

Reducing Burglaries

in Residential Premises

A guide to reducing the risk of your home being burgled and what to do if you are a victim of burglary.



THE BLUE[™]
LAMP TRUST



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We aim to provide the best service to the residents of Hampshire and the Isle of Wight and are determined to protect them from those who want to cause them harm through the relentless pursuit of criminals.

We continue to strive to ensure there are fewer victims in the two counties through exceptional local policing and our resolve to prevent and solve crime.

Crime – particularly burglary – that takes place in the home is often felt as a violation of privacy. This is often compounded by the loss of prized or treasured possessions.

This brochure, produced in association with The Blue Lamp Trust, aims to provide the necessary information to help you protect your home and property and avoid becoming a victim of burglary, as well as giving advice on what to do should you be unfortunate enough to suffer a burglary.



Scott Chilton

Chief Constable
Hampshire & Isle of Wight Constabulary

Phone Call 999 in an emergency or 101 for all non-emergency enquiries

Web www.hampshire.police.uk

Facebook www.facebook.com/HantsPolice

Twitter @hantspolice

Burglary prevention tips

Keeping burglars at arms' length from your home helps to prevent the opportunist thief. If it looks as if you take your security seriously then they are more likely to pick on another home.

- Fences and gates at the rear of the property should be at least 1.8m high. Consider erecting trellising to increase the height to 2m.
- Fences or boundaries over 2m might need planning permission so check with the planning department at your local council.
- Ensure that garden gates are fitted with heavy duty hinges with at least one padbolt secured with a padlock.
- Fences or walls at the front of the property should be no higher than 1m to avoid giving a burglar a screen behind which they can be concealed.
- Vegetation and plants at the front should also be maintained to a low height. Security of perimeter boundaries can be increased by using defensible planting. Thorny shrubs such as Pyracantha are ideal for this.
- Ensure that items like tools and ladders are not left lying about as they could help intruders gain entry into your property.
- Consider the use of external lighting around the exterior of the property. This lighting can be either 'dusk-to dawn' lighting or the traditional motion sensor security lighting.
- Consider installing an alarm system. 84% of burglars avoid a home with a burglar alarm according to the Home Office. For added impact you could consider CCTV.

If you have any questions, or would like specific advice, please feel free to speak to your local police station or the Blue Lamp Trust. We always prefer to help prevent crime than help you through the aftermath of a burglary.

Inside **the home**

The most traumatic burglary is the one that takes place in your home. The sense of violation never leaves. By taking some simple steps it is possible to minimise your chances of becoming a victim.

What should you do?

- Ensure that property is not within easy reach of windows or on windowsills.
- Net curtains or blinds are also good deterrents and prevent individuals looking into the property.
- Remember to securely lock your doors if you are out in the back garden.
- Gravel at the front of your property can also be a deterrent as it will create a noise when walked on.
- Ensure that external leading doors and door frames all meet the requirements of your insurance policy, are strong and in good condition, and have locks that meet British Standard 3621.
- Ensure that any upvc doors are locked securely by lifting the handle before engaging the deadlock.
- Ensure that sliding patio doors that slide on the outside cannot simply be lifted up and off the runners. Consider installing patio door locks.
- Keep all keys where they are away from being accessible through the letterbox or open window.
- Ensure that all downstairs or easily accessible windows have working window locks and use them.
- Consider having an intruder alarm installed by an approved installation company. A monitored alarm system can be set to contact the police or keyholder in your absence.
- Consider putting lights and items like radio and televisions on a timer switch to give the impression that somebody is at home.
- If you rent your home, check with your landlord for permission before making any changes to the property.

Do not forget to keep your home safe as well as secure. You can get advice on fire safety in the other section of this guide.

Property **marking**

In the event that you have property stolen, the hints and tips below will give you the best chance to retrieve your lost treasures. Think carefully about items that cannot be replaced through insurance or heirlooms that are of sentimental value.

- Mark any portable and high value items with your postcode followed by your house or flat number.
- Property can be marked with an UV marking pen, or if appropriate, consider permanently etching with a special etching or electric engraving tool.
- You can also consider marking your belongings with DNA forensic marking solutions.
- Keep a list of the serial numbers of your belongings and considering registering your property and serial numbers on www.immobilise.com
- Consider taking photographs of valuables that you can't or don't want to mark, such as jewellery and ornaments.



Gardens & **Garages**

Garden sheds and garages often hold a wealth of portable equipment that can be easily re-sold. They also tend to have the least protection, making them easy targets:

- Consider fitting an alarm to your shed or garage – most DIY stores stock battery operated alarms suitable for this purpose.
- Always mark the property you keep within your garage or shed as this will help identification if it is stolen and recovered. Keep a list of property with photographs if possible.
- Make sure your garage or shed is fitted with a good strong lock, padlock, door hinges or other security device.
- Ensure that glass in any windows in garages or sheds is secure and that you have window locks fitted if appropriate. You could consider putting up curtains to prevent anyone seeing the contents of your garage or shed.
- Make sure items kept inside the garage or shed are secure – large items can be padlocked together or you could sink a post into the floor of the garage or shed and padlock any items to the post.
- Always remember to lock your shed or garage after use.
- Do not store large quantities of valuables in your shed/garage. Consider other forms of storage.
- If your garage is not in regular use, ensure that you visit it regularly to check for any signs of damage, or ask a neighbour or friend to keep an eye on it.
- Check with your insurance company that you are covered for items stored in your shed and garage.



What should I do if I've **been burgled?**

Being burgled can be a traumatic and stressful experience. The vast majority of us will never experience a burglary but sadly some of us will. In times of stress it is difficult to think clearly and rationally. We have put together the guide below to help you cope should you be unlucky enough to experience a break-in.

- 1.** If you think that your home has been burgled pause before going inside. Do not enter. The offender might still be in the home and could pose a danger.
- 2.** Walk to your neighbour's home and contact the police from there, or use your mobile phone at a different location and wait for assistance.
- 3.** Inform the police if you keep any type of weapons in your home, so they can be prepared in the event the offender is still inside. If you do go into your home avoid touching anything that has been moved/disturbed to avoid compromising evidence.
- 4.** If you think your wallet and/or bank/ credit cards have been stolen, you should contact your card provider (your bank, building society, credit card company, store card) immediately to cancel them.
- 5.** You should contact your insurers as soon as possible to tell them you have been burgled. They will require your crime number and a list of everything that has been stolen.
- 6.** If you have any concerns about home security and safety or want more information or advice, either speak to your neighbourhood officer or follow the guidance in this booklet.
- 7.** If a burglar has forced their way into your home, or you have had keys lost or stolen, you should repair or replace locks on windows and doors. If you are insured, your insurance company may be able to arrange this for you.
- 8.** If you are not insured, or if you are asked to make your own arrangements, a locksmith can do this for you. It is recommended you choose a locksmith who is a member of the Master Locksmiths Association (MLA).
- 9.** Consider installing an alarm system, you should use an NSI or SSAIB approved installer, 84% of burglars avoid a home with a burglar alarm according to the Home Office. For added impact you might add CCTV.



Visit **crimereports.com** to check crime in your local area.

What is the role of the Police?

- Our main aim is to gather sufficient information to enable us to apprehend the burglar, to prevent them from further criminal acts and to try to retrieve your property.
- A burglary can be investigated by a uniformed officer (normally from the Safer Neighbourhood Teams or Tactical Police Teams) or a detective from CID (Criminal Investigation Department) who will complete a crime report including as much information as possible on how the offender got in and what was stolen.
- As part of the initial investigation at the scene, the officers make door-to-door enquiries to ask neighbours if they saw anything suspicious.
- A crime scene investigator may also attend to search for forensic evidence such as fingerprints and other tell-tale marks of an offender's presence. We may ask to take your fingerprints for elimination against any unaccountable or suspicious marks that are found – this is standard practice.
- Specialist operations officers are often drawn up to target a specific problem area or type of break-in.
- Officers will keep the householder informed as an enquiry progress and will let them know if someone is charged and the crime is solved. However, if a crime is not solved, it is kept on file in case new information comes to light.

A crime may be solved months or even years later.

What do we do with the information?

The attending police officer will submit this information to a Crime Management Team which will then be able to decide what further police action should be taken. The information is analysed locally and any emerging criminal trends or patterns of behaviour are assessed to help devise the appropriate police response. The crime report then becomes part of local and national crime statistics, helping police build a better picture of crime in the area and form new crime-fighting policies.

Crime prevention **advice**

All officers can give basic crime prevention advice and will point out to the victim if there is an obvious security weakness which needs prompt attention. Police also make the immediate neighbours aware that a property nearby has been burgled so that, if necessary, they too can take preventative steps.

What information are we likely to need?

A detailed list of the missing property is needed including the serial and model numbers from electrical goods, and any other distinctive markings by the manufacturer or personal identifying marks such as post-codes that have been applied.

Photographs and descriptions of stolen and recovered antiques are stored on computer and similar systems in other forces around the country can be immediately searched. Officers may liaise with the antiques trade and regularly hunt through markets,

fairs and auctions for stolen valuables in a bid to reunite them with the rightful owner. High-value or unusual burglaries are considered for media coverage and property that police recover is often put on show to help trace the owner. Look out for dates and times of property displays in the local media.

What support do we offer to help deal with the stress of the situation?

As a burglary can be a traumatic experience, the police will refer burglary victims, if they wish, to Victim Support and the Blue Lamp Trust Bobby Scheme.

We know how distressing a burglary can be for people, particularly if items of sentimental value are stolen. Please speak to the officer dealing with your case. If you have any specific concerns. Alternatively, contact Victim Support on **0808 16 89 111**



Are you at risk from

Cyber Crime?

Our police checked volunteers will visit you in your own home **free of charge** to advise you on how you can stay safe online

CYBER BOBBY SCHEME

Providing **FREE** advice about online security for the vulnerable and elderly in our communities

- **WHAT IS CYBER CRIME?**
- **CYBER AND SCAM PREVENTION ADVICE**
- **HOW TO CHECK PRIVACY SETTINGS**
- **SIGNPOSTING TO OTHER ADVICE AND RESOURCES**
- **HOW TO REPORT ISSUES**
- **HOW TO RECOGNISE SCAM EMAILS AND TEXT MESSAGES**

We are a registered charity providing **FREE** advice to help you feel secure online

0300 777 0157

or visit www.bluelamptrust.org.uk



Cyber Crime Protection

When it comes to staying safe online, many people think they are not at risk. However, in reality it doesn't matter whether you are only checking emails, banking online, shopping or using social media - **Everyone is at risk.**

However, there are some very basic steps you can take to make sure that you aren't caught out by crime online, these are explained below.

Use a strong password or passphrase

Use a minimum of 8 characters or a sentence of words that you will remember, you should use a mix of uppercase, lowercase, numbers and special characters. Consider replacing letters with similar looking numbers i.e. E=3, A= @ or use foreign words.

Make sure the security software (i.e. anti-virus) is up to date

Computers are generally set to do this automatically so don't ignore the prompts to update when they flash up, do it straight away.

Keep software and Apps up to date

You will see notifications of updates as pop-ups or an alert on your app store, don't ignore and update as soon as possible.

Think about what information you put online

If you wouldn't make it public knowledge in the real world don't put it online, you never know who is reading.

Verify who an email is from before responding

If it looks suspicious, delete or check the sender, remember to use an independent means of contact and not replying directly to a suspect email.

Consider backing up certain information

If you have important documents or photos which you wouldn't want to lose, back these up on a memory stick or external hard-drive. (Always disconnect after backing-up) ignore and update as soon as possible.

When using public wi-fi don't enter personal or sensitive information

It can be easy for a criminal to access public wi-fi with the intention of capturing usernames and passwords.

Never be embarrassed to ask for help or report a cyber crime

Speak to a friend or family member or if you suspect a crime call Action Fraud or the Police.

Further sources of help can be found at:

www.bluelamptrust.org.uk/resources-for-cyber-crime/

Do carers or family members require **safe access to your house?**

Have you considered having a Key Safe Fitted?

The Blue Lamp Trust's Bobby Scheme can supply and fit The Supra C500 Keysafe™.

The Supra C500 Keysafe™ is a **Police preferred** key safe that can boast the title '**As secure as your front door**'.

"Well designed, easy to use, robust. Bought to provide access to carers and lifeline system access".

For more details call
The Bobby Scheme on
0300 777 0157

Key Safes supplied to the Blue Lamp Trust by

keysafe



THE
BOBBY
SCHEME
This is a
FREE
SERVICE



Our services are free of charge

Reducing crime and the fear of crime

Helping people feel safe and secure in their homes

Providing home

safety and security

for the vulnerable and elderly in our communities

We are a registered charity which provides a FREE home safety and security survey to assess the work needed to make the client's home safe and secure FREE OF CHARGE. We fit a broad range of equipment including:

- **DOOR & WINDOW LOCKS**
- **SPY HOLES**
- **WINDOW ALARMS**
- **DOOR CHAINS**
- **SMOKE DETECTORS**
- **CARBON MONOXIDE ALARMS**

0300 777 0157

or visit www.bluelamptrust.org.uk



Advice from your
Bobby Fitter following

your Safe and Secure check



The Blue Lamp Trust

Police & Fire HQ, Leigh Road, Eastleigh SO50 9SJ
Charity No. 1137786. Registered Company in England and Wales.
Registration No. 07267846.

Top Tips

from our Bobby Fitters



Deterrents at Home

- ✓ Display 'Beware of the Dog' signs or stickers
- ✓ Leave a pair of men's work boots or wellies outside the front door
- ✓ Consider a TV simulator to emulate the TV being on
- ✓ Install dummy alarm boxes and CCTV
- ✓ Consider using a video door bell to monitor who is at the door when you're away from home
- ✓ Install a Guard Cam security light with built in camera
- ✓ Photograph jewellery as a record and store away from the bedroom

Fraud & Scams

- ✓ Be careful with e-mails from unrecognised email addresses, avoid clicking on any links contained
- ✓ The Police, bank, building society or HMRC will not call you to advise there is an issue with your account – don't give out your account details over the phone.
- ✓ Do not give work to tradesman who knock at your door unsolicited
- ✓ Check ID badges of any unexpected callers and always use the door chain when opening the door
- ✓ Don't be afraid to say no, or ask people to leave
- ✓ If it sounds too good to be true, it probably is!

Electric blankets

- Do not fold. Roll or store flat.
- Unplug at night - unless thermostatically controlled.
- Do not buy second hand.
- Test regularly - Replace every seven years.

Portable Heaters

- Try to secure heaters against a wall for stability.
- Keep heaters clear from curtains and furniture.
- Never use heaters for drying clothes.



For further information and advice on any aspect of fire safety in the home please contact our Community Safety Department on:

Hampshire & Isle of Wight Fire and Rescue Service

Tel: **023 8064 4000**

HIOWFRS does not endorse any company, products or services.

Bedtime **checklist**

General Checks

- Close inside doors at night to stop a fire from spreading.
- Turn off and unplug electrical appliances unless they are designed to be left on - like your freezer.
- Check your cooker is turned off.
- Don't leave the washing machine on.
- Turn heaters off and put up fireguards.
- Put candles and cigarettes out properly.
- Make sure exits are kept clear.
- Keep door and window keys in a safe place, away from the door itself, and tell members of your household where they are.
- You are more at risk from fire when asleep.
- Avoid charging phones, iPads and laptops overnight.
- Avoid using dish washers, washing machines and tumble dryers overnight.

Candles

- Make sure candles are secured in a proper holder and away from materials that may catch fire - like curtains
- Put candles out when you leave the room, and make sure they're put out completely at night.
- Use a snuffer or a spoon to put out candles. It's safer than blowing them out when sparks can fly. Children and pets shouldn't be left alone with candles.

Cigarettes

- Never smoke in bed.
- Use ashtrays and empty to an outside bin regularly.
- Use child resistant lighters or matchboxes and keep out of reach of children.
- Take extra care if you smoke when tired, use medication or have been drinking alcohol - you could fall asleep and cause a fire.
- Stub out properly and dispose of carefully.

How to prevent common fires in the kitchen

- Do not leave cooking unattended - take pans off the heat.
- Take care when wearing loose clothing - it can easily catch fire.
- Keep electrical leads, tea towels, and cloths away from oven or hob.
- Spark devices are safer than matches or lighters to light gas cookers.
- Switch off oven or hob when you have finished cooking.
- Never leave children alone in the kitchen.
- If you deep fry food, consider buying a thermostatically controlled electric deep fat fryer

**Do not tackle pan fire: get out,
stay out
and call **999****

- 1.** Never throw water over it
- 2.** Turn off the heat if possible
- 3.** Do not move the pan

Carbon Monoxide

the silent killer

You can't see it, taste it or smell it. That's why it's important to install CO detectors within your home and be aware of the danger signs and symptoms of CO poisoning.

Symptoms of carbon monoxide poisoning

The early symptoms of CO poisoning can easily be mistaken for other common ailments and can develop quickly or over several days or months. These include:

- A headache
- Feeling dizzy and sick
- Feeling tired and confused
- Being sick and/or having stomach pain
- Shortness of breath or difficulty breathing

What to do if you think you are suffering the effects of CO poisoning

- **If you can, leave the property immediately. If not open the doors and windows to ventilate the room**
- **Switch off all gas appliances. Don't use them again until they have been checked/made safe by a registered gas engineer**
- **If appropriate, seek urgent medical advice from your GP or your nearest A&E department**



Electrical **safety**

Keep all electrical appliances clean and in good working order

- **Don't overload sockets - keep to one plug per socket**
- **Unplug appliances when not in use or when you go to bed**
- **Always use the correct fuse**
- **Check and replace old cables and leads with genuine replacements**
- **Do not place cables under carpets and mats**

Lights

- **Keep curtains and other fabrics away from light bulbs**
- **Do not exceed the maximum wattage on shades or fittings**

Check electrical appliances for signs of:

- **Loose wiring**
- **Scorch marks**
- **Hot plugs and sockets**
- **Fuses that blow**
- **Circuit-breakers that trip**
- **Flickering lights**
- **When using extension leads ensure it is unwound**

Use the list above to safety check your electrical appliances. If you find any faults or have any concern, isolate the appliance and consult a qualified electrician



Your home **escape plan**

Every day two people die in fires. You can survive a fire as long as you plan what to do before a fire starts

One of the most important things you can do is to plan your escape route. It is much easier to follow a pre-prepared plan, like you would at work, than to start planning one at 4 o'clock in the morning when the smoke alarm sounds. Also think about what to do if you can't leave by this route; which room should you escape from?

Think about having an "escape room", one that is the best room in the house to survive in. It should have:

- A door.
- A large enough window to climb out of (and a firefighter to get in through)
- Access at the front of the house so the firefighters can see you as soon as they arrive.
- Have grass or earth below the window and it is even better if there is a shed or porch below the window to climb down onto.

If your clothes catch on fire:

- 1.** Stop, drop and roll
- 2.** Don't run
- 3.** Lie down and roll around
- 4.** Smother flames using a heavy material like a coat or blanket

Fire safety in the home



A guide for householders to keep safe from fire

Remember: Test it, Change it, Replace it

Smoke detectors

- Fit a smoke detector on every floor of your home, ideally on the ceiling of a hallway or landing.
- Don't put a smoke detector in the kitchen where it can be set off accidentally.
- Test the batteries once a week. Long life smoke detectors are available.

Be prepared

- Plan your escape routes and keep exits clear.
- The best route is the usual way in and out of your home.
- Get everyone to practise your escape plan.
- Keep door and window keys handy - tell members of your household where they are.

In the event of a fire, don't tackle it yourself - leave it to the professionals.

- **Raise the alarm.**
- **Wake everyone up if you are asleep when detectors alert.**
- **Get everyone out of the building together.**
- **Don't investigate the fire or rescue valuables.**
- **If there is smoke, keep low where the air is clearer.**
- **Check door temperatures and don't open if warm - the fire is on the other side.**
- **When you are clear of the building call 999.**



Our aim is to make life safer and that mission underpins everything we do. As residents of Hampshire and the Isle of Wight you should know that we will


always be there in an emergency. However it is also vital to us that you can protect yourself from fire, and the most effective way to do this is to prevent the fire in the first place. Fire can cause injury, and worse still death. It leaves homes devastated and the loss of irreplaceable personal items, such as family pictures, can be very upsetting. Through this brochure, and in association with the Blue Lamp Trust, we are providing a range of useful information that can help you protect yourself, your property and your possessions from the risk of fire and we hope prevent a fire ever occurring in your home.


Neil Odin

Chief Fire Officer
Hampshire & Isle of Wight
Fire & Rescue Services



For further information and advice contact our
Community Safety Department on **02380 644000**

 [facebook.com/HampshireIOWFireService](https://www.facebook.com/HampshireIOWFireService)

 [@HantsIOW_fire](https://twitter.com/HantsIOW_fire)

Fire Safety

in your home

A guide to householders to keep safe from fire



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