



HAMPSHIRE
CONSTABULARY

BURGLARY

INFORMATION BOOKLET

A guide for householders who
have experienced a burglary

Occurrence number

Officer dealing

Contact details

ABOUT THIS BOOKLET

The purpose of this booklet is to help you with the after effects of having had your home broken into.

Each section will assist you in gathering the information the police will require and outline what action they will take on your behalf.

Advice is given on how to cancel credit and bank cards, as well as help about what you should do if official documents have been stolen.

The role of Victim Support and the assistance they can give you is explained.

Finally, there is crime prevention advice to help you improve your home security, which will help to prevent you becoming a victim of burglary again in the future.

Hampshire Constabulary is committed to providing the highest standards of service.

What we will do:

- Conduct a thorough investigation, seeking to arrest those responsible and recover your property.
- With your permission, refer you for a security assessment of your home and provide you with crime prevention advice.

You can help us by:

- Identifying what items have been stolen.
- Marking your valuables or replacement items with the UV marker provided and registering them on www.immobilise.com.
- Contacting us with further information about your burglary.





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POLICE ACTION

The police officer attending your home will try to establish when and how the burglary occurred. The officer will then take a statement from you, including a list of items you know have been taken.

The officer will, if required, request the attendance of a Crime Scene Investigator (CSI). You will be advised as to which items should be left untouched for examination by the CSI.

You will be given an occurrence number, shown on the front of this booklet, which you will need to quote when making any further enquiries about this incident. You will also need to give this number to your insurance company.

CRIME SCENE INVESTIGATOR

If you are meeting a Crime Scene Investigator (CSI), it is likely that you have reported a crime and they will gather evidence to help try to solve it.

Fingerprints

The CSI may need to examine the crime scene for fingerprints using fingerprint powders.

- Everyone's fingerprints are unique.
- We hold a national database of fingerprints, so we are looking for matches to known criminals.
- We often take fingerprints from victims for elimination purposes. The information will be used only in that particular case and will be destroyed once the investigation is completed.

If someone is identified by fingerprints we send this information to the officer in your case, who will contact you.

DNA

If we find any material that might contain DNA at a crime scene, such as blood or saliva, the CSI will collect it and send it to be analysed by forensic experts at a laboratory.

- There is a national DNA database of people who have been arrested and we will use this to see if we can identify the suspect.
- We may also collect DNA from victims for elimination purposes. The information will be used only in that particular case and will be destroyed once the investigation is completed.

If someone is identified by DNA we send this information to the officer in your case, who will contact you.

Footprints

If the CSI finds any footwear marks they will record the print.

A footwear mark can be as unique as a fingerprint, therefore once a suspect is identified and arrested we can compare their footwear to the footwear marks found at the scene of a crime.

Photographs

CSIs often take photographs, both of crime scenes and victims' injuries, to use as evidence in court. If photographs have been taken they will be used only as part of the investigation to which they apply.

Other forensic materials

There are other things that your CSI might be searching for, these include:

- marks left by a tool or implement which can be compared against tools found on people who have been arrested.
- fibre or glass fragments that could be linked to a suspect's clothing.

Please be aware that we are not always able to find evidence at a crime scene or identify a suspect from the evidence we find. The CSI will advise you at the end of their examination as to what type of evidence they have recovered.

Cleaning at the conclusion of your CSI exam

Once your property has been examined by a CSI, they will clean away the fingerprint powders used. If you would prefer to clean the areas yourself, the fingerprint powder can be wiped off with a damp cloth and some warm, soapy water.

Useful information

Make a record of your occurrence number so you can easily find information about your crime in future.

PROPERTY

The police will require a full list of all stolen items and their estimated value. It will greatly assist the police if you can give detailed descriptions of the stolen items, including make, model, serial numbers and any identifying marks or features.

In the case of antiques or jewellery, a photograph or drawing would be very helpful to the police.

Should you later discover that other property has been stolen please notify the police, quoting the occurrence number and again giving as much detail about the property as possible.

We will keep you updated as to any progress in locating the items that have been stolen.

TO PROTECT IT, REGISTER IT

www.immobilise.com

The police recommend that you register identifiable valuables on Immobilise, the world's largest free register of possession ownership. If your property is lost or stolen, the register can help police return it to you.

Is this yours?

We are actively using social media to try and reunite as many people as possible with property that we seize or recover during our investigations. Using the photo-sharing website Flickr, we often post pictures of property which we think is easily identifiable.

The photostream shows an up-to-date feed of our latest photos, and we occasionally group into albums where a collection of property was recovered as part of an operation or a particular area. Be sure to follow our social media channels to be kept up-to-date when we have new photographs to view.

Visit www.flickr.com/photos/hampshireconstabulary to view galleries showing recovered items. If you see property which you recognise, please contact us on **101**. We will need to carry out checks to establish ownership before returning property.

STOLEN BANK/CREDIT CARDS

If your credit cards or cheque books have been stolen, inform your bank or building society immediately and they will cancel them.

Criminals sometimes telephone their victims claiming to be police officers or bank officials and give a fictitious story to try to obtain the card holder's Personal Identification Number (PIN).

The police and your bank will NEVER require your PIN under any circumstances. If you are contacted and asked to give your PIN, inform your bank and the police independently.

Notify the relevant agencies at once if any official documents have been stolen.

Important

The police might be able to seize CCTV footage from anywhere that your cards have been used. After cancelling your cards, we recommend that you monitor your statements to identify any unusual or unauthorised activity on your accounts and inform the police and the bank if you have any concerns.

VICTIM SUPPORT

If you have been a victim of crime, you may need practical help and information about, for example, replacing or repairing property (such as changing locks) or claiming compensation.

Victim Support is a national, independent charity whose trained volunteers can help you. Their services are free, confidential and available to everyone, regardless of when the event happened.

You might find it helpful to talk to one of their volunteers if you found the experience distressing.

If you need more specialised advice or support, they will also be able to refer you to a more suitable organisation.

Call **0808 168 9111** (lines open 24/7), or visit www.victimsupport.org.uk

To access the Victims' Code visit www.gov.uk

THE BLUE LAMP TRUST

The Blue Lamp Trust is a charitable partnership between the force, Hampshire Fire and Rescue Service, businesses and the communities of Hampshire and the Isle of Wight.

The Blue Lamp Trust runs a practical service providing home security and peace of mind for needy, elderly and vulnerable victims of burglary.

The Blue Lamp Trust scheme is run in partnership with Hampshire Constabulary and receives referrals from throughout the county. At the earliest opportunity following a burglary, a visit from one of the scheme's trained fitters can be arranged. The fitter carries out a full crime prevention survey,

fitting appropriate locks, spyholes, door chains and, where practical, making good the damage caused on entry by the burglar.

The fitters are uniformed and carry ID cards to reassure their clients, and the service they provide is free of charge.

For further information, speak to the officer dealing with your case or you can self-refer via www.bluelamptrust.org.uk or call **0300 777 0157**.

CRIME PREVENTION

Most burglaries are committed by opportunists. The criminal picks a house that looks unoccupied, has little or no obvious security or is in a location where they think they won't be seen.



Often these are spur-of-the-moment decisions, made when they see an easy opportunity such as an open window, valuables left on view or lapses in security.

By looking at your current level of security you can identify areas for improvement and reduce the risk of becoming the victim of another burglary.

Walk around your property – if you were locked out, where would you try to get in? Chances are that would also be where a burglar would try.

A checklist of things you can do to improve your security:

- ✓ If you wish to install an alarm make sure the company is approved by the NSI or SSAIB.
- ✓ All external doors should be fitted with quality locks conforming to British Standard BS3621.
- ✓ All windows should be fitted with key-operated locks. You are able to buy additional DIY locks to fit locks for almost every type of window. If you are considering replacing any or all of your windows check they conform to BS7950 Windows of Enhanced Security.
- ✓ French windows and patio doors should be fitted with a multi-point locking system with three or more hook bolts.
- ✓ If you are looking to replace any external door consider replacing with one that meets the standard PAS24 2016.
- ✓ Make sure your garage is locked. The addition of a padlock or locking bar will improve the security. There are many different security products available to assist in securing a garage. A link door between the garage and the house should be treated as any other external door.
- ✓ Side access or entry points into the rear garden should be gated and locked. Rear garden fences/walls should be 1.8m in height and topped with trellis to prevent someone from climbing over.
- ✓ Sheds should have locks fitted to the doors and windows and any expensive tools or ladders locked to a secure anchor point.
- ✓ Use timer switches to switch lights on when you are not in to make your home look occupied.
- ✓ If you're not already a member, consider joining or starting a Neighbourhood Watch Scheme.
- ✓ For more information on home security visit www.securedbydesign.com or call **101** and ask to be put through to your local Neighbourhood Policing Team.

BUY WITH CONFIDENCE

When considering repairs to any damage made to your property, ensure you use a reputable company.

The Buy with Confidence scheme is designed to protect the public from rogue traders.

Hampshire Trading Standards offer ways of finding reliable tradespeople.

For Hampshire's list of approved traders phone **0845 603 0081** or visit the Buy with Confidence website: www.buywithconfidence.info.

If you would like to look at this website and haven't got access to a computer, ask for help at your local library.

Advice on finding and using reliable traders:

- Ask neighbours, family and friends for recommendations.
- Your local Age Concern branch or local council may run a scheme to supply a handyman or gardener at a small charge.
- Do not sign a contract or agree to any work until you have got at least three written quotes from similar businesses.
- Make sure the quotes state what work will be carried out, the full price including VAT and when the work will be started and finished.
- Arrange a pre-set time and date for the trader to call to start the work.
- Any work carried out by the contractor must be of a reasonable quality and completed within a reasonable time limit.
- Do not pay any money for the work unless you are satisfied the work is of an acceptable quality. Before you pay the bill get a neighbour, friend or relative to look at the completed work to confirm it has been carried out with reasonable care and skill.
- Do not accept transport to your bank or building society in order to withdraw money to pay for the work. If the trader suggests this, call the police immediately.
- If things do go wrong, contact your local Trading standards service for help. See the next page for contact details.

USEFUL CONTACTS

Emergency services: Police, Fire, Ambulance

 999

Hampshire Constabulary (non-emergency)

 101

 www.hampshire.police.uk

Crimestoppers

 0800 555 111

 www.crimestoppers-uk.org

Buy with Confidence

 www.buywithconfidence.info

Hampshire Trading Standards

 08454 04 05 06

Southampton Trading Standards

 08454 04 05 06

Portsmouth Trading Standards

 08454 04 05 06

Isle of Wight Trading Standards

 01983 823396

Victim Support

 0808 168 9111

 www.victimsupport.org.uk

Immobilise property register

 www.immobilise.com

PERSONAL PROPERTY

- Mark your property with your postcode and house number using the UV marker provided.
- Photograph valuable ornaments, jewellery, antiques, etc.
- Note down the make, model and serial numbers of your electrical equipment.
- Register your property on www.immobilise.com.

Device/appliance	Make/model	Serial no.	Colour	Postcoded	Value
eg. Smartphone	Apple 7 Plus	DCBA4865701XX	White	Yes	£450

Call Hampshire Constabulary on **101**

In an emergency always call **999**

Deaf? Non-emergency text **07781 480999**

For more information visit **www.hampshire.police.uk**

