



Home Office

# Fraud and technology Crimes: findings from the 2002/03 British Crime Survey and 2003 Offending, Crime and Justice Survey

Jonathan Allen  
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Home Office Online Report 34/05

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# Executive summary

This report presents findings from the 2002/03 British Crime Survey (BCS) and the 2003 Offending, Crime and Justice Survey (OCJS) on fraud and technology crime in England and Wales. It looks at levels of credit/bank card fraud as well as worry about card use. Other types of frauds, including income tax and benefit fraud, falsified work expenses and insurance fraud, are also examined. Technology crimes cover the extent of computer viruses and 'hacking', theft and misuse of mobile phones.

The BCS and the OCJS are the first large-scale, national surveys to examine these types of crimes in England and Wales. Together they provide alternative measures that are more comprehensive than administrative statistics because unlike these they include incidents not reported to or recorded by the authorities. The report does not directly compare the results of the two surveys. The offence coverage, methodologies, wording of questions and age coverage all differ. The BCS covers incidents experienced by adults aged 16 and over, while the OCJS covers offending by those aged from 10 to 65. It should be noted that all fraud and some technology activities are asked of those aged from 18 to 65. However the results throw light on the extent of the problem from the point of view both of offender and victim.

## Key points

### Card fraud

- 2.8 per cent of BCS respondents, (3.6% of card users) were the victims of card fraud in the 12 months prior to interview. Levels of worry are higher with a half (48%) of card users worried about someone else using their card. Women were slightly more concerned than men. However men were more likely than women to have suffered such a crime.
- Those who had been a victim in the last 12 months were significantly more likely to be very or fairly worried about being victimised than those users who had not been (68% and 47% respectively). It appears that victimisation may well serve to increase levels of anxiety, perhaps by exposing victims to the potential consequences of the crime.
- Card users aged 66 and over were the least likely to have been a victim of this type of crime, compared to those aged from 26 to 39 and from 40 to 65.
- Asian and Black respondents were significantly more likely to have been victimised than White respondents, which contrasts with the card usage pattern among these groups but is reflected in their comparative worry levels.
- Victimisation was more prevalent among those living in affluent urban areas, with a high household income and in higher social classes.
- 1.0 per cent of OCJS respondents aged from 18 to 65 admitted using someone else's payment card without the owner's permission in the last 12 months. This level of offending is lower than the victimisation rate as one offender could have impacted on multiple victims.
- 18 to 25 year olds were more likely to commit card fraud.
- Those with no qualifications, living in a council estate area or an area with a relatively high level of physical disorder were also more likely to admit having committed card fraud.

### Other types of fraud

The OCJS also covered the following four types of fraud against public money and businesses; benefit fraud, income tax evasion, falsified work expenses and insurance fraud.

- Of those respondents eligible to commit these other types of fraud, the OCJS found that falsified work expenses was the most common with 6.7 per cent of 18- to 65-year-olds who had opportunity to claim work expenses saying they had committed it. Insurance fraud was second (5.1% committing) and income tax and benefit frauds were the lowest, committed by under two per cent (1.9% and 1.8% respectively).

Levels of fraud against public money and businesses varied to some extent across different groups, though the patterns were not uniformly consistent across the four types of fraud covered. The main patterns being:

- There was some variation across types of area for benefit fraud, though the pattern was not consistent. For example those living in affluent suburbs and rural areas were less likely to admit to making false benefit claims than those in mature home-owning areas and council estate and low-income areas.
- Males were more likely than females to admit to income tax evasion.
- Those with higher educational qualifications and those who were self-employed were particularly likely to admit to committing income tax evasion in the last 12 months. The higher rate among self-employed is not surprising as they have a great opportunity to commit this offence than employees.
- Males, younger adults aged from 18 to 25 and those with a household income of £15,000 to £19,999 were particularly likely to make a false expense claim.
- Males were more likely than females to admit committing insurance fraud.
- Those aged from 18 to 25 and those with a relatively low annual gross household income (£10,000 to £14,999) were more likely to make false insurance claims.

## Technology crimes

### Internet usage

- Just under a half (49%) of the BCS respondents who had used the Internet in the previous 12 months, said they had used a payment card in order to buy something over the Internet.
- Those who did shop online were asked what sort of details they looked for to make sure their card details were safe. A secure site was the most common response (74%). Around a half said they would only buy from well known, reputable companies or recommended sites (51%) or from well known/popular sites (47%).
- OCJS respondents who said they used someone else's card without the owners permission were asked if they had obtained the card details via the Internet in the last 12 months and whether they had used someone else's card details, without permission, to purchase something via the Internet. One per cent of respondents aged from 18 to 65 admitted to any type of card fraud in the survey. Of these only four said they obtained card details via the Internet and only three had bought goods/services over the Internet. Levels of Internet card fraud are therefore low compared with other forms of card fraud.

### Computer virus

- 18.2 per cent of BCS households where the respondent used the Internet at home reported that their home computer had been affected by a computer virus in the last 12 months.
- Of those who had experienced a virus, just over a third (36%) said they had reported this to someone. Twelve per cent had reported the incident to an Internet service provider, and seven per cent to a systems administrator. Less than one per cent reported it to the police.
- According to the OCJS, just under one per cent (0.9%) of respondents aged from 10 to 65 who used the Internet had knowingly sent a computer virus in the last 12 months. However a single offender can impact upon multiple victims.

- Men were more likely than females to admit to this type of activity (1.2% compared with 0.6%), and 10- to 15-year-olds were the most likely age group to say they had sent a virus (3.0%).

### Computer hacking

- 2.2 per cent of BCS respondents said someone had accessed or hacked into files on their computer in the last 12 months. None of these victims reported this to the police.
- The self-reported offending figures are lower with just under one per cent (0.9%) of Internet users saying they had used the Internet to hack into other computers; 1.3 per cent of males said they had done this, compared with 0.5 per cent of females.
- Respondents under the age of 26 were the most likely to admit to this activity (2.2% 10- to 15-year-olds; 2.0% 16-to 25-year-olds; 0.3% 26- to 65-year-olds).

### Offensive messages

- 12 per cent of BCS respondents said they had received an email message which they considered to be offensive or harassing in the 12 months prior to interview.
- Males aged 26 to 39 were more likely to be victims of email harassment than other males age groups. Similar to males, females aged from 26 to 39 had higher victimisation rates, but not significantly higher than other females.
- The offending figures from the OCJS are much lower at 0.7 per cent.
- Younger respondents aged from 10 to 15 and from 16 to 25 were more likely to say they had sent harassing emails than older age groups.

### Offensive website

- Less than one percent (0.7%) of the OCJS respondents aged from 18 to 65 who had used the Internet had visited a racist website. For those aged from 10 to 65 1.9 per cent had visited a website on how to commit a crime.
- Males were more likely than females to say they had visited these websites and young adults were more likely than other age groups to have visited these sites.

### Copyright theft

- 15.1 per cent of the OCJS respondents said they had downloaded software or music that they knew was pirated or otherwise unauthorised.
- Similar to all other technology offences, males were more likely than females to commit copyright theft.
- Copyright theft was particularly prevalent among younger respondents (aged 25 or below).

### Links to mainstream offending

- Those who had committed a technology offence were significantly more likely to have committed mainstream offences than others. Unlike fraudulent offending technology related offences were more strongly associated to violent offences than theft offences. This may well be reflected in the differences in the motivations behind the offences.

### Mobile phone crimes

#### Mobile phone theft

- 6.9 per cent of the BCS respondents who owned a mobile phone had it stolen in the 12 months prior to interview.
- Women were significantly more likely than men to have had their mobile stolen (7.6% and 6.4% respectively). 12.2% of 16 to 25 year olds had their mobile stolen.
- The most common circumstance (72.1%) of a mobile being stolen was when it was not being carried, e.g. left on a table.
- The risk of having a mobile stolen was significantly greater when the mobile was inside a public place e.g. shop or pub (38%). Just one tenth (10%) were on the street.

- Just over a third (36%) of incidents that occurred when the mobile was not on the person occurred inside a public place e.g. shop or pub. The place of work and from inside a vehicle were other common places for a mobile theft when not on the person. For on the person thefts most occurred inside a public place (44%) or on the street (29%).

### Offensive messages

- 8.7 per cent of BCS mobile phone owners had received a text or voice message which they considered to have been offensive or harassing.
- Women and younger respondents were particularly likely to have received offensive messages.
- The OCJS figures show that 3.1 per cent of the respondents who had used a mobile phone in the last 12 months had sent a message which was considered offensive or harassing.
- Those aged from 16 to 25 were more likely to say they had sent a voice or text message to harass than all other age groups.

# 1. Introduction

At present there is little information on the level of fraud and technology crime in England and Wales. A common problem with identifying the extent of these types of crimes is that only a fraction of offences that are committed are likely to come to the attention of the authorities. This is because they are often 'hidden' from public scrutiny or they are not seen as 'crimes' that warrant reporting to the authorities, e.g. sending a computer virus.

The aim of this report is to examine the extent of these crimes using data from two Home Office surveys:

- The British Crime Survey; and
- The Offending, Crime and Justice Survey.

These surveys are the first large-scale national surveys to examine this issue in England and Wales. Together they provide alternative measures that are more comprehensive than administrative statistics because, unlike administrative statistics, these surveys include incidents not reported to or recorded by the authorities. The report does not directly compare the results of the two surveys. This is because of the difference in methodologies, offence coverage, wording of questions and age coverage. However, the results do throw light on the extent of the problem from the two points of view: victims and offenders.

## The British Crime Survey

The British Crime Survey (BCS) was first conducted in 1982. The main purpose of the survey is to estimate the extent of household and personal victimisation of adults in England and Wales. Additional crime-related issues are also covered e.g. attitudes to crime and punishment, worry about crime, confidence in the criminal justice system and experience of anti-social behaviour.

The 2002/03 BCS included for the first time a module designed to look at various aspects of fraud and technology crime. The module covered experience of and concerns about credit card fraud and the extent to which people had received computer viruses, been a victim of 'hacking' and received/accessed offensive material via the Internet.<sup>1</sup> The 2002/03 survey interviewed 36,479 people aged 16 and over living in private households in England and Wales. The questions were asked of a random half sample (n= 18,236).

## The Offending, Crime and Justice Survey

The Offending, Crime and Justice Survey (OCJS) is a new Home Office survey designed to measure self-reported offending and drug use in the general household population (aged from 10 to 65) in England and Wales. Around 10,000 people were interviewed between January and July 2003.

Although the main focus of the survey is on mainstream offences (e.g. burglary, theft, selling drugs, etc), the survey also included a module designed to measure fraud and technology offending, ranging from tax evasion and insurance fraud to computer hacking and harassment via

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<sup>1</sup> The 2003/04 BCS included a revised technology crime module, results from which will be published in late 2005/early 2006.

emails or text messages. Future sweeps of the OCJS will provide trend data on levels of fraud and technology related offending among 10- to 25-year-olds.

The fraud and technology module of the OCJS was similar to the fraud module in the Youth Lifestyle Survey (Flood-Page *et al.*, 2000), which asked respondents whether they had committed four types of fraud: income tax, benefit, work expenses and insurance fraud. However, due to technological advances, the OCJS also incorporated some new offences e.g. threatening/harassing by email and mobile phone, sending a computer virus, hacking into a computer and copyright theft through illegally downloading music or software from the Internet. The fraud questions included in the OCJS were asked to respondents aged from 18 to 65 (n=7,376). The technology crimes were asked of the whole sample (n= 10,079), with the exception of Internet fraud and visiting a racist website (18- to 65-year-olds).

Box 1.1 lists the topics covered in the BCS and OCJS and the age groups the questions were asked of. Box 1.2 provides further details on the design of the two surveys.

**Box 1.1: Topics covered in the BCS and OCJS and the age group asked**

Topics covered	Age range	
	BCS	OCJS
Credit and debit card fraud	16+	18-65
Worry about card fraud	16+	NA
Benefit fraud	NA	18-65
Income tax fraud	NA	18-65
Falsified work expenses	NA	18-65
Insurance fraud	NA	18-65
Internet use	16+	10-65
Internet fraud	16+	18-65
Computer virus	16+	10-65
Computer hacking	16+	10-65
Receipt/sent harassing emails	16+	10-65
Visiting offensive websites <sup>a</sup>	NA	10-65
Copyright theft	NA	10-65
Mobile phone usage	16+	10-65
Mobile phone theft	16+	NA
Offensive messages	16+	10-65

Notes:

a: Racist website; asked those aged from 18 to 65

## Structure of the report

- Chapter 2 focuses upon fraud offences. It examines levels of victimisation and offending and the degree to which people worry about card fraud.
- Chapter 3 examines technology related crimes including victimisation and offending levels of Internet fraud, computer viruses, computer hacking and email harassment. It also includes the following which are copyright theft and visiting a racist or crime-related website.
- Chapter 4 focuses on mobile phone crimes again incorporating the victim perspective from the BCS and the offending results from the OCJS.

The socio-demographic variables examined in this report are listed below.

- Gender.
- Age.

- Ethnicity.<sup>2</sup>
- Educational qualifications.
- Work status of respondent.
- Household income.
- Tenure.
- ACORN category: *A Classification of Residential Neighbourhoods* which classifies households according to the demographic, employment and housing characteristics of the surrounding neighbourhood.<sup>3</sup>

All statistically significant differences are at the five per cent level unless otherwise stated and the significant differences are shown using bullet points throughout the report. Due to the small proportions from the OCJS, all comparable figures from the BCS and OCJS are presented to one decimal place. All analysis excludes don't know/refusals unless otherwise stated. As with all surveys the results are subject to sampling error and are indicative of 'true' population figures rather than exact.

**Box 1.2: Methodology of the two surveys**

**The British Crime Survey**

The BCS is a large, nationally representative, household victimisation survey that has been conducted since 1982. The main purpose of the survey is to measure the extent and nature of criminal victimisation against adults, aged 16 or over, living in private households in England and Wales.

The 2002/03 BCS reports on 36,479 interviews conducted between April 2002 and March 2003 and refers to incidents experienced by respondents in the 12 months prior to their interview. BMRB Social Research carried out the fieldwork for the 2002/03 BCS. Interviews were conducted face to face by trained interviewers. The response rate was 74 per cent. Further details are contained in *Bolling et al.*, (2003).

Further information on the British Crime Survey and access to recent publications can be found at <http://www.homeoffice.gov.uk/rds/bcs1.html>

**Offending, Crime and Justice Survey 2003 (OCJS)**

The 2003 OCJS had a random probability sample design. The main survey comprised 10,079 people aged from 10 to 65 living in private houses in England and Wales. In addition there was a booster sample of 1,882 Black and Minority Ethnic (BME) groups. The response rate for the main sample was 74 per cent where as for the BME sample it was considerably lower (45 per cent in low-density areas and 53 per cent in high-density areas). The main sample was used for all analysis except when examining rates by ethnicity.

Fieldwork (by BMRB Social Research and the National Centre for Social Research) took place between January and July 2003. The first part of the interview was interviewer-administered; the second part including the more sensitive questions was self-administered. Computer-assisted techniques were used, including AUDIO CASI, whereby the questions and responses are pre-recorded and listened to by the respondents through headphones, as well as being presented on the computer screen. This was to make it easier for those with literacy problems to take part. AUDIO CASI was used in the fraud and technology module.

Further information on the Offending, Crime and Justice Survey can be found at: <http://www.homeoffice.gov.uk/rds/offending1.html>

<sup>2</sup> This is based on the 2001 Census classification of ethnic groups. However due to small numbers in some groups the four main categories used in the report are: White, Asian, Black and Other (including Mixed).

<sup>3</sup> ACORN was developed by CACI Ltd. using the 1991 Census data.

## 2. Fraud

Statistics from the Criminal Justice System show the number of fraud and forgery offences recorded by the police (330,128 in 2002/03, a five per cent increase from the previous year) and the number of offenders cautioned or convicted (23,505 in 2003). However annual statistics on fraud are generally regarded as unreliable because they only cover incidents that have been reported to the authorities and dealt with by the police and the criminal justice system. Some organisations (e.g. banks, insurance companies, etc), collate their own figures but they still only cover the tip of the iceberg.

To help fill this knowledge gap the BCS and OCJS captured information on self-report levels of offending and victimisation for various types of fraud. The types of fraud examined in this chapter are split into the following three categories:

1. fraud against individuals;
2. fraud against public money; and
3. fraud against businesses.

The first, which covers the fraudulent use of people's credit and debit cards incorporates the victimisation results from the BCS and the self-reported offending results from the OCJS. For the other categories of fraud (including benefit fraud, income tax evasion, falsified work expenses and insurance fraud), figures from the offending perspective of the OCJS only are available.

### Fraud against individuals: credit and debit card fraud

#### Card usage

In the UK there are approximately 160 million plastic cards (includes credit, debit and cash machine cards) being used by the population (APACS, 2004). Therefore it is not surprising that over three-quarters (78%) of the adults in the BCS had personally used a credit, debit or bank card in the 12 months prior to interview. Breakdowns of BCS figures show that:

- men were slightly more likely than women to have used these types of cards (81% compared with 76% of women);
- those aged from 26 to 65 were more likely to have used cards than those in the oldest age group (75 and above) and the youngest (16 to 25);
- White respondents were more likely than Asian or Black respondents to have used a card (79% versus 70%); and
- card usage was significantly higher among those educated to degree level, having a high household income and social class classification: for example, 97 per cent of 'professional' workers reported using a card compared to just over half of unskilled workers (56%).

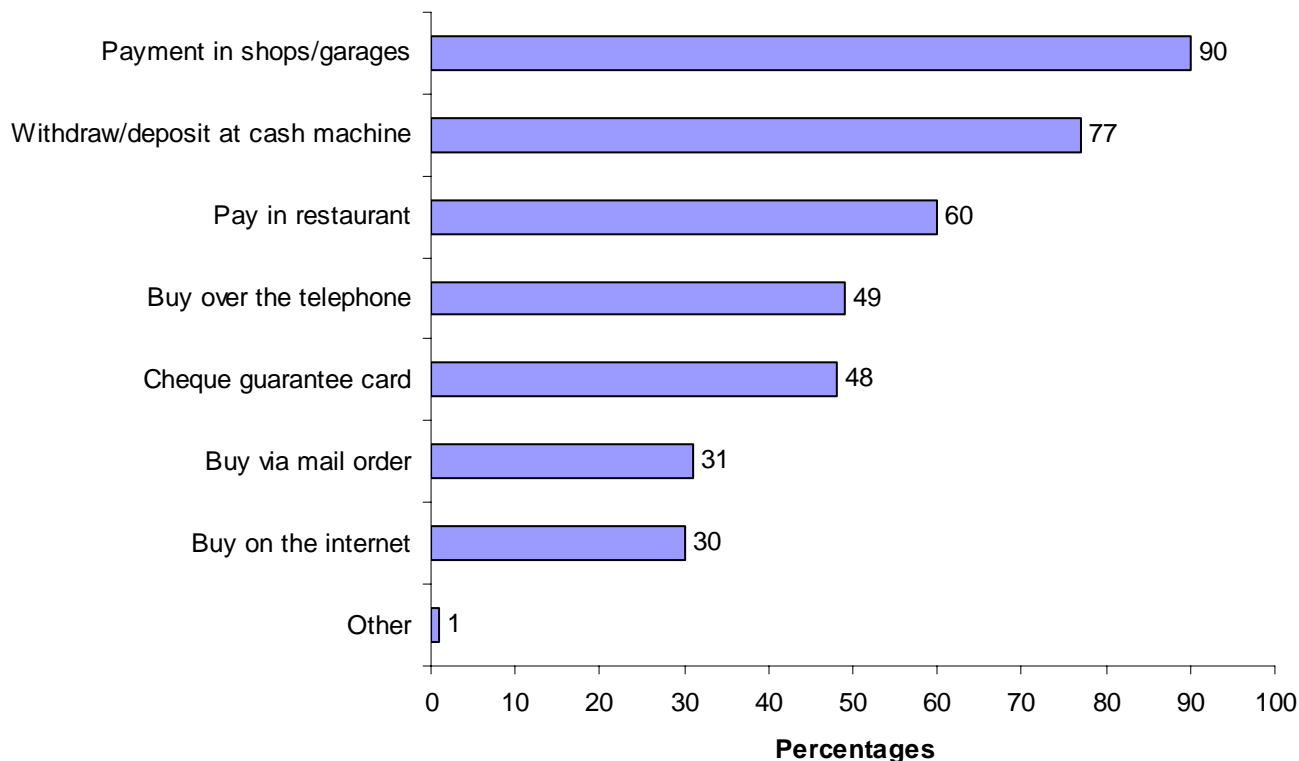
Further breakdowns can be seen in Tables A2.1 and A2.2.

#### Methods of use

As expected, cards were most commonly used for paying for items in shops or garages (90% of users, 71% of the population) and least for mail order (31% of users, 24% of population) and purchasing goods over the Internet (30% of users, 24% population).

Just over three-quarters (77%) of card users used their cards to withdraw money from cash machines, equating to three-fifths (60%) of the population. Approximately half of users (49%) used their credit, debit or bank card to purchase goods over the telephone (Figure 2.1).

**Figure 2.1: Methods of card use among card users in the 12 months prior to interview**



Notes:

1. Source: 2002/03 British Crime Survey
2. Based on card users

### Worry about card fraud

The BCS asked card users how worried they were about someone misusing their card or their card details in order to buy items or withdraw cash without their permission (Table A2.3 and Table A2.4).

- Half (48%) of card users indicated a level of worry, with 15 per cent stating that they were very worried and a further third (33%) fairly worried.
- A slightly higher proportion of women card users were worried than men, with 49 per cent saying they were very or fairly worried compared to 46 per cent.
- The proportion worried was lowest in the youngest (from 16 to 25) and oldest age groups (66 or over), compared to middle age groups (from 26 to 65).
- Black and Asian respondents were more likely to worry about card fraud than White respondents (61%, 67% and 47% respectively).
- Levels of worry were similar regardless of education or social class.
- Those living in non-council areas were significantly more likely to be very or fairly worried than those living in council areas.
- Those who had been a victim in the past 12 months were significantly more likely to be very or fairly worried about being victimised than those users who had not been (68% and 47%

respectively). It appears that victimisation may well serve to increase levels of anxiety, perhaps by exposing victims to the potential consequences of the crime.

### Worry about specific usage

People who used their payment card in a particular way were asked whether they were worried about potential misuse of their cards or bank details in that situation. The situation that caused most worry was buying goods over the Internet, with 54 per cent of people who had used their card on the Internet being very or fairly worried about misuse in that context. The proportion of users of each of the other services had relatively similar worry levels at just under half.

## Card fraud

### Victimisation

In 2003, according to the Association of Payment Clearing Services (APACS), total plastic card fraud on UK-issued cards was £420.4 million. Card not present fraud, meaning that neither the card holder nor the card needs to be present at the time of purchase, e.g. mail order, telephone or fax order, had the highest loss of £122.1 million. Counterfeit card fraud, whereby the details on the card's magnetic strip are copied onto another without the knowledge of the card holder was the second highest at £110.6 million (APACS, 2005).

The BCS shows that overall 3.6 per cent of people who had used a card in the 12 months prior to interview had been a victim of card fraud in the period. That is, someone had used their credit or bank card(s) or their card details to buy things or withdraw cash without their permission. This equates to 2.8 per cent of the total adult population, an estimated 1.2 million people.

Certain groups of card user were more susceptible to victimisation than others (Table A2.3 and A2.4).

- Men were more likely than women to have suffered such a crime (4.4% versus 2.8% of users).
- Card users aged 66 and over were the least likely to have been a victim of this type of crime, compared to those aged from 26 to 39 and from 40 to 65 (1.9% versus 4.2% and 3.9%).
- Asian and Black card users were significantly more likely to have been victimised than White people (6.7% and 6.1% versus 3.3%) which contrasts with the card usage pattern among these groups but is reflected in their comparative worry levels.
- People living in affluent urban areas were also significantly more likely than those living elsewhere to have been victims. Victimisation was also more prevalent among those with a high household income and in highest social classes.

### Offending

The OCJS found that only one per cent of respondents' aged from 18 to 65 said they had used another's credit or debit card without the owners' permission. This is lower than the 2.8 per cent of the adult population who have been victims of this crime. However one offender could have impacted on multiple victims, and in fact this is particularly likely to be the case in this type of offence.

The following groups were significantly more likely to admit fraudulently using a card:

- 18- to 25-year-olds were more likely than both 26-39 and 40- to 65-year-olds to commit card fraud.
- People who had no qualifications were more likely to have fraudulently used a card than those who had A-level or degree or diploma level qualifications (Table A2.5).

- Those living in areas of relatively high physical disorder were more likely to say they had used someone else's card without their permission compared to those living in areas with low physical disorder. (Table A2.6).

## Other frauds

### Offending

The OCJS also covered fraud against public money and businesses. The offences that were asked about were:

- benefit fraud;
- failure to declare income tax;
- falsified work expenses; and
- insurance fraud.

Table 2.1 shows the prevalence of these frauds for all respondents, and for those who had the opportunity to commit the offence. For example, only those employed and in a position to claim work expenses could make false work expense claims, while only those respondents who had insurance could commit insurance fraud.

**Table 2.1: Percentage of those committing other types of fraud in the 12 months prior to interview** **OCJS**

Type of fraud	% of all respondents	Unweighted base	% of eligible respondents <sup>a</sup>	Unweighted base
Benefit fraud	0.5	7,233	1.8	1,942
Income tax fraud	1.9	7,322	2.0	7,077
Falsified work expenses	1.8	7,331	6.7	1,873
Falsified insurance claim	1.0	7,332	5.1	1,334

Notes:

1. Source: Offending, Crime and Justice Survey 2003
2. Based on all respondents aged from 18 to 65
3. Eligibility criteria used were: benefit fraud, only those who claimed for any benefits; income tax, questions asked respondents to self-classify whether they were eligible; work expenses, only those in employment who said they had been in a position to claim; insurance claim, only those who had made an insurance claim in the last 12 months.

Overall falsified work expenses and income tax evasion were the most common types of fraud, followed by false insurance claims. Benefit fraud was the least common. However the pattern changes when controlling for those who had the opportunity to commit these offences. Falsified work expenses is still the most prevalent, but insurance fraud increases to 5.1 per cent. The prevalence of income tax fraud among those eligible increases slightly to two per cent. Benefit fraud is still the lowest but the proportion increases from 0.5 per cent to 1.8 per cent. Again it should be noted that as many of the behaviours are rare it is difficult to detect significant differences in the prevalence of these behaviours between different groups.

## Fraud against public money: benefit fraud

It is estimated that benefit fraud costs the country £2 billion each year through people claiming money they are not entitled to through claims for Income Support, Jobseeker's Allowance and Housing/Council Tax Benefit (refer to [www.dwp.gov.uk](http://www.dwp.gov.uk)).

Less than two per cent (1.8%) of OCJS respondents who had claimed or received any kind of benefit in the last year said they had falsely claimed benefits (including tax credits). Levels of

benefit fraud were similar across different socio-demographic groups (Table A2.7 and A2.8). The only statistically significant differences were in the areas that people live in.

- Those living in affluent suburbs and rural areas were less likely to admit to making false benefit claims than those in mature home-owning areas and council estate and low-income areas.

## Income tax fraud

Ever since income tax was introduced in the late eighteenth century tax evasion and fraud have been an issue. This type of fraud is therefore not a new problem however it is difficult to measure the extent of this offence. Most research has relied on self-report. The 1998/99 Youth Lifestyle Survey (YLS), for example, showed that 2.5 per cent of 16- to 30-year-olds admitted to income tax evasion in the last year.

The OCJS was the first nationally representative survey covering the economically active age group (18-65) to ask about this type of offence. Overall, the prevalence of this sort of offence is very low. The results show that 1.9 per cent of 18- to 65-year-olds admitted to income tax evasion. The figure for those aged from 18 to 30 at two per cent is slightly lower than the level reported in the 1998/99 YLS.

Among 18- to 65-year-olds eligible two per cent admitted income tax fraud. The following patterns were found:

- males were more likely than females to fail to declare income to avoid tax (2.7% and 1.2% respectively) (Table A2.7);
- those with higher education qualifications were more likely to admit to income tax evasion than those with no qualifications (2.7% versus 1.5%);
- respondents living in affluent urban areas (2.8%), mature home-owning (2.2%) and council estate and low-income areas (2.2%) were more likely to commit tax fraud than those in affluent family areas (1.0%) (Table A2.8);
- 5.2 per cent of self-employed respondents said they committed income tax evasion compared to 1.7 per cent of employees.

It is not surprising that those respondents who were self-employed were more likely to offend than employees. This is because those who are self-employed have a greater opportunity to commit this offence, as they do not have tax automatically deducted unlike most employees. Many employees will not have any taxable earnings beyond their salary.

## Fraud against businesses: falsified work expenses

Overall the OCJS estimates that 6.7 per cent of all 18- to 65-year-olds who were in employment and had the opportunity to claim work expenses made a false claim in the previous 12 months (this equates to 1.8 per cent of all respondents). Among those with opportunity the following patterns were apparent:

- males were more likely than females to make fraudulent work expenses claims (7.8% and 4.8% respectively) (Table A2.9);
- young adults aged from 18 to 25 were more likely to commit this type of fraud than older adults (16.1% versus 5.6%);
- those earning in the mid-range category £15,000-£19,999 were more likely to make a false claim than both those earning above and below this income range.

There were no significant differences in levels of work expense fraud by area characteristics (Table A2.10).

## Insurance fraud

Of those that were eligible, insurance fraud was the second most common fraud offence committed according to the OCJS; 5.1 per cent of the eligible respondents said they had falsified an insurance claim in the last 12 months. There has been some previous research into the extent of insurance fraud by the Association of British Insurers (ABI) and self-report surveys. The 1999 ABI Fraud Survey estimated the level of fraud to be £645 million, with 3.9 per cent of the 11.1 million claims being suspect. Self-report studies such as the 1998/99 YLS showed that less than one per cent (0.4%) of those aged from 18 to 30 had made a false insurance claim (Flood-Page, *et al.*, 2000). The comparable figures, based on all respondents (from 18 to 30) from the OCJS were slightly higher at 1.4 per cent.

Among eligible respondents the following patterns were found:

- males were more likely than females to commit this offence (6.7% versus 3.5%) (Table A2.9);
- those aged from 18 to 25 were more likely to admit to insurance fraud than the older age groups (8.7% compared with 5% for 26- to 39-year-olds and 4.5% for those aged from 40 to 65);
- adults living in households with a relatively low annual gross income (£10,000-£14,999) were most likely to falsify insurance claims (15.4% did so). (This is based, however, on relatively small numbers.)

Table A2.10 presents the results by area characteristics; however, there were no significant differences.

## Links with mainstream offending

Fraud offences might be thought to be less 'criminal' or not as serious as some other offences e.g. burglary, robbery. However the seriousness of fraud can sometimes be underestimated. As seen in this chapter, fraud can impact upon individuals, businesses and public money.

There are also some comparisons to 'mainstream' offences. For example the motivation behind fraud is often financial gain, which is similar to that of burglary where the goods stolen are often sold on for profit. The OCJS also covered 'mainstream' offences.<sup>4</sup> Respondents were asked whether they had committed any of twenty offences in their lifetime and in the 12 months prior to interview. It is therefore possible to find out if those who commit fraud offences also commit mainstream offences and vice versa. For the purposes of this report the mainstream offences were grouped into the following:

- theft offences (vehicle-related thefts, burglary and other thefts);
- criminal damage (vehicle damage and other damage);
- violent offences (assaults and robbery);
- drug offences (selling Class A and other drugs).

Table A2.11 shows the prevalence of these offences in the last 12 months along with the fraud and technology offences for 18- to 65-year-olds. The results show that fraud is more prevalent at

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<sup>4</sup> Offences include: vehicle-related thefts, burglary, other thefts, criminal damage, robbery, assault with and without injury, selling drugs and robbery.

5.7 per cent than theft offences (3.9%), violent offences (3.3%), drug offences (1.0%) and criminal damage (0.6%).

Those who had committed a fraudulent offence were significantly more likely to have committed mainstream offences than other 18- to 65-year-olds (Table 2.2). Fraudulent offending was particularly linked to theft offences, reflected in similar motivations. A sixth (16.1%) of fraudsters also admitted committing a theft offence in the same period, 7.8 per cent violent offences and 5.5 per cent drug offences. The lowest was for criminal damage at 2.3 per cent. Respective figures for those who had not committed a fraud offence are theft: 3.3 per cent, violence: 2.9 per cent, drug selling: 0.7 per cent and criminal damage: 0.2 per cent.

**Table 2.2: Percentage of 18- to 65-year-olds who had committed mainstream offences in the last 12 months, by whether or not they had committed a fraud offence**

% Committed...	OCJS	
	Committed a fraud offence	Had not committed a fraud offence
Theft offence	16.1%	3.3%
Criminal damage offence	2.3%	0.2%
Violent offence	7.8%	2.9%
Drug offence	5.5%	0.7%
Any mainstream offence	25.1%	6.4%
<i>Unweighted base</i>	<i>414</i>	<i>6,524</i>

Notes:

1. Source: Offending, Crime and Justice Survey 2003
2. Based on respondents aged from 18 to 65 year olds

### 3. Technology crime

This chapter examines offences carried out through the use of computer technology from both the victims' and offenders' perspective. Due to the nature of technology offences (e.g. sending on a computer virus), one instance of offending can impact upon many individuals as well as businesses and organisations. The BCS only covers victimisation experiences of individuals (not businesses and organisations). The Commercial Victimization Survey of retail and manufacturing businesses covered electronic crime defined as having the computer systems or network hacked or website altered without permission. It did not cover receiving computer viruses. The OCJS covers offending regardless of the target.

Both the BCS and OCJS both cover the technology offences of email harassment, virus sending and computer hacking. The BCS additionally asked about people's concerns about using the Internet and examines the security measures people take to prevent receiving offensive material. The OCJS also examined the proportion of people who had engaged in the additional technology offences of credit card fraud using the Internet, copyright theft and visiting offensive websites.

#### Internet use

In order to find out the proportion of those exposed to being either victims or offenders of technology crimes, both surveys asked whether respondents had used the Internet in the 12 months prior to interview.

Results from the BCS show that almost half of adults (46%) had personally used the Internet to either send emails or access Internet websites (either at home or outside the home, including at work). The OCJS figures are higher with 71 per cent of respondents aged from 10 to 65 saying they had used the Internet. Looking at the comparable age group (from 16 to 65), the difference between the surveys narrows although the OCJS figure is still higher (68% versus 54%). This difference is likely to be due to the difference in questions asked. The OCJS question, 'have you used the Internet in the last 12 months?' was less specific about personal use compared with the BCS question, which specifically asked about personal use of email or the Internet. Therefore it could be that the OCJS includes the situation where someone had asked a friend to access the Internet for him/her.

The National Statistics Omnibus Survey also covered a question on Internet usage. Results from the July to September 2003 Omnibus Survey showed 57 per cent for people aged 16 and over in England and Wales had used the Internet, slightly higher than the BCS.

Although the BCS, OCJS and Omnibus Survey give slightly different levels of use, they all show that males and younger people are most likely to use the Internet.

Further examination of the BCS and OCJS also shows the following:

- Usage increased with increasing levels of educational attainment. The patterns differed for household income. The OCJS showed that peak usage was among the middle income household group (£15,000 to £19,999). The BCS however showed a positive correlation with income meaning that usage increased with household income levels (Table A3.1 to A3.4).
- Those living in council estate and low-income areas were less likely to have used the Internet compared to other areas. Internet use also differed by the level of physical disorder in the

immediate area, where those categorised as having relatively high physical disorder were less likely to use the Internet.

### Location of Internet use

The BCS respondents were asked where they used the Internet in the past 12 months. The most common location was in the home (85%), with just under half using it at work (47%). A smaller proportion (6%) used the Internet in an Internet café. These results are similar to those in the Omnibus Survey: 82 per cent of the respondents said they used it in their home, 46 per cent at their workplace, and Internet cafes or shops were lower at six per cent.

### Whether purchasing goods/services using the Internet considered

- Just under half (49%) of the BCS respondents who used the Internet, said they had used a payment card in order to buy something over the Internet. Of those respondents who had used the Internet but not used their credit/bank card to purchase goods or services via the Internet, 41 per cent said that they would consider doing so.
- The most common reason given for *not* considering buying or ordering over the Internet (among Internet users who had used a card in the previous year) was concern about security of using credit cards online (75% mentioned this).
- Related to this, the second most commonly given reason was worry about entering personal details online (35%). One-quarter (24%) said that they would prefer to see the product in person before purchasing (Table 3.1).

**Table 3.1: Reasons not to purchase over the Internet** **BCS**

Reasons for not considering purchasing over the Internet	
Worried about security of using credit card online	75%
Worried about entering personal details online	35%
Prefer to see the product in real life before buying	24%
Prefer personal contact when shopping/to buy in shops or over the phone	23%
Not interested/no reason to	18%
New to computers/the internet/ not confident with computers	5%
Don't have regular access to internet/unreliable	4%
Deliveries are inconvenient/take too long/unreliable	4%
Can't afford/no money	2%
Other	<1%
<b>Unweighted base</b>	<b>1,861</b>

Notes:

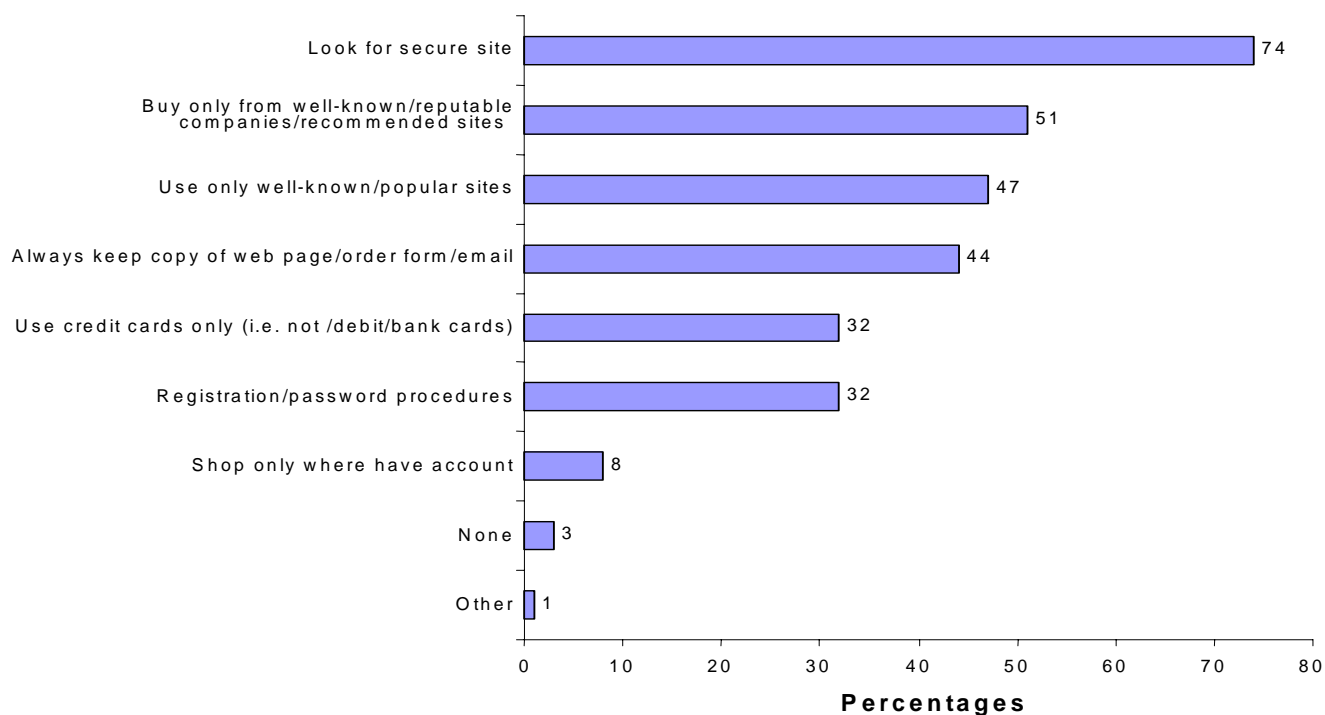
1. Source: British Crime Survey 2002/03
2. Based on respondents that have used a payment card in the 12 months prior to interview, that do not use the Internet to purchase goods and stated that they would not consider doing so
3. More than one response could be given
4. <1 denotes a value between zero and 0.5%

### Security precautions

In order to find out what precautions people take to secure their details on the Internet, the BCS asked respondents who did shop online what sort of details they looked for to make sure details of their credit cards were safe.

- A secure site was the most common response (74%). Around one half said they would only buy from well-known, reputable companies or recommended sites (51%) or from well-known/popular sites (47%).
- Keeping a copy of the order form or website address was another common response (44%). Only three per cent said they had taken no measures at all to ensure their card details were safe (Figure 3.1).

**Figure 3.1: Security precautions looked for when shopping online, 2002/03 BCS**



Notes:

1. Source: 2002/03 British Crime Survey

## Internet fraud

The results from the BCS reveal that people are worried about providing their details, whether card or personal, online. Figures from APACS (2003, 2004) on Internet fraud show that this type of fraud has increased substantially over the years. In 2000 it cost approximately £3.8million rising to £45 million<sup>5</sup> in 2003, which was higher than that of mail non-receipt and identity theft (£43.4 million and £29.7 million respectively). Due to increasing use by consumers and online banking it is not surprising that there has been a rise in this type of fraud.

To provide further information about this activity the OCJS asked two questions relating to this type of crime. Respondents who said they used someone else's card without the owner's permission were asked if they had obtained the card details via the Internet in the last 12 months and whether they had used someone else's card details, without permission, to purchase something via the Internet; one per cent of respondents aged from 18 to 65 (n=86) admitted to any type of card fraud in the survey. Of these only four said they had obtained card details via the Internet and only three had bought goods or services over the Internet. Levels of Internet card fraud are therefore low compared with other forms of card fraud.

<sup>5</sup> However these figures only include those that have come to the attention of APACS. Many incidents may go undetected.

## Computer virus

A computer virus is a computer program that is able to replicate in whole or in part its code, by infecting or modifying other programs and adding to or overwriting the code of files with code that can infect other programs. In 1990 the Computer Misuse Act came into force which covered the introduction of harmful worms and viruses to a system, and denial of service attacks.<sup>6</sup> The punishment for such an offence is a custodial sentence, but not exceeding five years.<sup>7</sup>

Computer viruses can impact on private household computers as well as businesses and organisations. The BCS only asked about household computers, which means it does not cover the full extent of victimisation from computer viruses in England and Wales. There are other victimisation surveys which have revealed the harm done by computer viruses to businesses. The UK National High Tech Crime Unit (NHTCU) 2003 survey found that 57 per cent of the 201 organisations covered had their systems infected by viruses during 2003 (79% of those organisations with exposure to the Internet) (NHTCU, 2003). In addition, the Information Security Breaches Survey<sup>8</sup>, sponsored by the Department of Trade and Industry (DTI), which covered a range of organisations in the UK showed that virus infections accounts for the largest number of security incidents. The proportion of UK businesses that had suffered a virus infection or denial of service attack had risen from 16 per cent to 41 per cent between 2000 and 2002.

## Victimisation

There is a lot of information on the extent of virus infections in businesses and organisations but there is a lack of knowledge on the effect that this offence has on household computers. The BCS is one of the first large-scale household surveys to cover this. However one caveat is that the BCS only identifies cases where the victim was aware of the virus; sometimes users are not aware of the problem.

- 18.3 per cent of BCS households where the respondent used the Internet at home reported that their home computer had been affected by a computer virus in the last 12 months (that is 6% of all households). This is lower than the rate for businesses, which is not surprising as computers are more extensively used at work than at home.
- Of the 18 per cent who had experienced a virus, 36 per cent said they had reported this to someone. Twelve per cent had reported the incident to an Internet service provider, and seven per cent to a systems administrator. Less than one per cent had reported it to the police.

## Offending

According to the OCJS, the offending figures are much lower. Just 0.9 per cent of respondents aged from 10 to 65 who had used the Internet said that they had knowingly sent a computer virus in the last 12 months (for all 10- to 65-year-olds the figure equates to 0.6%). However this type of offence only needs to have a small number of offenders to impact on multiple victims.

The following groups were more likely to have sent computer viruses (based on those who used the Internet) (Table A3.5 and A3.6):

- Males were more likely than females to say they had sent computer viruses (1.2 per cent and 0.6 per cent respectively).

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<sup>6</sup> The definition of a denial of service attack is an incident that deprives the user or organisation of the services they would normally expect to have e.g. email, access to network. According to <http://whatis.techtarget.com> in the worst cases a Website accessed by millions of people can occasionally be forced to temporarily cease operation. A denial of service attack can also destroy programming and files in a computer system.

<sup>7</sup> Refer to: <http://www.homeoffice.gov.uk/crime/internetcrime/compmisuse.html>

<sup>8</sup> (PricewaterhouseCoopers and DTI, 2002), refer to: <http://www.security-survey.gov.uk/>

- 10- to 15-year-olds and 16- to 25-year-olds were most likely to admit they had sent a computer virus (3.0% and 2.0% compared with 0.1% of older people).
- 2.2 per cent of those in full-time education said they had sent a computer virus, compared with 0.2 per cent who were working. This reflects the age profile discussed above. Although levels of virus offending also appear to be high among the unemployed, the numbers in this group are low and not statistically significant.
- Respondents living in council estate and low-income areas were more likely to admit to sending a computer virus than those living in other types of area though this was only significant compared with affluent family and affluent suburbs/rural areas.

## Computer hacking

Computer hacking and sending computer viruses are similar in that one person can commit the offence but they have a criminal impact upon many individuals, businesses, governments and other organisations.

The 2002 Commercial Victimization Survey (Taylor, 2004) which covered crime against retail and manufacturing companies measured electronic crime defined as hacking computer systems, network hacking and having the companies' websites altered without permission. The results show that for retailers only one per cent were victims of electronic crime. The respective figure for manufacturers was two per cent.

The results of the DTI Information Security Breaches Survey, which included all types of UK businesses, showed that there was a rise in website hacking attacks, from four per cent of businesses in 2000 to 14 per cent in 2002.

Similar to virus infections there is a lack of research on how many home computers have been affected by this problem. The results from the BCS show that 2.2 per cent of the BCS households where the respondent had used the Internet at home said that they thought someone had accessed or hacked into files on their home computer in the last 12 months (1% of all households). Eighteen per cent of these victims reported the incident to an Internet service provider and five per cent to a systems administrator. No one had reported this to the police.

The figures on self-reported offending (OCJS) show that 0.9 per cent of Internet users said they had used the Internet to hack into other computers (the same proportion who said they had sent computer viruses); 0.5 per cent admitted to hacking and sending a computer virus; 0.4 per cent admitted to just computer hacking and 0.4 per cent who had only sent computer viruses.

- As with viruses, males were more likely to admit to hacking than females (1.3% versus 0.5%).
- Young people (aged from 10 to 15 and from 16 to 25) were more likely to admit to hacking than older people.

Further breakdowns can be seen in Tables A3.5 and A3.6.

## Email harassment

The 1998 British Crime Survey measured the extent of harassment, defined as persistent and unwanted attention, in England and Wales (Budd and Mattinson, 2000). It found that almost one million (0.9 million) adults had experienced at least one episode of harassment in the past 12 months. The BCS did not specifically ask about email harassment but people could have included it within the definition given. There is very little knowledge on the extent of this particular type of harassment, despite the growth in email use in recent years. The 2002/03 BCS and the 2003 OCJS for the first time provide robust evidence on this form of harassment.

## Victimisation

In the 12 months prior to interview, 12 per cent of the BCS respondents who used the Internet said that they had received a message by email that they considered offensive or constituted harassment. This equates to five per cent of the adult population. Of those victimised in this manner, only one per cent reported it to the police, and ten per cent reported it to their service provider. The survey did not cover what impact this type of harassment had on the victim.

- Males aged from 26 to 39 were more likely to be the victims of email harassment than other male age groups. Similar to males, females aged from 26 to 39 had higher victimisation rates, but not significantly higher than other females.
- Respondents with higher education qualifications, e.g. degree or diploma, were more likely to be victims than those with lower qualifications.
- Respondents classified as being in professional or managerial social groups were more likely to be victims of email harassment than any other social class classification.

Interestingly, overall email harassment levels are similar for males and females, contrary to much previous harassment research which shows females to be at higher risk (for example, Budd and Mattinson, 2000).

Further breakdowns can be seen in Table A3.7 and A3.8.

## Offending

The self-reported offending figures from the OCJS are much lower than the BCS victimisation figure of 12 per cent. Only 0.7 per cent of OCJS respondents aged from 10 to 65 admitted causing harassment through emails. Again one single offender can have multiple victims. Only a few factors were related to sending harassing emails, which were:

- younger respondents aged from 10 to 15 and from 16 to 25 were more likely to say they had sent harassing emails than those aged from 26 to 39 and from 40 to 65;
- a higher proportion of respondents in full-time education admitted committing this offence than those working (2.1% versus 0.2%).

Further breakdowns can be seen in Table A3.5 and A3.6.

## Offensive material

### Worry about offensive material

The BCS asked the respondents how concerned they were about themselves or other members of their household receiving offensive material through the Internet.

- One-third of people (34%) who used the Internet at home in the last 12 months were worried about their household accessing or receiving offensive, pornographic or threatening material over the Internet on their home computer (12% very worried and 21% fairly worried).
- Women were slightly more worried than men about receiving such material (37% versus 31%), and those in the middle age categories were most likely to be worried. Black and Asian respondents were significantly more likely to express worry about receipt than White respondents (46% and 32% respectively).
- As expected, people with children in the household were significantly more likely to be worried about access to or receipt of offensive, pornographic or threatening material (46% versus 25% without children).

Further breakdowns can be seen in Table A3.9 and A3.10.

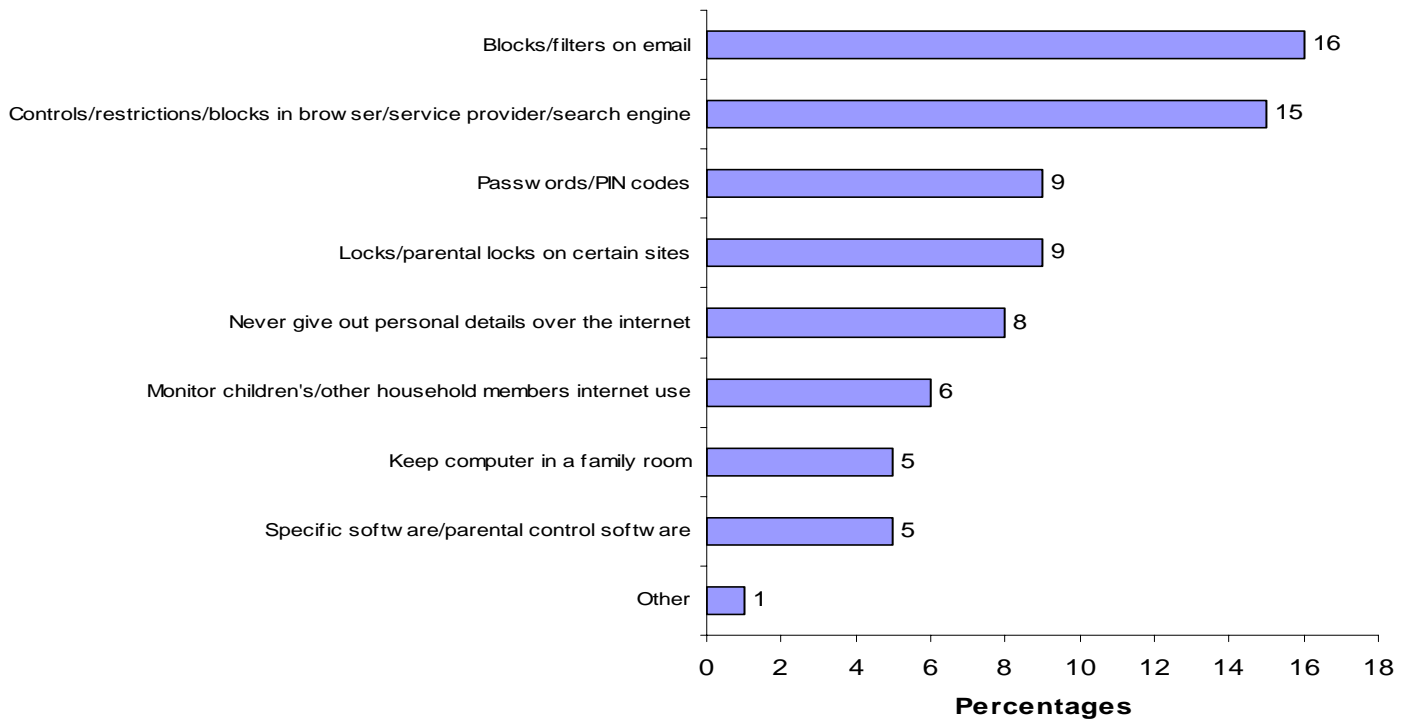
### Receipt of offensive Internet material

- One-fifth (21%) of BCS households where the respondent used the Internet at home had accessed or received offensive or upsetting unsolicited material via the Internet in the 12 months prior to interview<sup>9</sup> (that is 7% of all households).
- Of those that had, only 18 per cent reported it. Again, an Internet service provider was the most popular option (9% reported it to them).

### Whether measures taken to stop receipt of/access to offensive Internet material

- One third of those people who used the Internet at home reported that their household had taken measures to stop household members accessing or receiving offensive, pornographic or threatening material.
- Of those households that had received or accessed unsolicited or upsetting material on their home computer in the past 12 months, nearly two-thirds (62%) had taken measures to prevent this happening by the time of interview. This compares to only one-quarter (26%) of those that used the Internet at home and had not received/accessed such unsolicited material. However it is unknown whether the precautions were taken prior to or after receipt/access of the material.
- The most common measures taken by households that said they have security precautions on their home computers were blocks/filters on email at 51 per cent (this is 16% of all households where the respondent used the Internet at home). Other common measures were controls/restrictions/blocks in the browser, service provider/search engine (Figure 3.2).

**Figure 3.2: Measures taken to stop access/receipt of offensive Internet material, 2002/03 BCS**



Notes:

1. Source: 2002/03 British Crime Survey

<sup>9</sup> It should be noted that as this is asked about all members of the households the respondent answering the question may not know if this has happened to another member of the household.

2. Based on households where the respondent used the Internet at home
  - Those who did not take any measures were asked if they were aware of any that could be taken; 61 per cent said that they were. For this group, most were aware of the various forms of precautionary measures.

#### Whether taken security measures by worry

- One-half (50%) of BCS home Internet users who had taken measures to stop receiving/accessing offensive, pornographic or threatening material were worried (very or fairly) about themselves or other household members receiving/accessing such material at the time of interview. This compares to only one-quarter (26%) of those using the Internet at home who had not taken any measures. This suggests that the taking of these measures had perhaps not alleviated worry about access to or receipt of this material.

## OCJS data on visiting offensive websites

The Internet can also be used to find out about potentially harmful activities, which could lead onto criminal behaviour. The OCJS is the first large-scale survey to examine this activity and respondents whether they had visited offensive websites. Respondents were first asked if they had visited a racist website and then if they had visited a website specifically on how to commit a crime.

### Visiting racist website

Respondents aged from 18 to 65 were asked whether they had deliberately visited a racist website in the last 12 months either because they supported the views expressed on the site or wanted to join the group which was responsible for the site. Less than one per cent (0.7%) of Internet users admitted to this (Table A3.11 and A3.12).

- Males were more likely than females to say they had visited a racist website (1.1% versus 0.3%).
- This type of activity decreases with age. Those aged from 18 to 25 were more likely to admit to having visited a racist website than older respondents.

### Visiting website on how to commit a crime

The OCJS also asked those who had used the Internet in the past 12 months whether they had visited a website that provided information on how to commit a crime. The prevalence is higher than for visiting a racist website at 1.5 per cent among 18- to 65-year-old Internet users. This question was also asked of 10- to 17-year-olds. In this age group 3.8 per cent of Internet users had visited a crime site. Across the full age range (from 10 to 65) 1.9 per cent of Internet users had visited such a site (Table A3.11 and Table 3.12).

- Similar to visiting a racist website, males were more likely than women to have visited a website on how to commit crime, 2.8 per cent compared with 1.0%.
- Respondents aged from 16 to 25 were more likely than any other age groups to admit to this activity (4.8%).
- Respondents in full time education were more likely to say they had done this compared to those working.
- Respondents living in council estates and low-income areas were more likely than those living in affluent suburbs and rural areas or in mature home owning areas (3.2% and 1.5% respectively).

## Copyright theft

Copyright theft is not a new crime, however due to technological advances and an increase in Internet access in homes, online copyright theft has become a new form of this type of criminal activity. It involves music, software or movies being illegally placed on the Internet, which enables others to share and illegally download. The OCJS is the first large-scale national survey to ask respondents whether they have illegally downloaded software or music that they knew to be pirated or otherwise unauthorised. All respondents aged from 10 to 65 who said they used the Internet during the 12 months prior to interview were asked this question.

Out of all the technology crimes, copyright theft had the highest prevalence at 15.1 per cent of those who had used the Internet. The following groups were significantly more likely to admit copyright theft (based on Internet users):

- males were more likely to commit copyright theft than females (20.3% versus 9.4%);
- younger respondents (aged 25 or below) were more likely than older respondents;
- those in full-time education were more likely than those in any other work status category;
- there was no obvious pattern by area, however, those living in council estates and low income areas were more likely than those in affluent suburbs and rural areas and those in affluent family areas.

Further comparisons can be seen in Table A3.13 and A3.14.

## Links with offending

Overall, 10.8 per cent of all respondents (aged from 10 to 65) who said they had used the Internet had committed a technology crime (includes hacking, sending a computer virus and copyright theft). This equates to 10.3 per cent of all OCJS respondents in this age group. Technology offences have a higher prevalence than that of all other crimes (Table A2.11). The intentions behind technology crimes are not as clear-cut as that of fraud offences, e.g. sending a computer a virus has a malicious intent where as copyright theft can be committed for financial gain. The same groupings for mainstream offences are used in the previous section.

Those who had committed a technology offence were significantly more likely to have committed mainstream offences than others (Table 3.2). This link was also found in the previous section where fraudulent offenders were more likely than others to have committed mainstream offences. However fraudulent offending was mainly linked with theft offences, where as technology offences were more strongly linked to violent offences.

Violent offences (14.3%) were the mainstream offences most likely to be committed by technology offenders. Theft offences were slightly lower at 13.8 per cent. Only 1.5 per cent of those who committed a technology offence committed criminal damage. The respective figures for those who had not committed a technology offence were 3.8 per cent for violent offence, 3.9 per cent for theft offences and 0.3 per cent for criminal damage offences.

**Table 3.2: Percentage of 10- to 65-year-olds who have committed mainstream offences in the last 12 months, by whether they had committed a technology offence**

<b>OCJS</b>			
<b>% Committed....</b>	<b>Committed a technology offence</b>	<b>Not committed a technology offence</b>	
Theft offences	13.8%	3.9%	
Criminal damage offences	1.5%	0.3%	
Violent offences	14.3%	3.8%	
Drug offences	4.6%	0.6%	
Any mainstream offence	24.9%	7.5%	
<i>Unweighted base</i>	<i>1,165</i>	<i>7,936</i>	

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Technology offence included sending a computer virus, hacking into another computer and copyright theft.

A quarter of respondents who admitted to a technology offence had said they committed any mainstream offence. This is same proportion of fraudsters who had admitted to a mainstream offence.

## 4. Mobile phones

The 2002/03 BCS and the 2003 OCJS both covered the topic of mobile phones. The BCS covered the victim's perspective and asked respondents aged 16 and over whether their mobile had been stolen in the past 12 months and the circumstances around the theft. In addition, the survey asked all mobile phone owners whether they had received any offensive voice or text messages in the 12 months prior to interview. The OCJS examined the offending side whether respondents had bought a mobile they knew to be stolen and whether they had sent any harassing text messages.

### Mobile phone ownership

The BCS shows that 75 per cent of adult respondents personally owned a mobile. The OCJS figure for 10- to 65-year-olds who had used a mobile in the last year is higher at 90 per cent. Looking at the comparable age group (from 16 to 65) the OCJS is still higher although the difference has narrowed (90% versus 77%). The difference is mainly due to the wording of the questions. The BCS is more specific and asked whether they personally owned a mobile, whereas the OCJS asked whether the respondents had used a mobile phone at any time in the last 12 months. This would then include respondents who did not actually own a mobile but had either used one belonging to another individual such as a friend or family member, or a business mobile. The BCS figures are in line with the General Household Survey which showed that adult mobile phone ownership has increased to 75 per cent in 2002 up from 70 per cent in 2001 (Rickards, *et al.*, 2004). The BCS showed the following:

- Men were significantly more likely to own a mobile phone than women (77% compared with 72%).
- Mobile phone ownership decreased with age; 51 per cent of respondents aged 66 and over owned a mobile phone, compared with 87 per cent of those aged from 16 to 25 years.
- Those with higher education levels, social class and household income were more likely to own a mobile phone. For example, 87 per cent of respondents with a household income of £30,000 or more owned a mobile, compared with 45 per cent of respondents whose household income was less than £10, 000 (Table A4.1).
- Respondents living in council areas were less likely to own a mobile than respondents living in non-council areas (68% compared with 76%) (Table A4.2).

The OCJS showed similar patterns. All breakdowns are shown in Table A4.3 and A4.4.

### Mobile phone theft

Previous research by the Home Office utilising the BCS, police data, a school based survey and interviews with young offenders estimated the extent of mobile phone thefts. However at that time mobile phone ownership was relatively low. According to the 2000 BCS, two per cent of adult mobile phone owners had had their phone stolen in the previous year. The On Track School Survey reported 12 per cent of children aged 11 to 15 year-olds were victims of mobile phone theft (Harrington and Mayhew, 2001). It should be noted that the On Track School Survey was focused on deprived high crime areas which will at least in part account for the high figures.

In 2002/03 BCS results found that 6.9 per cent of adult mobile phone owners reported that their mobile phone had been stolen in the last 12 months. This is higher than the 2000 BCS results (2%).

The following results are from the BCS 2002/03 Survey and are based on mobile phone owners (Table A4.5 and A4.6).

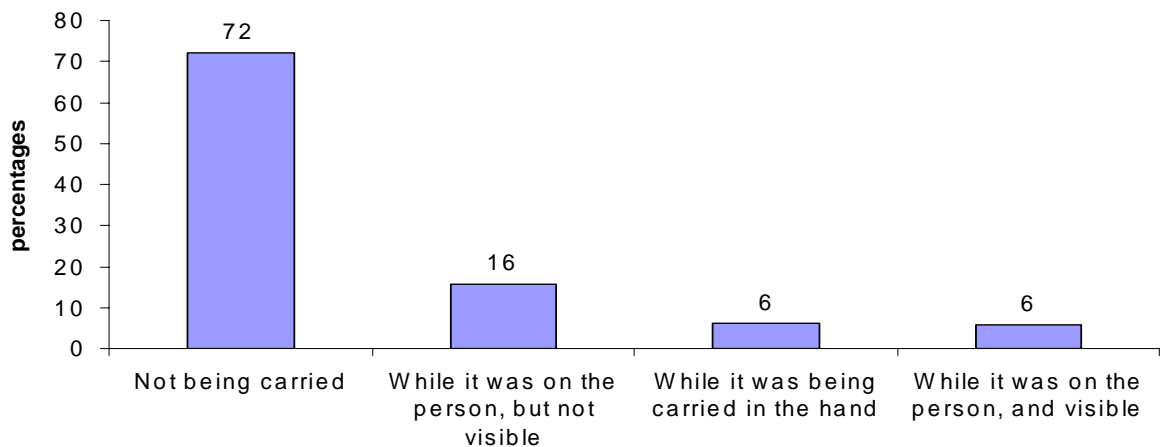
- Women were significantly more likely than men to have had their mobile stolen (7.6% and 6.4% respectively). This is in line with other BCS figures, which showed that theft from the person is significantly higher for women than men (Dodd *et al.*, 2004).
- Older mobile phone owners were less likely to have experienced a theft of a mobile: 12.2 per cent of 16- to 25-year-olds had had their mobile stolen, compared with 6.1 per cent of 26- to 39- year-olds, 6.1 per cent of 40- to 65-year-olds and only 0.6 per cent of those aged 66 or over.
- Mobile phone owners from a Black and Minority Ethnic background (BME) were significantly more likely to have had their mobile stolen than White respondents (11.2% versus 6.6%).
- Mobile phone owners living in areas considered to have a high level of deprivation, disorder or anti-social behaviour were significantly more likely to experience a theft than those in other areas.

### Circumstances of mobile phone theft

All of the BCS respondents who said they had had their mobile phone stolen were asked about the circumstances of each incident. The theft of mobiles usually occurred when the phone was not being carried, i.e. left unattended on a table, in a bag etc, (72% of incidents). Sixteen per cent of incidents happened while the mobile was on the person but not visible e.g. in a bag being carried. Lower proportions (6% each) happened while the phone was being carried in the hand (being used or not) and while it was on the person and visible, e.g. on a belt or in an open pocket (Figure 4.1). The BCS did not ask if any threats or violence were used during the incident, which would mean the theft was a crime of robbery rather than theft.

The results are similar to those from the 2000 BCS, which found that adults were more likely to fall victim when a mobile was left unattended (Harrington and Mayhew, 2001).

**Figure 4.1: Circumstances of mobile phone theft BCS**

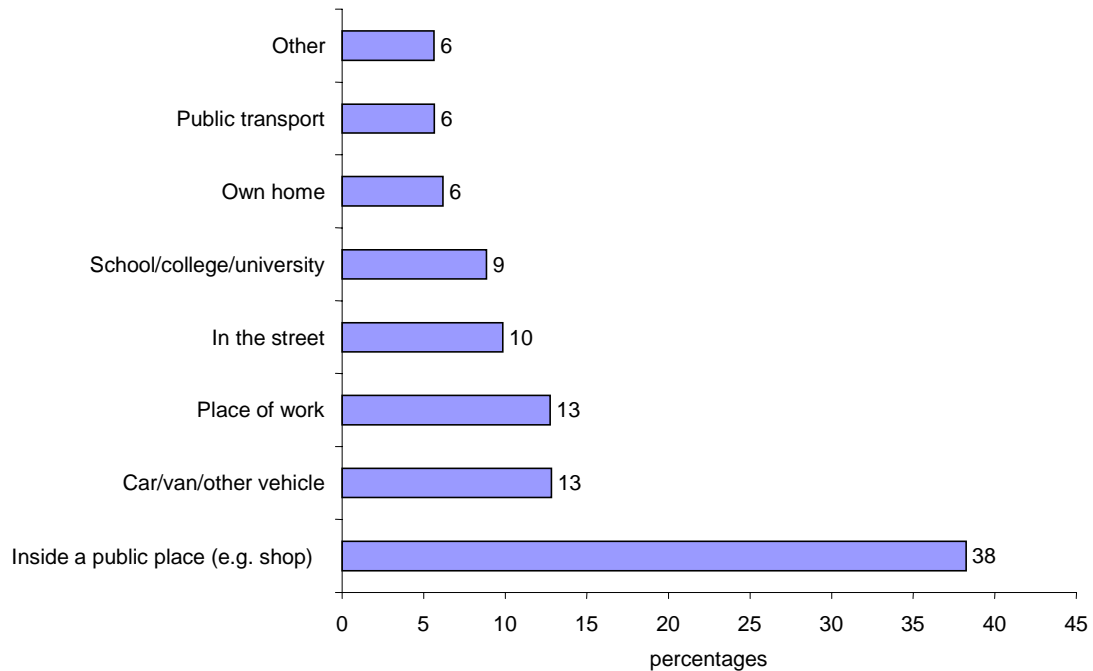


Notes:

1. Source: 2002/03 British Crime Survey

The BCS respondents were also asked where the mobile was when it was stolen, regardless of circumstance. The mobile could have been away from the respondent at the time of the theft, e.g. the respondent could have been at home but left his/her mobile at work and it was stolen from work. The risk of having a mobile stolen was significantly greater when the mobile was inside a public place e.g. a shop or pub (38%). However 10 per cent occurred in the street (Figure 4.2).

**Figure 4.2: Location of mobile phone theft**



Notes:

1. Source: 2002/03 British Crime Survey

The location of mobile phone thefts differs by whether it was on the person<sup>10</sup> or not. Just over a third (36%) of incidents that occurred when the mobile was not on the person, occurred inside a public place, e.g. shop or pub. The place of work and from inside a vehicle were other common places for a mobile to be stolen when not on the person. In contrast, these locations were rare when the mobile was on the person. The most common place for on the person thefts happened inside a public place (44%) and in the street (29%) (Table 4.1).

<sup>10</sup> Includes while it was on the person but not visible, while it was being carried in the hand and while it was on the person and visible.

**Table 4.1: The location of mobile phone thefts by whether it was on the person or not BCS**

	Not on person incidents %	On person incidents %
From own home	9	-
From inside car/van/vehicle	17	1
From school/college/university	9	7
From place of work	17	2
On public transport	3	14
Inside some other public place e.g. shop, pub	36	44
In the street	2	29
Other	7	3
Total	100	100

Notes:

1. Source: 2002/03 British Crime Survey

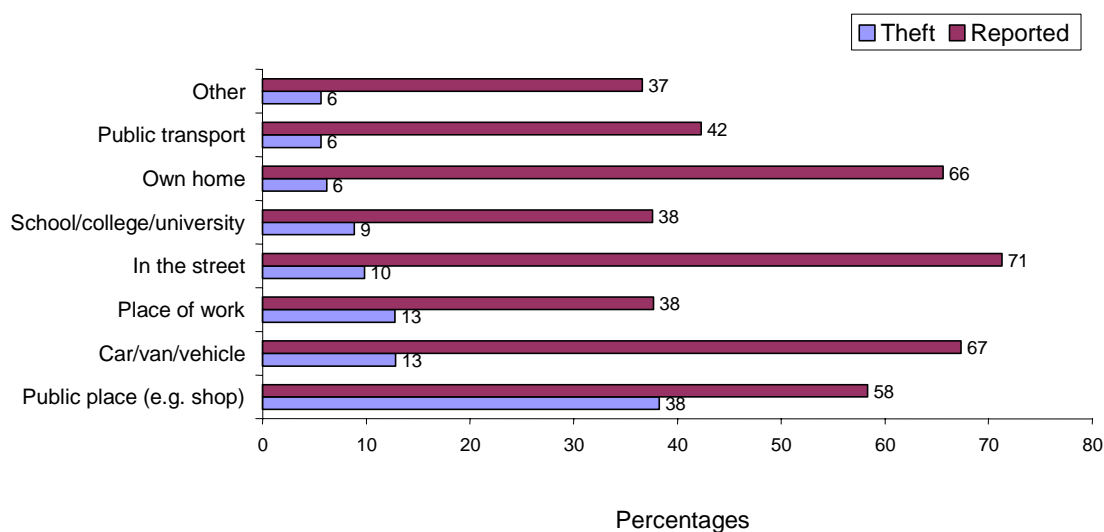
2. '-' indicates no response in that particular category

## Reporting the theft

Mobile phone owners who experienced theft of their mobile were asked whether they had reported this theft to the police. Just over half (54%) of respondents did. Examining the circumstance of the theft and whether the theft was consequently reported to the police, incidents where the mobile was stolen while being carried in the hand were the most often reported. However as already evidenced, this is the least likely circumstance for a mobile to be stolen.

With regard to the place of theft, a theft was most commonly reported to the police when the mobile was stolen in the street: 71 per cent of these incidents were reported to the police (Figure 4.3), though again this was one of the least likely locations for a mobile to be stolen.

**Figure 4.3: Location of mobile phone theft and the likelihood of the theft being reported**



Notes:

1. Source: 2002/03 British Crime Survey

## Offensive messages

Mobile phones, like the Internet and email, offer a new way in which people can target others with offensive material or harassment. Phone harassment, though is not a new criminal activity as landline phones have been and still are used for harassing/threatening people. A question in the 1982 BCS asked female respondents whether in the last year they had received an obscene telephone call. Almost one in ten (9 per cent) of women said they had received at least one obscene phone call (Buck, *et al.*, 1995). The 2002/03 BCS and 2003 OCJS are the first large-scale surveys to ask specifically about mobile phone harassment.

## Victimisation

The 2002/03 BCS asked those respondents who said they had a mobile whether they had received any voice or text message that they considered being offensive or a form of harassment in the last 12 months. 8.7 per cent of mobile phone owners said they had received such messages, either by text or voice (4.2% text only, 3.7% voice only and 0.8% both) (Table A4.7 and A4.8).

- Women were more likely than men to have received offensive messages (9.9% and 7.6% respectively).
- Younger respondents were more likely to receive this type of message: 11.5 per cent of 16- to 25-year-olds had done so.
- Offensive messages were significantly more likely to be received by people living in council areas than in non-council areas (10.6% and 8.3% respectively).

## Offending

The 2003 OCJS asked respondents who had used a mobile in the past 12 months whether they had sent a voice or text message to someone in order to harass, scare or threaten them in some way; 3.1 per cent said they had done this (Table A4.9 and A4.10).

Among people who had used a mobile:

- those aged from 16 to 25 were more likely to say they had sent a voice or text message to harass than all the other age groups;
- those in full-time education were more likely to have admitted to sending offensive messages than those working, unemployed, retired and other;
- respondents with no or low level qualifications were more likely than those with higher level qualifications;
- respondents living in council estates and low income areas were more likely to send offensive messages than those living in other areas, with the exception of those in new home-owning areas.

## Appendix A: Additional tables

**Table A2.1: Percentage of card users in last year by socio-demographics**

Percentages	BCS	
	Credit/bank card use	Unweighted base
<b>Men</b>	<b>81</b>	<b>8,083</b>
16 to 25	76	737
26 to 39	88	1,971
40 to 65	84	3,611
66 and older	65	1,764
<b>Women</b>	<b>76</b>	<b>10,140</b>
16 to 25	71	934
26 to 39	84	2,517
40 to 65	83	4,188
66 and older	54	2,501
<b>Ethnicity</b>		
White	79	17,268
Asian	70	417
Black	70	309
Other	78	226
<b>Highest qualification</b>		
None	59	6,349
O-level or GCSE	82	3,337
Apprenticeship or A/AS-level	86	2,894
Degree or Diploma	93	4,698
Other	79	914
<b>Total household income</b>		
Under £10,000	52	4,046
£10,00-£14,999	73	1,851
£15,000-£19,999	83	1,614
£20,000-£29,999	86	1,354
£30,000 or more	93	5,455
<b>Social class of respondent</b>		
Professional	97	724
Managerial and technical	91	4,930
Skilled non-manual	84	3,960
Skilled manual	76	3,199
Semi-skilled	67	2,892
Unskilled	56	989
<b>Work status</b>		
Working	89	9,562
Unemployed	59	290
Retired	63	4,911
Other	63	3,071
Full-time education	68	362
<b>Tenure</b>		
Owners	85	13,034
Rental sector	63	5,138
<b>ALL ADULTS</b>	<b>78</b>	<b>18,223</b>

Notes:

1. Source 2002/03 British Crime Survey
2. Based on all respondents aged 16 and over

**Table A2.2: Percentage of card users in last year by area characteristics**

Percentages	BCS	
	Credit/bank card use <sup>a</sup>	Unweighted base
<b>ACORN category</b>		
Affluent suburbs & rural areas	87	3,747
Affluent family areas	88	2,189
Affluent urban areas	86	1,076
Mature home-owning areas	80	5,292
New home-owning areas	72	2,470
Council estate & low-income areas	62	3,423
<b>Area type</b>		
Council area	62	3,289
Non-council area	82	14,908
<b>Level of physical disorder (interviewer rating)<sup>b</sup></b>		
High	63	1,529
Low	80	16,260
<b>ALL ADULTS</b>	<b>78</b>	<b>18,223</b>

Notes:

1. Source: 2002/03 British Crime Survey
- a. Based on all respondents aged 16 and over
- b. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A2.3: Percentage worried about card fraud and victim of card fraud in last year by socio-demographics** **BCS**

<b>Percentages</b>	<b>Very/fairly worried about card fraud <sup>a</sup></b>	<b>Unweighted base</b>	<b>Victim of credit/bank card fraud <sup>a</sup></b>	<b>Unweighted base</b>
<b>Men</b>	<b>46</b>	<b>6,373</b>	<b>4.4</b>	<b>6,376</b>
16 to 25	40	553	4.3	553
26 to 39	49	1,731	4.5	1,731
40 to 65	50	2,978	4.8	2,979
66 and older	36	1,111	2.7	1,113
<b>Women</b>	<b>49</b>	<b>7,540</b>	<b>2.8</b>	<b>7,545</b>
16 to 25	42	638	1.8	638
26 to 39	52	2,085	3.9	2,085
40 to 65	53	3,484	3.0	3,486
66 and older	41	1,333	1.0	1,336
<b>Ethnicity</b>				
White	47	13,214	3.3	13,222
Asian	67	299	6.7	299
Black	61	223	6.1	223
Other	58	174	10.8	174
<b>Highest qualification</b>				
None	47	3,591	2.6	3,594
O-level or GCSE	47	2,766	2.9	2,766
Apprenticeship or A/AS-level	48	2,458	4.2	2,461
Degree or Diploma	49	4,383	4.6	4,383
Other	51	700	2.5	702
<b>Total household income</b>				
Under £10,000	43	2,080	2.1	2,080
£10,000-£14,999	45	1,381	2.8	1,381
£15,000-£19,999	49	1,372	3.4	1,372
£20,000-£29,999	54	1,197	3.7	1,197
£30,000 or more	49	5,145	4.9	5,145
<b>Social class of respondent</b>				
Professional	44	693	5.0	693
Managerial and technical	48	4,425	5.0	4,427
Skilled non-manual	49	3,266	3.3	3,268
Skilled manual	49	2,284	2.4	2,288
Semi-skilled	47	1,862	2.1	1,862
Unskilled	48	528	3.5	528
<b>Work status of respondent</b>				
Working	49	8,527	4.2	8,529
Unemployed	52	172	1.9	172
Retired	43	3,051	2.1	3,055
Other	49	1,905	3.0	1,907
Full-time education	45	239	2.5	239
<b>Tenure</b>				
Owners	49	10,928	3.8	10,934
Rental sector	45	2,953	3.1	2,955
<b>ALL ADULTS</b>	<b>48</b>	<b>13,913</b>	<b>3.6</b>	<b>13,921</b>

Notes:

1. Source: 2002/03 British Crime Survey

a. Based on respondents who had used a credit/bank card in the 12 months prior to interview aged 16 and over

**Table A2.4: Percentage worried about card fraud and victim of card fraud in last year by area characteristics**

<b>Percentages</b>	<b>Very/fairly worried about card fraud<sup>a</sup></b>	<b>Unweighted base</b>	<b>Victim of credit/bank card fraud<sup>a</sup></b>	<b>Unweighted base</b>
<b>ACORN category</b>				
Affluent suburbs & rural areas	48	3,217	3.6	3,218
Affluent family areas	47	1,894	3.6	1,894
Affluent urban areas	52	899	6.0	900
Mature home-owning areas	48	4,135	3.1	4,140
New home-owning areas	48	1,713	3.0	1,713
Council estate & low-income areas	46	2,030	3.6	2,031
<b>Area type</b>				
Council area	44	1,958	2.4	1,959
Non-council area	48	11,930	3.8	11,937
<b>Level of physical disorder (interviewer rating)<sup>b</sup></b>				
High	45	902	3.7	902
Low	48	12,681	3.6	12,689
<b>ALL ADULTS</b>	<b>48</b>	<b>13,913</b>	<b>3.6</b>	<b>13,921</b>

Notes:

1. Source: 2002/03 British Crime Survey
- a. Based on respondents who have used a credit/bank card in the 12 months prior to interview aged 16 and over
- b. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A2.5: Percentage who committed card fraud in last year by socio-demographics**

Percentages	OCJS	
	Card fraud	Unweighted base
<b>Men</b>	<b>0.9</b>	<b>3463</b>
18 to 25	2.9	906
26 to 39	0.3	891
40 to 65	0.7	1,666
<b>Women</b>	<b>1.0</b>	<b>3,905</b>
18 to 25	1.8	963
26 to 39	0.3	1,069
40 to 65	1.3	1,873
<b>Ethnicity</b>		
White	1.0	6,826
Asian	1.9	883
Black	2.0	655
Other	2.4	593
<b>Highest qualification</b>		
None	1.8	1,587
O-level or GCSE	1.0	2,085
Apprenticeship or A/AS-level	0.5	1,422
Degree or Diploma	0.5	2,102
Other	2.4	165
<b>Total household income</b>		
Under £10,000	0.7	1,626
£10,000-£14,999	1.2	518
£15,000-£19,999	0.4	778
£20,000-£29,999	0.7	1,310
£30,000 or more	1.0	1,918
<b>Work status of respondent</b>		
Working	0.7	4,779
Unemployed	2.9	194
Retired	0.8	470
Full time education	1.7	1,389
Other	1.3	532
<b>Tenure</b>		
Owners	0.8	5,237
Rental sector	1.5	2,114
<b>ALL</b>	<b>1.0</b>	<b>7,368</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on respondents aged from 18 to 65

**Table A2.6: Percentage who committed card fraud in last year by area characteristics**

<b>Percentages</b>	<b>OCJS</b>	
	<b>Card fraud</b>	<b>Unweighted base</b>
<b>ACORN category</b>		
Affluent suburbs & rural areas	1.1	1,537
Affluent family areas	1.3	893
Affluent urban areas	0.9	615
Mature home-owning areas	0.6	1,857
New home-owning areas	0.4	923
Council estate & low-income areas	1.3	1,535
<b>Area type</b>		
Council area	1.2	1,457
Non-council area	0.9	5,903
<b>Level of physical disorder (interviewer rating)<sup>a</sup></b>		
High	2.1	649
Low	0.8	6,577
<b>ALL</b>	<b>1.0</b>	<b>7,376</b>

Notes:

1. Source 2003 Crime and Justice Survey
2. Based on respondents aged 18 to 65
- a. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A2.7 Percentage committed fraud against public money in last year by socio-demographics**

OCJS

Percentages	Benefit fraud	Unweighted base	Income tax fraud	Unweighted base
<b>Men</b>	<b>2.1</b>	<b>763</b>	<b>2.7</b>	<b>3,325</b>
18 to 25	2.5	141	2.2	854
26 to 39	1.1	219	3.4	867
40 to 65	2.7	403	2.4	1,604
<b>Women</b>	<b>1.5</b>	<b>1,179</b>	<b>1.2</b>	<b>3,752</b>
18 to 25	1.6	281	1.5	918
26 to 39	1.8	429	1.6	1,034
40 to 65	1.3	469	0.8	1,800
<b>Ethnicity</b>				
White	1.8	1,778	2.0	6,564
Asian	0.3	260	1.2	828
Black	2.9	205	1.3	602
Other	3.8	154	2.0	566
<b>Highest qualification</b>				
None	2.4	607	1.5	1,523
O-level or GCSE	0.9	607	1.7	2,007
Apprenticeship or A/AS-level	1.3	287	2.0	1,353
Degree or Diploma	2.6	395	2.7	2,030
Other	-	44	-	156
<b>Total household income</b>				
Under £10,000	1.8	600	2.4	1,563
£10,000-£14,999	0.6	151	1.7	504
£15,000-£19,999	0.5	119	2.3	757
£20,000-£29,999	1.6	356	1.5	1,243
£30,000 or more	2.6	450	2.4	1,851
<b>Work status of respondent</b>				
Working	1.6	767	2.2	4,642
Self-employed	3.6	70	5.2	538
Employee	1.4	697	1.7	4,101
Unemployed	3.9	118	3.5	186
Retired	0.5	127	0.7	449
Full-time education	2.5	88	2.6	483
Other	1.8	842	1.1	1,313
<b>Tenure</b>				
Owners	1.6	952	1.9	5,058
Private rented sector	2.0	987	2.0	2,004
<b>ALL</b>	<b>1.8</b>	<b>1,942</b>	<b>2.0</b>	<b>7,077</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on respondents eligible to commit offence aged from 18 to 65.
3. '-' indicates no response in that particular category

**Table A2.8: Percentage committed benefit or income tax fraud in last year by area characteristics** **OCJS**

<b>Percentages</b>	<b>Benefit fraud</b>	<b>Unweighted base</b>	<b>Income tax fraud</b>	<b>Unweighted base</b>
<b>ACORN category</b>				
Affluent suburbs & rural areas	0.1	279	2.1	1,482
Affluent family areas	2.0	152	1.0	867
Affluent urban areas	2.4	124	2.8	587
Mature home-owning areas	2.6	438	2.2	1,771
New home-owning areas	1.5	272	1.3	889
Council estate & low-income areas	1.8	676	2.2	1,473
<b>Area type</b>				
Council area	1.7	629	2.1	1,400
Non-council area	1.8	1,312	1.9	5,669
<b>Level of physical disorder (interviewer rating)<sup>a</sup></b>				
High	1.0	305	1.8	616
Low	1.9	1,597	2.0	6,325
<b>ALL</b>	<b>1.8</b>	<b>1,942</b>	<b>2.0</b>	<b>7,077</b>

Notes:

1. Source 2003 Offending, Crime and Justice Survey
2. Based on respondents eligible to commit offence aged 18 to 65.
- a. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common.

**Table A2.9: Percentage committed fraud against businesses in last year by socio-demographics**

<b>Percentages</b>	<b>Work expenses fraud</b>	<b>Unweighted base</b>	<b>Insurance fraud</b>	<b>Unweighted base</b>
<b>Men</b>	<b>7.8</b>	<b>1112</b>	<b>6.7</b>	<b>651</b>
18 to 25	20.6	198	7.6	122
26 to 39	7.9	379	5.8	199
40 to 65	5.1	535	7.1	330
<b>Women</b>	<b>4.8</b>	<b>761</b>	<b>3.5</b>	<b>683</b>
18 to 25	9.9	143	10.1	107
26 to 39	4.2	272	4.2	232
40 to 65	4.0	346	1.9	344
<b>Ethnicity</b>				
White	6.6	1,783	4.9	1,250
Asian	6.9	141	6.3	146
Black	8.9	92	7.3	88
Other	9.2	85	6.3	82
<b>Highest qualification</b>				
None	6.9	115	5.1	217
O-level or GCSE	6.7	381	3.6	343
Apprenticeship or A/AS-level	6.5	372	5.8	257
Degree or Diploma	6.6	980	6.2	488
Other	10.6	23	0.0	28
<b>Total household income</b>				
Under £10,000	4.8	272	4.6	238
£10,000-£14,999	7.5	135	15.4	81
£15,000-£19,999	9.8	315	5.4	190
£20,000-£29,999	3.7	288	1.6	249
£30,000 or more	6.1	679	4.7	393
<b>Work status</b>				
Working	6.5	1,780	4.9	989
Unemployed		..		..
Retired		..	3.9	80
Full-time education		..	4.6	176
Other		..	11.3	74
<b>Tenure</b>				
Owners	6.6	1,574	4.6	1,097
Rental sector	7.2	297	7.9	235
<b>ALL</b>	<b>6.7</b>	<b>1,873</b>	<b>5.1</b>	<b>1,334</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on respondents eligible to commit offence aged from 18 to 65.
3. '..' means that the data are not reported as the unweighted base was less than 50

**Table A2.10: Percentage committed fraud against businesses in last year by area characteristics**

**OCJS**

<b>Percentages</b>	<b>Work expenses fraud</b>	<b>Unweighted base</b>	<b>Insurance fraud</b>	<b>Unweighted base</b>
<b>ACORN category</b>				
Affluent suburbs & rural areas	7.0	498	3.6	296
Affluent family areas	4.2	274	3.0	189
Affluent urban areas	5.7	208	6.0	116
Mature home-owning areas	7.5	487	7.4	374
New home-owning areas	8.3	191	2.6	149
Council estate & low-income areas	7.1	209	6.6	208
<b>Area type</b>				
Council area	7.8	199	5.9	194
Non-council area	6.6	1,668	5.0	1,138
<b>Level of physical disorder (interviewer rating)<sup>a</sup></b>				
High	6.6	88	7.5	74
Low	6.6	1,752	5.1	1,234
<b>ALL</b>	<b>6.7</b>	<b>1,873</b>	<b>5.1</b>	<b>1,334</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on respondents eligible to commit offence aged from 18 to 65.
- a. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A2.11: Last year prevalence of offending in last year among those aged from 18 to 65, by sex**

**OCJS**

Percentages ...	...in last 12 months		
	Males 18-65s	Females 18-65s	All 18-65s
<b>Any theft offence</b>	5.6	2.3	3.9
<b>Any criminal damage offence</b>	0.7	0.4	0.6
<b>Any violent offence</b>	4.1	2.5	3.3
<b>Any drug offence</b>	1.4	0.6	1.0
<b>Any 'mainstream' offence</b>	9.3	4.8	7.5
<i>Unweighted base</i>	3,342	3,815	7,157
<b>Any fraud offence</b>	<b>7.3</b>	<b>4.1</b>	<b>5.7</b>
Work expenses	2.8	1.0	1.8
Social security benefit fraud	0.5	0.4	0.5
Tax evasion	2.6	1.2	1.9
Insurance fraud	1.3	0.7	1.0
Credit card fraud	0.9	1.0	1.0
<b>Handling stolen goods</b>	<b>8.9</b>	<b>6.2</b>	<b>7.6</b>
Buying (suspected) stolen goods	8.5	6.0	7.2
Selling stolen goods	3.0	2.4	2.7
<b>Technology crime</b>	<b>13.0</b>	<b>4.7</b>	<b>8.8</b>
Hacking	0.6	0.1	0.4
Sending viruses	0.4	0.1	0.3
Illegally downloading software/music	12.8	4.6	8.7
<b>Any handling, fraud or technology</b>	<b>24.7</b>	<b>12.8</b>	<b>18.7</b>
<i>Unweighted base</i>	3,293	3,738	7,031

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on all respondents aged from 18 to 65
3. Unweighted base given is for any offence. This differs for the various offences depending on the number of respondents who said 'don't know' or refused to answer

**Table A3.1: Internet use by socio-demographics** **BCS**

<b>Percentages</b>	<b>Internet use</b>	<b>Unweighted base</b>
<b>Men</b>	<b>52</b>	<b>8,087</b>
16 to 25	71	737
26 to 39	66	1,971
40 to 65	50	3,613
66 and older	13	1,766
<b>Women</b>	<b>41</b>	<b>10,149</b>
16 to 25	66	934
26 to 39	59	2,522
40 to 65	39	4,191
66 and older	5	2,502
<b>Ethnicity</b>		
White	46	17,280
Asian	46	418
Black	52	309
Other	63	226
<b>Highest qualification</b>		
None	13	6,351
O-level or GCSE	51	3,337
Apprenticeship or A/AS-level	58	2,897
Degree or Diploma	75	4,700
Other	36	914
<b>Total household income</b>		
Under £10,000	16	4,046
£10,000-£14,999	26	1,851
£15,000-£19,999	37	1,614
£20,000-£29,999	46	1,354
£30,000 or more	71	5,457
<b>Social class of respondent</b>		
Professional	81	724
Managerial and technical	65	4,935
Skilled non-manual	50	3,961
Skilled manual	31	3,199
Semi-skilled	26	2,892
Unskilled	16	989
<b>Work status of respondent</b>		
Working	60	9,566
Unemployed	45	290
Retired	13	4,913
Other	29	3,072
Full-time education	87	362
<b>Tenure</b>		
Owners	49	13,037
Rental sector	38	5,141
<b>ALL ADULTS</b>	<b>46</b>	<b>18,236</b>

Notes:

1. Source: 2002/03 British Crime Survey
2. Based on all respondents aged 16 and over

<b>Table A3.2: Internet use by area characteristics</b>		<b>BCS</b>
<b>Percentages</b>	<b>Internet use</b>	<b>Unweighted base</b>
<b>ACORN category</b>		
Affluent suburbs & rural areas	53	3,747
Affluent family areas	56	2,193
Affluent urban areas	67	1,076
Mature home-owning areas	45	5,298
New home-owning areas	38	2,471
Council estate & low-income areas	31	3,425
<b>Area type</b>		
Council area	31	3,289
Non-council area	49	14,921
<b>Level of physical disorder (interviewer rating)<sup>a</sup></b>		
High	39	1,530
Low	47	16,272
<b>ALL ADULTS</b>	<b>46</b>	<b>18,236</b>

Notes:

1. Source: 2002/03 British Crime Survey
2. Based on all respondents aged 16 and over
- a. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common.

**Table A3.3: Internet use in last year by socio-demographics**

	<b>OCJS</b>	
<b>Percentages</b>	<b>Internet Use</b>	<b>Unweighted base</b>
<b>Men</b>	<b>74</b>	<b>4,848</b>
10 to 15	92	1,065
16 to 25	89	1,231
26 to 39	80	891
40 to 65	60	1,661
<b>Women</b>	<b>67</b>	<b>5,186</b>
10 to 15	91	956
16 to 25	84	1,301
26 to 39	72	1,066
40 to 65	51	1,863
<b>Ethnicity</b>		
White	70	9,247
Asian	66	1,104
Black	63	737
Other	75	771
<b>Highest qualification</b>		
None	29	1,620
O-level or GCSE	67	2,338
Apprenticeship or A/AS-level	79	1,479
Degree or Diploma	89	2,097
Other	57	165
<b>Household income</b>		
Under £10,000	61	2,133
£10,000 to £14,999	67	695
£15,000 to £19,999	82	1,031
£20,000 to £29,999	64	1,719
£30,000 or more	78	2,501
<b>Work status of respondent</b>		
Working	73	4,844
Unemployed	67	214
Retired	39	467
Other	43	1,418
Full-time education	96	1,399
Age 14 or less	90	1,686
<b>Tenure</b>		
Owners	74	7,104
Rental sector	63	2,897
<b>ALL</b>	<b>71</b>	<b>10,034</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on all respondents aged from 10 to 65

**Table A3.4: Internet use in last year by area characteristics**

<b>Percentages</b>	<b>Internet use</b>	<b>OCJS Unweighted base</b>
<b>ACORN category</b>		
Affluent suburbs & rural areas	78	2,086
Affluent family areas	76	1,246
Affluent urban areas	84	760
Mature home-owning areas	69	2,513
New home-owning areas	66	1,272
Council estate & low-income areas	58	2,149
<b>Area type</b>		
Council area	59	2,058
Non-council area	73	7,968
<b>Level of physical disorder (interviewer rating)<sup>a</sup></b>		
High	62	874
Low	71	8,895
<b>ALL</b>	<b>71</b>	<b>10,034</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on all respondents aged from 10 to 65
- a. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A3.5: Percentage committing technology crimes in last year by socio-demographics**  
OCJS

<b>Percentages</b>	<b>Computer virus</b>	<b>Unweighted base</b>	<b>Computer hacking</b>	<b>Unweighted base</b>	<b>Email harassment</b>	<b>Unweighted base</b>
<b>Men</b>	<b>1.2</b>	<b>3726</b>	<b>1.3</b>	<b>3,718</b>	<b>0.7</b>	<b>3,725</b>
10 to 15	3.8	983	2.5	977	1.6	983
16 to 25	2.8	1,089	3.1	1,087	2.0	1,088
26 to 39	0.3	700	1.2	700	0.4	700
40 to 65	-	954	-	954	-	954
<b>Women</b>	<b>0.6</b>	<b>3606</b>	<b>0.5</b>	<b>3,602</b>	<b>0.6</b>	<b>3,609</b>
10 to 15	2.0	870	1.9	865	2.3	870
16 to 25	1.2	1,059	0.9	1,059	1.0	1,060
26 to 39	-	779	-	779	-	780
40 to 65	0.2	898	0.1	899	0.3	899
<b>Ethnicity</b>						
White	0.8	6,735	0.9	6,725	0.6	6,734
Asian	2.3	738	1.6	734	1.8	739
Black	0.7	464	0.5	465	0.5	466
Other	2.4	561	2.0	560	2.2	562
<b>Highest qualification</b>						
None	1.1	472	1.1	472	0.6	472
O-level or GCSE	0.3	1,851	0.7	1,852	0.3	1,852
Apprenticeship or A/AS-level	0.5	1,181	0.5	1,181	0.9	1,181
Degree or Diploma	0.3	1,592	0.6	1,590	0.2	1,593
Other	1.8	86	0.4	86		86
<b>Total household income</b>						
Under £10,000	0.5	1,376	0.6	1,373	0.5	1,378
£10,000-£14,999	1.3	482	1.1	482	0.8	482
£15,000-£19,999	0.5	855	0.7	854	0.2	855
£20,000-£29,999	1.2	1,180	1.1	1,177	0.7	1,179
£30,000 or more	0.8	1,968	0.9	1,967	0.8	1,970
<b>Work status of respondent</b>						
Working	0.2	3,547	0.4	3,546	0.2	3,548
Unemployed	2.4	145	1.8	145	1.3	144
Retired	-	166	-	166	0.6	166
Other	0.9	601	0.9	601	0.5	602
Full time education	2.2	1,339	2.4	1,339	2.1	1,340
Aged under 14	3.0	1,529	2.1	1,518	1.9	1,529
<b>Tenure</b>						
Owners	0.7	5,418	0.7	5,414	0.6	5,421
Rental sector	1.5	1,887	1.5	1,879	1.0	1,886
<b>ALL</b>	<b>0.9</b>	<b>7,332</b>	<b>0.9</b>	<b>7,320</b>	<b>0.7</b>	<b>7,334</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on respondents who used the Internet in the last year aged from 10 to 65
3. '-' indicates no response in that particular category

**Table A3.6: Percentage committing technology crimes in last year by area characteristics**

Percentages	OCJS					
	Computer virus	Unweighted base	Computer hacking	Unweighted base	Email harassment	Unweighted base
<b>ACORN category</b>						
Affluent suburbs & rural areas	0.5	1,675	0.6	1,674	0.5	1,675
Affluent family areas	0.6	982	0.8	981	0.4	982
Affluent urban areas	0.7	637	1.2	637	0.5	639
Mature home-owning areas	0.9	1,827	0.8	1,825	0.7	1,827
New home-owning areas	1.0	863	1.0	862	1.1	863
Council estate & low-income areas	1.7	1,340	1.5	1,333	0.9	1,340
<b>Area type</b>						
Council area	1.8	1,292	1.8	1,287	1.2	1,292
Non-council area	0.7	6,032	0.8	6,025	0.6	6,034
<b>Level of physical disorder (interviewer rating)<sup>a</sup></b>						
High	1.8	546	1.3	542	0.9	546
Low	0.8	6,565	0.8	6,557	0.6	6,567
<b>ALL</b>	<b>0.9</b>	<b>7,332</b>	<b>0.9</b>	<b>7,320</b>	<b>0.7</b>	<b>7,334</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on respondents who used the Internet in last year aged from 10 to 65
- a. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A3.7: Victim of email harassment in last year by socio-demographics BCS**

<b>Percentages</b>	<b>Email offence/harassment</b>	<b>Unweighted base</b>
<b>Men</b>	<b>12.0</b>	<b>3,705</b>
16 to 25	8.8	492
26 to 39	14.8	1,281
40 to 65	11.7	1,710
66 and over	8.3	222
<b>Women</b>	<b>11.1</b>	<b>3,631</b>
16 to 25	10.0	542
26 to 39	12.5	1,412
40 to 65	10.6	1,566
66 and over	7.9	111
<b>Ethnicity</b>		
White	11.4	6,870
Asian	14.0	183
Black	14.0	152
Other	10.8	128
<b>Highest qualification</b>		
None	5.8	687
O-level or GCSE	8.1	1,590
Apprenticeship or A/AS-level	10.0	1,453
Degree or Diploma	15.2	3,310
Other	12.4	288
<b>Total household income</b>		
Under £10,000	7.1	515
£10,000-£14,999	10.5	458
£15,000-£19,999	10.6	594
£20,000-£29,999	11.7	634
£30,000 or more	13.0	3,798
<b>Social class of respondent</b>		
Professional	15.2	553
Managerial and technical	14.6	2,963
Skilled non-manual	9.3	1,706
Skilled manual	6.6	850
Semi-skilled	9.5	612
Unskilled	7.1	120
<b>Work status of respondent</b>		
Working	11.7	5,487
Unemployed	19.9	115
Retired	8.7	575
Full-time education	12.6	831
Other	9.5	311
<b>Tenure</b>		
Owners	11.2	5,830
Rental sector	12.8	1,489
<b>ALL ADULTS</b>	<b>11.6</b>	<b>7,336</b>

Notes:

1. Source: 2002/03 British Crime Survey
2. Based on those respondents that use the Internet aged 16 and over
3. Refers to receipt of email messages considered offensive or harassing in last 12 months

**Table A3.8: Victim of email harassment in last year by area characteristics**

<b>BCS</b>		
<b>Percentages</b>	<b>Email offence/harassment</b>	<b>Unweighted base</b>
<b>ACORN category</b>		
Affluent suburbs & rural areas	11.0	1,787
Affluent family areas	10.7	1,147
Affluent urban areas	17.9	638
Mature home-owning areas	10.9	2,065
New home-owning areas	10.8	792
Council estate & low-income areas	10.2	888
<b>Area type</b>		
Council area	10.8	849
Non-council area	11.7	6,468
<b>Level of physical disorder (interviewer rating)<sup>a</sup></b>		
High	12.8	475
Low	11.5	6,685
<b>ALL ADULTS</b>	<b>11.6</b>	<b>7,336</b>

Notes:

1. Source: 2002/03 British Crime Survey
2. Based on those respondents that use the Internet aged 16 and over
- a. Based upon the interviewer's perception of the level of; vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common.

**Table A3.9: Worry about offensive Internet material by socio-demographics**

<b>Percentages</b>	<b>Very/fairly worried about offensive Internet material</b>	<b>BCS Unweighted base</b>
<b>Men</b>	<b>31</b>	<b>3,208</b>
16 to 25	22	382
26 to 39	33	1,096
40 to 65	35	1,515
66 and above	17	215
<b>Women</b>	<b>37</b>	<b>3,061</b>
16 to 25	28	395
26 to 39	40	1,210
40 to 65	39	1,350
66 and above	25	106
<b>Ethnicity</b>		
White	32	5,893
Asian	46	152
Black	46	119
Other	43	103
<b>Highest qualification</b>		
None	32	603
O-level or GCSE	41	1,337
Apprenticeship or A/AS-level	32	1,231
Degree or Diploma	31	2,844
Other	36	246
<b>Total household income</b>		
Under £10,000	28	407
£10,000-£14,999	34	387
£15,000-£19,999	34	474
£20,000-£29,999	36	515
£30,000 or more	34	3,329
<b>Social class of respondent</b>		
Professional	29	489
Managerial and technical	31	2,532
Skilled non-manual	35	1,420
Skilled manual	39	754
Semi-skilled	36	522
Unskilled	45	102
<b>Work status of respondent</b>		
Working	34	4,612
Unemployed	40	88
Retired	21	553
Other	39	757
Full-time education	25	247
<b>Tenure</b>		
Owners	34	5,126
Rental sector	30	1,130
<b>Presence of children in household</b>		
Yes	46	2,539
No	25	3,730
<b>ALL ADULTS</b>	<b>34</b>	<b>6,269</b>

Notes: 1. Source: 2002/03 British Crime Survey

2. Base is those respondents using the Internet aged 16 and over

**Table A3.10: Worry about offensive Internet material by area characteristics**

<i>Percentages</i>	<b>BCS</b>	
	<i>Very/fairly worried about offensive Internet material</i>	<i>Unweighted base</i>
<b>ACORN category</b>		
Affluent suburbs & rural areas	33	1,610
Affluent family areas	34	1,018
Affluent urban areas	28	502
Mature home-owning areas	36	1,744
New home owning areas	34	663
Council estate & low income areas	36	720
<b>Area type</b>		
Council area	36	700
Non-council area	33	5,557
<b>Level of physical disorder (interviewer rating)<sup>a</sup></b>		
High	37	364
Low	33	5,757
<b>ALL ADULTS</b>	<b>34</b>	<b>6,269</b>

Notes:

1. Source: 2002/03 British Crime Survey
2. Based on those respondents that use the Internet aged 16 and over
- a. Based upon the interviewer's perception of the level of; vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A3.11: Percentage admitted to visiting offensive websites in last year by socio-demographics** **OCJS**

<b>Percentages</b>	<b>Racist website<sup>a</sup></b>	<b>Unweighted base</b>	<b>Crime website<sup>b</sup></b>	<b>Unweighted base</b>
<b>Men</b>	<b>1.1</b>	<b>2,428</b>	<b>2.8</b>	<b>3,709</b>
10 to 15	n/a	n/a	3.7	976
16/18 to 25 <sup>c</sup>	2.2	776	7.4	1,081
26 to 39	1.1	698	2.3	699
40 to 65	0.6	954	0.3	953
<b>Women</b>	<b>0.3</b>	<b>2,419</b>	<b>1.0</b>	<b>3,602</b>
10 to 15	n/a	n/a	2.1	864
16/18 to 25 <sup>c</sup>	0.5	739	2.1	1,058
26 to 39	0.1	781	0.4	781
40 to 65	0.3	899	0.3	899
<b>Ethnicity</b>				
White	0.7	4,469	1.9	6,717
Asian	0.8	534	2.3	734
Black	0.3	389	0.7	463
Other	0.6	403	2.4	560
<b>Highest qualification</b>				
None	1.7	438	1.5	473
O-level or GCSE	0.6	1,849	1.3	1,849
Apprenticeship or A/AS-level	0.7	1,122	2.0	1,177
Degree or Diploma	0.4	1,350	2.0	1,591
Other	0.4	85		86
<b>Total household income</b>				
Under £10,000	0.1	899	1.8	1,366
£10,000-£14,999	0.9	322	1.7	481
£15,000-£19,999	0.4	619	2.0	855
£20,000-£29,999	0.6	808	1.3	1,176
£30,000 or more	1.0	1,423	2.2	1,962
<b>Work status of respondent</b>				
Working	0.6	3,479	1.3	3,543
Unemployed	1.3	127	3.8	144
Retired	-	166	-	166
Other	0.8	570	1.7	602
Full-time education	1.4	502	4.9	1,333
Aged 14 or under	n/a	n/a	2.4	1,518
<b>Tenure</b>				
Owners	0.6	3,649	1.6	5,404
Rental sector	1.0	1,185	2.9	1,880
<b>ALL</b>	<b>0.7</b>	<b>4,847</b>	<b>1.9</b>	<b>7,311</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. '-' indicates no response in that particular category
3. 'n/a' means the question was not asked to that particular group
- a. Based on those who said they had used the Internet in the last 12 months aged from 18 to 65
- b. Based on those who said they had used the Internet in the last 12 months aged from 10 to 65
- c. For racist website it is those aged from 18 to 25, crime website it is those aged from 16 to 25

**Table A3.12: Percentage admitted to visiting offensive websites in last year by area characteristics**

<b>Percentages</b>	<b>OCSJ</b>			
	<b>Racist website<sup>a</sup></b>	<b>Unweighted base</b>	<b>Crime website<sup>b</sup></b>	<b>Unweighted base</b>
<b>ACORN category</b>				
Affluent suburbs & rural areas	0.5	1,150	1.5	1,673
Affluent family areas	0.4	641	1.8	980
Affluent urban areas	0.7	501	1.8	638
Mature home-owning areas	0.8	1,210	1.5	1,819
New home-owning areas	0.6	554	2.1	855
Council estate & low-income areas	1.2	783	3.2	1,338
<b>Area type</b>				
Council area	1.6	749	3.2	1,290
Non-council area	0.5	4,090	1.7	6,013
<b>Level of physical disorder (interviewer rating)<sup>c</sup></b>				
High	1.0	355	4.2	543
Low	0.7	4,386	1.7	6,548
<b>ALL</b>	<b>0.7</b>	<b>4,847</b>	<b>1.9</b>	<b>7,311</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
- a. Based on those who said they had used the Internet in last year aged from 18 to 65
- b. Based on those who said they had used the Internet in last year aged from 10 to 65
- c. Based upon the interviewer's perception of the level of; vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A3.13: Percentage committing copyright theft in last year by socio-demographics**  
**OCJS**

<b>Percentages</b>	<b>Copyright theft</b>	<b>Unweighted base</b>
<b>Men</b>	<b>20.3</b>	<b>3,402</b>
10 to 15	26.1	783
16 to 25	37.3	988
26 to 39	19.6	688
40 to 65	10.0	943
<b>Women</b>	<b>9.4</b>	<b>3,301</b>
10 to 15	16.8	661
16 to 25	19.9	977
26 to 39	4.6	769
40 to 65	5.3	894
<b>Ethnicity</b>		
White	14.8	6,164
Asian	18.0	688
Black	13.2	428
Other	19.8	505
<b>Highest qualification</b>		
None	10.1	461
O-level or GCSE	12.8	1,830
Apprenticeship or A/AS-level	18.5	1,142
Degree or Diploma	12.1	1,518
Other	14.0	82
<b>Household income</b>		
Under £10,000	13.4	1,218
£10,000 to £14,999	17.5	462
£15,000 to £19,999	15.5	784
£20,000 to £29,999	15.8	1,073
£30,000 or more	14.0	1,839
<b>Work status of respondent</b>		
Working	12.1	3,490
Unemployed	19.6	135
Retired	2.9	165
Other	8.6	582
Full-time education	35.2	1,127
Age 14 or under	18.9	1,200
<b>Tenure</b>		
Owners	14.3	4,966
Rental sector	17.7	1,714
<b>ALL</b>	<b>15.1</b>	<b>6,703</b>

Notes

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on those who said they had used the Internet in last year aged from 10 to 65

**Table A3.14: Percentage committing copyright theft in last year by area characteristics**

<b>OCJS</b>		
<b>Percentages</b>	<b>Copyright theft</b>	<b>Unweighted base</b>
<b>ACORN category</b>		
Affluent suburbs & rural areas	12.4	1,538
Affluent family areas	13.5	909
Affluent urban areas	16.7	598
Mature home-owning areas	14.7	1,655
New home-owning areas	17.3	778
Council estate & low-income areas	18.0	1,217
<b>Area type</b>		
Council area	18.3	1,169
Non-council area	14.5	5,526
<b>Level of physical disorder (interviewer rating)<sup>a</sup></b>		
High	17.4	489
Low	14.9	6,000
<b>ALL</b>	<b>15.1</b>	<b>6,703</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on those who said they had used the Internet in last year aged from 10 to 65
- a. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A4.1: Proportion of respondents that own a mobile phone by socio-demographics**

<b>BCS</b>		
<b>Percentages</b>	<b>Own a mobile</b>	<b>Unweighted Base</b>
<b>Male</b>	<b>77</b>	<b>13,399</b>
16 to 25	88	1,485
26 to 39	79	3,762
40 to 65	76	6,216
66 and over	60	1,936
<b>Female</b>	<b>72</b>	<b>15,710</b>
16 to 25	85	1,778
26 to 39	74	4,890
40 to 65	72	7,071
66 and over	41	1,971
<b>Ethnicity</b>		
White	75	27,470
Asian	70	730
Black	64	495
Other	73	410
<b>Highest education level</b>		
None	64	8,021
O-level/GCSE	79	6,149
Apprenticeship or A/AS-level	81	5,011
Degree or diploma	78	8,350
Other	70	1,520
<b>Total household income</b>		
Less than £10,000	45	4,248
£10,000 - £19,999	64	5,736
£20,000 - £29,999	76	4,868
£30,000 or more	87	8,101
<b>Social class of respondent</b>		
Professional	80	1,799
Managerial and technical	78	9,396
Skilled non-manual	71	4,508
Skilled manual	77	6,620
Semi-skilled	69	3,710
Unskilled	63	1,109
<b>Work status of respondent</b>		
Working	80	17,975
Unemployed	70	486
Retired	56	5,072
Other	64	4,831
Full-time education	86	676
<b>Tenure</b>		
Owners	77	21,564
Rental sector	68	7,452
<b>ALL ADULTS</b>	<b>75</b>	<b>29,109</b>

Notes:

1. Source: 2002/03 British Crime Survey
2. Based on all respondents aged 16 and over

**Table A4.2: Proportion of respondents that own a mobile phone by area characteristics**

<i>Percentages</i>	<b>BCS</b>	
	<i>Own a mobile</i>	<i>Unweighted Base</i>
<b>ACORN category</b>		
Affluent suburbs & rural areas	79	6,092
Affluent family areas	80	3,935
Affluent urban areas	72	1,735
Mature home-owning areas	75	8,424
New home-owning areas	72	3,733
Council estate & low-income areas	67	5,150
<b>Area type</b>		
Council area	68	4,990
Non-council area	76	24,079
<b>Level of physical disorder <sup>a</sup></b>		
High	66	2,395
Low	76	26,028
<b>ALL ADULTS</b>	<b>75</b>	<b>29,109</b>

Notes:

1. Source: 2002/03 British Crime Survey
2. Based on all respondents aged 16 and over
- a. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A4.3: Proportion of respondents that used a mobile phone in last year by socio-demographics**

	<b>OCJS</b>	
<b>Percentages</b>	<b>Own a mobile</b>	<b>Unweighted Base</b>
<b>Male</b>	<b>90</b>	<b>4,850</b>
10 to 15	89	1,064
16 to 25	95	1,232
26 to 39	94	890
40 to 65	86	1,664
<b>Female</b>	<b>90</b>	<b>5,203</b>
10 to 15	92	960
16 to 25	98	1,301
26 to 39	93	1,070
40 to 65	85	1,872
<b>Ethnicity</b>		
White	91	9,264
Asian	82	1,111
Black	86	736
Other	85	775
<b>Highest education level</b>		
None	79	1,629
O-level/GCSE	92	2,338
Apprenticeship or A/AS-level	94	1,480
Degree or diploma	93	2,102
Other	86	166
<b>Total household income</b>		
less than £10,000	88	2,143
£10,000 - £14,999	89	693
£15,000 - £19,999	93	1,031
£20,000 - £29,999	89	1,717
£30,000 or more	93	2,508
<b>Work status of respondent</b>		
Working	93	4,852
Unemployed	87	216
Retired	73	470
Other	83	1,422
Full-time education	96	1,396
Age 14 or under	89	1,691
<b>Tenure</b>		
Owners	91	7,111
Rental sector	88	2,909
<b>ALL</b>	<b>90</b>	<b>10,053</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on all respondents aged from 10 to 65

**Table A4.4: Proportion of respondents that used a mobile phone in last year by area characteristics**

<b>Percentages</b>	<b>Own a mobile</b>	<b>Unweighted Base</b>
<b>OCJS</b>		
<b>ACORN category</b>		
Affluent suburbs & rural areas	93	2,088
Affluent family areas	92	1,247
Affluent urban areas	91	762
Mature home-owning areas	90	2,518
New home owning areas	88	1,280
Council estate & low income areas	87	2,150
<b>Area type</b>		
Council area	89	2,064
Non-council area	90	7,981
<b>Level of physical disorder <sup>a</sup></b>		
High	88	882
Low	90	8,906
<b>ALL</b>	<b>90</b>	<b>10,053</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on all respondents aged from 10 to 65
- a. Based upon the interviewer's perception of the level of: (a) vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A4.5: Proportion of mobile phones owners that experienced a theft in last year by socio-demographics**

<b>Percentages</b>	<b>Mobile stolen</b>	<b>Unweighted Base</b>
<b>Male</b>	<b>6.4</b>	<b>9,139</b>
16 to 25	11.2	1,236
26 to 39	5.7	2,593
40 to 65	5.7	4,244
66 and over	0.8	1,066
<b>Female</b>	<b>7.6</b>	<b>9,514</b>
16 to 25	13.2	1,314
26 to 39	6.6	3,077
40 to 65	6.6	4,441
66 and over	0.5	682
<b>Ethnicity</b>		
White	6.6	17,666
Asian	10.7	478
Black	11.8	244
Other	11.6	262
<b>Highest education level</b>		
None	5.2	4,348
O-level/GCSE	7.8	4,206
Apprenticeship or A/AS-level	8.0	3,548
Degree or diploma	6.9	5,589
Other	6.8	924
<b>Total household income</b>		
Less than £5,000	7.8	399
£5,000 to £10,000	5.8	1,021
£10,000 to £20,000	5.6	3,018
£20,000 to £30,000	5.7	3,331
£30,000 or more	8.2	6,731
<b>Social class of respondent</b>		
Professional	6.0	913
Managerial and technical	6.9	5,640
Skilled non-manual	7.9	4,135
Skilled manual	5.9	3,375
Semi-skilled	6.8	2,561
Unskilled	5.7	742
<b>Work status of respondent</b>		
Working	7.4	12,710
Unemployed	10.8	262
Retired	1.3	2,511
Other	6.3	2,587
Full-time education	12.5	537
<b>Tenure</b>		
Owners	6.2	14,779
Rental sector	9.4	3,808
<b>ALL OWNERS</b>	<b>7.0</b>	<b>18,653</b>

Notes:

1. Source: 2002/03 British Crime Survey
2. Based on respondents who owned a mobile phone aged 16 and over

**Table A4.6: Proportion of mobile phones owners that experienced a theft in last year by area characteristics**

Percentages	BCS	
	Mobile stolen	Unweighted Base
<b>ACORN category</b>		
Affluent suburbs & rural areas	5.8	4,277
Affluent family areas	6.0	2,796
Affluent urban areas	10.3	1,005
Mature home-owning areas	6.0	5,487
New home-owning areas	8.0	2,298
Council estate & low-income areas	8.4	2,761
<b>Area type</b>		
Council area	7.4	2,759
Non-council area	6.9	15,865
<b>Level of physical disorder <sup>a</sup></b>		
High	9.7	1,218
Low	6.6	17,009
<b>ALL OWNERS</b>	<b>7.0</b>	<b>18,653</b>

Notes:

1. Source: 2002/03 British Crime Survey
  2. Based on respondents who owned a mobile phone aged 16 and over
- a Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A4.7: Proportion of mobile phone owners that received offensive messages in last year, by socio-demographics**

<b>Percentages</b>	<b>Any messages</b>	<b>Messages by text only</b>	<b>Messages by voice only</b>	<b>Both text &amp; voice messages</b>	<b>Unweighted base</b>
<b>Male</b>	7.6	3.7	3.3	0.6	9,140
16 to 25	9.2	3.7	4.2	1.2	1,236
26 to 39	8.6	4.5	3.4	0.8	2,593
40 to 65	7.0	3.7	3.0	0.3	4,244
66 and over	2.8	0.4	2.4	-	1,067
<b>Female</b>	9.9	4.8	4.1	0.9	9,518
16 to 25	14.1	6.2	5.4	2.4	1,315
26 to 39	9.9	5.2	3.9	0.8	3,079
40 to 65	8.5	4.4	3.6	0.5	4,442
66 and over	5.7	1.2	4.5	-	682
<b>Ethnicity</b>					
White	8.6	4.3	3.5	0.8	17,672
Asian	8.6	1.5	6.6	0.6	478
Black	11.6	5.8	5.1	0.8	244
Other	11.2	3.9	6.5	0.8	261
<b>Highest education level</b>					
None	7.4	3.3	3.6	0.4	4,347
O-level/GCSE	9.8	4.8	3.6	1.4	4,207
Apprenticeship or A/AS-level	10.2	5.1	4.2	0.9	3,550
Degree or diploma	7.6	3.8	3.4	0.5	5,593
Other	8.5	4.3	3.8	0.4	924
<b>Total household income</b>					
Less than £5,000	6.3	1.7	4.0	0.6	399
£5,000 to £10,000	9.9	5.0	4.1	0.8	1,021
£10,000 to £20,000	8.3	3.9	3.6	0.8	3,019
£20,000 to £30,000	9.0	4.5	3.6	0.9	3,331
£30,000 or more	8.6	4.6	3.4	0.5	6,735
<b>Social class of respondent</b>					
Professional	7.4	3.3	3.7	0.3	914
Managerial and technical	8.1	4.3	3.2	0.7	5,644
Skilled non-manual	9.6	4.9	3.9	0.7	4,136
Skilled manual	9.0	4.3	3.8	1.0	3,375
Semi-skilled	8.6	3.7	4.0	0.9	2,561
Unskilled	7.7	3.9	3.6	0.3	742
<b>Work status of respondent</b>					
Working	9.0	4.5	3.6	0.8	12,713
Unemployment	14.0	7.8	4.8	1.4	262
Retired	4.6	1.6	2.9	0.1	2,512
Other	9.6	4.4	4.3	0.9	2,588
Full-time education	8.4	3.5	4.3	0.6	537
<b>Tenure</b>					
Owners	8.3	4.2	3.5	0.6	14,785
Rental sector	9.8	4.4	4.3	1.1	3,807
<b>ALL OWNERS</b>	<b>8.7</b>	<b>4.2</b>	<b>3.7</b>	<b>0.8</b>	<b>18,658</b>

Notes:

1. Source: 2002/03 British Crime Survey
2. Based on respondents that owned a mobile phone aged 16 and over
3. '-' indicates no response in that particular category

**Table A4.8: Proportion of mobile phone owners that received offensive messages in last year, by area characteristics**

<b>Percentages</b>	<b>Any messages</b>	<b>Messages by text only</b>	<b>Messages by voice only</b>	<b>Both text &amp; voice messages</b>	<b>Unweighted base</b>
<b>BCS</b>					
<b>ACORN category</b>					
Affluent suburbs & rural areas	7.3	3.7	3.1	0.5	4,280
Affluent family areas	8.6	4.6	3.1	1.0	2,796
Affluent urban areas	9.0	3.4	5.4	0.2	1,005
Mature home-owning areas	8.5	4.3	3.5	0.7	5,488
New home-owning areas	8.3	3.8	3.9	0.6	2,298
Council estate & low-income areas	10.9	5.2	4.4	1.3	2,762
<b>Area type</b>					
Council area	10.6	5.2	4.3	1.1	2,759
Non-council area	8.3	4.0	3.6	0.7	15,870
<b>Level of physical disorder <sup>a</sup></b>					
High	9.1	4.3	3.6	1.2	1,219
Low	8.7	4.3	3.7	0.7	17,013
<b>ALL OWNERS</b>	<b>8.7</b>	<b>4.2</b>	<b>3.7</b>	<b>0.8</b>	<b>18,658</b>

Notes:

1. Source: 2002/03 British Crime Survey
2. Based on respondents who owned a mobile phone aged 16 and over
- a. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

**Table A4.9: Percentage who committed mobile phone harassment in last year by socio-demographics**

<b>Percentages</b>	<b>Mobile phone harassment</b>	<b>Unweighted base</b>
<b>Male</b>	<b>3.4</b>	<b>4,347</b>
10 to 15	4.4	937
16 to 25	10.2	1,169
26 to 39	1.6	833
40 to 65	1.4	1,408
<b>Female</b>	<b>2.8</b>	<b>4,717</b>
10 to 15	4.3	887
16 to 25	5.4	1,260
26 to 39	1.6	1,001
40 to 65	2.1	1,569
<b>Ethnicity</b>		
White	3.0	8,373
Asian	3.9	915
Black	3.8	633
Other	4.2	666
<b>Highest education level</b>		
None	4.5	1,293
O-level/GCSE	3.1	2,151
Apprenticeship or A/AS-level	2.6	1,391
Degree or diploma	1.3	1,959
Other	4.3	144
<b>Household income</b>		
Under £10,000	3.1	1,908
£10,000 to £14,999	2.8	610
£15,000 to £19,999	2.7	956
£20,000 to £29,999	3.0	1,533
£30,000 or more	2.6	2,306
<b>Work status</b>		
Working	2.1	4,497
Unemployed	5.3	187
Retired	1.6	339
Other	3.8	1,187
Full-time education	7.2	1,339
Age 14 or under	4.0	1,509
<b>Tenure</b>		
Owners	2.5	6,464
Rental sector	4.6	2,572
<b>ALL</b>	<b>3.1</b>	<b>9,064</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on all respondents who used a mobile in the last 12 months aged from 10 to 65

**Table A4.10: Percentage who committed mobile phone harassment in last year by area characteristics** **OCJS**

<b>Percentages</b>	<b>Mobile phone harassment</b>	<b>Unweighted base</b>
<b>ACORN category</b>		
Affluent suburbs & rural areas	2.2	1,941
Affluent family areas	2.8	1,146
Affluent urban areas	2.5	693
Mature home-owning areas	2.9	2,264
New home-owning areas	3.4	1,136
Council estate & low-income areas	4.5	1,876
<b>Area type</b>		
Council area	4.0	1,812
Non-council area	2.9	7,235
<b>Level of physical disorder<sup>a</sup></b>		
High	5.3	767
Low	2.9	8,059
<b>ALL</b>	<b>3.1</b>	<b>9,064</b>

Notes:

1. Source: 2003 Offending, Crime and Justice Survey
2. Based on respondents who used a mobile phone in the last 12 months aged from 10 to 65
- a. Based upon the interviewer's perception of the level of: vandalism, graffiti and deliberate damage to property; rubbish and litter; and homes in poor condition. High disorder areas are those where the interviewer considered two or three of these to be very or fairly common

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