



## The Herbert Protocol



A process to help find people with Dementia if they go missing - for carers and/or families

For more information visit:  
[www.dc.police.uk/missingherbert](http://www.dc.police.uk/missingherbert)



## The Herbert Protocol

Encourages family/carers to collate information on those who are vulnerable onto a form that can be given to the police, if they go missing.

Carers, family members and friends can complete in advance, a form recording all vital details, such as:

- medication required,
- mobile numbers,
- places previously located,
- a photograph

In the event of your family member or friend going missing, the form can be easily handed to the police to reduce the time taken in gathering this information.

The Herbert Protocol initiative is named after George Herbert, a War veteran of the Normandy landings, who lived with dementia.

### Who decides who is at risk?

If you think that your family member or friend is at risk of leaving their home and going missing or already has a history of this, please fill in the form as soon as possible. If you are a carer the judgement should be based on your professional opinion.

### Who completes the form?

The form can be completed by a family member or, with the permission of the next of kin, friend or neighbour working together with the vulnerable person.

If the person is in a care setting, or the person filling in the form is a home carer or a representative of a partner agency, take advice from your management on your organisation's protocols.

The form should be completed and regularly updated, so that all the information is as relevant as possible.

### When should the form be sent to the police?

**The police only need the form at the point the person is reported missing.**

There is no need to hand it to police before then and the form will be returned once the person is found.

### Where should the form be stored?

It should be stored in an easily accessible place in the person's home but kept out of sight of visitors as the information is confidential.

In the care setting it should be stored in accordance with data protection laws, **but where you can find it quickly.**

Go to [www.devon-cornwall.police.uk/missingherbert](http://www.devon-cornwall.police.uk/missingherbert) for more information and to download the form.



## Keeping warm and well: staying safe in cold weather

### Plan ahead



Check the weather forecast and the news



Make sure you have sufficient food and medicine



Take simple measures to reduce draughts at home

### Keep yourself warm



Heat rooms you spend most time in to 18°C if you can



Keep bedroom windows closed



Wear multiple layers of thinner clothing

### Prepare your home



Check what financial support may be available for you



Use energy saving tips to save money on heating



Make sure appliances are safe and working well

### Look after yourself and others



If you're eligible, get vaccinated against flu and COVID-19



Check on others who may be vulnerable



Get help if needed. Call NHS 111 or in an emergency 999

For more information go to:

Top tips for keeping warm and well this winter - [www.GOV.UK](http://www.GOV.UK)

For more information about how to stay warm and well in winter visit Age UK's website [www.ageuk.org.uk/winterprep](http://www.ageuk.org.uk/winterprep) or call 0800 169 6565

## Captured a driving offence on your helmet cam or other device?

You can send your video or photos to us and help to keep our roads safe  
[www.dc.police.uk/opsnap](http://www.dc.police.uk/opsnap)



operation snap  
Devon & Cornwall

Operation Snap is a secure online facility which allows submissions of video and photographic evidence relating to driving incidents that members of the public have witnessed.

Operation Snap (Dashcam footage) will investigate road traffic offences such as dangerous driving, driving without due care and attention, careless driving, using a mobile phone handheld, not wearing a seat belt, contravening a red traffic light and contravening solid white lines, however this is not an exhaustive list.

If you have captured a driving offence on your dashcam or other digital device, you can send it to the police simply, quickly and securely through Operation Snap. You need to be 18 years old or over, able to supply the registration mark of the offending vehicle and be willing to sign a witness statement and possibly appear in court.

All submissions are dealt with pro-actively to help reduce risk-taking and poor driving on our counties' roads.

For more information or to submit a video go to [www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk) click on Operation Snap located near the bottom of the front page.

# NICE BIT OF KIT...



Mark your property then register on [www.immobilise.com](http://www.immobilise.com)



**Devon and Cornwall Police are calling for residents to take simple precautions to keep their new Christmas Gadgets safe from theft.**

# TAKE ME I'M FREE



Keep your doors and windows locked and secure



Police are warning that opportunist thieves may be on the lookout for expensive gifts in homes following the festive period.

We are urging people to secure their homes, security mark all valuables and register them on the national database [www.immobilise.com](http://www.immobilise.com)

Immobilise can be used instantly to alert police, insurers, and the second-hand trade if any registered item is lost or stolen.

Ilfracombe police said: "Immobilise allows officers to search the serial numbers of recovered goods or suspected stolen property and take the appropriate action."

Nationally, Immobilise is involved in around 250 cases a week where property is either returned or information is collected to assist a police investigation.

"We would also urge people to keep all windows and doors locked and secure. All valuable items, such as laptops and mobile phones, should be kept away from clear view of windows.

"By taking these few simple security measures you can reduce the chances of being burgled.

[www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk)

## Ilfracombe Neighbourhood Team



Insp 11010  
Richard Preston



Sgt 11013  
Malcolm Kirk



PC 11707  
Matt Reed



PC 15287  
Paul Woodward



PCSO 30075  
Ade Drury



PCSO 30549  
Paul Grantham

[Ilfracombe@dc.police.uk](mailto:Ilfracombe@dc.police.uk)  
(not 24/7, Non-Emergency only)



Like us on our Facebook page [Ilfracombe Police](https://www.facebook.com/IlfracombePolice) and get regular updates as it happens.

**In an Emergency  
ring 999**  
For Non-Emergency  
Ring 101

## Police Enquiry Office at –

**Barnstaple** Monday to Friday 8am to 5.30pm

**Tiverton** Monday to Saturday 10am to 3pm

**Exeter** Monday – Saturday 8am-5.30pm

**All Offices Closed Sunday & Bank Holiday's**

Please note that when attending to ensure effort is made to arrive approximately 1 hour prior to closing time to allow your enquiry to be dealt with.

[www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk)

We try to help whenever we can, but we're not always the best people to call in every situation



Abandoned cars and anti-social parking are dealt with by local councils



Untaxed cars need to be reported to the DVLA



Lost or found dogs should be reported to the local dog warden



Noisy neighbours need to be reported to the council environmental health team



Always check our website to make sure you contact the right people, first time:  
[www.dc.police.uk/who-to-contact](http://www.dc.police.uk/who-to-contact)

<https://www.devon-cornwall.police.uk/contact> use this link to find out how long the waiting time is on **ringing 101** and see lots of other ways to report your concerns.

## There are a number of different ways to get in touch with us

Every contact we receive about a policing issue is answered by a member of our team, whether it's through one of our online options or on the phone.

### Contact details

**Non Emergency**  
[dc.police.uk](http://dc.police.uk)

If a crime has already happened or to give information about the crime



**WebChat**  
To get updates visit [dc.police.uk](http://dc.police.uk) and click on the WebChat widget

**999 Emergency**

When life is threatened, people are injured, offenders are nearby or immediate action is required

Contact details for Deaf or hard of hearing / speech impaired



**999 BSL**  
(video relay for BSL users)



**Text 999**  
(You must register for this service at [www.emergencysms.org.uk](http://www.emergencysms.org.uk))



**18000 Minicom/textphone**



**Text 67101**



**SignLive**  
(video relay for BSL users) for Non-Emergency



**18001 101**



## Number of Crimes reported in December 2023

### Ilfracombe

Violence More Serious 1  
Violence less Serious 12  
Sexual Offences 3  
Burglary Residential 2  
Burglary Business & Community 1  
Fraud & Forgery 1  
Theft (Shoplifting) 9  
Theft (Other) 3  
Drugs 1  
Criminal Damage (Inc Arson) 8  
Vehicle Crime (theft of & from) 3  
Other Notifiable Crime 8

### Combe Martin

Violence less Serious 2  
Sexual Offences 2  
Fraud & Forgery 1  
Theft (Other) 1

### Berrynarbor

Burglary Residential 2  
Vehicle Crime (theft of & from) 1

### East Down

None

**ActionFraud**  
Report Fraud & Internet Crime  
**0300 123 2040**

**Victim Care** PCC

Tel 101 or go to the web  
[www.devon-cornwall.police.uk/advice/victim-witnesses/](http://www.devon-cornwall.police.uk/advice/victim-witnesses/) Victim but no crime report. Tel. 0300 303 0554

**CRIMESTOPPERS**  
**0800 555 111**  
Call anonymously with information about crime