

# Armed robbery in the UK

July 2010



## The situation

A client, his wife and chauffeur were the victims of an armed robbery when they entered the foyer of their apartment block in London, the United Kingdom, in July 2010. The client was not satisfied with the assistance and advice provided by the police. After speaking to his insurer about the burglary, the customer was then advised to contact red24 to help assess his security situation.

## Assistance

A red24 consultant met with the client and his wife to discuss the robbery, and a full security survey was conducted on the couple's apartment, as well as on the rest of the apartment building. The results showed that there was poor CCTV presence around the building, and the quality of the existing CCTV system was also a concern.

In addition, it was discovered that the concierge working at the apartment building was not a professionally trained security official. As a result of the burglary, meetings were arranged with several security companies (recommended by red24) to offer services meeting the needs of the client and the occupants of the neighbouring apartments.

## Advice given

As red24 consultants have expertise in dealing with victims of serious crimes, specific advice on how to deal with the shock

of such an attack was provided to the couple. They were also advised to contact the Criminal Injuries Compensation Board.

The red24 consultant provided advice to the couple on how they should deal with the police to ensure that the assistance received was of a better standard should a future incident ever take place. The consultant also emphasised the importance of ensuring that their medical practitioner kept notes of the whole situation.

The consultant also recommended basic improvements within the client's apartment, such as the installation of a burglar alarm, the locking of doors and not leaving keys in obvious locations in the hallway. The housekeeper was also given advice which would help to keep her safe when she was at the apartment alone. A room within the client's apartment was identified as being an ideal location for a safe room. The client was given details of how the room could be converted with minimum disturbance.

## Feedback:

The client was very appreciative of the assistance and advice received from red24, and told his insurer of the professional and calm manner in which red24 dealt with the incident.

