

# BURGLARY INFORMATION PACK & GUIDE

ISSUING POLICE STATION

CUSTOMER SERVICE DESK TEL NUMBER

INCIDENT REFERENCE NUMBER

DATE REPORTED TO POLICE



GREATER MANCHESTER  
**POLICE**



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This booklet **generally** outlines measures that could be taken to reasonably reduce the opportunity of crime.

The recommendations are based on current best practice.

Any crime risk assessment should be based on crime trends and patterns, indicating reasonable, practical and cost-effective measures, which can be incorporated to reduce the risk of crime. There can never be any guarantee that crime will be effectively reduced.

It is strongly recommended that other statutory bodies are consulted, e.g. Health & Safety, Fire Prevention, etc. and especially Development Control covered by Town Planning Legislation (*consult your local authority Planning Officer*).

The guidance on legislation is not meant to be an accurate statement of the law, but to offer guidance only. You would not be able to rely on it to provide a defence to any criminal charge or civil claim.

# DOMESTIC BURGLARY



Greater Manchester Police have made a promise to provide you with the best possible service and to work with you to make Greater Manchester a safer place.

Officers and staff are committed to reducing burglary and protecting residents from harm and distress.

The average burglar is usually an opportunist looking for the easiest way into a home without being seen or disturbed.

Evidence suggests that once thieves have broken into your home and got away with it, they may be back again in a short space of time - unless you do something to prevent it recurring.

By taking some positive action now, you will substantially reduce the chance of being burgled again.

*Please take time to read through this booklet it aims to:*

**OUTLINE WHAT GREATER MANCHESTER POLICE  
WILL DO WHEN YOU REPORT A BURGLARY**

**PROVIDE YOU WITH ADVICE ON MAKING REPAIRS  
AND IMPROVING SECURITY**

**SIGNPOST YOU TO SOURCES OF HELP FROM SPECIALIST SERVICES**

**OUTLINE THE SOURCES OF SUPPORT AVAILABLE  
THROUGH OR FROM YOUR LOCAL COMMUNITY**

***“The Force continues to focus on neighbourhood policing and putting officers into the heart of communities. Your neighbourhood policing team are available to listen and respond to those matters that concern you most.”***

# OUR SERVICE AND INVESTIGATION

- The responding officer will carry out initial enquiries and record details from you or any witnesses about the incident.
- We will provide you with a reference number, contact name and telephone number (*refer to front page of this booklet*).
- A Crime Scene Investigator (CSI) may be called to attend or telephone you to identify any forensic opportunities.
- We will appoint an experienced and dedicated officer to thoroughly investigate your crime and take all reasonable steps to recover your property and arrest those responsible.
- Neighbourhood Officers will make local house to house enquiries. They will also be trained in crime prevention and can work with you to identify solutions for you and your community.
- You will also receive a follow-up call from the local customer service desk. It is their duty to keep you informed about progress and answer any questions you may have.

Please remember officers work shifts and may not be available to respond straight away but will contact you at the first opportunity.

If you need to contact us for any reason, please provide us with the date of the incident and any reference number you have been given. (*refer to front page of this booklet*).

We aim to provide you with a high standard of service, if you are dissatisfied with some aspect of how we are dealing with your incident, you can get in touch with us by using the contact page on our internet site [www.gmp.police.uk](http://www.gmp.police.uk) or call **101**

# HOW YOU CAN ASSIST US

As soon as possible, identify what items have been stolen and write down what you know about the makes, models and serial numbers or other identifying marks.

Check that you still have important identification documents such as your passport, driving licence and birth certificate. If they appear to be missing, contact the relevant agency for advice.

If your bank cards have been stolen, contact your card issuer immediately to cancel any payment cards you think may be missing.

If necessary, contact your home contents insurer. Your insurers may take some details over the phone, send an assessor to your home, or send you a claim form to fill in. They will require your crime number and a list of everything that has been stolen.

If your mobile phone has been stolen, contact your mobile phone service provider. They will be able to block your phone and provide you with details of your phone's IMEI number (*the unique identification number for your handset*), which you will need to provide to the police.

# FORENSIC INVESTIGATION

One of the key elements of any crime investigation is the forensic examination of the crime scene.

Call Handlers, Radio Operators, Police Community Support Officers (PCSOs) and Police Officers are all trained to initially assess whether there is an opportunity to recover forensic evidence from your crime or incident.

At this point, they may call upon a Crime Scene Investigator (CSI) to attend the scene or for them to contact you to discuss the incident in more detail. When we say 'scene', we mean anywhere that the offender may have been - this could be your home, your car or even your garage or garden shed.

The most important thing you can do for this part of the investigation is to 'preserve the crime scene' from any damage until the Police Officer and/or CSI attends.

Forensic evidence can be easily damaged or lost, so it's really important that you try to keep people and pets away from the areas where you think the offender/s have been. Try thinking of yourself as the first investigator at the scene - the actions you take in the first few minutes can make a big difference to the subsequent Police investigation.

GMP CSIs operate 24/7 and will attend your incident as soon as possible - but also at a time or location that is convenient to you. In general, the faster they can get to the scene, the more chance they have of recovering vital evidence.

When the CSI arrives, they will ask you questions about the incident to get a full picture of what has happened.

Using this information, they will try to reconstruct the movements of the offender/s through the scene. They may take photographs and will use a range of scientific techniques to identify and recover evidence that may have been left behind. Each piece of evidence will be logged and recorded before being carefully recovered.

If fingerprints are recovered from your address or property you may be asked to provide a sample of your fingerprints. This is so they can be eliminated from our enquiries - this is standard practice. Your fingerprints may be taken by a CSI, Officers or in some circumstances, a kit will be provided for you to do them yourself.

Unfortunately, we don't find evidence at every scene although we work on the principle that 'every contact leaves a trace.' The tricky part is locating these traces which are often so small that you need a microscope back in the laboratory to actually see them.

During the examination, the CSI should keep you updated about what they are doing and why. At the end, they will advise you on cleaning-up the scene as well as providing you with some useful tips and information on how to improve your security.

After the examination the work doesn't stop: any recovered evidence will be processed and submitted to other specialist units for further investigation, including the Fingerprint Unit, Footwear Unit, Forensic Laboratory and National DNA Database. Experts in these units will assess the evidence and compare it to local and national databases to try and identify who is responsible for your crime.

If we do identify someone via fingerprints, DNA, footwear or other evidence, this information is passed to local policing teams to continue the investigation and, if appropriate, arrest the person concerned. At this point, you will then be contacted by an officer to carry out further enquiries or update you on the progress of your case.



# MAKING REPAIRS AND IMPROVING SECURITY

We recommend that this is the time to review the level of security throughout your home, not just where the break in occurred. Later on in this booklet, we have provided a home security checklist to help you to do this.

## Home insurance policy

Contact your insurers as soon as possible to tell them that you have been burgled. Most insurance companies now insist on a minimum level of security and specify door and window product specifications that meet British or European Standards.

Although they may be a little more expensive than non-rated products, they are worth the additional investment to reduce the likelihood of another crime occurring in the future.

## Doors

If you are replacing a door, take the opportunity to install one that is certified to British Standard PAS 24-1 'Doors of Enhanced Security'.

These door sets are available in different materials and are bought as a complete kit. The door, frame, locks and fittings have all been attack tested.

## Patio doors

The sliding section of a patio door should be on the inside not the outside. Unless doors already have a multi-locking system they should have anti-lift devices and locks fitted to the top and bottom to stop them being removed from outside.

If you are getting new or replacement doors, ask the system supplier for their high-security specification.



## French doors

The lock on a French door is only as strong as the door itself. Additional bolts should be fitted to both the top and bottom of each opening door and go into the frame, not the other door.

## Glass Panels

Glass panels on or around doors are especially vulnerable, so it's worth replacing them with laminated glass if possible.

## Replacing locks or Cylinders

British Standard locks currently available are BS 8621, 3621 or 10621 and these should be available in mortise or rim fixings.

When replacing locks and cylinders, ask your locksmith or DIY shop for advice on what is suitable for the type of door and security features you already have fitted. If your lock incorporates a Euro cylinder then replacement cylinders should have anti-snap features. Look out for standard TS007 or Sold Secure SS312 Diamond Standard to guard against lock snapping.

Quality locks and bolts are only as strong as the door and the frame to which they are fitted. Wooden doors should be solid and at least 44mm thick. Before fitting locks to UPVC or metal doors, check with the installer to make sure that this will not affect your warranty.

## British Standard 5 lever Mortice deadlock

Mortice locks are physically embedded into a slot in the door. If you have an external timber door, it should be secured with a British Standard 5 lever mortice lock. These are requested by most major insurance companies as a requirement for home contents insurance. You can only open a deadlock with a key, so ensure keys are removed to prevent a thief smashing a nearby glass panel to open the door from the inside.





## Nightlatches or Rimlocks

Nightlatches / rimlocks are fitted to the surface of the door and are used primarily as a convenient security latch for front doors as they lock automatically when the door is closed. Rimlocks can be opened from the inside without a key and should never be used as the main lock. For extra protection they should be used with a British Standard mortice lock. Automatic deadlocking rimlocks are available and should meet BS3621. These lock automatically and need a key to open from both the inside and outside.

## Multi Point locks

A multi-point locking system is typically used on PVCu or composite doors. They have a minimum of three locking points spread over the length of the door. These locks can have a split or solid spindle operation.

## Split Spindle

If your door has a split spindle lock it offers the functionality of a 'night latch'. This means that when you go outside and close the door you will need a key to gain entry.

If you do not use these locks correctly the door will not be secure and thieves could lever the door near to the latch, or insert an object through the letter box to pull down the door handle. Whether you are inside or outside, the door will only be fully secure if you use the key to lock it.

For additional security a letterbox visor guard or restrictor can be installed internally which helps prevent thieves from putting objects through the letterbox.

## Solid spindle

If your door has a solid spindle lock it means that when you go outside and close the door you will not need a key to get back in. The door will only be fully secure if you use the key to lock it.

## Mortice bolts

Mortice bolts operate from the inside face of the door and offer strong additional protection to wooden doors. They can be operated with a key and are stronger than sliding bolts.



## ADDITIONAL DOOR SECURITY

### Door Viewer

If you don't have a window in the door or some other way of checking who's calling, fit a door viewer. These are available in different sizes to cater for visual impairments. Look through this to identify callers before you open the door.

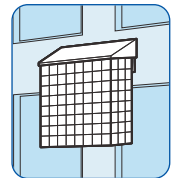
### Door Chain



Door bars or chains allow the door to be opened a short distance for checking the identification. Only use the door chain or bar when answering the door - don't leave it on all the time as it could delay your exit in an emergency.

### Letterbox visor guard/restrictor

Letterboxes should be at least 400mm (16 inches) from any locks. Consider fitting a letterbox visor guard or other restrictor, which prevents thieves from putting their hands through the letterbox and trying the latches from the inside.



## Windows

If you are replacing your windows, take the opportunity to install those that have been certificated to: PAS 24:2012, formally BS 7950:1997.

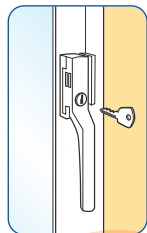
Specify the use of 6.4mm laminated glass for the inner pane. Laminated glass is more difficult for a burglar to smash.

If you have laminated glass in any of your doors or windows it may be marked 'Laminated' or 'BS EN 14449:2005'.

## Security glazing film

Films, in various thicknesses, can be applied onto window and door glazing to improve its security. Professional installation is recommended as the film should be applied behind the glazing beads to be fully effective.

## Window locks



Home security and DIY shops sell inexpensive, key operated locks to fit most kinds of windows. You may need more than one window lock, depending on the size of the opening you need to secure. Care must be taken if replacing window locks to ensure that the material to which the lock is being installed does not become weakened.

Fit window locks with keys to all downstairs windows and windows that are easy to reach – for example, those above a flat roof or near a drainpipe.

Even small windows such as skylights or bathroom fanlights need locks. A thief can get through any gap that is larger than a human head.

Remember to keep windows locked. Remove the keys and keep them out of sight in a safe place.

If the window is designated as an emergency escape it should not be key locked. Consider replacing the window for one that is certificated

to PAS 24:2012 (Formerly BS 7950) and has a multi-point locking function, which can be opened from the inside without the use of a key. Ask for at least one of the panes of glass to be a minimum of 6.4mm laminated.

Before fitting locks to UPVC or metal windows, talk to the installer to make sure this will not affect your warranty. For more detailed information on locks, cylinders and British Standards please look on the Master Locksmith Association website:

[www.locksmiths.co.uk](http://www.locksmiths.co.uk) or Tel: 0800 783 1498

If you choose to purchase and fit a new lock yourself, look out for the logos shown below on the packaging, and for anti-snap features on locks.



GMP does not endorse or recommend any particular company or product.

If you are disabled, or find it difficult to operate standard locks, open doors or windows, contact the Master locksmith Association for advice on alternative products.

***Remember that 1 in 3 burglaries occur due to an open or unlocked window or door. Always close and lock all doors and windows when you go out or to another part of the home***

### **Keys - Valuable to a thief!**

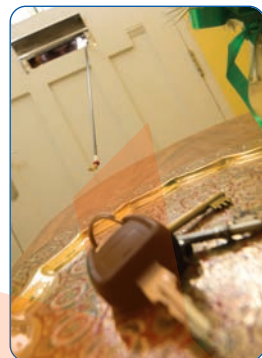
When going to bed ensure keys are kept in a safe place out of sight. Everyone in the household should know where they are and be able to find them in the dark or emergency.

Don't leave your keys on the kitchen or hall table, in the door lock, or even worse on the window sill or on view just inside the door. Burglars have been known to reach through a cat-flap or use a hook and cane

to steal keys. It is always wise not to leave spare keys for your windows, doors and car about your home. By forcing criminals to leave the same way as they entered you will not only shorten the visit but minimise your loss.

### Burglaries for car keys

Modern cars are difficult to steal without keys. There have been a growing number of burglaries where offenders have entered the house in order to steal vehicle keys and then the car.



On rare occasions occupants have been threatened with violence.

If you have a garage, use it for your car. If you have more than one car and only garage space for one, consider which car to garage.

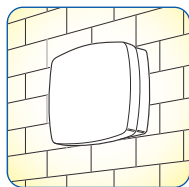
Gates and security bollards can be fitted on to drive ways to secure vehicles on the drive. Check with your local planning office for any restrictions

If you are unfortunate enough to become the victim of this type of crime, do not offer any resistance. Try to remember as much detail as possible about the offender(s) and their vehicle. This information is valuable to the police.

# OUTSIDE YOUR HOME

## HELP THE EMERGENCY SERVICES FIND YOU

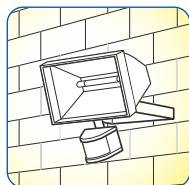
If the emergency services have to attend your home, make sure they can find you and your house quickly. Step outside your home tonight when it's dark and see if your house number is visible from the road.



### Outside lighting

Good lighting can put off or draw attention to a thief in places that can be seen by you or your neighbours.

The most appropriate form of lighting to use is high-efficiency low-energy lighting, controlled by a dusk-to-dawn switch so that it comes on only when it's dark. This provides a constant and uniform level of light. It costs very little to run and helps to create a more reassuring environment.



Lights that come on if they sense movement can be annoying to neighbours and dangerous to passing traffic. If you have these, make sure they are directed downwards. Unlit areas can provide a hiding place for a thief or instil a fear that someone could be hiding there.

Fit lights out of easy reach – at a height of at least 2.5 metres (*eight feet*). Many types and styles of external lights are available. Ask your DIY store or a qualified electrician for advice and suitability.

### Fences

Making thieves feel exposed when they approach the front of your property can help. Low hedges and low fencing (*or transparent high fences*) will increase the feeling of being exposed, as will outside lighting.

Most burglars break into a house from the back. Good rear garden fences or hedges, coupled with a side gate will help protect your home. Side gates are best positioned level with the front of your house so they can be seen.

When choosing the type of fence, you should consider the view your neighbours or passers-by have of the front and rear of your home.

A high fence may be difficult to climb over but can stop people casually observing your house. A low fence is easy to climb over but enables everybody to see a burglar.

Fencing with trellis on the top is difficult to climb over but does not obstruct visibility.

Planning permission is required for any new fence, gate or wall over 2m in height.

If the new fence or wall borders or adjoins a public highway used for vehicles you may need planning permission if it is higher than 1 metre. Check with your local planning authority before you start to build.

### Hostile toppings

Barbed or razor wire may be commonly used to defend your property but the law puts certain restrictions on its use.

#### *Section 164 Highways Act 1980 says:*

“Where on land adjoining a highway there is a fence made with barbed wire in or on it and the wire is a nuisance to the highway a notice may be issued by the Local Authority for the ‘nuisance’ to be removed”.

The term ‘barbed wire’ means anything with spikes or jagged projections. This would include any hostile toppings such as carpet gripper, broken glass, nails and preparatory products such as plastic and metal spikes.

Being a nuisance means that it is likely to cause injury to people or animals using the highway.

In practice, most Local Authority Highways Departments usually consider that barbed wire only lower than eight feet from the ground could be a nuisance to highway users.

If the barbed wire is not adjoining the highway and an injury results, you could still be faced with a claim for damages under the Occupiers’



Liability Acts. Occupiers of premises have a duty of care to people entering or using their premises. This duty even extends to trespassers, although it is not as extensive as it is to people lawfully using or visiting the premises. So burglars, who were not aware that a hostile topping was on top of a fence and injured themselves on it, could have a claim against you, despite the fact that they were trespassing.

If you wish to have some sort of hostile topping protecting your property, it may be a good idea to check with your home insurance company to ensure you would be covered in the event of a person claiming for an injury caused.

### ***The Occupiers' Liability Act, 1984 states that,***

An occupier of premises owes a duty to another (not being his visitor) in respect of any such risk.

In order for a householder to discharge their duty of care, they must put up a clear warning sign(s) when using hostile toppings or any anti climb paint. The sign or signs must be placed in the area where the toppings or paint has been applied. Signs can also act as a deterrent in their own right. It is for the above reasons that most residents prefer to use Mother Nature's own barbed wire, a prickly bush.



### **Defensive Planting**

Trees are often chosen for their quick growing ability alone, with little thought to natural surveillance.

A hedge made from a prickly bush would deter most thieves from trying to get through it. Alternatively, growing prickly bushes next to a fence or wall would also deter most trespassers from climbing over it. Simple garden maintenance is all it will need. Look at varieties such as hawthorn, pyracantha, holly etc.

### **Gardens, garages and sheds**

Garages and sheds often contain a ready source of tools, which are ideal for breaking into the rest of the house. They are also sometimes preferred by burglars as they generally have less security.

### *Here are some tips on improving shed/garage security:*

- Lock ladders inside your garage or shed to stop a thief using them to reach upstairs windows. If there is no room in your garage or shed, chain or padlock them horizontally to a sturdy bracket on an outside wall.
- Don't leave tools in your garden like spades. Ask your neighbours not to either.
- Never leave a garage or garden shed unlocked, especially if it has a connecting door to the house. A thief could get in and work on the door inside without being seen.
- A good quality 'hasp & staple' with a padlock is important on all sheds and side doors to garages. Remember to choose a 'hasp & staple' that is bolted to the door and frame for extra strength.
- Glue smeared over the heads of screws in the external hinges of shed doors or the side door of a garage may stop a thief from simply unscrewing them. Alternatively, replace a couple of the screws in external hinges with a special type that cannot be unscrewed (sometimes called 'clutch-head', 'anti-tamper' or 'coffin'screws').
- When your door is secure, don't forget the windows. Perhaps the most effective way of securing a shed window is to fit internal bars or grilles.
- Battery or mains powered shed alarms are now commonly available in DIY stores. If items within the shed are physically secured, how many thieves would spend time trying to release these items when an alarm is ringing?
- Consider having lockable steel boxes fitted to the floor to store your tools in, or anchor posts fitted to the floor to secure larger tools and equipment.
- Ensure bikes are locked to an anchor point within the shed or garage. Only use a good quality lock that has been tested against attack, preferably a 'D' lock. Look for 'Sold Secure' approved locks, 'Gold rated' devices offer the highest level of security.
- Visibly and permanently mark property you keep in sheds and garages.

## Wheelie bins

Wheelie bins are sometimes used as a climbing aid or as a means of transporting property. Secure them.

**Remember: don't leave empty boxes outside your home - they can give away details of new and valuable equipment, which may be attractive to burglars.**



### Padlocks

A closed shackle type padlock will reduce the risk of the lock being forced or cut.

Any locksmith or good DIY shop should be able to advise on the strongest available.



### CCTV

Domestic CCTV is becoming more popular. If your CCTV system only covers areas wholly within the borders of your own property there is no requirement to register your system with the Information Commissioners Office (ICO).

However if your system covers any part of public space, your car on the road outside your home perhaps, or any part of any neighbouring property then your system becomes subject to the Data Protection Act and must be registered and the yearly fee paid.

Being subject to the act also means that you must keep records, and have signage notifying that images are being captured and who the data controller is (Usually the householder). Sharing images captured on your system via social media may also lead to private prosecutions or action by the ICO (which could include a fine of up to £1Million).

If you have any evidential CCTV images they should be provided to the Police who can lawfully share the information for Policing purposes.

For further information visit <https://ico.org.uk/>

# INSIDE YOUR HOME

Burglars do not want to be seen or disturbed. Convincing them that someone is at home is undoubtedly the best deterrent.

Read this section and then have a look at the vast range of security products available in any DIY store. There will be something that will best suit your personal lifestyle and work best for you.

## Lighting



You can convince any potential burglar that you are at home by having plug-in timer controls for lamps.

These automatically switch on the light as programmed and are reasonably priced.

Don't just have the hall light switched on when you're not in. Have the lights switching themselves on in the bedroom, kitchen, lounge and even the bathroom (*not many people get out of the bath to answer the door*).

Set the lighting timers to come on when it goes dark. Remember in Winter it goes dark in the early afternoon.

## Internal sounds

A plug-in-timer for the radio would make it sound as if someone was home. Tune the radio to a station which has more talking than music.

## Intruder alarms

Many burglars will avoid breaking into a property with an alarm.

There are many alarm systems on the market. These range from fairly cheap alarms, which you can fit yourself, to more sophisticated systems, costing hundreds of pounds, which need to be installed by professionals.

Low-cost alarms are less reliable and can, through false alarms, be a nuisance to both you and your neighbours.

There are two types of alarm system; Type A – Remote Signalling (Monitored alarm) and Type B – Audible Only. Both types of alarm system should have an automatic cut-off so that the noise does not continue for more than 20 minutes. Talk to your insurance company about the alarm companies they recommend before you decide which best suits your needs.

The system should meet British Standard BS EN 50131 for wired systems or BS6799 for wireless systems.

### **Type A (remote signalling) alarms**

A monitored alarm system, also known as a 'remote signalling', is monitored by a private central station 24hrs a day.

On activation the alarm system automatically notifies the monitoring company who allow a delay of up to 60 seconds, to cater for a false activation. For example, set off by the homeowners entering the wrong access code. They will then call out the police if necessary. Monitored systems are particularly important for isolated properties. Always enquire about any additional annual charge for the monitoring.

### **Type B (audible only) alarms**

This system relies on someone hearing the noise and calling the police.

The police receive many thousands of calls a year from the public about alarm activations and only a few of these turn out to be genuine burglaries.

The police have therefore adopted a national policy in relation to reports of Type B alarm activations. To obtain police attendance Type B alarms require some additional indication that an offence is in progress. This could be the sound of breaking glass, seeing a suspicious person, an unusual light, etc.

To this aim, the police therefore ask people to first check premises before telephoning them, without putting anyone in danger. Neighbours could look through a window, attend with a friend, and look for suspicious signs or noises. Knowing whether the occupant is away on holiday, at work, or if there is a key-holder all help.

If there is an additional suspicion, then all calls to the police reporting the alarm should be a **999** emergency if you think an offence is in progress.

The cost of this type of alarm system should be for the installation only, although it is advisable to take out a service and maintenance contract too.

Some Insurance companies offer policy discounts for specific intruder alarms.

### Which alarm company?

Get at least three quotes and specialist advice from companies that supply alarms. Use companies registered with either the National Security Inspectorate (NSI) or Security Systems and Alarm Inspection Board (SSAIB).

- Talk to your insurance company about the alarm companies they recommend before you decide which best suits your needs.
- Get professional help to install the alarm and to explain how to operate it correctly to make sure that it will work properly.
- Trading Standards may run approved contractor schemes, check on your Local Authority website.
- Some traders are recognised by schemes such as the Government backed "Trust Mark" initiative [www.trustmark.org.uk](http://www.trustmark.org.uk)
- Discuss with the alarm company the various ways in which the alarm system can be protected from attack by a burglar (e.g. *if the phone wires are cut, will the alarm still activate?*).



## Rented accommodation

Many people live in rented or temporary accommodation (*university students for example*).

Statistics show university students are prone to certain types of criminal activity. Nationally, a third of students are victims of crime.

There is no minimum-security requirement your landlord must adhere to but they have a legal responsibility to keep certain things in your property in good repair. It is therefore critical that you choose the right home with security in mind, before you sign a contract.

### Choosing accommodation – tips

- Visit potential homes in daylight, and go with a friend.
- Tell someone where you are going
- How far is the home from public transport?
- Does the landlord have a code of standards for security and safety?
- Is there a reporting procedure and rapid response for repairs if there is a burglary?
- Are you happy with the location? (*even after dark*)
- Is the exterior of the property in good condition? (*roof, windows, garden*)
- Avoid high bushes or fences at the front which would obscure your exit and entry
- Is the rear yard or garden secure?
- Is the rear gate locked?
- Is there an outside rear light?
- Are the external doors solid, with no weak panels? Look for signs of damage
- Make sure external wooden doors have 5-lever mortise locks (*it should say it on the lock*)
- Is the house alarmed?

- Are all the windows capable of being locked and have window restrictors installed.
- Make sure you can't reach the lock through the letterbox
- If the bedroom doors have a lock fitted, is it capable of being unlocked from the inside without a key (e.g. a 5-lever *mortise lock with a thumb turn on the inside*)?
- Are smoke and carbon monoxide alarms fitted?

### Living in rented or temporary accommodation

Keeping windows and doors secure is a must. In 3 out of 10 burglaries, thieves don't have to use force, they get in through an open door or window.

Avoid leaving items of value (*laptop, mobile*) on view or near to an open window.

Ask your landlord to install a split spindle lock or a fixed external handle to the door. This ensures access can only be gained from the outside by key even if the door is unlocked.

Lock your personal door, even if you are only going down the corridor.

If renting a flat that has a communal area, be careful who you let in or who follows you into the building.

**Advice for Students:** If holding a party at your home, carefully control access. Thieves and trouble-makers will target such parties.

For further advice on renting a property check out <https://www.gov.uk/private-renting>



# PROTECTING AND MARKING YOUR PROPERTY



One way to make your property less attractive to a thief is to mark or register it. This way, recovered items can be traced back to their owner and it also makes stolen goods more difficult to sell on.

Greater Manchester Police check any recovered property to look for evidence of ownership. Also, in conjunction with Trading Standards, they visit second hand shops and goods for cash outlets in the area. Marking your property gives the police a better chance of evidencing stolen goods or linking an offender back to the scene of a crime.

## Ultraviolet Pens

Ultraviolet marker pens are available in all good stationers, security shops, etc. and cost as little as £1.00. This felt-tip style pen allows you to put an invisible mark somewhere underneath your item. This can only be seen using an Ultra Violet light. Look around your home for portable electrical items that would be desirable like mobile phones, laptops, cameras, gaming equipment etc.

*Remember to mark or register new gifts or purchases as soon as you receive them, especially at Christmas time.*

To mark your property with a UV pen, write your postcode then house/flat number. Bear in mind that a police officer may need to locate it. It is important to check items periodically to ensure that it has not faded. Renew every 12 months. If you move house, simply add the new information.

## Forensic Coding Solutions

There are a number of companies offering liquid/grease/spray products that can be applied to items large or small and where it would be difficult or impractical to use a UV pen. A forensic coding solution is made specifically for one customer only. A sample taken by the police can be linked to a registration database maintained by the company.

This method of property marking is also popular as a metal theft deterrent (*lead flashing and copper piping can be marked in this way as well as other large metal items like garden gates and ornaments*).

## Photographing valuables

It is important to consider whether to mark items such as jewellery or antiques as this could potentially reduce their value.

An alternative to marking them is to keep a record of each item, note any distinguishing features, and photograph it against a ruler or a coin (*to give an idea of the size*). This method is also useful when dealing with insurance companies. Don't forget to store this record securely - preferably in a safe.

## Electronic Databases

If your television/computer/lap-top or mobile were to be stolen would you know its make, model and serial number? If you have kept and can find the receipt, you will probably be able to find out the make and model. Without this your electrical items will be no different from the millions of others stolen all over the country.

One of the ways the police can link items back to their owner's is by checking the free database [www.immobilise.com](http://www.immobilise.com). Register an item's make, model and serial number and Police Forces across the country can check recovered property. In the event of loss or theft, you can also flag up an item on your account.

## Tools and garden equipment

Don't forget tools and gardening equipment in your garage or shed as well as ornaments and metal objects.

To mark your tools or a piece of valuable garden equipment like a lawn-mower; consider engraving or painting on your home postcode, or using a forensic marking solution.

## Bikes

Make a note of the frame number and mark it with your postcode. Some cycle shops may punch mark your bike for you. You can also register your bike with [www.immobilise.com](http://www.immobilise.com)

# HOME SECURITY CHECKLIST

Now you have read more about ways to improve your standard of security and about crime prevention, use this checklist to reviewing your current level of security. Start from outside of the property and work your way indoors.

As well as using this tool to identify improvements in security, think about whether everyone you live with knows how to protect your home and your valuables.

This checklist aims to cover essential security and crime prevention advice. Further detailed or technical information can be found on our website [www.gmp.police.uk](http://www.gmp.police.uk) or at [www.securedbydesign.com](http://www.securedbydesign.com)

## OUTSIDE MY HOME

- My house number is visible from the street so that emergency services can find me. ☐
- The bushes and shrubs in my garden are not overgrown to hide intruders. ☐
- Onlookers would be able to see someone approaching my home and trespassers would feel exposed. ☐
- My outdoor security lights are in a good position where they cannot be tampered with from the ground and they are in good working order. ☐
- Access to my garden and the rear of my home is restricted by fences and gates. ☐
- My fences or defensive planting is difficult to climb over or get through. ☐
- There are no gaps or holes in my boundary. ☐
- The doors and windows on my outbuildings are secure. Valuable items within them are securely fixed or locked. The outbuilding itself is protected by a sensor linked to my house alarm. ☐
- My ladders and cycles are locked away using a D-lock and then secured to something bulky. ☐
- Lawnmowers and power tools are property marked or their serial numbers are registered with immobilise.com ☐
- I have not left any tools or loose rubble in the garden for a burglar to use to break into my home. ☐
- My wheelie bins are locked away or chained down. ☐
- My garage is used to secure my car, cycles and other valuables rather than to store junk. ☐
- Small desirable items that would attract a burglar like jewellery, cash, games consoles, laptops or phones are not on view and when I look through my own windows. ☐

## MY DOORS

- The frames surrounding my external doors are secure in the brickwork and there are no weak panels in the door itself. ☐
- My external doors have British Standard locks or five levers. ☐
- I have considered replacing my front door with a PAS 24 door set if it needs to be replaced. ☐
- My patio doors have integral anti-lift devices or additional locks to the top and bottom (*where possible*) to prevent the glazing from being lifted out of the tracks. ☐
- My French doors have additional bolts to the top and bottom of both doors and they drop into the frame. ☐

## MY WINDOWS

My wooden window frames are in good condition and they are not rotten, the panes of glass are secure.

My wooden/UPVC windows are lockable, I know where the keys are and I lock them when not in use. (*particularly on the ground floor*).

I have considered replacing any smashed and vulnerable ground floor windows with strong laminate glass. (*6.8mm minimum*).

My windows are compliant with and certified to BS PAS 24 or BS 7950.

I have blinds or curtains that I can close on ground floor windows to the rear of the property to prevent people looking in.

## INTRUDER ALARMS

My alarm is regularly serviced or maintained and I know that all the sensors or contacts are in good working order.

I have considered whether a monitored alarm rather than a bells only device is more appropriate to my needs.

I know how to zone my alarm system at night or for any pets.

I know how to activate the panic facility on my alarm keypad to draw attention in to my home if I am under personal attack.

My alarm's PIR sensors cover all rooms in my home and any vulnerable windows have sensors on them.

My alarm activates at the earliest opportunity (ie: the porch, conservatory, skylights).

I always activate my alarm even if I am just nipping out or I am in bed.

## PROPERTY MARKING

I have marked all my portable electrical goods with my postcode and house number, should the police recover them or evidence a burglar in possession of them.

I have referenced and photographed all my jewellery/highly valuable items for insurance purposes and they are securely locked away or in a safety deposit facility.

## REGULAR SELF -SECURITY CHECKS

I take care answering the door to people I don't know by using a door viewer and door chain or by looking out of my window before I open the door.

I don't answer the door if I don't feel comfortable to do so.

I don't buy goods/services from sellers who call unexpectedly at my door.

I always ask for and check proof of identity before I decide to let someone into my home, even if they have made an appointment.

I regularly check my doors and windows are locked before I leave the house.

I keep them locked whilst I am at home to prevent sneak in burglars.

I double check all my doors and windows are locked before I go to bed.

I take care do not leave my car/house keys in the door or near a letterbox.

I keep them out of sight but accessible in case of an emergency.

There is nothing on show through my windows or in my car overnight.

## GENERAL CRIME PREVENTION

My family and I are aware of the need to adapt our security awareness at different times of the year (*summer and winter risks*).

I help to keep a look out for the safety and security of vulnerable or elderly people in my community.

I always make my home look occupied when I am out or away.

I know how to contact the police to pass on general neighbourhood concerns or intelligence about criminal activity in my area.

# RESIDENTIAL NETWORKS

A community possesses a very specialised and detailed knowledge of activity in their neighbourhood. Greater Manchester Police value residential partnerships and the information shared with us.

It helps us to build a bigger picture of anti-social behaviour and criminal activity and make sure that elderly or vulnerable members of the community are not targeted by criminals.

Here are some ways to keep in touch with your neighbourhood policing team and be part of the solution to fighting crime in your community.

## Neighbourhood Watch

Probably the most well known of our residential networks is Neighbourhood Watch. GMP calls their neighbourhood watch scheme Home Watch. Your Local Neighbourhood Policing Team can tell you where your nearest Home Watch scheme is or will assist you with setting one up in your area.



*Home Watch can create a valued sense of community by:-*

- Getting to know your neighbours, especially the elderly.
- Helping to reduce local crime such as burglary, vandalism and car theft by keeping an eye out for each other.
- Providing a positive approach to combating doorstep callers and rogue traders.

Home Watch does not always involve attending meetings at other people's houses. Some of them are simply email alerts that can be passed on or newsletters. For more information on Neighbourhood Watch and useful guides visit [www.neighbourhoodwatch.com / ourwatch.org.uk](http://www.neighbourhoodwatch.com/ourwatch.org.uk)

Contact one of your local Neighbourhood Officers to find out more about schemes already set up in your area or how to set one up.

Visit the 'Your Neighbourhood' section of our website:  
[www.gmp.police.uk](http://www.gmp.police.uk)

## Facebook and Twitter

The police can also keep you informed with useful crime prevention tips or burglary alerts that you can pass onto others.

Information about criminal behaviour can also be picked up from social media and passed on to the police.

Your local area will have their own social media accounts.



### Twitter GMPolice

The main Greater Manchester Police Twitter feed, where you can find all the latest news, appeals and updates



### Facebook

Latest updates from Greater Manchester Police on Facebook



### GMPTv - Greater Manchester Police on YouTube

Watch the latest appeals and updates on Greater Manchester Police's YouTube channel.



### GMP on Flickr

View Greater Manchester Police's Flickr stream to see striking photographs of Greater Manchester, plus images from the archives.

***"If we work together we can make neighbourhoods safer places for all."***

# USEFUL CONTACTS

Police (Emergency): **999** Police (non-emergency): **101**

*Only call **999** when there is a threat to life or a crime in progress.*

For people with hearing or speech difficulties: Fax: **0161 856 6644**

To register for emergency text messages: Text 'register' to **999** and follow the instructions, accepting the terms and conditions.

Contact via Typetalk: **18000** for emergency calls, **18001 101** for non-emergencies.

Crimestoppers: **0800 555 111**  
[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

You can always give information on suspicious activity anonymously through the charity Crimestoppers.

Home Office: [www.gov.uk](http://www.gov.uk)  
*Crime prevention and statistics.*

Police UK: [www.police.uk](http://www.police.uk)  
*Crime figures for your area.*

Age UK: **0800 169 6565** (9am - 7pm). [www.ageuk.org.uk](http://www.ageuk.org.uk)  
*Age UK provides services, information and advice to older people, including home security, safety, pensions, health, care and housing.*

United Utilities; Extra Care Service  
Tel: **0845 746 1100**

*For customers who are older, poorly or with special needs. Bogus caller protection with password scheme and identity checks.*

Victim Support UK: **0161 200 1950 / 0300 3030 0162**  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

*Provides free and confidential support through trained volunteers to help if you are the victim of crime.*

Master Locksmith Association (MLA): **0800 783 1498**  
[www.locksmiths.co.uk](http://www.locksmiths.co.uk) for details. *The MLA recommends approved locksmiths that work to high standards using high quality products for locks and hardware.*

Immobilise: [www.immobilise.com](http://www.immobilise.com)  
*The UK's national property database helps police identify the owners of lost and stolen property. To register your valuables for free online.*

Soldsecure: [www.soldsecure.com](http://www.soldsecure.com)  
*Range of security products tested for a variety of purposes, from vehicle security to leisure equipment, home and office, and protecting valuables.*

National Security Systems Inspectorate (NSI) for Alarms & CCTV  
[www.nsi.org.uk](http://www.nsi.org.uk) Tel: **01628 637512** certified body that inspects companies providing home security, business security and fire safety services. Map search facility for local approved supplier's.

Security Systems & Alarms Inspection Board (SSAIB) for Alarms & CCTV  
[www.ssaib.co.uk](http://www.ssaib.co.uk) Tel: **0191 296 3242** Certified body offering a wide range of schemes for providers of electronic security, fire systems and guarding services in the UK. Postcode search facility for local approved suppliers.

British Security Industry Association (BSIA) for security companies  
[www.bsia.co.uk](http://www.bsia.co.uk) Tel: **0845 389 3889**  
*The trade association for the private security industry in the UK. Company search facility.*

Financial Fraud website: [www.financialfraudaction.org.uk](http://www.financialfraudaction.org.uk)  
*Helpful tips and advice on how to minimize financial fraud and what to do if you become a victim.*



**NOTES**

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# BURGLARY INFORMATION PACK & GUIDE



JANUARY 2018 V4