

North Somerset Multi-Agency Adult Safeguarding Procedures



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Document and should not be edited in any way

Herbert Protocol

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Introduction

Avon and Somerset Police and the North Somerset Safeguarding Adults Board have embedded the nationally acclaimed Herbert Protocol. The initiative is named after George Herbert, a war veteran of the Normandy landings, who lived with dementia. George Herbert died whilst 'missing', trying to find his childhood home.

The Herbert Protocol encourages family, friends, or people providing care and support to record useful information in advance which could be used in the event of a vulnerable person with dementia going missing. It is a simple risk reduction tool to be used in the event of an adult with care and support needs going missing. It consists of an electronic form that contains vital information about a person at risk that can be accessed by the police at the point the person is reported missing.

As part of the Avon and Somerset Police's Dementia Safeguarding Scheme (Herbert Protocol) people living in North Somerset can also request assistance devices. Assistance devices include Tile Bluetooth tracking devices and NFC wearable wristbands and hangtags, which can be attached to a supplied lanyard. Avon and Somerset Police provide these free of charge (for eligible individuals living with dementia).

Dementia Safeguarding Scheme (Herbert Protocol)

Who can register?

This scheme is only available to people who:

- reside in the Avon and Somerset force area
- are living with dementia

Before you register

The information required is captured in an online form and is used by the police to help locate vulnerable individuals. Information captured includes:

- medication required
- mobile numbers
- previous addresses and employer details
- places previously located

- a photograph

Providing these details in advance means the next of kin, or carer of the person living with dementia, does not need to remember vital information if they need to report them as a missing person. This helps to reduce their stress at an already anxious time.

You can also provide any locations an individual may have gone. This will help us start our search sooner, as those with dementia may return to meaningful locations, such as childhood homes or places of work.

The form is only available online and we are not able to provide it in any other format due to the way it is processed once submitted. If you cannot complete the form online, please go to one of our libraries, or ask a member of North Somerset Councils staff, for assistance.

Who completes the form?

A care provider, the person at risk, or their family can fill in the form.

Please seek permission from the person at risk or their next of kin. If neither is possible, the care provider should complete a Mental Capacity Assessment and evidence a Best Interests Decision.

It is important that the form is updated regularly to make sure the information is always accurate. The information about the person living with dementia can be updated at any time via the Avon and Somerset Police website: [Report a change of circumstances to the Dementia Safeguarding Scheme | Avon and Somerset Police](#)

What happens when you join the scheme?

You will be asked to provide personal information about the individual. It is important you make sure:

- this information is accurate
- the individual is aware you are completing the form on their behalf
- you have the individual's consent, if you are not applying for yourself

This information is stored on the police database and will be used if the police get a report about the wellbeing of a person who is living with dementia, or if they are reported missing.

As part of the scheme you can request the assistance devices, which the police provide free of charge for eligible individuals living with dementia.

The scheme provides Tile Bluetooth tracking devices and NFC wearable wristbands and hangtags, which can be attached to a supplied lanyard. Devices are only available for those with dementia and not any other type of medical condition.

NFC wristband, NFC hang tag, and the tile Bluetooth tracker and Lanyard



DEMENTIA SAFEGUARDING SCHEME

Avon and Somerset Police

Register for the scheme now and request a **FREE** wristband, lanyard, hangtag and Tile tracker which help safeguard people living with dementia.

Simply scan the QR code or search 'Avon and Somerset Police Dementia Safeguarding Scheme' in your web browser.

The image displays a yellow wristband with a QR code and text: 'Avon and Somerset Police', 'Dementia Safeguarding Scheme', and 'I have dementia. My Name with NFD phone is 11'. A yellow lanyard with a circular hangtag is also shown. The hangtag features the Avon and Somerset Police logo and the text 'I have dementia. My Name with NFD phone is 11'. A small yellow Tile Bluetooth tracker is also visible.

Tile Bluetooth tracker

Tile trackers use Bluetooth and Life360's global network of more than 76 million smartphones to assist in locating the Tile when it comes into range.

Key features include:

- Range: Operates within 100–500 feet of the nearest smartphone running the Life360 app.
- Privacy: Location data is visible only to the registered user or individuals they authorise.
- Battery Life: Lasts up to three years without requiring charging or maintenance.

- QR Code: Each Tile device includes a QR code, which can be easily programmed using the enclosed instructions. When scanned, the code displays details about the wearer and their next of kin.

Please note that the Tile device is not a GPS tracker but offers a reliable way to locate it when within Bluetooth range.

NFC devices

The NFC devices consist of a hang tag and a wristband.

Both of these store electronic information about the wearer, such as their name and next of kin.

With NFC enabled, the device can be scanned by a smartphone if the person living with dementia needs assistance.

Register for the scheme

If you are living with dementia or are the next of kin or carer of a someone living with dementia, and have their consent (or a have completed a capacity assessment with a best interest decision), sign up to the scheme via the online form.

[Register for the Dementia Safeguarding Scheme | Avon and Somerset Police](#)

Seek support from a library or a member of staff at North Somerset Council if you find it difficult to use the internet to complete the form.

Update a registered person's details regularly

To update the registered person's details, report a change of circumstances to the Dementia Safeguarding scheme.

[Report a change of circumstances to the Dementia Safeguarding Scheme | Avon and Somerset Police](#)

Additional support for people with dementia

View details of services available to help you.

[Support for people living with dementia | North Somerset Council](#)

Report a missing person

There is no time limit on when you can report a missing person. You do not have to wait 24 hours. Avon and Somerset Police have a four-step guide to reporting someone missing.

Step 1: Before reporting someone missing

- Search their home or the place the person was last seen, in case they are hiding or may have fallen and been injured. Remember, children can hide in very small spaces.
- Look out for any notes or clues which may suggest where the missing person may be.
- Check to see if they have left you a message on your phone, voicemail or online.
- Contact family members, friends and the person's place of work to verify they are actually missing and not simply somewhere unexpected.

Step 2: Gather detailed information

The police take a detailed report. It will be helpful if you can provide as much of the following information as possible:

- Full name and date of birth for the missing person.
- Physical description of the missing person, including what clothes and jewellery they were wearing.
- Recent photograph of the missing person.
- When they were last seen and who was the last to see them.
- Where they had planned to go on the day they went missing.
- Contact mobile number for the missing person.
- Name, address and contact numbers of family members and their close friends.
- Details of any medication they take and whether they have this medication with them.
- Information of any online sites of which they might be a member.

- Any other relevant circumstances which may increase the risk to the missing person. This could include problems at work, school or at home or recent changes in behaviour which are out of character.

Step 3: Report a missing person

Call [999](#) if it is an emergency and you feel the missing person may be at risk of immediate harm.

For non-emergencies, the police would prefer you visit your nearest [police station](#) to report a missing person.

Step 4: Next steps and police involvement

The police use the information you provide to assess the level of risk the missing person may be at following [nationally agreed risk levels](#). The higher the risk the more they do, the lower the risk the less they do.

The police consider all lines of enquiry which are appropriate and necessary in the circumstances.

[Please refer to the NSSAB Missing Person Protocol](#) for more information.