



Adult Social Care & Health

Missing Person Policy and Herbert Protocol

Version 6

Version: 6 FOI Status: Controlled	Derbyshire County Council Adult Social Care & Health Missing Person - Policy and Herbert Protocol	Originally issued: July 2006 V6 Issued: September 2023 Review Due: September 2025 Author: Quality and Compliance
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If you would like to make any comments, amendments, additions etc. please email ASCH.adultcare.policy@derbyshire.gov.uk

Missing Person Policy

This policy is for use by colleagues working within the council's residential and day services in the event of an individual going missing.

The process to be followed in the event of a resident/person attending an establishment going missing is detailed below. A poster which must be displayed in each establishment is at [appendix 1](#). This policy also requires all staff to raise awareness of the availability of the Herbert Protocol to those who may need to use it.

Herbert Protocol

The protocol is named after a war veteran, George Herbert, who died while he was 'missing' on his way to find his childhood home.

The Herbert Protocol is a national initiative that aims to support the police to locate missing adults. It is a document that can be used by individuals and/or their carer, to provide information which will assist the police in their searches, should the person to which it refers to goes missing. The aim is to reduce the length of time a person is missing and to support professionals to locate a person at risk of harm.

The Herbert Protocol form is available [here](#) or the Derbyshire Safeguarding Adults Board's website.

When should a protocol be in place?

Colleagues working across Adult Social Care and Health should have an awareness of the purpose of a Herbert Protocol and provide advice and support to ensure a protocol is in place where appropriate and beneficial. The protocol can be completed by family/carers/colleagues.

Directly provided services (including respite care)

A Herbert Protocol form should be in place for individuals who are known to be, or considered, at risk of going missing. The photo attached to the Herbert Protocol must be recent and be no more than 6 months old.

Permission from the person at risk or their legal representative must be sought. Where the person lacks capacity, a best interests assessment must be made in accordance with the principles of the Mental Capacity Act 2005. A copy of the form can be offered to the carer following a period of respite.

All Herbert Protocols must be uploaded to Mosaic with the appropriate warning code whether the protocol is completed by a colleague or a family member.

If the person goes missing, sharing this information with professionals, including the police, in order to protect and safeguard the person is likely to be proportionate, necessary, and justified.

The police will only ever ask for the form if the person is reported missing.

What to do if a person goes missing from a residential care home or day centre provided by the council?

The guidance at [appendix 2](#) must be followed and managers working in these settings are

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responsible for ensuring their staff teams are aware of this guidance and what action should be taken when a person goes missing

Author History

Approval and Authorisation History

Name	Job Title	Date
Authored by John Boadle	Project Manager	July 2006
Approved by Kieran Hickey	Assistant Director	July 2006
Authorised by Quality Assurance and Quality and Compliance		May 2017

Change History

Version	Date	Name	Reason
Version 1	July 2006	John Boadle	New document
Version 2	November 2008	John Boadle	Extensive update
Version 2.1	October 2009	John Boadle	Reviewed
Version 2.2	June 2013	John Boadle	Reviewed
Version 3	May 2015	Emma Benton	Updated to cover all Adult Social Care establishments rather than just residential
Version 4	May 2017	Alison Briddon	Updated to include Herbert Protocol and Roll out to all Direct Care and Prevention and Personalisation staff
Version 4.1	October 2018	Alison Briddon	Amendment to specify the scanning of Forms completed by staff and adding of C5 warning note to Mosaic
Version 5	June 2021	Emma Benton	Reviewed, change to location of where forms can be stored electronically
Version 6	September 2023	Quality and Compliance	Reviewed