

Who can help?

People go missing or consider going missing for many different reasons- it can be a choice, to remove yourself from a relationship breakdown or financial problems, or it can be unintentional, drifting apart from your family over a number of years.

Whatever the reason for you going missing or considering leaving, there are a number of organisations that can provide support to help address the difficulties which may have caused you to find yourself in this situation.

Missing People provide advice, support, help and options if you, or someone you care about goes missing. Call or text us on **116 000** or email 116000@missingpeople.org.uk - it's free, 24 hour and confidential. Whilst we can always help you to explore your options, you may also find some of the other organisations listed here to be helpful.

Relationship problems

If you are having relationship problems at home- either with a partner or other family members- there are organisations that may be able to help.

National Health Service (NHS)

Individuals, couples and families can refer to the NHS for counselling and psychological support.

Tel: **0845 46 47** (24 hours) (Up to 5p per minute if calling from a BT landline. Charges from mobiles or other landline providers may vary)

Web: www.nhs.uk/conditions/counselling/Pages/Introduction.aspx

Relate

Relate offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face for individuals and couples with relationship difficulties. Whilst Relate charges for their services, a number of free resources can be downloaded from their website.

Tel: **08451 30 40 16** (Monday- Thursday 8.00am - 10.00pm, Friday 8.00am- 5.00pm and Saturday 9.00am- 6.00pm) (Up to 5p per minute if calling from a BT landline. Charges from mobiles or other landline providers may vary)

Web: www.relate.org.uk

Financial problems

If you have left or are thinking of leaving due to debts or other financial problems there are a number of organisations who will be able to help you free of charge, and provide you with the advice and support you need to find a solution.

Citizens Advice Bureau

Citizens Advice Bureaux can provide help with a variety of financial issues. They provide extensive online guidance, face-to-face help at local branches throughout the UK, and telephone support.

England

Tel: **08444 111 444** (Up to 5p per minute if calling from a BT landline. Charges from mobiles or other landline providers may vary).

Web: www.citizensadvice.org.uk

Wales

Tel: **08444 772 020** (Up to 5p per minute if calling from a BT landline. Charges from mobiles or other landline providers may vary).

Web: www.citizensadvice.org.uk

Scotland

Web: www.cas.org.uk

Northern Ireland

Web: www.citizensadvice.co.uk

StepChange Debt Charity

StepChange Debt Charity is a charitable organisation which provides debt and money management advice through a free and anonymous service.

Tel: **0800 138 1111** (Mon-Fri 8am-8pm; Sat 9am-3pm. Freephone, including from mobiles).

Web: www.stepchange.org

DirectGov

This Government website has practical information on a range of financial topics, including managing money, benefits and debt.

Tel: DirectGov run a series of freephone helplines, open Monday- Friday 8.00am- 8.00pm and Saturdays 8.00am- 4.00pm unless otherwise stated.

Tax credits: **0845 300 3900**

Child benefits: **0845 302 1444**

Income tax: 0845 300 0627

Bereavement: 0845 300 0627

Probate and inheritance tax: 0845 302 0900 (Monday- Friday 9.00am- 5.00pm) (Up to 5p per minute if calling from a BT landline. Charges from mobiles or other landline providers may vary)

Web: www.direct.gov.uk/en/MoneyTaxAndBenefits/index.htm

Money Made Clear

This organisation seeks to help with financial matters by giving clear, unbiased financial advice to help people make informed choices.

Tel: 0300 500 5000 (Monday- Friday 8.00am- 6.00pm) (charged at the same rate as local landline numbers)

Web: www.moneyadviceservice.org.uk/

The England Illegal Money Lending Team

This organisation investigates and prosecutes illegal lending and any related activity. They run a 24/7 hour confidential hotline for people to report illegal lending to trained investigators.

Tel: 0300 555 2222 (24 hours) (charged at the same rate as local landline numbers)

Text: 'Loan shark (+ your message)' to 60003

E-mail: reportaloanshark@stoploansharks.gov.uk

Mental Health

A number of mental health issues, including depression, may have led you to leave, or consider leaving, your family and friends. Speak to your GP about the options open to you, alternatively NHS Choices has an extensive list of organisations that can provide you with support and resources to overcome these difficulties.

<http://www.nhs.uk/Livewell/mentalhealth/Pages/Helplines.aspx>

Samaritans

Samaritans provides confidential emotional support 24/7 to those experiencing despair, distress or suicidal feelings.

Tel: 08457 90 90 90 (Up to 5p per minute if calling from a BT landline. Charges from mobiles or other landline providers may vary)

E-mail: jo@samaritans.org

Web: www.samaritans.org

SANEline

SANE runs a national, out-of-hours helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers.

Tel: **0845 767 8000** (6pm- 11pm, 7 days per week) (Up to 5p per minute if calling from a BT landline. Charges from mobiles or other landline providers may vary)

Web: www.sane.org.uk

Campaign Against Living Miserably (CALM)

The campaign against living miserably (CALM) was set up to reduce the high suicide rate amongst men under 35. It is a campaign and charity targeting young men with a helpline, magazine and online community, but CALM listens to *anyone* who needs help or support.

Tel (nationwide): **0800 58 58 58** (5pm- midnight Sat- Tues) (free from landlines, charges from mobile phones may vary)

Tel (London): **0800 802 5858** (5pm- midnight Sat- Tues) (free from landlines, charges from mobile phones may vary)

Text (London): **07537 404117**

Web: www.thecalmzone.net

Drug and alcohol abuse

Problems with drugs and alcohol can lead to people drifting away from family and friends, there are a number of organisations who can provide advice and support if you find yourself in this situation.

Alcoholics Anonymous

Tel: **0845 769 7555** (24 hours) (Up to 5p per minute if calling from a BT landline. Charges from mobiles or other landline providers may vary)

Email: help@alcoholics-anonymous.org.uk

Web: www.alcoholics-anonymous.org.uk

Narcotics Anonymous

Tel: **0300 999 1212** (24 hours) (charged at the same rate as local landline numbers)

Web: www.ukna.org

Domestic violence

If you are running away from abuse you may consider contacting the police. In addition, the following organisations may be able to provide advice and support.

National Domestic Violence Helpline

The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between

**missing
people**

Registered Charity No. 1020419

Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

Tel: **0808 200 247** (24 hours) (free from landlines, charges from mobile phones may vary)
Website: <http://www.nationaldomesticviolencehelpline.org.uk/>

MALE (Men's Advice Line and Enquiries)

MALE provide a range of services for men experiencing domestic abuse.

Tel: 0808 801 0327 (Monday - Friday 10am-1pm and 2pm-5pm) (free from landlines, charges from mobile phones may vary)

Email: info@mensadviceline.org.uk

Web: www.mensadviceline.org.uk

If you have been the victim of a crime

Victim Support

Victim Support are a national charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected across England and Wales.

Tel: **0845 30 30 900** (24 hours) (Up to 5p per minute if calling from a BT landline. Charges from mobiles or other landline providers may vary)

Email: supportline@victimsupport.org.uk

Website: www.victimsupport.org

Drifting out of contact

If you have drifted out of contact with family members due to moving house or changing your contact details and no longer know where they are and how to get in touch, there are a number of services that can help you. Missing People may be able to help reconnect you with your relatives, to access this service please call or text **116 000** or email 116000@missingpeople.org.uk In addition, the following services may be able to help you.

People Tracer

People Tracer searches both past and present edited Electoral Roll and its People Tracer Register database. All People Tracer Register records will contain the person's name and address. People Tracer charges a fee for this service.

Tel: **0800 001 5856** (free from landlines, charges from mobile phones may vary)

Email: info@peopletracer.co.uk

Web: www.peopletracer.co.uk

The Salvation Army Family Tracing Service

The Salvation Army will trace family members (including husband and wives, but not friends or partners) and will search for someone if you have been out touch for many years. They require a full name and date of birth. The Salvation Army has offices all over the world.

Tel: **0845 634 4747** (Monday- Friday 8.15am to 3.45pm) (Up to 5p per minute if calling from a BT landline. Charges from mobiles or other landline providers may vary)

Web: www.salvationarmy.org.uk/familytracing

This guidance has been produced with the kind assistance of the Missing Persons Bureau