



116 000

free • confidential

Guide for Teachers, Schools and Young Person Services

The Runaway Helpline offers a **free, confidential and anonymised emotional and practical support** service to young people, regardless of what problem or issues they may be going through. We never judge and are here to listen and help young people think of how to stay safe and look at their options.

Our experienced emotional support is offered through **calls, texts and emails – seven days a week from 9am to 11pm and from 2.30-9.30pm** for our online **Chat** service which can be accessed via www.runawayhelpline.org.uk

Message Pass— we can offer to pass a message to a family member or support worker of a young person away from home and we can also pass a message back to the young person

3-way-calls— while a young person is on the phone to us, we can connect and stay on the line with them whilst they speak to a family member or support worker including police services.

Signposting— we have extensive knowledge and awareness of other support services to help young people gain further support, including mental health, abuse and neglect, crime etc.

We also offer the same support and more to adults and families who are also experiencing issues around missing including publicity for those who are missing plus advice and guidance.

If you have any questions about the service or would like to work with us, please contact us via helplinecoordinator@missingpeople.org.uk