56 29.2%	35 17.9%	29 11.9%	109 9.0%	33 15.7%	13 7.6%	7 5.8%	466 12.8%
Damaged company image	417 11.4%	7 11.9%	37 7.4%	29 11.2%	41 11.5%	54 28.1%	33 16.8%	23 9.4%	99 8.2%	38 18.1%	30 17.6%	14 11.6%	417 11.4%
Lowered staff morale	831 22.7%	17 28.8%	121 24.1%	68 26.4%	104 29.2%	64 33.3%	41 20.9%	34 13.9%	220 18.2%	46 21.9%	62 36.5%	30 24.8%	831 22.7%
Increased difficulties recruiting/retaining staff	78 2.1%	- -	5 1.0%	6 2.3%	14 3.9%	8 4.2%	3 1.5%	3 1.2%	24 2.0%	7 3.3%	7 4.1%	- -	78 2.1%
Postponed investment	249 6.8%	7 11.9%	34 6.8%	21 8.1%	34 9.6%	16 8.3%	19 9.7%	19 7.8%	66 5.5%	13 6.2%	10 5.9%	7 5.8%	249 6.8%
Changed building layout design	320 8.8%	5 8.5%	71 14.1%	32 12.4%	51 14.3%	16 8.3%	23 11.7%	14 5.7%	57 4.7%	10 4.8%	25 14.7%	9 7.4%	320 8.8%
Moved premises	60 1.6%	3 5.1%	10 2.0%	3 1.2%	7 2.0%	- -	8 4.1%	4 1.6%	18 1.5%	2 1.0%	3 1.8%	- -	60 1.6%
Increased insurance costs	676 18.5%	14 23.7%	121 24.1%	96 37.2%	94 26.4%	34 17.7%	50 25.5%	34 13.9%	138 11.4%	34 16.2%	30 17.6%	14 11.6%	676 18.5%
Increased difficulty obtaining insurance	61 1.7%	2 3.4%	8 1.6%	5 1.9%	7 2.0%	3 1.6%	8 4.1%	7 2.9%	14 1.2%	4 1.9%	- -	1 0.8%	61 1.7%
Wasted staff time	2116 57.9%	43 72.9%	323 64.3%	177 68.6%	227 63.8%	132 68.8%	118 60.2%	127 52.0%	612 50.7%	118 56.2%	111 65.3%	60 49.6%	2116 57.9%
Other	106 2.9%	3 5.1%	17 3.4%	5 1.9%	13 3.7%	6 3.1%	10 5.1%	7 2.9%	29 2.4%	5 2.4%	4 2.4%	3 2.5%	106 2.9%
Has had no impact	1144 31.3%	11 18.6%	134 26.7%	50 19.4%	71 19.9%	42 21.9%	45 23.0%	87 35.7%	482 40.0%	67 31.9%	48 28.2%	47 38.8%	1144 31.3%

### Q10a. Do you feel the level of crime in an area has a negative effect on inward investment?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	<b>3694</b>	<b>59</b>	<b>517</b>	<b>262</b>	<b>362</b>	<b>189</b>	<b>189</b>	<b>258</b>	<b>1219</b>	<b>207</b>	<b>169</b>	<b>120</b>	<b>3694</b>
<b>Inward investment</b>													
<b>Yes</b>	<b>2279</b> <b>61.7%</b>	<b>35</b> <b>59.3%</b>	<b>313</b> <b>60.5%</b>	<b>158</b> <b>60.3%</b>	<b>243</b> <b>67.1%</b>	<b>109</b> <b>57.7%</b>	<b>122</b> <b>64.6%</b>	<b>173</b> <b>67.1%</b>	<b>752</b> <b>61.7%</b>	<b>124</b> <b>59.9%</b>	<b>91</b> <b>53.8%</b>	<b>73</b> <b>60.8%</b>	<b>2279</b> <b>61.7%</b>
<b>No</b>	<b>842</b> <b>22.8%</b>	<b>13</b> <b>22.0%</b>	<b>128</b> <b>24.8%</b>	<b>60</b> <b>22.9%</b>	<b>77</b> <b>21.3%</b>	<b>52</b> <b>27.5%</b>	<b>39</b> <b>20.6%</b>	<b>45</b> <b>17.4%</b>	<b>287</b> <b>23.5%</b>	<b>47</b> <b>22.7%</b>	<b>37</b> <b>21.9%</b>	<b>29</b> <b>24.2%</b>	<b>842</b> <b>22.8%</b>
<b>Don't know</b>	<b>573</b> <b>15.5%</b>	<b>11</b> <b>18.6%</b>	<b>76</b> <b>14.7%</b>	<b>44</b> <b>16.8%</b>	<b>42</b> <b>11.6%</b>	<b>28</b> <b>14.8%</b>	<b>28</b> <b>14.8%</b>	<b>40</b> <b>15.5%</b>	<b>180</b> <b>14.8%</b>	<b>36</b> <b>17.4%</b>	<b>41</b> <b>24.3%</b>	<b>18</b> <b>15.0%</b>	<b>573</b> <b>15.5%</b>

### Q10b. Do you feel the level of crime in an area has a negative effect on business location decisions

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	<b>3769</b>	<b>59</b>	<b>520</b>	<b>271</b>	<b>363</b>	<b>190</b>	<b>196</b>	<b>261</b>	<b>1249</b>	<b>218</b>	<b>172</b>	<b>126</b>	<b>3769</b>
<b>Business location decisions</b>													
<b>Yes</b>	<b>2752</b> 73.0%	<b>39</b> 66.1%	<b>371</b> 71.3%	<b>196</b> 72.3%	<b>275</b> 75.8%	<b>121</b> 63.7%	<b>148</b> 75.5%	<b>200</b> 76.6%	<b>932</b> 74.6%	<b>155</b> 71.1%	<b>118</b> 68.6%	<b>96</b> 76.2%	<b>2752</b> 73.0%
<b>No</b>	<b>683</b> 18.1%	<b>9</b> 15.3%	<b>101</b> 19.4%	<b>52</b> 19.2%	<b>64</b> 17.6%	<b>51</b> 26.8%	<b>34</b> 17.3%	<b>32</b> 12.3%	<b>221</b> 17.7%	<b>39</b> 17.9%	<b>34</b> 19.8%	<b>21</b> 16.7%	<b>683</b> 18.1%
<b>Don't know</b>	<b>334</b> 8.9%	<b>11</b> 18.6%	<b>48</b> 9.2%	<b>23</b> 8.5%	<b>24</b> 6.6%	<b>18</b> 9.5%	<b>14</b> 7.1%	<b>29</b> 11.1%	<b>96</b> 7.7%	<b>24</b> 11.0%	<b>20</b> 11.6%	<b>9</b> 7.1%	<b>334</b> 8.9%

### Q10c. Do you feel the level of crime in an area has a negative effect on recruitment?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	<b>3639</b>	<b>58</b>	<b>503</b>	<b>260</b>	<b>344</b>	<b>182</b>	<b>177</b>	<b>258</b>	<b>1220</b>	<b>208</b>	<b>170</b>	<b>117</b>	<b>3639</b>
<b>Recruitment</b>													
<b>Yes</b>	<b>1768</b> 48.6%	<b>30</b> 51.7%	<b>205</b> 40.8%	<b>109</b> 41.9%	<b>162</b> 47.1%	<b>87</b> 47.8%	<b>82</b> 46.3%	<b>136</b> 52.7%	<b>638</b> 52.3%	<b>106</b> 51.0%	<b>85</b> 50.0%	<b>59</b> 50.4%	<b>1768</b> 48.6%
<b>No</b>	<b>1285</b> 35.3%	<b>19</b> 32.8%	<b>209</b> 41.6%	<b>113</b> 43.5%	<b>128</b> 37.2%	<b>69</b> 37.9%	<b>74</b> 41.8%	<b>73</b> 28.3%	<b>394</b> 32.3%	<b>67</b> 32.2%	<b>57</b> 33.5%	<b>39</b> 33.3%	<b>1285</b> 35.3%
<b>Don't know</b>	<b>586</b> 16.1%	<b>9</b> 15.5%	<b>89</b> 17.7%	<b>38</b> 14.6%	<b>54</b> 15.7%	<b>26</b> 14.3%	<b>21</b> 11.9%	<b>49</b> 19.0%	<b>188</b> 15.4%	<b>35</b> 16.8%	<b>28</b> 16.5%	<b>19</b> 16.2%	<b>586</b> 16.1%

### Q10d. Do you feel the level of crime in an area has a negative effect on expansion decisions?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	<b>3689</b>	<b>59</b>	<b>512</b>	<b>266</b>	<b>356</b>	<b>185</b>	<b>186</b>	<b>258</b>	<b>1222</b>	<b>212</b>	<b>170</b>	<b>120</b>	<b>3689</b>
<b>Expansion decisions</b>													
<b>Yes</b>	<b>2090</b> 56.7%	<b>32</b> 54.2%	<b>291</b> 56.8%	<b>144</b> 54.1%	<b>208</b> 58.4%	<b>87</b> 47.0%	<b>120</b> 64.5%	<b>151</b> 58.5%	<b>701</b> 57.4%	<b>123</b> 58.0%	<b>83</b> 48.8%	<b>70</b> 58.3%	<b>2090</b> 56.7%
<b>No</b>	<b>1026</b> 27.8%	<b>17</b> 28.8%	<b>152</b> 29.7%	<b>86</b> 32.3%	<b>97</b> 27.2%	<b>68</b> 36.8%	<b>42</b> 22.6%	<b>52</b> 20.2%	<b>336</b> 27.5%	<b>50</b> 23.6%	<b>56</b> 32.9%	<b>37</b> 30.8%	<b>1026</b> 27.8%
<b>Don't know</b>	<b>573</b> 15.5%	<b>10</b> 16.9%	<b>69</b> 13.5%	<b>36</b> 13.5%	<b>51</b> 14.3%	<b>30</b> 16.2%	<b>24</b> 12.9%	<b>55</b> 21.3%	<b>185</b> 15.1%	<b>39</b> 18.4%	<b>31</b> 18.2%	<b>13</b> 10.8%	<b>573</b> 15.5%

### Q11. How much of a problem do you think crime against business is in your local area?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	<b>3844</b>	<b>58</b>	<b>529</b>	<b>271</b>	<b>376</b>	<b>199</b>	<b>201</b>	<b>262</b>	<b>1267</b>	<b>221</b>	<b>178</b>	<b>128</b>	<b>3844</b>
<b>How much of a problem do you think crime against business is in your local area?</b>													
<b>A serious problem</b>	317 8.2%	6 10.3%	47 8.9%	36 13.3%	37 9.8%	20 10.1%	28 13.9%	13 5.0%	76 6.0%	20 9.0%	20 11.2%	9 7.0%	317 8.2%
<b>A problem</b>	1287 33.5%	19 32.8%	199 37.6%	111 41.0%	155 41.2%	63 31.7%	73 36.3%	77 29.4%	366 28.9%	71 32.1%	60 33.7%	49 38.3%	1287 33.5%
<b>A small problem</b>	1515 39.4%	25 43.1%	207 39.1%	90 33.2%	137 36.4%	84 42.2%	76 37.8%	113 43.1%	540 42.6%	79 35.7%	57 32.0%	48 37.5%	1515 39.4%
<b>Not a problem at all</b>	270 7.0%	3 5.2%	32 6.0%	10 3.7%	15 4.0%	12 6.0%	10 5.0%	21 8.0%	117 9.2%	22 10.0%	8 4.5%	9 7.0%	270 7.0%
<b>Don't know</b>	455 11.8%	5 8.6%	44 8.3%	24 8.9%	32 8.5%	20 10.1%	14 7.0%	38 14.5%	168 13.3%	29 13.1%	33 18.5%	13 10.2%	455 11.8%

### Q12a. Are you aware of a community safety partnership or Crime and Disorder Reduction Partnership?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	3819	60	528	269	368	194	194	263	1265	223	177	128	3819
Are you aware of a community safety partnership or a Crime and Disorder Reduction Partnership in your area that brings together local organisations, helping them work together to tackle crime?													
Yes	1014 26.6%	13 21.7%	127 24.1%	62 23.0%	120 32.6%	74 38.1%	59 30.4%	66 25.1%	293 23.2%	57 25.6%	79 44.6%	25 19.5%	1014 26.6%
No	2805 73.4%	47 78.3%	401 75.9%	207 77.0%	248 67.4%	120 61.9%	135 69.6%	197 74.9%	972 76.8%	166 74.4%	98 55.4%	103 80.5%	2805 73.4%

## Q12b. Do you feel that these are effective

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
	1004	12	127	62	119	74	58	66	292	56	78	25	1004
<b>Do you feel that this community safety partnership or Crime and Disorder Reduction Partnership is effective?</b>													
<b>Yes</b>	377 37.5%	2 16.7%	56 44.1%	26 41.9%	50 42.0%	38 51.4%	17 29.3%	23 34.8%	97 33.2%	13 23.2%	34 43.6%	10 40.0%	377 37.5%
<b>No</b>	193 19.2%	6 50.0%	27 21.3%	14 22.6%	25 21.0%	11 14.9%	18 31.0%	7 10.6%	57 19.5%	4 7.1%	11 14.1%	7 28.0%	193 19.2%
<b>Don't know</b>	434 43.2%	4 33.3%	44 34.6%	22 35.5%	44 37.0%	25 33.8%	23 39.7%	36 54.5%	138 47.3%	39 69.6%	33 42.3%	8 32.0%	434 43.2%

### Q13. Do you feel the business community should be given a greater role in local crime partnerships?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	<b>3873</b>	<b>61</b>	<b>536</b>	<b>275</b>	<b>372</b>	<b>200</b>	<b>200</b>	<b>266</b>	<b>1278</b>	<b>224</b>	<b>180</b>	<b>130</b>	<b>3873</b>
<b>Do you feel that the business community should be given a greater role in local crime partnerships?</b>													
<b>Yes</b>	<b>2280</b> 58.9%	<b>37</b> 60.7%	<b>306</b> 57.1%	<b>151</b> 54.9%	<b>218</b> 58.6%	<b>120</b> 60.0%	<b>129</b> 64.5%	<b>139</b> 52.3%	<b>756</b> 59.2%	<b>151</b> 67.4%	<b>114</b> 63.3%	<b>86</b> 66.2%	<b>2280</b> 58.9%
<b>No</b>	<b>356</b> 9.2%	<b>6</b> 9.8%	<b>69</b> 12.9%	<b>36</b> 13.1%	<b>33</b> 8.9%	<b>12</b> 6.0%	<b>16</b> 8.0%	<b>21</b> 7.9%	<b>118</b> 9.2%	<b>10</b> 4.5%	<b>16</b> 8.9%	<b>8</b> 6.2%	<b>356</b> 9.2%
<b>Don't know</b>	<b>1237</b> 31.9%	<b>18</b> 29.5%	<b>161</b> 30.0%	<b>88</b> 32.0%	<b>121</b> 32.5%	<b>68</b> 34.0%	<b>55</b> 27.5%	<b>106</b> 39.8%	<b>404</b> 31.6%	<b>63</b> 28.1%	<b>50</b> 27.8%	<b>36</b> 27.7%	<b>1237</b> 31.9%

### Q14. From which ONE of the following have you found crime reduction advice most helpful?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	<b>3606</b>	<b>57</b>	<b>513</b>	<b>259</b>	<b>362</b>	<b>193</b>	<b>191</b>	<b>252</b>	<b>1229</b>	<b>209</b>	<b>165</b>	<b>124</b>	<b>3606</b>
<b>From which ONE of the following organisations have you found crime reduction advice most helpful?</b>													
<b>Police</b>	845 23.4%	17 29.8%	114 22.2%	53 20.5%	89 24.6%	75 38.9%	31 16.2%	48 19.0%	226 18.4%	63 30.1%	76 46.1%	40 32.3%	845 23.4%
<b>Security company</b>	333 9.2%	9 15.8%	62 12.1%	33 12.7%	34 9.4%	13 6.7%	33 17.3%	23 9.1%	82 6.7%	16 7.7%	11 6.7%	13 10.5%	333 9.2%
<b>Insurance company</b>	277 7.7%	2 3.5%	88 17.2%	32 12.4%	29 8.0%	10 5.2%	14 7.3%	13 5.2%	64 5.2%	6 2.9%	7 4.2%	9 7.3%	277 7.7%
<b>Business Watch/Shop Watch</b>	89 2.5%	3 5.3%	15 2.9%	7 2.7%	19 5.2%	5 2.6%	5 2.6%	7 2.8%	22 1.8%	2 1.0%	2 1.2%	2 1.6%	89 2.5%
<b>Chamber of Commerce</b>	208 5.8%	3 5.3%	28 5.5%	9 3.5%	22 6.1%	2 1.0%	12 6.3%	19 7.5%	93 7.6%	13 6.2%	3 1.8%	1 0.8%	208 5.8%
<b>Local Authority</b>	38 1.1%	- -	5 1.0%	5 1.9%	5 1.4%	4 2.1%	3 1.6%	2 0.8%	5 0.4%	3 1.4%	3 1.8%	2 1.6%	38 1.1%
<b>Business Advisor</b>	83 2.3%	- -	12 2.3%	6 2.3%	4 1.1%	5 2.6%	7 3.7%	8 3.2%	31 2.5%	4 1.9%	4 2.4%	2 1.6%	83 2.3%
<b>Other</b>	141 3.9%	1 1.8%	11 2.1%	7 2.7%	17 4.7%	7 3.6%	10 5.2%	11 4.4%	62 5.0%	5 2.4%	7 4.2%	3 2.4%	141 3.9%
<b>Never sought advice</b>	1592 44.1%	22 38.6%	178 34.7%	107 41.3%	143 39.5%	72 37.3%	76 39.8%	121 48.0%	644 52.4%	97 46.4%	52 31.5%	52 41.9%	1592 44.1%

### Q15a. Effectiveness in reducing crime against business - Grant assistance for security

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
<b>Base</b>	2163	41	335	173	211	94	126	148	699	128	108	70	2163
<b>% Positive</b>	78.3%	65.9%	78.5%	76.3%	85.8%	83.0%	76.2%	78.4%	74.0%	87.5%	82.4%	80.0%	78.3%
<b>95% Confidence Interval</b>	±1.7%	±14.5%	±4.4%	±6.3%	±4.7%	±7.6%	±7.4%	±6.6%	±3.3%	±5.7%	±7.2%	±9.4%	±1.7%
<b>Grant assistance for security</b>													
<b>Very effective</b>	821 38.0%	15 36.6%	132 39.4%	72 41.6%	96 45.5%	40 42.6%	58 46.0%	58 39.2%	214 30.6%	49 38.3%	41 38.0%	32 45.7%	821 38.0%
<b>Fairly effective</b>	872 40.3%	12 29.3%	131 39.1%	60 34.7%	85 40.3%	38 40.4%	38 30.2%	58 39.2%	303 43.3%	63 49.2%	48 44.4%	24 34.3%	872 40.3%
<b>Not very effective</b>	298 13.8%	7 17.1%	47 14.0%	30 17.3%	17 8.1%	10 10.6%	17 13.5%	14 9.5%	122 17.5%	12 9.4%	12 11.1%	8 11.4%	298 13.8%
<b>Not at all effective</b>	172 8.0%	7 17.1%	25 7.5%	11 6.4%	13 6.2%	6 6.4%	13 10.3%	18 12.2%	60 8.6%	4 3.1%	7 6.5%	6 8.6%	172 8.0%

### Q15b. Effectiveness in reducing crime against business - Business Watch/Shop Watch

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
<b>Base</b>	2114	37	314	155	229	114	119	135	703	124	92	69	2114
<b>% Positive</b>	67.2%	70.3%	65.3%	63.9%	72.5%	71.9%	60.5%	68.1%	65.1%	73.4%	67.4%	72.5%	67.2%
<b>95% Confidence Interval</b>	±2.0%	±14.7%	±5.3%	±7.6%	±5.8%	±8.2%	±8.8%	±7.9%	±3.5%	±7.8%	±9.6%	±10.5%	±2.0%
<b>Business Watch/Shop Watch</b>													
<b>Very effective</b>	435 20.6%	5 13.5%	61 19.4%	29 18.7%	59 25.8%	28 24.6%	24 20.2%	26 19.3%	138 19.6%	31 25.0%	21 22.8%	10 14.5%	435 20.6%
<b>Fairly effective</b>	985 46.6%	21 56.8%	144 45.9%	70 45.2%	107 46.7%	54 47.4%	48 40.3%	66 48.9%	320 45.5%	60 48.4%	41 44.6%	40 58.0%	985 46.6%
<b>Not very effective</b>	498 23.6%	7 18.9%	78 24.8%	40 25.8%	48 21.0%	24 21.1%	29 24.4%	29 21.5%	176 25.0%	27 21.8%	21 22.8%	13 18.8%	498 23.6%
<b>Not at all effective</b>	196 9.3%	4 10.8%	31 9.9%	16 10.3%	15 6.6%	8 7.0%	18 15.1%	14 10.4%	69 9.8%	6 4.8%	9 9.8%	6 8.7%	196 9.3%

### Q15c. Effectiveness in reducing crime against business - Visible policing

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
<b>Base</b>	3255	53	476	251	338	172	181	215	1065	189	163	110	3255
<b>% Positive</b>	90.8%	88.7%	90.1%	92.8%	90.8%	91.3%	87.3%	93.0%	90.0%	91.0%	94.5%	89.1%	90.8%
<b>95% Confidence Interval</b>	±1.0%	±8.5%	±2.7%	±3.2%	±3.1%	±4.2%	±4.9%	±3.4%	±1.8%	±4.1%	±3.5%	±5.8%	±1.0%
<b>Visible policing</b>													
<b>Very effective</b>	1955 60.1%	27 50.9%	274 57.6%	151 60.2%	219 64.8%	103 59.9%	115 63.5%	124 57.7%	636 59.7%	120 63.5%	94 57.7%	68 61.8%	1955 60.1%
<b>Fairly effective</b>	999 30.7%	20 37.7%	155 32.6%	82 32.7%	88 26.0%	54 31.4%	43 23.8%	76 35.3%	323 30.3%	52 27.5%	60 36.8%	30 27.3%	999 30.7%
<b>Not very effective</b>	187 5.7%	2 3.8%	35 7.4%	10 4.0%	21 6.2%	7 4.1%	12 6.6%	10 4.7%	65 6.1%	9 4.8%	8 4.9%	7 6.4%	187 5.7%
<b>Not at all effective</b>	114 3.5%	4 7.5%	12 2.5%	8 3.2%	10 3.0%	8 4.7%	11 6.1%	5 2.3%	41 3.8%	8 4.2%	1 0.6%	5 4.5%	114 3.5%

### Q15d. Effectiveness in reducing crime against business - Video camera surveillance

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
<b>Base</b>	<b>3270</b>	<b>55</b>	<b>487</b>	<b>246</b>	<b>340</b>	<b>177</b>	<b>185</b>	<b>217</b>	<b>1065</b>	<b>183</b>	<b>164</b>	<b>109</b>	<b>3270</b>
<b>% Positive</b>	<b>86.1%</b>	<b>85.5%</b>	<b>86.7%</b>	<b>86.6%</b>	<b>90.3%</b>	<b>88.1%</b>	<b>84.9%</b>	<b>87.1%</b>	<b>84.3%</b>	<b>82.0%</b>	<b>89.0%</b>	<b>83.5%</b>	<b>86.1%</b>
<b>95% Confidence Interval</b>	<b>±1.2%</b>	<b>±9.3%</b>	<b>±3.0%</b>	<b>±4.3%</b>	<b>±3.1%</b>	<b>±4.8%</b>	<b>±5.2%</b>	<b>±4.5%</b>	<b>±2.2%</b>	<b>±5.6%</b>	<b>±4.8%</b>	<b>±7.0%</b>	<b>±1.2%</b>
<b>Video camera surveillance</b>													
<b>Very effective</b>	<b>1288</b> <b>39.4%</b>	<b>15</b> <b>27.3%</b>	<b>180</b> <b>37.0%</b>	<b>95</b> <b>38.6%</b>	<b>152</b> <b>44.7%</b>	<b>71</b> <b>40.1%</b>	<b>78</b> <b>42.2%</b>	<b>76</b> <b>35.0%</b>	<b>427</b> <b>40.1%</b>	<b>76</b> <b>41.5%</b>	<b>60</b> <b>36.6%</b>	<b>38</b> <b>34.9%</b>	<b>1288</b> <b>39.4%</b>
<b>Fairly effective</b>	<b>1526</b> <b>46.7%</b>	<b>32</b> <b>58.2%</b>	<b>242</b> <b>49.7%</b>	<b>118</b> <b>48.0%</b>	<b>155</b> <b>45.6%</b>	<b>85</b> <b>48.0%</b>	<b>79</b> <b>42.7%</b>	<b>113</b> <b>52.1%</b>	<b>471</b> <b>44.2%</b>	<b>74</b> <b>40.4%</b>	<b>86</b> <b>52.4%</b>	<b>53</b> <b>48.6%</b>	<b>1526</b> <b>46.7%</b>
<b>Not very effective</b>	<b>357</b> <b>10.9%</b>	<b>4</b> <b>7.3%</b>	<b>54</b> <b>11.1%</b>	<b>28</b> <b>11.4%</b>	<b>29</b> <b>8.5%</b>	<b>18</b> <b>10.2%</b>	<b>21</b> <b>11.4%</b>	<b>23</b> <b>10.6%</b>	<b>119</b> <b>11.2%</b>	<b>27</b> <b>14.8%</b>	<b>16</b> <b>9.8%</b>	<b>14</b> <b>12.8%</b>	<b>357</b> <b>10.9%</b>
<b>Not at all effective</b>	<b>99</b> <b>3.0%</b>	<b>4</b> <b>7.3%</b>	<b>11</b> <b>2.3%</b>	<b>5</b> <b>2.0%</b>	<b>4</b> <b>1.2%</b>	<b>3</b> <b>1.7%</b>	<b>7</b> <b>3.8%</b>	<b>5</b> <b>2.3%</b>	<b>48</b> <b>4.5%</b>	<b>6</b> <b>3.3%</b>	<b>2</b> <b>1.2%</b>	<b>4</b> <b>3.7%</b>	<b>99</b> <b>3.0%</b>

### Q15e. Effectiveness in reducing crime against business - Crime prevention advice

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
<b>Base</b>	2923	49	427	228	296	146	157	189	980	162	150	104	2923
<b>% Positive</b>	72.4%	65.3%	72.1%	64.9%	75.7%	76.0%	64.3%	75.7%	71.0%	74.7%	82.7%	78.8%	72.4%
<b>95% Confidence Interval</b>	±1.6%	±13.3%	±4.3%	±6.2%	±4.9%	±6.9%	±7.5%	±6.1%	±2.8%	±6.7%	±6.1%	±7.8%	±1.6%
<b>Crime prevention advice</b>													
<b>Very effective</b>	455 15.6%	6 12.2%	51 11.9%	27 11.8%	41 13.9%	30 20.5%	18 11.5%	37 19.6%	161 16.4%	30 18.5%	34 22.7%	13 12.5%	455 15.6%
<b>Fairly effective</b>	1661 56.8%	26 53.1%	257 60.2%	121 53.1%	183 61.8%	81 55.5%	83 52.9%	106 56.1%	535 54.6%	91 56.2%	90 60.0%	69 66.3%	1661 56.8%
<b>Not very effective</b>	656 22.4%	10 20.4%	104 24.4%	73 32.0%	59 19.9%	27 18.5%	42 26.8%	38 20.1%	221 22.6%	34 21.0%	21 14.0%	18 17.3%	656 22.4%
<b>Not at all effective</b>	151 5.2%	7 14.3%	15 3.5%	7 3.1%	13 4.4%	8 5.5%	14 8.9%	8 4.2%	63 6.4%	7 4.3%	5 3.3%	4 3.8%	151 5.2%

### Q15f. Effectiveness in reducing crime against business - Private security patrol

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
<b>Base</b>	2653	45	424	217	259	122	158	162	875	142	129	86	2653
<b>% Positive</b>	75.0%	75.6%	78.1%	79.3%	76.8%	67.2%	79.1%	75.9%	72.5%	73.2%	79.8%	68.6%	75.0%
<b>95% Confidence Interval</b>	±1.6%	±12.6%	±3.9%	±5.4%	±5.1%	±8.3%	±6.3%	±6.6%	±3.0%	±7.3%	±6.9%	±9.8%	±1.6%
<b>Private security patrol</b>													
<b>Very effective</b>	791 29.8%	13 28.9%	129 30.4%	64 29.5%	83 32.0%	36 29.5%	41 25.9%	54 33.3%	255 29.1%	50 35.2%	40 31.0%	17 19.8%	791 29.8%
<b>Fairly effective</b>	1199 45.2%	21 46.7%	202 47.6%	108 49.8%	116 44.8%	46 37.7%	84 53.2%	69 42.6%	379 43.3%	54 38.0%	63 48.8%	42 48.8%	1199 45.2%
<b>Not very effective</b>	500 18.8%	6 13.3%	74 17.5%	34 15.7%	53 20.5%	30 24.6%	26 16.5%	28 17.3%	173 19.8%	29 20.4%	21 16.3%	17 19.8%	500 18.8%
<b>Not at all effective</b>	163 6.1%	5 11.1%	19 4.5%	11 5.1%	7 2.7%	10 8.2%	7 4.4%	11 6.8%	68 7.8%	9 6.3%	5 3.9%	10 11.6%	163 6.1%

### Q15g. Effectiveness in reducing crime against business - Staff training

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
<b>Base</b>	2997	49	438	221	316	168	168	186	987	167	153	107	2997
<b>% Positive</b>	79.3%	73.5%	70.3%	74.2%	84.5%	85.7%	78.0%	80.6%	79.6%	84.4%	87.6%	75.7%	79.3%
<b>95% Confidence Interval</b>	±1.5%	±12.4%	±4.3%	±5.8%	±4.0%	±5.3%	±6.3%	±5.7%	±2.5%	±5.5%	±5.2%	±8.1%	±1.5%
<b>Staff training</b>													
<b>Very effective</b>	660 22.0%	9 18.4%	64 14.6%	33 14.9%	85 26.9%	50 29.8%	33 19.6%	39 21.0%	235 23.8%	36 21.6%	41 26.8%	23 21.5%	660 22.0%
<b>Fairly effective</b>	1716 57.3%	27 55.1%	244 55.7%	131 59.3%	182 57.6%	94 56.0%	98 58.3%	111 59.7%	551 55.8%	105 62.9%	93 60.8%	58 54.2%	1716 57.3%
<b>Not very effective</b>	517 17.3%	10 20.4%	114 26.0%	49 22.2%	42 13.3%	19 11.3%	30 17.9%	27 14.5%	164 16.6%	22 13.2%	18 11.8%	19 17.8%	517 17.3%
<b>Not at all effective</b>	104 3.5%	3 6.1%	16 3.7%	8 3.6%	7 2.2%	5 3.0%	7 4.2%	9 4.8%	37 3.7%	4 2.4%	1 0.7%	7 6.5%	104 3.5%

### Q15h. Effectiveness in reducing crime against business - Tough sentencing

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
<b>Base</b>	<b>3048</b>	<b>51</b>	<b>445</b>	<b>245</b>	<b>321</b>	<b>152</b>	<b>182</b>	<b>196</b>	<b>994</b>	<b>174</b>	<b>150</b>	<b>104</b>	<b>3048</b>
<b>% Positive</b>	<b>78.9%</b>	<b>78.4%</b>	<b>81.6%</b>	<b>80.8%</b>	<b>82.6%</b>	<b>86.2%</b>	<b>85.7%</b>	<b>79.6%</b>	<b>76.0%</b>	<b>76.4%</b>	<b>68.0%</b>	<b>76.0%</b>	<b>78.9%</b>
<b>95% Confidence Interval</b>	<b>±1.4%</b>	<b>±11.3%</b>	<b>±3.6%</b>	<b>±4.9%</b>	<b>±4.2%</b>	<b>±5.5%</b>	<b>±5.1%</b>	<b>±5.6%</b>	<b>±2.7%</b>	<b>±6.3%</b>	<b>±7.5%</b>	<b>±8.2%</b>	<b>±1.4%</b>
<b>Tough sentencing</b>													
<b>Very effective</b>	<b>1593</b> <b>52.3%</b>	<b>28</b> <b>54.9%</b>	<b>243</b> <b>54.6%</b>	<b>141</b> <b>57.6%</b>	<b>179</b> <b>55.8%</b>	<b>90</b> <b>59.2%</b>	<b>109</b> <b>59.9%</b>	<b>84</b> <b>42.9%</b>	<b>486</b> <b>48.9%</b>	<b>91</b> <b>52.3%</b>	<b>65</b> <b>43.3%</b>	<b>59</b> <b>56.7%</b>	<b>1593</b> <b>52.3%</b>
<b>Fairly effective</b>	<b>812</b> <b>26.6%</b>	<b>12</b> <b>23.5%</b>	<b>120</b> <b>27.0%</b>	<b>57</b> <b>23.3%</b>	<b>86</b> <b>26.8%</b>	<b>41</b> <b>27.0%</b>	<b>47</b> <b>25.8%</b>	<b>72</b> <b>36.7%</b>	<b>269</b> <b>27.1%</b>	<b>42</b> <b>24.1%</b>	<b>37</b> <b>24.7%</b>	<b>20</b> <b>19.2%</b>	<b>812</b> <b>26.6%</b>
<b>Not very effective</b>	<b>480</b> <b>15.7%</b>	<b>11</b> <b>21.6%</b>	<b>67</b> <b>15.1%</b>	<b>41</b> <b>16.7%</b>	<b>41</b> <b>12.8%</b>	<b>15</b> <b>9.9%</b>	<b>19</b> <b>10.4%</b>	<b>31</b> <b>15.8%</b>	<b>168</b> <b>16.9%</b>	<b>31</b> <b>17.8%</b>	<b>34</b> <b>22.7%</b>	<b>15</b> <b>14.4%</b>	<b>480</b> <b>15.7%</b>
<b>Not at all effective</b>	<b>163</b> <b>5.3%</b>	<b>-</b> <b>-</b>	<b>15</b> <b>3.4%</b>	<b>6</b> <b>2.4%</b>	<b>15</b> <b>4.7%</b>	<b>6</b> <b>3.9%</b>	<b>7</b> <b>3.8%</b>	<b>9</b> <b>4.6%</b>	<b>71</b> <b>7.1%</b>	<b>10</b> <b>5.7%</b>	<b>14</b> <b>9.3%</b>	<b>10</b> <b>9.6%</b>	<b>163</b> <b>5.3%</b>

### Q15i. Effectiveness in reducing crime against business - Computer security devices/software

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
Base	3166	52	455	239	310	149	171	222	1087	173	154	113	3166
% Positive	91.4%	94.2%	91.9%	86.2%	92.3%	89.9%	88.3%	92.3%	92.1%	90.2%	91.6%	92.9%	91.4%
95% Confidence Interval	±1.0%	±6.3%	±2.5%	±4.4%	±3.0%	±4.8%	±4.8%	±3.5%	±1.6%	±4.4%	±4.4%	±4.7%	±1.0%
Computer security devices/software													
Very effective	1179 37.2%	18 34.6%	158 34.7%	65 27.2%	112 36.1%	58 38.9%	56 32.7%	90 40.5%	451 41.5%	55 31.8%	55 35.7%	45 39.8%	1179 37.2%
Fairly effective	1714 54.1%	31 59.6%	260 57.1%	141 59.0%	174 56.1%	76 51.0%	95 55.6%	115 51.8%	550 50.6%	101 58.4%	86 55.8%	60 53.1%	1714 54.1%
Not very effective	240 7.6%	3 5.8%	34 7.5%	28 11.7%	24 7.7%	12 8.1%	17 9.9%	14 6.3%	73 6.7%	16 9.2%	13 8.4%	6 5.3%	240 7.6%
Not at all effective	33 1.0%	- -	3 0.7%	5 2.1%	- -	3 2.0%	3 1.8%	3 1.4%	13 1.2%	1 0.6%	- -	2 1.8%	33 1.0%

### Q15j. Effectiveness in reducing crime against business - Fast police response

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
<b>Base</b>	3212	55	461	255	334	171	185	214	1041	182	161	114	3212
<b>% Positive</b>	91.5%	85.5%	91.8%	89.0%	92.5%	90.6%	91.4%	93.0%	91.4%	92.3%	93.2%	89.5%	91.5%
<b>95% Confidence Interval</b>	±1.0%	±9.3%	±2.5%	±3.8%	±2.8%	±4.4%	±4.1%	±3.4%	±1.7%	±3.9%	±3.9%	±5.6%	±1.0%
<b>Fast police response</b>													
<b>Very effective</b>	2012 62.6%	32 58.2%	283 61.4%	147 57.6%	232 69.5%	105 61.4%	118 63.8%	124 57.9%	658 63.2%	117 64.3%	92 57.1%	74 64.9%	2012 62.6%
<b>Fairly effective</b>	926 28.8%	15 27.3%	140 30.4%	80 31.4%	77 23.1%	50 29.2%	51 27.6%	75 35.0%	293 28.1%	51 28.0%	58 36.0%	28 24.6%	926 28.8%
<b>Not very effective</b>	184 5.7%	5 9.1%	30 6.5%	20 7.8%	16 4.8%	12 7.0%	9 4.9%	9 4.2%	56 5.4%	8 4.4%	10 6.2%	8 7.0%	184 5.7%
<b>Not at all effective</b>	90 2.8%	3 5.5%	8 1.7%	8 3.1%	9 2.7%	4 2.3%	7 3.8%	6 2.8%	34 3.3%	6 3.3%	1 0.6%	4 3.5%	90 2.8%

### Q16a. Are you aware of PCSO's patrolling your local business area?

Absolute Break % Respondents	Base	Business sector											ALL	
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services		
	<b>Base</b>	<b>3403</b>	<b>55</b>	<b>483</b>	<b>249</b>	<b>348</b>	<b>173</b>	<b>178</b>	<b>239</b>	<b>1150</b>	<b>203</b>	<b>162</b>	<b>119</b>	<b>3403</b>
	<b>Do you have PCSO's that patrol your local area?</b>													
<b>Yes</b>	1087 31.9%	16 29.1%	96 19.9%	67 26.9%	140 40.2%	77 44.5%	46 25.8%	79 33.1%	338 29.4%	80 39.4%	81 50.0%	54 45.4%	1087 31.9%	
<b>No</b>	2316 68.1%	39 70.9%	387 80.1%	182 73.1%	208 59.8%	96 55.5%	132 74.2%	160 66.9%	812 70.6%	123 60.6%	81 50.0%	65 54.6%	2316 68.1%	

### Q16b. Do you (or someone within your company) know your local PCSO's by sight or by name?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	1047	15	92	65	139	75	46	78	334	76	74	50	1047
<b>Do you (or someone within your company) know your local PCSO's by sight or by name?</b>													
<b>Yes</b>	512 48.9%	7 46.7%	39 42.4%	32 49.2%	86 61.9%	53 70.7%	19 41.3%	29 37.2%	127 38.0%	41 53.9%	49 66.2%	30 60.0%	512 48.9%
<b>No</b>	535 51.1%	8 53.3%	53 57.6%	33 50.8%	53 38.1%	22 29.3%	27 58.7%	49 62.8%	207 62.0%	35 46.1%	25 33.8%	20 40.0%	535 51.1%

### Q16c. Do you feel your PCSO's have had an impact on crime or perceptions of safety in your area?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	<b>1054</b>	<b>16</b>	<b>91</b>	<b>64</b>	<b>138</b>	<b>76</b>	<b>46</b>	<b>78</b>	<b>331</b>	<b>78</b>	<b>80</b>	<b>52</b>	<b>1054</b>
<b>Do you feel your PCSO's have had an impact on crime or perceptions of safety in your area?</b>													
<b>Yes</b>	453 43.0%	7 43.8%	32 35.2%	27 42.2%	60 43.5%	40 52.6%	21 45.7%	27 34.6%	143 43.2%	35 44.9%	34 42.5%	25 48.1%	453 43.0%
<b>No</b>	248 23.5%	3 18.8%	24 26.4%	18 28.1%	45 32.6%	16 21.1%	15 32.6%	15 19.2%	69 20.8%	18 23.1%	12 15.0%	12 23.1%	248 23.5%
<b>Don't know</b>	353 33.5%	6 37.5%	35 38.5%	19 29.7%	33 23.9%	20 26.3%	10 21.7%	36 46.2%	119 36.0%	25 32.1%	34 42.5%	15 28.8%	353 33.5%

### Q17a. How confident are you that the police understand the issues most important to your business?

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
Base	3232	54	477	249	330	178	179	216	1067	191	162	106	3232
% Positive	43.7%	38.9%	41.7%	39.4%	45.8%	57.3%	38.5%	45.4%	40.6%	41.9%	58.0%	52.8%	43.7%
95% Confidence Interval	±1.7%	±13.0%	±4.4%	±6.1%	±5.4%	±7.3%	±7.1%	±6.6%	±2.9%	±7.0%	±7.6%	±9.5%	±1.7%
... understand the issues most important to your business?													
Very confident	222 6.9%	1 1.9%	25 5.2%	18 7.2%	27 8.2%	19 10.7%	11 6.1%	14 6.5%	62 5.8%	13 6.8%	20 12.3%	8 7.5%	222 6.9%
Fairly confident	1191 36.9%	20 37.0%	174 36.5%	80 32.1%	124 37.6%	83 46.6%	58 32.4%	84 38.9%	371 34.8%	67 35.1%	74 45.7%	48 45.3%	1191 36.9%
Not very confident	1257 38.9%	22 40.7%	191 40.0%	106 42.6%	125 37.9%	48 27.0%	71 39.7%	87 40.3%	424 39.7%	83 43.5%	49 30.2%	42 39.6%	1257 38.9%
Not at all confident	562 17.4%	11 20.4%	87 18.2%	45 18.1%	54 16.4%	28 15.7%	39 21.8%	31 14.4%	210 19.7%	28 14.7%	19 11.7%	8 7.5%	562 17.4%

### Q17b. How confident are you that the police are dealing with issues most important to your business?

Absolute Break % Respondents	Base	Business sector											ALL
		A. Agriculture, forestry, fishing, mining, utilities	B. Manufacturing	C. Construction/ engineering	D. Retailing/ wholesaling	E. Hotels/ restaurants/ visitor attractions	F. Transport/ distribution/ storage	G. Marketing/ media	H. Professional services	I. Consumer services	J. Public or voluntary sector services	K. Other services	A.
Base	3132	51	467	247	325	171	175	207	1022	185	156	103	3132
% Positive	32.6%	23.5%	27.8%	27.9%	33.2%	45.0%	25.1%	33.8%	30.7%	34.1%	49.4%	44.7%	32.6%
95% Confidence Interval	±1.6%	±11.6%	±4.1%	±5.6%	±5.1%	±7.5%	±6.4%	±6.4%	±2.8%	±6.8%	±7.8%	±9.6%	±1.6%
... are dealing with the issues most important to your business?													
Very confident	129 4.1%	1 2.0%	10 2.1%	8 3.2%	19 5.8%	12 7.0%	4 2.3%	7 3.4%	37 3.6%	6 3.2%	15 9.6%	7 6.8%	129 4.1%
Fairly confident	891 28.4%	11 21.6%	120 25.7%	61 24.7%	89 27.4%	65 38.0%	40 22.9%	63 30.4%	277 27.1%	57 30.8%	62 39.7%	39 37.9%	891 28.4%
Not very confident	1408 45.0%	22 43.1%	223 47.8%	123 49.8%	148 45.5%	58 33.9%	82 46.9%	98 47.3%	458 44.8%	87 47.0%	52 33.3%	47 45.6%	1408 45.0%
Not at all confident	704 22.5%	17 33.3%	114 24.4%	55 22.3%	69 21.2%	36 21.1%	49 28.0%	39 18.8%	250 24.5%	35 18.9%	27 17.3%	10 9.7%	704 22.5%

### Q18a. Should local police forces have dedicated Police Business Crime Advisors?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	3093	54	451	234	320	163	171	206	1043	183	145	103	3093
Should local police forces have dedicated Police Business Crime Advisors to help support businesses and raise the profile of crimes against business?													
Yes	2732 88.3%	45 83.3%	396 87.8%	214 91.5%	291 90.9%	153 93.9%	158 92.4%	181 87.9%	895 85.8%	164 89.6%	126 86.9%	93 90.3%	2732 88.3%
No	361 11.7%	9 16.7%	55 12.2%	20 8.5%	29 9.1%	10 6.1%	13 7.6%	25 12.1%	148 14.2%	19 10.4%	19 13.1%	10 9.7%	361 11.7%

### Q19. Do you think that crime against business should become a Key Performance Indicator?

Absolute Break % Respondents	Base	Business sector											ALL
		Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	3205	52	463	249	333	162	176	216	1088	188	147	111	3205
Do you think that crime against business should become a Key Performance Indicator for the police?													
Yes	2732 85.2%	45 86.5%	400 86.4%	220 88.4%	295 88.6%	148 91.4%	161 91.5%	182 84.3%	883 81.2%	166 88.3%	121 82.3%	93 83.8%	2732 85.2%
No	473 14.8%	7 13.5%	63 13.6%	29 11.6%	38 11.4%	14 8.6%	15 8.5%	34 15.7%	205 18.8%	22 11.7%	26 17.7%	18 16.2%	473 14.8%

### Q20. Which ONE of the following best describes your business sector?

Absolute Break % Respondents	Base	Missing	Business sector											ALL
		No reply	Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	3916	-	62	537	278	380	200	201	266	1282	225	182	131	3916
Missing														
No reply	172 4.4%	-	-	-	-	-	-	-	-	-	-	-	-	172 4.4%
Which ONE of the following best describes your business sector?														
Agriculture, forestry, fishing, mining, utilities	62 1.6%	-	62 100.0%	-	-	-	-	-	-	-	-	-	-	62 1.6%
Manufacturing consumer goods	175 4.5%	-	-	175 32.6%	-	-	-	-	-	-	-	-	-	175 4.5%
Manufacturing investment goods/ goods used in the production process	362 9.2%	-	-	362 67.4%	-	-	-	-	-	-	-	-	-	362 9.2%
Construction/ engineering	278 7.1%	-	-	-	278 100.0%	-	-	-	-	-	-	-	-	278 7.1%
Retailing/ wholesaling	380 9.7%	-	-	-	-	380 100.0%	-	-	-	-	-	-	-	380 9.7%
Hotels/ restaurants/ entertainment venues	200 5.1%	-	-	-	-	-	200 100.0%	-	-	-	-	-	-	200 5.1%
Transport/ distribution/ storage	201 5.1%	-	-	-	-	-	-	201 100.0%	-	-	-	-	-	201 5.1%
Marketing/ media	266 6.8%	-	-	-	-	-	-	-	266 100.0%	-	-	-	-	266 6.8%
Professional services	1282 32.7%	-	-	-	-	-	-	-	-	1282 100.0%	-	-	-	1282 32.7%
Consumer services	225 5.7%	-	-	-	-	-	-	-	-	-	225 100.0%	-	-	225 5.7%
Public or voluntary sector services	182 4.6%	-	-	-	-	-	-	-	-	-	-	182 100.0%	-	182 4.6%
Other services	131 3.3%	-	-	-	-	-	-	-	-	-	-	-	131 100.0%	131 3.3%

### Q21. Approximately how many full-time equivalent staff do you have in your business?

Absolute Break % Respondents	Base	Missing	Business sector											ALL
		No reply	Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
	<b>Base</b>	-	62	537	278	380	200	201	266	1282	225	182	131	3916
	<b>Missing</b>													
	<b>No reply</b>	-	2	13	11	14	3	13	14	45	9	11	5	298
		7.6%	3.2%	2.4%	4.0%	3.7%	1.5%	6.5%	5.3%	3.5%	4.0%	6.0%	3.8%	7.6%
<b>Approximately how many full-time equivalent staff do you have in your business?</b>														
	<b>Sole trader</b>	-	5	9	6	15	14	10	48	177	49	7	18	358
		9.1%	8.1%	1.7%	2.2%	3.9%	7.0%	5.0%	18.0%	13.8%	21.8%	3.8%	13.7%	9.1%
	<b>1 to 4</b>	-	19	54	46	128	38	51	98	453	71	28	35	1026
		26.2%	30.6%	10.1%	16.5%	33.7%	19.0%	25.4%	36.8%	35.3%	31.6%	15.4%	26.7%	26.2%
	<b>5 to 9</b>	-	9	60	44	77	25	30	45	209	31	19	14	565
		14.4%	14.5%	11.2%	15.8%	20.3%	12.5%	14.9%	16.9%	16.3%	13.8%	10.4%	10.7%	14.4%
	<b>10 to 19</b>	-	8	97	55	44	27	32	35	145	17	31	16	512
		13.1%	12.9%	18.1%	19.8%	11.6%	13.5%	15.9%	13.2%	11.3%	7.6%	17.0%	12.2%	13.1%
	<b>20 to 49</b>	-	7	151	60	39	40	27	17	122	19	36	18	538
		13.7%	11.3%	28.1%	21.6%	10.3%	20.0%	13.4%	6.4%	9.5%	8.4%	19.8%	13.7%	13.7%
	<b>50 to 99</b>	-	3	77	31	29	32	19	7	65	13	17	4	297
		7.6%	4.8%	14.3%	11.2%	7.6%	16.0%	9.5%	2.6%	5.1%	5.8%	9.3%	3.1%	7.6%
	<b>100 to 199</b>	-	3	31	17	7	12	3	1	25	7	15	10	131
		3.3%	4.8%	5.8%	6.1%	1.8%	6.0%	1.5%	0.4%	2.0%	3.1%	8.2%	7.6%	3.3%
	<b>200 to 249</b>	-	-	11	1	3	3	3	-	8	3	5	2	39
		1.0%	-	2.0%	0.4%	0.8%	1.5%	1.5%	-	0.6%	1.3%	2.7%	1.5%	1.0%
	<b>250 to 499</b>	-	3	19	2	15	4	7	-	14	1	6	3	74
		1.9%	4.8%	3.5%	0.7%	3.9%	2.0%	3.5%	-	1.1%	0.4%	3.3%	2.3%	1.9%
	<b>500 or more</b>	-	3	15	5	9	2	6	1	19	5	7	6	78
		2.0%	4.8%	2.8%	1.8%	2.4%	1.0%	3.0%	0.4%	1.5%	2.2%	3.8%	4.6%	2.0%

### Q22. In what type of location is your business based?

Absolute Break % Respondents	Base	Missing	Business sector											ALL
		No reply	Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	<b>3916</b>	-	<b>62</b>	<b>537</b>	<b>278</b>	<b>380</b>	<b>200</b>	<b>201</b>	<b>266</b>	<b>1282</b>	<b>225</b>	<b>182</b>	<b>131</b>	<b>3916</b>
<b>Missing</b>														
<b>No reply</b>	<b>258</b> 6.6%	-	<b>2</b> 3.2%	<b>13</b> 2.4%	<b>17</b> 6.1%	<b>13</b> 3.4%	<b>5</b> 2.5%	<b>7</b> 3.5%	<b>8</b> 3.0%	<b>16</b> 1.2%	<b>4</b> 1.8%	<b>6</b> 3.3%	<b>9</b> 6.9%	<b>258</b> 6.6%
<b>In what type of location is your business based?</b>														
<b>Business Park</b>	<b>532</b> 13.6%	-	<b>5</b> 8.1%	<b>87</b> 16.2%	<b>56</b> 20.1%	<b>32</b> 8.4%	<b>13</b> 6.5%	<b>33</b> 16.4%	<b>35</b> 13.2%	<b>230</b> 17.9%	<b>15</b> 6.7%	<b>16</b> 8.8%	<b>8</b> 6.1%	<b>532</b> 13.6%
<b>Industrial Estate</b>	<b>838</b> 21.4%	-	<b>17</b> 27.4%	<b>317</b> 59.0%	<b>107</b> 38.5%	<b>94</b> 24.7%	<b>7</b> 3.5%	<b>95</b> 47.3%	<b>25</b> 9.4%	<b>99</b> 7.7%	<b>37</b> 16.4%	<b>14</b> 7.7%	<b>22</b> 16.8%	<b>838</b> 21.4%
<b>Retail Park</b>	<b>21</b> 0.5%	-	-	<b>1</b> 0.2%	<b>1</b> 0.4%	<b>9</b> 2.4%	<b>2</b> 1.0%	<b>2</b> 1.0%	-	<b>2</b> 0.2%	<b>2</b> 0.9%	<b>1</b> 0.5%	-	<b>21</b> 0.5%
<b>Enclosed Shopping Centre</b>	<b>25</b> 0.6%	-	-	-	-	<b>15</b> 3.9%	<b>1</b> 0.5%	<b>1</b> 0.5%	-	<b>2</b> 0.2%	<b>3</b> 1.3%	<b>2</b> 1.1%	-	<b>25</b> 0.6%
<b>Town Centre</b>	<b>709</b> 18.1%	-	<b>5</b> 8.1%	<b>19</b> 3.5%	<b>25</b> 9.0%	<b>100</b> 26.3%	<b>81</b> 40.5%	<b>13</b> 6.5%	<b>44</b> 16.5%	<b>295</b> 23.0%	<b>38</b> 16.9%	<b>57</b> 31.3%	<b>29</b> 22.1%	<b>709</b> 18.1%
<b>Shopping Parade</b>	<b>93</b> 2.4%	-	-	<b>3</b> 0.6%	<b>4</b> 1.4%	<b>29</b> 7.6%	<b>7</b> 3.5%	<b>3</b> 1.5%	<b>6</b> 2.3%	<b>27</b> 2.1%	<b>8</b> 3.6%	<b>4</b> 2.2%	<b>2</b> 1.5%	<b>93</b> 2.4%
<b>Out of town</b>	<b>505</b> 12.9%	-	<b>26</b> 41.9%	<b>65</b> 12.1%	<b>42</b> 15.1%	<b>62</b> 16.3%	<b>72</b> 36.0%	<b>17</b> 8.5%	<b>29</b> 10.9%	<b>104</b> 8.1%	<b>34</b> 15.1%	<b>37</b> 20.3%	<b>16</b> 12.2%	<b>505</b> 12.9%
<b>Office block/complex</b>	<b>325</b> 8.3%	-	<b>2</b> 3.2%	<b>9</b> 1.7%	<b>15</b> 5.4%	<b>13</b> 3.4%	<b>4</b> 2.0%	<b>11</b> 5.5%	<b>38</b> 14.3%	<b>179</b> 14.0%	<b>16</b> 7.1%	<b>25</b> 13.7%	<b>12</b> 9.2%	<b>325</b> 8.3%
<b>Home</b>	<b>723</b> 18.5%	-	<b>7</b> 11.3%	<b>16</b> 3.0%	<b>25</b> 9.0%	<b>28</b> 7.4%	<b>10</b> 5.0%	<b>31</b> 15.4%	<b>86</b> 32.3%	<b>416</b> 32.4%	<b>62</b> 27.6%	<b>12</b> 6.6%	<b>27</b> 20.6%	<b>723</b> 18.5%
<b>Other</b>	<b>65</b> 1.7%	-	<b>3</b> 4.8%	<b>3</b> 0.6%	<b>2</b> 0.7%	<b>5</b> 1.3%	<b>5</b> 2.5%	<b>2</b> 1.0%	<b>2</b> 0.8%	<b>8</b> 0.6%	<b>14</b> 6.2%	<b>11</b> 6.0%	<b>9</b> 6.9%	<b>65</b> 1.7%
<b>Residential/ mixed area</b>	<b>91</b> 2.3%	-	-	<b>17</b> 3.2%	<b>4</b> 1.4%	<b>9</b> 2.4%	<b>13</b> 6.5%	-	<b>8</b> 3.0%	<b>10</b> 0.8%	<b>8</b> 3.6%	<b>14</b> 7.7%	<b>8</b> 6.1%	<b>91</b> 2.3%

### Q23. And how would you describe the location?

Absolute Break % Respondents	Base	Missing	Business sector										
		No reply	Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/engineering	Retailing/wholesaling	Hotels/restaurants/visitor attractions	Transport/distribution/storage	Marketing/media	Professional services	Consumer services	Public or voluntary sector services	Other services
Base	3916	-	62	537	278	380	200	201	266	1282	225	182	131
Missing													
No reply	227 5.8%	- -	1 1.6%	9 1.7%	4 1.4%	8 2.1%	2 1.0%	3 1.5%	4 1.5%	26 2.0%	6 2.7%	4 2.2%	1 0.8%
And how would you describe the location?													
Urban	2819 72.0%	- -	25 40.3%	404 75.2%	217 78.1%	300 78.9%	132 66.0%	153 76.1%	198 74.4%	953 74.3%	166 73.8%	155 85.2%	106 80.9%
Rural	906 23.1%	- -	36 58.1%	126 23.5%	60 21.6%	77 20.3%	66 33.0%	45 22.4%	66 24.8%	314 24.5%	59 26.2%	29 15.9%	25 19.1%

Absolute Break % Respondents	Base	ALL
Base	3916	3916
Missing		
No reply	227 5.8%	227 5.8%
And how would you describe the location?		
Urban	2819 72.0%	2819 72.0%
Rural	906 23.1%	906 23.1%

### Q24. How many years has your business been trading?

Absolute Break % Respondents	Base	Missing	Business sector											ALL
		No reply	Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	3916	-	62	537	278	380	200	201	266	1282	225	182	131	3916
<b>Missing</b>														
<b>No reply</b>	199 5.1%	-	1 1.6%	8 1.5%	4 1.4%	4 1.1%	1 0.5%	2 1.0%	2 0.8%	11 0.9%	2 0.9%	4 2.2%	3 2.3%	199 5.1%
<b>How many years has your business been trading?</b>														
<b>Under a year</b>	216 5.5%	-	2 3.2%	7 1.3%	4 1.4%	20 5.3%	15 7.5%	8 4.0%	29 10.9%	91 7.1%	22 9.8%	6 3.3%	11 8.4%	216 5.5%
<b>1 to 2 years</b>	361 9.2%	-	5 8.1%	17 3.2%	20 7.2%	29 7.6%	23 11.5%	13 6.5%	32 12.0%	164 12.8%	39 17.3%	8 4.4%	10 7.6%	361 9.2%
<b>3 to 5 years</b>	562 14.4%	-	6 9.7%	39 7.3%	35 12.6%	47 12.4%	23 11.5%	19 9.5%	62 23.3%	246 19.2%	30 13.3%	30 16.5%	23 17.6%	562 14.4%
<b>6 to 10 years</b>	560 14.3%	-	5 8.1%	48 8.9%	40 14.4%	51 13.4%	29 14.5%	23 11.4%	46 17.3%	225 17.6%	37 16.4%	29 15.9%	22 16.8%	560 14.3%
<b>11 years or more</b>	2018 51.5%	-	43 69.4%	418 77.8%	175 62.9%	229 60.3%	109 54.5%	136 67.7%	95 35.7%	545 42.5%	95 42.2%	105 57.7%	62 47.3%	2018 51.5%

## Q25. What is the annual turnover of your business?

Absolute Break % Respondents	Base	Missing	Business sector											ALL
		No reply	Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
Base	3916	-	62	537	278	380	200	201	266	1282	225	182	131	3916
Missing														
No reply	343 8.8%	-	4 6.5%	16 3.0%	15 5.4%	12 3.2%	15 7.5%	13 6.5%	6 2.3%	68 5.3%	11 4.9%	11 6.0%	11 8.4%	343 8.8%
What is the annual turnover of your business?														
Under £50,000	436 11.1%	-	4 6.5%	13 2.4%	7 2.5%	23 6.1%	17 8.5%	8 4.0%	52 19.5%	218 17.0%	60 26.7%	12 6.6%	19 14.5%	436 11.1%
£50,000 - £99,999	282 7.2%	-	5 8.1%	10 1.9%	12 4.3%	19 5.0%	13 6.5%	5 2.5%	44 16.5%	142 11.1%	14 6.2%	9 4.9%	9 6.9%	282 7.2%
£100,000 - £249,999	396 10.1%	-	3 4.8%	24 4.5%	21 7.6%	42 11.1%	19 9.5%	10 5.0%	47 17.7%	166 12.9%	32 14.2%	16 8.8%	15 11.5%	396 10.1%
£250,000 - £499,999	366 9.3%	-	6 9.7%	38 7.1%	27 9.7%	51 13.4%	20 10.0%	14 7.0%	30 11.3%	132 10.3%	16 7.1%	20 11.0%	12 9.2%	366 9.3%
£500,000 - £999,999	401 10.2%	-	9 14.5%	63 11.7%	37 13.3%	44 11.6%	14 7.0%	26 12.9%	26 9.8%	127 9.9%	15 6.7%	22 12.1%	16 12.2%	401 10.2%
£1 million - £4,999,999	781 19.9%	-	15 24.2%	194 36.1%	91 32.7%	77 20.3%	65 32.5%	53 26.4%	35 13.2%	179 14.0%	25 11.1%	30 16.5%	14 10.7%	781 19.9%
Over £5 million	464 11.8%	-	11 17.7%	129 24.0%	50 18.0%	67 17.6%	18 9.0%	52 25.9%	5 1.9%	86 6.7%	14 6.2%	19 10.4%	13 9.9%	464 11.8%
Don't know/Prefer not to say	447 11.4%	-	5 8.1%	50 9.3%	18 6.5%	45 11.8%	19 9.5%	20 10.0%	21 7.9%	164 12.8%	38 16.9%	43 23.6%	22 16.8%	447 11.4%

## Q26. In which Country or region is your business based?

Absolute Break % Respondents	Base	Missing	Business sector											ALL
		No reply	Agriculture, forestry, fishing, mining, utilities	Manufacturing	Construction/ engineering	Retailing/ wholesaling	Hotels/ restaurants/ visitor attractions	Transport/ distribution/ storage	Marketing/ media	Professional services	Consumer services	Public or voluntary sector services	Other services	
<b>Base</b>	<b>3916</b>	-	<b>62</b>	<b>537</b>	<b>278</b>	<b>380</b>	<b>200</b>	<b>201</b>	<b>266</b>	<b>1282</b>	<b>225</b>	<b>182</b>	<b>131</b>	<b>3916</b>
<b>Missing</b>														
<b>No reply</b>	<b>2</b> 0.1%	-	-	-	-	-	-	-	-	<b>1</b> 0.1%	-	-	-	<b>2</b> 0.1%
<b>In which Country or region is your business based?</b>														
<b>Scotland</b>	<b>247</b> 6.3%	-	-	<b>21</b> 3.9%	<b>9</b> 3.2%	<b>25</b> 6.6%	<b>30</b> 15.0%	<b>7</b> 3.5%	<b>15</b> 5.6%	<b>82</b> 6.4%	<b>25</b> 11.1%	<b>9</b> 4.9%	<b>7</b> 5.3%	<b>247</b> 6.3%
<b>Wales</b>	<b>71</b> 1.8%	-	-	<b>12</b> 2.2%	<b>6</b> 2.2%	<b>4</b> 1.1%	<b>4</b> 2.0%	<b>1</b> 0.5%	<b>10</b> 3.8%	<b>26</b> 2.0%	<b>2</b> 0.9%	<b>3</b> 1.6%	-	<b>71</b> 1.8%
<b>Northern Ireland</b>	<b>43</b> 1.1%	-	-	<b>6</b> 1.1%	<b>1</b> 0.4%	<b>5</b> 1.3%	<b>1</b> 0.5%	<b>3</b> 1.5%	<b>1</b> 0.4%	<b>17</b> 1.3%	<b>2</b> 0.9%	<b>1</b> 0.5%	<b>2</b> 1.5%	<b>43</b> 1.1%
<b>North West</b>	<b>566</b> 14.5%	-	<b>11</b> 17.7%	<b>83</b> 15.5%	<b>52</b> 18.7%	<b>52</b> 13.7%	<b>31</b> 15.5%	<b>36</b> 17.9%	<b>31</b> 11.7%	<b>163</b> 12.7%	<b>32</b> 14.2%	<b>25</b> 13.7%	<b>22</b> 16.8%	<b>566</b> 14.5%
<b>North East</b>	<b>375</b> 9.6%	-	<b>9</b> 14.5%	<b>58</b> 10.8%	<b>39</b> 14.0%	<b>34</b> 8.9%	<b>13</b> 6.5%	<b>12</b> 6.0%	<b>26</b> 9.8%	<b>99</b> 7.7%	<b>16</b> 7.1%	<b>32</b> 17.6%	<b>18</b> 13.7%	<b>375</b> 9.6%
<b>Yorkshire and Humber</b>	<b>654</b> 16.7%	-	<b>6</b> 9.7%	<b>85</b> 15.8%	<b>60</b> 21.6%	<b>75</b> 19.7%	<b>26</b> 13.0%	<b>40</b> 19.9%	<b>56</b> 21.1%	<b>203</b> 15.8%	<b>35</b> 15.6%	<b>27</b> 14.8%	<b>22</b> 16.8%	<b>654</b> 16.7%
<b>East Midlands</b>	<b>183</b> 4.7%	-	<b>6</b> 9.7%	<b>21</b> 3.9%	<b>14</b> 5.0%	<b>15</b> 3.9%	<b>8</b> 4.0%	<b>14</b> 7.0%	<b>15</b> 5.6%	<b>65</b> 5.1%	<b>10</b> 4.4%	<b>11</b> 6.0%	<b>2</b> 1.5%	<b>183</b> 4.7%
<b>West Midlands</b>	<b>666</b> 17.0%	-	<b>8</b> 12.9%	<b>135</b> 25.1%	<b>43</b> 15.5%	<b>61</b> 16.1%	<b>18</b> 9.0%	<b>29</b> 14.4%	<b>31</b> 11.7%	<b>218</b> 17.0%	<b>36</b> 16.0%	<b>37</b> 20.3%	<b>24</b> 18.3%	<b>666</b> 17.0%
<b>East of England</b>	<b>317</b> 8.1%	-	<b>5</b> 8.1%	<b>45</b> 8.4%	<b>17</b> 6.1%	<b>31</b> 8.2%	<b>18</b> 9.0%	<b>17</b> 8.5%	<b>17</b> 6.4%	<b>114</b> 8.9%	<b>17</b> 7.6%	<b>13</b> 7.1%	<b>4</b> 3.1%	<b>317</b> 8.1%
<b>South East</b>	<b>556</b> 14.2%	-	<b>14</b> 22.6%	<b>51</b> 9.5%	<b>20</b> 7.2%	<b>52</b> 13.7%	<b>38</b> 19.0%	<b>32</b> 15.9%	<b>34</b> 12.8%	<b>210</b> 16.4%	<b>40</b> 17.8%	<b>18</b> 9.9%	<b>20</b> 15.3%	<b>556</b> 14.2%
<b>South West</b>	<b>130</b> 3.3%	-	<b>2</b> 3.2%	<b>15</b> 2.8%	<b>10</b> 3.6%	<b>17</b> 4.5%	<b>8</b> 4.0%	<b>7</b> 3.5%	<b>14</b> 5.3%	<b>45</b> 3.5%	<b>5</b> 2.2%	<b>2</b> 1.1%	<b>4</b> 3.1%	<b>130</b> 3.3%
<b>London</b>	<b>106</b> 2.7%	-	<b>1</b> 1.6%	<b>5</b> 0.9%	<b>7</b> 2.5%	<b>9</b> 2.4%	<b>5</b> 2.5%	<b>3</b> 1.5%	<b>16</b> 6.0%	<b>39</b> 3.0%	<b>5</b> 2.2%	<b>4</b> 2.2%	<b>6</b> 4.6%	<b>106</b> 2.7%

### Q1. Which of the following, if any, has your business experienced in the last 12 months?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3857</b>	<b>545</b>	<b>827</b>	<b>93</b>	<b>697</b>	<b>500</b>	<b>322</b>	<b>90</b>	<b>714</b>	<b>2788</b>	<b>857</b>	<b>3857</b>
<b>Which of the following, if any, has your business experienced in the last 12 months?</b>												
<b>None of these</b>	1627 42.2%	231 42.4%	223 27.0%	28 30.1%	249 35.7%	151 30.2%	172 53.4%	34 37.8%	498 69.7%	1086 39.0%	425 49.6%	1627 42.2%
<b>Damage to vehicles</b>	923 23.9%	144 26.4%	241 29.1%	32 34.4%	171 24.5%	144 28.8%	55 17.1%	25 27.8%	108 15.1%	708 25.4%	170 19.8%	923 23.9%
<b>Vandalism and graffiti</b>	763 19.8%	91 16.7%	196 23.7%	35 37.6%	198 28.4%	127 25.4%	38 11.8%	27 30.0%	29 4.1%	631 22.6%	101 11.8%	763 19.8%
<b>Burglary</b>	740 19.2%	97 17.8%	261 31.6%	16 17.2%	142 20.4%	134 26.8%	42 13.0%	19 21.1%	18 2.5%	581 20.8%	129 15.1%	740 19.2%
<b>Attempted burglary</b>	474 12.3%	60 11.0%	172 20.8%	16 17.2%	97 13.9%	82 16.4%	26 8.1%	9 10.0%	10 1.4%	392 14.1%	69 8.1%	474 12.3%
<b>Anti-social behaviour</b>	463 12.0%	53 9.7%	75 9.1%	23 24.7%	150 21.5%	77 15.4%	31 9.6%	17 18.9%	30 4.2%	373 13.4%	74 8.6%	463 12.0%
<b>Fly-tipping</b>	419 10.9%	48 8.8%	167 20.2%	16 17.2%	64 9.2%	69 13.8%	24 7.5%	15 16.7%	14 2.0%	332 11.9%	75 8.8%	419 10.9%
<b>Theft by an employee</b>	363 9.4%	60 11.0%	109 13.2%	10 10.8%	82 11.8%	66 13.2%	23 7.1%	9 10.0%	15 2.1%	283 10.2%	67 7.8%	363 9.4%
<b>e-crime</b>	285 7.4%	37 6.8%	63 7.6%	5 5.4%	47 6.7%	40 8.0%	32 9.9%	5 5.6%	65 9.1%	200 7.2%	72 8.4%	285 7.4%
<b>Vehicle theft</b>	266 6.9%	44 8.1%	85 10.3%	5 5.4%	36 5.2%	48 9.6%	13 4.0%	6 6.7%	17 2.4%	206 7.4%	48 5.6%	266 6.9%
<b>Personal injury or violence not defined as burglary</b>	113 2.9%	12 2.2%	16 1.9%	5 5.4%	43 6.2%	15 3.0%	6 1.9%	1 1.1%	8 1.1%	96 3.4%	10 1.2%	113 2.9%
<b>Robbery</b>	109 2.8%	17 3.1%	26 3.1%	2 2.2%	37 5.3%	16 3.2%	4 1.2%	5 5.6%	4 0.6%	93 3.3%	12 1.4%	109 2.8%
<b>Other</b>	54 1.4%	8 1.5%	11 1.3%	-	14 2.0%	5 1.0%	5 1.6%	3 3.3%	11 1.5%	39 1.4%	15 1.8%	54 1.4%
<b>Arson</b>	51 1.3%	8 1.5%	15 1.8%	2 2.2%	11 1.6%	9 1.8%	2 0.6%	-	1 0.1%	39 1.4%	9 1.1%	51 1.3%

## Q2. Approximate number of crimes experienced in last 12 months?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3857</b>	<b>545</b>	<b>827</b>	<b>93</b>	<b>697</b>	<b>500</b>	<b>322</b>	<b>90</b>	<b>714</b>	<b>2788</b>	<b>857</b>	<b>3857</b>
<b>Mean</b>	<b>4.63</b>	<b>4.33</b>	<b>3.05</b>	<b>10.16</b>	<b>8.29</b>	<b>5.10</b>	<b>4.24</b>	<b>3.43</b>	<b>1.56</b>	<b>5.10</b>	<b>3.25</b>	<b>4.63</b>
<b>Number of crimes experienced</b>												
<b>None</b>	1627 42.2%	231 42.4%	223 27.0%	28 30.1%	249 35.7%	151 30.2%	172 53.4%	34 37.8%	498 69.7%	1086 39.0%	425 49.6%	1627 42.2%
<b>One</b>	578 15.0%	90 16.5%	134 16.2%	12 12.9%	92 13.2%	65 13.0%	49 15.2%	13 14.4%	106 14.8%	413 14.8%	135 15.8%	578 15.0%
<b>Two</b>	463 12.0%	60 11.0%	137 16.6%	12 12.9%	96 13.8%	77 15.4%	25 7.8%	9 10.0%	43 6.0%	353 12.7%	90 10.5%	463 12.0%
<b>Three</b>	285 7.4%	36 6.6%	85 10.3%	6 6.5%	47 6.7%	55 11.0%	16 5.0%	9 10.0%	19 2.7%	214 7.7%	58 6.8%	285 7.4%
<b>Four</b>	188 4.9%	29 5.3%	61 7.4%	9 9.7%	33 4.7%	30 6.0%	11 3.4%	3 3.3%	10 1.4%	145 5.2%	37 4.3%	188 4.9%
<b>Five</b>	162 4.2%	26 4.8%	51 6.2%	3 3.2%	36 5.2%	31 6.2%	11 3.4%	10 11.1%	4 0.6%	130 4.7%	27 3.2%	162 4.2%
<b>Six to ten</b>	276 7.2%	35 6.4%	81 9.8%	10 10.8%	69 9.9%	51 10.2%	15 4.7%	6 6.7%	14 2.0%	233 8.4%	35 4.1%	276 7.2%
<b>Eleven to twenty</b>	107 2.8%	15 2.8%	22 2.7%	3 3.2%	34 4.9%	16 3.2%	6 1.9%	3 3.3%	2 0.3%	87 3.1%	15 1.8%	107 2.8%
<b>Twenty one to fifty</b>	37 1.0%	4 0.7%	2 0.2%	2 2.2%	9 1.3%	10 2.0%	2 0.6%	2 2.2%	1 0.1%	27 1.0%	7 0.8%	37 1.0%
<b>Fifty one and over</b>	27 0.7%	4 0.7%	2 0.2%	2 2.2%	9 1.3%	2 0.4%	2 0.6%	- -	3 0.4%	22 0.8%	3 0.4%	27 0.7%
<b>Crime experienced but number not stated</b>	107 2.8%	15 2.8%	29 3.5%	6 6.5%	23 3.3%	12 2.4%	13 4.0%	1 1.1%	14 2.0%	78 2.8%	25 2.9%	107 2.8%

### Q3. What proportion of these incidents did you report to the police?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>2032</b>	<b>291</b>	<b>557</b>	<b>57</b>	<b>400</b>	<b>321</b>	<b>132</b>	<b>52</b>	<b>193</b>	<b>1551</b>	<b>393</b>	<b>2032</b>
<b>What proportion of these incidents did you report to the police?</b>												
<b>None</b>	563 27.7%	82 28.2%	138 24.8%	20 35.1%	97 24.3%	79 24.6%	42 31.8%	13 25.0%	94 48.7%	417 26.9%	124 31.6%	563 27.7%
<b>1% to 20%</b>	229 11.3%	31 10.7%	66 11.8%	5 8.8%	50 12.5%	32 10.0%	17 12.9%	8 15.4%	14 7.3%	177 11.4%	40 10.2%	229 11.3%
<b>21% to 50%</b>	202 9.9%	28 9.6%	62 11.1%	6 10.5%	42 10.5%	34 10.6%	9 6.8%	8 15.4%	11 5.7%	169 10.9%	29 7.4%	202 9.9%
<b>51% to 80%</b>	176 8.7%	24 8.2%	47 8.4%	9 15.8%	46 11.5%	33 10.3%	10 7.6%	5 9.6%	10 5.2%	137 8.8%	33 8.4%	176 8.7%
<b>81% to 99%</b>	115 5.7%	18 6.2%	21 3.8%	3 5.3%	29 7.2%	20 6.2%	6 4.5%	5 9.6%	4 2.1%	100 6.4%	12 3.1%	115 5.7%
<b>100%</b>	747 36.8%	108 37.1%	223 40.0%	14 24.6%	136 34.0%	123 38.3%	48 36.4%	13 25.0%	60 31.1%	551 35.5%	155 39.4%	747 36.8%

### Q4. For what reasons might you not report a crime?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	2664	378	623	62	509	345	212	65	447	1995	544	2664
<b>For what reasons might you not report a crime?</b>												
Relatively small or no loss or damage to premises or property	1815 68.1%	255 67.5%	438 70.3%	43 69.4%	363 71.3%	230 66.7%	146 68.9%	49 75.4%	263 58.8%	1369 68.6%	358 65.8%	1815 68.1%
It was only an attempt	536 20.1%	75 19.8%	132 21.2%	10 16.1%	105 20.6%	55 15.9%	47 22.2%	10 15.4%	91 20.4%	406 20.4%	102 18.8%	536 20.1%
Too time consuming	773 29.0%	105 27.8%	179 28.7%	17 27.4%	163 32.0%	101 29.3%	67 31.6%	12 18.5%	133 29.8%	583 29.2%	164 30.1%	773 29.0%
Would increase insurance costs	494 18.5%	64 16.9%	124 19.9%	9 14.5%	82 16.1%	57 16.5%	31 14.6%	8 12.3%	116 26.0%	356 17.8%	119 21.9%	494 18.5%
Unable to contact the police	126 4.7%	12 3.2%	22 3.5%	6 9.7%	34 6.7%	19 5.5%	11 5.2%	6 9.2%	27 6.0%	89 4.5%	33 6.1%	126 4.7%
No confidence in police response	968 36.3%	145 38.4%	262 42.1%	28 45.2%	161 31.6%	131 38.0%	77 36.3%	21 32.3%	167 37.4%	725 36.3%	206 37.9%	968 36.3%
Fearful of reprisals	129 4.8%	17 4.5%	22 3.5%	3 4.8%	22 4.3%	9 2.6%	12 5.7%	6 9.2%	36 8.1%	96 4.8%	30 5.5%	129 4.8%
Fearful of negative publicity	93 3.5%	8 2.1%	14 2.2%	3 4.8%	19 3.7%	15 4.3%	15 7.1%	3 4.6%	16 3.6%	70 3.5%	21 3.9%	93 3.5%
Other reason	118 4.4%	17 4.5%	19 3.0%	3 4.8%	20 3.9%	16 4.6%	8 3.8%	4 6.2%	26 5.8%	87 4.4%	25 4.6%	118 4.4%
Would always report crime	28 1.1%	5 1.3%	3 0.5%	- -	6 1.2%	5 1.4%	3 1.4%	- -	5 1.1%	20 1.0%	8 1.5%	28 1.1%

### Q5. Which of the following computer related incidents has your business experienced in last 12m?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
	3387	478	723	75	601	442	290	76	653	2438	771	3387
Which of the following computer related incidents, if any, has your business experienced within the last 12 months?												
SPAM e-mail	3200 94.5%	446 93.3%	670 92.7%	72 96.0%	571 95.0%	414 93.7%	277 95.5%	74 97.4%	628 96.2%	2294 94.1%	740 96.0%	3200 94.5%
Equipment failure or loss of data through virus infection	656 19.4%	88 18.4%	171 23.7%	23 30.7%	113 18.8%	82 18.6%	40 13.8%	13 17.1%	123 18.8%	490 20.1%	145 18.8%	656 19.4%
Spyware infection	792 23.4%	116 24.3%	169 23.4%	28 37.3%	126 21.0%	88 19.9%	72 24.8%	14 18.4%	193 29.6%	575 23.6%	191 24.8%	792 23.4%
Phishing	1059 31.3%	149 31.2%	202 27.9%	28 37.3%	186 30.9%	133 30.1%	95 32.8%	20 26.3%	267 40.9%	757 31.1%	264 34.2%	1059 31.3%
Any kind of hacking or electronic intrusion	240 7.1%	33 6.9%	46 6.4%	7 9.3%	38 6.3%	32 7.2%	27 9.3%	9 11.8%	54 8.3%	167 6.8%	61 7.9%	240 7.1%
Malicious loss/deletion of critical data	63 1.9%	9 1.9%	18 2.5%	2 2.7%	16 2.7%	11 2.5%	7 2.4%	- -	10 1.5%	50 2.1%	13 1.7%	63 1.9%
Credit card fraud	370 10.9%	65 13.6%	96 13.3%	9 12.0%	65 10.8%	50 11.3%	28 9.7%	4 5.3%	53 8.1%	269 11.0%	80 10.4%	370 10.9%
Theft of PC/Laptop	276 8.1%	53 11.1%	90 12.4%	2 2.7%	51 8.5%	36 8.1%	22 7.6%	6 7.9%	11 1.7%	225 9.2%	36 4.7%	276 8.1%
Theft of Server	17 0.5%	6 1.3%	8 1.1%	1 1.3%	4 0.7%	3 0.7%	5 1.7%	- -	2 0.3%	11 0.5%	5 0.6%	17 0.5%
Theft of company data	71 2.1%	11 2.3%	17 2.4%	1 1.3%	22 3.7%	9 2.0%	14 4.8%	2 2.6%	5 0.8%	55 2.3%	13 1.7%	71 2.1%
Unauthorised disclosure of information by staff or other person	153 4.5%	24 5.0%	46 6.4%	2 2.7%	35 5.8%	19 4.3%	20 6.9%	2 2.6%	12 1.8%	122 5.0%	24 3.1%	153 4.5%

### Q6a. What steps have you taken to either prevent or recover from a computer related incident?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3646</b>	<b>528</b>	<b>795</b>	<b>83</b>	<b>652</b>	<b>472</b>	<b>301</b>	<b>83</b>	<b>684</b>	<b>2632</b>	<b>831</b>	<b>3646</b>
<b>What steps have you taken to either prevent or recover from a computer related incident?</b>												
Written a formal security plan	575 15.8%	102 19.3%	132 16.6%	10 12.0%	135 20.7%	83 17.6%	50 16.6%	20 24.1%	36 5.3%	437 16.6%	111 13.4%	575 15.8%
Employed an IT manager responsible for security	531 14.6%	96 18.2%	140 17.6%	12 14.5%	118 18.1%	80 16.9%	43 14.3%	15 18.1%	15 2.2%	403 15.3%	100 12.0%	531 14.6%
Employed an IT supplier responsible for security	493 13.5%	81 15.3%	120 15.1%	15 18.1%	122 18.7%	68 14.4%	36 12.0%	11 13.3%	36 5.3%	385 14.6%	89 10.7%	493 13.5%
Installed a hardware Firewall	1863 51.1%	284 53.8%	465 58.5%	42 50.6%	382 58.6%	234 49.6%	151 50.2%	37 44.6%	276 40.4%	1399 53.2%	391 47.1%	1863 51.1%
Installed a software Firewall	2298 63.0%	329 62.3%	524 65.9%	50 60.2%	423 64.9%	283 60.0%	177 58.8%	52 62.7%	451 65.9%	1669 63.4%	531 63.9%	2298 63.0%
Use SPAM filtering software	2822 77.4%	422 79.9%	605 76.1%	62 74.7%	523 80.2%	365 77.3%	243 80.7%	65 78.3%	527 77.0%	2050 77.9%	642 77.3%	2822 77.4%
Use anti-virus software	2955 81.0%	433 82.0%	643 80.9%	68 81.9%	531 81.4%	376 79.7%	238 79.1%	73 88.0%	579 84.6%	2142 81.4%	677 81.5%	2955 81.0%
Routinely back-up data	2703 74.1%	422 79.9%	623 78.4%	60 72.3%	474 72.7%	347 73.5%	223 74.1%	66 79.5%	479 70.0%	1964 74.6%	617 74.2%	2703 74.1%
Developed a strong password policy	1466 40.2%	234 44.3%	344 43.3%	34 41.0%	298 45.7%	189 40.0%	135 44.9%	35 42.2%	208 30.4%	1095 41.6%	298 35.9%	1466 40.2%
Use PC/Server/Laptop locks or other security devices	526 14.4%	86 16.3%	118 14.8%	8 9.6%	112 17.2%	68 14.4%	45 15.0%	22 26.5%	58 8.5%	405 15.4%	89 10.7%	526 14.4%
Encrypt data	392 10.8%	76 14.4%	75 9.4%	2 2.4%	75 11.5%	49 10.4%	38 12.6%	7 8.4%	68 9.9%	288 10.9%	86 10.3%	392 10.8%
Use security markings	339 9.3%	62 11.7%	84 10.6%	6 7.2%	76 11.7%	46 9.7%	20 6.6%	10 12.0%	34 5.0%	254 9.7%	69 8.3%	339 9.3%
Compiled an asset inventory	773 21.2%	147 27.8%	194 24.4%	10 12.0%	156 23.9%	109 23.1%	71 23.6%	26 31.3%	51 7.5%	595 22.6%	144 17.3%	773 21.2%
None of the above	171 4.7%	28 5.3%	34 4.3%	4 4.8%	24 3.7%	18 3.8%	16 5.3%	1 1.2%	32 4.7%	115 4.4%	39 4.7%	171 4.7%
Other steps	75 2.1%	8 1.5%	14 1.8%	2 2.4%	11 1.7%	10 2.1%	11 3.7%	4 4.8%	20 2.9%	48 1.8%	22 2.6%	75 2.1%

**Q6b. You have indicated that you routinely back-up your data. Is this data stored off site?**

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>2644</b>	<b>410</b>	<b>615</b>	<b>57</b>	<b>456</b>	<b>338</b>	<b>215</b>	<b>66</b>	<b>473</b>	<b>1924</b>	<b>604</b>	<b>2644</b>
<b>You have indicated that you routinely back-up your data. Is this data stored off site?</b>												
<b>Yes</b>	<b>1858</b> <b>70.3%</b>	<b>314</b> <b>76.6%</b>	<b>491</b> <b>79.8%</b>	<b>47</b> <b>82.5%</b>	<b>343</b> <b>75.2%</b>	<b>246</b> <b>72.8%</b>	<b>170</b> <b>79.1%</b>	<b>48</b> <b>72.7%</b>	<b>194</b> <b>41.0%</b>	<b>1386</b> <b>72.0%</b>	<b>396</b> <b>65.6%</b>	<b>1858</b> <b>70.3%</b>
<b>No</b>	<b>786</b> <b>29.7%</b>	<b>96</b> <b>23.4%</b>	<b>124</b> <b>20.2%</b>	<b>10</b> <b>17.5%</b>	<b>113</b> <b>24.8%</b>	<b>92</b> <b>27.2%</b>	<b>45</b> <b>20.9%</b>	<b>18</b> <b>27.3%</b>	<b>279</b> <b>59.0%</b>	<b>538</b> <b>28.0%</b>	<b>208</b> <b>34.4%</b>	<b>786</b> <b>29.7%</b>

### Q7. Do you feel there should be a central/national e-crime body to deal with the issue?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3858</b>	<b>547</b>	<b>823</b>	<b>91</b>	<b>695</b>	<b>495</b>	<b>323</b>	<b>91</b>	<b>717</b>	<b>2782</b>	<b>864</b>	<b>3858</b>
<b>e-crime is often not location specific which makes it hard to combat. Do you feel there should be a central/national e-crime body to deal with the issue?</b>												
<b>Yes</b>	<b>2840</b> 73.6%	<b>399</b> 72.9%	<b>618</b> 75.1%	<b>71</b> 78.0%	<b>490</b> 70.5%	<b>360</b> 72.7%	<b>235</b> 72.8%	<b>64</b> 70.3%	<b>549</b> 76.6%	<b>2074</b> 74.6%	<b>623</b> 72.1%	<b>2840</b> 73.6%
<b>No</b>	<b>194</b> 5.0%	<b>39</b> 7.1%	<b>36</b> 4.4%	<b>2</b> 2.2%	<b>40</b> 5.8%	<b>26</b> 5.3%	<b>18</b> 5.6%	<b>5</b> 5.5%	<b>31</b> 4.3%	<b>134</b> 4.8%	<b>53</b> 6.1%	<b>194</b> 5.0%
<b>Don't know</b>	<b>824</b> 21.4%	<b>109</b> 19.9%	<b>169</b> 20.5%	<b>18</b> 19.8%	<b>165</b> 23.7%	<b>109</b> 22.0%	<b>70</b> 21.7%	<b>22</b> 24.2%	<b>137</b> 19.1%	<b>574</b> 20.6%	<b>188</b> 21.8%	<b>824</b> 21.4%

### Q8. What do you estimate to be the cost of crime to your business per annum?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	2461	364	562	56	426	343	195	55	454	1791	566	2461
<b>Mean</b>	12208.10	9096.32	19388.85	15094.64	11529.80	9411.71	36256.35	7105.55	1269.70	14346.78	6444.48	12208.10
<b>What do you estimate to be the cost of crime to your business per annum, including incident and lost opportunity costs?</b>												
<b>None</b>	655 26.6%	110 30.2%	82 14.6%	8 14.3%	82 19.2%	55 16.0%	65 33.3%	15 27.3%	231 50.9%	415 23.2%	196 34.6%	655 26.6%
<b>Under £499</b>	205 8.3%	22 6.0%	24 4.3%	8 14.3%	34 8.0%	28 8.2%	17 8.7%	9 16.4%	65 14.3%	149 8.3%	49 8.7%	205 8.3%
<b>£500 - £999</b>	198 8.0%	23 6.3%	40 7.1%	4 7.1%	38 8.9%	27 7.9%	12 6.2%	5 9.1%	42 9.3%	137 7.6%	50 8.8%	198 8.0%
<b>£1,000 - £4,999</b>	688 28.0%	94 25.8%	180 32.0%	20 35.7%	127 29.8%	104 30.3%	53 27.2%	16 29.1%	85 18.7%	531 29.6%	135 23.9%	688 28.0%
<b>£5,000 - £9,999</b>	278 11.3%	47 12.9%	87 15.5%	7 12.5%	56 13.1%	54 15.7%	14 7.2%	6 10.9%	13 2.9%	207 11.6%	63 11.1%	278 11.3%
<b>£10,000 - £24,999</b>	276 11.2%	42 11.5%	90 16.0%	5 8.9%	63 14.8%	49 14.3%	19 9.7%	2 3.6%	14 3.1%	218 12.2%	53 9.4%	276 11.2%
<b>£25,000 - £49,999</b>	60 2.4%	9 2.5%	20 3.6%	- -	7 1.6%	11 3.2%	3 1.5%	- -	2 0.4%	48 2.7%	9 1.6%	60 2.4%
<b>£50,000 - £99,999</b>	43 1.7%	7 1.9%	13 2.3%	- -	8 1.9%	7 2.0%	2 1.0%	1 1.8%	2 0.4%	35 2.0%	5 0.9%	43 1.7%
<b>£100,000 - £499,999</b>	47 1.9%	10 2.7%	21 3.7%	4 7.1%	8 1.9%	8 2.3%	8 4.1%	1 1.8%	- -	41 2.3%	5 0.9%	47 1.9%
<b>£500,000+</b>	11 0.4%	- -	5 0.9%	- -	3 0.7%	- -	2 1.0%	- -	- -	10 0.6%	1 0.2%	11 0.4%

### Q9. What impact has crime had on your business?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3654</b>	<b>517</b>	<b>804</b>	<b>90</b>	<b>667</b>	<b>478</b>	<b>308</b>	<b>87</b>	<b>659</b>	<b>2658</b>	<b>811</b>	<b>3654</b>
<b>What impact has crime had on your business?</b>												
<b>Disrupted trading</b>	1179 32.3%	168 32.5%	339 42.2%	36 40.0%	228 34.2%	162 33.9%	80 26.0%	23 26.4%	152 23.1%	904 34.0%	236 29.1%	1179 32.3%
<b>Lost business</b>	466 12.8%	62 12.0%	109 13.6%	19 21.1%	103 15.4%	73 15.3%	28 9.1%	8 9.2%	61 9.3%	355 13.4%	87 10.7%	466 12.8%
<b>Damaged company image</b>	417 11.4%	49 9.5%	99 12.3%	17 18.9%	106 15.9%	66 13.8%	34 11.0%	8 9.2%	32 4.9%	324 12.2%	75 9.2%	417 11.4%
<b>Lowered staff morale</b>	831 22.7%	115 22.2%	217 27.0%	27 30.0%	186 27.9%	136 28.5%	66 21.4%	24 27.6%	64 9.7%	652 24.5%	144 17.8%	831 22.7%
<b>Increased difficulties recruiting/retaining staff</b>	78 2.1%	10 1.9%	11 1.4%	7 7.8%	27 4.0%	12 2.5%	5 1.6%	3 3.4%	5 0.8%	62 2.3%	12 1.5%	78 2.1%
<b>Postponed investment</b>	249 6.8%	24 4.6%	81 10.1%	14 15.6%	41 6.1%	43 9.0%	18 5.8%	5 5.7%	30 4.6%	191 7.2%	52 6.4%	249 6.8%
<b>Changed building layout design</b>	320 8.8%	51 9.9%	108 13.4%	12 13.3%	64 9.6%	57 11.9%	15 4.9%	17 19.5%	4 0.6%	251 9.4%	58 7.2%	320 8.8%
<b>Moved premises</b>	60 1.6%	11 2.1%	15 1.9%	2 2.2%	14 2.1%	10 2.1%	9 2.9%	1 1.1%	6 0.9%	52 2.0%	7 0.9%	60 1.6%
<b>Increased insurance costs</b>	676 18.5%	93 18.0%	243 30.2%	22 24.4%	131 19.6%	115 24.1%	29 9.4%	14 16.1%	48 7.3%	532 20.0%	121 14.9%	676 18.5%
<b>Increased difficulty obtaining insurance</b>	61 1.7%	9 1.7%	23 2.9%	- -	11 1.6%	12 2.5%	4 1.3%	1 1.1%	1 0.2%	49 1.8%	9 1.1%	61 1.7%
<b>Wasted staff time</b>	2116 57.9%	292 56.5%	546 67.9%	51 56.7%	407 61.0%	321 67.2%	170 55.2%	53 60.9%	258 39.2%	1596 60.0%	421 51.9%	2116 57.9%
<b>Other</b>	106 2.9%	12 2.3%	27 3.4%	3 3.3%	17 2.5%	22 4.6%	11 3.6%	4 4.6%	14 2.1%	75 2.8%	25 3.1%	106 2.9%
<b>Has had no impact</b>	1144 31.3%	179 34.6%	177 22.0%	23 25.6%	180 27.0%	109 22.8%	101 32.8%	26 29.9%	323 49.0%	775 29.2%	294 36.3%	1144 31.3%

### Q10a. Do you feel the level of crime in an area has a negative effect on inward investment?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3694</b>	<b>523</b>	<b>794</b>	<b>89</b>	<b>675</b>	<b>477</b>	<b>314</b>	<b>90</b>	<b>671</b>	<b>2673</b>	<b>833</b>	<b>3694</b>
<b>Inward investment</b>												
<b>Yes</b>	<b>2279</b> 61.7%	<b>308</b> 58.9%	<b>497</b> 62.6%	<b>59</b> 66.3%	<b>426</b> 63.1%	<b>278</b> 58.3%	<b>197</b> 62.7%	<b>54</b> 60.0%	<b>414</b> 61.7%	<b>1682</b> 62.9%	<b>482</b> 57.9%	<b>2279</b> 61.7%
<b>No</b>	<b>842</b> 22.8%	<b>134</b> 25.6%	<b>176</b> 22.2%	<b>14</b> 15.7%	<b>153</b> 22.7%	<b>127</b> 26.6%	<b>71</b> 22.6%	<b>19</b> 21.1%	<b>128</b> 19.1%	<b>592</b> 22.1%	<b>213</b> 25.6%	<b>842</b> 22.8%
<b>Don't know</b>	<b>573</b> 15.5%	<b>81</b> 15.5%	<b>121</b> 15.2%	<b>16</b> 18.0%	<b>96</b> 14.2%	<b>72</b> 15.1%	<b>46</b> 14.6%	<b>17</b> 18.9%	<b>129</b> 19.2%	<b>399</b> 14.9%	<b>138</b> 16.6%	<b>573</b> 15.5%

### Q10b. Do you feel the level of crime in an area has a negative effect on business location decisions

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3769</b>	<b>537</b>	<b>811</b>	<b>89</b>	<b>689</b>	<b>488</b>	<b>317</b>	<b>90</b>	<b>694</b>	<b>2731</b>	<b>846</b>	<b>3769</b>
<b>Business location decisions</b>												
<b>Yes</b>	<b>2752</b> <b>73.0%</b>	<b>387</b> <b>72.1%</b>	<b>603</b> <b>74.4%</b>	<b>68</b> <b>76.4%</b>	<b>507</b> <b>73.6%</b>	<b>342</b> <b>70.1%</b>	<b>231</b> <b>72.9%</b>	<b>64</b> <b>71.1%</b>	<b>510</b> <b>73.5%</b>	<b>2035</b> <b>74.5%</b>	<b>583</b> <b>68.9%</b>	<b>2752</b> <b>73.0%</b>
<b>No</b>	<b>683</b> <b>18.1%</b>	<b>106</b> <b>19.7%</b>	<b>137</b> <b>16.9%</b>	<b>14</b> <b>15.7%</b>	<b>124</b> <b>18.0%</b>	<b>101</b> <b>20.7%</b>	<b>58</b> <b>18.3%</b>	<b>17</b> <b>18.9%</b>	<b>114</b> <b>16.4%</b>	<b>473</b> <b>17.3%</b>	<b>175</b> <b>20.7%</b>	<b>683</b> <b>18.1%</b>
<b>Don't know</b>	<b>334</b> <b>8.9%</b>	<b>44</b> <b>8.2%</b>	<b>71</b> <b>8.8%</b>	<b>7</b> <b>7.9%</b>	<b>58</b> <b>8.4%</b>	<b>45</b> <b>9.2%</b>	<b>28</b> <b>8.8%</b>	<b>9</b> <b>10.0%</b>	<b>70</b> <b>10.1%</b>	<b>223</b> <b>8.2%</b>	<b>88</b> <b>10.4%</b>	<b>334</b> <b>8.9%</b>

### Q10c. Do you feel the level of crime in an area has a negative effect on recruitment?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3639</b>	<b>523</b>	<b>764</b>	<b>85</b>	<b>668</b>	<b>468</b>	<b>317</b>	<b>89</b>	<b>664</b>	<b>2636</b>	<b>815</b>	<b>3639</b>
<b>Recruitment</b>												
<b>Yes</b>	<b>1768</b> 48.6%	<b>247</b> 47.2%	<b>321</b> 42.0%	<b>41</b> 48.2%	<b>349</b> 52.2%	<b>209</b> 44.7%	<b>180</b> 56.8%	<b>43</b> 48.3%	<b>352</b> 53.0%	<b>1284</b> 48.7%	<b>389</b> 47.7%	<b>1768</b> 48.6%
<b>No</b>	<b>1285</b> 35.3%	<b>193</b> 36.9%	<b>326</b> 42.7%	<b>31</b> 36.5%	<b>225</b> 33.7%	<b>180</b> 38.5%	<b>89</b> 28.1%	<b>36</b> 40.4%	<b>179</b> 27.0%	<b>936</b> 35.5%	<b>293</b> 36.0%	<b>1285</b> 35.3%
<b>Don't know</b>	<b>586</b> 16.1%	<b>83</b> 15.9%	<b>117</b> 15.3%	<b>13</b> 15.3%	<b>94</b> 14.1%	<b>79</b> 16.9%	<b>48</b> 15.1%	<b>10</b> 11.2%	<b>133</b> 20.0%	<b>416</b> 15.8%	<b>133</b> 16.3%	<b>586</b> 16.1%

### Q10d. Do you feel the level of crime in an area has a negative effect on expansion decisions?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3689</b>	<b>526</b>	<b>790</b>	<b>85</b>	<b>677</b>	<b>475</b>	<b>317</b>	<b>90</b>	<b>673</b>	<b>2672</b>	<b>826</b>	<b>3689</b>
<b>Expansion decisions</b>												
<b>Yes</b>	<b>2090</b> 56.7%	<b>290</b> 55.1%	<b>458</b> 58.0%	<b>50</b> 58.8%	<b>393</b> 58.1%	<b>268</b> 56.4%	<b>178</b> 56.2%	<b>50</b> 55.6%	<b>385</b> 57.2%	<b>1532</b> 57.3%	<b>448</b> 54.2%	<b>2090</b> 56.7%
<b>No</b>	<b>1026</b> 27.8%	<b>158</b> 30.0%	<b>228</b> 28.9%	<b>25</b> 29.4%	<b>188</b> 27.8%	<b>135</b> 28.4%	<b>86</b> 27.1%	<b>27</b> 30.0%	<b>151</b> 22.4%	<b>735</b> 27.5%	<b>244</b> 29.5%	<b>1026</b> 27.8%
<b>Don't know</b>	<b>573</b> 15.5%	<b>78</b> 14.8%	<b>104</b> 13.2%	<b>10</b> 11.8%	<b>96</b> 14.2%	<b>72</b> 15.2%	<b>53</b> 16.7%	<b>13</b> 14.4%	<b>137</b> 20.4%	<b>405</b> 15.2%	<b>134</b> 16.2%	<b>573</b> 15.5%

**Q11. How much of a problem do you think crime against business is in your local area?**

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3844</b>	<b>544</b>	<b>832</b>	<b>90</b>	<b>700</b>	<b>497</b>	<b>318</b>	<b>91</b>	<b>707</b>	<b>2780</b>	<b>858</b>	<b>3844</b>
<b>How much of a problem do you think crime against business is in your local area?</b>												
<b>A serious problem</b>	317 8.2%	38 7.0%	98 11.8%	12 13.3%	66 9.4%	48 9.7%	14 4.4%	8 8.8%	28 4.0%	261 9.4%	46 5.4%	317 8.2%
<b>A problem</b>	1287 33.5%	176 32.4%	341 41.0%	30 33.3%	232 33.1%	181 36.4%	100 31.4%	27 29.7%	190 26.9%	1010 36.3%	219 25.5%	1287 33.5%
<b>A small problem</b>	1515 39.4%	227 41.7%	290 34.9%	33 36.7%	287 41.0%	195 39.2%	128 40.3%	44 48.4%	283 40.0%	1039 37.4%	396 46.2%	1515 39.4%
<b>Not a problem at all</b>	270 7.0%	39 7.2%	37 4.4%	4 4.4%	43 6.1%	33 6.6%	23 7.2%	5 5.5%	83 11.7%	158 5.7%	98 11.4%	270 7.0%
<b>Don't know</b>	455 11.8%	64 11.8%	66 7.9%	11 12.2%	72 10.3%	40 8.0%	53 16.7%	7 7.7%	123 17.4%	312 11.2%	99 11.5%	455 11.8%

**Q12a. Are you aware of a community safety partnership or Crime and Disorder Reduction Partnership?**

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3819</b>	<b>542</b>	<b>817</b>	<b>92</b>	<b>693</b>	<b>495</b>	<b>322</b>	<b>89</b>	<b>710</b>	<b>2761</b>	<b>855</b>	<b>3819</b>
<b>Are you aware of a community safety partnership or a Crime and Disorder Reduction Partnership in your area that brings together local organisations, helping them work together to tackle crime?</b>												
<b>Yes</b>	1014 26.6%	126 23.2%	214 26.2%	37 40.2%	224 32.3%	138 27.9%	76 23.6%	24 27.0%	155 21.8%	742 26.9%	221 25.8%	1014 26.6%
<b>No</b>	2805 73.4%	416 76.8%	603 73.8%	55 59.8%	469 67.7%	357 72.1%	246 76.4%	65 73.0%	555 78.2%	2019 73.1%	634 74.2%	2805 73.4%

## Q12b. Do you feel that these are effective

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>1004</b>	<b>126</b>	<b>214</b>	<b>36</b>	<b>223</b>	<b>136</b>	<b>75</b>	<b>24</b>	<b>154</b>	<b>738</b>	<b>219</b>	<b>1004</b>
<b>Do you feel that this community safety partnership or Crime and Disorder Reduction Partnership is effective?</b>												
<b>Yes</b>	<b>377</b> 37.5%	<b>47</b> 37.3%	<b>81</b> 37.9%	<b>16</b> 44.4%	<b>95</b> 42.6%	<b>47</b> 34.6%	<b>19</b> 25.3%	<b>6</b> 25.0%	<b>54</b> 35.1%	<b>282</b> 38.2%	<b>80</b> 36.5%	<b>377</b> 37.5%
<b>No</b>	<b>193</b> 19.2%	<b>29</b> 23.0%	<b>56</b> 26.2%	<b>9</b> 25.0%	<b>38</b> 17.0%	<b>30</b> 22.1%	<b>10</b> 13.3%	<b>4</b> 16.7%	<b>17</b> 11.0%	<b>146</b> 19.8%	<b>39</b> 17.8%	<b>193</b> 19.2%
<b>Don't know</b>	<b>434</b> 43.2%	<b>50</b> 39.7%	<b>77</b> 36.0%	<b>11</b> 30.6%	<b>90</b> 40.4%	<b>59</b> 43.4%	<b>46</b> 61.3%	<b>14</b> 58.3%	<b>83</b> 53.9%	<b>310</b> 42.0%	<b>100</b> 45.7%	<b>434</b> 43.2%

### Q13. Do you feel the business community should be given a greater role in local crime partnerships?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3873</b>	<b>547</b>	<b>831</b>	<b>93</b>	<b>706</b>	<b>499</b>	<b>325</b>	<b>90</b>	<b>721</b>	<b>2799</b>	<b>868</b>	<b>3873</b>
<b>Do you feel that the business community should be given a greater role in local crime partnerships?</b>												
<b>Yes</b>	<b>2280</b> 58.9%	<b>310</b> 56.7%	<b>508</b> 61.1%	<b>57</b> 61.3%	<b>420</b> 59.5%	<b>292</b> 58.5%	<b>183</b> 56.3%	<b>51</b> 56.7%	<b>418</b> 58.0%	<b>1663</b> 59.4%	<b>510</b> 58.8%	<b>2280</b> 58.9%
<b>No</b>	<b>356</b> 9.2%	<b>67</b> 12.2%	<b>79</b> 9.5%	<b>10</b> 10.8%	<b>73</b> 10.3%	<b>52</b> 10.4%	<b>28</b> 8.6%	<b>9</b> 10.0%	<b>43</b> 6.0%	<b>269</b> 9.6%	<b>70</b> 8.1%	<b>356</b> 9.2%
<b>Don't know</b>	<b>1237</b> 31.9%	<b>170</b> 31.1%	<b>244</b> 29.4%	<b>26</b> 28.0%	<b>213</b> 30.2%	<b>155</b> 31.1%	<b>114</b> 35.1%	<b>30</b> 33.3%	<b>260</b> 36.1%	<b>867</b> 31.0%	<b>288</b> 33.2%	<b>1237</b> 31.9%

### Q14. From which ONE of the following have you found crime reduction advice most helpful?

Absolute Break % Respondents	Base	Location of business								Location		ALL	
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site		
	<b>Base</b>	<b>3606</b>	<b>531</b>	<b>798</b>	<b>91</b>	<b>671</b>	<b>476</b>	<b>310</b>	<b>87</b>	<b>680</b>	<b>2680</b>	<b>827</b>	<b>3606</b>
	<b>From which ONE of the following organisations have you found crime reduction advice most helpful?</b>												
<b>Police</b>	845 23.4%	102 19.2%	169 21.2%	30 33.0%	193 28.8%	133 27.9%	64 20.6%	23 26.4%	129 19.0%	644 24.0%	173 20.9%	845 23.4%	
<b>Security company</b>	333 9.2%	71 13.4%	113 14.2%	7 7.7%	53 7.9%	45 9.5%	21 6.8%	10 11.5%	16 2.4%	260 9.7%	65 7.9%	333 9.2%	
<b>Insurance company</b>	277 7.7%	39 7.3%	111 13.9%	6 6.6%	38 5.7%	51 10.7%	15 4.8%	9 10.3%	15 2.2%	217 8.1%	58 7.0%	277 7.7%	
<b>Business Watch/Shop Watch</b>	89 2.5%	13 2.4%	29 3.6%	2 2.2%	25 3.7%	9 1.9%	4 1.3%	2 2.3%	7 1.0%	64 2.4%	23 2.8%	89 2.5%	
<b>Chamber of Commerce</b>	208 5.8%	26 4.9%	36 4.5%	6 6.6%	32 4.8%	19 4.0%	18 5.8%	3 3.4%	65 9.6%	156 5.8%	47 5.7%	208 5.8%	
<b>Local Authority</b>	38 1.1%	4 0.8%	12 1.5%	2 2.2%	7 1.0%	4 0.8%	3 1.0%	1 1.1%	7 1.0%	29 1.1%	7 0.8%	38 1.1%	
<b>Business Advisor</b>	83 2.3%	14 2.6%	16 2.0%	- -	9 1.3%	12 2.5%	4 1.3%	1 1.1%	26 3.8%	61 2.3%	19 2.3%	83 2.3%	
<b>Other</b>	141 3.9%	20 3.8%	24 3.0%	1 1.1%	26 3.9%	15 3.2%	23 7.4%	3 3.4%	31 4.6%	106 4.0%	30 3.6%	141 3.9%	
<b>Never sought advice</b>	1592 44.1%	242 45.6%	288 36.1%	37 40.7%	288 42.9%	188 39.5%	158 51.0%	35 40.2%	384 56.5%	1143 42.6%	405 49.0%	1592 44.1%	

### Q15a. Effectiveness in reducing crime against business - Grant assistance for security

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
<b>Base</b>	2163	335	534	52	379	273	187	54	365	1638	477	2163
<b>% Positive</b>	78.3%	79.4%	78.7%	84.6%	75.2%	81.3%	74.3%	81.5%	78.4%	78.6%	77.4%	78.3%
<b>95% Confidence Interval</b>	±1.7%	±4.3%	±3.5%	±9.8%	±4.3%	±4.6%	±6.3%	±10.4%	±4.2%	±2.0%	±3.8%	±1.7%
<b>Grant assistance for security</b>												
<b>Very effective</b>	821 38.0%	127 37.9%	218 40.8%	25 48.1%	141 37.2%	122 44.7%	58 31.0%	20 37.0%	116 31.8%	620 37.9%	183 38.4%	821 38.0%
<b>Fairly effective</b>	872 40.3%	139 41.5%	202 37.8%	19 36.5%	144 38.0%	100 36.6%	81 43.3%	24 44.4%	170 46.6%	668 40.8%	186 39.0%	872 40.3%
<b>Not very effective</b>	298 13.8%	44 13.1%	69 12.9%	7 13.5%	62 16.4%	29 10.6%	32 17.1%	7 13.0%	53 14.5%	223 13.6%	66 13.8%	298 13.8%
<b>Not at all effective</b>	172 8.0%	25 7.5%	45 8.4%	1 1.9%	32 8.4%	22 8.1%	16 8.6%	3 5.6%	26 7.1%	127 7.8%	42 8.8%	172 8.0%

### Q15b. Effectiveness in reducing crime against business - Business Watch/Shop Watch

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
<b>Base</b>	2114	316	503	58	409	273	185	50	344	1601	468	2114
<b>% Positive</b>	67.2%	64.9%	62.6%	63.8%	72.6%	60.4%	66.5%	80.0%	69.8%	67.6%	65.4%	67.2%
<b>95% Confidence Interval</b>	±2.0%	±5.3%	±4.2%	±12.4%	±4.3%	±5.8%	±6.8%	±11.1%	±4.9%	±2.3%	±4.3%	±2.0%
<b>Business Watch/Shop Watch</b>												
<b>Very effective</b>	435 20.6%	65 20.6%	108 21.5%	13 22.4%	88 21.5%	52 19.0%	29 15.7%	9 18.0%	83 24.1%	331 20.7%	98 20.9%	435 20.6%
<b>Fairly effective</b>	985 46.6%	140 44.3%	207 41.2%	24 41.4%	209 51.1%	113 41.4%	94 50.8%	31 62.0%	157 45.6%	751 46.9%	208 44.4%	985 46.6%
<b>Not very effective</b>	498 23.6%	81 25.6%	135 26.8%	19 32.8%	86 21.0%	71 26.0%	46 24.9%	8 16.0%	67 19.5%	383 23.9%	104 22.2%	498 23.6%
<b>Not at all effective</b>	196 9.3%	30 9.5%	53 10.5%	2 3.4%	26 6.4%	37 13.6%	16 8.6%	2 4.0%	37 10.8%	136 8.5%	58 12.4%	196 9.3%

### Q15c. Effectiveness in reducing crime against business - Visible policing

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
		<b>Base</b>	3255	472	767	81	627	431	279	84	550	2477
<b>% Positive</b>	90.8%	91.3%	89.6%	87.7%	93.0%	87.7%	88.9%	95.2%	90.4%	91.1%	89.9%	90.8%
<b>95% Confidence Interval</b>	±1.0%	±2.5%	±2.2%	±7.2%	±2.0%	±3.1%	±3.7%	±4.6%	±2.5%	±1.1%	±2.2%	±1.0%
<b>Visible policing</b>												
<b>Very effective</b>	1955 60.1%	279 59.1%	464 60.5%	59 72.8%	398 63.5%	240 55.7%	153 54.8%	51 60.7%	331 60.2%	1510 61.0%	401 57.3%	1955 60.1%
<b>Fairly effective</b>	999 30.7%	152 32.2%	223 29.1%	12 14.8%	185 29.5%	138 32.0%	95 34.1%	29 34.5%	166 30.2%	747 30.2%	228 32.6%	999 30.7%
<b>Not very effective</b>	187 5.7%	27 5.7%	48 6.3%	6 7.4%	32 5.1%	31 7.2%	23 8.2%	4 4.8%	22 4.0%	143 5.8%	37 5.3%	187 5.7%
<b>Not at all effective</b>	114 3.5%	14 3.0%	32 4.2%	4 4.9%	12 1.9%	22 5.1%	8 2.9%	- -	31 5.6%	77 3.1%	34 4.9%	114 3.5%

### Q15d. Effectiveness in reducing crime against business - Video camera surveillance

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
<b>Base</b>	<b>3270</b>	<b>492</b>	<b>782</b>	<b>81</b>	<b>629</b>	<b>436</b>	<b>280</b>	<b>79</b>	<b>529</b>	<b>2496</b>	<b>696</b>	<b>3270</b>
<b>% Positive</b>	<b>86.1%</b>	<b>88.4%</b>	<b>86.1%</b>	<b>81.5%</b>	<b>88.9%</b>	<b>84.6%</b>	<b>87.9%</b>	<b>86.1%</b>	<b>79.8%</b>	<b>86.8%</b>	<b>83.8%</b>	<b>86.1%</b>
<b>95% Confidence Interval</b>	<b>±1.2%</b>	<b>±2.8%</b>	<b>±2.4%</b>	<b>±8.5%</b>	<b>±2.5%</b>	<b>±3.4%</b>	<b>±3.8%</b>	<b>±7.6%</b>	<b>±3.4%</b>	<b>±1.3%</b>	<b>±2.7%</b>	<b>±1.2%</b>
<b>Video camera surveillance</b>												
<b>Very effective</b>	<b>1288</b> <b>39.4%</b>	<b>200</b> <b>40.7%</b>	<b>295</b> <b>37.7%</b>	<b>34</b> <b>42.0%</b>	<b>260</b> <b>41.3%</b>	<b>156</b> <b>35.8%</b>	<b>102</b> <b>36.4%</b>	<b>32</b> <b>40.5%</b>	<b>200</b> <b>37.8%</b>	<b>986</b> <b>39.5%</b>	<b>267</b> <b>38.4%</b>	<b>1288</b> <b>39.4%</b>
<b>Fairly effective</b>	<b>1526</b> <b>46.7%</b>	<b>235</b> <b>47.8%</b>	<b>378</b> <b>48.3%</b>	<b>32</b> <b>39.5%</b>	<b>299</b> <b>47.5%</b>	<b>213</b> <b>48.9%</b>	<b>144</b> <b>51.4%</b>	<b>36</b> <b>45.6%</b>	<b>222</b> <b>42.0%</b>	<b>1181</b> <b>47.3%</b>	<b>316</b> <b>45.4%</b>	<b>1526</b> <b>46.7%</b>
<b>Not very effective</b>	<b>357</b> <b>10.9%</b>	<b>42</b> <b>8.5%</b>	<b>94</b> <b>12.0%</b>	<b>10</b> <b>12.3%</b>	<b>58</b> <b>9.2%</b>	<b>54</b> <b>12.4%</b>	<b>25</b> <b>8.9%</b>	<b>11</b> <b>13.9%</b>	<b>68</b> <b>12.9%</b>	<b>260</b> <b>10.4%</b>	<b>83</b> <b>11.9%</b>	<b>357</b> <b>10.9%</b>
<b>Not at all effective</b>	<b>99</b> <b>3.0%</b>	<b>15</b> <b>3.0%</b>	<b>15</b> <b>1.9%</b>	<b>5</b> <b>6.2%</b>	<b>12</b> <b>1.9%</b>	<b>13</b> <b>3.0%</b>	<b>9</b> <b>3.2%</b>	<b>-</b> <b>-</b>	<b>39</b> <b>7.4%</b>	<b>69</b> <b>2.8%</b>	<b>30</b> <b>4.3%</b>	<b>99</b> <b>3.0%</b>

### Q15e. Effectiveness in reducing crime against business - Crime prevention advice

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
<b>Base</b>	<b>2923</b>	<b>446</b>	<b>685</b>	<b>72</b>	<b>557</b>	<b>380</b>	<b>249</b>	<b>69</b>	<b>497</b>	<b>2217</b>	<b>639</b>	<b>2923</b>
<b>% Positive</b>	<b>72.4%</b>	<b>70.6%</b>	<b>67.4%</b>	<b>66.7%</b>	<b>73.1%</b>	<b>70.8%</b>	<b>71.9%</b>	<b>81.2%</b>	<b>79.1%</b>	<b>72.4%</b>	<b>71.8%</b>	<b>72.4%</b>
<b>95% Confidence Interval</b>	<b>±1.6%</b>	<b>±4.2%</b>	<b>±3.5%</b>	<b>±10.9%</b>	<b>±3.7%</b>	<b>±4.6%</b>	<b>±5.6%</b>	<b>±9.2%</b>	<b>±3.6%</b>	<b>±1.9%</b>	<b>±3.5%</b>	<b>±1.6%</b>
<b>Crime prevention advice</b>												
<b>Very effective</b>	<b>455</b> 15.6%	<b>67</b> 15.0%	<b>78</b> 11.4%	<b>8</b> 11.1%	<b>88</b> 15.8%	<b>54</b> 14.2%	<b>35</b> 14.1%	<b>12</b> 17.4%	<b>117</b> 23.5%	<b>338</b> 15.2%	<b>107</b> 16.7%	<b>455</b> 15.6%
<b>Fairly effective</b>	<b>1661</b> 56.8%	<b>248</b> 55.6%	<b>384</b> 56.1%	<b>40</b> 55.6%	<b>319</b> 57.3%	<b>215</b> 56.6%	<b>144</b> 57.8%	<b>44</b> 63.8%	<b>276</b> 55.5%	<b>1268</b> 57.2%	<b>352</b> 55.1%	<b>1661</b> 56.8%
<b>Not very effective</b>	<b>656</b> 22.4%	<b>111</b> 24.9%	<b>182</b> 26.6%	<b>21</b> 29.2%	<b>122</b> 21.9%	<b>83</b> 21.8%	<b>55</b> 22.1%	<b>13</b> 18.8%	<b>82</b> 16.5%	<b>501</b> 22.6%	<b>141</b> 22.1%	<b>656</b> 22.4%
<b>Not at all effective</b>	<b>151</b> 5.2%	<b>20</b> 4.5%	<b>41</b> 6.0%	<b>3</b> 4.2%	<b>28</b> 5.0%	<b>28</b> 7.4%	<b>15</b> 6.0%	<b>-</b> -	<b>22</b> 4.4%	<b>110</b> 5.0%	<b>39</b> 6.1%	<b>151</b> 5.2%

### Q15f. Effectiveness in reducing crime against business - Private security patrol

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
		<b>Base</b>	2653	449	684	55	471	331	233	59	407	2030
<b>% Positive</b>	75.0%	81.5%	77.8%	72.7%	72.0%	74.0%	76.0%	74.6%	68.3%	75.4%	73.6%	75.0%
<b>95% Confidence Interval</b>	±1.6%	±3.6%	±3.1%	±11.8%	±4.1%	±4.7%	±5.5%	±11.1%	±4.5%	±1.9%	±3.7%	±1.6%
<b>Private security patrol</b>												
<b>Very effective</b>	791 29.8%	140 31.2%	216 31.6%	17 30.9%	136 28.9%	99 29.9%	66 28.3%	22 37.3%	105 25.8%	608 30.0%	163 29.3%	791 29.8%
<b>Fairly effective</b>	1199 45.2%	226 50.3%	316 46.2%	23 41.8%	203 43.1%	146 44.1%	111 47.6%	22 37.3%	173 42.5%	922 45.4%	246 44.2%	1199 45.2%
<b>Not very effective</b>	500 18.8%	66 14.7%	116 17.0%	14 25.5%	106 22.5%	57 17.2%	39 16.7%	13 22.0%	90 22.1%	387 19.1%	100 18.0%	500 18.8%
<b>Not at all effective</b>	163 6.1%	17 3.8%	36 5.3%	1 1.8%	26 5.5%	29 8.8%	17 7.3%	2 3.4%	39 9.6%	113 5.6%	47 8.5%	163 6.1%

### Q15g. Effectiveness in reducing crime against business - Staff training

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
<b>Base</b>	<b>2997</b>	<b>455</b>	<b>703</b>	<b>78</b>	<b>579</b>	<b>403</b>	<b>260</b>	<b>77</b>	<b>479</b>	<b>2269</b>	<b>659</b>	<b>2997</b>
<b>% Positive</b>	<b>79.3%</b>	<b>76.5%</b>	<b>75.0%</b>	<b>80.8%</b>	<b>83.9%</b>	<b>76.7%</b>	<b>77.7%</b>	<b>81.8%</b>	<b>86.4%</b>	<b>78.7%</b>	<b>80.9%</b>	<b>79.3%</b>
<b>95% Confidence Interval</b>	<b>±1.5%</b>	<b>±3.9%</b>	<b>±3.2%</b>	<b>±8.7%</b>	<b>±3.0%</b>	<b>±4.1%</b>	<b>±5.1%</b>	<b>±8.6%</b>	<b>±3.1%</b>	<b>±1.7%</b>	<b>±3.0%</b>	<b>±1.5%</b>
<b>Staff training</b>												
<b>Very effective</b>	<b>660</b> 22.0%	<b>89</b> 19.6%	<b>114</b> 16.2%	<b>13</b> 16.7%	<b>154</b> 26.6%	<b>86</b> 21.3%	<b>55</b> 21.2%	<b>17</b> 22.1%	<b>132</b> 27.6%	<b>492</b> 21.7%	<b>151</b> 22.9%	<b>660</b> 22.0%
<b>Fairly effective</b>	<b>1716</b> 57.3%	<b>259</b> 56.9%	<b>413</b> 58.7%	<b>50</b> 64.1%	<b>332</b> 57.3%	<b>223</b> 55.3%	<b>147</b> 56.5%	<b>46</b> 59.7%	<b>282</b> 58.9%	<b>1294</b> 57.0%	<b>382</b> 58.0%	<b>1716</b> 57.3%
<b>Not very effective</b>	<b>517</b> 17.3%	<b>96</b> 21.1%	<b>152</b> 21.6%	<b>13</b> 16.7%	<b>77</b> 13.3%	<b>75</b> 18.6%	<b>50</b> 19.2%	<b>13</b> 16.9%	<b>44</b> 9.2%	<b>408</b> 18.0%	<b>98</b> 14.9%	<b>517</b> 17.3%
<b>Not at all effective</b>	<b>104</b> 3.5%	<b>11</b> 2.4%	<b>24</b> 3.4%	<b>2</b> 2.6%	<b>16</b> 2.8%	<b>19</b> 4.7%	<b>8</b> 3.1%	<b>1</b> 1.3%	<b>21</b> 4.4%	<b>75</b> 3.3%	<b>28</b> 4.2%	<b>104</b> 3.5%

### Q15h. Effectiveness in reducing crime against business - Tough sentencing

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
<b>Base</b>	<b>3048</b>	<b>461</b>	<b>744</b>	<b>80</b>	<b>569</b>	<b>407</b>	<b>256</b>	<b>74</b>	<b>502</b>	<b>2314</b>	<b>665</b>	<b>3048</b>
<b>% Positive</b>	<b>78.9%</b>	<b>77.2%</b>	<b>81.5%</b>	<b>88.8%</b>	<b>77.7%</b>	<b>81.8%</b>	<b>77.0%</b>	<b>73.0%</b>	<b>74.5%</b>	<b>78.7%</b>	<b>79.2%</b>	<b>78.9%</b>
<b>95% Confidence Interval</b>	<b>±1.4%</b>	<b>±3.8%</b>	<b>±2.8%</b>	<b>±6.9%</b>	<b>±3.4%</b>	<b>±3.7%</b>	<b>±5.2%</b>	<b>±10.1%</b>	<b>±3.8%</b>	<b>±1.7%</b>	<b>±3.1%</b>	<b>±1.4%</b>
<b>Tough sentencing</b>												
<b>Very effective</b>	<b>1593</b> <b>52.3%</b>	<b>234</b> <b>50.8%</b>	<b>426</b> <b>57.3%</b>	<b>47</b> <b>58.8%</b>	<b>302</b> <b>53.1%</b>	<b>220</b> <b>54.1%</b>	<b>123</b> <b>48.0%</b>	<b>37</b> <b>50.0%</b>	<b>230</b> <b>45.8%</b>	<b>1226</b> <b>53.0%</b>	<b>337</b> <b>50.7%</b>	<b>1593</b> <b>52.3%</b>
<b>Fairly effective</b>	<b>812</b> <b>26.6%</b>	<b>122</b> <b>26.5%</b>	<b>180</b> <b>24.2%</b>	<b>24</b> <b>30.0%</b>	<b>140</b> <b>24.6%</b>	<b>113</b> <b>27.8%</b>	<b>74</b> <b>28.9%</b>	<b>17</b> <b>23.0%</b>	<b>144</b> <b>28.7%</b>	<b>594</b> <b>25.7%</b>	<b>190</b> <b>28.6%</b>	<b>812</b> <b>26.6%</b>
<b>Not very effective</b>	<b>480</b> <b>15.7%</b>	<b>82</b> <b>17.8%</b>	<b>105</b> <b>14.1%</b>	<b>5</b> <b>6.3%</b>	<b>98</b> <b>17.2%</b>	<b>56</b> <b>13.8%</b>	<b>38</b> <b>14.8%</b>	<b>15</b> <b>20.3%</b>	<b>94</b> <b>18.7%</b>	<b>362</b> <b>15.6%</b>	<b>109</b> <b>16.4%</b>	<b>480</b> <b>15.7%</b>
<b>Not at all effective</b>	<b>163</b> <b>5.3%</b>	<b>23</b> <b>5.0%</b>	<b>33</b> <b>4.4%</b>	<b>4</b> <b>5.0%</b>	<b>29</b> <b>5.1%</b>	<b>18</b> <b>4.4%</b>	<b>21</b> <b>8.2%</b>	<b>5</b> <b>6.8%</b>	<b>34</b> <b>6.8%</b>	<b>132</b> <b>5.7%</b>	<b>29</b> <b>4.4%</b>	<b>163</b> <b>5.3%</b>

### Q15i. Effectiveness in reducing crime against business - Computer security devices/software

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
<b>Base</b>	<b>3166</b>	<b>469</b>	<b>723</b>	<b>73</b>	<b>591</b>	<b>413</b>	<b>276</b>	<b>78</b>	<b>583</b>	<b>2381</b>	<b>706</b>	<b>3166</b>
<b>% Positive</b>	<b>91.4%</b>	<b>90.2%</b>	<b>89.3%</b>	<b>87.7%</b>	<b>91.7%</b>	<b>90.1%</b>	<b>90.6%</b>	<b>97.4%</b>	<b>94.2%</b>	<b>90.9%</b>	<b>92.4%</b>	<b>91.4%</b>
<b>95% Confidence Interval</b>	<b>±1.0%</b>	<b>±2.7%</b>	<b>±2.2%</b>	<b>±7.5%</b>	<b>±2.2%</b>	<b>±2.9%</b>	<b>±3.4%</b>	<b>±3.5%</b>	<b>±1.9%</b>	<b>±1.2%</b>	<b>±2.0%</b>	<b>±1.0%</b>
<b>Computer security devices/software</b>												
<b>Very effective</b>	<b>1179</b> <b>37.2%</b>	<b>176</b> <b>37.5%</b>	<b>238</b> <b>32.9%</b>	<b>29</b> <b>39.7%</b>	<b>220</b> <b>37.2%</b>	<b>148</b> <b>35.8%</b>	<b>98</b> <b>35.5%</b>	<b>21</b> <b>26.9%</b>	<b>271</b> <b>46.5%</b>	<b>884</b> <b>37.1%</b>	<b>260</b> <b>36.8%</b>	<b>1179</b> <b>37.2%</b>
<b>Fairly effective</b>	<b>1714</b> <b>54.1%</b>	<b>247</b> <b>52.7%</b>	<b>408</b> <b>56.4%</b>	<b>35</b> <b>47.9%</b>	<b>322</b> <b>54.5%</b>	<b>224</b> <b>54.2%</b>	<b>152</b> <b>55.1%</b>	<b>55</b> <b>70.5%</b>	<b>278</b> <b>47.7%</b>	<b>1280</b> <b>53.8%</b>	<b>392</b> <b>55.5%</b>	<b>1714</b> <b>54.1%</b>
<b>Not very effective</b>	<b>240</b> <b>7.6%</b>	<b>39</b> <b>8.3%</b>	<b>71</b> <b>9.8%</b>	<b>9</b> <b>12.3%</b>	<b>46</b> <b>7.8%</b>	<b>35</b> <b>8.5%</b>	<b>24</b> <b>8.7%</b>	<b>2</b> <b>2.6%</b>	<b>25</b> <b>4.3%</b>	<b>194</b> <b>8.1%</b>	<b>44</b> <b>6.2%</b>	<b>240</b> <b>7.6%</b>
<b>Not at all effective</b>	<b>33</b> <b>1.0%</b>	<b>7</b> <b>1.5%</b>	<b>6</b> <b>0.8%</b>	<b>-</b> <b>-</b>	<b>3</b> <b>0.5%</b>	<b>6</b> <b>1.5%</b>	<b>2</b> <b>0.7%</b>	<b>-</b> <b>-</b>	<b>9</b> <b>1.5%</b>	<b>23</b> <b>1.0%</b>	<b>10</b> <b>1.4%</b>	<b>33</b> <b>1.0%</b>

### Q15j. Effectiveness in reducing crime against business - Fast police response

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
<b>Base</b>	<b>3212</b>	<b>479</b>	<b>758</b>	<b>80</b>	<b>606</b>	<b>438</b>	<b>281</b>	<b>80</b>	<b>531</b>	<b>2438</b>	<b>697</b>	<b>3212</b>
<b>% Positive</b>	<b>91.5%</b>	<b>91.6%</b>	<b>90.1%</b>	<b>95.0%</b>	<b>93.4%</b>	<b>89.7%</b>	<b>93.2%</b>	<b>88.8%</b>	<b>90.0%</b>	<b>91.7%</b>	<b>90.5%</b>	<b>91.5%</b>
<b>95% Confidence Interval</b>	<b>±1.0%</b>	<b>±2.5%</b>	<b>±2.1%</b>	<b>±4.8%</b>	<b>±2.0%</b>	<b>±2.8%</b>	<b>±2.9%</b>	<b>±6.9%</b>	<b>±2.5%</b>	<b>±1.1%</b>	<b>±2.2%</b>	<b>±1.0%</b>
<b>Fast police response</b>												
<b>Very effective</b>	<b>2012</b> <b>62.6%</b>	<b>283</b> <b>59.1%</b>	<b>479</b> <b>63.2%</b>	<b>65</b> <b>81.3%</b>	<b>386</b> <b>63.7%</b>	<b>272</b> <b>62.1%</b>	<b>162</b> <b>57.7%</b>	<b>49</b> <b>61.3%</b>	<b>335</b> <b>63.1%</b>	<b>1548</b> <b>63.5%</b>	<b>413</b> <b>59.3%</b>	<b>2012</b> <b>62.6%</b>
<b>Fairly effective</b>	<b>926</b> <b>28.8%</b>	<b>156</b> <b>32.6%</b>	<b>204</b> <b>26.9%</b>	<b>11</b> <b>13.8%</b>	<b>180</b> <b>29.7%</b>	<b>121</b> <b>27.6%</b>	<b>100</b> <b>35.6%</b>	<b>22</b> <b>27.5%</b>	<b>143</b> <b>26.9%</b>	<b>687</b> <b>28.2%</b>	<b>218</b> <b>31.3%</b>	<b>926</b> <b>28.8%</b>
<b>Not very effective</b>	<b>184</b> <b>5.7%</b>	<b>24</b> <b>5.0%</b>	<b>49</b> <b>6.5%</b>	<b>3</b> <b>3.8%</b>	<b>30</b> <b>5.0%</b>	<b>31</b> <b>7.1%</b>	<b>12</b> <b>4.3%</b>	<b>7</b> <b>8.8%</b>	<b>34</b> <b>6.4%</b>	<b>135</b> <b>5.5%</b>	<b>44</b> <b>6.3%</b>	<b>184</b> <b>5.7%</b>
<b>Not at all effective</b>	<b>90</b> <b>2.8%</b>	<b>16</b> <b>3.3%</b>	<b>26</b> <b>3.4%</b>	<b>1</b> <b>1.3%</b>	<b>10</b> <b>1.7%</b>	<b>14</b> <b>3.2%</b>	<b>7</b> <b>2.5%</b>	<b>2</b> <b>2.5%</b>	<b>19</b> <b>3.6%</b>	<b>68</b> <b>2.8%</b>	<b>22</b> <b>3.2%</b>	<b>90</b> <b>2.8%</b>

**Q16a. Are you aware of PCSO's patrolling your local business area?**

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3403</b>	<b>484</b>	<b>759</b>	<b>83</b>	<b>658</b>	<b>453</b>	<b>286</b>	<b>86</b>	<b>632</b>	<b>2534</b>	<b>776</b>	<b>3403</b>
<b>Do you have PCSO's that patrol your local area?</b>												
<b>Yes</b>	1087 31.9%	98 20.2%	144 19.0%	52 62.7%	304 46.2%	150 33.1%	75 26.2%	34 39.5%	220 34.8%	834 32.9%	220 28.4%	1087 31.9%
<b>No</b>	2316 68.1%	386 79.8%	615 81.0%	31 37.3%	354 53.8%	303 66.9%	211 73.8%	52 60.5%	412 65.2%	1700 67.1%	556 71.6%	2316 68.1%

**Q16b. Do you (or someone within your company) know your local PCSO's by sight or by name?**

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	1047	95	140	52	295	145	72	33	214	807	217	1047
<b>Do you (or someone within your company) know your local PCSO's by sight or by name?</b>												
<b>Yes</b>	512 48.9%	47 49.5%	70 50.0%	32 61.5%	139 47.1%	80 55.2%	22 30.6%	20 60.6%	89 41.6%	372 46.1%	133 61.3%	512 48.9%
<b>No</b>	535 51.1%	48 50.5%	70 50.0%	20 38.5%	156 52.9%	65 44.8%	50 69.4%	13 39.4%	125 58.4%	435 53.9%	84 38.7%	535 51.1%

### Q16c. Do you feel your PCSO's have had an impact on crime or perceptions of safety in your area?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>1054</b>	<b>93</b>	<b>139</b>	<b>52</b>	<b>297</b>	<b>143</b>	<b>73</b>	<b>34</b>	<b>218</b>	<b>811</b>	<b>220</b>	<b>1054</b>
<b>Do you feel your PCSO's have had an impact on crime or perceptions of safety in your area?</b>												
<b>Yes</b>	453 43.0%	36 38.7%	56 40.3%	23 44.2%	126 42.4%	58 40.6%	30 41.1%	15 44.1%	95 43.6%	349 43.0%	95 43.2%	453 43.0%
<b>No</b>	248 23.5%	25 26.9%	45 32.4%	17 32.7%	66 22.2%	37 25.9%	20 27.4%	5 14.7%	38 17.4%	187 23.1%	55 25.0%	248 23.5%
<b>Don't know</b>	353 33.5%	32 34.4%	38 27.3%	12 23.1%	105 35.4%	48 33.6%	23 31.5%	14 41.2%	85 39.0%	275 33.9%	70 31.8%	353 33.5%

### Q17a. How confident are you that the police understand the issues most important to your business?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
<b>Base</b>	<b>3232</b>	<b>467</b>	<b>754</b>	<b>83</b>	<b>630</b>	<b>444</b>	<b>272</b>	<b>84</b>	<b>547</b>	<b>2442</b>	<b>726</b>	<b>3232</b>
% Satisfied	43.7%	42.2%	38.2%	44.6%	49.4%	43.7%	46.0%	41.7%	42.0%	44.3%	41.0%	43.7%
95% Confidence Interval	±1.7%	±4.5%	±3.5%	±10.7%	±3.9%	±4.6%	±5.9%	±10.5%	±4.1%	±2.0%	±3.6%	±1.7%
... understand the issues most important to your business?												
<b>Very confident</b>	<b>222</b> 6.9%	<b>33</b> 7.1%	<b>38</b> 5.0%	<b>6</b> 7.2%	<b>41</b> 6.5%	<b>35</b> 7.9%	<b>12</b> 4.4%	<b>10</b> 11.9%	<b>36</b> 6.6%	<b>162</b> 6.6%	<b>57</b> 7.9%	<b>222</b> 6.9%
<b>Fairly confident</b>	<b>1191</b> 36.9%	<b>164</b> 35.1%	<b>250</b> 33.2%	<b>31</b> 37.3%	<b>270</b> 42.9%	<b>159</b> 35.8%	<b>113</b> 41.5%	<b>25</b> 29.8%	<b>194</b> 35.5%	<b>920</b> 37.7%	<b>241</b> 33.2%	<b>1191</b> 36.9%
<b>Not very confident</b>	<b>1257</b> 38.9%	<b>187</b> 40.0%	<b>303</b> 40.2%	<b>29</b> 34.9%	<b>229</b> 36.3%	<b>177</b> 39.9%	<b>101</b> 37.1%	<b>34</b> 40.5%	<b>215</b> 39.3%	<b>944</b> 38.7%	<b>292</b> 40.2%	<b>1257</b> 38.9%
<b>Not at all confident</b>	<b>562</b> 17.4%	<b>83</b> 17.8%	<b>163</b> 21.6%	<b>17</b> 20.5%	<b>90</b> 14.3%	<b>73</b> 16.4%	<b>46</b> 16.9%	<b>15</b> 17.9%	<b>102</b> 18.6%	<b>416</b> 17.0%	<b>136</b> 18.7%	<b>562</b> 17.4%

### Q17b. How confident are you that the police are dealing with issues most important to your business?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		A. Business Park/ Retail Park	B. Industrial Estate/area	C. Shopping Parade	D. Town Centre	E. Out of town/ edge of town	F. Office block/ complex	G. Residential/ mixed use area	H. Home	A. Urban site	B. Rural site	A.
<b>Base</b>	<b>3132</b>	<b>463</b>	<b>734</b>	<b>80</b>	<b>606</b>	<b>431</b>	<b>261</b>	<b>81</b>	<b>525</b>	<b>2365</b>	<b>705</b>	<b>3132</b>
<b>% Satisfied</b>	<b>32.6%</b>	<b>30.0%</b>	<b>25.2%</b>	<b>35.0%</b>	<b>36.5%</b>	<b>32.0%</b>	<b>33.0%</b>	<b>37.0%</b>	<b>34.3%</b>	<b>32.9%</b>	<b>30.5%</b>	<b>32.6%</b>
<b>95% Confidence Interval</b>	<b>±1.6%</b>	<b>±4.2%</b>	<b>±3.1%</b>	<b>±10.5%</b>	<b>±3.8%</b>	<b>±4.4%</b>	<b>±5.7%</b>	<b>±10.5%</b>	<b>±4.1%</b>	<b>±1.9%</b>	<b>±3.4%</b>	<b>±1.6%</b>
<b>... are dealing with the issues most important to your business?</b>												
<b>Very confident</b>	129 4.1%	19 4.1%	18 2.5%	6 7.5%	24 4.0%	23 5.3%	6 2.3%	7 8.6%	21 4.0%	88 3.7%	37 5.2%	129 4.1%
<b>Fairly confident</b>	891 28.4%	120 25.9%	167 22.8%	22 27.5%	197 32.5%	115 26.7%	80 30.7%	23 28.4%	159 30.3%	691 29.2%	178 25.2%	891 28.4%
<b>Not very confident</b>	1408 45.0%	220 47.5%	354 48.2%	32 40.0%	273 45.0%	191 44.3%	111 42.5%	34 42.0%	223 42.5%	1062 44.9%	321 45.5%	1408 45.0%
<b>Not at all confident</b>	704 22.5%	104 22.5%	195 26.6%	20 25.0%	112 18.5%	102 23.7%	64 24.5%	17 21.0%	122 23.2%	524 22.2%	169 24.0%	704 22.5%

### Q18a. Should local police forces have dedicated Police Business Crime Advisors?

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3093</b>	<b>460</b>	<b>722</b>	<b>82</b>	<b>556</b>	<b>417</b>	<b>256</b>	<b>70</b>	<b>574</b>	<b>2325</b>	<b>702</b>	<b>3093</b>
<b>Should local police forces have dedicated Police Business Crime Advisors to help support businesses and raise the profile of crimes against business?</b>												
<b>Yes</b>	<b>2732</b> <b>88.3%</b>	<b>409</b> <b>88.9%</b>	<b>648</b> <b>89.8%</b>	<b>75</b> <b>91.5%</b>	<b>486</b> <b>87.4%</b>	<b>374</b> <b>89.7%</b>	<b>221</b> <b>86.3%</b>	<b>59</b> <b>84.3%</b>	<b>492</b> <b>85.7%</b>	<b>2066</b> <b>88.9%</b>	<b>610</b> <b>86.9%</b>	<b>2732</b> <b>88.3%</b>
<b>No</b>	<b>361</b> <b>11.7%</b>	<b>51</b> <b>11.1%</b>	<b>74</b> <b>10.2%</b>	<b>7</b> <b>8.5%</b>	<b>70</b> <b>12.6%</b>	<b>43</b> <b>10.3%</b>	<b>35</b> <b>13.7%</b>	<b>11</b> <b>15.7%</b>	<b>82</b> <b>14.3%</b>	<b>259</b> <b>11.1%</b>	<b>92</b> <b>13.1%</b>	<b>361</b> <b>11.7%</b>

**Q19. Do you think that crime against business should become a Key Performance Indicator?**

Absolute Break % Respondents	Base	Location of business								Location		ALL
		Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3205</b>	<b>481</b>	<b>737</b>	<b>89</b>	<b>603</b>	<b>436</b>	<b>262</b>	<b>78</b>	<b>581</b>	<b>2429</b>	<b>710</b>	<b>3205</b>
<b>Do you think that crime against business should become a Key Performance Indicator for the police?</b>												
<b>Yes</b>	<b>2732</b> 85.2%	<b>397</b> 82.5%	<b>654</b> 88.7%	<b>76</b> 85.4%	<b>522</b> 86.6%	<b>374</b> 85.8%	<b>213</b> 81.3%	<b>66</b> 84.6%	<b>471</b> 81.1%	<b>2076</b> 85.5%	<b>598</b> 84.2%	<b>2732</b> 85.2%
<b>No</b>	<b>473</b> 14.8%	<b>84</b> 17.5%	<b>83</b> 11.3%	<b>13</b> 14.6%	<b>81</b> 13.4%	<b>62</b> 14.2%	<b>49</b> 18.7%	<b>12</b> 15.4%	<b>110</b> 18.9%	<b>353</b> 14.5%	<b>112</b> 15.8%	<b>473</b> 14.8%

### Q20. Which ONE of the following best describes your business sector?

Absolute Break % Respondents	Base	Missing	Location of business								Location		ALL
		No reply	Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3916</b>	-	<b>551</b>	<b>838</b>	<b>93</b>	<b>709</b>	<b>505</b>	<b>325</b>	<b>91</b>	<b>723</b>	<b>2819</b>	<b>870</b>	<b>3916</b>
<b>Missing</b>													
<b>No reply</b>	<b>172</b> 4.4%	-	<b>3</b> 0.5%	<b>4</b> 0.5%	-	<b>3</b> 0.4%	<b>1</b> 0.2%	<b>1</b> 0.3%	-	<b>3</b> 0.4%	<b>10</b> 0.4%	<b>3</b> 0.3%	<b>172</b> 4.4%
<b>Which ONE of the following best describes your business sector?</b>													
<b>Agriculture, forestry, fishing, mining, utilities</b>	<b>62</b> 1.6%	-	<b>5</b> 0.9%	<b>17</b> 2.0%	-	<b>5</b> 0.7%	<b>26</b> 5.1%	<b>2</b> 0.6%	-	<b>7</b> 1.0%	<b>25</b> 0.9%	<b>36</b> 4.1%	<b>62</b> 1.6%
<b>Manufacturing consumer goods</b>	<b>175</b> 4.5%	-	<b>28</b> 5.1%	<b>89</b> 10.6%	<b>2</b> 2.2%	<b>9</b> 1.3%	<b>27</b> 5.3%	<b>2</b> 0.6%	<b>8</b> 8.8%	<b>10</b> 1.4%	<b>136</b> 4.8%	<b>36</b> 4.1%	<b>175</b> 4.5%
<b>Manufacturing investment goods/ goods used in the production process</b>	<b>362</b> 9.2%	-	<b>60</b> 10.9%	<b>228</b> 27.2%	<b>1</b> 1.1%	<b>10</b> 1.4%	<b>38</b> 7.5%	<b>7</b> 2.2%	<b>9</b> 9.9%	<b>6</b> 0.8%	<b>268</b> 9.5%	<b>88</b> 10.1%	<b>362</b> 9.2%
<b>Construction/ engineering</b>	<b>278</b> 7.1%	-	<b>56</b> 10.2%	<b>107</b> 12.8%	<b>4</b> 4.3%	<b>25</b> 3.5%	<b>42</b> 8.3%	<b>15</b> 4.6%	<b>4</b> 4.4%	<b>25</b> 3.5%	<b>217</b> 7.7%	<b>57</b> 6.6%	<b>278</b> 7.1%
<b>Retailing/ wholesaling</b>	<b>380</b> 9.7%	-	<b>41</b> 7.4%	<b>94</b> 11.2%	<b>29</b> 31.2%	<b>100</b> 14.1%	<b>62</b> 12.3%	<b>13</b> 4.0%	<b>9</b> 9.9%	<b>28</b> 3.9%	<b>300</b> 10.6%	<b>72</b> 8.3%	<b>380</b> 9.7%
<b>Hotels/ restaurants/ entertainment venues</b>	<b>200</b> 5.1%	-	<b>15</b> 2.7%	<b>7</b> 0.8%	<b>7</b> 7.5%	<b>81</b> 11.4%	<b>72</b> 14.3%	<b>4</b> 1.2%	<b>13</b> 14.3%	<b>10</b> 1.4%	<b>132</b> 4.7%	<b>66</b> 7.6%	<b>200</b> 5.1%
<b>Transport/ distribution/ storage</b>	<b>201</b> 5.1%	-	<b>35</b> 6.4%	<b>95</b> 11.3%	<b>3</b> 3.2%	<b>13</b> 1.8%	<b>17</b> 3.4%	<b>11</b> 3.4%	-	<b>31</b> 4.3%	<b>153</b> 5.4%	<b>45</b> 5.2%	<b>201</b> 5.1%
<b>Marketing/ media</b>	<b>266</b> 6.8%	-	<b>35</b> 6.4%	<b>25</b> 3.0%	<b>6</b> 6.5%	<b>44</b> 6.2%	<b>29</b> 5.7%	<b>38</b> 11.7%	<b>8</b> 8.8%	<b>86</b> 11.9%	<b>198</b> 7.0%	<b>64</b> 7.4%	<b>266</b> 6.8%
<b>Professional services</b>	<b>1282</b> 32.7%	-	<b>231</b> 41.9%	<b>99</b> 11.8%	<b>27</b> 29.0%	<b>295</b> 41.6%	<b>104</b> 20.6%	<b>179</b> 55.1%	<b>10</b> 11.0%	<b>416</b> 57.5%	<b>953</b> 33.8%	<b>303</b> 34.8%	<b>1282</b> 32.7%
<b>Consumer services</b>	<b>225</b> 5.7%	-	<b>17</b> 3.1%	<b>37</b> 4.4%	<b>8</b> 8.6%	<b>38</b> 5.4%	<b>34</b> 6.7%	<b>16</b> 4.9%	<b>8</b> 8.8%	<b>62</b> 8.6%	<b>166</b> 5.9%	<b>53</b> 6.1%	<b>225</b> 5.7%
<b>Public or voluntary sector services</b>	<b>182</b> 4.6%	-	<b>17</b> 3.1%	<b>14</b> 1.7%	<b>4</b> 4.3%	<b>57</b> 8.0%	<b>37</b> 7.3%	<b>25</b> 7.7%	<b>14</b> 15.4%	<b>12</b> 1.7%	<b>155</b> 5.5%	<b>23</b> 2.6%	<b>182</b> 4.6%
<b>Other services</b>	<b>131</b> 3.3%	-	<b>8</b> 1.5%	<b>22</b> 2.6%	<b>2</b> 2.2%	<b>29</b> 4.1%	<b>16</b> 3.2%	<b>12</b> 3.7%	<b>8</b> 8.8%	<b>27</b> 3.7%	<b>106</b> 3.8%	<b>24</b> 2.8%	<b>131</b> 3.3%

### Q21. Approximately how many full-time equivalent staff do you have in your business?

Absolute Break % Respondents	Base	Missing	Location of business								Location		ALL
		No reply	Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
	<b>Base</b>	-	551	838	93	709	505	325	91	723	2819	870	3916
	<b>Missing</b>	-											
	<b>No reply</b>	-	18	29	3	21	11	12	3	42	96	34	298
		7.6%	3.3%	3.5%	3.2%	3.0%	2.2%	3.7%	3.3%	5.8%	3.4%	3.9%	7.6%
<b>Approximately how many full-time equivalent staff do you have in your business?</b>													
	<b>Sole trader</b>	-	11	11	5	22	24	22	6	265	242	111	358
		9.1%	2.0%	1.3%	5.4%	3.1%	4.8%	6.8%	6.6%	36.7%	8.6%	12.8%	9.1%
	<b>1 to 4</b>	-	132	115	38	180	105	93	19	363	714	294	1026
		26.2%	24.0%	13.7%	40.9%	25.4%	20.8%	28.6%	20.9%	50.2%	25.3%	33.8%	26.2%
	<b>5 to 9</b>	-	102	125	13	147	88	62	19	32	415	137	565
		14.4%	18.5%	14.9%	14.0%	20.7%	17.4%	19.1%	20.9%	4.4%	14.7%	15.7%	14.4%
	<b>10 to 19</b>	-	90	155	16	93	83	46	15	13	407	101	512
		13.1%	16.3%	18.5%	17.2%	13.1%	16.4%	14.2%	16.5%	1.8%	14.4%	11.6%	13.1%
	<b>20 to 49</b>	-	98	219	10	100	73	30	10	5	439	90	538
		13.7%	17.8%	26.1%	10.8%	14.1%	14.5%	9.2%	11.0%	0.7%	15.6%	10.3%	13.7%
	<b>50 to 99</b>	-	48	99	3	70	50	25	6	2	246	48	297
		7.6%	8.7%	11.8%	3.2%	9.9%	9.9%	7.7%	6.6%	0.3%	8.7%	5.5%	7.6%
	<b>100 to 199</b>	-	20	35	-	27	33	13	7	-	110	20	131
		3.3%	3.6%	4.2%	-	3.8%	6.5%	4.0%	7.7%	-	3.9%	2.3%	3.3%
	<b>200 to 249</b>	-	5	12	-	7	9	3	2	1	28	10	39
		1.0%	0.9%	1.4%	-	1.0%	1.8%	0.9%	2.2%	0.1%	1.0%	1.1%	1.0%
	<b>250 to 499</b>	-	10	20	-	20	11	10	2	-	60	12	74
		1.9%	1.8%	2.4%	-	2.8%	2.2%	3.1%	2.2%	-	2.1%	1.4%	1.9%
	<b>500 or more</b>	-	17	18	5	22	18	9	2	-	62	13	78
		2.0%	3.1%	2.1%	5.4%	3.1%	3.6%	2.8%	2.2%	-	2.2%	1.5%	2.0%

### Q22. In what type of location is your business based?

Absolute Break % Respondents	Base	Missing	Location of business								Location		ALL
		No reply	Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3916</b>	-	<b>551</b>	<b>838</b>	<b>93</b>	<b>709</b>	<b>505</b>	<b>325</b>	<b>91</b>	<b>723</b>	<b>2819</b>	<b>870</b>	<b>3916</b>
<b>Missing</b>													
<b>No reply</b>	<b>258</b> 6.6%	-	-	-	-	-	-	-	-	-	<b>81</b> 2.9%	<b>12</b> 1.4%	<b>258</b> 6.6%
<b>In what type of location is your business based?</b>													
<b>Business Park</b>	<b>532</b> 13.6%	-	<b>532</b> 96.6%	<b>32</b> 3.8%	<b>2</b> 2.2%	<b>11</b> 1.6%	<b>20</b> 4.0%	<b>15</b> 4.6%	-	<b>7</b> 1.0%	<b>404</b> 14.3%	<b>122</b> 14.0%	<b>532</b> 13.6%
<b>Industrial Estate</b>	<b>838</b> 21.4%	-	<b>34</b> 6.2%	<b>838</b> 100.0%	<b>3</b> 3.2%	<b>10</b> 1.4%	<b>16</b> 3.2%	<b>10</b> 3.1%	-	<b>5</b> 0.7%	<b>675</b> 23.9%	<b>149</b> 17.1%	<b>838</b> 21.4%
<b>Retail Park</b>	<b>21</b> 0.5%	-	<b>21</b> 3.8%	<b>3</b> 0.4%	<b>3</b> 3.2%	<b>4</b> 0.6%	<b>5</b> 1.0%	<b>3</b> 0.9%	-	<b>1</b> 0.1%	<b>17</b> 0.6%	<b>4</b> 0.5%	<b>21</b> 0.5%
<b>Enclosed Shopping Centre</b>	<b>25</b> 0.6%	-	<b>2</b> 0.4%	<b>1</b> 0.1%	<b>3</b> 3.2%	<b>10</b> 1.4%	<b>4</b> 0.8%	<b>1</b> 0.3%	-	<b>1</b> 0.1%	<b>22</b> 0.8%	<b>1</b> 0.1%	<b>25</b> 0.6%
<b>Town Centre</b>	<b>709</b> 18.1%	-	<b>14</b> 2.5%	<b>10</b> 1.2%	<b>12</b> 12.9%	<b>709</b> 100.0%	<b>20</b> 4.0%	<b>44</b> 13.5%	-	<b>10</b> 1.4%	<b>619</b> 22.0%	<b>74</b> 8.5%	<b>709</b> 18.1%
<b>Shopping Parade</b>	<b>93</b> 2.4%	-	<b>4</b> 0.7%	<b>3</b> 0.4%	<b>93</b> 100.0%	<b>12</b> 1.7%	<b>9</b> 1.8%	<b>5</b> 1.5%	-	<b>2</b> 0.3%	<b>82</b> 2.9%	<b>8</b> 0.9%	<b>93</b> 2.4%
<b>Out of town</b>	<b>505</b> 12.9%	-	<b>24</b> 4.4%	<b>16</b> 1.9%	<b>9</b> 9.7%	<b>20</b> 2.8%	<b>505</b> 100.0%	<b>15</b> 4.6%	-	<b>16</b> 2.2%	<b>253</b> 9.0%	<b>248</b> 28.5%	<b>505</b> 12.9%
<b>Office block/complex</b>	<b>325</b> 8.3%	-	<b>17</b> 3.1%	<b>10</b> 1.2%	<b>5</b> 5.4%	<b>44</b> 6.2%	<b>15</b> 3.0%	<b>325</b> 100.0%	-	<b>12</b> 1.7%	<b>288</b> 10.2%	<b>32</b> 3.7%	<b>325</b> 8.3%
<b>Home</b>	<b>723</b> 18.5%	-	<b>7</b> 1.3%	<b>5</b> 0.6%	<b>2</b> 2.2%	<b>10</b> 1.4%	<b>16</b> 3.2%	<b>12</b> 3.7%	-	<b>723</b> 100.0%	<b>460</b> 16.3%	<b>249</b> 28.6%	<b>723</b> 18.5%
<b>Other</b>	<b>65</b> 1.7%	-	<b>5</b> 0.9%	<b>2</b> 0.2%	<b>4</b> 4.3%	<b>4</b> 0.6%	<b>10</b> 2.0%	<b>3</b> 0.9%	-	<b>8</b> 1.1%	<b>46</b> 1.6%	<b>15</b> 1.7%	<b>65</b> 1.7%
<b>Residential/ mixed area</b>	<b>91</b> 2.3%	-	-	-	-	-	-	-	<b>91</b> 100.0%	-	<b>64</b> 2.3%	<b>27</b> 3.1%	<b>91</b> 2.3%

### Q23. And how would you describe the location?

Absolute Break % Respondents	Base	Missing	Location of business								Location		ALL
		No reply	Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3916</b>	-	<b>551</b>	<b>838</b>	<b>93</b>	<b>709</b>	<b>505</b>	<b>325</b>	<b>91</b>	<b>723</b>	<b>2819</b>	<b>870</b>	<b>3916</b>
<b>Missing</b>													
<b>No reply</b>	<b>227</b> 5.8%	-	<b>6</b> 1.1%	<b>14</b> 1.7%	<b>3</b> 3.2%	<b>16</b> 2.3%	<b>4</b> 0.8%	<b>5</b> 1.5%	-	<b>14</b> 1.9%	-	-	<b>227</b> 5.8%
<b>And how would you describe the location?</b>													
<b>Urban</b>	<b>2819</b> 72.0%	-	<b>419</b> 76.0%	<b>675</b> 80.5%	<b>82</b> 88.2%	<b>619</b> 87.3%	<b>253</b> 50.1%	<b>288</b> 88.6%	<b>64</b> 70.3%	<b>460</b> 63.6%	<b>2819</b> 100.0%	-	<b>2819</b> 72.0%
<b>Rural</b>	<b>906</b> 23.1%	-	<b>135</b> 24.5%	<b>153</b> 18.3%	<b>10</b> 10.8%	<b>83</b> 11.7%	<b>262</b> 51.9%	<b>35</b> 10.8%	<b>27</b> 29.7%	<b>262</b> 36.2%	<b>36</b> 1.3%	<b>870</b> 100.0%	<b>906</b> 23.1%

### Q24. How many years has your business been trading?

Absolute Break % Respondents	Base	Missing	Location of business								Location		ALL
		No reply	Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3916</b>	-	<b>551</b>	<b>838</b>	<b>93</b>	<b>709</b>	<b>505</b>	<b>325</b>	<b>91</b>	<b>723</b>	<b>2819</b>	<b>870</b>	<b>3916</b>
<b>Missing</b>													
<b>No reply</b>	<b>199</b> 5.1%	-	<b>4</b> 0.7%	<b>6</b> 0.7%	<b>-</b> -	<b>8</b> 1.1%	<b>6</b> 1.2%	<b>3</b> 0.9%	<b>-</b> -	<b>9</b> 1.2%	<b>27</b> 1.0%	<b>8</b> 0.9%	<b>199</b> 5.1%
<b>How many years has your business been trading?</b>													
<b>Under a year</b>	<b>216</b> 5.5%	-	<b>23</b> 4.2%	<b>19</b> 2.3%	<b>4</b> 4.3%	<b>33</b> 4.7%	<b>18</b> 3.6%	<b>12</b> 3.7%	<b>2</b> 2.2%	<b>108</b> 14.9%	<b>155</b> 5.5%	<b>58</b> 6.7%	<b>216</b> 5.5%
<b>1 to 2 years</b>	<b>361</b> 9.2%	-	<b>45</b> 8.2%	<b>32</b> 3.8%	<b>9</b> 9.7%	<b>57</b> 8.0%	<b>27</b> 5.3%	<b>43</b> 13.2%	<b>8</b> 8.8%	<b>149</b> 20.6%	<b>259</b> 9.2%	<b>95</b> 10.9%	<b>361</b> 9.2%
<b>3 to 5 years</b>	<b>562</b> 14.4%	-	<b>96</b> 17.4%	<b>94</b> 11.2%	<b>10</b> 10.8%	<b>86</b> 12.1%	<b>53</b> 10.5%	<b>57</b> 17.5%	<b>7</b> 7.7%	<b>170</b> 23.5%	<b>422</b> 15.0%	<b>129</b> 14.8%	<b>562</b> 14.4%
<b>6 to 10 years</b>	<b>560</b> 14.3%	-	<b>106</b> 19.2%	<b>103</b> 12.3%	<b>20</b> 21.5%	<b>99</b> 14.0%	<b>57</b> 11.3%	<b>60</b> 18.5%	<b>12</b> 13.2%	<b>131</b> 18.1%	<b>423</b> 15.0%	<b>125</b> 14.4%	<b>560</b> 14.3%
<b>11 years or more</b>	<b>2018</b> 51.5%	-	<b>277</b> 50.3%	<b>584</b> 69.7%	<b>50</b> 53.8%	<b>426</b> 60.1%	<b>344</b> 68.1%	<b>150</b> 46.2%	<b>62</b> 68.1%	<b>156</b> 21.6%	<b>1533</b> 54.4%	<b>455</b> 52.3%	<b>2018</b> 51.5%

## Q25. What is the annual turnover of your business?

Absolute Break % Respondents	Base	Missing	Location of business								Location		ALL
		No reply	Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3916</b>	-	<b>551</b>	<b>838</b>	<b>93</b>	<b>709</b>	<b>505</b>	<b>325</b>	<b>91</b>	<b>723</b>	<b>2819</b>	<b>870</b>	<b>3916</b>
<b>Missing</b>													
<b>No reply</b>	<b>343</b> 8.8%	-	<b>18</b> 3.3%	<b>28</b> 3.3%	<b>6</b> 6.5%	<b>46</b> 6.5%	<b>23</b> 4.6%	<b>16</b> 4.9%	<b>2</b> 2.2%	<b>38</b> 5.3%	<b>134</b> 4.8%	<b>38</b> 4.4%	<b>343</b> 8.8%
<b>What is the annual turnover of your business?</b>													
<b>Under £50,000</b>	<b>436</b> 11.1%	-	<b>24</b> 4.4%	<b>12</b> 1.4%	<b>7</b> 7.5%	<b>37</b> 5.2%	<b>20</b> 4.0%	<b>31</b> 9.5%	<b>7</b> 7.7%	<b>303</b> 41.9%	<b>287</b> 10.2%	<b>143</b> 16.4%	<b>436</b> 11.1%
<b>£50,000 - £99,999</b>	<b>282</b> 7.2%	-	<b>25</b> 4.5%	<b>24</b> 2.9%	<b>4</b> 4.3%	<b>43</b> 6.1%	<b>31</b> 6.1%	<b>26</b> 8.0%	<b>7</b> 7.7%	<b>133</b> 18.4%	<b>200</b> 7.1%	<b>80</b> 9.2%	<b>282</b> 7.2%
<b>£100,000 - £249,999</b>	<b>396</b> 10.1%	-	<b>52</b> 9.4%	<b>55</b> 6.6%	<b>11</b> 11.8%	<b>82</b> 11.6%	<b>49</b> 9.7%	<b>42</b> 12.9%	<b>8</b> 8.8%	<b>110</b> 15.2%	<b>282</b> 10.0%	<b>105</b> 12.1%	<b>396</b> 10.1%
<b>£250,000 - £499,999</b>	<b>366</b> 9.3%	-	<b>66</b> 12.0%	<b>68</b> 8.1%	<b>11</b> 11.8%	<b>83</b> 11.7%	<b>67</b> 13.3%	<b>36</b> 11.1%	<b>14</b> 15.4%	<b>27</b> 3.7%	<b>260</b> 9.2%	<b>102</b> 11.7%	<b>366</b> 9.3%
<b>£500,000 - £999,999</b>	<b>401</b> 10.2%	-	<b>64</b> 11.6%	<b>115</b> 13.7%	<b>17</b> 18.3%	<b>80</b> 11.3%	<b>69</b> 13.7%	<b>42</b> 12.9%	<b>10</b> 11.0%	<b>18</b> 2.5%	<b>317</b> 11.2%	<b>79</b> 9.1%	<b>401</b> 10.2%
<b>£1 million - £4,999,999</b>	<b>781</b> 19.9%	-	<b>161</b> 29.2%	<b>283</b> 33.8%	<b>13</b> 14.0%	<b>146</b> 20.6%	<b>117</b> 23.2%	<b>58</b> 17.8%	<b>19</b> 20.9%	<b>10</b> 1.4%	<b>610</b> 21.6%	<b>163</b> 18.7%	<b>781</b> 19.9%
<b>Over £5 million</b>	<b>464</b> 11.8%	-	<b>79</b> 14.3%	<b>179</b> 21.4%	<b>7</b> 7.5%	<b>81</b> 11.4%	<b>72</b> 14.3%	<b>34</b> 10.5%	<b>10</b> 11.0%	<b>5</b> 0.7%	<b>384</b> 13.6%	<b>71</b> 8.2%	<b>464</b> 11.8%
<b>Don't know/Prefer not to say</b>	<b>447</b> 11.4%	-	<b>62</b> 11.3%	<b>74</b> 8.8%	<b>17</b> 18.3%	<b>111</b> 15.7%	<b>57</b> 11.3%	<b>40</b> 12.3%	<b>14</b> 15.4%	<b>79</b> 10.9%	<b>345</b> 12.2%	<b>89</b> 10.2%	<b>447</b> 11.4%

## Q26. In which Country or region is your business based?

Absolute Break % Respondents	Base	Missing	Location of business								Location		ALL
		No reply	Business Park/ Retail Park	Industrial Estate/area	Shopping Parade	Town Centre	Out of town/ edge of town	Office block/ complex	Residential/ mixed use area	Home	Urban site	Rural site	
<b>Base</b>	<b>3916</b>	-	<b>551</b>	<b>838</b>	<b>93</b>	<b>709</b>	<b>505</b>	<b>325</b>	<b>91</b>	<b>723</b>	<b>2819</b>	<b>870</b>	<b>3916</b>
<b>Missing</b>													
<b>No reply</b>	<b>2</b> 0.1%	-	<b>1</b> 0.2%	<b>1</b> 0.1%	-	<b>1</b> 0.1%	<b>1</b> 0.2%	<b>1</b> 0.3%	-	-	<b>1</b> 0.0%	-	<b>2</b> 0.1%
<b>In which Country or region is your business based?</b>													
<b>Scotland</b>	<b>247</b> 6.3%	-	<b>22</b> 4.0%	<b>39</b> 4.7%	<b>2</b> 2.2%	<b>73</b> 10.3%	<b>20</b> 4.0%	<b>20</b> 6.2%	<b>9</b> 9.9%	<b>52</b> 7.2%	<b>182</b> 6.5%	<b>46</b> 5.3%	<b>247</b> 6.3%
<b>Wales</b>	<b>71</b> 1.8%	-	<b>14</b> 2.5%	<b>13</b> 1.6%	-	<b>6</b> 0.8%	<b>7</b> 1.4%	<b>8</b> 2.5%	<b>1</b> 1.1%	<b>18</b> 2.5%	<b>42</b> 1.5%	<b>23</b> 2.6%	<b>71</b> 1.8%
<b>Northern Ireland</b>	<b>43</b> 1.1%	-	<b>10</b> 1.8%	<b>7</b> 0.8%	<b>1</b> 1.1%	<b>10</b> 1.4%	<b>5</b> 1.0%	<b>3</b> 0.9%	-	<b>7</b> 1.0%	<b>27</b> 1.0%	<b>11</b> 1.3%	<b>43</b> 1.1%
<b>North West</b>	<b>566</b> 14.5%	-	<b>62</b> 11.3%	<b>126</b> 15.0%	<b>8</b> 8.6%	<b>104</b> 14.7%	<b>85</b> 16.8%	<b>48</b> 14.8%	<b>12</b> 13.2%	<b>89</b> 12.3%	<b>416</b> 14.8%	<b>111</b> 12.8%	<b>566</b> 14.5%
<b>North East</b>	<b>375</b> 9.6%	-	<b>69</b> 12.5%	<b>110</b> 13.1%	<b>8</b> 8.6%	<b>67</b> 9.4%	<b>45</b> 8.9%	<b>24</b> 7.4%	<b>10</b> 11.0%	<b>39</b> 5.4%	<b>288</b> 10.2%	<b>64</b> 7.4%	<b>375</b> 9.6%
<b>Yorkshire and Humber</b>	<b>654</b> 16.7%	-	<b>99</b> 18.0%	<b>136</b> 16.2%	<b>21</b> 22.6%	<b>106</b> 15.0%	<b>99</b> 19.6%	<b>53</b> 16.3%	<b>13</b> 14.3%	<b>124</b> 17.2%	<b>504</b> 17.9%	<b>126</b> 14.5%	<b>654</b> 16.7%
<b>East Midlands</b>	<b>183</b> 4.7%	-	<b>20</b> 3.6%	<b>52</b> 6.2%	<b>8</b> 8.6%	<b>26</b> 3.7%	<b>16</b> 3.2%	<b>13</b> 4.0%	<b>4</b> 4.4%	<b>43</b> 5.9%	<b>129</b> 4.6%	<b>50</b> 5.7%	<b>183</b> 4.7%
<b>West Midlands</b>	<b>666</b> 17.0%	-	<b>99</b> 18.0%	<b>157</b> 18.7%	<b>11</b> 11.8%	<b>102</b> 14.4%	<b>95</b> 18.8%	<b>50</b> 15.4%	<b>20</b> 22.0%	<b>115</b> 15.9%	<b>479</b> 17.0%	<b>151</b> 17.4%	<b>666</b> 17.0%
<b>East of England</b>	<b>317</b> 8.1%	-	<b>42</b> 7.6%	<b>77</b> 9.2%	<b>4</b> 4.3%	<b>47</b> 6.6%	<b>47</b> 9.3%	<b>20</b> 6.2%	<b>6</b> 6.6%	<b>63</b> 8.7%	<b>191</b> 6.8%	<b>104</b> 12.0%	<b>317</b> 8.1%
<b>South East</b>	<b>556</b> 14.2%	-	<b>86</b> 15.6%	<b>82</b> 9.8%	<b>17</b> 18.3%	<b>116</b> 16.4%	<b>65</b> 12.9%	<b>51</b> 15.7%	<b>12</b> 13.2%	<b>124</b> 17.2%	<b>376</b> 13.3%	<b>142</b> 16.3%	<b>556</b> 14.2%
<b>South West</b>	<b>130</b> 3.3%	-	<b>23</b> 4.2%	<b>28</b> 3.3%	<b>5</b> 5.4%	<b>21</b> 3.0%	<b>18</b> 3.6%	<b>10</b> 3.1%	<b>2</b> 2.2%	<b>29</b> 4.0%	<b>85</b> 3.0%	<b>42</b> 4.8%	<b>130</b> 3.3%
<b>London</b>	<b>106</b> 2.7%	-	<b>4</b> 0.7%	<b>10</b> 1.2%	<b>8</b> 8.6%	<b>30</b> 4.2%	<b>2</b> 0.4%	<b>24</b> 7.4%	<b>2</b> 2.2%	<b>20</b> 2.8%	<b>99</b> 3.5%	-	<b>106</b> 2.7%