

# Scottish Crime and Justice Survey 2018/19- Questionnaire Review Summary

## Key Outcomes

- Through the questionnaire review process for the 2018/19 SCJS, we have confirmed that the legislative and policy references in the SCJS remain relevant and up-to-date. Only a small number of minor amendments to the questions were proposed and have been acted upon.

Considering more substantive changes, the questionnaire review has resulted in the following outcomes:

- A series of questions on **cyber-crime/online behaviours** have been developed and **are in** the 2018/19 questionnaire.
- Existing questions on **workplace abuse and fake/smuggled goods** have been **rotated out** of the 2018/19 questionnaire.
- The self-completion section on **drug use** has been **substantially streamlined** for the 2018/19 questionnaire which provides the key information users require, but creates space to enable new content to be included.
- A key objective of the review was **to identify if any existing content could be developed, or new content developed and added**. We have received many suggestions in relation this, as outlined in 'future plans'.

## Next Steps

- The 2018/19 questionnaire has now been finalised. The new questions on cyber-crime/online behaviours were cognitively tested and minor amendments were made in light of this process.
- The full SCJS is currently being piloted. Fieldwork for the 2018/19 SCJS is due to commence in April 2018.

## Future plans

- Alongside our work on reporting and the overseeing of fieldwork, we are at the early stages of our planning to develop content for the 2019/20 SCJS and beyond.
- A key part of this process will involve continuing to engage with users on content- **we value users' on-going input into the SCJS** and we will be in touch with key users about different topics in due course. **In order to help us prioritise these competing demands (particularly for self-completion modules), we will work closely with users to generate a full understanding of the analytical and/or policy rationale for a topic to be retained, added or expanded.**

## **Introduction**

1. Prior to each sweep of data collection, the content of the Scottish Crime and Justice Survey (SCJS) is reviewed by the SCJS team in consultation with users. This is to ensure the survey continues to capture relevant and impactful evidence, and meets user needs. In advance of 2018/19 SCJS fieldwork commencing in April 2018, the questionnaire content was reviewed, with users invited to provide feedback on plans published on the SCJS website. This paper provides an update on the process involved in this questionnaire review, as well as the outcomes for 2018/19 and next steps and future plans.

## **2018/19 Questionnaire Review**

### *Background*

2. The SCJS is a valuable resource which collects impactful evidence on a range of matters relating to experiences of crime, victimisation and the criminal justice system more generally. A guide to the structure and content of the 2018-19 SCJS can be found in Annex 1.
3. It is important that the SCJS captures evidence on priority issues, but is also able to develop and be responsive to emerging issues when required. The SCJS questionnaire is currently at capacity- in order to fit in new topics (or expanded versions of existing topics), some existing content must be taken out for a period of time. One way of enabling the SCJS to be more responsive is to use it more flexibly, such as the approach of rotating content in and out of the survey over time. This approach is used successfully by the Scottish Household Survey, for example. We have expressed a commitment to meet the needs of a wider range of users for some time: rotating content, and focusing on different issues in different sweeps enables us to do this. Successful implementation of this approach will help us to maximise the public value derived from the investment in the SCJS over the longer-term, by meeting the evidence needs of a range of users.
4. As in previous questionnaire reviews, the 2018/19 review involved asking users to review the questionnaire to ensure all legislative and policy references remain relevant and up-to-date.
5. However, given the broader aim of having a more flexible and responsive SCJS, we also consulted users on our plans to begin to realise this in the 2018/19 survey. These plans were published on the [SCJS web-site](#). We proposed to:
  - Develop and add in a set of questions on cyber-crime/online behaviours.
  - Rest<sup>1</sup> existing sections on workplace abuse, fake and smuggled goods and the self-completion section on drug use.

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<sup>1</sup> It is important to note that we continue to see these as being important issues, and we retain the ability to ask these questions in future at a suitable time.

6. These plans were informed by user feedback in previous questionnaire reviews, and had a strong analytical and policy justification as outlined [here](#).

### **Engagement with users**

7. In addition to the update provided on the SCJS web-page, we consulted users in a range of ways: through the SCJS User Group and ScotStat mailing lists, and Justice Analytical Services' Twitter account. We encouraged users to share these proposals and the request for participation with colleagues and networks. We also corresponded directly with users who had contributed to previous questionnaire reviews, seeking their continued input into this process. We corresponded directly too with some new users, introducing the process to them and encouraging them to be part of it.
8. We invited users to complete a pro forma to share their views. This form asked them to flag any issues with the current questionnaire, and to offer views on wider survey development work, in particular: to comment on plans for the 2018/19 survey; to suggest new topics for future inclusion; and to suggest candidates for resting.
9. We invited users to get in touch directly with the SCJS team as an alternative or additional means of communication. We provided an email address and phone number to facilitate this.
10. We received a very positive response to the 2018/19 questionnaire review, from both internal and external stakeholders. Contributions were received from 11 different organisations in both the public and third sector, and with interests across the survey.<sup>2</sup>
11. Into 2018/19 we will continue to engage with users, including, for example, within SCJS dissemination and planning work, and also while considering developments for specific topics with within wider groups such as the Police Confidence Public Confidence Steering Group.

### **Feedback received and Outcomes**

#### *Process*

12. All feedback was gratefully received and acknowledged in the first instance, before being given due consideration. Responses to the 18/19 questionnaire were considered alongside responses provided in previous questionnaire reviews. They were also considered alongside analytical justifications for continuing to collect, or to pause the collection of, evidence on particular topics.

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<sup>2</sup> Based on their individual roles and experience, different individuals within the same organisations also shared their views.

13. After carefully weighing up these competing considerations, the SCJS team presented the SCJS Project Board with a proposal for the content of the 18/19 questionnaire, which the Board approved. The Board comprises senior civil servants and provides senior level strategic advice, support and direction to the SCJS project.
14. The following section provides more detailed information on our original proposals and user responses to them, as well as the resulting outcomes. The main additional points raised by users are summarised in the tables below, with the resulting action detailed alongside.

#### *Summary of outcomes*

15. Through this consultation process, we confirmed that legislative and policy references in the SCJS remain relevant and up-to-date. Only a small number of minor amendments to the questions were proposed and have been acted upon. We have also made some minor technical updates to ensure survey delivery is smooth.
16. In terms of the specific proposals initially set out, the 2018/19 questionnaire review has resulted in the following outcomes, outlined in the box below. The following section discusses the feedback we received, how we have responded to it, and details of next steps.

#### **Key Outcomes**

- A series of questions on **cyber-crime/online behaviours** have been developed and **are in** the 2018/19 questionnaire.
- Existing questions on **workplace abuse and fake/smuggled goods** have been **rotated out** of the 2018/19 questionnaire.
- The self-completion section on **drug use** has been **substantially streamlined** for the 2018/19 questionnaire. This provides the key information users require, but creates space to enable new content to be included.
- A key objective of the review was **to identify if any existing content could be developed, or new content developed and added**. We have received many suggestions in relation this, as outlined in 'future plans'.

#### Cyber-crime/online behaviours

17. Cyber-crime has consistently been identified as a priority issue in previous questionnaire reviews. We have developed a set of initial explorative questions on cyber-crime/online behaviours through working closely with internal colleagues and some key external stakeholders at each stage of the question development process. Our contractors also provided initial advice on a suitable approach to the questions, wording used and so on. The questions are informed by priority evidence gaps and a review of the existing evidence. They cover the following areas:

- People’s experiences of specific cyber-crime activities;
- Impact/harm resulting from experiences;
- Changes in online behaviours; and
- Reporting of cyber experiences.

18. It is important to note that these questions are not the extensive fraud and computer misuse questions added to the Crime Survey for England and Wales (CSEW) in October 2015- we are continuing to monitor the development of these questions, including whether such an approach is merited in Scotland going forward.

19. In addition to this set of questions, we have added a ‘cyber flag’ question to the victim form. This will enable us to see the proportion of traditional crime<sup>3</sup> currently included in the SCJS that have a cyber-element, and as trend data is gathered, allow us to analyse how this is changing over time.<sup>4</sup>

20. Findings from these questions will not be included in the main SCJS incident or prevalence estimates, as the data collected on individual experiences will not be sufficiently detailed to enable robust coding of incidents to take place. The data from these questions will be available in late 2019/early 2020.

21. These questions are an important first step in developing SCJS evidence on cyber-crime/online behaviours. Annex 2 provided at the end of this paper gives an indication of the nature of the questions- these have since been cognitively tested and refined. The full questionnaire for 18-19 can also be found on our website.

We would **welcome user feedback on these questions on cyber-crime/online behaviours**, including how they could be developed (if at all) going forward- [please let us know](#) your thoughts.

### Workplace abuse and fake/smuggled goods

22. Questions on workplace abuse and fake/smuggled goods were included in the 2016/17 and 2017/18 SCJS. Data from these surveys will be available in March 2018 and late 2018/early 2019 respectively.

23. In response to our plans to rest questions on these topics, some users expressed the importance of having available data on these topics. However, the analytical justification for resting was also recognised. This, coupled with the desire to capture new evidence, informed our decision to rotate these out of the survey at this point.

<sup>3</sup> i.e. property crime and violent crime.

<sup>4</sup> This is the same approach as has been included in the CSEW in recent years (alongside their more extensive work on fraud and computer misuse), with initial CSEW findings suggesting that this is operating well. However, these findings suggest that a low proportion of traditional crimes are flagged as having a cyber-element, although this is a useful finding in itself.

24. However, it is important to note that in the meantime, the SCJS will continue to collect information on crimes experienced in the workplace. It is also important to consider other sources of evidence (e.g. on-going Scottish government commissioned work) which touch upon fake/smuggled goods. This will help inform decisions around when to potentially rotate these questions back into the survey.

### Drug use

25. A self-completion section on drug use has been included in the survey since 2008/09 when the SCJS in its current format commenced. While users recognised that results change little from year to year, they felt strongly that the high level prevalence data captured in the survey should continue to be captured as, among other things, it is important to organisational work. Specific concerns about the proposal included concern about the potential implications of minimum unit pricing legislation.

26. Taking on board this feedback, we have streamlined this module to ask about consumption of drugs in the last 12 months only, in this way providing key data to meet user needs and maintaining the time series on this measure. This means that questions which ask about consumption in the last month and 'ever', as well as those that seek to capture *experiences* of drug consumption, will not be asked: for example, on experience of purchasing drugs and experience of drug dependency.

27. Going forward, we will keep the drug use questions under review. This review process could result in a range of different outcomes- the full module could be reinstated or could be rotated out entirely, or could move to a different survey. We will review in consultation with users both within and outwith the Scottish Government, and by taking account of the range of current and future demands on survey space.

### **Summary of feedback received and action taken**

28. The table below outlines the feedback we have received and our actions in response.

Feedback received	Action taken and additional information
Suggestion to re-run a version of a previous module that asks respondents about their awareness of, and interactions with, the COPFS.	In consultation with colleagues in COPFS and our contractors, we have updated and included a series of questions to be asked of a quarter sample of respondents in 2018/19. A similar set of questions were last included in 2009/10. Their inclusion in 2018/19 has only been possible due to other content being moved out of survey, but shows the advantages of the approach.

<p>Concern expressed about making numerous unnecessary and/or minor changes to the questionnaire, disrupting time series data. This was flagged in previous questionnaire reviews and in the 2018/19 review.</p>	<p>We emphasised the need to avoid this to users in the 2018/19 review, both in our direct correspondence and via the pro-forma. This has been successful and will form the basis for future questionnaire reviews.</p> <p>However, there may still be a need to periodically update some questions in order to ensure the smooth administration of the survey and to reflect changes in terminology/policy/services (e.g. inclusion of ‘called 101’ to report a crime to police).</p>
<p>Change name of ‘Scottish Courts and Tribunals’ to ‘The Scottish Courts and Tribunals Service’ to reflect full and official name of organisation.</p>	<p>Implemented in 2018/19.</p>
<p>Define ‘courts in Scotland’ for clarity.</p>	<p>Implemented in 2018/19.</p> <p>For information, the following show-card will be shown to respondents:</p> <p>‘Courts in Scotland include the Court of Session, the High Court, the Sheriff Court, the Justice of the Peace Court and appeals courts. These courts involve both civil and criminal hearings and cover a wide range of cases. These courts are found across Scotland.’</p>
<p>Suggestion for the questions which ask about courts and attendance/contact with courts in the last three years (in Section 4.2.3), to specify ‘in Scotland’ at the end, for clarity.</p>	<p>Implemented in 2018/19.</p>
<p>Suggestion to amend the answer options for a question on police contact (QPON) which asks why police did not come to know about an incident. Suggestion to separate out options which ask about previous bad experience of police, and previous bad experience of courts/prosecution process, to better identify the underlying reason for non-reporting/disclosure.</p>	<p>Implemented in 2018/19.</p> <p>For information, these updated response options are:</p> <p>Previous bad experience of the police  Previous bad experience of the prosecution process or courts</p>

29. The following table provides information on user responses that we have not been able to act on, or act on fully, at this stage. **The ‘future plans’ text box below the table outlines how we intend to prioritise different suggestions. It also sets out the information we will need from users to help us to take the next steps forward in due course.**

Feedback received	Rationale for not acting upon at this stage
In light of the new Domestic Abuse Bill, there's an opportunity to improve, extend and update SCJS data on this.	We have identified that the partner abuse module should be reviewed and potentially re-developed in light of new legislation. We will factor this into future planning for 19/20 and beyond. <i>Expansion</i> of this section would require more thought given other demands for self-completion modules.
Suggestion to add new content on routine behaviours (e.g. to better understand and act upon the relationship between every-day behaviours and victimisation) and offending behaviours (e.g. to better understand and act upon the relationship between experience of victimisation and engagement in offending).	<p>We intend to explore these suggestions further and engage with stakeholders on this. We have factored this into our planning of content for 19/20 and beyond, and will consider alongside other requests.</p> <p>For now, we already have a small number of questions about respondent's lifestyles as part of the self-completion section of the survey. It will be important to consider the merits of these questions, or whether something additional/alternative is required in due course.</p>
Suggestion to add booster samples in high crime areas in order to collect further information on the experiences and characteristics of crime victims, especially those who are living in high crime areas	<p>Prior to the procurement of the latest survey contract users were consulted on the survey design and responded positively to it.</p> <p><a href="http://www.gov.scot/Topics/Statistics/Browse/Crime-Justice/crime-and-justice-survey/consultation/consultation-survey-design">http://www.gov.scot/Topics/Statistics/Browse/Crime-Justice/crime-and-justice-survey/consultation/consultation-survey-design</a></p> <p>Prior to the re-procurement of the next contract, we will re-engage users on this. There are significant challenges with this approach particularly in relation to the design and delivery of data collection and analysis. However, we recognise that violence is a key issue and there is a need to better understand lived experiences of it. We will look to explore how best to develop this understanding, including exploring opportunities to make further use of existing evidence held by the Scottish Government.</p>
Suggestion that the SCJS could be used to explore under-reporting of hate crime.	<p>Hate crime covers a wide range of crime and is not neatly defined. Given this complexity, it would require more careful consideration and consultation with a range of stakeholders. However, this could be considered for future sweeps.</p> <p>In the meantime, we currently collect information about the perceived motivation behind experiences of crime, and also capture experiences of harassment and to what extent this may have been related to discrimination.</p>
Suggestion to add more questions on cyber-crime, and to explore different aspects of cyber-crime including prevention and responses.	It has not been possible to take on board all suggestions at this stage in relation to cyber-crime. The questions that are included in the 18/19 survey will provide an important starting point and we will consider developing these questions alongside



	other requests. We would be grateful for user views on the 18/19 questions.
Suggested amendments in relation to the specific wording of the questions in the self-completion module on sexual victimisation and stalking e.g. changing the language around 'forced' and adding 'gifts' to letters and cards for unwanted items received.	Given the complex and detailed nature of these suggestions, feedback received in previous questionnaire reviews, and legislative and policy developments, we have not implemented these in 18/19. Any updates to this section will require detailed and considered consultation with key users of this data. Therefore, we will factor this into our planning for 2019/20 and beyond.
Suggestion to add a self-completion module to capture historical abuse during childhood, covering different types of abuse: physical, psychological, sexual and experience of witnessing domestic abuse in the home. The CSEW included a module covering this in the 2015-16 survey.	We are at the early stages of scoping out this possibility for the 19/20 survey and beyond. We have asked internal colleagues to provide a business case, outlining in detail the policy and analytical rationale for having a module of this nature and in the SCJS specifically. We will engage with external users on this in due course.
Suggestion to streamline the civil law or to rotate out temporarily.	Streamlining appropriately (i.e. retaining the right key questions), or rotating out temporarily, would require careful consideration and consultation with relevant users. We will factor this into our planning for 2019/20 and beyond.

### **Next Steps**

30. The 2018/19 questionnaire has now been finalised. The new questions on cyber-crime/online behaviours were cognitively tested and minor amendments were made in light of this process. The full SCJS is currently being piloted. Fieldwork for the 2018/19 SCJS is due to commence in April 2018.

## Future plans

Alongside our work on reporting and the overseeing of fieldwork, we are at the early stages of our planning to develop content for the 2019/20 SCJS and beyond. To help us prioritise content for inclusion in the 2019/20 questionnaire, we will be:

- Drawing from user responses to the 2018/19 questionnaire review (and previous reviews).
- Taking stock of policy and legislative developments and emerging priority issues.
- Identifying where there is a need or desire to maintain questions, and also where there is a need, desire or opportunity to rotate out questions.

A key part of this process will involve continuing to engage with users on content- **we value users' on-going input into the SCJS** and we will be in touch with key users about different topics in due course. **In order to help us prioritise these competing demands (particularly for self-completion modules), we will we will work closely with users to generate a full understanding of the analytical and/or policy rationale for a topic to be retained, added or expanded.** It will also be important to work with relevant users in the review and (re)development of any aspects of the survey to ensure that any changes will meet needs.

In the mean-time, as ever, **we would welcome user feedback at any point-** please do not hesitate to [get in touch](#) with us.

## Get involved

### *ScotStat*

If you are keen to find out more about work relating to the Scottish Crime and Justice Survey or any other facet of the work of the Scottish Government Statistics Group, you can [register with ScotStat](#) to receive updates.

### *SCJS User Group*

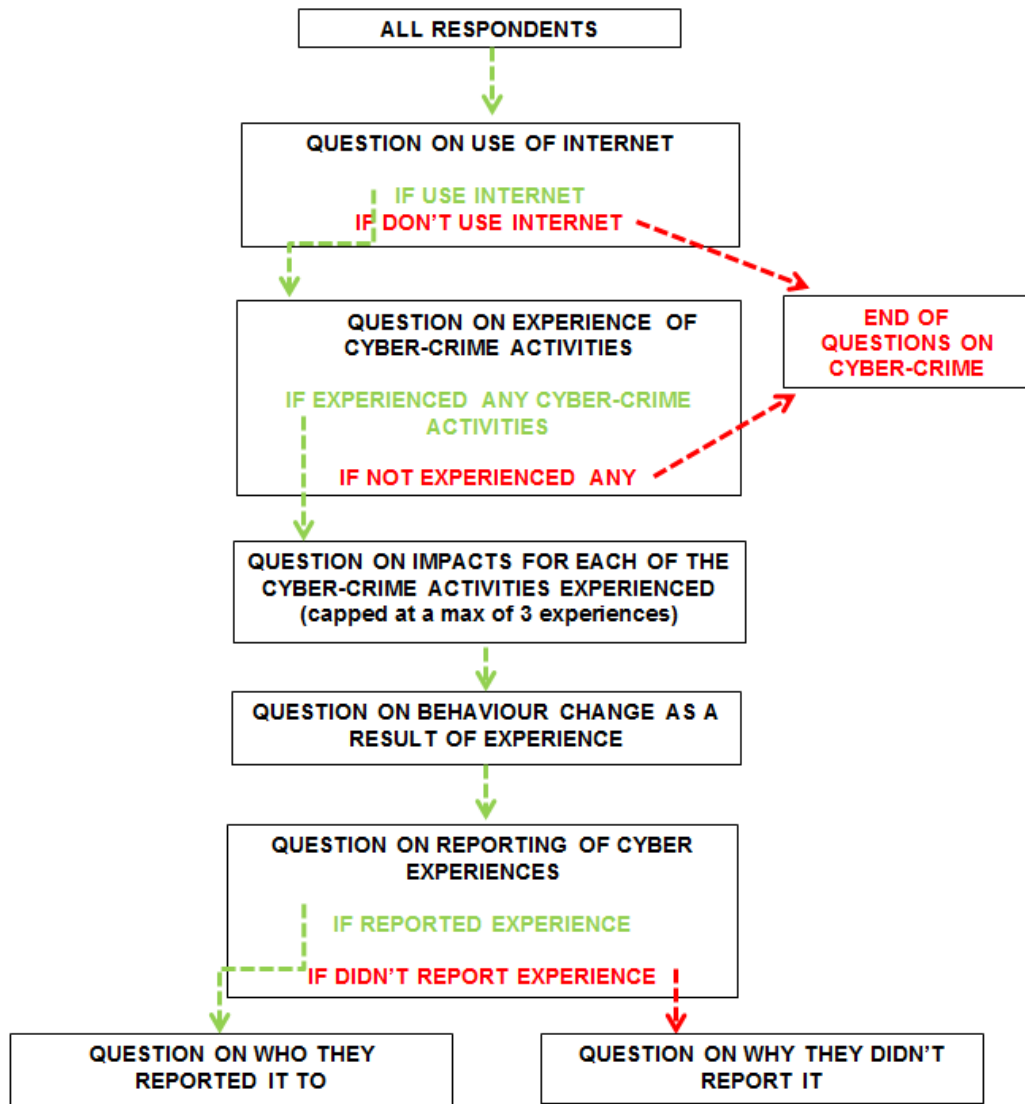
The SCJS team have established a user group to ensure that user engagement is an on-going part of each survey cycle. Members are drawn from government, academia, the justice system and third sector. The user group is an essential way to ensure that the survey remains relevant and able to respond to changing needs. If you would like to become involved in the user group, or have any other queries, [please contact us](#).

## Annex 1: Scottish Crime and Justice Survey 2018-19 Structure

FULL SAMPLE MODULES (asked of 6,000 respondents annually)						
<b>Main screener</b> <ul style="list-style-type: none"> <li>Perception of local and national crime rate</li> <li>Fear/worry about becoming a victim of crime (perception of safety)</li> <li>Victimisation screener questions</li> </ul>						
<b>Victim form</b> <ul style="list-style-type: none"> <li>Experiences of victimisation</li> <li>For incidents - why did it happen, where did it happen, links with alcohol, impact of crime, whether reported to police, perceptions of how CJS system dealt with incident</li> </ul>						
<b><u>Questions on knowledge, attitudes and contact with the Criminal Justice System</u></b>						
<table border="0"> <tr> <td style="vertical-align: top;"> <b>Justice system:</b> <ul style="list-style-type: none"> <li>Perceived knowledge of CJS</li> <li>Confidence in CJS</li> <li>Contact with the courts</li> </ul> </td> <td style="vertical-align: top;"> <b>Police:</b> <ul style="list-style-type: none"> <li>Confidence in the police in local area</li> <li>Police visibility</li> <li>Attitudes to the local police</li> <li>Contact with the police</li> </ul> </td> <td style="vertical-align: top;"> <b>Convicted of crime:</b> <ul style="list-style-type: none"> <li>Whether been convicted of a crime</li> <li>Sentences received</li> <li>Alternatives to court prosecution received</li> </ul> </td> </tr> </table>				<b>Justice system:</b> <ul style="list-style-type: none"> <li>Perceived knowledge of CJS</li> <li>Confidence in CJS</li> <li>Contact with the courts</li> </ul>	<b>Police:</b> <ul style="list-style-type: none"> <li>Confidence in the police in local area</li> <li>Police visibility</li> <li>Attitudes to the local police</li> <li>Contact with the police</li> </ul>	<b>Convicted of crime:</b> <ul style="list-style-type: none"> <li>Whether been convicted of a crime</li> <li>Sentences received</li> <li>Alternatives to court prosecution received</li> </ul>
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<b>Cyber-crime / online experiences</b> <ul style="list-style-type: none"> <li>Screener questions on experiences of online issues</li> <li>Impact and reporting of incidents</li> </ul>						
QUARTER SAMPLE MODULES (1,500 respondents each annually)						
A	B	C	D			
<b>Local community:</b> <ul style="list-style-type: none"> <li>Willingness to contact police/act as witness</li> <li>Perceptions of local people – social trust and cohesion</li> </ul> <b>Perceptions of crime in local area:</b> <ul style="list-style-type: none"> <li>Perceived commonality of certain crimes</li> <li>Impact of these perceptions on (preventative) behaviour</li> </ul>	<b>Sentencing:</b> <ul style="list-style-type: none"> <li>Attitudes towards community sentencing</li> <li>Attitudes towards prisons</li> <li>Awareness of, and attitudes towards, community sentences in local area</li> </ul>	<b>Civil Law:</b> <ul style="list-style-type: none"> <li>Prevalence of civil law problems</li> <li>Status of problem</li> </ul> <b>Crown Office and Procurator Fiscal Service (COPFS):</b> <ul style="list-style-type: none"> <li>Awareness of COPFS and role</li> <li>Contact with COPFS</li> </ul>	<b>Harassment:</b> <ul style="list-style-type: none"> <li>Experience of being insulted, pestered or intimidated</li> <li>Method of harassment, location and relationship to perpetrator</li> <li>Perceived motivation behind harassment</li> <li>Worry about experiencing discriminatory harassment</li> </ul>			
DEMOGRAPHICS						
For analysis and also to support equalities duties						
SELF-COMPLETION SECTION (asked of 6,000 annually)						
<b>Lifestyle choices / risk factors (e.g. time home left unoccupied)</b>						
<b><u>Main self-completion modules</u></b>						
<b>Illicit Drug Use:</b> <ul style="list-style-type: none"> <li>Self-reported use of drugs in last 12 months</li> </ul>	<b>Stalking and harassment:</b> <ul style="list-style-type: none"> <li>Experiences of stalking/harassment</li> </ul>	<b>Partner abuse:</b> <ul style="list-style-type: none"> <li>Experiences of partner abuse since age 16 and in last year</li> </ul>	<b>Sexual victimisation:</b> <ul style="list-style-type: none"> <li>Experiences of sexual victimisation since age 16 and in last year</li> </ul>			

## Annex 2: Cyber-crime Questions

The below diagram provides a high-level overview of how the question structure, showing the question sequence and the different routes respondents could take, depending on their answers.



The following questions (CYBER1-7) are to sit within the full sample module of the questionnaire. As noted earlier, these questions are currently being cognitively tested and depending on test findings, some of the response categories might be amended.

CYBER1		
		<p><b>Have you used a personal computer or another device, such as a smartphone or tablet, to access the internet or go online, in the last 12 months? Please do not include use of computers or devices belonging to your workplace.</b></p> <p>INTERVIEWER – IF NECESSARY: For example to carry out activities online such as: sending and receiving e-mails; searching for information; making telephone/video calls over the internet; using social media (such as Facebook or Twitter) or messaging apps (such as Whatsapp or Snapchat); playing or downloading games, films or music; using apps on your phone; or internet banking.</p> <p>SINGLE CODE</p>
	1	Yes
	2	No
	3	DK
	4	REF

CYBER2		
		<p><b>I am now going to ask you about incidents you might experience as a result of using the internet or going online.</b></p> <p><b>In the last 12 months, have you personally experienced any of the following as a result of using the internet or going online? Again, please do not include incidents that occurred when you were using the internet or online on a computer or other device belonging to your workplace.</b></p> <p>MULTICODE.</p>
	1	Your identity was stolen
	2	Your computer, laptop or mobile device became infected by a virus or other malicious software (known as 'malware')
	3	Someone accessed your social media, email or other online account without your consent for fraudulent or malicious purposes
	4	You were unable to use your computer, laptop or mobile device unless you made a payment to have it unlocked (known as 'ransomware')
	5	Your credit or debit card details were stolen online and used to make one or more payments
	6	You were the victim of an email scam
	7	You received a phone call or pop-up message claiming there was a problem with your computer, mobile device or software and you gave permission to access your

		computer, or were charged a fee, to sort out a problem which did not actually exist
	8	Online dating fraud (e.g. you've sent money to someone you've been chatting to/in a relationship with online but then discovered that their dating profile was fake, or never heard from them again)
	9	None of these
	10	DK
	11	REF

CYBER3		
		<b>You said you had experienced [INSERT INCIDENT]. Looking at this card what, if any, of these things happened to you as a result of this?</b>  MULTICODE.
	1	Lost money, which you did not get back or did not get back in full
	2	Lost money, but you were able to get it back in full
	3	Had to pay for something new (e.g. a replacement PC)
	4	Had to take time off from work/studying/other responsibilities
	5	Lost your job
	6	Were unable to access your computer, laptop, mobile device, or the internet
	7	Your relationships with others suffered
	8	Experienced emotional distress / mental health was affected
	9	Were afraid you might be intimidated or physically threatened
	10	Physical health affected
	11	Lost sleep or had trouble sleeping
	12	Lost confidence in going online/using the internet
	13	Other (specify)
	14	None of these
	15	DK
	16	REF

CYBER4		
		<b>Has your experience of [INSERT INCIDENT] made you change the way you use the internet in any of the following ways??</b>

		MULTICODE.
	1	No longer use the internet
	2	Less likely to buy goods online
	3	Only buy goods from websites with the padlock symbol
	4	Less likely to bank online
	5	Less likely to give personal information on websites generally
	6	Only visit websites you know and trust
	7	Only use your own computer / mobile device to access the internet
	8	Installed anti-virus software
	9	Automatically update systems and software when prompted to do so
	10	More likely to back up data
	11	Less likely to click on links to websites (e.g. in adverts, emails etc.)
	12	Less likely to share/send links to friends etc.
	13	Do not open emails from people you don't know
	14	Use different passwords for different websites
	15	Regularly change your passwords
	16	Took steps to learn more about online safety
	17	Other (specify)
	18	None of these
	19	DK
	20	REF

CYBER5		
		<b>Staying with your experience of [INSERT INCIDENT], did you report this incident to anyone?</b>  SINGLE CODE.
	1	Yes
	2	No
	3	DK
	4	REF

CYBER6		
		<b>Who did you report this incident to?</b>  MULTICODE.
	1	The Police
	2	Bank/building society/credit card company
	3	Crimestoppers
	4	Action Fraud
	5	The National Crime Agency
	6	Internet service provider
	7	Email provider
	8	Software provider
	9	Website/ App administrator (e.g. the retailer, social media platform etc.)
	10	Get Safe Online
	11	Other (specify)
	12	No, I didn't report it to anyone
	13	DK
	14	REF



CYBER7		
		<b>Why did you not report the incident to the Police?</b> MULTICODE. DO NOT PROMPT.
	1	Thought incident would be reported by other authority (e.g. the bank/credit card company)
	2	Private / personal / family matter
	3	Dealt with matter myself
	4	Police couldn't have done anything
	5	Inconvenient/too much trouble
	6	No loss/damage
	7	Too trivial/not worth reporting
	8	Previous bad experience of Police
	9	Dislike the Police
	10	It was partly my fault
	11	Felt too embarrassed
	12	Tried to report it but Police were not interested
	13	Other (Specify)
	14	DK
	15	REF

The following 'cyber flag' question is to be added to the victim form section of the questionnaire. This is the same question that is currently included in the CSEW.

CYBERFLAG		ASK ALL (COMPLETING VICTIM FORM)
		<b>As far as you are aware, was the internet, any type of online activity or any internet enabled device related to any specific aspect of the offence?</b> SINGLE CODE
	1	Yes
	2	No