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PRACTICE ADVICE ON HOUSE-TO-HOUSE ENQUIRIES

2006

Produced on behalf of the
Association of Chief Police Officers
by the National Centre for Policing Excellence



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PREFACE

House-to-House (HtoH) is a technique that enables investigators to identify suspects, and to canvass for witnesses in areas that are connected to an incident.

HtoH enquiries are likely to feature in many investigations. They are not necessarily resource intensive and in cases of volume crime, a single officer or small team may be able to successfully carry out such enquiries in the immediate area where the offence has taken place.

This practice advice describes the procedures and roles applicable to the use of HtoH in homicide and major incident investigations, but the principles of HtoH will be the same for all types and sizes of investigation. It provides police personnel with clear information and advice on the procedures to use that will ensure HtoH enquiries are carried out to a nationally accepted standard.

For the purposes of this practice advice, the term **offender** is used to describe the person who actually committed the offence and the term **suspect** is used to describe any person who the police believe may be the offender. The term **premises** is defined as land and the buildings on it, or a building or part of a building.

This practice advice should be read in conjunction with *ACPO (2005) Guidance on Major Incident Room Standardised Administrative Procedures (MIRSAP)*, the amendments to 2.1.1 House-to-House Coordinator Responsibilities and 3.1.1 House-to-House Enquiry Officer Responsibilities, which can be found at <http://www.genesis.pnn.police.uk/genesis>, *ACPO (2005) Major Incident Analysis Manual* and *ACPO (2006) Murder Investigation Manual*.

Section 1

STRATEGIES AND METHODS

This section provides an overview of key aspects to consider when setting strategies and methods for conducting House-to-House. It should be read in conjunction with the strategic guidance contained in *ACPO (2006) Murder Investigation Manual*.

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1.1 INTRODUCTION

House-to-House (HtoH) is a technique that enables investigators to identify suspects by establishing who lives or works in a particular location, and obtaining an account of their movements during relevant times. It can also be used to canvass for witnesses in areas that are relevant to the crime. HtoH is most often used in residential locations but can be used in any area where people are associated with premises, eg, business parks, shopping centres or industrial estates. HtoH is used in many types of investigation. These enquiries are not necessarily resource intensive. A single investigator may be able to carry out HtoH successfully in the immediate area of any crime, but when used in homicide or major incident investigations, it can be resource intensive. When conducted over a large area, HtoH usually generates a large volume of material that must be processed and potentially followed up. Whether undertaken on a small or large scale, HtoH must be conducted thoroughly and recorded accurately. If not carried out properly, HtoH may miss that a particular individual lives or works in the location and so their potential as a suspect or witness cannot be assessed. For these reasons, it is important that all investigators fully understand the strategic issues associated with the use of this technique.

1.2 DEVELOPING THE STRATEGY

The success of HtoH depends on investigators taking an organised and methodical approach. Setting clear objectives is vital to provide direction to a line of enquiry which may become resource intensive.

The elements of an HtoH strategy are:

- Setting the objectives;
- Identifying the location parameters;
- Setting time parameters;
- Setting subject parameters;
- Timing HtoH enquiries;
- Identifying resources;
- Fast-track HtoH enquiries.

1.2.1 SETTING THE OBJECTIVES

There are three main reasons for carrying out HtoH enquiries:

- Identifying suspects;
- Identifying witnesses;
- Gathering local information and intelligence.

1.2.1.1 Identifying Suspects

Where it is believed that a suspect may live or work in a particular location, investigators should establish the identities of all those living or working in premises in that location and obtain accounts of their movements at times relevant to the investigation. HtoH is the only certain way of doing this, and this is particularly important where investigators wish to carry out intelligence-led mass screening of DNA or fingerprints.

In many enquiries investigators will carry out their own HtoH. They will also verify the accounts given by individuals to assess if they may be suspects. In larger-scale enquiries, where teams of officers are brought in to carry out HtoH, senior investigating officers (SIOs) are likely to want to focus those teams on the HtoH enquiries and have verification enquiries carried out by others. In such cases they should raise an Action to allocate a verification enquiry to the enquiry team.

1.2.1.2. Identifying Witnesses

HtoH has the potential to identify witnesses living or working in locations that are relevant to the incident. These can include people who have witnessed the following:

- Events connected to the incident such as the encounter, attack or disposal;
- Sightings of the victim or offender before or after the event;
- Sightings of relevant property or vehicles;
- Sightings of potential witnesses (including the elimination of unidentified nominals reported by other witnesses).

To ensure that relevant information is gathered during HtoH, investigators should consider adapting the standard questionnaire to incorporate the circumstances of the particular offence, or using a bespoke questionnaire. See [3.5 House-to-House Enquiry Questionnaire](#).

Where HtoH is undertaken to identify suspects, it will also often be the case that investigators want to identify witnesses and there is no reason why these two objectives cannot be combined. There is, in fact, some merit in doing this because the search for witnesses is likely to be viewed as routine and so is less likely to alert suspects to the fact that the police believe they live in the area.

1.2.1.3 Reassurance

In addition to the objectives set out in [1.2.1 Setting the Objectives](#), HtoH can be used to provide public reassurance in the immediate area of an offence.

Depending on the nature of the incident and the community concerned, investigators may find it appropriate to involve local community leaders or local authority staff to help provide reassurance. See [2.3.2 Main Enquiry Team](#).

Certain types of offence will generate intensive media interest. Reporters are likely to knock on doors looking for exclusive interviews with local residents. It may be that during HtoH enquiries, officers can make residents aware of this possibility and pass on any advice to them as appropriate.

Officers carrying out HtoH can offer crime prevention and personal safety advice. This needs to be consistent and relevant to the circumstances. Investigators should, however, be aware that such advice can have an adverse impact on public reassurance. For this reason, it should form part of a wider media and community strategy aimed at public reassurance.

SIOs should ensure that information given to the public in this way is consistent with their media policy, and that enquiry officers are fully briefed about only divulging authorised information.

1.2.2 IDENTIFYING THE LOCATION PARAMETERS

Setting adequate and relevant parameters of the location(s) in which it is proposed to carry out HtoH is critical to achieving the objectives set out under [1.2.1. Setting the Objectives](#). Investigators should consider visiting the scene locations as soon as practicable to assist them in setting these parameters.

All premises within the line of sight of the scenes, all access and egress routes and areas where an offender may have lain in wait, should be included within the parameters for fast-track Actions. See [1.2.5 Timing House-to-House Enquiries](#) and [1.2.6 Fast-Track House-to-House Enquiries](#).

Where the objective of the HtoH enquiries is to identify witnesses, the investigator should take great care to ensure that all of the available material is used. This will involve identifying locations that are significant to the investigation, and verifying the use and users of those areas. Investigators and HtoH coordinators should use local officers who have a knowledge about the community they police. These officers can give valuable information to the investigation team and should be consulted about any policing issues specific to their area. Other valuable intelligence resources may be police community support officers (PCSOs), special constables and members of the community who have knowledge of how the area is used. This may identify important locations which would otherwise be overlooked, such as shortcuts over parks or other open land.

Where possible, parameters can be set to correspond with natural boundaries such as railway lines, major roads and open land.

In homicide and major incident investigations police search advisers (PoSAs), Behavioural Investigative Advisers (BIAs) and geographic profilers are able to advise investigators on setting appropriate location parameters for HtoH. BIAs and geographical profilers may also be able to identify locations where suspects are likely to live. For further details on PoSAs, see *ACPO (2006) Practice Advice on Search Management and Procedures, Section 3.2*. For further information on geographic profilers and BIAs, see *ACPO (2006) Murder Investigation Manual, Section 6*.

Location parameters should be regularly reviewed in the light of all new material.



1.2.2.1 Intelligence-Led Mass Screening for DNA or Fingerprints

Intelligence-led mass screening for DNA or fingerprints is an extensive and complex subject. Investigators should always refer to *ACPO (2006) A Practitioner's Guide to Intelligence-Led Mass DNA Screening* when they are considering its use in an investigation.

Where this type of screening is to be used, it is usual to carry out HtoH enquiries beforehand to establish the identities of all those who live in the area. This information will then be put into a scoring matrix to prioritise the persons to be swabbed.

If the mass screen is solely geographical rather than intelligence-led, the swabbing process is carried out at the same time as the HtoH. Whichever method is used, the processes should be managed by a major incident room (MIR). Effective HtoH enquiries will identify all persons to be swabbed including those who have since left the area.

Where investigators intend to carry out HtoH for the sole purpose of identifying those in an area for the subsequent intelligence-led mass DNA or fingerprint screening, they should consult a geographic profiler and/or a BIA who will be able to advise them on the location where the offender is likely to be located. This will ensure that HtoH is carried out in the smallest possible location parameters. The following maps are taken from a real case and show the difference between the area originally selected by the SIO (Map A) and the area recommended by a geographical profiler (Map B).

Map A	Map B
<p>An initial DNA screening area based on the two offences established by the investigation team. (This area covered approximately 800 address locations.)</p>	<p>The final DNA screen area based on the analysis of the locations of the first two offences plus another criminal damage offence, research and practical experience of offenders who victimise the elderly, the post-offence movement of the offender and the geography of the area. (This area covered approximately 100 address locations.)</p>
 <p>● DNA-linked offences ☆ Criminal damage offence linked to DNA-linked offences</p>	

The geographical profiler was able to use the information supplied by the SIO to considerably reduce the location parameters and, therefore, reduce the time taken to complete the enquiry. The offender was located in the area shown in Map B.

When contemplating the use of such enquiries, investigators should always refer to *ACPO (2005) Guidance on Major Incident Room Standardised Administrative Procedures (MIRSAP), Section 9; ACPO (2006) Murder Investigation Manual* and *ACPO (2006) A Practitioner's Guide to Intelligence-Led Mass DNA Screening*.

1.2.2.2 Analysis of Location

Once the location parameters have been set, intelligence systems should be analysed to establish if there are any people or events in the area that those carrying out HtoH enquiries should be aware of. This could include:

- Violent offenders who pose a risk;
- Those wanted for other crimes or on warrant;
- Groups with particular linguistic or cultural needs;
- Local incidents or issues which residents may raise with the police.

Analysis of other records such as the electoral roll, force command and control systems and keyholder records may assist with the reconnaissance of the area.

1.2.3 SETTING TIME PARAMETERS

Time parameters will be used by HtoH officers to verify the presence of individuals at an address and to interview potential witnesses. See [3.5.6 Knowledge of Victim and Scene](#). Depending on the circumstances of the offence, time parameters should be set for:

- The offence, ie, the times between which the offence is thought to have occurred;
- The scene, ie, the times when people have visited the scene;
- Sightings, ie, the times at which victims, other witnesses and offenders were seen in particular locations;
- Previous residents and visitors – the House Occupants Form (MIR/2) defaults to six months but this should be amended as necessary. See [3.4 House Occupants Form](#) and [Appendix 2](#).

Where HtoH enquiries are being carried out in more than one location, investigators should set time parameters that are relevant to each. Where there is insufficient material to enable this to be done, the alibi times used for the Trace/Interview/Eliminate (TIE) strategy should be used. See *ACPO (2005) Guidance on Major Incident Room Standardised Administrative Procedures (MIRSAP), Section 4.10.3*.

1.2.4 SETTING SUBJECT PARAMETERS

In some cases, investigators will use HtoH to identify people with particular characteristics who are relevant to the enquiry but who are not thought to be the offender. This is most likely to occur when they are seeking to establish the identity of unnamed people sighted by witnesses, eg, an unknown male seen walking a dog in the vicinity of the scene or the driver of a car seen parked at the scene.

In other cases investigators may decide to exclude some groups of the community from being the subject of a questionnaire, eg, males and females under the age of 14 years.

1.2.5 TIMING HOUSE-TO-HOUSE ENQUIRIES

During the initial response phase of the investigation, it is likely that fast-track HtoH will be conducted in the location where the offence has taken place. The object of these enquiries is the early identification of those with material that could enable the investigation to progress. The low level of material that is available during this period will often mean that these enquiries are very general in nature, and tend to rely on witnesses identifying that they have seen something of significance.

Investigators need to consider when HtoH enquiries of this sort should be commenced. If they believe that they may be able to ask a very specific set of questions, it may be preferable to delay HtoH until they have enough material to formulate these questions properly. This will avoid officers having to revisit the same premises to ask additional questions.

As investigators' knowledge of an incident increases, enquiries can be more specific. They may even focus on locating single pieces of material such as sightings of a particular person or vehicle. In cases where investigators have specific material that they hope to locate, bespoke questionnaires can be used. See [1.2.7.1 Bespoke Questionnaires](#), [3.7 Bespoke Questionnaire](#), [4.3.3 HOMES 2 House-to-House Template](#) and [4.3.4 HOLMES 2 Bespoke Questionnaires](#).

1.2.6 FAST-TRACK HOUSE-TO-HOUSE ENQUIRIES

Where fast-track HtoH is carried out, officers may simply call at each house and ask if anyone has seen or heard anything, without seeking to fully establish the identities of all those who occupy the premises. In some cases officers may be able to obtain initial accounts immediately from bystanders or passers-by, for example, at a road incident, a fire or a burglary. Investigators should ensure that all initial enquiries and witness accounts are recorded on the Initial Enquiries and Witness Account Form (see [Appendix 2](#)). This should assist the HtoH coordinator (once one has been formally allocated) to obtain a clear picture of what has and has not been done.

Accurate records must be made of all properties visited and persons seen, including details of properties where there was no reply, and of persons who say they have no information to give. These initial records will be needed to confirm information or show discrepancies during court proceedings, or if further investigation is necessary.

1.2.7 THE USE OF QUESTIONNAIRES

Investigators should identify the questions they require HtoH enquiry officers to ask. Depending on the circumstances, the standard HtoH Enquiry Questionnaire may be adequate.

See [3.5 House-to-House Enquiry Questionnaire](#), [4.3.3 HOLMES 2 House-to-House Template](#) and [Appendix 2 House-to-House Enquiry Questionnaire](#).

1.2.7.1 Bespoke Questionnaires

It is essential to ask the right questions. The quality of information gathered is only as good as the quality of questions asked. Investigators should consult the analyst manager or interview experts when constructing bespoke questionnaires, to ensure that relevant questions are asked and that information is collected in a consistent way to facilitate later analysis. See [3.7 Bespoke Questionnaire](#) and [4.3.4 HOLMES 2 Bespoke Questionnaires](#).

1.2.8 AIDES-MEMOIRE AND SCRIPTS

Consideration should be given to the use of aides-memoire or scripts to ensure that HtoH officers have easy access to all of the relevant information they need for interviewing HtoH subjects. Relevant information could include local or national news items, TV schedules or significant events to jog witnesses' memories. Where photographs of victims or property are used, these should be of the best quality available.

All such material should be updated as new material becomes available.

1.2.9 LEAFLETS

In some cases, people when initially contacted may be reluctant to provide HtoH officers with information that could be useful. It is good practice to leave a leaflet at each address giving details of the investigation and contact telephone numbers. This will provide those in possession of undivulged information with a means of communicating it to the investigation when they are ready to do so.

See also [3.8 No Replies](#).

1.2.10 IDENTIFYING RESOURCES

The level of HtoH enquiries and the size of the area to be covered will, to a large extent, determine the resources that are required to carry them out. Where HtoH is confined to fast-track Actions in the immediate vicinity of relevant scenes, or when it is used on smaller localised enquiries, it may be possible for investigating officers to carry them out on their own or with the assistance of a few colleagues. More extensive enquiries will, however, require the deployment of dedicated resources. Most forces have developed arrangements to support HtoH, and investigators should ensure that they are familiar with their force arrangements. See [2.3 House-to-House Personnel](#).

1.3 IMPLEMENTATION

In homicide and major incident investigations, SIOs should appoint an HtoH coordinator to be responsible for implementing the HtoH strategy. See [2.1 House-to-House Coordinator](#).

Where they have sufficient staff to enable them to do so, SIOs should consider the potential this role has for officer development. A junior officer may gain valuable experience by being part of the management team and performing this role under the guidance of the deputy senior investigating officer (D/SIO).

1.3.1 BRIEFING

It is essential that HtoH officers are provided with a thorough briefing when they are first deployed to the enquiry. Briefings should be updated at least once a day and include a current summary of media releases to ensure that officers are aware of information in the public domain. This may also assist enquiry officers to recognise deceit and excessive interest.

The initial briefing should cover:

- Details of the HtoH strategy and the relevant parameters;
- The method of carrying out HtoH enquiries;
- What action to take should they believe they have identified a suspect;
- What action to take in relation to key witnesses identified during the HtoH;
- What action to take if they locate items of evidential value;
- What action to take if individuals refuse to assist the investigation.

For more information on the content and conduct of briefings, see [3.2 Briefing House-to-House Enquiry Officers](#) and *ACPO (2006) Guidance on the National Briefing Model*.

Briefings are not just an opportunity to share information with HtoH officers; they are also an opportunity to shape their attitudes towards the communities in which they are carrying out their enquiries. HtoH officers are the main visible police presence communities will see in relation to the investigation. Those briefing HtoH officers should ensure that they have the information they need about the community and understand the importance of fostering goodwill so that a free flow of information is encouraged.

Every opportunity should be taken to emphasise the importance of keeping accurate records. Investigators' record keeping will include policy decisions, actions (written tasks with clear instructions), details of what information was given out, where, when and to whom, and what information was received. HtoH coordinators' record-keeping responsibilities are detailed in [2 Coordination and Administration](#), and HtoH officers' record-keeping responsibilities are detailed in [3 Implementation](#).

1.3.2 MOTIVATION

HtoH is rarely the most exciting job in an investigation but may be the most important on some. It is essential that HtoH officers remain focused and alert to the possibilities that the person they are speaking to could be a vital witness, or even the offender. Those managing HtoH enquiries should ensure that officer morale remains high. This can be achieved by providing regular feedback on the way their enquiries are contributing to the progress of the investigation, together with updates on the progress being made with other lines of enquiry, and on any relevant new material that has been received.

Attention should be paid to the facilities provided for HtoH officers and, where possible, they should be included in the main briefings held for enquiry teams.



Section 2

COORDINATION AND ADMINISTRATION

This section details the HtoH administrative roles and functions required to be in place before visiting premises.

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2.1 HOUSE-TO-HOUSE COORDINATOR

The HtoH coordinator is responsible for implementing the SIO's HtoH strategy and managing all HtoH enquiries. An important part of managing the enquiries is to read the content of all documents submitted. This is to assess whether or not Actions are to be raised for persons to be interviewed by the enquiry team, and to ensure that any Actions identified are raised through the MIR.

2.1.1 RESPONSIBILITIES

The HtoH coordinator will:

- Participate as a member of the SIO's management team, attending briefings and maintaining a close liaison with the office manager (OM);
- Liaise with the finance manager to arrange suitable accommodation and logistical support for the HtoH Control, ideally away from the MIR;
- In conjunction with the SIO and OM determine
 - the area to be covered and level of enquiries to be carried out
 - whether the standard HtoH Questionnaire is to be used or whether a bespoke questionnaire is to be designed
 - the parameters of persons to be the subjects of questionnaires, eg, age and sex
 - time parameters for movements of interviewees;
- Brief HtoH enquiry officers;
- Visit the HtoH focal location and arrange for HtoH reconnaissance to be carried out, see [2.4 Reconnaissance](#);
- Prepare a street index of all premises to be visited, using the HtoH Enquiries Street Form (MIR/1), see [Appendix 2](#);
- Read all returned completed documentation, checking for discrepancies;
- Indicate any Actions for further enquiries on the HtoH Questionnaires in liaison with the Receiver;
- Ensure information of an urgent nature is brought to the attention of the SIO;
- Initial the appropriate entry on the HtoH Enquiries Street Form, indicating that the previous three tasks have been carried out;
- Liaise with the Disclosure Officer to identify any documents which may need to be dealt with on an individual basis for disclosure purposes;
- Ensure that Completed Folders containing all relevant forms are forwarded to the MIR once they have been signed-off;
- At the end of all HtoH enquiries, ensure that all records and documents have been forwarded to the MIR.

2.2 HOUSE-TO-HOUSE CONTROL

HtoH Control should, ideally, be located separately from the MIR. Various locations can be used as HtoH Control depending on the location of the enquiry and the facilities available, for example, a designated office in police premises, a community building, village hall or school, or a mobile police unit or caravan.

When deciding where to site HtoH Control, the ability to transfer information quickly back to the MIR should be a primary factor. An immediate transfer of information may be provided if there is access to HOLMES 2 at HtoH Control. Other ways of transferring information may include telephone, fax, email or courier.

Additional considerations when deciding on the location of HtoH Control may include:

- Access
 - Is easy access available to both police and all members of the public?
 - Is the location central and visible in relation to the area where enquiries are being made?
 - Can access be controlled?
 - Is a separate room or area available to conduct interviews?
- Security
 - Is the location suitable for use twenty-four hours a day, seven days a week and possibly over a lengthy period of time?
 - Will the police have sole occupancy of the room(s) or building?
 - What security measures already exist, will they need upgrading?
 - Will a constant police presence need to be maintained?
 - Can documents or other property be kept secure away from areas the public have access to?
 - If premises are left unoccupied, will completed paperwork need to be removed?
 - If left unoccupied, will temporary accommodation, eg, a caravan or mobile police office need to be moved?
- Services
 - Are lighting, heating and water available?
 - Are toilet, washing and refreshment facilities available on site or nearby?
 - Are suitable seating and work areas available to conduct interviews and/or complete paperwork?
 - Is secure storage available to hold supplies, eg, stocks of HtoH documents, pens, folders?
 - Are there connections available for telephones, fax machines, scanners?
 - Is there access to HOLMES 2 or other IT solutions, eg, geographic mapping software?

2.3 HOUSE-TO-HOUSE PERSONNEL

An assessment of the number of staff needed to carry out the HtoH task effectively must be made; this may include resourcing the HtoH Control over twenty-four hours. Staff may be drawn from a dedicated support unit, major crime team or Basic Command Unit (BCU) and may be uniformed or detective officers.

Local officers such as PCSOs and special constables, who will be familiar with the community, can provide the investigation team with useful information and any policing issues specific to their areas. Consultation with these officers, before carrying out HtoH, is advisable.

The HtoH coordinator should consider whether it is necessary for HtoH enquiry officers to work in pairs as they gather information, particularly in areas where officer safety may be a concern.

2.3.1 CONSISTENCY OF PERSONNEL

Officers used on HtoH are usually drawn from uniformed units. This means that the individuals made available to the investigation will change on a regular basis because of shift patterns or the pre-existing commitments of the unit. A high turnover of personnel can be detrimental to the overall effectiveness of HtoH because officers will not become well acquainted with the enquiry, and may have less commitment to it than if they were engaged on it full time.

The officer responsible for HtoH should try to secure dedicated teams, or reduce the turnover of personnel, by negotiating with the units supplying officers for HtoH duties.

2.3.2 MAIN ENQUIRY TEAM

The SIO should consider having available a team(s) of investigators from the main enquiry team to respond to Actions raised during the HtoH enquiries. This may be necessary where significant or vulnerable witnesses are found, or to carry out high-priority or complex Actions identified by the HtoH coordinator.

See also [1.2.1.1 Identifying Suspects](#).

2.4 RECONNAISSANCE

Once the SIO has clearly defined the area where HtoH enquiries are to be made, the HtoH coordinator must manage the process of capturing information. This will include recognising any potential language issues which will need to be resolved.

The HtoH coordinator and their staff need to visit the designated area. They must walk along every road, street and lane, identifying each individual property to be visited and record the information on an HtoH Enquiries Street Form. Ideally, pairs of officers should walk the area in daylight with good visibility, as this should ensure nothing is missed.

Consideration must be given to the appropriate allocation of resources. An assessment should be made to identify the optimal time(s) of day for capturing information; the greatest number of resources should be deployed to the HtoH enquiry during those times.

Where there is uncertainty about the composition of a building, for example, flats above a shop premises, enquiries should be made at an early stage with the occupant(s) and/or occupant(s) of premises adjacent or nearby to confirm what the composition is. The same course of action should also be taken where a property appears to be unoccupied.

Where temporary accommodation is identified, every effort must be made to speak to current residents immediately, verifying their identity and length of stay. The HtoH coordinator must also be notified and, in accordance with the SIO's policy decisions, action may need to be taken straight away to record descriptions, verify alibis or undertake specific questioning. Temporary accommodation may include tents, caravans (both official and unofficial sites), hostels or refuges, boat moorings, lorry or trailer park areas or areas where people are known to sleep rough. The same course of action may also be required for hotels, guest houses, bed and breakfast accommodation, public houses or any premises with temporary residents.

The HtoH area should be divided, if necessary, into manageable sized areas. These divisions will be based on the total area to be covered; the types of property involved, for example, multi-occupancy dwellings or business premises; and the dynamics of the resident population.

An up-to-date, detailed map(s) covering the area is needed to show the properties to be visited. For recording and display purposes, the use of digital mapping solutions as well as traditional paper or laminated maps should be considered. After the reconnaissance, the map(s) must be updated to show how the area has been divided. To make sure no property has been missed, the HtoH Enquiries Street Forms should be checked against the updated map(s). Using a map(s) provides a visual register of the Street Forms and, as the enquiry progresses and the maps are continually updated, shows the progress made and any premises outstanding.

For further information see [3.9 House-to-House Control Tasks](#).

2.5 HOUSE-TO-HOUSE ENQUIRIES STREET FORM

Properties are recorded on the HtoH Enquiries Street Form (MIR/1). See [Appendix 2](#). This form can be used to record a maximum of twenty premises.

All paperwork associated with HtoH Enquiries Street Forms may only be submitted once all the premises on the Street Form have been successfully completed. Finalising paperwork can take longer in some areas, for example, where there is multi-occupancy or lifestyles mean that occupants are difficult to locate. To minimise such delays, consideration should be given to individual streets having more than one Street Form with fewer premises recorded on each, irrespective of the actual number of premises in that street. This will reduce the volume of paperwork required for each Street Form, resulting in a speedier transfer of completed paperwork from HtoH Control to the MIR. Where there are less than twenty premises in the street (or a tactical decision has been made to record fewer than twenty on one form), the remainder of the form must be left blank.

Using less than the maximum of twenty entries allows space on the form should additional premises be discovered. If the reconnaissance has been thorough, however, this should **only** be on rare occasions

Multi-occupancy buildings, for example, hotels, office buildings, blocks of flats, may be recorded on a single Street Form. This will allow each room or flat to be recorded and dealt with as a separate entity.

Properties along one side of a street should be recorded together, irrespective of whether they are odd or even numbers in the street.

One Street Form must not contain details of premises from more than one street. At the junction or intersection of streets, a new Street Form must be started for each new street. If this intersection occurs between premises listed on one Street Form, an indication must be made between the two premises numbered on the Street Form and the name of the adjoining street recorded in the left-hand margin.

An exception to this may be in rural areas where one Street Form may be used to record a small number of isolated premises.

Derelict premises, or those premises confirmed secure and empty, should be recorded on the Street Form together with an explanation of their status.

Premises identified by the SIO which are not to be visited, for example, victim's home address, should be clearly labelled with this instruction to prevent any compromise.

Missing street numbers should be investigated and if it is found that the street number does not exist, for example, some older streets do not contain a house number 13, the information should be recorded at HtoH Control. This should avoid any confusion or duplication of enquiries.

When the reconnaissance has been carried out and the Street Forms completed, the forms must be duplicated; high-quality photocopying will reduce the risk of human error in transferring the detail onto a second form.

One set of Street Forms will remain at the HtoH Control; the other will be taken out by HtoH enquiry officers while carrying out their duties.

2.6 HOUSE-TO-HOUSE FOLDERS

Folders or document wallets are needed to store the HtoH Enquiries Street Forms and other associated documents, ie, House Occupants Forms (MIR/2) and HtoH Questionnaires (MIR/4). See [Appendix 2](#).

One folder will only ever contain one HtoH Enquiries Street Form.

2.6.1 ENQUIRY FOLDER

Buff coloured folders are used by the HtoH enquiry officers to hold the HtoH Enquiries Street Forms, House Occupants Forms and HtoH Questionnaires. These folders are known as the Enquiry Folder. The HtoH coordinator must make sure each Enquiry Folder contains sufficient House Occupants Forms, questionnaires and, if required, any bespoke questionnaires in readiness to allow officers to complete their task. As these folders are used by staff calling at premises, it may be advisable to use folders constructed of rigid, waterproof material so that paperwork is protected from the elements.

2.6.2 COMPLETED FOLDER

Green coloured folders are used in HtoH Control to hold the duplicate HtoH Enquiries Street Form; they also contain House Occupants Forms and HtoH Questionnaires when complete. These folders are known as the Completed Folder.

2.7 STREET FORM AND FOLDER NUMBERING

Working out from a focal point, for example, the scene of a crime, or home of a victim or offender, each Street Form is numbered consecutively and prefixed by the letter 'H', eg, H1/, H2/, H3/. See *ACPO (2005) Guidance on Major Incident Room Standardised Administrative Procedures (MIRSAP), Section 4.2.6*. Both the Enquiry and Completed Folders, together with the Street Forms will carry the same street form number.

An alphabetic register of street names should be maintained showing the corresponding HtoH Enquiries Street Form folder numbers. The map(s) showing the properties to be visited can also be used to illustrate progress as enquiries are made.

For further information see [3.9 House-to-House Control Tasks](#).

Section 3

IMPLEMENTATION

This section details the practical elements of carrying out HtoH, which need to be understood and complied with.

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3.1 HOUSE-TO-HOUSE ENQUIRY OFFICER

This officer will interview persons within the parameters set by the SIO.

3.1.1 RESPONSIBILITIES

The HtoH enquiry officer will:

- Ensure that forms are numbered accurately as this is the basis of registration, filing and subsequent retrieval of information.
- Complete the following documentation
 - House Occupants Form (MIR/2) for each property, see [3.4 House Occupants Form and Appendix 2](#);
 - HtoH Questionnaire (MIR/4) in respect of each person interviewed, see [3.5 House-to-House Enquiry Questionnaire and Appendix 2](#)
 - all details must be accurately recorded and should include description, whereabouts at the time of the offence, clothing worn at the material time and any vehicles owned or used as defined by the parameters set by the SIO
 - when questionnaires in respect of one address are complete, they are removed from the Enquiry Folder together with the House Occupants Form, and submitted to the HtoH coordinator to be checked.
- Endorse on the HtoH Enquiries Street Form the number of questionnaires required for each address, and maintain a current record of the actual number completed to date.
- Inform the HtoH coordinator of any information considered urgent.

Enquiry officers should always be aware that they may be interviewing the offender(s).

3.2 BRIEFING HOUSE-TO-HOUSE ENQUIRY OFFICERS

All staff engaged on HtoH enquiries must be briefed prior to beginning their enquiries so that they understand the SIO's policy. HtoH enquiry officers must be informed of the exact parameters set by the SIO for each HtoH investigation. Parameters will include the ages and sex of persons to be questioned and the amount of detail that needs to be recorded on the HtoH Enquiry Questionnaire Form MIR/4. A bespoke questionnaire should be used for any additional questions.

Briefings should take place at significant points during the enquiry and, in particular, **prior** to information being released to the media. This will help to avoid situations where the staff appear to know less about the investigation than the public.

HtoH staff should be regularly debriefed by the HtoH coordinator to ensure the HtoH coordinator is aware of all relevant information. Information which the HtoH coordinator considers may require further Action should be brought to the attention of the MIR Receiver and/or OM. Any urgent Actions should be passed immediately to the MIR. The Action number should be recorded on the relevant HtoH document.

A record of attendees and the content of briefings and debriefings must be kept. On completion of HtoH enquiries, briefing records should be forwarded to the MIR for retention. See [ACPO \(2006\) Guidance on the National Briefing Model](#) and [ACPO \(2005\) Guidance on Major Incident Room Standardised Administrative Procedures \(MIRSAP\)](#), Section 3.11.11.

It must be stressed that each person living, working in, or visiting the HtoH area must be spoken to and their details recorded on the House Occupants Form, irrespective of whether a questionnaire will be completed for them or not. If enquiry officers identify someone outside the SIO's questionnaire parameters, who has information to contribute to the investigation, a questionnaire containing their information should be completed.

Where enquiry officers identify someone who has information to offer but lives outside the HtoH area, their details, together with the information they have offered, should be recorded on a Message Form (MIR/6). The Message Form should be forwarded to the MIR via HtoH Control. If the information is of an urgent nature, it must be passed to the MIR immediately.

The standard of all paperwork, including HtoH documents, submitted to an MIR must be such that it will withstand rigorous legal scrutiny. Handwriting must be legible and forms must be signed and dated both by the interviewee and the interviewing officer.

HtoH officers are responsible for the security of all information coming to their attention. Care must be taken with all documents generated as a result of HtoH enquiries, for example, officers must be aware of the possibility of casual viewing or theft of these documents if left in an unattended vehicle. All documents must be returned to HtoH Control and ultimately to the MIR for storage.

If, as a result of their enquiries, HtoH enquiry officers identify significant material, for example, the location of items of property, or identify further enquiries to be made, they must inform HtoH Control and await further instruction. HtoH enquiry officers **must not** go ahead and conduct their own enquiries. This is to ensure there is no duplication of effort or compromising of other investigations or legal procedures. If urgent Action is required, HtoH enquiry officers must speak to the HtoH coordinator or MIR OM who may verbally authorise them, for example, to recover an item of property or carry out a further enquiry.

HtoH enquiry officers should be made aware that they may encounter family and friends of a victim, significant witnesses or an offender(s) while carrying out HtoH enquiries.

HtoH enquiries can involve repetitive administrative tasks and repeat questioning. Briefings should be used by the SIO and management team to keep the HtoH team motivated and focused on the investigation. HtoH enquiries must **never** be compared to conducting a survey.

3.3 HOUSE-TO-HOUSE ENQUIRIES STREET FORM

An HtoH Enquiry Folder containing a Street Form (MIR/1), House Occupants Forms (MIR/2), HtoH Questionnaires (MIR/4) and any bespoke questionnaires is issued to an HtoH enquiry officer or team. (See [Appendix 2](#) for forms.) The Street Form must be updated with the date of allocation and the officer's details; the HtoH coordinator should maintain a register of these particulars. Folders must not be passed to other officers without first being updated by HtoH Control.

HtoH enquiry officers must visit each premises listed in their Enquiry Folder. On making initial enquiries at the premises, they need to ascertain the total number of questionnaires to be completed for that premises, and record the total on the Street Form.

Note: This figure may not be the total number of persons at the premises. See [1.2.4 Setting Subject Parameters](#).

As questionnaires are completed for each premises, the original number is crossed out and replaced with the figure showing the outstanding number of questionnaires, for example, 6 4

If, during enquiries, it is discovered that an additional questionnaire should be completed for a property, for example, where someone outside the age parameters offers information, then the original number should not be amended but an additional number shown, for example, 4 + 1.

When all questionnaires for a property are complete, the word '**complete**' is written in the third column on the Street Form.

3.4 HOUSE OCCUPANTS FORM

A House Occupants Form (MIR/2) is completed for each premises visited. Each form can be used to record a maximum of six persons seen. See [Appendix 2](#).

All persons resident at, or visiting, the property are recorded on this form, irrespective of whether a questionnaire will be required. Details of previous residents over the past six months are recorded and/or visitors on the relevant date. These parameters may be refined or extended by the SIO. The total number of male and female occupants of premises adjacent on both sides is also recorded. The left and right-hand side of the premises are recorded from the outside, facing the property.

Although not formally numbered in their own right, House Occupants Forms make up the second part of the numbering system used in HtoH. They are given the premises reference number from the Street Form, for example, H1/7 where 1 is the Street Form number and 7 is the seventh property listed on that form.

Any discrepancies identified when completing House Occupants Forms should not be challenged at the time with the occupants, but reported to the HtoH coordinator for further enquiries to be made. See [3.9.1 House-to-House Discrepancy Reports](#).

3.5 HOUSE-TO-HOUSE ENQUIRY QUESTIONNAIRE

An HtoH Enquiry Questionnaire (MIR/4) is completed for every interviewee who fits the SIO's parameters. (See [Appendix 2](#).) The consecutive numbering of these forms gives the third and final number to the HtoH numbering system, for example, H1/7/3 where 1 is the Street Form number, 7 is the seventh property listed on that form and 3 denotes the third person to have provided details for a questionnaire from that premises.

Questionnaires are a national standard document. Any information or detail on the form and/or questions one to twelve may be excluded at the direction of the SIO, see [1.2.4 Setting Subject Parameters](#). The SIO may also require further information to be recorded or questions to be asked. In these circumstances, a separate bespoke (incident-specific) questionnaire should be designed and attached to the standard document. See [1.2.7 The Use of Questionnaires](#), [1.2.7.1 Bespoke Questionnaires](#) and [3.7 Bespoke Questionnaire](#).

HtoH enquiry officers should stress to interviewees how important it is that the content of the forms is correct and true. Questionnaires should be completed in the presence of the interviewee and not from memory. Interviewees should be spoken to individually and out of the hearing of others who are to be interviewed.

When completing questionnaires, officers should complete all areas, striking out those not applicable. The HtoH coordinator must be informed of any discrepancies. They will, in turn, inform the MIR Receiver if further Actions are suggested.

3.5.1 DESCRIPTION OF INTERVIEWEE

Where descriptive detail is to be recorded, all description types that apply to the interviewee must be indicated. The description must be accurate and completed in the interviewee's presence, and not later from memory. Within reason, any distinguishing marks such as tattoos should be examined.

3.5.2 VEHICLES

Where vehicle details are required, the vehicle should be seen by the interviewing officer to verify the information given.

3.5.3 MOVEMENTS

Times and dates of movements should be specific, in line with the SIO's parameters. Details of routes taken, persons seen, modes of transport and any other information of interest should be recorded, eg,

09.00 – 17.00 date, details of place of work

17.00 – 17.30 date, route and transport used to travel home

17.30 – 00.00 date, at home address.

3.5.4 VERIFICATION

Who (or what) can verify the interviewee's movements must be explained. Independent verification is best. If not verified, this must be recorded, eg,

09.00 – 17.00 date, name and address of work colleague, employer's work records

17.00 – 17.30 date, unable to be verified

17.30 – 00.00 date, name of relative resident at same address.

3.5.5 CLOTHING

Where recorded, a full description is required to cover the times and dates identified by the SIO, eg,

09.00 – 17.30 date, blue overalls, black boots

17.30 – 00.00 date, blue denim jeans, brown checked, short-sleeved shirt, brown laced shoes.

3.5.6 KNOWLEDGE OF VICTIM AND SCENE

Details are required of any person(s) seen with the victim or at the scene, together with the person(s) in the company of the interviewee at those times. Where those seen with the victim or at the scene, or those in the company of the interviewee at the time of the incident are known to the interviewee, the identity, description and contact address and/or telephone number must be recorded. Where these details are not known to the interviewee, any information that may assist to identify these person(s) must be recorded.

3.5.7 ANY OTHER USEFUL INFORMATION

Whenever possible the identity of the original source of the information should be obtained, and the interviewee should be assured that the police will make every effort to keep their information confidential.

Any additional information which will not fit onto the HtoH Questionnaire should be recorded, along with the interviewee's name and HtoH unique reference number, on a separate piece of A4 paper and be securely attached to the questionnaire.

3.6 DISCLOSURE

The Disclosure Officer should be fully apprised of information recorded on HtoH Questionnaires which needs to be considered under the Criminal Procedure and Investigations Act 1996 (section 23(1)) Code of Practice 2005, section 7.3. See also *ACPO and the Crown Prosecution Service (2005) Disclosure Manual, Section 31.44*. In particular, the Disclosure Officer must liaise with the HtoH coordinator to identify any HtoH documents which may need to be dealt with on an individual basis for disclosure purposes, see *ACPO (2005) Guidance on Major Incident Room Standardised Administrative Procedures (MIRSAP), Section 1.22.1*.

3.7 BESPOKE QUESTIONNAIRE

Where the SIO has identified additional specific questions that are not being included on the HtoH Questionnaire, for example, sightings of a vehicle leaving the scene of a crime, or attendance and actions at a function also attended by the victim, a bespoke questionnaire must be designed and attached to the HtoH Questionnaires.

For further information see [1.2.7 The Use of Questionnaires](#), [4.3.3 HOLMES 2 House-to-House Template](#) and [4.3.4 HOLMES 2 Bespoke Questionnaires](#).

3.8 NO REPLIES

The SIO should consider having a note or leaflet designed and printed so that it can be left at premises where there is no reply. The occupier(s) should be asked to contact HtoH Control on their return so an appointment can be made to speak to enquiry officers. To help this process a dedicated telephone line (with an out-of-hours answerphone) or a dedicated email address may be useful. This should not preclude officers from revisiting premises where there has previously been no reply.

See also [1.2.9 Leaflets](#).

3.9 HOUSE-TO-HOUSE CONTROL TASKS

Once any premises is complete, the forms (House Occupants Form, HtoH Questionnaires and any bespoke questionnaires) should be checked by the HtoH coordinator and filed in the Completed Folder. The completed Street Forms in the Enquiry Folder and the Completed Folder must be updated. After the Completed Folders have been checked and signed by the HtoH coordinator, they should be forwarded, without delay, to the MIR for the information to be recorded on HOLMES 2 (where this is not possible at HtoH Control), and for storage.

A delay in completing questionnaires for one premises should not stop the completed questionnaires being checked and any information which needs further investigation being passed to the MIR for an Action to be raised.

A record must be maintained in HtoH Control of properties visited and persons seen. This will enable enquiry officers to check if people have been spoken to during the enquiry. A card index, or electronic document such as a spreadsheet, may be used if access to HOLMES 2 is not available at HtoH Control. Where visual displays (eg, maps) of the HtoH area are used, they should be regularly updated to reflect the current state of enquiries.

At the end of each tour of duty, HtoH enquiry officers must return their Enquiry Folders to HtoH Control, regardless of whether they are complete or not, for safe-keeping and to give HtoH Control an opportunity to update its registers and displays.

3.9.1 HOUSE-TO-HOUSE DISCREPANCY REPORTS

Completed House Occupants Forms and HtoH Questionnaires must be checked to confirm everyone in the HtoH location has been identified. This checking process should be carried out at HtoH Control. HOLMES 2 can be used to produce an HtoH Discrepancy Report. The report shows a list of HtoH folders which have discrepancies between premises, for example, where one occupant says two males reside in an adjacent premises, yet when the property is visited it is claimed only one male is resident. See [3.4 House Occupants Form](#).

Further information on the research and analysis of HtoH data can be found in the [ACPO \(2005\) Major Incident Analysis Manual](#).



Section 4

DATA MANAGEMENT

This section details the data management tasks underpinning HtoH operational processes including data assessment, recording and analysis carried out by the MIR. It should be read in conjunction with *ACPO (2005) Guidance on Major Incident Room Standardised Administrative Procedures (MIRSAP)*, Sections 3 and 4.

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4.1 MIR TASKS

The MIR receives all Completed Folders from HtoH Control, and checks them for any further Actions that may need to be raised.

Where urgent information and/or potential further Action(s) or investigation has already been identified by HtoH Control or HtoH enquiry officers, HtoH Control will have passed this to the MIR at the time, for immediate assessment, analysis and, where necessary, for an Action(s) to be raised.

Assessments and decisions made by the MIR Receiver and/or HtoH coordinator are made with the knowledge available to them at that time. Lengthy or protracted investigations may benefit from further reviews of HtoH Questionnaires as more information becomes known, particularly where decisions have been made to record little or no information on the HOLMES 2 system.

The MIR also has responsibility for quality control of all information recording and safe storage of all Completed Folders.

4.1.1 QUALITY CONTROL

Large quantities of HtoH documentation can be received in the MIR. The MIR Receiver must liaise with the HtoH coordinator to ensure the checking and prioritising process for HtoH documents does not duplicate effort but is robust enough to readily identify:

- Information valuable to progress the investigation;
- Discrepancies which need further investigation.

The MIR Receiver must also ensure that the quality of completed documents is maintained to the highest standard.

4.2 HOUSE-TO-HOUSE POLICE RECORDS CHECK FORM (MIR/3)

Where the objective of HtoH is to verify identities and obtain accounts of movement, police records should be searched for every person identified during HtoH enquiries.

Police records are:

- PNC (Police National Computer);
- CRB (Criminal Records Bureau);
- SCRO (Scottish Criminal Records Office);
- Local reference numbers.

The results from these record searches are recorded on form MIR/3 (see [Appendix 2](#)). Where records have been searched with a positive result, the associated reference number is recorded on form MIR/3 and HOLMES 2. Where records have been searched with a negative result, the words, **No trace**, should be entered on the form and entered in the relevant fields on HOLMES 2 to show the research has been carried out. Local force procedures, the availability of resources and access to force intelligence systems and PNC will determine whether these checks are carried out by HtoH Control, the MIR or actioned to a separate resource.

4.3 HOUSE-TO-HOUSE ENQUIRY QUESTIONNAIRE

4.3.1 NUMBERING

All documents received in the MIR are numbered (received and registered); their content assessed (read); recorded (indexed) and, where necessary, further enquiries carried out (actioned). These procedures are detailed in *ACPO (2005) Guidance on Major Incident Room Standardised Administrative Procedures (MIRSAP)*. HtoH documents follow these procedures, with the exception that HtoH Questionnaires receive their unique number during the HtoH process. They are **not** automatically numbered by the HOLMES 2 system or in the MIR. The unique number consists of the folder number, premises number (as given by the HtoH coordinator, not its address) and occupant number, prefixed by the letter 'H', for example, H1/12/2 (H folder number/premises number/occupant number). When registered, this number is entered onto HOLMES 2. See [3.5 House-to-House Enquiry Questionnaire](#).

Where HtoH enquiries have been carried out and the investigation does not require the support of an MIR or use of the HOLMES 2 system, great emphasis must be placed on the need for full and accurate records, and this should be stressed to the officer(s) responsible for the initial record keeping carried out in HtoH Control.

4.3.2 REGISTRATION

HtoH Questionnaires are always registered to the person who is the subject of the questionnaire and, therefore, always registered to the nominal index. The questionnaires should be registered using the number of the Action that generated the HtoH enquiry. By doing this, a document-to-document cross-reference is created between the Action and resulting HtoH Questionnaires. This is part of the audit trail of documents maintained by the MIR during the information gathering process.

4.3.3 HOLMES 2 HOUSE-TO-HOUSE TEMPLATE

The template for the standard national HtoH Questionnaire is stored on the HOLMES 2 system so that the content can be typed.

The template format can be customised for each incident on HOLMES 2, however, any alteration to this template is a 'one off'. Changes to the template will apply across the whole of the incident, making further alterations or returning to the standard national template impossible.

4.3.4 HOLMES 2 BESPOKE QUESTIONNAIRES

Where the SIO has identified questions to be asked during HtoH enquiries which are not included on the HtoH Questionnaire, a bespoke questionnaire should be designed. A template for bespoke questionnaires is stored on HOLMES 2. As each design of a bespoke questionnaire is given a unique identifier (a four character code) then any number of individual questionnaires can be created. See *ACPO (2005) Guidance on Major Incident Room Standardised Administrative Procedures (MIRSAP)*, Sections 3.7 and 4.2.5.

Bespoke questionnaires should be registered in the same way as HtoH Questionnaires, ie, to the person who has supplied the information. Where applicable, a document-to-document cross-reference can be made between an HtoH Questionnaire and its associated bespoke questionnaire.

4.3.5 TYPING

Responses from completed HtoH Questionnaires and bespoke questionnaires can be typed onto HOLMES 2. This can facilitate searching where descriptive detail has been given on other documentation and, therefore, already exists on a nominal record

Typing replies to questions on the form such as, 'Who did you see?' or 'Any other useful information/rumours' will allow this information to be searchable.

4.4 INITIAL ENQUIRIES AND WITNESS ACCOUNT FORM

Initial Enquiries and Witness Account Forms may have been completed before conducting HtoH enquiries or establishing an MIR. The completed forms should be registered onto HOLMES 2 as Other Documents, and their content may be typed to assist with research. See *ACPO (2005) Major Incident Room Standardised Administrative Procedures (MIRSAP)*, Section 3.11.

4.5 INDEX RECORDS

The descriptive content of HtoH Questionnaires should be recorded on the nominal record to which it has been registered, together with information recorded on the knowledge of a victim or interviewee's attendance at a scene.

4.5.1 INDEX-TO-INDEX CROSS-REFERENCES

Index-to-index cross-references should be made, if required, between the nominal record and other index records, eg, location and vehicle records. Recording this information gathered during HtoH enquiries may be useful later in prioritising nominals in TIE categories, or prior to intelligence-led mass screening of DNA or fingerprints. See *ACPO (2006) Murder Investigation Manual*, Section 19.

4.5.2 INDEX-TO-DOCUMENT CROSS-REFERENCES

A documentary cross-reference(s) may be added to the nominal record and, if necessary, any other index records covering the information recorded on the HtoH Questionnaire. Documentary cross-references are of particular importance where the documents are not being typed and so the information is not readily accessible.

The routine recording of cross-references that merely note an individual has been spoken to during HtoH enquiries and has no information to offer should be avoided. Knowledge of information either refused, or not volunteered, during HtoH enquiries, however, can be as valuable as information readily given. Where this is the case, and there is a need to repeatedly record this type of entry, the use of standard abbreviated cross-reference lists that can be stored on HOLMES 2 should be used. This prevents unnecessary re-typing, and so reduces indexing time.

4.5.3 HOUSE-TO-HOUSE INDEXING OPTIONS

Where HtoH documents are not subject to further action or do not contain information to be recorded, the Receiver and OM should consult the SIO. Registration options may be to:

- Register HtoH Questionnaires, creating minimal nominal and address records;
- Collate the HtoH folders and register the folders as Other Documents to the relevant location index, creating the individual house records visited;
- Collate the HtoH folders and register the folders as Other Documents to the relevant location index.

It should be noted that recording only the information outlined in the aforementioned options could impact on any future research of the incident by not giving a true reflection of all the data collected.



APPENDIX 1

ABBREVIATIONS AND ACRONYMS

ABBREVIATIONS AND ACRONYMS

ACPO	Association of Chief Police Officers
ACPOS	Association of Chief Police Officers in Scotland
BCU	Basic Command Unit
CRB	Criminal Records Bureau
D/SIO	Deputy Senior Investigating Officer
GPMS	Government Protective Marking Scheme
HOLMES 2 . .	Home Office Large Major Enquiry System
HtoH	House-to-House
MIR	Major Incident Room
MIRSAP	Major Incident Room Standardised Administrative Procedures
NCPE	National Centre for Policing Excellence
OM	Office Manager
PNC	Police National Computer
PolSA	Police Search Adviser
SCRO	Scottish Criminal Records Office
SIO	Senior Investigating Officer
TIE	Trace/Interview/Eliminate

APPENDIX 2

HOUSE-TO-HOUSE FORMS

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INITIAL ENQUIRIES AND WITNESS ACCOUNT FORM

This is a new form and is not intended as a replacement for the standard House-to-House Questionnaire which will still need to be completed during the formal House-to-House enquiry. The object of this exercise is to capture any immediate line of enquiry.

The form is designed for use during the 'Golden Hour(s)' in the immediate aftermath of an incident, and allows early enquiries to be carried out and details to be recorded accurately. It identifies potential witnesses without the need for completing time-consuming questionnaires at an early stage of the enquiry. It should allow the House-to-House coordinator to obtain a clear picture of what has, and has not, been done when they are formally allocated the role.

The A5 form should be photocopied/printed as many times as necessary and made into a booklet for enquiry officers to use.

1. This book must be returned to the SIO/MIR in its entirety.
2. HtoH enquiry officer to complete at least one page for each person spoken to.
3. In the case of no response when knocking on a door, ie, occupant(s) not at home, the HtoH enquiry officer must record this.
4. Observations or any other items worthy of note must also be recorded.

Incident:

INITIAL ENQUIRIES AND WITNESS ACCOUNT FORM

House No/Name
 Street Name.....

Surname
 Forenames.....
 Sex M/F I/C..... Height..... P&DoB.....
 Tel: (day)..... (eve)..... (mob).....
 Officer recording..... Date/Time

RELEVANT INFORMATION AND OBSERVATIONS

Witness's signature.....

House-to-House Enquiries STREET FORM

H.....

Street

Ref No.	House name or number	Questionnaires Number to be completed and updated	Enter complete when all done	Initials of Officer I/C HtoH Enq
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

RECORD OF ISSUE OF FOLDER

Date	Officer	Date	Officer	Date	Officer

When all questionnaires for a house are complete they can be transferred with the house form to the completed folder (green folder) for checking by the officer in charge of house to house.

MIR/1

House Occupants Form

Address _____ Telephone No. _____

Officer completing form _____

Date _____

Details of occupants normally resident at address including those at present away on business, university etc. Tick name of person supplying information to complete this form.

All questionnaires completed and checked

Initials

Officer I/C HtoH Enquiries

	Surname (and Maiden Name)	Forename(s) (and Nicknames)	Date of birth	Occupation or school	Tick where appropriate			Remarks, reason for absence or why not seen etc. When available for interview	Questionnaire number
					Seen	Questionnaire completed	Statement taken		
1									
2									
3									
4									
5									
6									

Full details of persons who have been resident at address in past six months or visited on date in question

Name _____ Name _____

Address _____ Address _____

Dates Time _____ Date Time _____

Numbers of male or female occupants

Either Side

This Address

House name/number _____ House name/number _____

M F

M F

M

F

Security
1 2 3 4

Priority
L M H

Number
H / /

House-to-House Enquiry Questionnaire

Surname: _____

Forenames: _____

Title: _____ Sex: _____

***Ethnic Appearance:**

White North European <input type="checkbox"/>	White South European <input type="checkbox"/>	Black <input type="checkbox"/>	Asian <input type="checkbox"/>
Chinese, Japanese or any other South East Asian <input type="checkbox"/>	Arabic or North African <input type="checkbox"/>	Unknown <input type="checkbox"/>	<input type="checkbox"/>

Persons of mixed appearance will be recorded in the most appropriate category

Date of birth: _____ Birthplace: _____ Height: _____

Occupation: _____

Employer/School details and addresses: _____

Body Hair:

Greying <input type="checkbox"/>	Hairy <input type="checkbox"/>	Shaven <input type="checkbox"/>	Waxed <input type="checkbox"/>
Other desc. _____			

Ear Hair:

Bushy <input type="checkbox"/>	Very Long <input type="checkbox"/>	Other desc. _____
--------------------------------	------------------------------------	-------------------

Eyebrows:

Bushy <input type="checkbox"/>	Dyed <input type="checkbox"/>	Plucked <input type="checkbox"/>	Straight <input type="checkbox"/>
Curly <input type="checkbox"/>	Greying <input type="checkbox"/>	Shaven <input type="checkbox"/>	<input type="checkbox"/>
Other desc. _____			

Facial Hair:

Bushy <input type="checkbox"/>	Full Beard <input type="checkbox"/>	Handlebar <input type="checkbox"/>	Stubble <input type="checkbox"/>
Clean Shaven <input type="checkbox"/>	Goatee <input type="checkbox"/>	Long Sideburns <input type="checkbox"/>	Very Long <input type="checkbox"/>
Curly <input type="checkbox"/>	Greasy <input type="checkbox"/>	Moustache <input type="checkbox"/>	Waxed <input type="checkbox"/>
Dirty <input type="checkbox"/>	Greying <input type="checkbox"/>	Plucked <input type="checkbox"/>	
Dyed <input type="checkbox"/>	Hairy <input type="checkbox"/>	Streaked <input type="checkbox"/>	
Other desc. _____			

Head Hair:

Afro <input type="checkbox"/>	Dreadlocks <input type="checkbox"/>	Pony Tail <input type="checkbox"/>	Straight <input type="checkbox"/>
Bald <input type="checkbox"/>	Dyed <input type="checkbox"/>	Rasta <input type="checkbox"/>	Streaked <input type="checkbox"/>
Beehive <input type="checkbox"/>	Greasy <input type="checkbox"/>	Receding <input type="checkbox"/>	Thinning <input type="checkbox"/>
Bushy <input type="checkbox"/>	Greying <input type="checkbox"/>	Shaven <input type="checkbox"/>	Untidy <input type="checkbox"/>
Collar Length <input type="checkbox"/>	Mohican <input type="checkbox"/>	Short <input type="checkbox"/>	Very Long <input type="checkbox"/>
Cropped <input type="checkbox"/>	Permed <input type="checkbox"/>	Shoulder Length <input type="checkbox"/>	Wavy <input type="checkbox"/>
Curly <input type="checkbox"/>	Plaited <input type="checkbox"/>	Skinhead <input type="checkbox"/>	Wig <input type="checkbox"/>
Dirty <input type="checkbox"/>			

Head Hair Colour:

Auburn <input type="checkbox"/>	Dk Brown <input type="checkbox"/>	Lt Brown <input type="checkbox"/>	Purple <input type="checkbox"/>
Black <input type="checkbox"/>	Fair <input type="checkbox"/>	Mousey <input type="checkbox"/>	Red <input type="checkbox"/>
Blonde <input type="checkbox"/>	Ginger <input type="checkbox"/>	Multi <input type="checkbox"/>	Sandy <input type="checkbox"/>
Blue <input type="checkbox"/>	Green <input type="checkbox"/>	Orange <input type="checkbox"/>	White <input type="checkbox"/>
Brown <input type="checkbox"/>	Grey <input type="checkbox"/>	Pink <input type="checkbox"/>	Yellow <input type="checkbox"/>

MIR/4

Nasal Hair:

Hairy Plucked Straight Very Long
Other desc. _____

Eyes:

Blue Brown Green Grey Hazel Pink
Blind Cast Deformed Protruding Squint Staring

Glasses:

Contact Lenses Glasses No Glasses

Glasses Use:

Constant Driving Reading

Complexion:

Fair Freckled Fresh Pale Ruddy
Sallow Spotted Swarthy Tanned Wrinkled

Build:

Fat Medium Slim Stocky Thin

Distinguishing Features (Record feature, location on body and full descriptive details):

Lacking: _____

Mark: _____

Peculiarity: _____

Pierced: _____

Scar: _____

Tattoos: _____

Accent General:

English Irish Other Scottish Welsh

Accent Specific:

American French Liverpool North West Spanish
Asian German London Northern West Country
Australian Glasgow Midland Oriental West Indian
Birmingham Italian North East Southern Yorkshire
East Anglia

Accent Other: Give details: _____

Noticeable Jewellery: _____

Clothing worn at material time (if relevant): _____

CRO No: _____ PNC Id. _____ Local Ref No. _____

List type of convictions: _____

Visited scene during material time (Yes/No): _____

If Yes give details: _____

Knows victim (Yes/No): _____ Nature of relationship: _____

Other Names:

Maiden Name _____

Any other name: _____ **show whether alias, former, nickname, etc*

Surname: _____ Forenames: _____ *Name Type: _____

Address: _____

Postcode: _____

Telephone numbers:

Home Tel. No: _____ Bus. Tel. No: _____ Mobile Tel. No: _____

Email Address: _____

Vehicles:

Owner User Reg No _____ Make _____ Model _____

Colour _____ Type _____ Seen? _____

Owner User Reg No _____ Make _____ Model _____

Colour _____ Type _____ Seen? _____

Owner User Reg No _____ Make _____ Model _____

Colour _____ Type _____ Seen? _____

Vehicle Types:

3WH	3 Wheeler	LOR	Rigid Lorry	PSV	Public Service vehicle
ART	Articulated Cab	LTR	Lorry/Trailer	SAL	Saloon
CAV	Motor Caravan	MCY	Solo Motor Cycle	SCO	Scooter
COM	Motor Cycle Combi	MOP	Moped	SPO	Sports
CON	Convertible	OTH	Other	VAN	Van
EST	Estate	PIC	Pickup		

Vehicle Colours:

Blue	White	Green	Red	Grey	Black	Yellow	Gold	Maroon		
Brown	Beige	Silver	Orange	Bronze	Purple	Cream	Pink	Multi	Turquoise	

1) Obtain details of movements between _____

2) Who can verify? _____

APPENDIX 3

REFERENCES

REFERENCES

ACPO (2005) *Guidance on Major Incident Room Standardised Administrative Procedures (MIRSAP)*. Wyboston: NCPE.

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