



2019/20 IMPACT REPORT

A lifeline when someone disappears

**missing
people**

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

INTRODUCTION

Written with the support of Leah Croucher's family



**LEAH CROUCHER WAS 19
WHEN SHE WENT MISSING
ON 15 FEBRUARY 2019
FROM MILTON KEYNES.**



Since that day, her family have had to face the devastating experience of searching for a loved one who has disappeared without trace.

The family endured further tragedy when they suffered the painful loss of Leah's brother, Haydon, who sadly passed away in November 2019.

Missing People has supported them throughout and, in addition to our usual publicity, Leah also featured in Missing People's Home for Christmas appeal in December 2019. Leah's mother, Claire, said, "The response has been overwhelming and is due to all the hard work of the wonderful people at Missing People."

However, reflecting almost a year on, Leah's family are still no closer to knowing

"The past 21 months have been the longest, most difficult time of our lives. The constant uncertainty and worry about what could have happened to Leah is impossible to bear."

what happened to her or where she could be. Each birthday, anniversary, and holiday serves as an unwelcome reminder that Leah is not there. "Leah would have had her 21st birthday in August. A family friend purchased a rose bush with beautiful yellow, scented flowers. The rose has Leah's name. A lovely way to remember her. It should have been a time of celebration, instead it was filled with tears.

"As the second Christmas without Leah or her brother Haydon approaches, it is hard to find our Christmas spirit. Again, there

will be no tree, no Christmas cheer in our home. No gingerbread homes made.

"The support we have had from our local community, people across the country, and Missing People still helps us to have hope that one day our nightmare may come to an end. Leah may be found. We are so grateful for everyone's support and good wishes.

"We still find it impossible to believe that Leah has chosen to leave behind all who love her dearly, all that she owned and cherished. She had money to move into her own place. In January of 2019 she had smiled at me and told me 'you are going to have me here for a long time yet'.

There is now the fresh concern of COVID.

"If Leah has run away, how is she keeping safe from Covid, the unseen killer? How would we know if she is one of the many who have lost their lives?

"At a time where we need to keep busy, keep occupied, John has been furloughed. Too much time to be alone with dark thoughts. At times it has been illegal due to lock down to see our family and friends, our support network. Making a difficult time even more impossible."

These concerns and fears have been mentioned to our frontline services team countless times by families of missing people since the pandemic started. The heartache of a missing loved one is nearly impossible to cope with under normal circumstances. The further challenges seen from the beginning of 2020 have meant many people have seen their support networks break down or become harder to reach. It has been more important than ever that our helpline is there to provide a lifeline to missing people and their families left behind.



Our hearts are heavy and broken.

All we can hope is that one day the person or persons who know what happened on 15 February 2019 may come forward and break their silence, ending our pain and anguish.

Leah if you are reading this, please contact someone to let us know you are safe and well. Better still, please come home. We all miss you terribly and are desperate for news about your safety. We love you. We miss you. We think of you all the time, you are

never out of our minds or hearts. Please come back to us.





THANK YOU PLAYERS OF PEOPLE'S POSTCODE LOTTERY

“ We thank each and every player of People’s Postcode Lottery for their incredible ongoing support for those affected by missing. You ensure that help is there for people when the worst-case scenario happens. – Jo Youle, CEO ”

Support from players for more than 10 years has made sure Missing People has been, and will continue to remain, a lifeline to missing children, adults, and families with missing loved ones. Since 2005, players of People’s Postcode Lottery have raised more than **£7m** for the charity through the Postcode Care Trust. We are incredibly grateful for this continued backing which this year enabled us to directly help **10,444 people** affected by a disappearance in the UK, including more than **5,000 children** and **young people**.

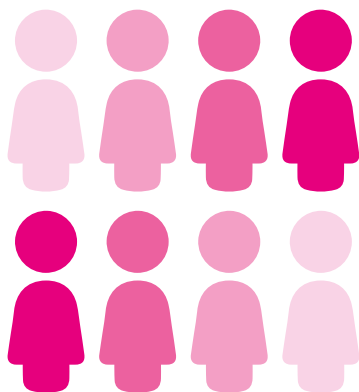
Thank you



WE HELPED

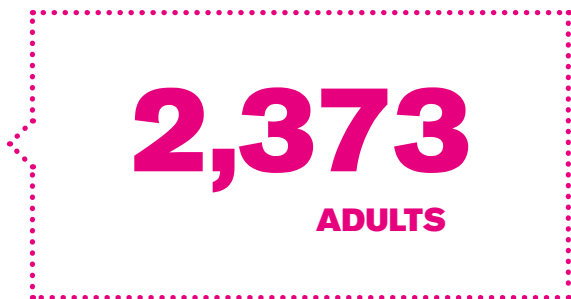
5,178

**CHILDREN AND
YOUNG PEOPLE**



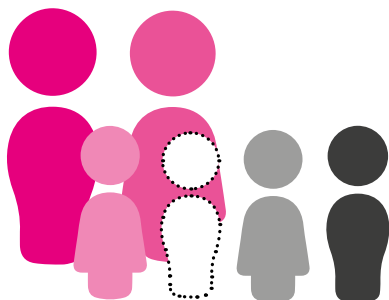
2,373

ADULTS



2,893

FAMILIES



CHILDREN AND YOUNG PEOPLE



We helped
5,178
children and young people

- ▶ **1,771** were supported by our Helpline (phone, text, and email).
- ▶ **850** were supported via our Online Chat service.
- ▶ **443** children were helped through our pilot 'Is This OK?' chatbot.
- ▶ **25** children in Hertfordshire were helped via intensive support.
- ▶ **18** young people at risk of criminal exploitation were supported through our dedicated SafeCall service.
- ▶ **2,071** children got in touch after receiving a TextSafe® message, offering our support when they were reported missing to the police.

“ *You helped me release all my anger and not feel judged whilst doing so. Thank you.* **”**

– A child who had been thinking about going missing

ADULTS

“ You really helped me with my struggles. Thank you for being someone I can confide in. I owe her a lot and am beyond grateful for her support. ”

— A young adult

We helped
2,373
adults in crisis

- ▶ **1,754** adults were supported through our Helpline (phone, text, or email).
- ▶ **223** were supported through our Online Chat service: most of these were young adults between the ages of 18 and 25.
- ▶ **396** adults got in touch after receiving a TextSafe® message, offering our support when they were reported missing to the police.

FAMILIES

We helped

2,893

families with a missing loved one

- ▶ More than **2,827** families benefitted from our family support services.
- ▶ **66** family members whose young missing person was at risk of criminal exploitation were supported by 'SafeCall', our exploitation specialist service.



“ You are the only person who has been consistent over the last 5 months. Everyone else drops off the radar until there’s a drama. You always call when you say you will. It means so much. ”

– A family member affected by County Lines supported by the SafeCall team

“ This is a dream come true. It wouldn’t have happened without Missing People. My life starts again from today. ”

– A family member whose loved one was found through the Lost Contact Tracing Service

PROFESSIONALS



SHARING OUR EXPERIENCE

- ▶ **197** professionals attended our conferences in Birmingham, Reading and Cambridge.
- ▶ We trained **324** professionals on issues related to missing, including the delivery of Return Home Interviews and specialist missing children training.
- ▶ We presented at over **25** additional forums, including the International Conference on Missing Children and Adults, reaching an international audience.

“ I thought the day was great, the speakers were brilliant. The best training I have been on in a long time. I will be taking all the learning back to the rest of the team and it will be extremely valuable in this difficult climate. ”

– Feedback from an attendee

OUR HELPLINE

This year, our accredited Helpline was there, for free and in confidence, 24/7 for anyone affected by missing: children or adults thinking about going missing, currently away, or having come back from being missing, family members affected by missing, and the public with sightings or information about a disappearance. We provide emotional and practical support, listening to what people are experiencing and trying to help people to stay safe.

Many people accessing Helpline support want to talk about what is going on for them with someone who won't judge them and will be able to listen and provide emotional support.

For others, they might want to pass a message home to their families or the police. We can also set up a 3-way call, staying on the phone with someone while we contact their family or someone else who can help them, including social workers or the police.

Missing People is one of a select few Helpline providers using the 116 prefix – assigned by Ofcom to recognise that we help the wellbeing of people who are in great difficulty.

If you have been affected by missing, contact the Helpline on **116 000** or visit **www.missingpeople.org.uk** for more information.



THE HELPLINE IN NUMBERS

- ▶ Over **3,500** adults and children were supported after contacting the Helpline in 2019-20.
- ▶ **1,754** adults were helped:
- ▶ Nearly **998** contacted the Helpline by phone.
- ▶ **756** contacted the Helpline by email or text.
- ▶ **1,771** children and young people were helped:
- ▶ **496** contacted the Helpline by phone.
- ▶ **1,275** contacted the Helpline by email or text.



CASE STUDY

Jody* called the Helpline after leaving home due to a relationship breakdown with his parents. Jody was feeling confused and at a loss about what to do. He spoke to us about what was happening, agreeing that we could pass a message home to his family. We supported Jody through a 3-way call to the police, who were able to complete a safe and well check once he had returned from being missing.

“ I honestly can’t thank you enough for helping me and giving me all this information. It’s really good there are people like you out there to help people like me. Thank you. ”

– A message from an adult who had got in touch after returning from being missing



www.missingpeople.org.uk

116 000
free • 24/7 • confidential



A lifeline when someone disappears

ONLINE CHAT



This year our 1-2-1 chat service was available every day between 2.30pm and 9pm for children and young people who were missing or thinking about running away.

The service is completely confidential and anonymous. Children and young people can chat online to a specially trained team, getting emotional support and advice about how to stay safe. We can also support the young person to pass a message home or contact people who will be able to help them, including homeless services, local authorities, mental health services and the police.



ONLINE CHAT IN NUMBERS

- **850** children and young people were supported through Online Chat.

Even though Online Chat is primarily aimed at children and young people, some adults have come to the service for support. The majority are young adults under the age of 25.

- **223** adults were supported through Online Chat.

CASE STUDY

Alex*, a 15-year-old carer, had serious thoughts of leaving home due to the struggles of the pressures of her life and caring for her parent. Alex felt very overwhelmed, had no-one to talk to, and was becoming increasingly scared about Covid-19 and losing the support system she had through school. Alex told us that she 'just wanted to run and not stop.' We acknowledged Alex's feelings and explored her situation further, ultimately signposting her to a local service that would be able to offer her advocacy and support. Alex said she would be happy to talk to us again if she felt like leaving home again, and also took our Helpline details so she could get in touch any time she needs to.

“ *The lady I spoke to was phenomenal and beyond understanding. I am now able to make a clear and well-informed decision on if I should leave home. I owe her a lot and am beyond grateful for her support.* **”**

– A young person

72%

(149 of 208 giving feedback) said that Online Chat helped them with at least one of the following things:

I feel like I got the chance to talk about what I wanted

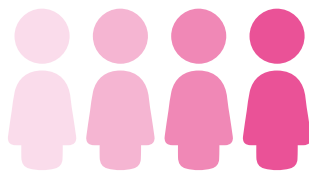
I feel more able to make safe decisions about what is going on

The chat has helped me

“ *You were great and made me feel validated and safe.* **”**
– A young person using the service



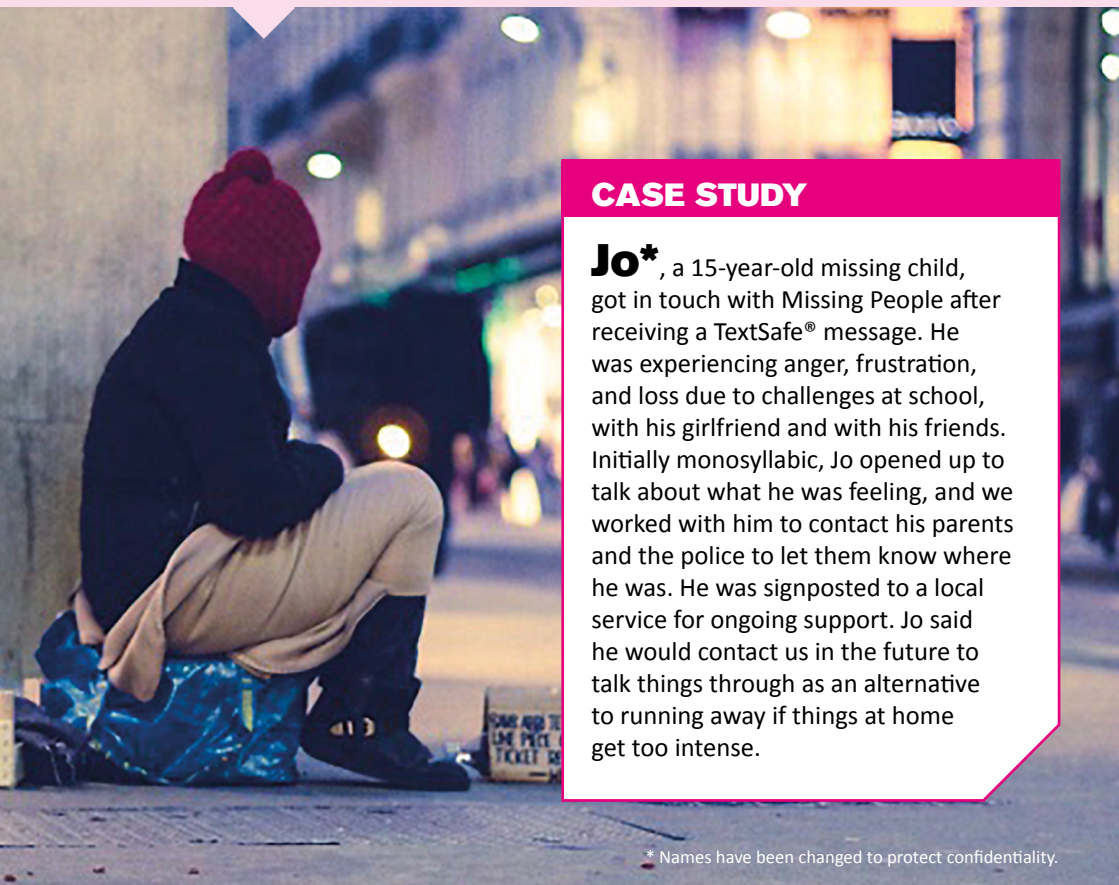
TextSafe® is a way children and adults who are missing can be contacted with an offer of help and support. In partnership with the police, we send a text message to let the person know they have been reported missing, and that they can contact us if they need any help or to talk to someone.



IN 2019-20:

We sent TextSafe® messages to:

- ▶ **23,099** missing children and young people.
- ▶ **10,888** missing adults.



CASE STUDY

Jo*, a 15-year-old missing child, got in touch with Missing People after receiving a TextSafe® message. He was experiencing anger, frustration, and loss due to challenges at school, with his girlfriend and with his friends. Initially monosyllabic, Jo opened up to talk about what he was feeling, and we worked with him to contact his parents and the police to let them know where he was. He was signposted to a local service for ongoing support. Jo said he would contact us in the future to talk things through as an alternative to running away if things at home get too intense.

FAMILY SUPPORT

Family and friends of a missing person need to live with the uncertainty of not knowing what has happened to their loved one, and the ambiguity of that loss is often impossible for those who have not experienced it to understand.

Family and friends of missing loved ones can get support from Missing People in a range of ways, including:

- Our dedicated **24/7 Helpline**: families can contact us whenever they need support and advice, from emotional support and practical help to referring them to specialist sources of support.
- Family support workers: families with a long-term missing loved one often have a dedicated family support worker who will be able to help them in the longer term.
- An online support community provides families and friends of missing people with a space to share information and to get to know and support each other.
- We do publicity, including working with families on media opportunities.



► **2,827** families were supported through our family support work in 2019-20.

“I’ve never spoken to an organisation like this before. When I spoke to [Missing People] they were so lovely. I felt really supported.” – A family member with a missing loved one

SafeCall

SafeCall, a service funded by the Home Office, is a dedicated, confidential, non-judgemental phone support service for young people at risk of, or currently experiencing, criminal exploitation, including through going missing. The parents and carers of these young people can also be supported through SafeCall.

People can access support in a number of ways:

- **Emotional support:** people affected by gangs and exploitation can be supported to share what they are experiencing, talking to someone who understands the challenges of the issues and who can provide emotional support.
- **Practical support and advocacy:** navigating the range of challenges that come with exploitation is extremely difficult. SafeCall can provide practical advice about these challenges, as well as advocating for the young person or their families with other professionals involved in their lives.

“ You have made me feel like I matter too. ”

– A parent supported through SafeCall



SAFECALL IN NUMBERS

- We directly supported **84** families and young people through SafeCall and took positive actions to help a further **56** people. The majority were supported for over a month.

CASE STUDY

Naomi* was referred to SafeCall in relation to her son Darrel* being exploited through county lines, being missing from home frequently, and for protecting himself by carrying a knife. Naomi was emotionally supported by SafeCall daily, and we advocated on her behalf with other agencies and professionals. While being supported by SafeCall, Darrel was reported missing in a high-risk situation. The SafeCall team were able to share information leading to Darrel being found somewhere he was at high risk of harm. We worked with multiple agencies to bring Darrel back to safety, and to find him a safe place to stay away from the exploiters. Naomi continued to be supported as she adjusted to Darrel being in care.



SAFECALL
It's your call.

CALL
0208
392
5710

INTENSIVE SUPPORT AND RETURN HOME INTERVIEW SERVICE

The most vulnerable young people at risk of going missing, and those that return, can access one to one intensive support with Missing People, including support sessions and return home interviews. The young people are helped with what is happening in their lives, including emotional support, advocacy, and working on coping strategies and how to stay safe. Our team also works together with parents, carers and other professionals involved in the young people's lives to make sure they are safe and supported.

“ I had someone willing to listen to what I had to say. ”

– Young person on intensive support



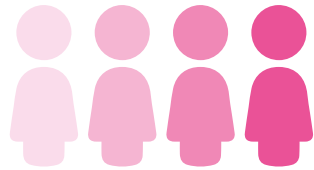
CASE STUDY

Kim* was very hesitant to engage with any professional, and initially would not open the door to Missing People's support worker. We continued to be consistent, encouraging engagement through various channels, and ultimately Kim started to open up to our support worker. They supported Kim to build relationships with other professionals around her, as well as seeking support from doctors, CAMHS, and sexual health clinics. We provided consistent support to Kim, discussing the issues she was facing and trauma she had gone through. Kim's missing episodes started to reduce, and she has since gone on to start a new job and pro-actively seek support when she needs it.



“ My Missing People support worker was kind and calm and really got through to me, which most people don’t. ”

– Young person on intensive support



IN 2019-20:

- ▶ **25** young people were supported through intensive one-to-one support.
- ▶ We completed **270** one-to-one sessions with the young people as well as 110 return home interviews.
- ▶ **85%** of the young people we supported had a reduction in missing episodes in the six months after one-to-one support ended, including almost half who did not go missing at all.

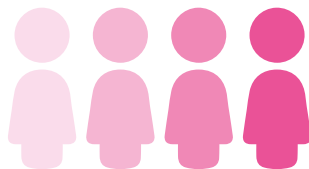
SEARCHING FOR MISSING PEOPLE



Missing People has a range of ways to alert communities, and the missing person themselves, when

someone goes missing. We can make public appeals for people reported missing to the police on our website, social media, and across a network of businesses, the media and advertising partners. We also engage people and agencies who may be working with people reported missing, such as homeless shelters, to ask if they have seen them. There are also a number of options where public-facing appeals might not be in the best interests of the missing person, including our covert briefing network.

Publicity appeals can be a vital tool in missing person investigations: they can aid in the search by generating sightings from members of the public; they can help to raise awareness amongst the public who may know information useful to the investigation; and they can be helpful to the family of the missing person as they know people are looking for their loved one.



IN 2019-20:

- ▶ **966** children and young people we searched for were found safe and well.
- ▶ **1,140** adults we searched for were found safe and well.

“ Thank you all so much for all the work you do, it is really helpful to us. The work of Missing People with publicity and families really helps us on a regular basis. ”

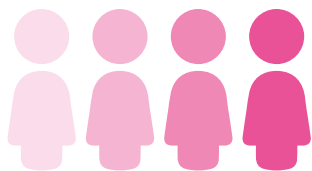
– Feedback from a police force

CASE STUDY

We were asked to do publicity for **Ali***, an adult who had been missing for over a week, and the police had very little intelligence as to where they might be. We issued posters to areas where Ali was known to have connections: within 24 hours we had received two sightings which resulted in Ali being found and confirmed to be safe and well.

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.



IN 2019-20:

► **21** reconnections were made through Lost Contact.

CASE STUDY

Noel* got in touch with us, desperate to find his mum, Robyn*, who he hadn't seen for nearly a decade, following the breakdown of his parent's relationship when he was a teenager. Before coming to Missing People, Noel had done everything he could think of to find her, including social media searches, contacting everyone he knew, and searching the electoral role. We were able to find an address for Robyn and sent her a letter explaining that Noel was looking for her. Robyn contacted the Helpline and we were able to reconnect her with Noel. Robyn told us that the reconnection has been a catalyst to a fresh start for them both: *"my life now has purpose and it is the best one of all: my son."*

“ *I would just like to say a massive thank you [...] I lost contact with my brother 12 years ago and have been unable to find him [...] Missing People found him and we had an amazing reunion with all the family. Thank you again Missing People!* **”** – Woman who used our Lost Contact service

Someone I know says
he'll pay me to hide a
bag - is this ok?



OUR **CHATBOT** IS HERE TO HELP

ISTHISOK.ORG.UK

IS THIS **OK?**

IS THIS OK?

Alongside NSPCC Childline and the Office of the Children's Commissioner, we launched 'Is This OK?' ('ITOK'), a pilot chatbot aiming to reach children and young people at risk of exploitation.

CHILDREN AND YOUNG PEOPLE CAN:

- Access information about services and organisations to go to for information and support for a range of issues relating to exploitation and abuse.
- Access online chat, where they can talk to a trained advisor about their concerns and worries.

The pilot ran from September 2019 to March 2020, focusing on two local authority areas.

- **355** children and young people accessed advice on the support pages through the ITOK chatbot.
- **88** young people were supported through the live chat function of ITOK.

POLICY AND CAMPAIGNS



Our policy and campaigns team advocates for better support for those affected by missing: working with parliamentarians, policy makers and other professionals to bring about strategic and practical change in the response to missing people.



Peter Lawrence, father of missing person

In July 2019, the Guardianship (Missing Persons) Act 2017 was enacted with the publication of a Ministry of Justice Code of Practice which was developed with our policy team. We worked alongside legal professionals to develop in-depth guidance and supported the first applicants to be able to take charge of their missing loved one's affairs.

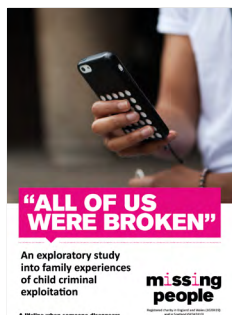
We co-chair the English Coalition for Runaway Children, working with representatives from other charities to

improve the response to missing children in England.

Following the 2018 All Party Parliamentary Group's 'inquiry into safeguarding missing adults who have mental health issues,' we were given the remit to set up a Task and Finish Group to agree a multi-agency definition for people who go missing from mental health and care settings, and to develop a framework for the multi-agency response for this group. The framework is expected to be published in 2020.

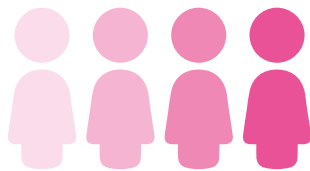
RESEARCH

Missing People's research team conducts original research to better understand the experiences of people affected by missing. We use the findings from research to feed into our service delivery and our policy and campaigns work, aiming to improve the understanding and response to those affected by missing.



“ This research is hugely significant as it’s the first of its kind. I am hugely grateful to Missing People for getting affected parents’ voices heard. ”

– Feedback from a parent who took part in research about child exploitation



IN 2019-20:

WE PUBLISHED TWO NEW RESEARCH REPORTS:

A Safer Return: exploring the experiences of missing children, and how return from missing should be used as a key opportunity to understand what is going on for that child and put any needed support in place. We fed findings from this research into the Department for Education review of the statutory guidance on missing children and shared learning with professionals supporting missing children.

All of us were broken: exploring the experiences of family members whose children have been criminally exploited, including through county lines. Findings were used to further develop our SafeCall service and were shared with professionals to increase the understanding of the warning signs of exploitation and how responding to missing can be a key intervention point.

Through the English Coalition for Runaway Children, we also published two research reports on the delivery of return home interviews across the country.

OUR WORK IN SCOTLAND

We were funded by the Scottish Government to work with three policing areas in Scotland, aiming to ensure local partnerships and agencies are working in line with the National Missing Persons Framework for Scotland and to improve the response to missing people and their families.

**missing
people**
Registered Charity No. 1020419

We worked with Dundee, Edinburgh and Fife. In each area we:

- Mapped and reviewed local policy and protocols;
- Developed a set of recommendations for improvement and identification of good practice;
- Held journey mapping workshops with professionals to clarify local roles and responsibilities in relation to missing;

The findings from each area were combined to identify common areas of good practice and areas for improvement. We also worked with each area on specific recommendations for improvement in their response to missing.

- **93%** (14 of 15) of those who gave feedback about the mapping workshops scored the workshops as 'excellent' or 'good'.

The project is continuing in three new areas in 2020-21.

“ We look forward to working further with the charity to make improvements in the areas identified in the review and appreciate their assistance in respect of delivering these. ”

– Police Scotland D Division

IMPACTING COMMUNITIES



This year, we worked with Italian football team AS Roma to raise international awareness of missing children and young people. Missing children appeals were shared in videos alongside AS Roma's latest transfer signings.

8 missing children in the UK were featured in the video appeals, and 6 were found safe and well following AS Roma's awareness-raising.



AS Roma English
@ASRomaEN

...

Official: Pau Lopez is an AS Roma player.

🇬🇧 This summer #ASRoma is using signing announcements on social media to raise awareness about the search for missing children - including these 4 children from the UK. RT to help @missingpeople find them. 🇬🇧



7:17 am · 11 Jul 2019 · Twitter Media Studio

547 Retweets 61 Quote Tweets 1.3K Likes



More than **4** million people saw the videos, and the campaign gained coverage in global media, including the BBC and the Daily Mail.

VOLUNTEERS

Volunteers support people through the Helpline, are central to sharing publicity appeals and in making sure events take place. Volunteers make a real difference to people who have gone missing by devoting their time, assisting with events and offering support and expertise. Volunteers of all ages, experiences and interests work across the organisation and play a central role in embodying the charity's vision.

This year
242
volunteers spent
5,028
hours volunteering with
Missing People.



I am a Lifeline
www.missingpeople.org.uk

**missing
people**

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

DIGITAL PROJECTS

In 2019-20, we started two projects to enable us to develop our digital support offer. Firstly, we started to build a new website, which went live later in 2020. Secondly, we have started to build a new 'integrated case management' system, which is due to go live at the start of 2021.

OUR CHALLENGES

March 2020 marked the start of a national crisis across the UK with the COVID-19 pandemic impacting all aspects of life.

COVID-19 and the social distancing measures needed in response have had a significant impact on the communities we support. Family members with a missing loved one told us that they felt lonelier and more isolated, especially because their ordinary support mechanisms were not available during lockdown, and they were very limited in how they could search for their missing loved one. They also told us their worries about their missing loved ones increased during the lockdown, partly due to the virus itself, and partly because they knew there were far fewer safe spaces to go. Covid-19 has also had a significant impact on missing children and adults. Restrictions led to more people struggling with being at home and thinking about going missing, an increase in mental health concerns and high-risk missing incidents. As well as being available to support people affected by missing during this time, we created guidance for young people and adults about what to do if they were struggling and wanting to run away and how to stay safe in situations they were not happy in.

For Missing People, the pandemic has had a big impact on how we support people, and how we raise funds. Our response was swift and made possible thanks to generous donations and legacies.



WE HAD TO

ACT QUICKLY TO

CREATE NEW WAYS OF

WORKING, INCLUDING:

- Adapting, and training staff to deliver our crisis Helpline remotely – including installing a brand new digital phone system in a week;
- Pausing frontline volunteering which meant we lost **63%** of our Helpline capacity because of safeguarding considerations relating to remote volunteering;
- Delivering face-to-face intensive support virtually using digital technology, including video chats and phone calls;
- Raising funds for the cost of the adaptations (which were not in budget);
- Making applications for COVID-19 emergency funding so we could continue to provide our services;
- Engaging our supporters via an urgent appeal to help make up the short-fall from physical events such as the London Marathon which could not take place.



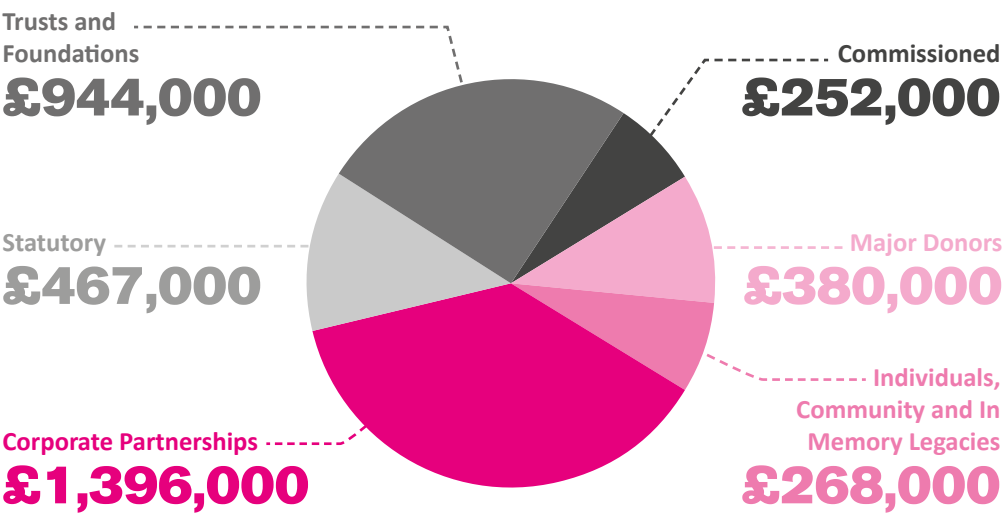
FINANCIAL INFO AND EXPENDITURE

INCOME DETAIL

Missing People has had another successful year in which we raised **£3.7m** to deliver on our mission. On average, we generated **£5 - £6** for every **£1** invested in fundraising. We continue to make long-term investment in sustainable and diverse income sources. Missing People is a paying member of the Fundraising Regulator and raises funds in accordance with the Ethical Policy and Fundraising

Promise. We have guidelines in place to ensure we take extra care with supporters who may be vulnerable. This year, we have continued to grow voluntary income and we were delighted to welcome significant new supporters and several new major donors. They joined long-term supporters including players of People’s Postcode Lottery. With their help we are able to continue to be a lifeline to people in crisis.

Income: £3.7m



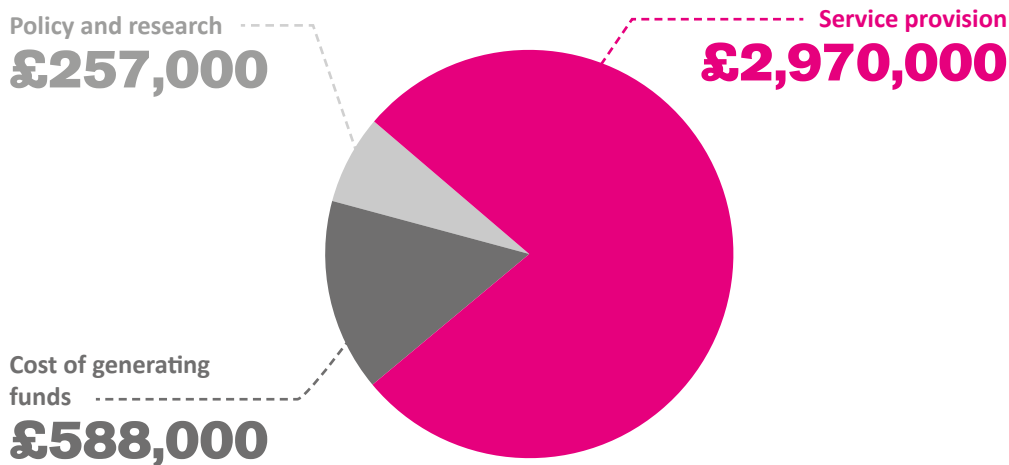
EXPENDITURE DETAIL

Our total expenditure showed an increase of 9 per cent on 2018/2019, and we have continued to focus on our frontline services. Expenditure on charitable activities rose by 8 per cent during the year, and the significant impact achieved using this expenditure is discussed elsewhere in this report. We are grateful to our volunteers and our pro bono supporters who have again contributed significantly to the charity's activities. We would also like to thank the out-of-home media owners and many other print and digital partners for advertising space, and Kapow for free text (SMS) messages. We are so grateful to the charity's solicitors, Clifford Chance, for

their ongoing services provided on a pro bono basis, as well as office space provided by Waitrose.

Our free reserves policy is to hold no less than three and no more than six months' current operating costs to safeguard against fluctuations that may arise in funding. This is intended to maximize the amount available for Missing People's charitable activities in the current economic climate. At the end of the year, the level of free reserves was £1 million, a little more than three months' worth of current operating costs out of unrestricted funds.

Expenditure: £3,815,000



Thank you to our partners and supporters for being a lifeline:

Thank you

Trustees

Kate Adams (Chair – retired December 2019)
Justin McLaren (Chair – January 2020)
Jane Harwood (Vice-Chair)
Paul Boughton (Treasurer)
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Radha Chakraborty
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Greater London Authority
Hertfordshire County Council
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Scottish Government

And thank you to our many other donors, we couldn't do it without you!

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Missing People
284 Upper Richmond Road West
London
SW14 7JE
020 8392 4590

missingpeople.org.uk



info@missingpeople.org.uk



/missingpeople.uk



@missingpeople



@missingpeople.uk



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Registered office at the above address.
Throughout this report we have used some stock
imagery and changed details of the stories of
missing people and their families to preserve
their anonymity.

A lifeline when someone disappears

**missing
people**

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