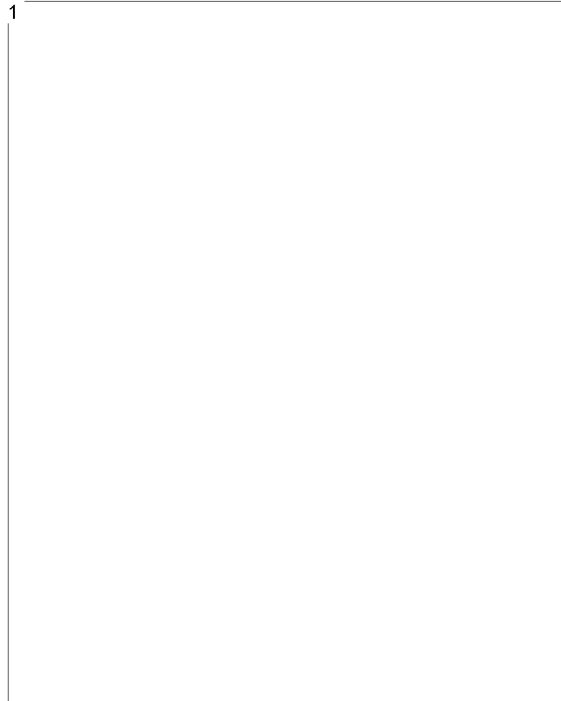


Classification Code Look-up**Figure 17 - Classification Code Select****(Filter) Type: Radio Button****All Codes**

By selecting this radio button, all current classification codes will be displayed. This is irrespective of whether they are victim or victimless crimes. This does not include classifications that have been inhibited.

Victim Codes

By selecting this radio button, only crime classification codes that require a victim of crime, will be displayed. This will not include classification codes that have been inhibited.

Victimless Codes

By selecting this radio button, only crime classification codes that do not require a victim of crime, will be displayed. This will not include classification codes that have been inhibited.

(Filter) Description: Freetext

By typing the letters 'mur' in the description field and pressing the search button, the computer will search in the description field for all codes where those three letters appear, in that order, (The computer will not search for rum etc.). In this search the computer would find two codes CC (Murder) and CD (Threats to Murder). By typing in 'S5 POA' and searching you will find Section 5 Public Order classification 125/12.

If you wish to display all codes, you will need to press the Show All button.

(Filter) Code: Freetext

The system allows you to search for characters within a code group identifier in order to retrieve possible selections without having to scroll through all the codes available. The format for classification codes is nnn/nn. For example, if you entered the number "816" in the Code field and then pressed the Search button, all codes with that begin with the number "816" would be displayed in the Available Choices field.

If you wish to display all codes, you will need to press the Show All button.

Available Choices: List Box

This field displays all the codes available for the particular code group selected. By clicking on an entry and pressing the Accept button the selection is copied to the appropriate field on the crime report or enquiry screen.

Codes displayed in a light grey font are already selected and can not be selected again by clicking on them. Codes displayed in blue are inhibited and cannot be selected for use in crime reports. These codes can be used when they are requested from an enquiry screen, in order to include them in the enquiry.

If a more complete description is available for the selected code then this will be displayed in the Full Description field.

If the initial classification is NOT a Notifiable Offence or an MPS Recordable Offence e.g. Disqualified Driving, an error message is generated when you click on the Accept button.

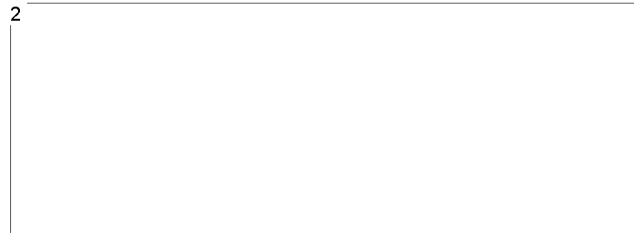


Figure 18 - Non Notifiable Warning

Unless there is a local borough directive for recording a crime of this type then there is no need to enter it on the CRIS system. It may need to be entered as a Crime related incident, but if it is already on CAD then the CAD can be updated.

Input/Amend Address screen.

Telephone Numbers: Home: Freetext

The home telephone number of the Victim or Informant or Witness. The full number, including STD code must be entered.

Telephone Number: Business: Freetext

The full number including STD code must be entered.

Telephone Number: Mobile: Freetext

The Mobile Phone number of the Victim or Informant or Witness.

Telephone Number: Other: Freetext

This refers to any other telephone number given as a contact point, for example, a neighbour's telephone number.

E-mail Address: Freetext

This field should be used to record the E Mail address of the victim, informant or witness. The E Mail address should include the domain where the E Mail address is held, e.g. '@ntlworld.com' or '@virgin.net'.

Injury/Dress

3

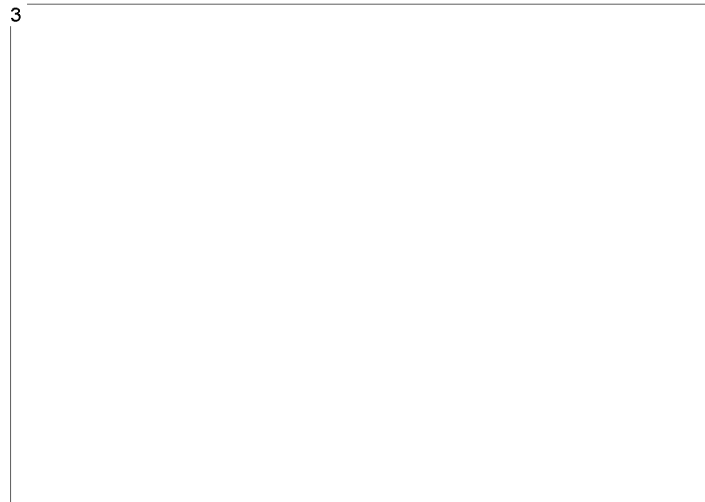


Figure 33 - VIW Injury/Dress

Injury Description: Freetext

INPUT: Any Authorised User; AMEND: Any Authorised User

A brief description on the injury or injuries received, for example, black eye, broken nose.

Degree: Drop Down List

INPUT: Any Authorised User; AMEND: Any Authorised User

This denotes the severity of any injury(ies) and must be completed if the victim is not a company, and is also required where the Injury Description field is completed.

Description/Dress(if relevant): Freetext

INPUT: Any Authorised User; AMEND: Any Authorised User

This should describe what the victim, informant or witness was wearing at the time of the offence, and a description of them. This may be required for CCTV, or of other evidential value.

VIW considers that they have a disability? : Radio Button

INPUT: Any Authorised User; AMEND: Any Authorised User

The VIW considers that they have a disability. If Y is selected then the user must select the appropriate disability category from the drop down list associated with this field.

Disability Category: Drop Down List and Lookup

INPUT: Any Authorised User; AMEND: Any Authorised User

The disability category of the VIW, valid options are available by using lookup. A selection must be made from this list if the answer to VIW considers that they have a disability is Y.

Vulnerable/intimidated Victim/Witness? : Radio Button

INPUT: Any Authorised User; AMEND: Any Authorised User

This is a radio button (Yes/No) and should be set to "Yes" where a victim of crime is considered vulnerable, or may have been intimidated. It is not possible to enter all scenarios relating to vulnerability or intimidation, and if you are in any doubt, the radio button should be set to "Yes".

Vulnerable.

This can be through age or condition, whether medical or physical. A victim under 17 will be considered vulnerable by age. A victim with learning difficulties may be vulnerable because their condition prevents them from fully understanding the incident that has affected them.

Intimidation.

This could be where friends (etc) of a suspect are causing harassment or alarm to the victim, in an attempt to cause the victim to not pursue the case, or give evidence against the suspect.

If in doubt, select "Yes". If "Yes" is selected then the user must enter a reason.

Reason for Vulnerability/Intimidation: Drop Down List and Lookup

INPUT: Any Authorised User; AMEND: Any Authorised User/Automatic

If you select the "Yes" radio button when answering the previous question 'Vulnerable/Intimidated Victim/Witness?', this field becomes mandatory. You can select one answer from the available list. If more than one reason is appropriate, then select the most appropriate reason, and detail the other reasons in Officer's Notes.

The options available are as follows:

VA V/W aged 17 or under at time of offence

Victim/Witness was aged 17 years of age or younger at the time of the offence

VB Vulnerable V/W due to Mental Impairment

Mental illness is defined as follows: arrested or incomplete development of mind, psychopathic disorder and any other disorder or disability of mind and 'mentally disordered' shall be construed accordingly. This would also include for MPS purposes, significant impairment of intelligence and social functioning.

VC Vulnerable V/W due to Physical Impairment

This would be where the Victim/Witness has a physical disability or is suffering from a physical disorder.

VD Intimidated V/W

This would be where the evidence of the victim or witness may be diminished by fear or distress. The ability of the victim or witness to give evidence in terms of its quality in terms of completeness, coherence and accuracy. For this purpose "coherence" refers to a witness's ability in giving evidence to give answers which address the questions put to the witness and can be understood both individually and collectively.

If "Yes" had previously been selected in respect of the question 'Vulnerable/Intimidated Victim/Witness?', and this is then changed to "No", CRIS will enter the reason, "Entered in error".

If "No" is changed back to "Yes", "Entered in error" is removed, and you will be able select the most appropriate vulnerability reason.

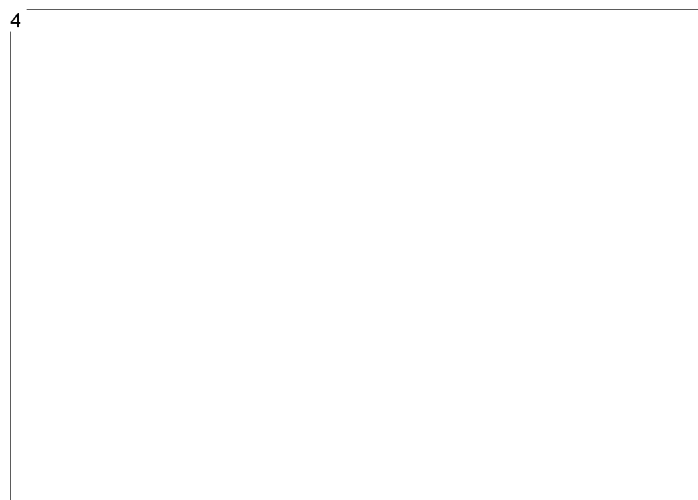
Actions

Figure 34 - VIW Actions

Witness Albums Visited: Radio Button

INPUT: Any Authorised User; AMEND: Any Authorised User

This radio button indicates if the Witness Albums have been seen or not, or whether a visit needs to be arranged.

Victim of Reported Crime to Police in last 12 months?: Drop Down List

INPUT: Any Authorised User; AMEND: Any Authorised User

If the role of the VIW includes 'Victim' the user must enter a code from the drop down list as to whether or not they have been a victim of crime in the last 12 months. Positive entries, i.e. Y,D,R or G all require the relevant crime report number(s) in Officers Notes. If outside the MPD, then the Service and Station concerned should also be included.

Racial, Domestic or Homophobic (R,D or G) reports will also need the appropriate "Branch" Flag entered on the GEN screen, in addition to one of the "Force" repeat victimisation flags (RA,RB,RC,RD or RO).

An entry of 'D','G','N','R','X' or 'Y' (meaning as below) must be made in this field before a CR can be completed if the VIW 'Role(s)' includes 'Victim'.

Indicating that this report is a

'D' - domestic violence(D),

'R' - racial (R) or

'G' - homophobic (G) issue,

AND is an instance of repeat victimisation,

AND a previous report within the relevant period is ALSO domestic, racial or homophobic in nature.

'H' - Holding (Answer not known when VIW Screen initially created)

'N' - No

'X' - Not Known (and cannot be found out e.g. the Victim is Deceased)

'Y' - Yes - an instance of repeat victimisation within the relevant period.

Is Victim willing for VSS to be informed: Drop Down List

INPUT: Any Authorised User; AMEND: Any Authorised User

Is the Victim willing for details to be passed to a Victim Support Scheme?

The User must on creating the VIW Screen enter one of the following codes in this field if the Role(s) is 'Victim'.

- | | |
|---|--|
| Y | Yes (enter relevant code on the Victims Code of Practice Screen) |
| N | No (qualify in 'Officers Notes' field) |
| H | Holding (not known at time the VIW Screen initially created) |
| X | Not Known (victim unable to answer e.g. Victim is a Baby). |
| A | Automatic Referral to VSS (See PN 34/97 27/08/97 for categories of crime affected) |

An entry of 'Y', 'N', 'X' or 'A' (meaning as above) must be made in this field before a CR can be completed if the VIW 'Role' is 'V'.

V Code of Practice Applicable: Radio Button

INPUT: Any Authorised User; AMEND: Any Authorised User

Is the Victim Code of Practice applicable to this VIW? This field must be completed before a CR can be classified where the VIW 'Role(s)' is 'Victim'.

A selection entry of Yes or No will cause the system to automatically display who made the entry and the date that the entry was made. If data exists on the Victims Code of Practice screen then the user cannot select the 'No' option.

Fraud Clear up: Drop Down List

INPUT: Any Authorised User; AMEND: Any Authorised User/Automatic

This field is only relevant where the Classification is for a Fraud/Deception offence, Home Office Codes 051/, 052/ or 053/, and will have no useful effect in respect of other offences.

Enter the appropriate code from the valid list, dependent on the method of disposal and the status of the crime report, i.e. previously undetected or previously no crime, to clear up an offence in respect of THIS victim.

Once you have entered a Fraud/Deception clear-up and left this VIW screen, the Fraud/Deception clear-up cannot be amended.

VCOP Actn Compl: Check Box

INPUT: Supervisor; AMEND: Supervisor

A check box is selected when all the Victim Code of Practice Actions for a VIW are complete e.g. up to the point where a suspect is charged and responsibility for updates on the case passes to the CJU, or where the investigation has been progressed as far as possible. This field must be selected before the CR can be completed. Once the field is selected, the system automatically displays who made the entry and the date that the entry was made.

Officer's Notes: Freetext

INPUT: Any Authorised User; AMEND: Any Authorised User

This is a freetext field where officers can record any additional information they wish. It should not be used to record information for which a field already exists. This freetext field appears on the following screens:-

VIW; Vehicle; Accused; Suspect

You cannot run an enquiry to search on this field. Any important information relating to Method, Features etc. should be entered in relevant searchable fields elsewhere.

Add Sexual Offence: Command Button

The button is only accessible to Sapphire Unit personnel it enable them to create the VIW Sexual Offence tab.

Knows Suspect/Accused

Figure 35 - VIW Knows Suspect

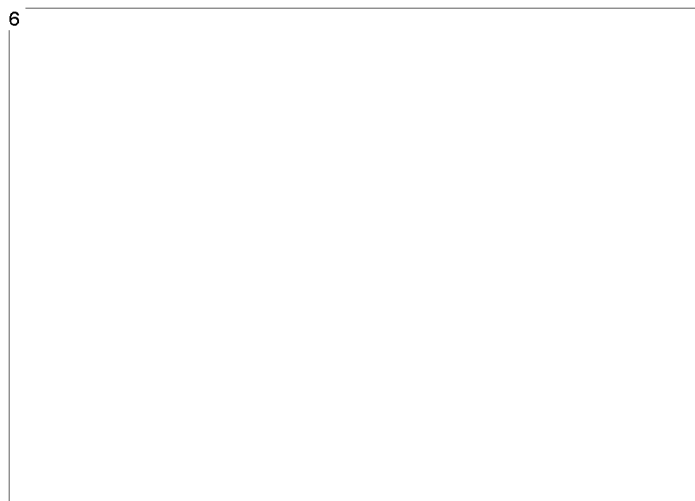


Figure 36 - VIW knows Accused

The flexgrids are automatically updated when the Suspect Knows Victim screen or Accused Knows Victim screen is completed. No entry to the grids can be made from here.

Sexual Offence

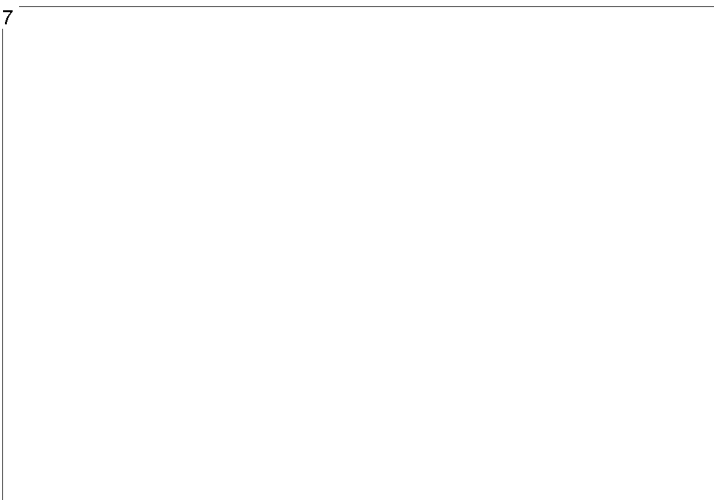


Figure 37 - VIW Sexual Offence

The Sexual Offence screen can only be created/ammended by users working in Sapphire Units. Once created the screen is available for all users to view.

No Crime: Drop Down List

To be used when the offence is a genuine No Crime or when a third party has reported the allegation.

Status: Drop Down List

This shows the status of the sexual offences record, valid options available via drop down menu.

Victim/Suspect Relationship: Drop Down List

This explains if the victim and suspect are known to one another and in what context. One category should be chosen from the following selection:-

Stranger 1 - Where the offender has no prior contact with the victim or where there are brief comments/questions between victim and suspect (e.g. Do you have the time).

Stranger 2 - Victim and suspect are briefly known to one another, for example they had met at a party, club or bar, or had a client/prostitute relationship. Includes minicabs, Internet approaches and positions of trust (i.e. bogus authority figures).

Intimate - The suspect and victim are having or have previously had a sustained consensual sexual relationship. This does not count if they were only intimate on the same evening.

Acquaintance/ Friend - Friend, neighbour or work colleague.

Familial - Non-intimate family members and partners, honorary family members and close friends (people you would trust).

N/K - The relationship between the victim and the suspect is not known.

Suspect Details: Drop Down List

This describes whether the suspect was a lone offender or whether they offended in pairs or a team. It also outlines the ethnicity of the offender(s).

For example -

1M1 - would tell us that there was one male offender who was EA1.

D2 - would indicate that there were two offenders, both of Dark/ European appearance.

T3 - would indicate that there were three or more offenders who were all of an African/ Caribbean appearance.

DM/TM - would indicate that there was either a duo or a team of suspects who were of different ethnic appearances.

Number of Suspects in Group: Drop Down List

This is the total number of suspects in the group, this includes those who took no active part in the assault but either verbally offered encouragement or did nothing to stop the offence.

Number of Assailants: Drop Down List

This denotes the number of suspects physically involved in the sexual assault. This includes those who hold down/ restrain the victim so another person can assault them.

Victim Type (Characteristics): Picklist and Lookup

This outlines significant features of the victim in relation to the offence.

Offence/Offender Type (Characteristics): Picklist and Lookup

This outlines significant features of the offence or the offender.

Offence/Approach Site: Picklist and Lookup

This is the type of location where the victim encountered the suspect, valid options available by using look up.

Initial Approach: Drop Down List

This demonstrates the situation in which the suspect encounters the victim.

Con - The suspect engages the victim in conversation before committing the alleged offence. This can be something as simple as asking the time.

Surprise - The suspect uses sufficient force to control the victim. Some speech may be used in this approach type but it is an immediate threat combined with physical action.

Blitz - The suspect uses immediate and overwhelming force.

Domestic Violence - This would cover both husband/wife and boyfriend/girlfriend situations. Would include those cases that involve ex-relationships.

Social Situation - The suspect is known to the victim; or encounters them within a closed social environment, i.e. an office or house party.

N/K - The approach method used is not known.

Con, Surprise and Blitz would be mainly used if the suspect was a stranger to the victim.

Offence Location: Picklist and Lookup

This is the type of location where the sexual assault took place, valid options available by using look up.

Sexual Assault: Picklist and Lookup

The type of sexual assault carried out during the offence, valid options available by using lookup.

Violence: Picklist and Lookup

This is any form of excessive violence used by the suspect against the victim, beyond the need for control.

The 'verbal' violence would only be selected if the suspect made threats to kill the victim.

Weapon: Picklist and Lookup

This indicates if the suspect has implied or is in possession of a weapon during the offence.

Vehicle: Picklist and Lookup

This shows if a vehicle or public transport was used during or present at some point during the time of the offence.

False Allegation: Picklist and Lookup

To be used if a piece of evidence/ officer's knowledge raises questions about the sequence of events.

The 'yes' category should only be selected if the victim has stated that they have made up the allegation.

The 'yes - third party allegation' should only be used if the allegation was initially reported by a third party but the police have since spoken to the victim who confirms that the offence did not occur.

Victims Code of Practice (VCOP)

Figure 38 - Victims Charter Screen

This screen is where we record the information relevant for Victim Support Scheme (VSS) and the persons preferred language if it is not English.

All contact made by the OIC with the victim should be recoded in the Action taken flexgrid.

Victims Code of Practice is applicable to all victims of crime unless they fall into one of the following categories:

- Deceased.
- Public body.

If they fall into one of the following categories:

- Juvenile.
- Suffer from Mental illness and cannot comprehend what has happened.
- Can not read English

The Charter should be shown as applicable and then on the charter screen the action taken should have the relevant code to show why no letter should be sent. E.g. CE - No letter Juvenile. In these cases another appropriate adult should be created as an *informant* with the Victims charter showing as applicable. A note should be entered in to Officer Notes that the person has been entered for charter purposes.

If the victim is a commercial company then the code of practice *does* apply but the onus is on the company to provide a named contact to police for the code purposes.

VSS Info: Freetext

INPUT: Any Authorised User; AMEND: Any Authorised User

Enter any information that may be relevant for Victim Support Scheme purposes, for example, Victim elderly, vulnerable, lives alone, etc.

Local VSS Ref: Freetext

INPUT: Any Authorised User; AMEND: Any Authorised User

Enter details of any local VSS Reference - particularly if more than one scheme operating.

Language (If not English): Drop Down List and Lookup

INPUT: Any Authorised User; AMEND: Any Authorised User

If the victim does not speak or read English, then their language should be chosen from the drop down list. By entering a language other than English, the field name will change to "Language Spoken".

Victim Contacted by I.O. : Radio Button

INPUT: Any Authorised User; AMEND: Any Authorised User

The options available for this field are as follows : 'Y'- Yes (enter 'Y' once the IO has contacted the Victim) 'A'- Awaits (enter 'A' if it is not possible to contact the victim)

and further contact is necessary) 'Z' - Not Applicable (enter 'Z' if further contact by the IO is not necessary, for example, all details given at time of report).

If 'Y' is selected, entry allowed in Date and Time fields.

If 'A' or 'Z' selected, then entries are deleted from Date and Time fields and user not allowed to enter values in them. If no selection made (default) then user not allowed to enter values into the Date and Time fields.

If 'Y' is selected and the CR is not screened in, an error message will be displayed. If the CR is being correctly screened out, then when the error dialogue box is displayed, the <continue option> should be taken, otherwise the <cancel option> should be selected.

Date: DD/MMM/YYYY

INPUT: Any Authorised User; AMEND: Any Authorised User

Dates must be entered in the standard date format:

Time: HHMM

INPUT: Any Authorised User; AMEND: Any Authorised User

Time is entered using the 24 hour clock. Hours (HH) must be in the range 00 to 23 and minutes (MM) in the range 01 to 59. Note: the combination 0000 is not valid.

An entry must be made in this field if Y is selected in the Victim Contacted by the I.O. field.

Only the current, or an earlier, date can be entered.

Remarks: Freetext

INPUT: Any Authorised User; AMEND: Any Authorised User

This is a freetext field where users may record any additional information relevant to the Victims Code of Practice Screen. It should not be used to record information for which a field already exists.

Note: Information in this field is still subject to the provisions of the data protection act.

Create VCOP Action

9

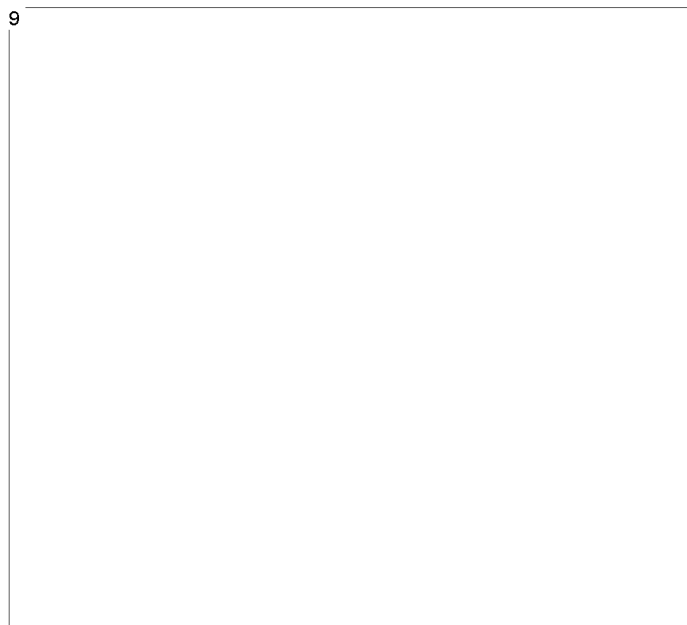


Figure 39 - Create Charter Action

(Code Selection): Pick List and Lookup and Code Entry Field

This charter action code is amended via the Amend Charter Action screen.

A coded entry for any action taken under the Victim Charter, for example, 'EA - VSS Informed',

Note : The codes are repeatable and amendable (but not deletable i.e. they cannot be blanked out once accepted by the system), for example, if the code 'HJ - VU-Ongoing Enqys' is entered it would be possible to enter the same code again. If a code is entered in error then the code 'MX - Entered in Error' may be used to overwrite it (the original text expansion and who made the entry will remain the same). The code 'MX' is not available when creating new charter actions

Action Taken: Freetext

This field is amended via the Amend Charter Action screen.

This field can only be completed when the code selected in the preceding field ends with 'O'. When the code ends with 'O', this field becomes mandatory.

Action Date: DD/MMM/YYYY

This field is amended via the Amend Charter Action screen.

Dates must be entered in the standard date format:

The date defaults to the current date when the screen is loaded.

Property Screen(s)**General Property**

10



Figure 40 - PROP Details

When any stolen property is recovered a Recovery screen must be completed. The status of the property should be then changed to show it as recovered.

It is the responsibility of the officer recovering the property to show it as recovered correctly on the CRIS system.

There can be up to 99 Property screens.

VIW No: Freetext

This should be the number of the victim to whom the property relates. This can be obtained by looking at the top of the relevant victim screen.

Property Type: Drop Down List and Lookup

The code for the property which has been stolen, handled or damaged, can be accessed by either looking at the drop down list or by the 'Look Up' button. Where the property is connected with the banking industry, a more specific type of screen is displayed.

Vehicles must be recorded on the vehicle screen. Only items stolen from a vehicle should be shown on the property screen. Thus, if a wheel were stolen from the car, the details of the car would be on the vehicle screen; the details of the wheel would be shown on a property screen.

Property Entered in Error should be shown with Type WL. This will clear all other fields and disable them.

Property Used in Crime should also be entered on a property screen using the Type XX. The value stolen/damaged/recovered are not mandatory for this type of property.

The following codes generate a more specific type of screen, rather than the general property screen;

LA - Pedal cycles; CD - Cheques; CC - Credit cards

If one of the three codes above is entered in error, which in turn displays the specific page for that item, then code WL (entered in error) should be entered. The WL code is not available until the property has been created. If the property has been entered in error but not yet created, the details should be removed using the Reset button.

Property other than these three specified items should not be entered on these screens. See also specific help for these screens.

Status: Drop Down List and Lookup

The current position in relation to this item of property, e.g. Stolen, partially recovered. The codes beginning with the letter 'V' relate to motor vehicles.

IMPORTANT: If the code 'VD' is used to signify that a vehicle was used in connection with this Crime then when the vehicle is traced or eliminated from the enquiry, the code MUST be changed to 'VE' to show that it is no longer of interest.

Stolen/Damaged/Handled £: Freetext

Value: Where an item of property is stolen, handled or damaged, the value is the cost (to the victim) of replacing or repairing the item so that it is in the same condition as it was prior to the commission of the offence.

For example, a Vehicle Excise Licence costs £160 for 12 months. If the licence is stolen (damaged or handled), and the cost to issue a duplicate licence is £5, then the loss to the victim is £5, not £160.

Bank cards (Debit, credit, cheque cards), and chequebooks have a nominal value only, and must be entered on CRIS with a value of £0.00. Values of £0.01 (etc) are not to be used.

Where Bank cards/cheque books have been used in fraudulent transactions, the property obtained (including cash) will be shown on a property screen of the appropriate report using the code 'FB' (Property obtained by Deception).

Property Mark: Freetext

The property-marking scheme uses the postcode and house number to produce a unique code, and will help identify stolen property.

For example, the street number of Jubilee House is 230, and the full postcode is SW15 2PD. The unique code would be 230SW152PD.

Of NIB Interest?: Radio Button

Once a property screen is completed in an unrestricted CRIS report, any other authorised user will be able to search for it. If the property is unusual, it may be suitable for inclusion in the Arts and Antiques computer database. If the property is suitable for inclusion, the 'Yes' radio button should be selected, (see final paragraph).

The remit for the Arts and Antiques Squad is not as restrictive as its name suggests. If an object is unusual, but of low value it can still be considered for inclusion. For example, a native American headdress has a low monetary value, but due to the way it is made, it is unique and identifiable. This item would be suitable for inclusion in the database. A photograph is normally also required.

If property is fully described on CRIS, for example, 'Gold 22ct ring $\frac{1}{2}$ in diameter with an inscription 'To Ted from Bessy',' then it would not be included in the Arts and Antiques database.

Credit/debit and other bank cards, chequebooks will not be included. Pedal cycles will rarely be of interest.

If you consider an item is suitable for inclusion, or you want advice as to whether it would be suitable, then contact the Arts and Antiques Squad on 62150.

Make: Freetext

Show the make of the item of property, e.g. Sony, Pye.

Model: Freetext

Show the model of the item of property, e.g. Walkman.

ID Number/Indiv/from; & ID Number/Indiv/to: Freetext

The serial number which uniquely identifies an item of property.

Note: NOT THE MODEL NUMBER WHICH IDENTIFIES THE GENERAL TYPE.

If a number of identical items (eg 10 Sony radios) are stolen and the serial numbers are sequential only one entry relating to their theft needs to be made.

The lowest serial number should be entered in 'Indiv/from' and the highest serial number in the 'to' field.

When searching a range of serial numbers, contact the CRIS Help Desk for advice.

On the RECOVERY screen a similar rule applies in respect of the recovery of a number of identical items where only one entry was made for the theft.

If, for example, the 10 Sony radios above were all recovered at the same time and location then one recovery needs to be shown using the 'Indiv/from' and 'to' fields as above.

If 4 of the radios, with sequential serial numbers, were recovered at the same time and location then again only one recovery entry need be made in respect of them.

With the 'ID No. INDIV/FROM' and 'TO' fields. For each identical type of property, for which ID numbers are known, an entry to these fields should be made. For example if a goods vehicle laden with, say, 20 Philips Washing machines, 20 Hoover Tumble-dryers and 20 Bosch dish- washers was taken and each property type was sequentially numbered, and the numbers were known, then 3 property entries should be made. Using the 'ID INDIV/FROM' and 'TO' fields as appropriate. For a single item with an ID No. only the first of these fields should be completed. If none of the sixty washing machines in the scenario were sequentially numbered, then sixty separate property pages would be required.

Using the above scenario, if 10 of the 20 Hoover washing machines and 5 of the 20 Bosch washing machines stolen were sequentially numbered, with the remaining washing machines (20 Philips, 10 Hoover and 15 Bosch) not sequentially numbered, then a total of 47 property screens would be created.

IMEI No: Freetext

The IMEI (International Mobile Equipment Identity) number is a unique serial number for a mobile handset. The number is made up of fifteen or sixteen digits.

If the handset is available, the IMEI number can be obtained by pressing '*#06#'. If not, the service agreement (contract) has a note of the number, or the service provider will have the handset details.

To block the handset if the loser does not know the service provider number, ring one of the following numbers:

O2 (UK) / Cellnet	11
Orange	
One Tel	
T-Mobile / One2One	
Three (3G)	
Virgin	
Vodafone	

Please note: Only the subscriber can contact the service provider. The service provider will not provide any information to the MPS.