

HAS SOMEONE YOU KNOW GONE MISSING?

Organisations that provide help and support

THIS FACTSHEET INCLUDES INFORMATION ON:

- Charities and Organisations Page 2
- Missing People Page 2
- Barnardo's Page 2
- Childline Page 2
- The Children's Society Page 2
- Coroners Services Page 2
- Jigsaw4U Page 3
- Karma Nirvana Page 3
- NSPCC Page 3
- Railway Children Page 3
- Safe and Sound Page 3
- Samaritans Page 3
- Local Community Support Groups Page 3
- Additional Information and Coping Strategies . Page 4
- Someone is Missing Page 4
- Counselling or Therapy Page 4
- Family Liaison Officers Page 4
- International Cases Page 4
- CFAB Page 4
- LBT Global Page 5
- Reunite Page 5
- Foreign Commonwealth and
Development Office Page 5
- FCO Forced Marriage Unit Page 5
- International Child Abduction
Contact Unit Page 5
- Police Agencies Page 5
- UK Missing Persons Unit Page 5
- Interpol Page 6



It is believed that over 200,000 people go missing every year in the UK. Although most missing people are located within two days, their disappearance can be traumatic for both their family and their friends.

As many as 2,000 people each year may remain missing for as long as a year, which can be very distressing for their families and friends left behind. It is normal to experience a range of emotional responses when missing a loved one. This may include feelings of anxiety, fear, anger, guilt, confusion, depression, helplessness, isolation, panic attacks, numbness and lack of motivation.

It is important to take care of yourself and your family. Do not be afraid to ask others for help and support where possible. You can assist the police investigation, cope better and be there to support the missing person when they return or are located, if you take care of yourself.

A number of charities and organisations exist that may be able to provide you with support, advice and assistance:

Missing People

The charity Missing People provides support, advice and practical help for the families of missing people across the UK. It has a 24 hour telephone helpline for around-the-clock emotional support for the duration of a loved one's disappearance.

The charity also runs several helplines for both missing adults and children to contact if they need assistance. Missing People also has a website listing details of people who have been reported missing in the UK, both adults and children. Missing People is the largest charity working in this area.

The charity can also assist with information and support regarding presumption of death certificates and the court process.

Telephone: 116 000

Email: 116000@missingpeople.org.uk

Website: www.missingpeople.org.uk

Barnardo's

Barnardo's works directly with children, young people and their families to support children and campaigns for better childcare policy.

Barnardo's has hundreds of projects throughout the UK, including a Missing Service to support children who go missing. Barnardo's also report on missing-related issues.

Telephone: Please visit www.barnardos.org.uk/who-we-are/where-we-work to find the phone numbers for the regional office near you.

Website: www.barnardos.org.uk

Childline

Childline is a counselling service for children and young people. Its helpline may be a source of support for a child who is missing or has run away from home and they have an online chat facility.

Telephone: 0800 11 11

Website: www.childline.org.uk

The Children's Society

The Children's Society provides help and understanding for children who are unable to find the support they need elsewhere. It is a large national charity with a network of projects. It also has an online runaways' resource pack that highlights the dangers of running away on its 'My Life' website.

Telephone: 0300 303 7000

Email: supportercare@childrenssociety.org.uk

Website: www.childrenssociety.org.uk

Coroner Services

The government website has information on coroner's investigations and coroner's inquests.

Website: www.gov.uk/government/publications/guide-to-coroner-services-and-coroner-investigations-a-short-guide

Jigsaw4u

Jigsaw4U provides care, advice, guidance, advocacy, support and counselling for children and young people who are experiencing loss and trauma. Their services are across the London Boroughs of Merton and Sutton. The work of this charity includes the counselling of young runaways.

Telephone: 0208 687 1384

Website: www.jigsaw4u.org.uk

Email: info@jigsaw4u.org.uk

Karma Nirvana

Karma Nirvana is a charity that supports victims and survivors of forced marriage and honour-based abuse. Karma Nirvana operates nationally across the UK and can be contacted via its Honour Network helpline. More details are available on their website.

UK Helpline: 0800 599 9247

(Monday-Friday: 9am-5pm)

Email: info@karmanirvana.org.uk

Website: www.karmanirvana.org.uk

National Society for the Prevention of Cruelty to Children (NSPCC)

The NSPCC aims to end cruelty to children in the UK. The NSPCC works directly with children in projects throughout the country. It campaigns to change the law to further protect children and provides the Childline helpline and the NSPCC helpline. The NSPCC also provides advice and help for adults, in order to protect children.

Telephone: 0808 800 5000

Email: help@nspcc.org.uk

Website: www.nspcc.org.uk

Railway Children

Railway Children exists to help vulnerable children. Its objective is to provide relief to children and young people who are in conditions of need, hardship or distress and in particular, those living on the streets.

Railway Children works with over 26 partner organisations with 117 projects worldwide across Africa, Asia and the UK. Railway Children helps thousands of street children every year from around the world.

Telephone: 0127 075 7596

Email: hello@railwaychildren.org.uk

Website: www.railwaychildren.org.uk

Safe and Sound Group

A specialist organisation which seeks to reach out to children and young people who are being, or are at risk of being, sexually exploited through criminal practices that threaten their physical and mental wellbeing (many of these children may be reported missing).

Telephone: 0133 236 2120

Email: info@safeandsoundgroup.org.uk

Website: www.safeandsoundgroup.org.uk

Samaritans

Samaritans provides confidential non-judgemental emotional support, 24 hours a day. Services are offered by telephone, email, letter and face-to-face in most of its branches.

Telephone: 116 123

Email: jo@samaritans.org

Website: www.samaritans.org

Local community support groups

Local community teams and support groups in your area may also be able to help. For example, there may be a group in your area which can offer general advice and assistance for those experiencing anxiety or depression.

Information about community services in your area can be found on your local county council website. Contact details for your county council can be obtained from the DirectGov website:

www.gov.uk/browse

Information and advice on local voluntary organisations and support groups can also be obtained from your local Citizen's Advice Bureau. You can find out where your nearest CAB is on their website:

www.citizensadvice.org.uk

There are additional services, such as The British Red Cross and Salvation Army, who can assist with tracing relatives who you may have lost contact with. A separate factsheet has been produced which provides further information about trying to trace relatives or friends, who may not be deemed to be missing. See our Lost Contact Factsheet available at <http://missingpersons.police.uk>.

Additional information and coping strategies

'Someone is Missing – an Emotional Resource for Families of Missing People' is a very useful online resource, developed by mental health and law-enforcement organisations in New South Wales, Australia. It includes information on the impact of having a missing family member or friend. There is also information on a range of practical coping strategies for people dealing with the trauma of missing someone.

Someone is Missing can be found at:

<http://pandora.nla.gov.au/pan/40259/20100213-0001/www.missingpersons.org.au/index.html>

Counselling or Therapy

Some people find that counselling or therapy can help them when a loved one is missing. If you think that it might be helpful to visit a counsellor or therapist in your area, you may wish to visit your GP to discuss this. Your GP will assess you and decide whether to refer you to a professional counsellor or therapist. In some cases, you may be given six sessions of counselling for free, but you may have to pay for all sessions, depending on where you live.

If you do not wish to go to your GP, you can contact the British Association for Counselling and Psychotherapy (BACP), which will help you find a qualified counsellor, although you will have to fund this yourself. BACP has a client information helpdesk which assists people to find a

suitable counsellor with whom they feel comfortable, in their particular area. The helpdesk staff can also discuss any queries or concerns that might arise while choosing a counsellor, or during the counselling process.

BACP Helpdesk: 0145 588 3300

Email: bacp@bacp.co.uk

Website: www.bacp.co.uk

Search for a therapist:

www.itsgoodtotalk.org.uk/therapists

Family Liaison Officers

In some cases, the police may allocate a Family Liaison Officer (FLO) to assist with the investigation. A FLO is more likely to be allocated in suspicious cases, where the police believe that the missing person may have come to harm. The FLO is primarily an investigator whose task is to gather information from the family and to enable a two-way conversation between the family and the police. Their role is not to provide emotional support.

If you are allocated a FLO, there is a possibility that they may be withdrawn from the case after a period of time, even if the missing person has not been found.

Family Liaison Officers may be able to help you get in touch with a charity, such as Missing People, which can provide support and assistance during this difficult time.

International cases

Brief details of some agencies involved in international missing cases can be found below. More information is provided in the factsheet What to do when someone goes missing abroad, available at <http://missingpersons.police.uk>

Children and Families Across Borders (CFAB)

Children and Families Across Borders (CFAB) assists people who have been separated from family members as a result of divorce, migration, seeking asylum, trafficking and abduction. It also supports people for whom there are protection concerns, including children and vulnerable adults who may have been abducted or trafficked. CFAB

assists in cases where children are separated from one or both parents. CFAB aims to reunite children with their families and assist children and adults to re-establish and maintain contact with parents and family members.

Telephone: 0207 735 8941
 Email: info@cfab.uk.net
 Website: www.cfab.org.uk/

LBT Global

LBT Global provides advice and support for the families of children or adults missing overseas. The Lucie Blackman Trust may also be able to provide practical assistance and help to individuals missing and stranded abroad.

Telephone: 0198 371 8802
 Emergency: 07666 868141
 (imminent crisis requiring support)
 Email: ops@lbtrust.org
 Website: www.lbt.global.org

Reunite

Reunite is the leading UK charity specialising in international parental child abduction. It provides advice and support to anyone affected by child abduction or those who fear their child may be abducted. More information on this charity and their services can be found on their website.

Advice line: 0116 255 6234
 Email: reunite@dircon.co.uk
 Website: www.reunite.org

Foreign, Commonwealth & Development Office (FCDO)

The FCDO can provide advice and assistance to families and friends of people believed to be missing abroad.

Telephone: 0207 008 5000
 Website:
www.gov.uk/government/publications/missing-persons

Forced Marriage Unit (FCDO/Home Office)

If you are worried that someone may be missing because they have been forced into marriage, the Forced Marriage Unit can provide confidential advice and assistance to:

- Those who have been forced into marriage
- Those at risk of being forced into marriage
- People worried about friends or relatives who may have been forced into marriage

Telephone: 0207 008 0151
 Email: fmufcdo.gov.uk
 Website: www.gov.uk/guidance/forced-marriage#how-the-forced-marriage-unit-can-help

International Child Abduction and Contact Unit (ICACU)

The International Child Abduction and Contact Unit (ICACU) is the Central Authority in England and Wales for the Hague Convention on the Civil Aspects of International Child Abduction. The ICACU is based within the Office of the Official Solicitor and Public Trustee. The ICACU is open Monday to Friday 9.00am to 5.00pm and can provide information and advice relating to international child abduction.

Telephone: 0203 681 2608
 Email: icacu@offsol.gsi.gov.uk
 Website:
<https://www.gov.uk/government/publications/international-child-abduction-and-contact-unit-application-form>

Police agencies

A number of organisations also exist to assist the police with their investigations. You may be interested in their roles and remits, which are outlined briefly below:

NCA UK Missing Persons Unit

The UK Missing Persons Unit works with the police and related organisations to help find missing people. The MPU acts as the centre for the sharing of information on missing and unidentified people. The MPU assists with both recent and long term/historic missing person cases and the services provided are free to police forces. The MPU also co-ordinates with Interpol and overseas agencies in order to assist with international missing

person enquiries. The MPU is part of the National Crime Agency (NCA).

Telephone: 0800 234 6034

Email: ukmpu@nca.gov.uk

Website: <http://missingpersons.police.uk>

Interpol

Some missing person cases require international co-ordination or assistance. The UK police does not have the automatic right to go and investigate on foreign soil when someone goes missing overseas. In such cases, Interpol can assist the UK police by requesting that enquiries are made by the appropriate police force in the country in which the person has gone missing.

If there is reason to believe that a missing person is overseas, the police will co-ordinate with Interpol to issue a Yellow Notice, which will advise other countries that the person is missing and this may help locate them.

Some information is available on the Interpol website:

<https://www.interpol.int/notice/search/missing>



If you require more information, other factsheets can be downloaded from the UK Missing Persons Unit website: <http://missingpersons.police.uk>.

The information in this guide is not definitive and should be utilised in conjunction with police guidance and independent legal advice.

ABOUT THE UKMPU

The Missing Persons Unit is the UK national and international point of contact for all missing person and unidentified body cases. We're the only UK agency focused exclusively on missing people. We serve all UK police forces as well as overseas police agencies.

We are a hub for the exchange of information and provision of expertise on the subject of missing persons. We provide a comprehensive service for all missing person investigations, supporting law enforcement and other agencies.



www.missingpersons.police.uk



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