



Family
Tracing
Service



Bringing people together since 1885

Frequently asked questions

What is the aim of the Service?

Our aim is to help individuals locate relatives, and to facilitate reconciliation, where this is desired by both parties.

Who can use the Service?

Anyone over the age of 18 years (16 if resident in Scotland) can use the Service. For those under this age who wish to locate a relative, we are happy to consider a request from a parent or legal guardian acting on their behalf. The form must be signed by the person named in section 1 of the form.

Who is included in the tracing programme?

We will consider any search request for a known, living relative (except in circumstances detailed below.)

Who is not included in the tracing programme?

- We are not able to become involved in searches for biological family, where adoption away from birth family has taken place, due to current UK legislation.
- We cannot look for children under 18 years of age, or other 'vulnerable' missing people where a physical search or police involvement would be more appropriate.
- We do not look for friends or 'possible' relatives and do not carry out family history enquiries.
- We do not look for relatives for estate, legal or other business purposes.

Is there a charge?

Each enquiry carried out is extremely costly. We therefore request a registration fee of £45.00 for each person sought. For those whose only income is state pension or other state support (evidence should be supplied) the fee is £25.00. In certain circumstances payment may be made in instalments, or the fee may be waived. Donations at the conclusion of our search are always welcome.

The registration fee helps towards the initial set-up costs and the verification checks which are sometimes necessary. It is not a service charge, and does not guarantee a positive outcome.

Confidentiality

Because of Data Protection legislation and the confidential nature of our work, we are unable to provide details of our tracing procedures.

We cannot disclose the whereabouts or other personal details of people we locate without first obtaining their consent.

We **do not** carry out 'secret' investigations for the purpose of obtaining information. We must be free to reveal your identity and contact details, as well as the reason for the enquiry, to the person being sought.

For more information:

visit: salvationarmy.org.uk/familytracing
call: 020 7367 4747 or 0845 634 4747

Our office is open Mon - Fri 8.15am - 3.45pm except bank holidays

The Salvation Army Family Tracing Service
101 Newington Causeway, London SE1 6BN
email: familytracing@salvationarmy.org.uk



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How to apply

Step one:

Read carefully the Notes of Guidance on the application form.

Step two:

Complete the application form with as much information as possible.

Please note:

- Page 1 is for your own details.
- Pages 2 and 3 are for information relating to the person sought. The following information is essential:
 - Their full name.
 - Their age or date of birth (If the person sought was born outside of England, Wales or Scotland, the full date of birth is required.)
 - The name of at least one of their parents.
 - Their last known whereabouts. Where the person is known to be overseas, the full last known address will be needed.
- *Failure to provide any of these details could mean we will have to decline your request.*
- Where information is not known write **N/K**. If you have additional information please write this on a separate sheet of paper and attach to the form.

Step three:

Read carefully the Data Protection statement (section 6), then date and sign. (Note: We are unable to commence a search if this is not signed.)

Step four:

Return the form to the address below, along with:

- Any additional information, supplied on a separate piece of paper, a copy of your own full birth certificate and other supporting documents. *(Please do not send originals, as we are unable to guarantee that documents sent with your application will be returned.)*
- The registration fee (if credit/debit card details have not been supplied on the application form).
- Proof of entitlement to a reduced fee (if appropriate).
- A stamped, self-addressed envelope.

We look forward to receiving your completed application form in due course.

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FAMILY TRACING SERVICE APPLICATION FORM
 The Salvation Army, Family Tracing Service, 101 Newington Causeway,
 London SE1 6BN - Tel: 020 7367 4747

CT Ref. No.

SECTION 1 - NOTES OF GUIDANCE

1. WE CAN NORMALLY ACCEPT enquiries in respect of ADULT RELATIVES, for the purpose of RECONCILIATION ONLY.
2. WE DO NOT NORMALLY ACCEPT enquiries in respect of the following:
 - ! HUSBANDS & WIVES for the purpose of divorce; nor an EX-SPOUSE unless young children are involved.
 - ! YOUNG PEOPLE under 18 years of age nor requests from young people under the age of 18 years unless undertaken by a parent or legal guardian.
 - ! ADOPTED PERSONS sought by 'birth' family, or BIRTH PARENTS of adopted persons.
 - ! FRIENDS / BENEFICIARIES OF WILLS / FAMILY GENEALOGIES.
3. CONFIDENTIALITY. We will not disclose the whereabouts or other personal details of people we locate without their consent. This pledge will be honoured. We do not carry out 'secret' investigations for the Our first contact is often made by letter, with an assurance that personal details of the person sought, will not be made known unless agreed by them. purpose of obtaining information. **We must be free to reveal the enquirer's identity and contact details, and the reason for the enquiry.** (See also our Data Protection notice in section 6).
4. PROCESS. We invite you to print off the form, complete it as fully as possible, and return it for our consideration. The minimum information required is full names and precise date of birth (or age) and/or date of marriage of the person sought, together with the last known address or location. Failure to supply exact names and dates (for any births, marriages and deaths referred to) could mean a delay of many months, or even make it impossible for enquiries to be carried out. Where any details are not known, please insert 'N/K'. Additional information should be given in the space provided or on a separate sheet of paper. The form must be signed by the person making the enquiry that has the family relationship and must also be over 18 years of age.
5. CHARGES. We do not charge the full cost it takes to conduct a search enquiry. As every enquiry carried out is extremely costly, we therefore request a small registration fee of £45.00 for each person sought. For those whose only income is state pension or other state support (*evidence should be supplied*) the registration fee is £25.00.

In certain circumstances the registration fee may be waived or payment may be made by instalments: if you want us to give consideration for this, please explain the reasons in Section 5.

We are only able to accept payment in GBP either by cash, credit/debit card payment, cheque or postal order which should be made payable to 'The Salvation Army'. Please send the registration fee with the enquiry form.

6. NEXT. Post the completed form to us at the address above under confidential cover, with the required documents and registration fee. The information will be reviewed and we will let you know if we are able to proceed or otherwise. Enquiries can sometimes take many months to complete, and we can make no guarantee of success, but we will be in touch with you as soon as there is any news to report. Because of the confidential nature of our work, we are not able to provide details of our tracing procedures.

SECTION 2 - PERSON MAKING ENQUIRY (Enquirer)

Your full name: Mr/Mrs/Miss/Ms _____

Your address in full _____

_____ Postcode _____

Home telephone no. _____ Work telephone no. _____

Email address: _____ Mobile telephone no. _____

Your full name as registered at birth (if different from above) _____

Your date of birth _____ Your place of birth _____

Relationship: The person sought IS MY _____

SECTION 3 - REGISTRATION FEE & ENCLOSURES

I enclose my registration fee of £ _____. 00 p (please enter amount - see notes above)

Please list all documents enclosed, including a copy of your own full birth certificate, if possible.

I **do/do not** require their return. (Please circle one answer)

PLEASE EXPLAIN BELOW (or on a separate sheet) HOW CONTACT WAS LOST WITH YOUR RELATIVE:

PLEASE EXPLAIN BELOW (or on a separate sheet) YOUR REASON FOR WISHING TO LOCATE YOUR RELATIVE:

PLEASE ATTEMPT TO ANSWER EVERY QUESTION. WHERE DETAILS ARE NOT KNOWN ENTER N/K.

(PLEASE USE BLOCK CAPITALS)

SECTION 4 - PERSON BEING SOUGHT (Enquiree)

Last known surname _____ Maiden surname _____

Forenames (in full) _____

Full name at birth (if different from above) _____

Date of birth (if not known, then exact age) _____ Place of birth _____

Last known address or whereabouts _____

Date last known at this address _____

Who owns the property (e.g. council etc) _____

Date when last in contact _____

Was this in person, by letter, telephone, or e-mail? _____

Has this person ever been married? **YES/NO** If yes, please give details:

1) Date of marriage _____ To whom? _____

Place of marriage _____ If divorced, please give date _____

2) Date of marriage _____ To whom? _____

Place of marriage _____ If divorced, please give date _____

Please give full names, places and dates of birth (or ages) of any children.

Name _____ Date of birth _____ Place of birth _____

Name _____ Date of birth _____ Place of birth _____

Name _____ Date of birth _____ Place of birth _____

Name _____ Date of birth _____ Place of birth _____

Are you in touch with any of these? **YES/NO**

Parents of person sought (information required even when parents are deceased):

Father's full name _____

Mother's full name _____

Mother's maiden name _____

Brothers/sisters of person sought. Please give names, places and dates of birth (or ages):

Name _____ Date of birth _____ Place of birth _____

Name _____ Date of birth _____ Place of birth _____

Name _____ Date of birth _____ Place of birth _____

Name _____ Date of birth _____ Place of birth _____

Are you in touch with any of these? **YES/NO**

Where the person sought is believed to be with a husband/wife, or with another adult please give details of that person:

Full name _____ Date of birth _____

Last known whereabouts

Give name & address of person who may have information, or be able to assist our enquiries (e.g. club/union/friend etc).

Name _____ Address _____

Employment details:

Name & address of last known employer _____

Usual occupation _____ Date employment terminated _____

OTHER INFORMATION:

National Insurance no. / NHS no. / Army, Navy, or RAF no. _____

Doctor's name & address _____

Bank or Building Society name & address _____

SECTION 5 - GENERAL

What has been done so far, and with what result?

Have you applied to us before? **YES/NO** If yes, when? What was our reference number?

Any other details that may assist us as we consider your request

PLEASE INCLUDE A STAMPED ADDRESSED ENVELOPE FOR OUR RESPONSE. THANK YOU.

SECTION 6 - DATA PROTECTION

Data Protection:

The Salvation Army¹ will hold your personal information in its legitimate interests of processing your application and retain it to ensure future protection of your privacy in the event of further requests.

We may share this information with partner agencies or individuals who assist us in our enquiries. We must be free to reveal the enquirer's identity and contact details to the person sought. If there are contact details that you would prefer us not to share with the individual sought, these must be disclosed by you at the commencement of our involvement.

You have a right to a copy of information we hold about you and in some circumstances to have it amended or deleted and to withdraw consent. For this and to raise any queries on how your information is handled please contact Head of Privacy and Data Protection at data.protection@salvationarmy.org.uk or the address below. If you are still not happy you may raise concerns with the Information Commissioner's Office. For further information, please see our Privacy Statement on our website or request a copy from the address on page one.

Personal Statement:

I give my consent to The Salvation Army to send the information I provide outside the European Economic Area (EEA) for the purposes of performing the tracing service, if the individual I seek is outside the EEA.

(tick box)

Name _____ Signed _____
(Please print)

Date _____ Our Ref. _____

¹ The Salvation Army acting on behalf of The Salvation Army Social Work Trust



Family Tracing Service

CARD PAYMENT SLIP

We are pleased to be able to accept card payments for enquiries. If you wish to use this method please complete and sign this form

Name of cardholder (as shown on card) _____

Address of cardholder _____ Post code _____

Complete your credit/debit card details below (we are unable to accept Amex or Diners Club Cards).

Credit/Debit	Start date	Expiry date	Security code	Issue No
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
				(Switch only)

Amount _____ Signed _____ Date _____

Ref _____ Enquirer's name (if different from above) _____