

# What Missing People can do: Other Services for Families

## Helpline Support

Our staff and volunteers are here for families of missing people, whatever they are going through, whenever they need us, and as long as their loved one is missing. To access this support, please contact us:

Freephone helpline: **116 000**

Email: [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk)

Text: **116 000**

Through our helpline we offer a wide variety of services, from emotional and practical advice, to help in working with the police, social services and the media. Our caring and highly trained staff and volunteers will discuss your options and try to get you the support you need. If you are worried about the safety of a missing person, we would encourage you to contact the police as a first point of call.

## Family Connect Forum

[The Family Connect Forum](#) is a place for families to meet other families and friends of missing people online, to share, to get support and to get to know each other. The forum is moderated for safe and supportive use by the Moderation Team at Missing People. The forum can only be viewed by those who are registered on the Family Connect Forum. It is not viewable by members of the public or any other members of Missing People other than our Moderators. It is a safe place where families can be honest and can get support from each other.

If you would like to become a member of the Family Connect Forum please email [families@missingpeople.org.uk](mailto:families@missingpeople.org.uk) or phone **116 000**.

## Family Events

Throughout the year we organise events where families and friends can come together and meet others. This includes our annual Miles for Missing People run, our annual Family Conference and carol services at a number of locations across the country.

## Runaway Helpline and Message Home

Missing People provides support to children and adults who are missing. A non-judgemental, highly skilled team work around the clock to meet the needs of everyone who needs us; missing people and their loved ones. Via phone, messaging and online we provide free confidential support, advice and opportunities to reconnect.

## Local Support

Missing People has two regional managers who are able to support you in accessing local publicity. With their teams of volunteers they can help organise Appeal Days to raise awareness for your loved one, coordinate local press and support you with any events you might arrange.

Regional Manager (South): Josie Allan  
Email: [josie.allan@missingpeople.org.uk](mailto:josie.allan@missingpeople.org.uk)  
Phone: 020 8392 4517

Regional Manager (North and Wales): Alison Taylor  
Email: [alison.taylor@missingpeople.org.uk](mailto:alison.taylor@missingpeople.org.uk)  
Phone: 07872 601681

## Advocacy

Missing People's ongoing [Missing Rights](#) campaign aims to provide more support for families and make it easier for them to deal with a missing person's affairs. The campaign's aims include: increasing the number of local missing persons co-ordinators; improving communication with the police; and establishing a network of trained counsellors. Other aims include making it easier to deal with the legal affairs of someone who has been missing for some time. To get involved with the campaign, visit the Missing People website [here](#).

## Fundraise in tribute to a missing loved one

You can create an online tribute page and set up an 'In Tribute Fund' in the name of your missing loved one, allowing all past and future donations to be allocated to it. This allows us to update you on how much money has been raised in tribute to your loved one. If you would like more information please visit the Missing People website here: [Missing People In Tribute](#).

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For further information and guidance on the issues addressed in this guidance sheet, or for support relating to any aspect of someone going missing, call Missing People's free and confidential 24 hour helpline on **116 000** or email [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk)

Whilst this information has been provided in good faith, it should not be taken as legal advice. For information tailored to your circumstances, please contact your police force, solicitor or an advisory organisation as appropriate to your query.