



Do you have a friend or relative with Alzheimer's or dementia and often worry that they may go missing?

We appreciate that caring for people with dementia, memory loss or other cognitive difficulties is challenging and that planning ahead and keeping them safe is really important.

They may be at risk of going missing (wandering) and getting lost because they become disorientated, agitated and/or anxious. This can lead to feelings of confusion, fear and vulnerability for individuals and their families, particularly at night or during times of extreme weather.

The **Herbert Protocol** is here to help provide you with reassurance, and help you keep your friends and relatives safe.

As part of making reasonable life adjustments, we want to help by putting a system in place that will help to give the emergency services the best possible information should there be a need for them to become involved in a search for someone with dementia, Alzheimer's or other cognitive difficulty.

The **Herbert Protocol** is a document which is completed by a relative, friend, neighbour or carer, and is kept at home or in a safe place. It contains important information about a vulnerable person which is very useful to the police officer attending. Should they go missing, information is easily on hand about routines, medical requirements and favourite places to visit and can be handed over to the police, alleviating the worry of collecting it together during a stressful time.

If someone goes missing, and their whereabouts cannot be established, you **MUST** call the police on **999**. It is quite normal to worry about calling 999. Some people are concerned that they will be criticised for calling the police, but if you are worried about a person's safety then this will not happen. Please let the police control room know that you have a Herbert Protocol when you report them missing.

Please visit <https://www.norfolk.police.uk/advice/personal-safety/missing-people> if you would like to download and complete the Herbert Protocol form on behalf of a family member living in Norfolk.