**For the public**

**When should I complete the form?**As soon as possible.  
The form can be completed at your leisure, with no time pressure or urgency, but the sooner the form is ready, the quicker it can be used if needed. When you have completed the form, please keep it securely as it will contain personal information about the person concerned. However, it will need to be accessible, with relatives and carers knowing about its existence under the Herbert Protocol and where it can be located quickly if required.

**How much detail is needed?**Please include key information that may assist Police Officers in searching if the person goes missing, and anything important to inform the level of risk the person might be at. Whilst sometimes more information is better, Police Officers generally want an overview rather than in depth detail. If you include your contact details / phone number we can ring you if we need anything further. Also, if writing the information by hand, please try to make sure that it is easily readable for someone unfamiliar with your handwriting. You don't have to complete everything on the form if you don`t feel it`s relevant to the individual person you are writing about.

**What will happen to this information when I have completed the form?**  
There is no need for the police or anyone else to have access to this information unless the person to whom it refers goes missing. You keep the information and hand it over when the police need it – it will be used to help the police to find the person as soon as possible, and nothing more. Once the Officer has the information they need, they will either destroy their copy or give it back to you.

**What should I do when I find out that my relative / friend is missing?**  
Ring **999**. Inform the call handler that you have a Herbert Protocol form in place.

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For Officers  
What do I need to do?**With the actual form, nothing until the person is reported missing, you will only be asked to look at the form once the person has contacted 999 and the call handler has assigned the job to you. You will then be emailed a copy of the form electronically if available or visit the person reporting to collect the hard copy. You will then need to attach an electronic version of the form to the missing Event in iOPS (you may need to scan the hard copy to do so). Once an electronic version is attached and viewable you should destroy the paper copy or hand it back to the person reporting.

**How do we tell people?**We need local policing teams including NBOs and PCSOs to identify potential care homes/vulnerable people in their community who would benefit from the Herbert Protocol Initiative. (There is a Service Level Agreement and a Certificate on GMP`s internet which you can download and share with care homes or other agencies who come on board to use or promote the Protocol). Copies of the forms and information leaflets can be left with care homes, GP surgeries, community nursing teams etc and posters can be downloaded from the internet and displayed in community centres, post offices, libraries, local shops. For individuals or private carers you can signpost them to the GMP website to download the form and explain the benefits of the Herbert Protocol.

For Response Officers, if you are sent to an incident and feel that anyone would benefit from being part of the Herbert Protocol, please pass on the relevant information and spread the word.