

Are you worried
about someone
with care and
support needs
going missing?

THE HERBERT PROTOCOL



Suffolk
County Council



SUFFOLK
CONSTABULARY



What is the Herbert Protocol?

There is nothing more frightening than when a loved one, friend, neighbour or someone you are caring for fails to return when they should. For adults with care and support needs (vulnerable adults), this could be quite common. The Herbert Protocol is designed to help save time and deliver a rapid response to finding the person. The Herbert Protocol is a national scheme used by Suffolk Police and other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable adult going missing.

How does it work?

Someone close to the person, could be a family member, friend, or carer fills in the form, recording all vital details such as required medication, mobile numbers, places previously located, a photograph etc. In the event of a vulnerable adult going missing, the form can be handed to the police to reduce the time taken in gathering this information and inform the investigation **to locate them more quickly, safeguard them more effectively, and return them to safety before any harm can come to them.** Adults with care and support needs deserve their independence and The Herbert Protocol can help to reassure family, friends and carers that if their loved one or cared for person does go missing, they can quickly pass essential information to the police. See Flowchart.

Digital Care Solutions (and other helpful ideas)

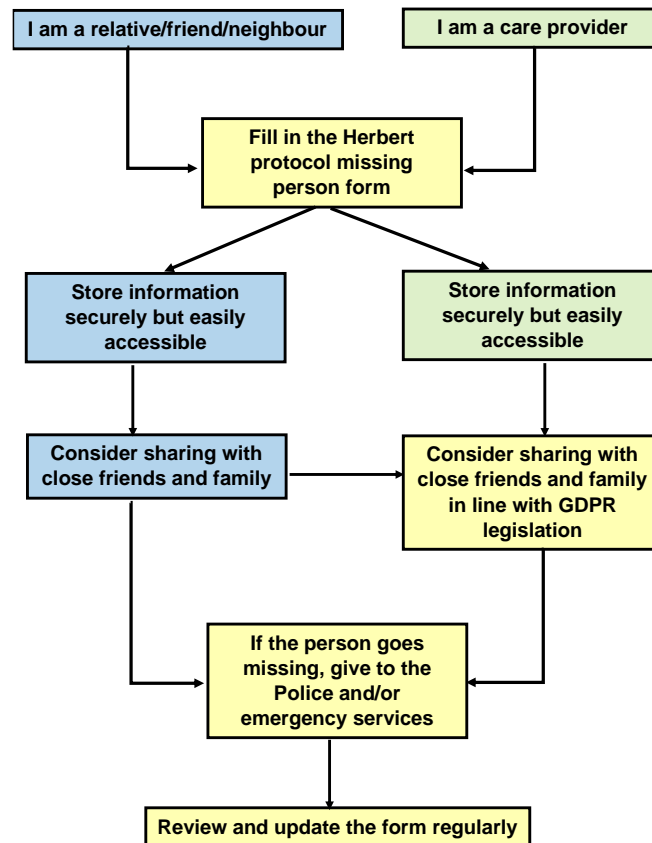
Digital care solutions to support people with care and support needs have progressed over the last few years. In addition to the Herbert Protocol to promote people's independence you may wish to consider the following digital care options and general advice for people who wish to remain independent in the community but for who there is concern for their safety.

- GUARDIAN ANGEL DEVICE <https://www.dementiabuddy.co.uk/guardian-angel-devices>
- GPS trackers that can be worn in the sole of the shoe, SmartSole or on the wrist
- Medical jewellery
- Who to call in emergency cards in pockets/wallets or handbags or ICE (In Case of Emergency) on phone
- Ensure appropriate clothing, fluorescent jacket and good sturdy shoes
- Simple signage by the door as a reminder of what to take and what to wear
- A Memo Minder/Alexa or similar as a digital prompt when someone is leaving the house to remind them of what to wear or carry

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Flowchart



Protecting confidentiality (GDPR)

- If you are a care provider filling in the form on behalf of a person, please ensure you seek their permission first as well as agreeing a safe place to store the document. If the vulnerable person is unable to consent to the information being recorded and stored, then the vulnerable persons next of kin must be contacted to help complete the form and consent to the information being collected and stored.
- Consider sharing with close family members
- Ensure that the form is stored securely but equally easily accessible in the case of emergency

Forms are available to be stored electronically or printed as a paper copy from:

<https://www.suffolk.police.uk/advice/personal-safety/missing-people> and

<https://www.suffolk.gov.uk/care-and-support-for-adults/keep-well-and-active/dementia/> (this form is for all adults and not just those with dementia although this is where the form is hosted)

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