

**The Digital Information Bank
committed to Safeguarding
Vulnerable People.**



Overview

1. Safe and Found Online is a social enterprise established as a private limited company registered at Companies House as Safe and Found Limited No.10632804

2. The Herbert Protocol is a simple risk reduction tool to help the police in their search for people living with dementia who go missing or get lost.

3. Safe and Found Online was initially established to provide a digital version of the Herbert Protocol, which allows people to update a secure profile online, including the ability to upload new or recent photos and featuring an optional GPS location app.

4. The system has been designed and tested with three Police Forces and has benefited from the advice and guidance of the National Police Chief's Council throughout its development. If a person living with dementia goes missing or gets lost, potentially life saving information can be immediately accessible to the Police, meaning a focused search can begin.

5. From the outset we have worked closely with the Police and in particular have received support and guidance from the National Police Chief's Council. During this period, we have become aware of the wider context of Missing Persons and how SAFO has the potential to contribute to positive safeguarding outcomes for many more vulnerable people as well as those living with dementia. The Philomena (Children), Winnie (Adult Vulnerability) and Forcer (Forces Veterans) Protocols all have the potential to be brought under the SAFO digital umbrella.

6. SAFO (Herbert Protocol) is currently being trialled in West Yorkshire with a limited publicity programme which is due to go fully operationally live in March/April 2024.

7. Our Specialist Board Advisor Charlie Hedges was asked to lead a working group on the development of the Forcer Protocol, building on Claire Lilly's initial concept. Work progressed well and the Forcer Protocol is currently being trialled with Greater Manchester Police with the support of the HMG Cabinet Office and Office for Veteran's Affairs.

8. Across the two pilot schemes there are currently c250 registered users

Specialist Board Advisors



Charlie Hedges MBE

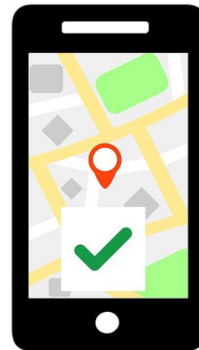
Charlie's career in law enforcement started in Thames Valley, then to the national policing agency, Centrex and the National Policing Improvement Agency (NPIA), writing national guidance on missing persons before moving to the UK Missing Persons Bureau. He joined CEOP and the National Crime Agency (NCA) as head of the Missing Children's Team, resigning in 2015 to set up Charlie Hedges Advisory, a consultancy relating to missing persons. Notable projects include the creation of the international Police Expert Network Missing Persons, many publications, including detailed guidance on risk assessment, the Search Dog Heroes project relating to missing persons living with Dementia and creation of the Missing Persons Information Hub and chair of the Trustees of Locate International.



Dr Zena Aldridge

Zena is a dementia nurse consultant who qualified as a mental health nurse at the University of East Anglia (UEA) in 2003 before going on to complete her master's degree in Mental Health at the UEA in 2013 and a PhD in Nursing Studies at De Montfort University in 2022. Zena is a published author of multiple journal articles and contributor to two books relating to dementia care. Zena is a keen advocate for the Herbert Protocol and raising awareness of positive risk-taking and enablement in dementia care which is why she has agreed to join SAFO as a Specialist Board Advisor. Zena holds a portfolio of roles due to her varied areas of special interest in relation to dementia care and support.

A Digital Solution



Combines a website and mobile phone app, with a single online secure profile which can be updated easily and accurately.

Incorporates an optional GPS app, recording both current & historic data.

With pre-agreed permission, if the person profiled is reported missing it allows Police instant access to life saving information.

Progress



Winners of the Ageing Society category in the prestigious Ability Net Tech4Good Awards sponsored by BT



Successfully field tested first two proto-types with North Yorkshire



“Testing was very successful, if this could be replicated we would no doubt save lives”

March 2023



Invited to host the development of Forcer Protocol for vulnerable Forces veterans

May 2023



Herbert Protocol Live Trial launched

November 2023



Forcer Protocol Live Trial launched

Website: www.safeandfoundonline.co.uk

safeandfoundonline

Register Member Login info@safeandfoundonline.co.uk

Home About Us + Herbert Protocol + Forcer Protocol + Going Missing How To Use FAQs

The Digital Information Bank committed to Safeguarding Vulnerable People.

As part of their Missing Persons strategies, UK Police Forces are encouraging carers of vulnerable people who are a risk of going missing to compile useful information about them. This data is recorded on a form provided by the Police and can save vital time in putting together a search and rescue plan in a missing persons event.

These forms are called "Protocols". We have worked in partnership with several English police forces to create digital versions of these forms. This means life saving information can be with the police at the touch of a button.

Registration

AbilityNet
Tech4Good
Awards
Winner

safeandfoundonline

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The Herbert Protocol

"Safeguarding those living with dementia"

The Protocol is named after George Herbert, a decorated war veteran of the Normandy landings who was living with dementia. George continually went missing from his care home and the police would have to find him. Norfolk Constabulary developed the protocol to help people living with dementia who had gone missing to get back to a place of safety as quickly as possible. The protocol originally focused on people in care homes, but in 2015 it was extended to include individuals living in their own home with dementia.

Registration

944k People with dementia in the UK (Alzheimer's Society)	40k People with dementia go missing for the first time every year (UEA)	40% living in their own homes will get lost (Alzheimer's Research UK)	Find out more about The Herbert Protocol.
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THE FORCER PROTOCOL

"When the guns go silent, that's when the battle begins"

The Forcer Protocol is a new scheme being trialled in conjunction with Greater Manchester Police. Its aim is to reduce the risk of harm to special forces, reservists and currently serving members of the Armed Forces who go missing by enabling forces access to key information that can help the police find the person more quickly. Safe and Found Online has developed an online version of the Forcer Protocol.

Registration

6% Overall rate of possible FTO among current and ex-serving military personnel (Joint Armed Forces Research)	11% Reservists who served in special forces operations were likely to report about 11% more than the general population (King's Centre for Military Health Research)	2-4 times Higher risk of death in military operations under 25 years than the general population (Ministry of Defence)	Find out more about The Forcer Protocol.
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Personal Profile

safeandfound online Home About Us How It Works About Dementia Social Media Login

Register your account

First name

Last name

Email

Declaration of Consent

This is my personal safety profile

or

I am completing the profile on behalf of someone else as a third party with their permission

and give consent to Safe and Found Limited to forward the information in this profile to the police only if its subject is reported to them as a missing person. I can confirm the people given as personal contacts are content for their details to be similarly shared with the police.

Confirm and Register

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Option for person with dementia or carer to complete profile*

Herbert Protocol Questions

Auto-Generated ID Number

safeandfound online Home About Us How It Works About Dementia Social Media Logout

My Personal Details

Personal Information

Upload Photos

Communication

Contacts

Mobile Phone

Personal Features

Work and Volunteering

Previous Missing Events

Local Environment

Places of Interest

Past Places

Money and Transport

Routine

Medical Information

Location Mapping

Account ID

6

First Name

John

Second Name

Rogers

Preferred Name/Nickname

JR

Gender

Male

Date of Birth

12/08/1950

Ethnicity

White - British

Phone Number

0051 252 2315

Address

1 Moss Lane
Altrincham
Cheshire

Postcode

WA15 7BB

Save and Continue

safeandfound online

Profile Pages: Excerpts

The screenshot shows the 'Upload Photos' section of a user profile. It features a blue header with the 'safeandfound online' logo and navigation links. A left sidebar lists various profile categories. The main content area has a 'Upload Photos' heading, instructions to upload a recent passport-style photo, and a 'Drag and Drop Photos Here' area. Below this is a 'Recent Photos' section showing three small photo thumbnails and a 'Continue' button.

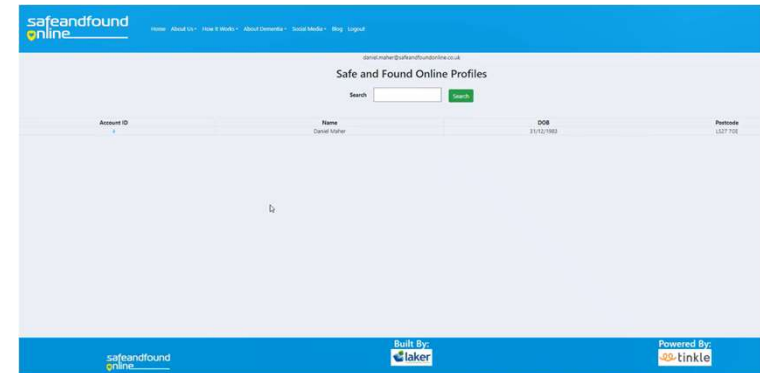
Multiple photos upload ability, so can include 'on the day' pictures.

The screenshot shows the 'Medical Information' section of a user profile. It features a blue header with the 'safeandfound online' logo and navigation links. A left sidebar lists various profile categories. The main content area contains several text input fields for medical details, including 'Name of Doctor's Surgery', 'Name of Hospital / Clinic', 'Name of Chemist / Pharmacy', 'Current Diagnosis', 'Medical Conditions', 'Current Medication required', and several questions about medication use, user reactions, and walking ability. A 'Save and Continue' button is at the bottom.

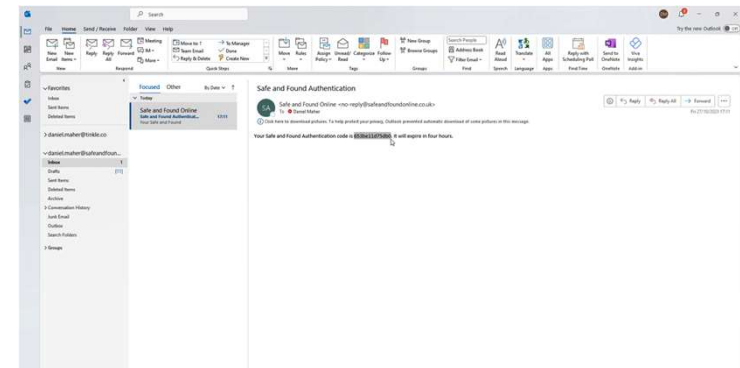
Multiple field options for medical conditions and medications.

Police Users /Accessing SAFO Database

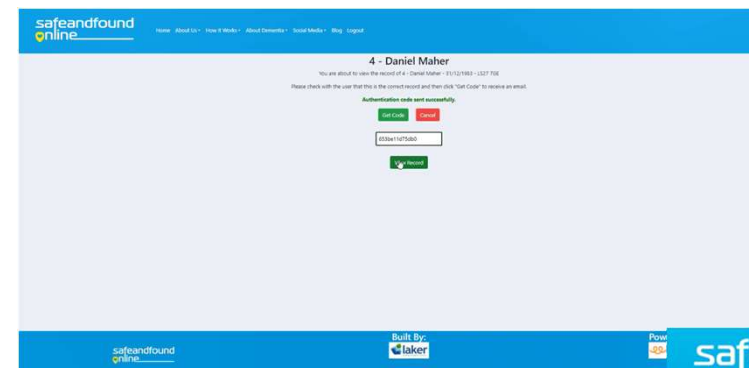
1. A key feature of SAFO is its complete independence from Police information systems. Users are made aware SAFO will only allow Police access to its database in one circumstance - an active Misper event.
2. We have created a separate Police portal to enable Police to search the database.
3. Police supply SAFO with e mail details of their nominated users and they receive a password. These serve as the nominees' username and password.
4. In the event of a Misper being reported the Police users can search the database using any of: SAFO registration number, first and second name, address, post code or dob. (Slide 1)
5. To access the record the user must instigate a 2 factor authentication process by requesting a code via e mail (Slide 2)
6. Once received The full record can then be accessed by entering the code (Slide 3)
7. This process enables the system to record which user accessed which record when and for how long, effectively providing a full audit trail.



1



2



3

Search Results

1. Once the code is entered the full record can then be viewed on screen, scrolling down through the various categories.
2. If a record needs to be viewed by other officers it can be exported directly to a police.uk e mail address as a pdf via the blue button.
3. If the record needs to be exported to another information management system it can be saved as a pdf via the green button.

The screenshot shows the user profile for Daniel Maher (SAFO User ID: 4) on the safeandfound online platform. The page includes a profile picture, navigation links, and two main sections: '01 - Personal Details' and '07 Contacts'.

01 - Personal Details

Vehicle Details
 V022 UVC
 Last Updated
 2023-07-11 14:08:06

07 Contacts

First Name	Second Name	Nickname	Gender	Relationship To Contact	Dob	Age	Telephone	Address	Postcode	Last Updated
			Female		0000-00-00					2023-04-29 11:06:20
1	2	3	Female		1111-11-11		07590008975	35 Diggal Road Churwell	LS27 7QE	2023-04-30 01:11:05
1	2	3	Female		0000-00-00		4	5	6	2023-04-30 01:13:47
1	2	3	Female		1222-12-12		1	1	1	2023-04-30 01:14:28
1	2	3	Female		1222-12-12		1	1	1	2023-04-30 01:16:20
1	2	3	Female		1222-12-12		1	1	1	2023-04-30 01:16:29
					0000-00-00					2023-04-30 01:32:19
					0000-00-00					2023-04-30 01:32:21
9	9	9	Male		0000-00-00		9	9	9	2023-04-30 01:48:08
Daniel	35 Diggal Road		Male	Work Colleague	0000-00-00		07590008975	35 Diggal Road Churwell	LS27 7QE	2023-05-07 09:36:27
Daniel	Carlton House	Danny	Female	Friend	0000-00-00		07590008975	Carlton House 3-5 Alma Road, Headingley	LS6 2AH	2023-05-07 09:37:49
					1983-12-31					2023-05-07 09:38:02
1	2	3			0000-00-00					2023-05-31 09:33:15

Advantages to the Police

- No cost
- No requirement for Police to hold information on vulnerable people in advance of potential misper incidents
- Near instant access to Protocol information via the SAFO database portal
- Digital form straightforward for users update
- Prompts to users via e mail/text to encourage profile kept up to date, so accurate information

Next Steps

- The NPCC are keen to see the two pilots roll out across the country as soon as is practicable
- As a result we are looking to recruit up to 6 'early adopter' Forces between now and June across both Protocols