

MISSING PEOPLE SERVICES IN THE UK

ABOUT THE CHARITY

Missing People is a UK charity that provides specialist support to people who are missing or at risk of missing, and the families and friends left behind. We provide a range of services across the UK for both children/young people and adults who are affected by missing. The services we offer are outlined below:

**missing
people**

Registered charity in England and Wales (1020419)
and in Scotland (SC047419)

A lifeline when someone disappears

FREE SERVICES FOR CHILDREN AND YOUNG PEOPLE

RUNAWAY HELPLINE

Runaway Helpline is here if you are thinking about running away, if you have already run away, or if you have been away and come back.

You can call or text **116 000**, for free and in confidence. Use our 1-2-1 Chat [here](#).

You can also email us

(runawayhelpline@missingpeople.org.uk)

 **runaway
helpline**
call • txt
116 000
free • confidential



SAFECALL

SafeCall is a free, confidential and anonymous helpline and support service for young people and family members that are affected by missing, county lines and criminal exploitation.

The service is open 9am to 11pm; 7 days a week.

Call or text **116 000**, for support.

(This service is not available in Scotland)

SAFECALL
It's your call.

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IS THIS OK?

Is This Ok? is free, anonymous, and confidential, providing support to young people aged 13-18 through [a chat service](#). The service is currently available in London, Sussex, Bedfordshire, Stoke on Trent, Cheshire, Suffolk, and Bradford.

IS THIS ?

SERVICES FOR ADULTS

HELPLINE

Our free and confidential helpline **116 000** is available 7 days a week, from 9am-11pm. It is for both people who want to or have gone missing, as well as families and friends who are worrying about someone. You can contact us for free and in confidence by phone, text, or email

(116000@missingpeople.org.uk)

116 000

free • confidential



ONLINE CHAT

Our Helpline advisors are online every day between 2:30 and 9:30pm to chat to instantly. Between those times, the live chat can be accessed via our website [here](#). It's confidential and anonymous, just like the rest of our Helpline. This chat service is aimed at people who are away from home or thinking of going missing.



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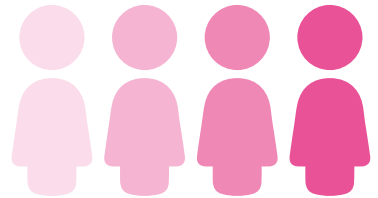
TEXTSAFE®

TextSafe® is a way children and adults who are missing can be contacted with an offer of help and support. In partnership with the police, we send a text message to let the person know they have been reported missing, and that they can contact us if they need any help or to talk to someone.



LOST CONTACT

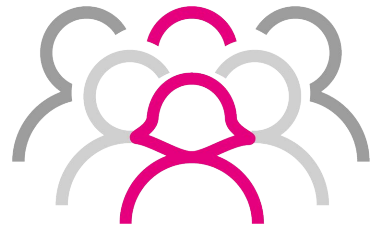
Our Lost Contact Tracing Service can help people to reconnect with a relative where they have lost touch and there is not an open police missing investigation. Make an application to the service [here](#).



FAMILY SUPPORT

Alongside our helpline team, we have a few dedicated specialists who deal specifically with those who are affected by someone going missing. We can support you via:

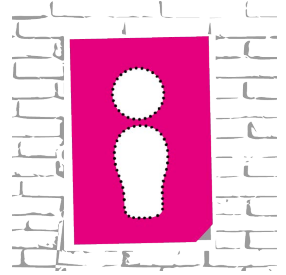
- Practical guidance on how to publicise your missing loved one
- Emotional support to talk about your experience
- Advocacy and referrals into additional services, such as counselling.



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PUBLICITY

When a loved one is missing, it can be hard to know what proactive steps to take. We can help with how to safely launch the right kind of appeal for your missing person, be that public facing appeals, covert publicity, or other types of media coverage. Learn more [here](#).



SAFEGUARDING BRIEFING NETWORK (SBN)

We have a Safeguarding Briefing Network (SBN)- a network of agencies with a safeguarding/community safety role who we send briefings of missing people to. These briefings are only for staff/volunteers, not the public. If one of these missing people is recognised, staff/volunteers can contact us to report the sighting. [Learn more](#).

