

Findings from the 2019 Business Crime Survey

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Executive Summary

Business Sector

The majority of respondents, 43 out of 76 (56.6%), came from the Wholesale & Retail sector. The remaining respondents came from sectors ranging from Information & Communication to Arts, Entertainment, Recreation & Other Services. Almost three quarters (74.0%) of respondents had less than 50 employees, whilst over one fifth (20.5%) had 100+ employees.



Additional Security Measures

The most popular security measures implemented after crimes were staff training (15 out of 37) and CCTV (12). Additionally, 9 respondents changed the layout of their store to make high value items less accessible and 8 respondents obtained advice from the police.

Concerns of Crime

Four categories accounted for three-fifths (62.5%) of crimes that businesses are concerned about; namely theft by customers or by someone unknown, assaults & threats, burglary/attempted burglary and vandalism & deliberate damage. Of 60 respondents, 46 noted that they had experienced business crime within the last 12 months.

Cost of Crime

The most 'costly' crimes were fraud offences, with 6 respondents reporting their experiences of these crimes costing £15,000+. However, there were higher levels of reporting in the lower costing brackets, with 19 respondents stating theft cost less than £500. Additionally, 9 respondents reported assaults, threats & drug offences and 6 reported that vandalism & deliberate damage also fell into this cost bracket.

Experience of Business Crime

The majority (30 out of 43) of respondents reported theft by customers or someone unknown as a crime they had experienced in the last 12 months. Vandalism & deliberate damage were also reported by 14 respondents, while assaults & threats were reported by 10 respondents.

Impact of Crime on Business

The majority of respondents attributed theft as causing the most significant financial loss (28 out of 44), having the greatest disruption to trading (25 out of 44), and having the most significant impact upon staff (24 out of 43).



Reasons for Not Reporting Crime to Police

The majority of respondents (7 out of 10) reported that the crime was too minor to get the police involved, and 4 stated that they did not report the crime due to lack of confidence in the judicial system.



Business Crime Partnership

Prior to completing the survey, 21 out of 46 respondents had heard of the Business Crime Partnership. Of those who were aware of the Business Crime Partnership, 5 had visited the website. Reasons for not visiting the website included no knowledge of it, too busy, not interested and no concerns regarding business crime. Of the 5 who had visited the website, 4 found the information extremely or very useful.

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1 | Introduction

1.1 Business Crime Partnership

The Business Crime Partnership consists of representatives from the Department of Justice, Police Service of Northern Ireland, NI Policing Board, NI Retail Consortium, Federation of Small Businesses, Retail NI and other representatives from the business community who work collaboratively to take forward the recommendations from the Business Crime Action Plan and to make 'Northern Ireland a safer, more competitive place to do business and to continue to bridge the gap between business crime strategy and delivery'.

The Business Crime Partnership works collaboratively with the business community to tackle business crime. The Partnership's website, which gives information on initiatives to tackle business crime, can be found at:

<https://www.nibusinessinfo.co.uk/business-crime>

1.2 Business Crime Survey

The Business Crime Survey was commissioned by the Business Crime Partnership in Autumn 2019. It was launched at the NI Chamber of Commerce Annual Networking Conference and Business Showcase event at St George's Market in Belfast on 17th September 2019 and was available on the Business Crime Partnership website until 20th November 2019. Members of the partnership promoted the survey at their events taking place during

this time period and shared details on social media.

Responses to the survey were invited from all business sectors in Northern Ireland, regardless of size or sector. The purpose of this survey was to seek up-to-date information from a range of businesses on how they have been impacted by crime committed against them, what crime types they are most concerned about, what are the most effective measures they have taken to deter crime and what support they would find most helpful to deter crime.

Responses from the survey provided valuable insight into issues and challenges that the NI Business sector faces, and contributed towards addressing the gap between crime strategy and delivery.

1.3 The Focus of This Publication

The focus of this publication is to evaluate and present key findings from the Business Crime Survey. This evaluation was carried out by statisticians from the Department of Justice's Analytical Services Group (ASG), who are seconded from the Northern Ireland Statistics and Research Agency (NISRA). The Business Crime Partnership will use the results from this survey to help towards shaping their future work.

It should be noted that the estimates in this report have been derived from a sample survey and may therefore be subject to sampling error, particularly as a result of sample size. We ask that users are aware of this limitation when interpreting findings.

2 Findings: Experience of Crime

About this Chapter

The following section provides key findings, in relation to experiences of crime, from the Business Crime Partnership’s Business Crime Survey. Respondents were asked a series of questions regarding crime concerns, crimes they have experienced, the number of crimes they have experienced, and how crime has impacted upon their business and staff. Overall responses to each question are provided within the text.

2.1 Main Business Sector

Respondents were asked to define what sector their main business belonged to. Of 76 respondents, 56.6% were from the Wholesale & Retail sector; 34.2% described their main business as a Major Retail Chain, 19.7% as Local Retail and 2.6% as another form of Retail. A further 13.2% were from the Arts, Entertainment, Recreation & Other Services sector, which included Restaurants/Food Outlets and Pubs/Off-Licenses. Of the 76 respondents, 11.8% described their main business as belonging to Administrative & Support Services, which included Banking/Finance and Public Bodies, whilst 10.5% were from the Information & Communication sector. Of the remaining respondents, 6.6% were from the Construction, Manufacturing & Transportation sectors and 1.3% were from other business sectors (Table 1).

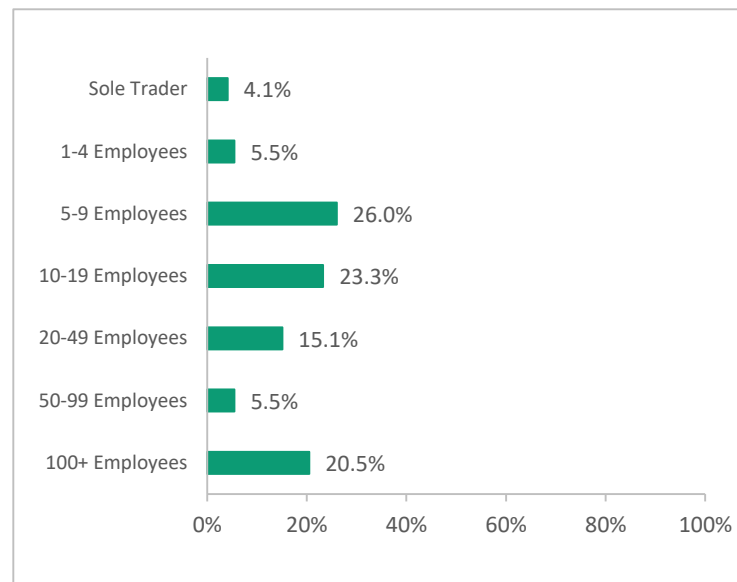
Table 1: Main Business Sector

Main Business Sector	Count	Percentage (%)
Wholesale & Retail	43	56.6%
Major Retail Chain	26	34.2%
Local Retail	15	19.7%
Other	2	2.6%
Arts, Entertainment, Recreation & Other Services	10	13.2%
Administrative & Support Services	9	11.8%
Information & Communication	8	10.5%
Construction, Manufacturing & Transportation	5	6.6%
Other	1	1.3%
Total	76	100%

2.2 Number of Employees

Respondents were asked how many employees worked within their main business. A total of 73 respondents answered the question, of which 4.1% were sole traders, 5.5% had 1-4 employees, 26.0% had 5-9 employees, 23.3% had 10-19 employees, 15.1% had 20-49 employees, 5.5% had 50-99 employees and 20.5% had 100+ employees (Figure 1).

Figure 1: Number of Employees

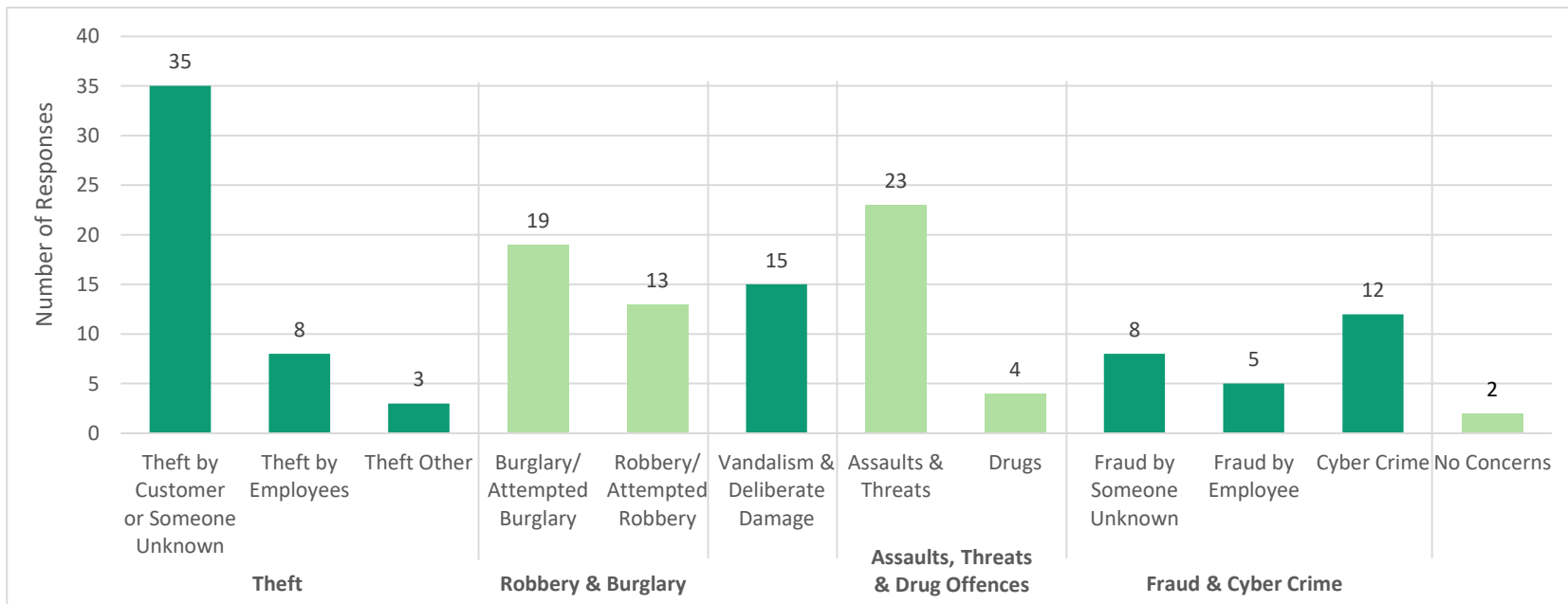


2 Findings: Experience of Crime

2.3 Crimes Causing Concern

Respondents were asked what types of business crime(s) they are most concerned about. Out of the 65 respondents who answered the question¹, 46 (70.8%) were concerned about some form of theft, 32 (49.2%) about robbery & burglary and 27 (41.5%) about assaults, threats & drug offences. Furthermore, 25 (38.5%) had concerns about fraud & cyber crime and 15 (23.1%) were concerned about vandalism & deliberate damage. Of the 65 respondents, 2 individuals (3.1%) had no concerns about business crime (Figure 2).

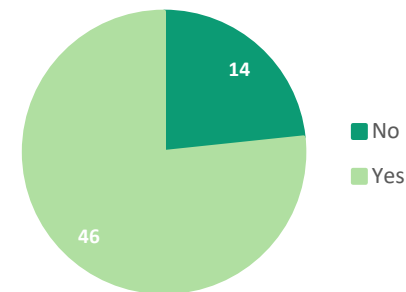
Figure 2: Crimes businesses are most worried about



2.4 Experience of Crime

Respondents were asked if they had experienced business crime in the last 12 months. A total of 60 respondents answered the question, with 46 respondents (76.7%) reporting that they had experienced business crime, while 14 (23.3%) had not experienced business crime in the last 12 months (Figure 3).

Figure 3: Has your business experienced crime within the last 12 months?



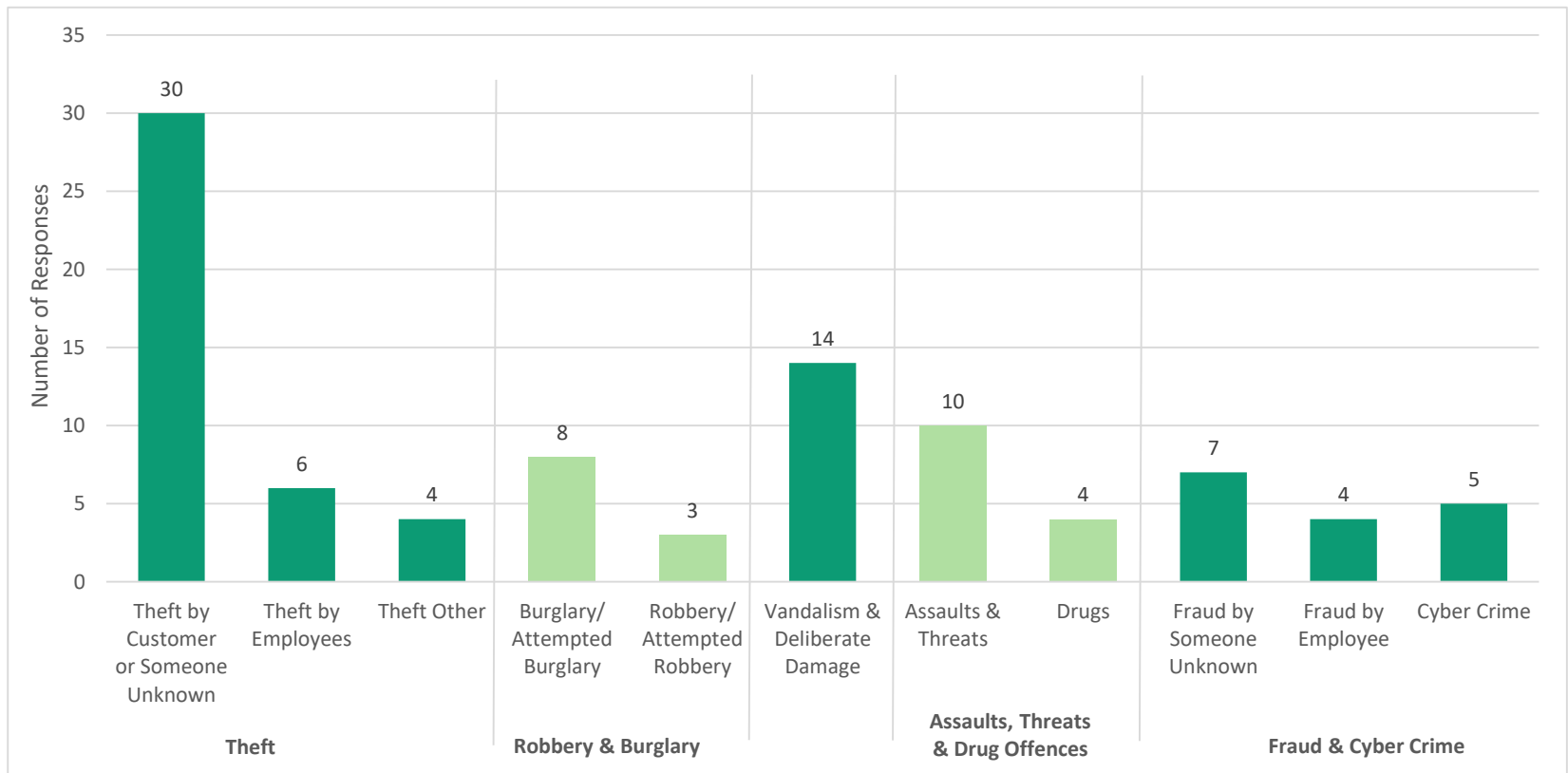
¹Respondents could select more than one area of crime and, consequently, figures will not sum to overall total.

2 Findings: Experience of Crime

2.5 Crime Types

Respondents were asked what types of business crime(s) they had experienced in the last 12 months. Of the 46 respondents who answered the question², 40 reported experiencing theft. Furthermore, 16 reported experiencing fraud & cyber crime, and 14 reported experiencing both vandalism & deliberate damage and assaults, threats & drug offences respectively. A further 11 reported experiencing robbery & burglary (Figure 4).

Figure 4: What crime(s) has your business experienced?



²Respondents could select more than one area of crime and, consequently, figures will not sum to overall total.

2 Findings: Experience of Crime

2.6 Crime Types by Business Sector

Looking at crimes experienced by business sectors in the 12 months previous, 43 respondents provided information in relation to 95 incidents. The majority of incidents occurred within the Wholesale & Retail sector (64). Over the previous 12 months, there were 40 incidents of theft, with 33 of these reported in the Wholesale & Retail sector. An additional 10 incidents of fraud & cyber crime and 9 incidents of vandalism & deliberate damage occurred within this sector. Assaults, threats & drug offences were most common in the Wholesale & Retail sector (6) and the Arts, Entertainment, Recreation & Other Services sector (5) (Table 2).

Table 2: Crimes experienced by business sector

Incident Sector	Theft	Robbery & Burglary**	Vandalism & Deliberate Damage	Assaults, Threats & Drug Offences	Fraud & Cyber Crime	Total
Wholesale & Retail	33	6	9	6	10	64
Major Retail Chain	22	#	6	#	#	45
Local Retail	11	*	3	*	*	19
Arts, Entertainment, Recreation & Other Services	3	*	*	5	*	12
Administrative & Support Services	*	*	*	*	*	7
Information & Communication	*	*	*	*	*	8
Construction, Manufacturing & Transportation	*	*	*	*	*	4
Total	40	11	14	14	16	95

**Includes incidents of Attempted Robbery and Attempted Burglary

*Figure suppressed due to cell value being equal to or lower than 2

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2 Findings: Experience of Crime

2.7 Number of Incidents

Respondents were asked to report how many incidents of crime they had experienced in the last 12 months³. The 44 respondents who answered the question reported 17 individual incidents, with most of these falling in theft category (7). Overall, there were 24 reports that fell in the 2-4 incident bracket including 11 reports of theft and 6 of vandalism & deliberate damage. The majority of reports (31) fell into the 10+ incidents of crime, with 12 falling in the theft category, 9 within the fraud & cyber crime category and 7 within the assaults, threats & drug offences category (Table 3).

Table 3: Number of incidents in the last 12 months

	1 incident	2-4 incidents	5-7 incidents	8-10 incidents	10+ incidents
Theft	7	11	3	4	12
Robbery & Burglary**	3	4	*	*	*
Vandalism & Deliberate Damage	*	6	*	*	*
Assaults, Threats & Drug Offences	*	*	*	*	7
Fraud & Cyber Crime	#	*	*	*	9
Total	17	24	5	7	31

**Includes incidents of Attempted Robbery and Attempted Burglary

*Figure suppressed due to cell value being equal to or lower than 2

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2.8 Cost of Incidents

Respondents were asked to report the cost of crime they had experienced in the last 12 months. A total of 44 respondents answered the question, based on 84 incidents of crime. The majority of incidents fell into the lowest costing bracket (39) with 19 incidents of theft, 9 incidents of assaults, threats & drug offences, and 6 incidents of vandalism & deliberate damage falling into this category. A further 8 incidents of theft fell into the £1,000-£4,999 category, while 4 incidents of robbery & burglary fell into the same bracket.

The most 'costly' crimes reported were fraud & cyber crime with 9 incidents costing £15,000+. There were also 4 incidents of theft costing £15,000+ (Table 4).

Table 4: Cost of incidents over the last 12 months

	Less than £500	£500-£999	£1,000-£4,999	£5,000-£14,999	£15,000+
Theft	19	4	8	*	4
Robbery & Burglary**	*	*	4	*	*
Vandalism & Deliberate Damage	6	*	3	*	*
Assaults, Threats & Drug Offences	9	*	*	*	*
Fraud & Cyber Crime	3	*	*	*	9
Total	39	7	16	5	17

**Includes incidents of Attempted Robbery and Attempted Burglary

*Figure suppressed due to cell value being equal to or lower than 2

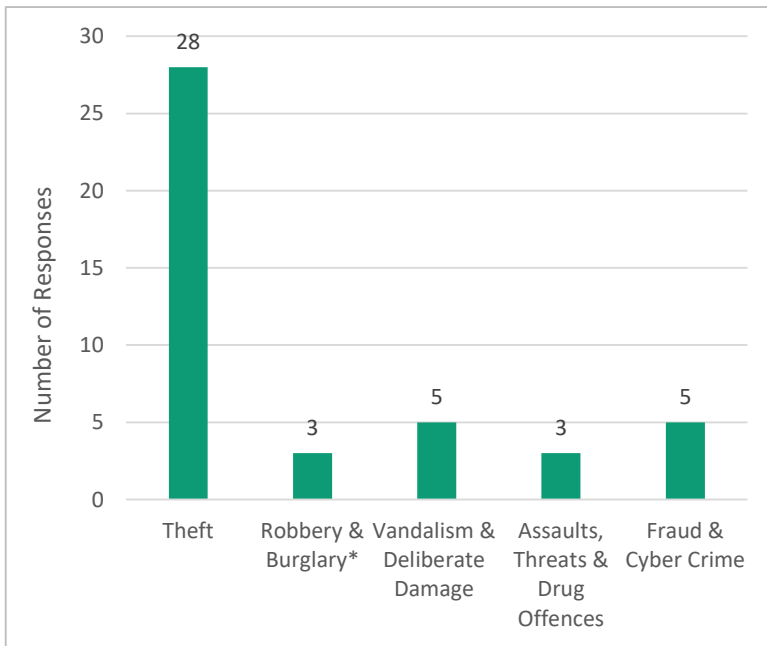
³Respondents could select more than one area of crime and, consequently, figures will not sum to overall total.

2 Findings: Experience of Crime

2.9 Financial Loss

Respondents were asked which crime resulted in the most significant financial loss for their company. A total of 44 respondents answered the question with over half (28) attributing the most significant loss to their company as theft, 5 attributing it to vandalism & deliberate damage, 5 to fraud & cyber crime, 3 to robbery & burglary, and 3 to assaults, threats & drug offences (Figure 5).

Figure 5: Which crime has resulted in the most significant loss?

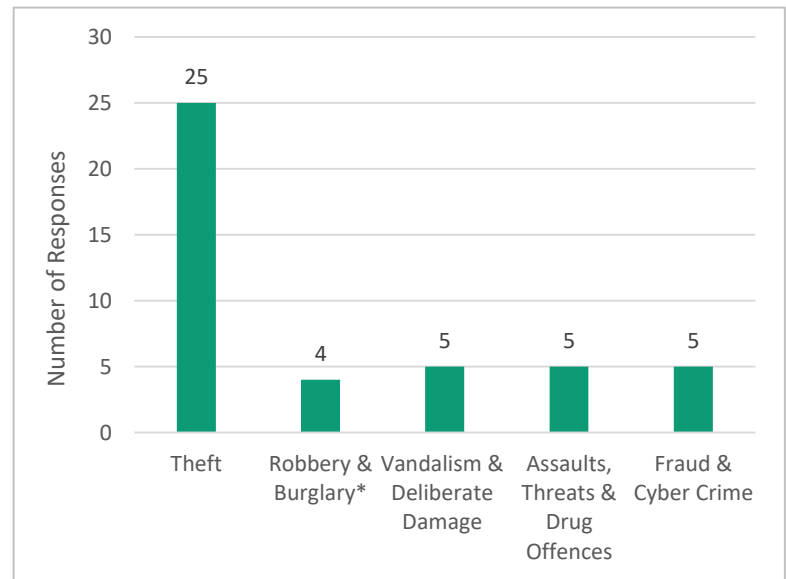


*Includes incidents of Attempted Robbery and Attempted Burglary

2.10 Disruption to Trading

Respondents were asked which crime resulted in the most significant disruption to trading. A total of 44 respondents answered the question with over half (25) attributing theft as having the most significant disruption to trading, 5 attributing it to vandalism & deliberate damage, 5 to assaults, threats & drug offences, 5 to fraud & cyber crime, and 4 to robbery & burglary (Figure 6).

Figure 6: Which crime has resulted in the most significant disruption to trading?



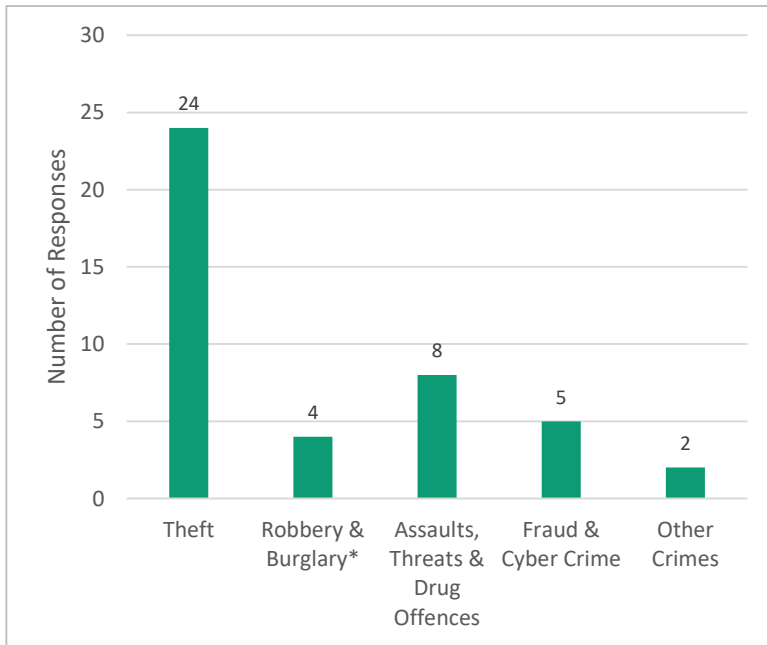
*Includes incidents of Attempted Robbery and Attempted Burglary

2 Findings: Experience of Crime

2.11 Significant Impact

Respondents were asked which crime resulted in the most significant impact upon staff. A total of 43 respondents answered the question, in which 24 noted the most significant impact upon staff was felt by theft. A further 8 respondents felt assaults, threats & drug offences had the most significant impact, 5 to fraud & cyber crime, 4 to robbery & burglary and 2 to other crimes (Figure 7).

Figure 7: Which crime has resulted in the most significant impact upon staff?

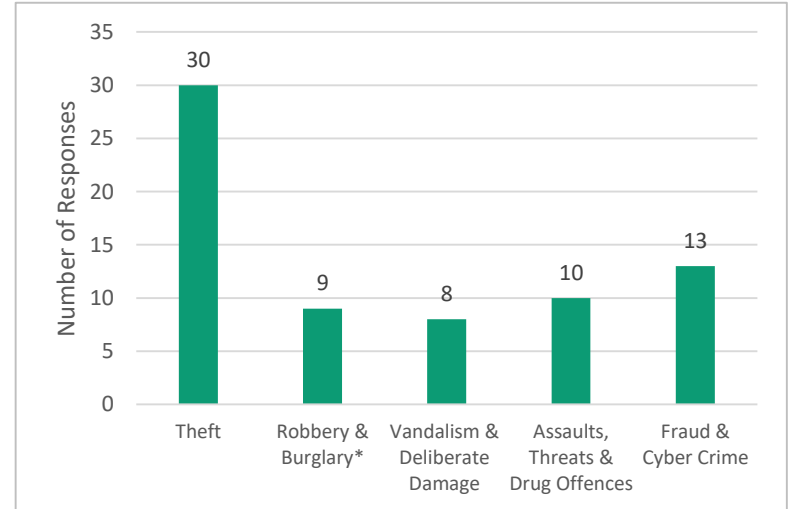


*Includes incidents of Attempted Robbery and Attempted Burglary

2.12 Report to Police

Respondents were asked which crimes they reported to the police. A total of 39 respondents answered the question⁴ with 30 reporting theft, 13 reporting fraud & cyber crime (of which 9 related to fraud and 4 to cyber crime), 10 reporting assaults, threats & drug offences, 9 robbery & burglary and 8 reporting vandalism & deliberate damage (Figure 8).

Figure 8: Which crime(s) did you report to the police?



*Includes incidents of Attempted Robbery and Attempted Burglary

Reasons for not reporting crime to the police included the incident being a 'minor' crime (noted by 7 out of 10 respondents) and a lack of confidence in the judicial system (4 out of 10)⁴. Other reasons for not reporting included the process being too time consuming and due to threatening behaviour from the perpetrators towards staff.

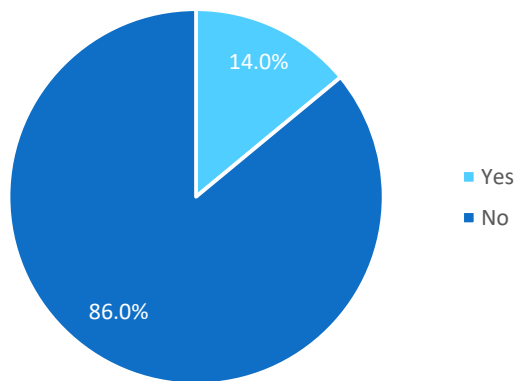
⁴Respondents could select more than one area of crime and, consequently, figures will not sum to overall total.

3 Findings: Impact of Crime

3.1 Insurance Claim as a Result of Business Crime

Respondents were asked if they had made an insurance claim as a result of business crime. A total of 43 respondents answered the question, with 14.0% of respondents reporting that they had made an insurance claim whilst 86.0% had not (Figure 9).

Figure 9: Have you made an insurance claim as a result of business crime?



3.2 Cost of Insurance Claim

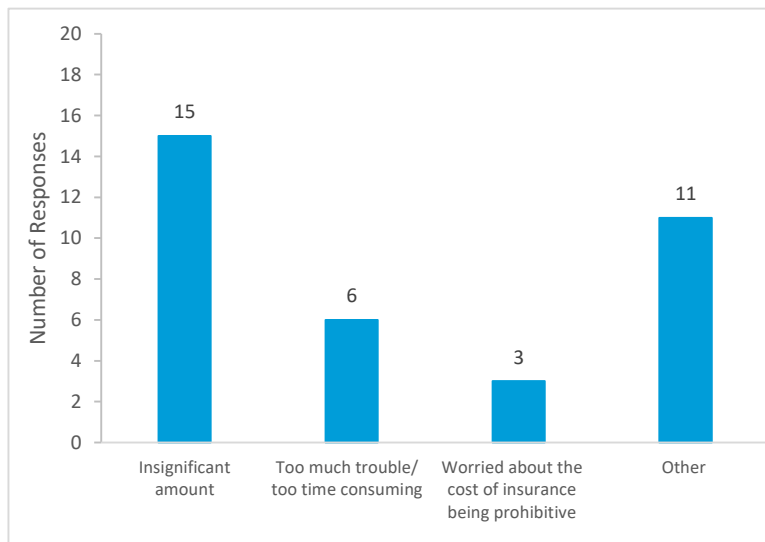
Those who made an insurance claim as a result of business crime were subsequently asked approximately how much the claim was for. A total of 6 respondents completed the question, with 4 respondents making an insurance claim for £1,000-£4,999, 1 respondent making a claim for less than this and 1 making an insurance claim for more than this.

3.3 Reasons for Not Claiming

Those who did not make an insurance claim regarding business crime were asked for the main reason for not doing so. Out of the 35 respondents who answered the question, 15 said it was because it was for an insignificant amount, a further 6 cited that it was too much trouble/too time consuming, 3 cited that they were worried about the cost of insurance becoming prohibitive, and 11 cited other reasons.

Other reasons included the claim needing to be done by Head Office, respondents being unsure if they were able to make a claim, and concerns over insurance excess and that the crime was too minor (Figure 10).

Figure 10: Main reason for not making a claim

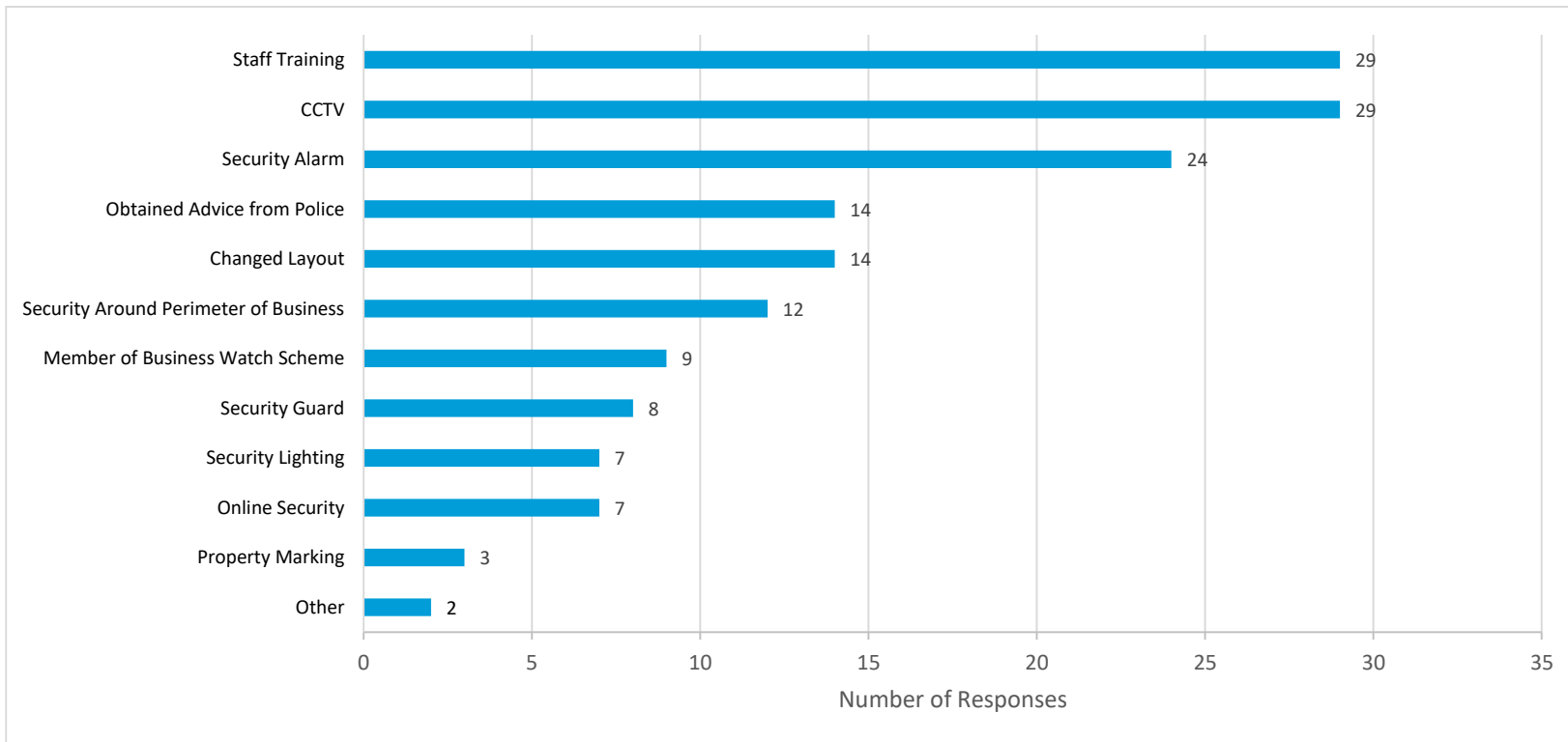


3 Findings: Impact of Crime

3.4 Security Measures Prior to Business Crime

Respondents were asked what security measures were in place prior to their business experiencing crime. Of the 41 respondents who answered⁵, 29 had CCTV, the same number (29) had engaged in staff training, 24 had a security alarm, 14 obtained advice from the police, the same number (14) changed the layout to make high value stock less accessible, 12 had security around perimeter of business (shutters/fencing/locked gates/doors etc.), 9 were members of a Business Watch scheme, 8 had a security guard, 7 had security lighting, 7 had online security (e.g. anti-virus/malware), 3 had property marking and 2 had other security measures (Figure 11).

Figure 11: What security measures were in place prior to experiencing crime?



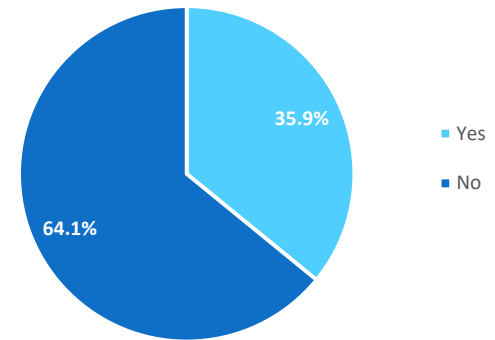
⁵Respondents could select more than one security measure and, consequently, figures will not sum to the overall total.

3 Findings: Impact of Crime

3.5 Security Measures Post-Business Crime

Respondents were asked if, in the last 12 months, they had installed/conducted any additional security since experiencing business crime. A total of 39 respondents answered the question. Over a third (35.9%) had installed additional security, and 64.1% had not installed any additional security (Figure 12).

Figure 12: Have you installed/conducted any additional security measures (since experiencing business crime)?

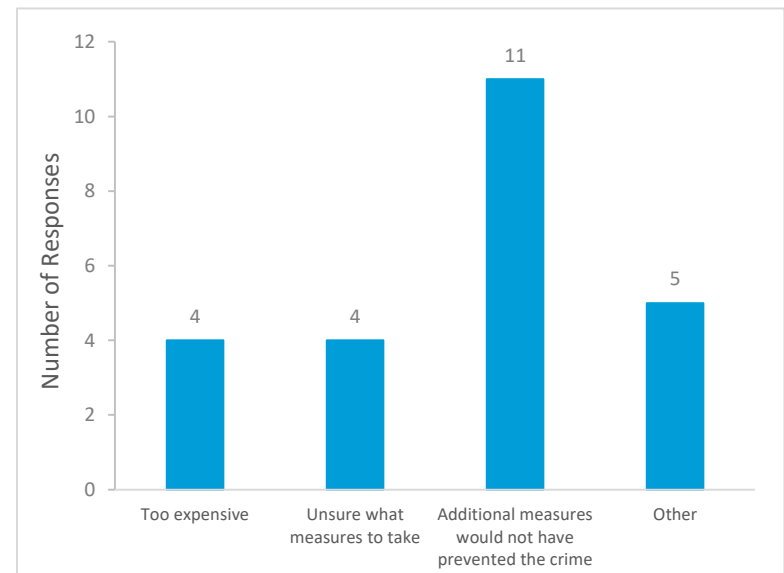


3.6 Reason for No Additional Security Measures

Respondents were asked the main reason for not installing additional security after experiencing business crime. A total of 24 respondents answered the question, with 11 stating that additional security measures would not have prevented the crime, 4 stating that they would be too expensive, 4 were unsure what measures to take and 5 noted other reasons (Figure 13).

Other reasons for not installing additional security measures included the need for staff training to be refreshed first, it being too time consuming, having security measures already in place, security measures deemed not necessary, and it being Head Office's responsibility to arrange this.

Figure 13: Main reason for not installing additional measures



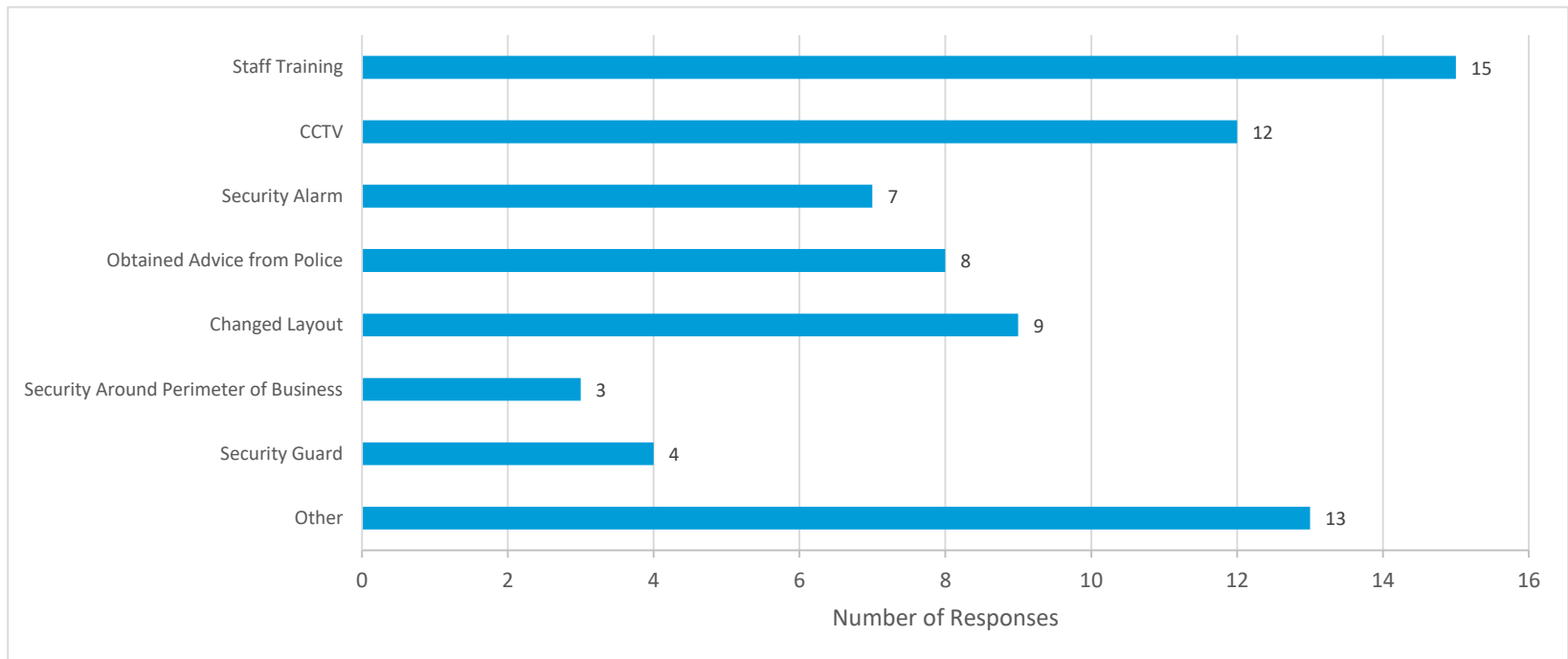
3 Findings: Impact of Crime

3.7 Additional Security Measures Taken Post Business Crime

Respondents were asked what additional security they installed following business crime. A total of 37 respondents answered the question⁶. Of these respondents, 15 noted that they had run staff training, 12 installed CCTV, 9 changed the layout to make high value stock less accessible, 13 initiated other measures, 8 obtained advice from the police, 7 installed a security alarm, 4 engaged a security guard and 3 installed security around the perimeter of the business (shutters/fencing/locked gates/doors etc.) (Figure 14).

Others measures included updating the CCTV, trying to make accounts more secure, more security tagging on products, investing money in enhanced policing, becoming a member of a Business Watch scheme, property marking, online security and introducing new policies into training and making staff aware of the issues.

Figure 14: Additional security measures



⁶Respondents could select more than one security measure and, consequently, figures will not sum to the overall total.

3 Findings: Impact of Crime

3.8 Cost of Additional Security Measures

Respondents were asked how much had been spent on additional security following business crime. A total of 36 respondents answered the question. Of these respondents, 20 spent less than £500, 4 spent £500-£999, 6 spent £1,000-£4,999 and 6 spent £5,000 or more (Figure 15).

Figure 15: Cost of additional security measures

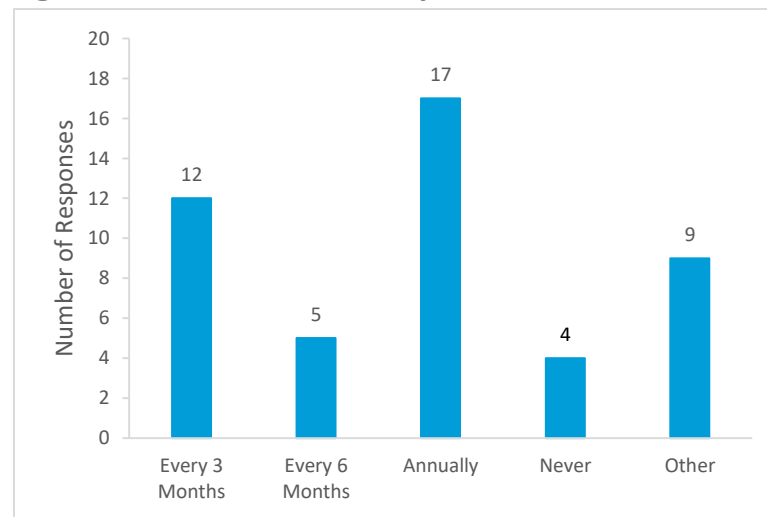


3.9 Review of Security Measures

Respondents were asked how often they reviewed their security. A total of 47 respondents answered the question, with 17 reporting that they reviewed security annually, 12 every three months and 5 every six months. Additionally, 4 respondents never reviewed their security and 9 specified 'Other' (Figure 16).

Other responses included every other year, security not being reviewed formally and staff being continually aware of security needs.

Figure 16: How often is security reviewed?

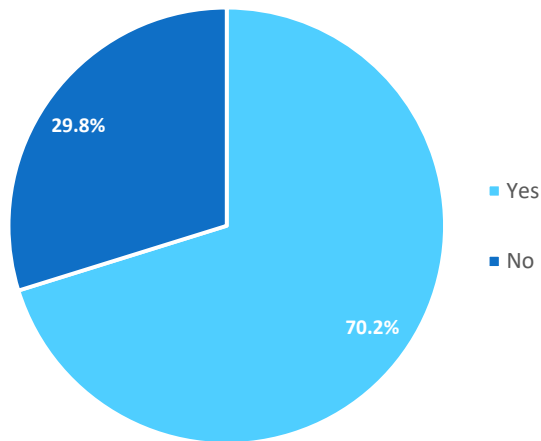


3 Findings: Impact of Crime

3.10 PSNI Crime Prevention Officers

Respondents were asked if they were aware of the dedicated Crime Prevention Officers within the PSNI. A total of 47 respondents answered the question. Of these respondents, 70.2% were aware of Crime Prevention Officers and 29.8% were not (Figure 17).

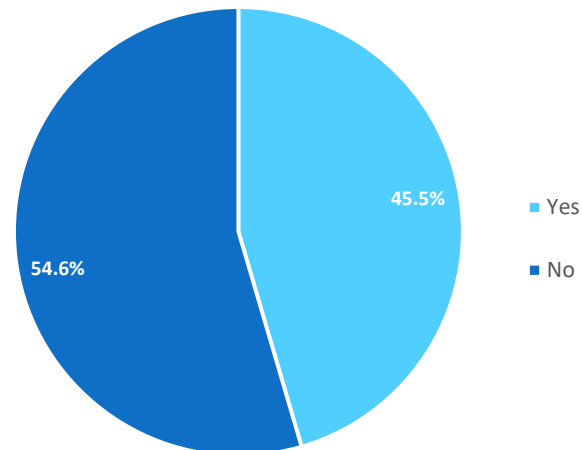
Figure 17: Awareness of PSNI Crime Prevention Officers



3.11 Use of PSNI Crime Prevention Officers

Respondents who were aware of PSNI Crime Prevention Officers were asked if they had used this service. Of the 33 respondents who had heard of PSNI Crime Prevention Officers, 45.5% had not and 54.5% had used the service (Figure 18).

Figure 18: Have you used PSNI Crime Prevention Officers?



3 Findings: Impact of Crime

3.12 Satisfaction with PSNI Crime Prevention Officers

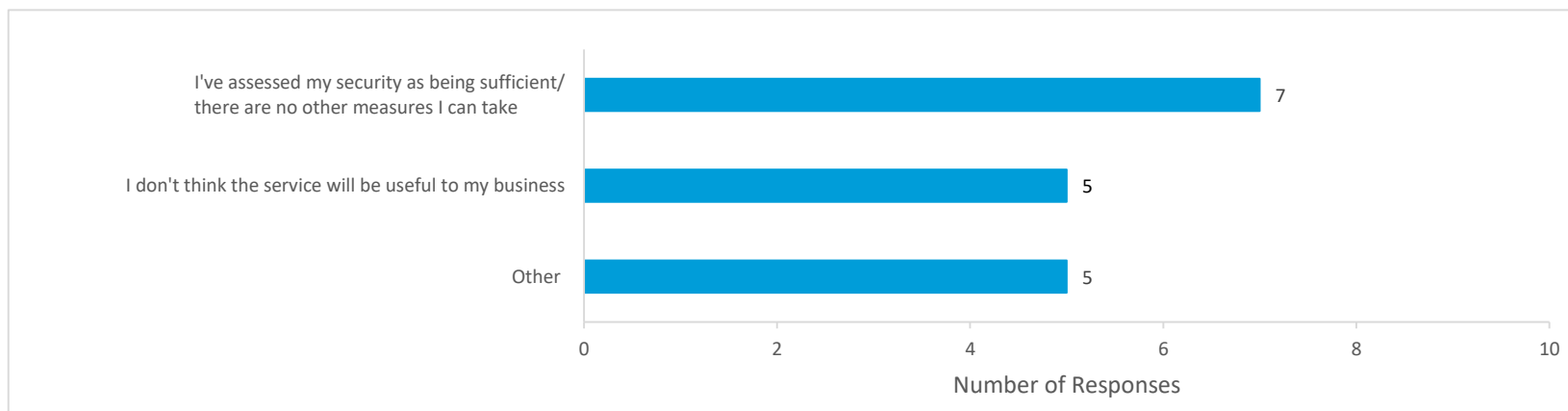
Respondents, who had used the PSNI Crime Prevention Officers were asked how satisfied they were with the service. All respondents (15) who had used the service completed the question, of which 14 were satisfied or very satisfied.

3.13 Reasons for Not Using Crime Prevention Officers

Respondents who were aware of PSNI Crime Prevention Officers and had not used them were asked their reasons for not availing of the service. Of the 18 respondents who were aware of the service but had not availed of it, 17 answered the question. Of the 17 respondents, 7 assessed their own security as sufficient, a further 5 thought that the service would not be useful to their business, while the same number (5) stated other reasons (Figure 19).

Other reasons cited were “I was offered the service but unfortunately the offer never followed through from the Police side as they too are obviously under staffed”, “We have a Profit Protection Officer on hand within the business”, “We have received advice from the local PSNI when we reported an issue”, “Done by Head Office”, and “Have asked for assessment on 3 occasions; no response”.

Figure 19: Why didn't you use Crime Prevention Officers?

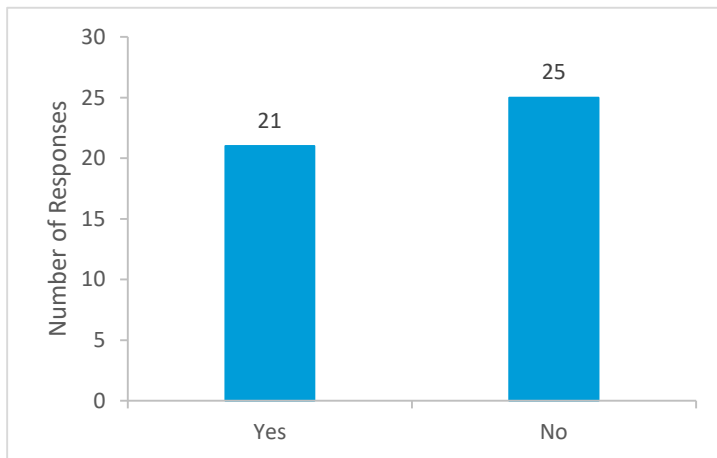


3 Findings: Impact of Crime

3.14 Awareness of Business Crime Partnership

Respondents were asked if, prior to the survey, they were aware of the Business Crime Partnership. A total of 46 respondents answered the question. Of these, 25 were unaware and 21 were aware of the Business Crime Partnership (Figure 20).

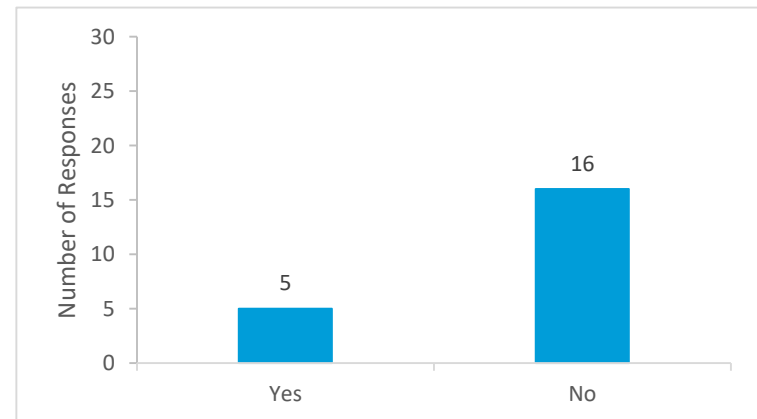
Figure 20: Aware of the Business Crime Partnership



3.15 Use of the Business Crime Partnership Website

Respondents were asked if, prior to the survey, they had visited the Business Crime Partnership webpage. Of the 21 respondents who were aware of the Business Crime Partnership, 16 had not and 5 had visited the website (Figure 21).

Figure 21: Have you used the Business Crime Partnership website?

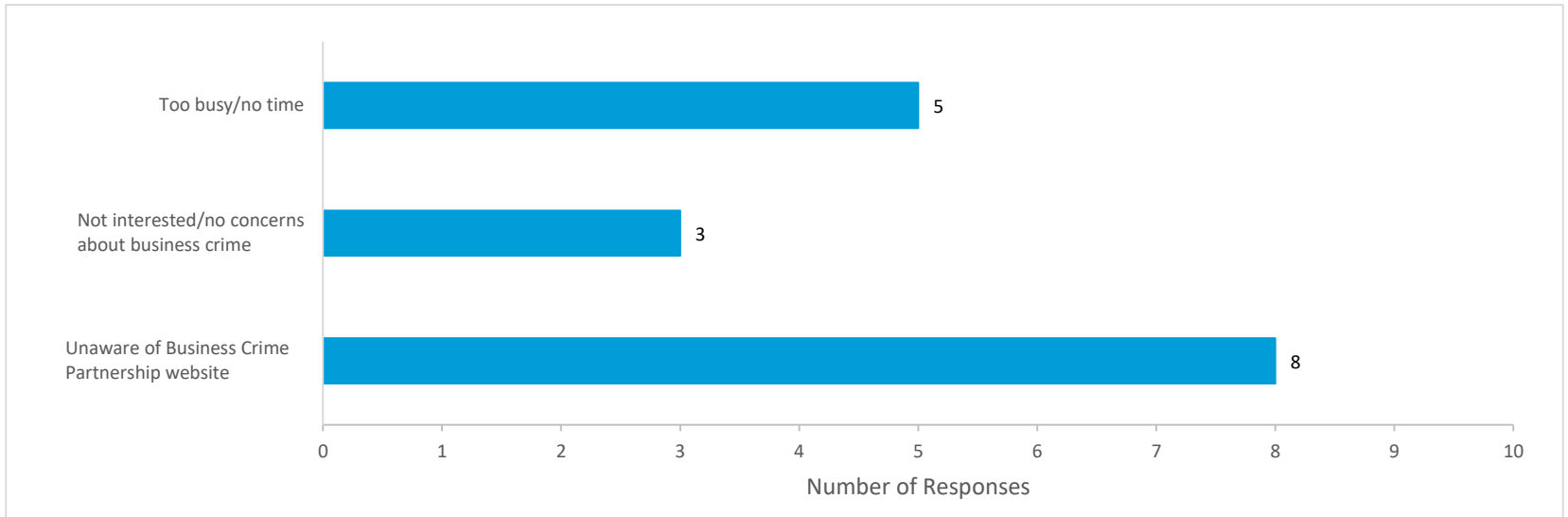


3 Findings: Impact of Crime

3.16 Reason for Not Visiting the Business Crime Partnership Website

Respondents who were aware of the Business Crime Partnership and had not used the website were asked why this was the case. Of the 16 respondents who had heard of the Business Crime Partnership, 8 were unaware of the Business Crime Partnership website, 5 were too busy/had no time and 3 were not interested/not concerned about business crime (Figure 22).

Figure 22: Reason for not visiting the Business Crime Partnership website?



3.17 Usefulness of the Business Crime Partnership Website

Respondents who had visited the Business Crime Partnership website were asked how useful they found the information contained on it. Of the 5 respondents who had visited the website, 4 respondents found the site extremely or very useful.

3 Findings: Impact of Crime

3.18 Comments and Suggestions Regarding Business Crime

Respondents were asked if they had any comments or suggestions regarding business crime.

A total of 7 respondents provided comments and suggestions:

"Intellectual property theft is rampant and getting worse. Some people think it's their right to copy other people's work from the internet, some don't even realise the harm they are doing as they hold the opinion "it's on the internet so it's free" there is no education advising people they are breaking the law."



"More police on the streets."



"Yes there needs to be more police on the streets taking positive action to those breaking the law instead of giving the issue lip service and creating fancy surveys."



"It would be useful for a community officer to give us a fresh look and see what is obvious to someone not involved in the business."



"Town and city centre CCTV is the only way to deter crime. Citywatch CCTV works extremely well and the dedicated Citywatch radios are fantastic."



"Retailers experience theft in the local area daily a lot of which goes unreported due to lack of resources both for the business and PSNI. The majority of shoplifters caught also don't get prosecuted so its pointless reporting it. I have previously asked for assistance from the PSNI and principals regarding school pupils shoplifting daily after school and received no help whatsoever."



"Business crime often hidden and under reported. 101 number should be advertised more widely along with confidence building & communication. Businesses often pay the price for poor public policy decisions - e.g. lack of drug / mental health treatment causes numerous problems on the street."

