



Heddlu • Police

**DYFED
POWYS**



Burglary advice pack

Your crime reference number is: _____

The officer dealing with
this investigation is: _____

Telephone: _____

Email: _____ @dyfed-powys.police.uk



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Our service to you

Dyfed-Powys Police is committed to providing a high standard of service to everyone who visits or lives in the area.

This pack will guide you through the process if you have been burgled as well as provide you with useful information to reduce the risk of crime in the future.

What to expect from the police

The next steps:

- An officer will carry out initial enquiries about the incident, take a statement and record details of stolen property.
- An officer will review your incident for opportunities to collect fingerprints, forensic evidence and view any digital recording opportunities.
- Officers will conduct house to house enquiries and identify digital recording opportunities from nearby homes and buildings.
- If you identify stolen property on any online marketplace or its location we will act promptly to try and recover it.
- You will receive a follow-up call from the officer in charge of your case within seven days of the burglary being reported. It is their duty to keep you informed about progress and will let you know if anyone is charged for the burglary. Contact the officer dealing with your case by calling or emailing using the details on the front of this pack. Please remember officers work shifts and may not be able to respond straight away.



What you should do now

As soon as you are aware that you have been the victim of a burglary and/or your property has been stolen:

- Contact your bank/building society/credit card company **immediately** to cancel any bank/credit cards you think may be missing – do this even before you report the incident to the police.
- Contact your insurers.

Cancel bank/credit cards

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.

If you contact your card provider within 24 hours you may be able to get your money back if a thief uses your cards. However, each case is treated individually.



Contact your home contents insurer

You should contact your insurers as soon as possible to tell them you have been burgled.

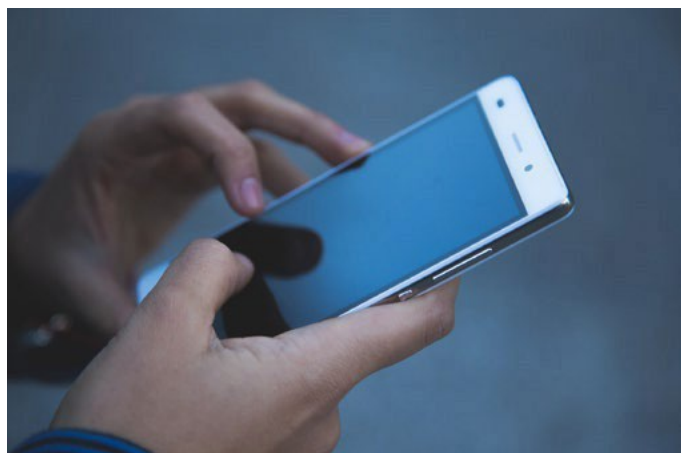
Your insurers may wish to take some details over the phone, send an assessor to your home or send you a claim form to fill in. They will require your **crime number** and a list of everything that has been stolen. This should be done **in addition** to completing and returning the stolen property forms in this book.

Your insurers may also provide you with a claim reference number.



Contact your mobile phone service provider

If your mobile phone has been stolen, you should contact your mobile phone service provider as soon as possible. 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.





What next?

We know how distressing a burglary can be for people, particularly if items of sentimental value are stolen. Please speak to the officer in charge if you have any specific concerns. Alternatively, contact Victim Support UK using the contact details in the 'Useful Contacts' section of this guide.

If you have any concerns about home safety or want more information or advice, either speak to your neighbourhood officer or follow the guidance below. You can also visit www.dyfed-powys.police.uk for more information.



Replace door and window locks

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 should be able to arrange this for you.

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). All MLA members are inspected and approved by the association, and work to the highest standards using high quality products. For more information visit www.locksmiths.co.uk or call **0800 783 1498**.

Record valuable items

Being burgled can be a traumatic experience. This may mean you can't remember details about items that have been stolen when you first report the burglary to the police or you may discover other items are missing later on.

The **stolen property record** form in this pack will help you to list exactly what items have been stolen.

Please include:

- model and serial numbers (may be found on receipts or old documents)
- identifying marks such as scratches, dents or property marking
- descriptions of unusual or unique items, such as jewellery or silverware
- photographs or catalogue pictures of items where available
- details of any items that have been postcoded or marked with forensic solution
- details of any items you have registered on www.secureassetregister.com

Accurate and detailed information about stolen items will help the police to:

- identify your property and return it to you
 - make sure burglars are prosecuted
 - help insurance claims progress smoothly.
-

Reducing the risk of a further burglary

For a short period of time after a burglary there can be an increased possibility of either the same home or nearby homes being burgled. This is because the burglar now has some knowledge of how to get into the home or similar homes. This can be worrying but there are steps you can take to minimise this risk.

Most burglaries occur when a thief comes across an opportunity. We recommend that you install a 'WIDE' combination of security devices at your home as a minimum deterrent to reduce these risks. As well as implementing a WIDE combination there are some other actions you can take to remove opportunities.



W

Window
locks



I

Indoor lights on
timer switches



D

Double or deadbolts
fitted to doors



E

Exterior lights
on a sensor



Back gate:

Stop access to your back garden. It is really important. Install strong fences and gates and make sure they are kept locked. Make it difficult for burglars to climb over them by adding trellis and spiky plants. Burglars enjoy the privacy of a back garden as it allows them to spend the time they need to get into your home often by smashing patio doors.



Install CCTV and digital doorbells:

Install external CCTV or digital doorbells. Burglars don't want to be seen and these devices can capture evidence we can circulate amongst our officers and the public. Guidance on installing domestic CCTV can be found at www.gov.uk



Can your neighbours see your entrances and exits?

Increase the visibility of the entrances and exits of your home. Cut back and remove any plants, bushes and high fencing that block your neighbour's view of your home's entrances and exits. Burglars do not want to be seen as they may get caught.



Mark your property with forensic marking liquids:

Use forensic marking liquids to increase the likelihood of getting your belongings back. These liquids act like DNA evidence and can be used to link recovered property back to you. Popular brands include SelectaDNA and SmartWater.



Check if valuables are on show:

Check what valuables can be seen from the outside of your home. If there are items that may look tempting to a burglar remove them from view.



Wheelie bins, tools and heavy garden objects:

Wheelie bins left out the front offer burglars help to get over your fences. Tools and heavy objects left out help them smash or force their way in. Put them away.



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Additional tips:

- Lock all windows and doors before you go out or go to bed.
- Fit security measures such as intruder alarms, door chains and locks.
- Don't leave keys (including car keys) or valuables on display near doors or windows.
- Keep garages and sheds locked and alarmed where possible.
- Never hide spare house keys outside or in a shed.
- Dispose of packaging carefully - empty boxes left outside advertise your valuables.

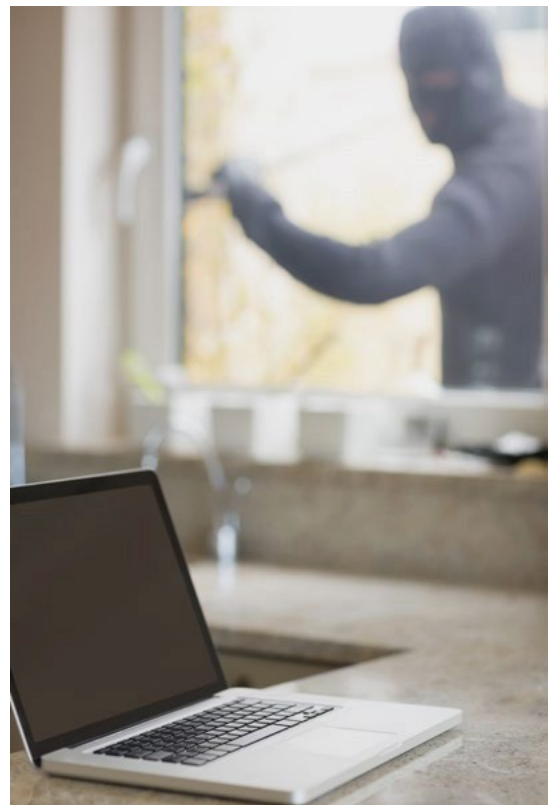
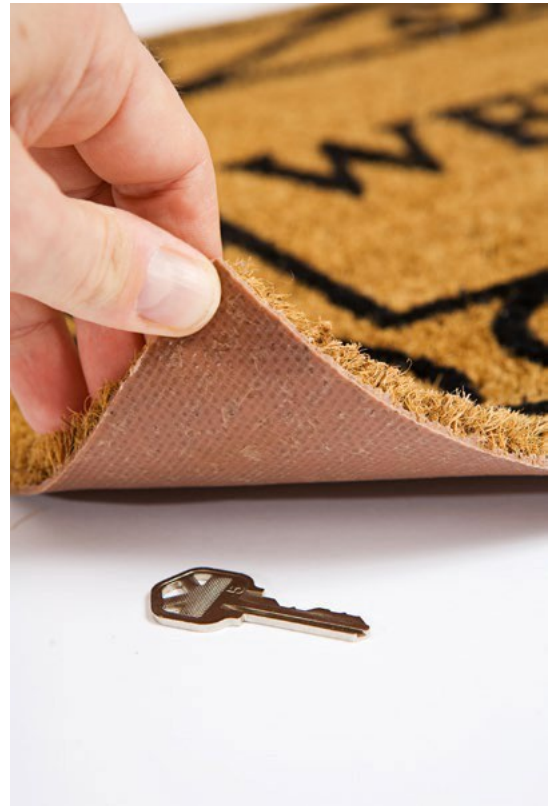
If you go away

- Use timer switches on lights and radios to give the impression that someone is home.
- Cancel regular deliveries, such as milk and newspapers.
- Make sure garden furniture is stored away and lock sheds and gates.
- Ask a relative or trusted neighbour to pop in and move any post from inside your door
- Arrange for the curtains to be opened and closed while you are away.
- Offer your neighbours the use of your driveway.

Get insured

If you have home contents insurance you know that stolen belongings can be replaced, although an insurance claim will never compensate for the loss of items of sentimental value.

There are many home contents insurers on the market offering different levels of cover and affordability.





Security-mark your property

Marking your property may help to deter thieves, but can also increase the chance for police to return lost or stolen items to their rightful owners.

There are a number of different ways of marking your valuables, including:

- **Ultra violet (UV) or invisible marking** – UV pens put an invisible mark on your property that can only be seen under a UV lamp. These markers are available from most stationery shops.
- **Damage marking** – Garden equipment, heavy electrical items and power tools can be marked with a painted sign, making them easy to identify and deterring thieves. However, this may reduce the resale value of the item.
- **Engraving or etching** – Both methods are suitable for many hard surfaces and can be done using an electric engraving tool or hand engraver.
- **Ceramic marking** – Ceramic marking pens are designed to mark china, glass or glazed surfaces. They do not cut or scratch the surface but do leave a permanent mark.
- **Forensic marking solutions** – These are harmless solutions that contain a unique forensic code (like a fingerprint), making it easy to identify marked items.
- **Specialist marking (valuable items)** – Marking items like jewellery or antiques can be difficult and could reduce their value. Ask at a good quality jewellers or antique shop for advice on security-marking these kinds of items.



Remember...

When security-marking your valuables, always include information that will identify the owner, for example a postcode.

Other useful advice

- **Photograph your valuables** – Take colour photographs of any items that you do not want to mark, paying special attention to any distinguishing marks such as initials or crests. Photographs should be taken against a plain background and include a ruler to give an idea of size.
- **Keep a record of your valuables** – Keep receipts and details of valuable items, such as serial numbers, somewhere safe in case you need them, or consider registering them on a national property database such as www.secureassetregister.com

Register your property

Secure Asset Register is an online property register, with a database used by police forces to trace owners of lost/recovered stolen property. You can register the serial numbers of your valuables by creating an account using their secure website www.secureassetregister.com

Registering will mean that if the police recover your property, they can quickly identify you as the rightful owner.

Unexpected visitors

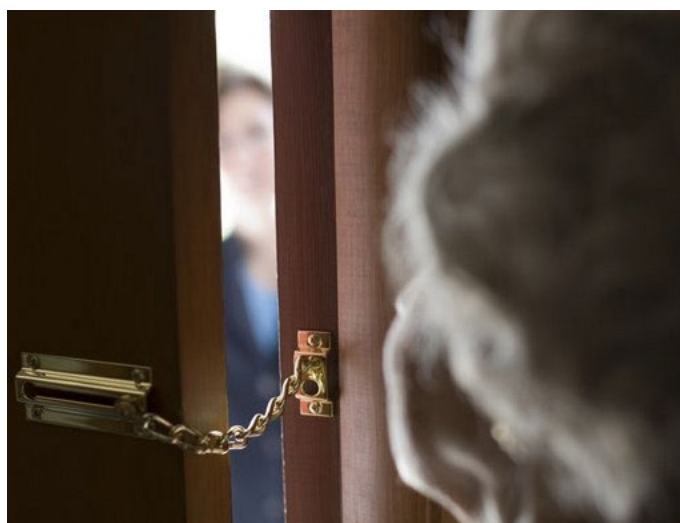
Most people who call at your home will be genuine. But sometimes people may turn up unannounced and try to trick their way into your home to steal your valuables and money. These are known as 'distraction burglars' and 'bogus callers'.

They may work alone, in pairs and could be male or female. They could pretend to be from a water, gas or electric company, or use children to trick their way in.

Avoid keeping large amounts of cash at home. When a stranger calls at your home, remember:

Lock, Stop, Chain, Check

- Be cautious.
- Lock back doors and windows.
- Use a spyhole and chain and ask who the caller is through the door.
- Never leave the door unattended.
- Ask for and check their identification, even if the appointment is pre-arranged.
- Call their company yourself (not on a number they provide) to check they are genuine.
- Ask them to leave and come back another time when someone can be with you.



If in doubt, keep them out.

If you think you have a bogus caller at your door, call police on **999**.

Join Neighbourhood Watch

Neighbourhood Watch schemes are groups of volunteers who work in partnership with the police and the local council.

They distribute advice on security and safety within a designated area and help to make sure that elderly or vulnerable members of the community aren't targets for criminals.

To join a local scheme or for more information:

- Visit www.ourwatch.org.uk





Useful contacts

Reporting crime

Call **101** to report a non-urgent incident or talk to your local officer. In an emergency or if life is in danger, call **999**.

If you are Deaf or speech impaired, text '**Police**', and your message, to **60066**.

To give information about a crime anonymously call Crimestoppers on **0800 555 111**.

Crime prevention

For more safety or crime prevention advice, call **101**, or visit www.dyfed-powys.police.uk

Neighbourhood Policing and Prevention teams

Each area has an accessible and dedicated team of police officers and police community support officers on hand to give advice and respond to the needs and priorities set by the local community.

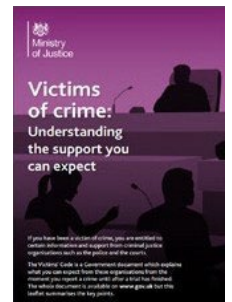
To contact your neighbourhood officer or for details of policing in your area, visit www.dyfed-powys.police.uk and enter your postcode under 'Your Area' tab.

Victim Support

Victim support offers a personalised, emotional and practical support to help victims, families and witnesses survive crime and make them stronger. The service is free and confidential, whether or not the crime has been reported and regardless of when it happened. If you've been affected by crime, contact Victim Support on 0300 123 2996. Lines are open Monday to Friday 10am-6pm.

Ministry of Justice victims code of practice advice leaflet

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/831959/adult-victims-code-leaflet.pdf



Other organisations

These numbers are for guidance only.

- **Age UK** – provides services, information and advice to older people, including home security, safety, pensions, health, care and housing. Call **0800 169 6565** between 8am and 7pm or visit www.ageuk.org.uk for details.
- **Master Locksmiths Association (MLA)** – recommends approved locksmiths that work to high standards using high quality products. Call **0800 783 1498** or visit www.locksmiths.co.uk for details.
- **Secure Asset Register** – One of the UK's national property database helps police identify the owners of lost and stolen property. To register your valuables for free, visit www.secureassetregister.com



Stolen property forms

On occasion, there may be too much property stolen to accurately remember and record it all when an officer first attends your home. If this is the case, it is important that you provide us with details of any additional items as soon as you can after our visit, to help with our investigations and to maximise our chances of recovering it for you.

A copy of the form is available electronically at the back of this pack, or contact the officer in the case by email or phone.

When completing the form, you should include property already described when first reporting the crime, as well as details of any additional items that you have since discovered have been stolen.

Please make sure all fields are completed.

To help us take action as quickly as possible, please complete the form electronically, and return it to us by email to the officer in the case.

Alternatively you can print the form out, fill it in and return it to the officer's station.

Please note that it will take our teams longer to process your form manually.

If you have any queries or need help to complete the form, please contact the officer in the case.

Describing your property

The description of an item should include any information that might help to identify and recover the property.

Guidance notes

Please enter as much detail about the item as possible in box A, using one line for each stolen item. If the item has been recovered, please state this in the description box, giving the date and where it was recovered from if possible.

There are examples shown on the form to guide you.

We do not require bank account details, only your name and the name of the bank concerned.

The IMEI number for your mobile phone can be obtained from your service provider or from the box your mobile phone came in, if you still have this.

It is important to provide the serial number of an item that has been stolen, as this improves the chance of recovering it and helps with the detection of crime. However, we cannot guarantee that if you do provide these details, the item will be located if stolen.

All completed forms should be returned via email where possible to the officer in the case. Please include photographs of any items of property, that you may have.



Stolen Property Form

Property details _____ Crime reference number: _____

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A. Full description of stolen property to include make and model Or Type of card, i.e. Debit/credit cards. Paying in book/cheque book and bank name.	B. Name indicated on item	C. Any identifying numbers, serial, fleet number, IMEI device number. Please indicate which.	D. Any identifying marks (and what they are). State postcode if this is marked on item.	E. Colour	F. Value
Example: Visa debit card	Mr A Other				
Example: 9ct yellow gold mental ring with solitaire diamond		28/10/2010	Ring is best. Date on the inside	Gold	£350.00
Example: 24v drill in black box with two batteries. Make and model.		Initials Mr A.O. Serial number 123456	Battery is marked with initials and box is broken at the corner.	Green and black	£250.00
Examples: Mobile phone. Make and model.		IMEI123456789012		Black	£200.00



Stolen Property Form

Property details _____

Crime reference number: _____

A. Full description of stolen property to include make and model Or Type of card, i.e. Debit/credit cards. Paying in book/cheque book and bank name.	B. Name indicated on item	C. Any identifying numbers, serial, fleet number, IMEI device number. Please indicate which.	D. Any identifying marks (and what they are). State postcode if this is marked on item.	E. Colour	F. Value