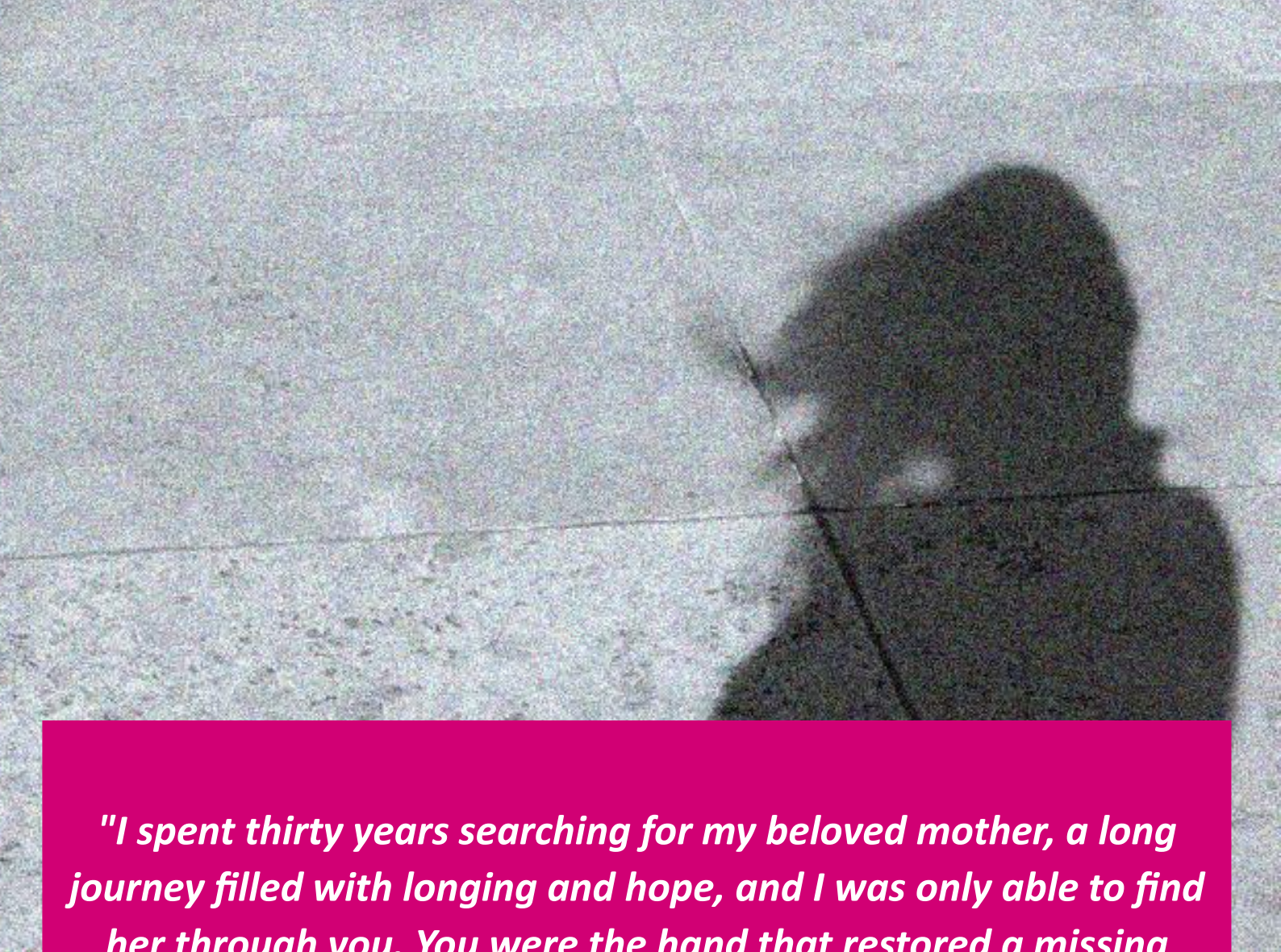




"I spent thirty years searching for my beloved mother, a long journey filled with longing and hope, and I was only able to find her through you. You were the hand that restored a missing piece of my life, and for that I feel profound gratitude and indescribable thanks to you."

**Lost Contact Tracing
Service feedback
report**

October 2025

**missing
people**

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

What is Missing People's Lost Contact Tracing Service?¹

Missing People can help those who have lost contact with a family member but where there is not an open police investigation. The charity can undertake enquiries, where we ask our search partners if they have anyone matching the details of the person who has lost contact on their records.

If there is a match then a letter from Missing People will be sent to the family member, explaining that the person would like to make contact and asks them to contact our Helpline. Information will only be passed on to the person making enquiries where the person who has lost contact consents to that.

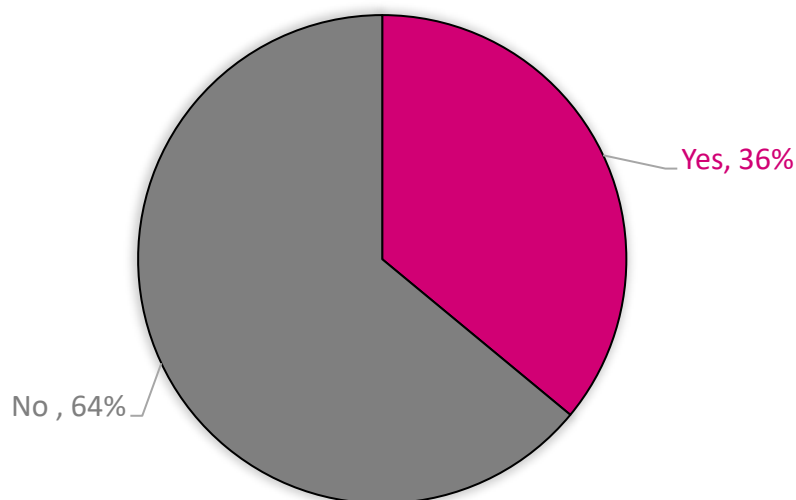
Feedback survey

In October 2025 Missing People's research team sent an email containing to everyone who has been supported through the Lost Contact Tracing Service containing the link to a feedback survey. This survey asked for feedback on satisfaction with the service, the impact of the service, and for views on any areas of improvement. 58 people completed the survey. This short report contains a summary of their feedback.

Outcome of the tracing: was the tracing service able to reconnect the person and their missing family member?

In just over a third of cases Missing People were able to reconnect the person with their missing family member.

Was the tracing service able to reconnect you with your missing family member? (n. 58)



¹ For more information about the service, including how to apply, please visit Missing People's website: <https://www.missingpeople.org.uk/get-help/help-services/lost-contact>

How have things progressed since the reconnection?

We asked respondents to let us know how things had progressed since they were reconnected.

Mainly positive

For some people, they had re-established contact and their situation was positive, although not without its complications:

"I had not seen my [family member] for 42 years, so the reconnect was a challenge! [...] We met in London this year which was a highlight. We talk every couple of days on the phone. Just keeping tabs on him is enough to make my day."

"Been positive but not perfect"

"Things are going very well in our relationship, we are in contact communication and have arranged a face to face meeting"

"We contact by email – he sometimes takes a while to respond but that's ok, just glad that he agreed to be in contact"

"We have made a connection which is a start"

Relationship has not been re-established

For others, they are pleased to know that their family member is alive, even though a relationship has not been re-established as a result of the tracing process:

"I am not directly reconnected with my loved one, but she did confirm through missing contacts that she was safe and well which was reassuring"

"I only wanted to know that he was safe and well. He did contact me but made it very clear that it was a one off [...] I let him know that should he ever change his mind, I was always there for him"

"Relative responded to my search which was just to check they were alive and well which they were. They did not however want to reconnect, but that is perfectly understandable and accepted"

Challenging

Some spoke of the challenges that have occurred with reconnection, particularly where there were difficult circumstances leading up to them losing contact with the missing person:

"Even after finding [my family member], my heart is weary for I cannot care for her the way I long to. She is facing so many struggles on her own"

"It's still awkward and my [family member] only wishes to communicate via text message"

"I have tried numerous times to help her [...] It's an ongoing battle. I can't force her to do anything... I can only keep trying!"

"It was a lot to deal with, but I'm pleased my children got to meet their grandad"

"We met at his suggestion and he was much the same as ever"

For a small number of people who did reconnect, that contact has once again ceased.

Overall satisfaction with the service

Over 8 in 10 (47 of 58) of those responding to the survey said that they were either 'very' or 'fairly' satisfied with the service and support they received. Only 14% (8 of 58) were 'very' or 'fairly' dissatisfied.

As may be expected from the satisfaction question, the significant majority of respondents would 'definitely' or 'probably' recommend Missing People to someone in a similar situation (88%; 51 of 58 respondents).

These responses are particularly notable given that many of the respondents were not able to reconnect with their missing family member. Only 36% of respondents reconnected with their family member, yet 81% were very or fairly satisfied with the support and service they received through the Lost Contact Tracing service, and 88% would recommend the service to someone in a similar situation.

Why were respondents satisfied?

Being able to reconnect with the missing family member

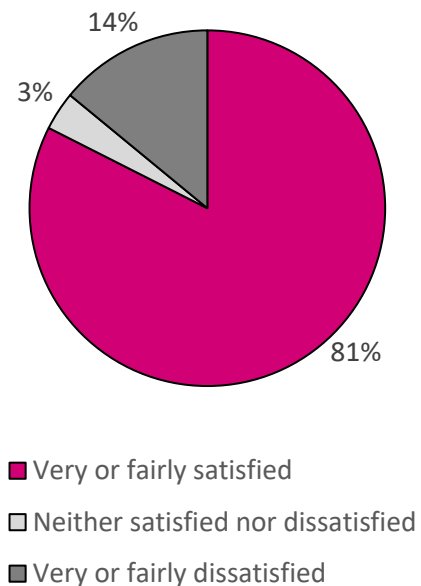
For those who were able to reconnect with their family member or able to know that they were alive and well, even if they did not want to be in touch, this was a key reason they were satisfied. This was even the case where the reconnection had been challenging or they had then gone on to lost touch again.

"An incredible outcome and a great service"

"I was extremely satisfied with all aspects of your service especially as it resulted in a reunion with my [family member] after 50 years"

"My [family member's] whereabouts were traced as a result of contacting this service. It was easy to get in touch and I have received timely reply back"

Overall, how satisfied were you with the service and support you received from Missing People's Lost Contact tracing service? (n. 58)



"It was just enough to know he was somewhere with a roof over his head"

"Because although we weren't able to make contact with our [family member] we at least got the feedback from yourselves that he was OK and I am confident that you did your best under very difficult circumstances"

"Very well handled, fairly quick solution (unfortunately not what we were hoping for) and friendly team"

Being kept informed

Respondents spoke of being kept up to date about what was happening, and of the process being explained clearly at each different stage.

"You kept me updated and tried different sources for me"

"I really appreciated ongoing feedback from staff to the possibility of locating my [family member]"

"Everything was explained at each stage, there was contact through each stage"

Support alongside the search

Some mentioned being able to get help in addition to searching for their missing family member.

"Once my [family member] was found I was given good advice on how to start a conversation with him"

"I was offered support when the outcome wasn't what I wanted. I felt that Missing People were acting out of respect for me and my loved one"

The kindness and caring of the team

A number of responses spoke of the kindness, care, understanding and empathy they received from the Lost Contact team. In open text responses it was clear how much this was valued by families, even in circumstances where they did not get the outcome that they were hoping for.

"Dealing with [Missing People team member] has been an absolute joy. She is an amazing person and always showed a great interest in pursuing my case [...] than you for all you did for me and my [family member]"

"I felt it was handled with care and consideration"

"I felt someone cared and I remain hopeful"

"Lovely person dealing with my case who showed compassion yet was open and transparent about the process"

"The empathy shown was most appreciated as with the timely manner in responding to my concerns. I found no fault with this service"

"Very compassionate and helpful staff who tried very hard to locate my 'lost' [family member]"

Why were respondents dissatisfied?

There was very little feedback about why respondents were dissatisfied. The feedback was primarily linked to the fact the service had either not been able to trace their family member, or had traced them but then was unable to share any information.

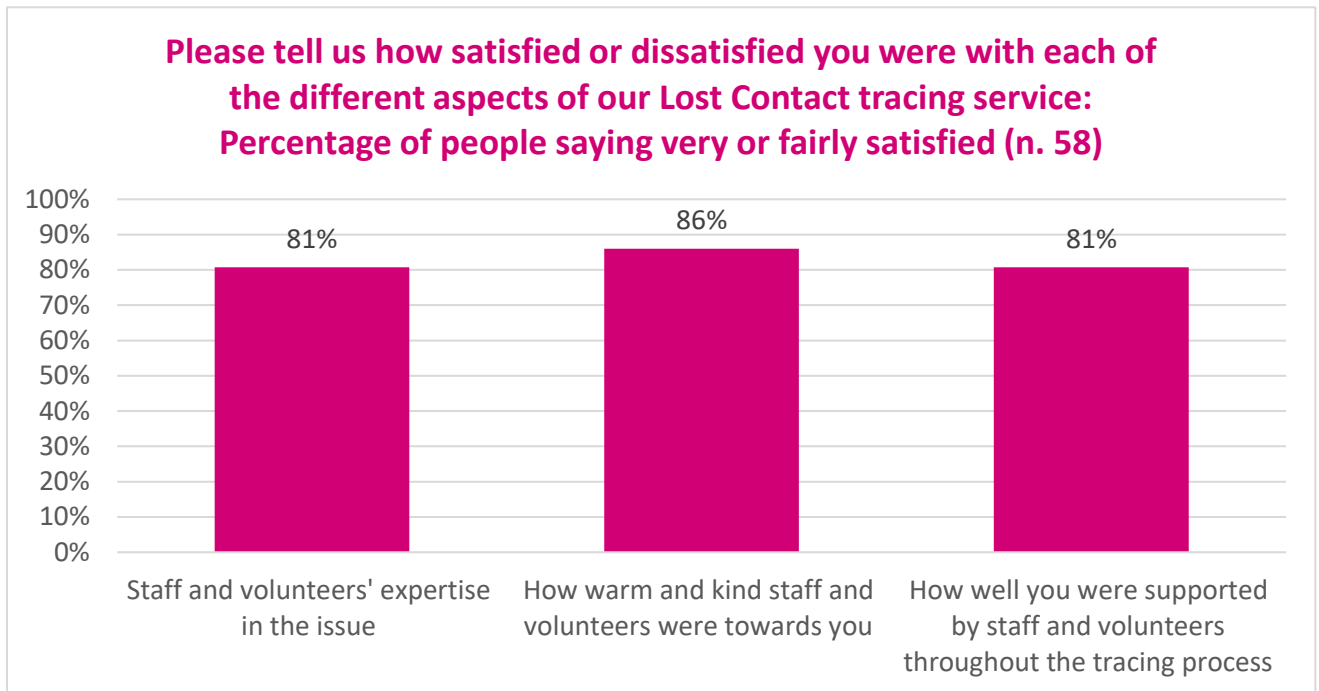
"Didn't trace my [family member]"

"Not able to give any information on the whereabouts or welfare of my missing relative"

"I understand that they could not tell me where my [family member] was, but they could have told me of the town or area she was living in. I could then have followed up the search myself with other means"

Questions exploring specific satisfaction and outcome measures

In the survey we also asked about specific elements of the Lost Contact Tracing Service and its impact on those who had used it. The charts below show the responses to those specific elements.



How could the Lost Contact Tracing Service improve?

We asked respondents how this service could be improved. The majority of respondents in this question said that little to nothing could be improved by the service:

"I could not fault the service and support I received"

"I can't think of anything"

"I think you do a wonderful job, and I admire how you help people in desperate situations"

"The charity is amazing and I felt supported throughout. Thank you"

Where there were suggestions for improvements, these focused on further action that could be taken. Understandably some respondents wanted Missing People to be able to do more than was possible, or to recommend further steps that could be taken by those who want to reconnect but where the tracing has not been successful:

"Maybe recommend further action"

"If Missing People were unable to trace someone, they might recommend other organisations or procedures"

"It would have been nice to know that if [my family member] was still alive but didn't want to establish contact. I'm sure this could be possible without breaking any confidences"