

# THE HERBERT PROTOCOL

## Safe & Found



**Do you care for, or are you the family of an elderly or vulnerable adult who is at risk of going missing?**

Have you heard of the Herbert Protocol? Sign up and work directly with the police and their partners to ensure their safety.

### **What is it?**

The Herbert Protocol is a scheme which will see family, friends, and care providers working together not only to prevent vulnerable adults going missing but to improve responses for locating them if they do.

### **Why do we need it?**

A initiative that protects the vulnerable and the elderly whilst respecting and understanding their need for independence - that can only be good news!



### **How will it work?**

The protocol will be running throughout County Durham and Darlington. When you sign up, we will contact you to discuss the process, suggesting steps to prevent particularly vulnerable people going missing, as well as contingencies for a swift response should the individual fail to return.



County Durham and Darlington  
**Fire and Rescue Service**



**Darlington  
Safeguarding Adults  
Partnership Board**

**County Durham  
SAFEGUARDING ADULTS  
INTER-AGENCY PARTNERSHIP**

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## The Response



### Pre-planning is essential...

- Carers, family, friends, care providers and agencies can identify any vulnerable adult who is at risk of going missing
- They will be contacted and issued with a standardised document to fill in and return to police if a person goes missing, giving the police the right information, quickly, such as which bus routes they use, local shops, eateries and areas they are likely to frequent.
- Carers, friends and families will be encouraged to keep a recent photograph, an up-to-date list of medications and any other specific information which can be accessed quickly if needed.
- Support can also be offered from partner agencies and charities around the individuals safety and general wellbeing.



### When someone goes missing...

- On discovering a person has gone missing contact should be made to police on 101 or 999 whichever is appropriate. This will trigger the agreed plan allowing us to help each other and work in unison.
- The police will manage and conduct the missing person enquiry based on the information provided to locate the individual as quickly as possible.

### When the person is found...

- Upon their return they will be visited to check on their welfare. Advice and support will be offered to reduce the risk of this happening again.



To sign up contact Tel: 101 or e-mail:  
[Herbertprotocol@durham.pnn.police.uk](mailto:Herbertprotocol@durham.pnn.police.uk)

