

What is The Herbert Protocol?

It is a national scheme adopted by police services and other agencies to be used in the event of a person with Dementia or other care and support need going missing.

It consists of a form that contains vital information about a person at risk that can be passed to police if the person is reported missing.

Information within the form:

- A recent photograph of the person;
- Medication they take;
- Description of the person;
- Significant places in the person's life; and
- Details of their daily routine.

This is all to be pre-recorded on the form.

Who fills the form in and what is the information used for?

In a care setting, the care provider, the person at risk or their family can fill in the form. The police will only ask for the form, or the information contained within the form, if the person is reported missing. The form encourages carers, families, friends or neighbours to hold information about the person with Dementia or other mental vulnerability that can help the police if they do go missing.

Police do not retain details or request copies of the forms. The form is an aid for police when the person is reported missing and handed to the police officer upon arrival.

The information can also be provided over the telephone to the call taker, if appropriate. Call takers will ask if there is a Herbert Protocol in place, and the police officer who is allocated the case will be able to access detailed information.

Where can I access the form and further information?

- [Information leaflet](#)
- [Further information for carers](#)
- [The Herbert Protocol online form](#)
- [The Herbert Protocol printable form](#)

Consent

Please seek permission from the person at risk or their next of kin prior to filling in the form.

If neither is possible, a 'best interests' assessment can be carried out, and the form completed by a carer or care agency.

For further information on The Herbert Protocol, contact the Partnership Management team, 01952 383924 or via email partnerships@telford.gov.uk