

# Other Sources of Help: Legal and Financial Support

Depending on the missing person's circumstances, or those of the family left behind, there may be financial and legal matters which need addressing whilst a relative is missing. These could be in connection to banking, insurance, mortgages or benefits payments.

Below are details of organisations which may be able to provide specialist financial and legal information and advice to help you deal with your circumstances.

If you would like to talk about how you are feeling during this time, contact Missing People's confidential freephone helpline on **116 000** or email [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk)

## Financial Support

These organisations can provide information and advice in connection to financial matters:

### Consumer Credit Counselling Service

A charitable organisation which provides debt and money management advice through a free and anonymous service.

**Tel:** **0845 302 0900** (Monday- Friday 8.00- 8.00)

**Web:** [www.cccs.co.uk/](http://www.cccs.co.uk/)

### DirectGov

This Government website has comprehensive 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 8.00- 8.00 and Saturdays 8.00- 4.00 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 9.00- 5.00)

**Web:** [www.direct.gov.uk/en/MoneyTaxAndBenefits/index.htm](http://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 8.00- 6.00)

Web: [www.moneyadviceservice.org.uk/](http://www.moneyadviceservice.org.uk/)

## Turn2Us

A charitable service which helps people access money which may be available to them, through welfare benefits, grants and other help.

Tel: 0808 802 2000 (Freephone: Monday- Friday 8.00- 8.00)

Web: [www.turn2us.org.uk/](http://www.turn2us.org.uk/)

## Legal Support

These organisations can provide information and advice in relation to the law, or signpost to legal professionals:

### Bar Pro Bono Unit

This charity matches volunteer barristers with those who need their help. You may be eligible for this pro bono service if you are unable to pay for legal help yet are unable to access Legal Aid.

Web: [www.barprobono.org.uk/](http://www.barprobono.org.uk/)

Tel: 020 7092 3960 (Monday, Wednesday and Friday 10.00- 2.00)

### Citizens Advice

The Citizens Advice operate in England and Wales and offer free, impartial and confidential advice on a range of topics including benefits, the legal system and money management. You can find the details of your local Bureau online at the address below.

Web: [www.adviceguide.org.uk/](http://www.adviceguide.org.uk/)

### Community Legal Advice

If you are eligible for Legal Aid, you may be eligible to access tailored information and advice from Community Legal Advice. This is a confidential advice service in England and Wales. As it is paid for by Legal Aid, you will be asked a number of questions about your finances to see if you are eligible for its services.

Tel: 0845 345 4 345 (Freephone: Monday- Friday 9.00- 8.00 and Saturday 9.00- 12.30)

Web: [www.direct.gov.uk/en/DI1/Directories/UsefulContactsByCategory/Governmentcitizensandrightsc ontacts/DG\\_195356](http://www.direct.gov.uk/en/DI1/Directories/UsefulContactsByCategory/Governmentcitizensandrightsc ontacts/DG_195356)

## Free Representation Unit

The Free Representation Unit is a charity that provides legal advice, case preparation and advocacy in particular areas of law including benefits.

**Web:** [www.thefru.org.uk/get-advice/social-security-advice](http://www.thefru.org.uk/get-advice/social-security-advice)

## LawWorks

LawWorks is a charity which aims to provide free legal help to individuals and community groups who cannot afford to pay for it and who are unable to access Legal Aid.

**Tel:** 020 7092 3940 (Monday, Wednesday and Friday 10.00- 2.00)

**Web:** [www.lawworks.org.uk](http://www.lawworks.org.uk)

## Legal Services Commission

The Legal Services Commission runs the Legal Aid scheme in England and Wales. It works in partnership with solicitors and not-for-profit organisations to provide information, advice and legal representation to people in need. It has regional offices which can provide information on a case by case basis.

**Web:** [www.legalservices.gov.uk/aboutus/contactus/our\\_local\\_offices.asp](http://www.legalservices.gov.uk/aboutus/contactus/our_local_offices.asp)

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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.

Please let us know whether this guidance has been useful, either by answering a few short questions at <https://www.surveymonkey.com/s/MissingPeopleGuidance> or by emailing your comments to [policysandresearch@missingpeople.org.uk](mailto:policysandresearch@missingpeople.org.uk)