

Tilley Award 2004

**Burglary Reduction Project with an emphasis on Repeat Victimisation
Partnership Project**

Cleveland Police, Safe in Tees Valley and the Crime and Disorder Partnerships of:

- Middlesbrough
- Stockton
- Hartlepool
- Redcar and Cleveland

Endorsing Chief Officer (s)

- Cleveland Police
- Safe in Tees Valley
- Crime and Disorder Reduction Partnership

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Burglary Reduction with an emphasis on Repeat Victimisation

Summary

The government has put in place targets to reduce domestic burglary by 25% over the six year period April 1999 to March 2005. Central to addressing 'repeat' incidents should be a strategy to avoid becoming a repeat.

Research by Safe in Tees Valley in 2001/2002 revealed the approach to domestic burglary across the Cleveland Police area was inconsistent and ineffective. This resulted in a poor service to victims and an inaccurate recording of crime details. Responses were often hampered by a lack of basic, timely information and no resources to address the problem. The project outline developed the initial work and aimed to:

- Develop a way forward to prevent a first time burglary victim becoming a repeat victim
- Reduce the number of domestic burglaries through highlighting circumstances of repeats, the predictive characteristics and introducing minimum standards of investigation
- Provide timely and effective intervention for victims
- Provide a Burglary Investigation Pack
- Improve partnership working through information sharing

The problem was evidenced by:-

- Interviews with victims and completion of a comprehensive questionnaire
- Interviews with police officers at all levels
- Analysis of Crime data identified the high proportion of repeat victims
- Consultation with four Crime and Disorder Partnership Managers and associated agencies.

Key to the project was contact with and collection of data from burglary victims. Three factors were considered when assessing vulnerability and risk:

- Property Type
- Location
- Victim Characteristics

Response to the problem was achieved by:

- Introduction of a systematic response from 1st call by victim through to investigation
- Introduction of a Burglary Investigation Pack
- Early intervention on a daily basis to identify and visit repeat victims
- Undertake thorough security survey
- Provide bespoke security improvement service to victims
- Improvement of victim reassurance by spending time with victims, providing advice and points of contact with police and other agencies

- Developed a database to establish a profile of repeat victim/property characteristics
- Interviewing of twelve post custody burglars
- A daily feedback to partners agencies
- Regular media campaigns

Impact of response and how measured?

- 20% reduction in domestic burglary over a 12 month period
- 28% reduction repeat burglary offences over a 12 month period
- Sustainable, systematic model which has assisted officers in the delivery of a professional investigation process
- Evidence of improved victim satisfaction (returned customer satisfaction forms)
- Sustainable public awareness - burglary alert cards
- Over 600 victims in receipt of security improvements, tailored to their individual needs

Introduction

Cleveland Police comprises of four BCU's *. This geographical area is serviced by four Local Strategic Partnerships and CDRP's * all co-terminus with each BCU. Safe in Tees Valley a unique sub regional Community Safety Partnership acts as a catalyst for many Crime Reduction and Community Safety Initiatives.

This project had active support from:

- All four CDRP Managers
- All four Police BCU's from District Commander through to C.P.O's*
- Victim Support Service
- Age Concern
- Youth Offending Team
- Probation Service
- Joint Strategy Unit
- Home Office – Police Standards Unit
- Government Office North East

The project aimed to focus upon the victim, introduce minimum standards of investigation through the development of a sustainable process. The rationale being, if householders were prevented from becoming first time victims, this would logically reduce the opportunity of a repeat attack.

In accordance with the **SARA** problem solving model, this project was subject to constant review and modification. The project was initially funded by Government Office for the North East and latterly by the Home office Police Standards Unit. The project term being July 2002 to 31st March 2004.

All partners saw this high volume crime as a priority and in line with Government Targets the CDRP's identified this within their action plans 2002-2005. (Cleveland No 4 in HMIC*Matrix of Indicators 2001-02)

There was no BVPI* and no clear definition of a repeat victim. It was agreed, with partners the definition of a repeat victim for purposes of this project would be:

Any Person who has been the victim of a dwelling house burglary or attempted burglary within a rolling twelve month period

A key part of the project was contact with and collection of data from all burglary victims. Three factors were considered when assessing vulnerability and risk:

- Property Type
- Location
- Victim Characteristics

Scanning

The team embarked upon a period of consultation to establish effectiveness of existing procedures. It also sought to gain consensus as to the best way forward in bringing partners together in meeting burglary issues in a co-ordinated and structured form. Cleveland Police has a three tiered response in place to deal with repeat victims. It appeared that only Stockton was adhering to it.

Using the **SARA** model a number of problems requiring remedial attention were identified:

Table 1 - Problems, Response, Result

<i>Problem</i>	<i>Response/Result</i>
No standardised procedure in the Communications Centre for dealing with repeat calls	Technological support/automated menu prompts introduced into the Communications Centre to assist in the management/recognition of repeats
Limited time spent by officers at scene	Commitment by the Force for officers to spend more time with victims working through a consolidated investigation pack
BCU's* retrieving repeat victim burglary crime information	Centrally based project team provided timely and accurate crime data to BCU's on a daily basis by accessing Crimes Recording systems in both police forces
Differing levels of commitment to the problem of repeats	An agreed system of a priority approach implemented across all BCU's, i.e. victims visited with 24-48 hours, survey undertaken, security improvements carried out promptly
Confusion over information sharing	Protocols introduced servicing the flow of data between agencies and across BCU's – Police, CDRP's * and Victim Support
Poor quality of crime report details	Burglary Investigation Pack introduced
No accurate or detailed analysis of who, what where or when the problem was arising	Project team in association with J.S.U.* took ownership of analytical function in providing statistical data at a force, BCU and ward level. Full breakdown provided in the guise of <ul style="list-style-type: none"> • Mapping – geographical distribution • Trends • Hotspots • Prevalence • Characteristics– victim/property/m.o.
No funds for project to Target Harden Properties	Negotiations with police and CDRP's* ensured funding for Target Hardening

It was accepted that these deficiencies required urgent and detailed attention. This would only be achieved if dedicated resources e.g. C.P.O's, Crime Scene Investigators, Research staff and Local Authority Community Safety Departments were committed to the project.

Ongoing consultation was the theme throughout this initiative with the Project Team providing and receiving feedback as to progress and developments at individual, group and organisational level.

Analysis

The following methodology was adopted by the project team in its analysis:

- Desk Research ◊
- Consultation
- Development of Working Practices
- Data Collection and Analysis Issues

Analysis confirmed that domestic burglary was a significant problem across the Cleveland Police area, compounded by the fragmented and uncoordinated approach, evidenced across BCU's. Furthermore, inconsistent approaches by police officers and associated partners resulted in a poor service delivery to victims. It was established that repeat activity mirrored trends of first time burglary offences.

As can be seen at Table 2 local first time burglary trends are replicated nationally

Table 2 National and local domestic burglary figures

<i>Year</i>	<i>National Burglary Figure</i>	<i>Cleveland Burglary Figure</i>
99/00	442,602	7717
00/01	402,984	7138
01/02	430,361	8235
02/03		7321

(Figure for 03/04 n/a)

Table 3 represents the number of first time and repeat offences of domestic burglary

Table 3- Repeat Burglary figures Jan 02 – Dec 02, Jan 03 – Dec 03

<i>Year</i>	<i>Burglary Figure</i>	<i>Repeat Burglary Figure</i>
Jan-Dec 02	8189	1258
Jan-Dec 03	6553	907
Reduction Total	1636	351
Reduction %	20%	28%

◊ See literature review in appendices section

Survey Information

All identified victims were visited and personal data together with security information was collated for analysis purposes. Survey information revealed:

- Trends
- Hotspots
- Predictive characteristics

Response

Through consultation at practitioner and strategic level the project was taken forward. A systematic and time banded project plan was established. The project life was twenty one months. Key areas within the process were:

- Call Handlers now working to a structured process across all BCU's in their initial management of burglary reports
- Introduction of a Burglary Investigation Pack for the benefit of victims and officers. This has resulted in a more thorough approach to the investigation of burglary (officers now spending an average of 67 minutes with the victim, as opposed to 5-7 minutes)
- Project Team provided burglary details to each BCU on a daily basis, from computerised crime recording systems
- Victim video produced and used at project launch and as a training aide
- Database and data sets were developed and maintained by the project team
- Districts adopted a high priority response, delivered by C.P.O's. This response was agreed by all BCU's and CDRP's
- When C.P.O's could not make contact with victim the details were referred to the project team who would undertake victim visits
- Those victims who proved difficult to contact were written to on two occasions with an average of up to five visits spread between the C.P.O's and the project team
- Bespoke target hardening was carried out with priority to vulnerable victims
- Convicted burglars were interviewed to establish what crime prevention methods deterred them
- All completed questionnaires were returned to project team and entered onto database for monitoring and evaluation purposes
- Project Team attended burglary task groups and other crime initiative meetings to share good practice and provide project updates
- To generate and maintain press/media interest

It was considered by the Project Team that the 'offender element' played a significant part in understanding repeat domestic burglaries. *"No offender no burglary"*. A number of convicted burglars were interviewed in an attempt establish what deters them from committing a burglary. As a result arrangements were made, through the Hartlepool Dordrecht scheme to interview convicted burglars, all of whom had served custodial sentences

Footnote The Hartlepool Dordrecht Initiative is a partnership between the local Police, the Probation Service, the Health Authority and other agencies to reduce offending by persistent post custody adult burglars in the Hartlepool area

Assessment

The project was costed and the project team with support of the police and local authorities ensured adequate resources were assigned to the problem, (C.P.O'S, Local Authority Community Safety Department staff and Analytical capabilities).

Ongoing consultation and feedback with partners were key elements for project direction. Formal and informal meetings were held regularly. As a result of which:

- a) Amendments were made to the call handling process
- b) Amendments were made to the Burglary Investigation Pack to ensure its practical benefits for both victims and officers
- c) Amendments were made the composition of the survey report form
- d) Project team taking over visits to victims (after accreditation by C.P.O's to undertake surveys).

Victims

Is repeat victimisation linked to the characteristic of the person living at the target property?

The research undertaken confirms there are many characteristics that can inform partners who could be a potential repeat victim of domestic burglary. These characteristics if recognised in the first instance could prevent a first time burglary victim becoming a repeat victim. It can now be said that the above statement is true. The following are the most dominant features of a potential repeat victim in the Cleveland Police area:

- Single person (26%)
- Benefit recipient (32%)
- Female (49%)
- Aged 25-44 years (33%)
- Unemployed (31%)

This list describes the typical characteristics of most personal circumstances of residents in the deprived, high burglary areas and have been included in the Burglary Investigation Pack as a guide to officers.

Property

“Does the type of property make it more vulnerable to repeat victimisation?” Targeted properties were houses and more specifically older terraced properties Methods of entry varied across the five districts and appeared to be dictated by age, style and location. Middlesbrough continued to suffer rear alleyway attacks, whereas in Hartlepool and Stockton the front door was the popular point of entry.

“Is vulnerability, in terms of repeat victimisation associated with specific geographic locations?”

Domestic burglary would appear to have a concentration in town centre areas, with Middlesbrough experiencing higher levels.

- This project has shown that, albeit not exhaustive, evidence indicates that it is the geographic area, rather than the property which increases the probability of it being burgled.
- Analysis at ward level revealed that those areas with the highest burglary rates tended to experience the highest percentage of 'repeats'.
- This initiative has shown that repeat victimisation tends to occur in those areas with higher levels of poverty.
- Repeat offences also occur in areas where there are less owner occupied houses and more 'other' tenure properties, including those owned by private landlords. This suggests repeat victimisation has an association with the less stable, more transient population
- Older properties tend to have wooden windows/doors which are easier for a burglar to force
- Many older properties are not maintained and again provide ease of opportunity for the offender
- Window locks – the majority of victims did have window locks fitted however this has not stopped them being attacked; Middlesbrough and Langbaugh demonstrated that the preferred point of entry was via a rear window
- Point of entry into property across the four districts appeared varied and dictated by age, style and location.
- In view of the disparate points of entry consideration should be given (funding permitting) to providing a bespoke service in relation to security improvements. In essence an odd timer switch, door bolt or chain may be of some assistance, but experience has found that bespoke target hardening is the only way forward. This has been accepted in all CDRP's who are in the process of identifying funds for this purpose.
- Terraced housing is more vulnerable than any other type of housing, with mid terraced houses being the most open to attack (not end terrace property).
- Analysis has indicated more houses without alarms are attacked, as opposed to those fitted with a functioning system. Offenders interviewed were ambivalent to alarms, but did indicate a limited preference to break into property where no alarm was fitted

Preventative Measures

Security Lighting

Whilst there has been an increase in the use of internal timer switches during the project term (Cleveland held a Light against Crime Campaign) there is still a need to educate the public in relation to the use of outside security lighting. The tables below gives clear evidence to support this. Offenders did say security lighting deterred them.

Timer Switch information

Table 4 – Internal timer switches

<i>District</i>	<i>Total No. not having internal timer switches (project term)</i>	<i>Total No. not having timer switches Nov 2002</i>
Hartlepool	39%	90%
Middlesbrough	57%	97%
Stockton	35%	89%
Langbaurgh	56%	100%

Table 5 – External security lighting

<i>District</i>	<i>Property did <u>not</u> have security lighting</i>
Hartlepool	41%
Middlesbrough	57%
Stockton	48%
Langbaurgh	47%

Neighbourhood Watch

93% of victims interviewed were unaware if schemes existed in their area. There is a clear need to keep schemes focused and informed for them to be impactful in any crime reduction programme. The sub region is now actively seeking a co-ordinator to focus upon a more dynamic approach, with links to the National Intelligence Model.

Repeat Offenders

Twelve interviews with offenders revealed common themes about offender behaviour:

- The majority committed burglaries in their own locality and on foot **“where they felt safe”**
- 25% spoke of third party involvement., milkmen, taxi drivers and window cleaners were responsible for supplying details of empty houses
- Most were opportunist and decided on the spot to select a certain property
- Alarms do deter them, but one did speak of foaming boxes and cutting wires.
- Double glazing did not deter them, as some double glazed windows can be ‘popped’ quite effortlessly
- Security lighting does act as a deterrent. A house in darkness is classed as an open invitation. External lights such as Dusk ‘til dawn lights, which create a permanent pool of light, do create problems. However Passive Infra Red lights, can be pushed aside, letting them work in darkness
- Noise does concern them, but they are prepared to force a window/door – “who takes any notice of one thud”. Once inside a property their first priority is to identify their egress.

- They will put a chair or similar object against the door in the room where they are working to frustrate any entry by the occupier
- 70% decided not to return to the same address as they assume that the householder would have tightened up security
- 30% returned to the same property to steal items identified on their first visit. They now know the layout of the property and felt that they had secured a successful escape route

A New Way of Working

From the initial project it was evident that a more effective and sustainable way of dealing with burglary could be achieved by:

- Drawing upon the initial research findings
- Creating a coordinated victim focused approach for partner agencies

This was accomplished by the development of a:

- Robust call handling process adopted across all four BCU's.
- A Burglary Investigation Pack comprising of four parts:
 - Part 1 remains with the victim giving advice and information
 - Part 2 is a survey of the property which is completed by the officer and forwarded to the CPO for further work
 - Part 3 is the crime report
 - Part 4 – Four burglary alert cards which are delivered to the victims neighbours

This Investigation pack was trialled before it became an adopted document. It was initially piloted in one of the four districts before being launched throughout the force, with the support of the forces senior managers and practitioners. Using feedback from victims and officers there is in place now a successful framework to work to when dealing with reports of burglary thereby providing a more professional service.

The project has been subject to a rigorous evaluation by a Home Office appointed evaluator Dr Rob Mawby, Keele University. He viewed the project in an extremely positive light feeling that the initiative has considerably improved Cleveland Polices' approach to the investigation of burglary in all areas.

Victims are being singled out for closer attention when identified as a repeat, mechanisms are in place to identify and act on these indicators following first time burglaries by way of an established system with local authorities. A truly preventative strategy identifies this vulnerable group and proactively assists them to reduce their risk before the potential event.

The project has made an immediate impact in the following areas.-

- 20% reduction in domestic burglary.
- 28% reduction in repeat domestic burglary
- Evidence of improved victim satisfaction in relation to service provided by all partner agencies.

- An acknowledgement by all partner agencies that the project has provided a consistent and structured way forward in tackling burglary and repeat burglary activity.

Conclusions

A Head of Crime has been appointed in the Cleveland force area and has ownership of burglary. As a result of the research the following recommendations were offered to all partners as a potential way forward in reducing both first time and Repeat domestic burglary activity:

- A strategy to prevent repeat domestic burglary incorporates an approach to prevent the first time burglary victim becoming a repeat. .
- First time burglary victims are being dealt with to a consistent standard and utilising predictive characteristics potential repeat victims could be identified.
- Burglary Investigation Packs are available to every officer ensuring consistency when dealing with burglary and repeat issues.
- Bespoke security measures for victims are provided
- Where victims are proving difficult to contact an 'opt out' letter is used. This provides the victim with an appointment time when an officer will attend, thereby putting the onus upon the victim to re-arrange
- Multi skilling officers/dedicated teams now introduced, preventing numerous calls by staff from different departments.
- Officers are encouraged to challenge potential spurious reports of burglary and be robust in their questioning of 'victims'.
- Regular analysis of burglary and repeat burglary activity needs to be a constant in terms of location and volume – the problem is fluid
- Response to burglary is consistent and commensurate with variations of victim and property attacked, e.g. vulnerable victim, walk in, distraction, bogus official and void property
- Crime recording document has been revised to allow the introduction of a practically based document giving officers the opportunity to be more thorough in their investigation of burglary paying particular attention to the modus operandi and investigation sections
- This initiative has brought about cultural and policy changes to Cleveland Polices' approach to burglary investigation

Appendices

1st Draft Burglary Investigation Pack

Dear Resident

You have recently been a victim of burglary and this will obviously be a distressing time for you and your family. To try and help you come to terms with the crime we have put together this Burglary Pack. It contains information that you may need in the days and weeks to come. Please find time to read through it when you feel able to.

You have been visited by a police officer who will have given you basic advice about securing your home. They will also have told you how they will investigate your crime and what you should expect from the police.

We will always try to meet your needs and keep you informed of any progress.

Director of Crime

John Kelly

**Your reference for this offence is. Officer.....(name).....(no.)
Incident number.....**

Useful Telephone Numbers

Have you discovered more property is missing? Call the Crimes Desk on the following number and your crime will be updated.

- Hartlepool 01642 302132
- Stockton 01642 302333
- Middlesbrough 01642 303333
- Langbaugh 01642 302633

How secure is your home?

Have you considered Neighbourhood Watch in your area? Do you want some Crime Prevention Advice? Contact your Crime Prevention Office on:

- Hartlepool 01429 405578
- Stockton 01642 302271
- Middlesbrough 01642 303371
- Langbaugh 01642 302071

Victim Support

This organisation provides practical help and emotional support of victims of crime. If you need to speak to them you can contact them on:

- Hartlepool 01429 221920
- Stockton 01642 868444
- Middlesbrough 01642 293000
- Langbaugh 01287 630009

Crimestoppers if you have any information on **ANY** crime please call Crimestoppers on 0800 555 111. You will **not** be asked for your name address or phone number but you will be given a reference number to quote.

QUALITY OF SERVICE AGREEMENT

The police will: -

- Visit you within the timescale given to you when you reported the burglary
- Find out what has happened
- Attempt to preserve and recover evidence
- Explain what will happen next
- Offer and explain the Victim Support Scheme
- Make house to house enquiries
- Give you a crime or event reference number
- Give you the details of the officer attending your home
- Investigate the crime, try to recover property and identify those responsible
- Keep you informed of our enquires
- Let you know when we have completed all our enquiries

We would like you to: -

- If you feel able to speak to your neighbours and tell them what has happened – have they seen or heard anything, have they adequate crime prevention measures?
- Find out what items have been stolen including make, model and serial number
- Postcode or engrave remaining valuable items – photograph unusual items. This will help the police return any property to you, should you be the unfortunate victim of crime again
- Check how secure your house is – we will give you crime prevention advice if you want it
- Always check the identification of any visitors to your house and be wary of individuals who try to gain entry to your home

WHAT TO EXPECT

First Account

When the police officers arrive at your house they will obtain a 'first account' of the incident from you. They will want to know when the burglary happened, how entry was gained, where the burglar has been in the house and what has been taken.

Evidence

Officers will then examine the scene and preserve any evidence they find. They will look in particular, at where the burglar gained entry to your home. A Scenes of Crime Officer, who is specially trained in forensic evidence, will also visit you and make a more thorough investigation.

Property

The officer will then need to take detailed notes on what property has been stolen. They need to include as much detail as possible in order to help the police identify and return any property that is recovered. Details should include serial or model numbers, if you have got them, and other items should be described in as much detail as possible.

If you want to update your property list you can call the crimes desk on **01642 326326** and leave all the details, which will then be transferred to your crime report. Please quote your crime or event number when you call.

House-to-House Enquiries

The police officer will visit any neighbours to find out if they had seen or heard anything and to leave burglary alert cards. This will let them know that there has been a burglary in their neighbourhood.

Crime Prevention

The police officer can give basic crime prevention advice about locks, alarms, lighting, post coding items and neighbourhood watch schemes. If you want more detailed advice then contact a specialist crime prevention officer (telephone numbers on Page 1)

If you have any other information or suspicions about your burglary then tell the police officer as soon as you can.

Contrary to popular belief, most domestic burglaries are committed by 'opportunists'. The criminal picks a house that looks unoccupied, or has little or no security and where they won't be seen. Often these are spur-of-the-moment decisions, made when an easy target presents itself such as an open door or window, valuables being left on view or other lapses in security.

Take some time to assess the security of your home and take positive action to upgrade it. By building home security into your daily routine you will greatly reduce the risk of a repeat burglary. Consider advising your neighbours to do likewise

This information and advice can only give a view on what measures might reduce the risk of crime and there can be no guarantee that the measures will prevent crime. The police do not take any legal responsibility for the advice given.

MINIMUM STANDARDS OF INVESTIGATION CHECKLIST

<i>Investigation Stage</i>	<i>Minimum Standards</i>
Initial Dealings with victims and witnesses	Arrive Promptly
	Explain the investigation Process
	Talk to the victim or witness sensitively
	Explain how further contact will be handled
Gathering Immediate Evidence	Complete Burglary Booklet
	Contact crimes desk/ obtain crime number or event number
	Treat the entry and exit points as a forensic scene
	Treat discarded items as a scene
	Establish the route to and from the building-treat as a scene
	Consider DNA at all forensic scenes
	Complete all house to house enquiries
	Deliver burglary alert cards
	Search the immediate area
Obtaining information from witnesses and victims	Identify all potential witnesses
	Use the PEACE interviewing process
	Record a <u>comprehensive</u> M.O. (see notes)
	Provide support to the victim or witness, contact friends or relatives if necessary
	Identify vulnerable/potential repeat victims or witness and provide the necessary support
	Identify any intimidation issues and take the appropriate action
	Tell the victim what happens next give a contact telephone number
Dealing with potential suspects	If there are reasonable grounds to arrest – then arrest
	Treat any suspect as a forensic scene
	Don't return a fleeing suspect to the scene – avoid forensic contamination

Be Polite, Be Professional, Be Positive

TO BE RETAINED BY OFFICER – NOT TO BE LEFT WITH VICTIM

OFFENDERS – NO OPPORTUNITY NO OFFENCE

A number of post custody prolific burglars have recently been interviewed to try and understand what motivates them to break into a property and what if anything would deter them. You may find the following both interesting and helpful.

- Offenders do not like to work in any light – dusk til dawn lights deter them, Passive Infra Red Lights can easily be pushed to one side by them allowing them to work undisturbed
- Many offenders use a third party to identify an empty property i.e. milkmen, window cleaners and taxi drivers
- Most burglars burgle locally on foot where **they** feel safe
- The first thing a burglars do when they get into a property is to identify their egress – they also lock front doors, put chairs against internal doors to frustrate the entry of the householder
- Most burglars are opportunist and select a target at an instant – taking items that can be concealed in their pockets
- Many burglaries are committed to finance a drugs habit
- Noise is not a major problem to the burglar – many are convinced that no one will take any notice of any noise that they might make
- Double glazing is not a real deterrent as windows can be ‘popped’
- Burglars do return to a property as they now know: -
 - The layout of the property
 - What property is still inside
 - An easy way in and out
 - What items will be replaced by an insurance company
- Burglars quite often know their victims

PREDICTIVE CHARACTERISTICS

Previous research has shown that the following characteristics are indicators relating to the likelihood of a first time burglary victim becoming a repeat victim. If there is a possibility that this is the case please refer the details to the C.P.O./Burglary Reduction Officer for further advice and assistance for the victim.

Predictive Characteristics	No	Yes	Comments
House			
Terrace			
End Terraced			
Rented			
Semi-Detached			
Property 50 + years			
Has Rear Alley			
Home Entertainment Equip stolen			
Entry - Force Rear Window			
Entry – Insecure Front Door			
No External Security Lighting			
Timer Switches not in use			
Unemployed			
Single			
Aged 25-44 years			
Female			
Receiving Benefit			

This is not a definitive list. Officers should note any factors which indicate vulnerability.

Officers

Comments.....
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Please complete and return to the District Crime Prevention Office

MODUS OPERANDI STRUCTURE

- Begin with the type of dwelling and its exact location, e.g. mid terraced dwelling house situated on a busy main road.
- Explain the direction of approach to the property, e.g. from the front/rear/side.
- How was access gained to the property? Was it via a gate (locked or unlocked) fence/hedge?
- How did the offenders get into the property?
- Give a full description of the door/window etc.
- Can we tell what kind of an instrument was used to gain entry? Unknown instrument tells us nothing; screwdriver type instrument gives information in relation to type of marks left and damage caused.
- Did the offender use anything from the property to assist entry? E.g. dustbin, ladder etc
- Having gained entry into the property which room did it take them into? Did they disturb anything on their way in, e.g. entry through a window; was there anything on the windowsill?
- Once inside is there any evidence that the escape route was planned or that they prepared the house so that they would not be seen, e.g. Keys put in door, curtains or blinds closed etc.
- Explain fully as possible how the search was conducted, e.g. drawers opened /items strewn about/property stacked ready for collection.
- Describe each room separately.
- Describe what types of items were stolen, e.g. small jewellery/electrical items, or if certain items were overlooked for others, e.g. computer left but smaller items taken.
- Anything peculiar about the crime, e.g. cigarette ends left and aggrieved a non smoker, food taken from fridge etc.
- How did they exit the property? Any evidence of transport used.

TEMPLATE TO WORK FROM

Offenders approached end-terraced dwelling house situated in a quiet cul de sac, off a busy main road. Offenders approached premises from rear and entered back yard via an unlocked side metal gate. Offenders approached rear kitchen, which is UPVC. Offenders used screwdriver or similar instrument to prise open door close to the locks. Offenders entered kitchen, making a search of all cupboards and drawers, which were left open. Offenders removed bin liner from kitchen cupboard and subsequently stole a wallet from a drawer next to the rear door. Offenders went into dining room at rear of property and stacked a number of CD's on the floor and placed some in the bin liner from aggrieved home and left them on the floor. Offenders opened TV. cabinet and stole television and DVD player along with a number of pre recorded videotapes. Offender went to front living room and pulled out the drawers but stole nothing then went to rear adult's bedroom on 1st floor and made an untidy search stealing items of jewellery then left used cigarette butt on stool at side of bed. Offenders left scene undetected, egress believed as entry.

OFFICERS REPORT

(Refer to Officers Report Structure below)

- List in order all actions you have completed
- List all actions not completed and why, e.g. house-to-house not completed due to time of day.
- If property list not complete state that it will be updated by the aggrieved via Crimes Desk.
- Complete house-to-house enquiries either side, front or back of the house (deliver burglary alert cards). List all contact made with positive or negative results.
- Have you looked at the predictive characteristics of a potential repeat victim (Repeat victim is “**Any person who has been the victim of a dwelling house (domestic) burglary within a twelve month period**”) – please indicate on Survey form if the victim is a Repeat
- Crime Scene Investigator/Crime Prevention Officer/S.O.C.O. – do they need to visit?
- State if the occupants were at home when the crime was committed
- Is there any CCTV to assist with identification of offenders?

Check list for Officers

- **Part 1 – to be retained by victim (n.b. complete your details @ page 1.)**
- **Part 2 – Security Survey Form and Predictive Characteristics to be forwarded to District C.P.O.**
- **Part 3 – Crime Report to be forwarded to Crimes Desk (Please endorse crime report to confirm delivery of Alert Cards, and Burglary Pack delivery)**
- **Part 4 - Burglary Alert Cards to be delivered to 4 neighbours (either side & front and rear of victims property)**

TEMPLATE TO WORK FROM

Scene visited S.O.C.O. contacted regarding the cigarette end found in the bedroom and a full footprint found on the back door. At the time of submitting the crime report a full property list was not available but aggrieved advised to contact the Crimes Desk. House to house enquiries conducted at number 10 who were out during the day, and numbers 6 and 9 who had no further information. No reply from no 11 and 13. Burglary alert cards left.

Amended Burglary Investigation Pack

Dear Resident

You have recently been a victim of burglary and this will obviously be a distressing time for you and your family. To try and help you come to terms with the crime we have put together this Burglary Pack. It contains information that you may need in the days and weeks to come. Please find time to read through it when you feel able to.

You have been visited by a police officer who will have given you basic advice about securing your home. They will also have told you how they will investigate your crime and what you should expect from the police.

We will always try to meet your needs and keep you informed of any progress.

Detective Chief Superintendent, Head of Crime



**Your reference for this offence is. Officer.....(name).....(no.)
Event number.....**

Useful Telephone Numbers

Have you discovered more property is missing? Call the Crimes Desk on the following number and your crime will be updated.

- Middlesbrough 01642 326326

How Secure is your Home?

Have you considered Neighbourhood Watch in your area? Do you want some Crime Prevention Advice? Contact your Crime Prevention Office on:

- Hartlepool 01429 405578
- Stockton 01642 302271
- Middlesbrough 01642 303171
- Langbaugh 01642 302071

Victim Support

This organisation provides practical help and emotional support to victims of crime. If you need to speak to them you can contact them on:

- Hartlepool 01429 221920
- Stockton 01642 868444
- Middlesbrough 01642 293000
- Langbaugh 01287 630009

Crimestoppers if you have any information on **ANY** crime please call Crimestoppers on 0800 555 111. You will **not** be asked for your name address or phone number but you will be given a reference number to quote.

QUALITY OF SERVICE AGREEMENT

The police will:

- Find out what has happened
- Attempt to preserve and recover evidence
- Explain what will happen next
- Offer and explain the Victim Support Scheme
- Make house to house enquiries
- Give you a crime or event reference number
- Give you the details of the officer attending your home
- Investigate the crime, try to recover property and identify those responsible
- Keep you informed of our enquires
- Let you know when we have completed all our enquiries

We would like you to:

- If you feel able to speak to your neighbours and tell them what has happened – have they seen or heard anything, have they adequate crime prevention measures?
- Find out what items have been stolen including make, model and serial number
- Postcode or engrave remaining valuable items – photograph unusual items. This will help the police return any property to you, should you be the unfortunate victim of crime again
- Check how secure your house is – we will give you crime prevention advice if you want it
- Always check the identification of any visitors to your house and be wary of individuals who try to gain entry to your home

WHAT TO EXPECT

First Account

When the police officers arrive at your house they will obtain a 'first account' of the incident from you. They will want to know when the burglary happened, how entry was gained, where the burglar has been in the house and what has been taken.

Evidence

Officers will then examine the scene and preserve any evidence they find. They will look in particular, at where the burglar gained entry to your home. A Crime Scene Investigator, who is specially trained in forensic evidence, will also visit you and make a more thorough investigation.

Property

The officer will then need to take detailed notes on what property has been stolen. They need to include as much detail as possible in order to help the police identify and return any property that is recovered. Details should include serial or model numbers, if you have got them and other items should be described in as much detail as possible.

If you want to update your property list you can call the crimes desk on **01642 326326** and leave all the details, which will then be transferred to your crime report. Please quote your crime or event number when you call.

House-to-House Enquiries

The police officer will visit any neighbours to find out if they had seen or heard anything and to leave burglary alert cards. This will let them know that there has been a burglary in their neighbourhood.

Crime Prevention

The police officer can give basic crime prevention advice about locks, alarms, lighting, post coding items and neighbourhood watch schemes. If you want more detailed advice then contact a specialist crime prevention officer (telephone numbers on Page 1)

If you have any other information or suspicions about your burglary then tell the police officer as soon as you can.

Contrary to popular belief, most domestic burglaries are committed by 'opportunists'. The criminal picks a house that looks unoccupied, or has little or no security and where they won't be seen. Often these are spur-of-the-moment decisions, made when an easy target presents itself such as an open door or window, valuables being left on view or other lapses in security.

Take some time to assess the security of your home and take positive action to upgrade it. By building home security into your daily routine you will greatly reduce the risk of a repeat burglary. Consider advising your neighbours to do likewise.

This information and advice can only give a view on what measures might reduce the risk of crime and there can be no guarantee that the measures will prevent crime. The police do not take any legal responsibility for the advice given.

MINIMUM STANDARDS OF INVESTIGATION CHECKLIST

<i>Investigation Stage</i>	<i>Minimum Standards</i>
Initial dealings with victims and witnesses	Arrive promptly
	Explain the investigation process
	Talk to the victim or witness sensitively
	Explain how further contact will be handled
Gathering immediate evidence	Complete Burglary Investigation Booklet
	Contact crimes desk/ obtain crime number or event number
	Treat the entry and exit points as a forensic scene
	Treat discarded items as a scene
	Establish the route to and from the building-treat as a scene
	Consider DNA at all forensic scenes
	Complete all house to house enquiries
	Deliver burglary alert cards
	Search the immediate area
Obtaining information from witnesses and victims	Identify all potential witnesses
	Use the PEACE interviewing process
	Record a <u>comprehensive</u> M.O. (see notes)
	Provide support to the victim or witness, contact friends or relatives if necessary
	Identify vulnerable/potential repeat victims or witness and provide the necessary support and refer to the Victim Support Service
	Identify any intimidation issues and take the appropriate action
	Tell the victim what happens next give a contact telephone number
Dealing with potential suspects	If there are reasonable grounds to arrest – then arrest
	Treat any suspect as a forensic scene
	Don't return a fleeing suspect to the scene – avoid forensic contamination

Be Polite, Be Professional, Be Positive**TO BE RETAINED BY OFFICER – NOT TO BE LEFT WITH VICTIM**

OFFENDERS – NO OPPORTUNITY NO OFFENCE

A number of post custody prolific burglars have recently been interviewed to try and understand what motivates them to break into a property and what if anything would deter them. You may find the following both interesting and helpful.

- Offenders do not like to work in any light – dusk til dawn lights deter them. Passive Infra Red Lights can easily be pushed to one side allowing them to work undisturbed
- Many offenders use a third party to identify an empty property i.e. milkmen, window cleaners and taxi drivers
- Most burglars burgle locally on foot where **they** feel safe
- The first thing burglars do when they get into a property is to identify their egress – they also lock front doors, put chairs against internal doors to frustrate the entry of the householder
- Most burglars are opportunist and select a target at an instant – taking items that can be concealed in their pockets
- Many burglaries are committed to finance a drugs habit
- Noise is not a major problem to the burglar – many are convinced that no one will take any notice of any noise that they might make
- Double glazing is not a real deterrent as windows can be ‘popped’
- Burglars do return to a property as they now know:
 - The layout of the property
 - What property is still inside
 - An easy way in and out
 - What items will be replaced by an insurance company
- Burglars quite often know their victims

Repeat Burglary Victim Y N - Relates to burglary victim within the last 12 months
 If yes - When & where

SECURITY SURVEY OF PROPERTY – (MANDATORY)

Address.....

PRESENT CONDITION	✓	REPORTING OFFICERS FINDINGS/RECOMMENDATIONS	✓
Main front/rear doors		Comments	
Front – Upvc	yes <input type="checkbox"/> no <input type="checkbox"/>	Solid doors are preferred, the door should be as strong as the lock	
Wood	yes <input type="checkbox"/> no <input type="checkbox"/>		
Metal	yes <input type="checkbox"/> no <input type="checkbox"/>		
Frame –	yes <input type="checkbox"/> no <input type="checkbox"/>	The frame should be as strong as the door	
Good condition			
Front - door viewer	yes <input type="checkbox"/> no <input type="checkbox"/>	Door viewers help to see who is outside before opening the door	
Front - door chain	yes <input type="checkbox"/> no <input type="checkbox"/>	Put on before opening the door	
Front – Upvc	yes <input type="checkbox"/> no <input type="checkbox"/>	All external doors should be solid	
Wood	yes <input type="checkbox"/> no <input type="checkbox"/>		
Metal	yes <input type="checkbox"/> no <input type="checkbox"/>		
Locks Lever	yes <input type="checkbox"/> no <input type="checkbox"/>	The lock should be at least a 5 lever mortice lock BS3621 Multi locking system on Upvc	
Yale	yes <input type="checkbox"/> no <input type="checkbox"/>		
Upvc lock	yes <input type="checkbox"/> no <input type="checkbox"/>		
Full/Partial glazed	yes <input type="checkbox"/> no <input type="checkbox"/>	State whether front or rear	
Patio doors – sliding bolts	yes <input type="checkbox"/> no <input type="checkbox"/>	These bolts stop the doors being lifted off the rails Consider anti-lift plates	
Windows		Comments	
Upvc	yes <input type="checkbox"/> no <input type="checkbox"/>		
Wood	yes <input type="checkbox"/> no <input type="checkbox"/>		
Metal	yes <input type="checkbox"/> no <input type="checkbox"/>		
Window locks on all windows	yes <input type="checkbox"/> no <input type="checkbox"/>	The best locks are not connected to window catches. Consider two locks on larger windows	
French windows	yes <input type="checkbox"/> no <input type="checkbox"/>	Mortice bolts should be fitted to top and bottom of both doors	
Lighting		Comments	
Main entry/exit	yes <input type="checkbox"/> no <input type="checkbox"/>	The main entry exit should be well lit	
External lighting	yes <input type="checkbox"/> no <input type="checkbox"/>	Good external lighting can deter burglars	
Internal timers	yes <input type="checkbox"/> no <input type="checkbox"/>	Invest in plug in timers	
Alarms		Comments	
Burglar alarm	yes <input type="checkbox"/> no <input type="checkbox"/>	A burglar alarm is a deterrent	
Alarm activated when going to bed	yes <input type="checkbox"/> no <input type="checkbox"/>	Use your alarm when going to bed	
Smoke alarm	yes <input type="checkbox"/> no <input type="checkbox"/>	For your safety get one and test it regularly	
Garage/Shed alarm	yes <input type="checkbox"/> no <input type="checkbox"/>	These can be connected to the house alarm	
Property Marking		Comments	
Property marked	yes <input type="checkbox"/> no <input type="checkbox"/>	Mark with your postcode and house number	
Inventory List	yes <input type="checkbox"/> no <input type="checkbox"/>	Use this list in this booklet – many are under insured	
Good Housekeeping		Comments	
Keys to house and car away from doors	yes <input type="checkbox"/> no <input type="checkbox"/>	Thieves can hook keys through a letterbox, they also use them to let themselves out	
All valuables taken upstairs	yes <input type="checkbox"/> no <input type="checkbox"/>	Put valuables in a safe place when going to bed	

	Consider a floor safe	
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Part 2

PREDICTIVE CHARACTERISTICS

Previous research has shown that the following characteristics are indicators relating to the likelihood of a first time burglary victim becoming a repeat victim. Please complete all sections and refer the details to the C.P.O./Burglary Reduction Officer for further advice and assistance for the victim.

Predictive Characteristics	No	Yes	Comments
House			
Terrace			
End Terraced			
Rented – If yes provide details of Landlord in comments field			
Semi-Detached			
Property 50 + years			
Has Rear Alley			
Alleygates			
Home Entertainment Equipment stolen			
Entry - Force Rear Window			
Entry - Insecure Front Door			
External Security Lighting			
Timer Switches			
Unemployed			
Single			
Aged 25-44 years			
Female			
Receiving Benefit			

This is not a definitive list. Officers should note any factors which indicate vulnerability.

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 CDRP = Crime and Disorder Reduction Partnership
 C.P.O. = Crime Prevention Officer
 BVPI = Best Value Performance Indicator
 H.M.I.C. = Her Majesties Inspectorate of Constabulary

Has this property been target hardened previously? **yes** **no**

When and what work was carried out and by whom

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Comments.....
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Neighbourhood Watch – Do you want more information **Yes** **No**

Officers

Name.....**Number**.....**Date**.....

Please complete and return to the District Crime Prevention Office

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MODUS OPERANDI STRUCTURE

- Begin with the type of dwelling and its exact location, e.g. mid terraced dwelling house situated on a busy main road
- Explain the direction of approach to the property, e.g. from the front/rear/side
- How was access gained to the property? Was it via a gate (locked or unlocked) fence/hedge?
- How did the offenders get into the property?
- Give a full description of the door/window etc
- Can we tell what kind of an instrument was used to gain entry? Unknown instrument tells us nothing; screwdriver type instrument gives information in relation to type of marks left and damage caused
- Did the offender use anything from the property to assist entry? e.g. dustbin, ladder etc
- Having gained entry into the property which room did it take them into? Did they disturb anything on their way in, e.g. entry through a window; was there anything on the windowsill?
- Once inside is there any evidence that the escape route was planned or that they prepared the house so that they would not be seen, e.g. keys put in door, curtains or blinds closed etc
- Explain fully as possible how the search was conducted, e.g. drawers opened/items strewn about/property stacked ready for collection
- Describe each room separately
- Describe what types of items were stolen, e.g. small jewellery/electrical items, or if certain items were overlooked for others, e.g. computer left but smaller items taken
- Anything peculiar about the crime, e.g. cigarette ends left and aggrieved a non smoker, food taken from fridge etc
- How did they exit the property? Any evidence of transport used

TEMPLATE TO WORK FROM – M.O.

Offenders approached end-terraced dwelling house situated in a quiet cul de sac, off a busy main road. Offenders approached premises from rear and entered back yard via an unlocked side metal gate. Offenders approached rear kitchen, which is UPVC. Offenders used screwdriver or similar instrument to prise open door close to the locks. Offenders entered kitchen, making a search of all cupboards and drawers, which were left open. Offenders removed bin liner from kitchen cupboard and subsequently stole a wallet from a drawer next to the rear door. Offenders went into dining room at rear of property and stacked a number of CD's on the floor and placed some in the bin liner from aggrieved home and left them on the floor. Offenders opened TV cabinet and stole television and DVD player along with a number of pre recorded videotapes. Offender went to front living room and pulled out the drawers but stole nothing then went to rear adult's bedroom on first floor and made an untidy search stealing items of jewellery then left used cigarette butt on stool at side of bed. Offenders left scene undetected, egress believed as entry.

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TEMPLATE TO WORK FROM - INVESTIGATION

Scene visited C.S.I. contacted regarding the cigarette end found in the bedroom and a full footprint found on the back door. At the time of submitting the crime report a full property list was not available but aggrieved advised to contact the Crimes Desk. House to house enquiries conducted at number 10 who were out during the day and numbers 6 and 9 who had no further information. No reply from no 11 and 13. Burglary alert cards left.

OFFICERS REPORT

(Refer to officers report structure below)

- List in order all actions you have completed
- List all actions not completed and why, e.g. house-to-house not completed due to time of day
- If property list not complete state that it will be updated by the aggrieved via Crimes Desk
- Complete house-to-house enquiries either side, front or back of the house (deliver burglary alert cards.) List all contact made with positive or negative results
- Have you looked at the predictive characteristics of a potential repeat victim (Repeat victim is “**Any person who has been the victim of a dwelling house (domestic) burglary within a twelve month period**”) – please indicate on survey form if the victim is a Repeat
- Crime Scene Investigator/Crime Prevention Officer – do they need to visit?
- State if the occupants were at home when the crime was committed
- Is there any CCTV to assist with identification of offenders?

Check list for Officers

- **Part 1 – to be retained by victim (n.b. complete your details @ page 1.)**
- **Part 2 – Security Survey Form and Predictive Characteristics to be forwarded to District C.P.O.**
- **Part 3 – Crime Report to be forwarded to Crimes Desk (Please endorse crime report to confirm delivery of Alert Cards and Burglary Pack delivery.)**
- **Part 4 - Burglary Alert Cards to be delivered to 4 neighbours (either side & front and rear of victims property) Ensure event number is written on each one.**



BURGLARY REPEAT DWELLING PROJECT



Safe in Tees Valley
Third Floor
Christine House
Thornaby
Stockton On Tees
TS17 6DA

Tel: 01642 306699

Date

Dear

I was very sorry to hear that you have recently been the victim of a domestic burglary. Our records show that your property has been targeted more than once over the past 12 months. National analysis of domestic burglaries has highlighted the potential vulnerability of burglary victims being re-victimised within a short period of time unless preventative action is taken. By looking at your current level of home security we can perhaps identify areas for improvement and thereby reduce the risk of a repetition.

As part of a scheme administered by Safe in Tees Valley and funded by the Government Office for the North East, a project team is offering repeat burglary victims the opportunity of having a police/project officer attend their home to carry out a brief security survey. The survey will take about 15 minutes and is **free of charge**. We will then offer you advice on how to make your home more secure and you may be eligible to have some free security improvements carried out. It is entirely at your discretion whether you act upon the advice offered, but if you do it **will reduce the possibility of you becoming a victim of burglary again**.

I would be obliged if you would contact me on the above number or return the reply slip enclosed so that a visit can be arranged. All officers will carry proof of identity and any information gathered will be treated in the strictest confidence.

I look forward to hearing from you.

Yours sincerely

Inspector Graham Strange

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**SAFE IN TEES VALLEY
TARGET-HARDENING PROJECT**

AUTHORISATION TO PASS INFORMATION TO ABOVE PROJECT

NAME.....

ADDRESS.....
.....

TELEPHONE NUMBER.....

Crime No.....

(READ TO VICTIM)

'This is (insert name). I understand that recently you were a victim of burglary/attempted burglary (delete as appropriate). Cleveland Police are engaged in a partnership with Safe in Tees Valley who are in a position to visit your home to conduct a security survey of your home with a possibility of arranging, free of charge to you, the installation of certain security measures which hopefully will stop you being the victim of any further crime. The reason I am ringing you is that it is a requirement under Data Protection legislation that before I can pass on your details to Safe in Tees Valley I must have your consent.

Do you wish me to pass on your details?'

ANSWER **YES** **NO**

I (insert name), an employee of Cleveland Police hereby certify that the above named authorised me via a telephone conversation to pass on details of the above numbered crime report to (Michelle Evans/Brian Neale) an employee of Safe in Tees Valley.

TIME.....**DATE**.....

Signed.....

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Safe in Tees Valley
Third Floor
Christine House
Thornaby
Stockton on Tees
TS17 6DA

Tel: 01642 306699

date

Dear

As you will be aware, Cleveland Police, in partnership with Safe in Tees Valley have recently undertaken a project examining the issues surrounding Repeat Domestic Burglary. From our records it appears that you participated in this project in terms of completing a victim questionnaire.

In addition to the security advice and improvements, we are seeking your views as to the overall service provided.

We would be grateful therefore, if you would complete the short questionnaire attached and return it to us as soon as possible. I have enclosed a stamped addressed envelope for your convenience.

I look forward to receiving your reply.

Yours sincerely

Project Manager