



## 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.

### *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.

### *Is there a charge?*

Whilst it is free for us to review your application form and supporting documents; If we can take your request on as a case we will require a one-off registration fee of £45.00 for each person sought. For those in receipt of state pension or other state support, the registration fee is £25 (evidence must be supplied).

Payment of the registration fee must be paid before our search commences and can be made by:

- Credit or debit card can be taken over the phone upon your application being accepted;
- Cheque or postal order (made payable to: 'The Salvation Army').

The registration fee helps towards the initial set-up costs and the verification checks which are often necessary.

## **For more information:**

Visit: [www.salvationarmy.org.uk/familytracing](http://www.salvationarmy.org.uk/familytracing)

Call: 020 7367 4747 or 0845 634 4747

Our line is open Mon - Fri 9am - 3:45pm except bank holidays

The Salvation Army, Family Tracing Service  
1 Champion Park, London, SE5 8FJ

email: [family.tracing@salvationarmy.org.uk](mailto:family.tracing@salvationarmy.org.uk)



## How to apply

### Step one:

Read carefully SECTION 1 - the **Notes of Guidance** on the application form, and our covering letter.

### Step two:

Complete the application form with as much information as possible.

Please note:

'Section 2 - PERSON MAKING THE ENQUIRY' is for your own details.

'Section 4 - PERSON BEING SOUGHT' is for information relating to the person you wish to search for. The following information is essential:

- Their full name
- Their date of birth or age (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 include when submitting the application form.

### Step three:

Carefully read Section 6 - **DATA PROTECTION statement** of the application form, then date and sign. (Note: We are unable to commence a search if this is not signed.)

### Step four:

Return the form in the envelope provided, 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 (please indicate the amount and your payment method on the application form - if you wish to use payment card you can make payment when contacted by us following our application review decision).
- Proof of entitlement to a reduced fee (if appropriate).

*Please remember that our envelope we provided will require you to affix a stamp.*

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

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# FAMILY TRACING SERVICE APPLICATION FORM

The Family Tracing Service, The Salvation Army,  
1 Champion Park, London SE5 8FJ - Tel: 020 7367 4747  
Family.Tracing@salvationarmy.org.uk

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:
  - ADOPTED PERSONS sought by 'birth' family, or BIRTH FAMILY of adopted persons.
  - 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.
  - 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. Our first contact is often made by letter, with an assurance that the address of the person sought will not be made known unless agreed by them. This pledge will be honored. We do not carry out 'secret' investigations for the 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).**
4. REGISTRATION FEE. The one-off registration fee is £45 for each person sought, or £25 for those in receipt of State Pension or other benefits (please provide evidence). We can only accept payment in £ British Pounds. Please enclose a Cheque or Postal Order made payable to 'The Salvation Army'. Alternatively, if you prefer to pay by debit or credit card we will be in touch.

I enclose the registration fee: £\_\_\_\_\_ ☐ Cheque/ Postal Order or ☐ Pay by credit/debit card  
(please see section 8)

## SECTION 2 - PERSON MAKING ENQUIRY (Enquirer)

Your Full Name and Title (as may apply) \_\_\_\_\_

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

Your date of birth \_\_\_\_\_ Your place of birth \_\_\_\_\_

Your address in full \_\_\_\_\_

Post code \_\_\_\_\_

Home telephone no. \_\_\_\_\_ Work telephone no. \_\_\_\_\_

Email address: \_\_\_\_\_ Mobile telephone no. \_\_\_\_\_

**Relationship:** The person sought IS MY \_\_\_\_\_

## SECTION 3 - SUPPORTING DOCUMENTS

Please provide a photocopy of your birth certificate, if possible, and any other supporting documents, including Evidence of State Benefits if you're eligible to pay a reduced fee.

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

## SECTION 4 - BACKGROUND AND REASON FOR ENQUIRY

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

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

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PLEASE ATTEMPT TO ANSWER EVERY QUESTION WHERE THEY ARE RELEVANT TO YOUR ENQUIRY.  
WHERE DETAILS ARE NOT RELEVANT ENTER N/A. WHERE DETAILS ARE NOT KNOWN ENTER N/K.  
(PLEASE USE BLOCK CAPITALS)

### SECTION 5 - 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? \_\_\_\_\_

3) 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 and 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:**

Telephone Number(s) or email address(es) \_\_\_\_\_

National Insurance no. / NHS no. / Army, Navy, or RAF no. \_\_\_\_\_

Doctor's name & address \_\_\_\_\_

Memberships of Professional Bodies/Organisations \_\_\_\_\_

Memberships of Recreational Bodies/Organisations \_\_\_\_\_

**SECTION 6 - GENERAL QUESTIONS**

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

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_

c) Is this application being made with the support of a Salvation Army Corps or Centre? Yes / No  
If yes, please provide: -

Corps/Centre name \_\_\_\_\_

Name of Officer or Staff Member: \_\_\_\_\_

Position: \_\_\_\_\_

Tel No: \_\_\_\_\_

Email: \_\_\_\_\_

d) Is this application being made by a Support Worker, Advocate or any other professional agency? Yes / No  
If so, please provide contact details.

Agency Name: \_\_\_\_\_

Staff Name: \_\_\_\_\_

Position: \_\_\_\_\_

Tel No: \_\_\_\_\_

Email: \_\_\_\_\_

Do you give your consent for the Family Tracing Service to communicate with the above on your behalf? Yes / No

## SECTION 7 - DATA PROTECTION

### Data Protection:

The Salvation Army<sup>1</sup> 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 your 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.

Please note: These are essential steps that apply to all enquiries and cannot be bypassed due to the nature of our work. The tracing process relies on transparency and trust, and we are committed to handling your information with care and integrity.

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](mailto:data.protection@salvationarmy.org.uk). If you are still not happy you may raise concerns with the Information Commissioner's Office. For further information, please see our full Privacy Statement at [www.salvationarmy.org.uk/privacy-statement](http://www.salvationarmy.org.uk/privacy-statement) or request a copy by writing to our address as shown on Page 1.

### 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. \_\_\_\_\_

<sup>1</sup> The Salvation Army acting on behalf of The Salvation Army Social Work Trust

## SECTION 8 - What happens next?

We will be in touch as soon as possible to let you know whether we can accept your request and to make any further arrangement regarding registration fee payment by debit/credit card.

If your application is accepted, we will provide you with a case reference number and contact details of a Caseworker.

Please note the tracing process can take several months and sometimes in excess of a year.