

CRIMESTOPPERS TRUST

England & Wales · Charity number 1108687

Details

Other names	CRIMESTOPPERS
Status	Registered
Legal form	Charitable company
Company number	05382856
Registered	2005-03-22
Register	View on the Charity Commission register

Contact

Address	PO Box 324 Wallington SM6 6BG
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Website	www.crimestoppers-uk.org

Activities

Objects: (A) THE ADVANCEMENT, PROMOTION AND PRESERVATION OF PUBLIC LAW AND ORDER.(B) THE ADVANCEMENT AND PROMOTION OF EFFICIENT POLICING.(C) THE PROMOTION AND ENCOURAGEMENT OF GOOD CITIZENSHIP AND GREATER PUBLIC PARTICIPATION IN THE PREVENTION AND SOLUTION OF CRIME.(D)THE FURTHERANCE OF THE ADMINISTRATION OF JUSTICE.

Activities: The Charity promotes and supports the Crimestoppers scheme. The scheme offers the public a UK wide free telephone number - 0800 555 111 - which enables people who, for whatever reason are unwilling to make direct contact with the police, to provide useful information about crime, while remaining anonymous. From this information intelligence logs are prepared and passed to the police for action.

Classification

- **How:** Other Charitable Activities
- **What:** Economic/community Development/employment
- **Who:** The General Public/mankind

Geography

- Guernsey
- Isle Of Man
- Jersey
- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£7,704,023	£7,069,595	£3,952,898	109
2024-03-31	£7,848,929	£7,437,555	£3,318,470	98
2023-03-31	£7,138,720	£6,659,045	£2,907,096	98
2022-03-31	£6,707,534	£6,205,404	£2,427,421	106
2021-03-31	£6,569,510	£6,052,761	£1,759,291	107

Trustees

Name	Role	Appointed
LORD MICHAEL ASHCROFT	Chair	
ANGELA ELIZABETH ENTWISTLE		
CERIS MARY GARDNER		
Lord ZAMEER MOHAMMED CHOUDREY CBE SI Pk		
MICK LAURIE		2013-11-20
MR BILL GRIFFITHS CBE BEM QPM		
MR NICK ROSS		
Martin James Hewitt		2023-07-19
PETER JOHN MICHAEL CLARKE CVO OBEQPM		
PETER MICHAEL REEDER GAZE		2018-08-14
ROBERT STEPHEN RUBIN OBE		
SIR PAUL STEPHENSON QPM		2012-08-03
Stewart Anthony Harris		2019-11-13
Suzanne Jacob OBE		2021-04-27

CRIMESTOPPERS TRUST

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Accounts

A man with dark hair and a beard, wearing a maroon shirt, is seen from the side, looking towards a woman. The woman has blonde hair and is smiling, wearing a green patterned top. They are outdoors with green foliage in the background. A dark blue diagonal graphic element is in the bottom right corner.

2024/25

Annual Report

Giving people the power to
speak up and stop crime.

100% anonymously.
Always.

CrimeStoppers.
Speak up. Stay safe.

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Welcome from our Chair

Each year, the number of people who contact Crimestoppers increases

We offer a safe way for people to pass on information to protect their communities.



Lord Ashcroft KCMG PC
Founder and Chair of Crimestoppers

Over the past 12 months, Crimestoppers has made significant strides, with progress building year on year. We continue to support law enforcement and empower the public to speak up and stay safe, 100% anonymously.

Once again, our Contact Centre staff have excelled in their role, providing a trusted non-judgemental ear for members of the public and our valued partners.

Crimestoppers helps all people who wish to remain anonymous as they continue to voice their crime concerns and suspicions.

While crime in our communities affects us all, not everyone feels able to talk to the police, whether that be for fear of reprisals, not wanting to go through the courts, or for deeply ingrained cultural reasons. That's where Crimestoppers comes in. As an independent charity, we give people the confidence to speak up by offering the protection of complete anonymity, a promise we have kept throughout our 37-year history.

From the first call to Crimestoppers in 1988, to the thousands of calls and online forms submitted today, every piece of information we receive has a crucial part to play in protecting the public. Our charitable status is

vital as it gives people much needed confidence to trust our much-needed service.

Keeping silent has a huge detrimental impact: enabling criminals to threaten the safety of our loved ones and our communities, allowing more criminals to flourish, causing significant damage and harm to society. By speaking up, we can support police in their investigations and help deliver justice for the victims of crime.

Our network of staff and volunteers across the UK and our array of partners, including Police and Crime Commissioners, police, charities and businesses, are vital in delivering our unique anonymous reporting service.

None of this would be possible without our beneficiaries – the public – who choose to speak up and tell us what they know, despite the difficult circumstances they may find themselves in. Thousands of people every day contact us, making a positive choice to do the right thing – we thank them for their public-spirited attitude and having the courage to speak up.

Everyone, no matter who they are or where they live, has the right to feel safe from crime.

“

By speaking up, we can support police in their investigations and help deliver justice for the victims of crime

”

Welcome from our CEO

Crimestoppers offers hope to communities

We give a way for all members of a community to pass on crime information anonymously.



Mark Hallas OBE
Chief Executive,
Crimestoppers Trust

I am pleased to report that nearly a million people - 922,861 - contacted Crimestoppers during the last year. Over 220,000 high-quality reports were passed on to law enforcement and partner agencies. This is a record that underscores the growing trust the public places in Crimestoppers and the expanding reach of our work across the UK.

Our charity status and guarantee of anonymity remain crucial in encouraging people to report what they have seen, heard, or know – helping to prevent crime with no risk to the individual.

Crimestoppers' partnerships with commercial organisations is a key area of growth. Our partners receive specific vital intelligence that helps protect their workers, customers, and assets.

We value all our partners highly, be they statutory, commercial or charity. We have done more than ever this year working with partners and organisations to make our voice heard and amplify our messaging.

I want to echo Lord Ashcroft's gratitude to everyone who has

used or supported our services. Our success depends on a broad network of partnerships - from Police and Crime Commissioners (PCCs), police forces, the Home Office, housing providers, trade bodies, major brands, to other charities. We are proud to work with organisations that share our commitment to develop safer communities.

We continue to be guided by Home Office priorities; from Violence Against Women & Girls (VAWG) to serious violence, to knife crime campaigns. We are further refining and improving our offer to the public to deliver a wide range of tools to educate individuals and their communities. As the police, PCCs and others recognise, there is a significant journey ahead.

I'm pleased that Crimestoppers is playing its part, doing what we do best: giving the public a safe option to speak up about crime 100% anonymously. Whilst I'm incredibly proud of our work, I recognise that there is always more we can do.

Thank you for your continued support.

“ We have done more than ever this year working with partners and organisations to make our voice heard and amplify our messaging ”

Our vision, mission and values

Vision – why we exist

Everyone has the right to feel safe from crime, wherever they live.

Mission – what we do to achieve our vision

We're an independent charity that gives you the power to speak up to stop crime, 100% anonymously.

Whoever you are, wherever you live, from communities to companies.

By phone and online, 24/7, 365 days a year.

We also share advice on how to protect the people and communities you care about from crime, so everyone can feel safe.

Values – the principles that guide how we conduct ourselves

At Crimestoppers, we believe that it is people who stop crime. Our community of staff and volunteers live our values every day:

- **We care** – we believe that everyone has the right to feel safe from crime, wherever they live. Crime can be frightening, so we offer hope.
- **We are inclusive** – we don't judge people. We're here for everyone who needs us. We can change communities for the better by working together.
- **We are trustworthy** – we're reliable, honest and an independent charity. We act responsibly and never break anonymity.
- **We are determined** – we commit all our efforts to achieving positive change. We have a 'can-do' attitude.

Our role

We break down barriers that silence people and communities by offering a trusted, alternative place for people to pass on crime information with no comeback. The information we receive and pass on ensures lives are saved, criminals are stopped, and victims and their loved ones receive justice.

Our impact

Every year, we help solve and prevent thousands of crimes.



922,861

Nearly a million people contacted us last year.



227,326

We sent over 227,000 pieces of information to the police.



33,019

Plus more information sent to a wide range of other statutory, commercial and third sector partners.



26,135

The police tell us we helped solve and prevent over 26,000 crimes. As not all forces provide comprehensive feedback, we can estimate our impact is much more than double this.

Crimestoppers – delivering results and building trust...

... always 100% anonymously. In 2024-25, our strategy has delivered record results, driven by innovation, partnership, and a focus on those most affected by crime.

Growing the quality and reach of information

This year, we have seen a remarkable increase in both the volume and quality of information received from the public. Over 227,000 high-quality reports were again passed to law enforcement. This growth reflects our ongoing efforts to make it easier and safer for people to share what they know, often when they feel unable to approach the police directly. Our guarantee of anonymity remains central, encouraging individuals to come forward without fear of reprisal.

Our information is not only reaching the police but is also being shared with a growing network of statutory, commercial, and third sector partners. This collaborative approach has resulted in more than 26,000 crimes being solved or prevented, although the true impact is likely much higher due to incomplete feedback from all forces.

“Our guarantee of anonymity remains central, encouraging individuals to come forward without fear of reprisal”

Building trust and confidence

Trust is the foundation of our service. Since our inception in the late 1980s, millions have relied on Crimestoppers to handle their information with care and discretion. This year, over 2,500 people contacted us every day, choosing Crimestoppers as their preferred route to report crime. We continue to share our story of hope, demonstrating that speaking up can change lives and communities for the better.

Our campaigns have played a vital role in building this trust. For example, our targeted initiatives in key regions – such as the Clear, Hold, Build campaigns in West Yorkshire, Derbyshire, Staffordshire, and London – have generated hundreds of actionable reports, leading to arrests, seizures of drugs and weapons, and the safeguarding of vulnerable individuals.

“We continue to share our story of hope, demonstrating that speaking up can change lives and communities for the better”

Focusing on the communities most in need

A core pillar of our strategy is prioritising the communities most affected by crime. We have tailored our outreach to groups less likely to approach police, working closely with local authorities, housing providers, faith groups, and health services. Our campaigns are designed to break down barriers, ensuring everyone has a voice in the fight against crime.

Real-life case studies highlight the difference this makes. From helping to catch a murderer on the run to disrupting organised crime and safeguarding children at risk, the stories we receive – always anonymised – demonstrate the tangible impact of our work.

Innovation and partnership

2024 saw the national rollout of the National Police Anti-Corruption and Abuse Reporting Service, following a successful pilot in London. This service, operated by Crimestoppers, is now the provider of choice for

statutory services seeking an independent, anonymous reporting channel. Our work with commercial partners has also expanded, helping businesses protect their staff, customers, and assets.

We have also continued to support Border Force, leading to the seizure of counterfeit goods, undeclared cash, and illicit tobacco – further evidence of the wide-ranging impact of the information we receive.

Sustaining our mission

Our Business Development team has delivered outstanding results, securing vital funds to support our expanding operations. Every pound raised enables us to reach deeper into communities and invest in new technologies and campaigns that make reporting crime even more accessible.

“Every pound raised enables us to reach deeper into communities and invest in new technologies and campaigns that make reporting crime even more accessible”

Looking ahead

As we reflect on the past year, it is clear that our strategy is working. By focusing on quality information, building trust, prioritising the most affected communities, and forging strong partnerships, we are making a real difference. We remain committed to adapting and evolving, ensuring that Crimestoppers continues to be a beacon of hope and safety for all.

Together, we are breaking the silence on crime – one anonymous report at a time.



Information results in Bristol domestic violence arrest

This resulted in an urgent arrest of an individual for domestic violence offences, helping to protect the victim and highlighting the importance of community reporting.

Suspect arrested for Middlesbrough brutal assault

Intelligence provided to the police by Crimestoppers assisted in the arrest of a high-risk individual involved in robbery and violence.

Person arrested for driving under the influence of alcohol and drugs

Information given by Crimestoppers to the police resulted in a successful roadside test and criminal charges, helping to reduce dangerous driving incidents.

Cannabis cultivation uncovered in Aberdeenshire

The premises showed signs of active use, with fans operating continuously, and there was a strong cannabis odour. Cannabis plants valued at approximately £1 million were seized, and two suspects were arrested and prosecuted.

Anonymous tip-off for man in possession of loaded crossbow

Police, having received Crimestoppers information, responded promptly, apprehending the suspect. During the operation, officers recovered some weapons – and also a stolen quad bike.

Wanted man suspected of assault identified thanks to community intelligence

A suspect in his 30s was travelling from Europe to the UK and was seen aboard a ferry

that arrived in Portsmouth. He was found at the port shortly after disembarkation and was detained before he could evade justice. This case highlights the crucial role that timely information from the community plays in enabling the police to swiftly locate and apprehend offenders.

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Domestic abuse suspect arrested

The suspect had escalated their violent behaviour, resulting in injuries, and had used controlling tactics such as managing the victim’s bank account and phone, and cancelling their medical appointments. The suspect was arrested for coercive and controlling behaviour.

This demonstrates how targeted intelligence allows police to intervene quickly in a complex domestic abuse case.

Murder suspect arrested before boarding plane to South East Asia

An anonymous tip-off indicated that a man was planning to kill his partner after hearing that she had been unfaithful. The intelligence suggested that the suspect intended to source weapons to carry out the attack. Law enforcement acted swiftly, locating and arresting the man for firearm possession. Following the arrest, safeguarding measures were implemented to ensure the woman’s safety.

This case shows how community and intelligence efforts can help locate and apprehend persons of interest in serious criminal investigations before they leave the country.

Cannabis plants worth around £275,000 seized in Scunthorpe

The premises was associated with ongoing drug dealing, with vehicles arriving and



“
This case shows how community and intelligence efforts can help locate and apprehend persons of interest in serious criminal investigations before they leave the country
”

departing with large bags of cannabis. Authorities raised a warrant, seizing approximately 500 cannabis plants valued at around £275,000 and arresting three people.

Hidden child abuse revealed thanks to information

Upon inspection, officers discovered a property in a state of neglect – squalid conditions, with faeces from 12 cats who lived there scattered throughout the site. There was a pervasive smell of urine, and flies on the walls.

The children, aged one, two and three years old, showed signs of physical abuse, including bruising on their arms and legs, and appeared severely malnourished, raising urgent concerns for their safety and wellbeing.

They were promptly removed from the environment and placed in the care of a family member, as authorities were dedicated to ensuring their protection and holding those responsible accountable.

CrimeStoppers. Highlights

April 2024 – March 2025

Crimestoppers impact

922,861

people contacted us
anonymously

227,326

anonymous reports
sent to police forces

82%

online

18%

by phone

up 6%

on last year



Crimestoppers feedback

1,457

offenders arrested
and charged

26,135

police positive
crime outcomes

£365,134

worth of property recovered

£45,556,521

total drugs 'street value'



110

No. of professional sessions run

2,854

No. of professionals reached

1,473

No. of workshops delivered
(to young people)

52,588

No. of young people reached
(through all avenues e.g.
workshops, assemblies,
community events etc)

764

No. of resource orders

57

No. of campaigns run

74%

Fearless reports increase
on the previous year

National and regional campaigns

10

National

9

Business
Development

128

Regional

147

Total



Media coverage



7,156

pieces of coverage

Driving quality information



Focus on key roles: the 24/7 call agent

The primary role we were recruiting for was that of a 24/7 Call Agent. This position attracted significant attention, especially from people seeking a meaningful role with purpose. Graeme and Kelly received expressions of interest from over fifty attendees, all of whom left their contact details for follow-up.

Post-event outreach and successful hires

Following the event, Kelly took the lead in reaching out to interested candidates, collecting CVs and scheduling interviews. As a result, three fair attendees have successfully joined Crimestoppers as Call Agents. This outcome underscores the effectiveness of direct engagement at such events and highlights the value of proactive recruitment strategies. Additionally, recruiting through these channels offers financial benefits by avoiding agency fees, which can typically amount to 10-20% of a Call Agent's first-year salary.

Seeking the best for Crimestoppers' national Contact Centre

Crimestoppers Duty Manager Graeme Sibley and Kelly Jackson from the People, Organisational and Development Team proudly represented Crimestoppers at a well-attended jobs fair held at Selhurst Park Stadium, home of Crystal Palace Football Club. The event was a valuable opportunity to engage with members of the public actively seeking employment, and to promote both current vacancies and the broader mission of Crimestoppers.

Immediate engagement and steady interest

Within just ten minutes of the doors opening, visitors were

flocking to our stand. This high level of engagement continued steadily for the next two and a half hours, reflecting strong momentum and enthusiasm from the crowd.

Graeme and Kelly were fortunate to be supported during the event's busiest period by Director of Finance Steve Mann. His involvement was instrumental in engaging with visitors, answering questions, and sharing insights about the charity's purpose and the roles available. This collaborative approach helped us connect more effectively with potential candidates.

What stood out most was the evident motivation and initiative of the attendees. The energy, curiosity, and sincerity they displayed made the event not only a successful recruitment effort but also an inspiring and uplifting experience for our team.

This event provided a valuable opportunity to promote our purpose, services, and the positive impact we make across the UK – enhancing our public presence and strengthening community ties.

Crimestoppers plans to incorporate participation in future job fairs and similar events into its ongoing recruitment strategy. This approach, subject to regular review and continuous improvement, aims to attract motivated individuals and improve staff retention within the Contact Centre.

Fearless Youth Panel: ensuring the voice of young people is at the heart of everything we do

The Fearless Youth Panel plays a key part in the development of our work by giving young people a space to speak openly about crime; how it's affecting them and their peers and what we can do, together, to help make them feel safer. The panel involves 15 young people aged between 13 and 17, and their insights influence our social media content and crime prevention campaigns, ensuring they are relatable and effective for our young audience. With our youth panel's support, we're raising awareness of our 100% anonymous reporting service and empowering more young people to speak up against crime.

A highlight this year was co-creating artwork for a digital campaign running on Snapchat, Instagram, and Spotify.

Sim's story

Sim is a dedicated member of our Youth Panel. With two years of active involvement, she consistently leads discussions in online meetings and group chats, inspiring others with her confidence and enthusiasm. Her deep understanding of

Campaign results:

865,904
Reach (No. of unique users who saw ads)

16,598,838
Impressions (No. of times ads displayed)

72,665
Engagement (No. of link clicks/swipe ups)

A boy at school is carrying a knife.

I'm not a grass but I'm worried someone is going to get hurt.

Who can I tell?



Fearless' mission and her passion for supporting young people shine through in every contribution.

Sim's thoughtful insights on imagery, language, and current trends have helped shape engaging and relevant content across platforms including Snapchat, TikTok and Instagram. In addition, she has created several videos that communicate key messages

about crime prevention, amplifying Fearless' reach and impact.

Her involvement has undoubtedly developed her skills in creativity and communication, preparing her for future opportunities. Sim's dedication exemplifies how young people can influence positive change and strengthen community safety initiatives.



“The experience has been invaluable to me. I have been able to connect to people all over the country, develop more confidence in speaking up and more courage to say what I believe”

Campaign highlights extreme dangers of cannabis extraction

In February 2025, Crimestoppers launched a new initiative in Northumberland and Tyne & Wear to highlight the severe dangers associated with the illegal production of cannabis concentrates. The campaign aimed to inform the public about the risks of manufacturing products such as butane honey oil (BHO) and 'shatter', which are often used in vaping devices and edibles.

Cannabis extraction involves using highly flammable solvents like butane and propane gas to create concentrated forms of cannabis. These processes are extremely dangerous; improper handling or accidental sparks – such as flicking a light switch, activating a heat source, or plugging in appliances – can lead to catastrophic explosions. Such incidents can cause serious injuries or fatalities, affecting not only those producing the substances but also innocent individuals nearby.

In May 2025, a man whose illegal cannabis factory exploded in



a block of flats, killing seven-year-old Archie York, was jailed for 14 years.

Members of the public were advised of the signs to look out for, such as large quantities of butane or propane gas canisters and unusual stainless-steel equipment set up in houses or flats.

“Members of the public were advised of the signs to look out for, such as unusual stainless-steel equipment set up in houses or flats”

This campaign not only raised widespread awareness of the severe risks faced by those producing BHO and shatter, and those around them, but also provided the opportunity for members of the public to pass on information about this dangerous crime, safe in the knowledge that they would remain 100% anonymous and never need to provide any personal details.

True stories reveal how Crimestoppers helps put the brakes on drink & drug driving

In a recent campaign to combat drink and drug driving, Crimestoppers emphasised the importance of community involvement in keeping our roads safe and highlighted how anonymous tips from the public have led to significant arrests and seizures, demonstrating the powerful impact of speaking out.

One case involved a driver who was found to be uninsured,

disqualified, under the influence of alcohol and who provided false details. Crimestoppers information prompted police checks, revealing the driver's true identity. The driver was subsequently arrested.

Another incident saw a habitual drug driver stopped by police after reports from the public. A saliva test confirmed cannabis use, and further searches uncovered cocaine and cannabis in the vehicle. This

driver was also taken into custody, preventing them from risking lives on the road. These stories underscore the crucial role that community vigilance plays in tackling drink and drug driving. By reporting suspicious behaviour, members of the public can help save lives and bring reckless drivers to justice.

The information Crimestoppers receives helps make our roads safer for everyone.

Garston day of action to encourage Merseyside residents to report crime

Crimestoppers launched a campaign in Garston, Merseyside to encourage residents to report crime and antisocial behaviour. The initiative involved collaboration with partner agencies, including Liverpool City Council, Merseyside Fire and Rescue, local schools, and housing providers.

As part of the campaign, new Crimestoppers signs were installed throughout the area to promote anonymous reporting. The effort was supported by targeted social media campaigns and leaflet drops to residents, aiming to raise awareness of Crimestoppers' anonymous service and encourage the community to share information on crimes such as drug dealing, knife crime, criminal gangs, and antisocial behaviour.

“Some residents might feel uncomfortable reporting directly to authorities, which was why partnering with Crimestoppers was crucial, as it offered an anonymous reporting channel”



To mark the campaign's launch, police and partner agencies organised a community day of action in Garston, attended by Police and Crime Commissioner Emily Spurrell and representatives from Liverpool City Council, Merseyside Police and Merseyside Fire and Rescue.

During the launch, Inspector Steve Reilly emphasised the importance of community involvement, stating that working closely with residents and partners is essential to disrupting and preventing crime. He highlighted that community intelligence helps police detect crime, protect vulnerable individuals, and bring offenders to justice. He also pointed out why partnering with Crimestoppers is crucial, as some residents might feel uncomfortable reporting directly to authorities, and

Crimestoppers offers an anonymous reporting channel.

During the year prior to the campaign launch, Crimestoppers received more than 8,000 anonymous reports from Merseyside, leading to arrests, seizures of drugs and weapons, and safeguarding vulnerable people.

Overall, the campaign in Garston aimed to foster a safer community by encouraging residents to speak out without fear, knowing they could give information and remain completely anonymous.



Campaign helps protect vulnerable rural residents from crime

In autumn 2024, several police forces across northern England worked together to launch a comprehensive campaign aimed at tackling cross-border rural crime. The participating forces included Cumbria, Lancashire, North Yorkshire, Northumbria, Cleveland, and Durham. Their collective goal was to raise awareness among rural communities, improve intelligence sharing, and reduce crimes that often span large geographical areas. Criminals frequently travel along major roads such as the M6, A1, and A66 to carry out their illegal activities, causing significant distress and financial losses to residents and farmers.

The campaign focused on four key issues: theft of quad bikes and farm machinery, livestock theft, burglaries, and poaching. These crimes not only cause emotional trauma but also affect livelihoods.

Criminals often cross borders to target rural properties, making

coordinated law enforcement efforts essential.

To disrupt travelling criminals, the six police forces conducted joint operations that proved highly successful. However, they emphasised that community involvement was crucial. The campaign encouraged residents and visitors to be vigilant and report any suspicious activity promptly. Public cooperation is seen as vital in helping law enforcement target resources more effectively and prevent crimes before they occurred.

The campaign also offered practical security advice for rural landowners, including fitting tracking devices on vehicles and machinery, removing keys, and keeping equipment out of sight.

Installing CCTV and video doorbells was recommended to deter offenders, along with displaying

signs indicating that security measures are in place. Joining local rural or farm watch schemes was also encouraged in order to foster community vigilance.

Residents were urged to report suspicious vehicles, strangers, or stolen items, providing details such as registration numbers, descriptions, and times.

Reporting stolen livestock and poaching is essential in building intelligence and supporting investigations.

Ultimately, the collaboration between police forces and rural communities, along with the involvement of Crimestoppers, aimed to significantly reduce cross-border rural crime. By combining joint law enforcement efforts with community vigilance and practical security measures, the campaign sought to protect rural residents and safeguard their livelihoods.

Awareness of ketamine dangers highlighted in innovative Merseyside football clubs campaign

A youth football tournament was held in May 2025 for schools across Merseyside to launch a new initiative under the Four Clubs One Goal partnership, highlighting the dangers of ketamine and its potential to destroy lives and cause serious health issues.

The tournament took place at Crosby AFC and marked a significant step in the campaign's efforts to raise awareness about drug misuse among young people. The partnership, which included Liverpool FC Foundation, Marine in the Community, Everton in the Community, and Tranmere Rovers in the Community, first began in October 2021 and has continued to improve safety across Merseyside ever since.

The campaign used both social and traditional media channels and

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Its aim was to increase awareness about the risks of ketamine and to encourage more people to report concerns through Crimestoppers and Fearless
”

was integrated into each club's programmes to reach a broad audience. Its aim was to increase awareness about the risks of ketamine and to encourage more people to report concerns through Crimestoppers and Fearless. During the tournament, participants experienced an impactful session led by individuals who had suffered

from ketamine addiction. These first-hand accounts significantly illustrated the devastating effects of drug dependency to the young audience.

The event was attended by Emily Spurrell, Merseyside Police & Crime Commissioner, and received coverage in the Liverpool Echo and on local radio stations. Medals and trophies were presented by former England and Liverpool goalkeeper Chris Kirkland, adding to the significance of the occasion.

Funding and support for the Four Clubs, One Goal initiative comes from the Steve Morgan Foundation, the Hemby Trust, Liverpool FC Foundation, and Merseyside PCC, all committed to making a positive difference in the community.

Consumer risk prevented as more than 200 toxic bottles of counterfeit vodka recovered

Crimestoppers provides the Scottish Food Crime Hotline for Food Standards Scotland (FSS), the competent food authority in Scotland. Since August 2024, FSS has been leading on a joint investigation into the sale of counterfeit vodka, labelled as Glen's, from independent licensed convenience stores across Scotland. Analysis confirmed that the 'vodka' contained isopropyl alcohol (IPA), which can be toxic to ingest in any amount and in larger quantities can be fatal.

This clearly presented a significant risk to consumers, so Crimestoppers' call handlers were briefed on the type of information sought in relation to FSS's investigation, and to offer safety advice at source. Some callers to the Hotline had actually consumed counterfeit vodka and experienced symptoms associated with IPA, including nausea, vomiting and abdominal pain, providing evidence of the risk to human health.

FSS were able to act immediately on information received via the Hotline, leading to the recovery of 234 bottles of counterfeit vodka from nine licensed stores.

This case illustrates the key role Crimestoppers plays in the development of intelligence and supporting investigations, providing a reliable and professional service for the public to pass on information in complete confidence.

Driving down fake goods sales with public danger warning



Crimestoppers' latest campaign targeting the sale of fake goods warned the public about the potential dangers involved in buying counterfeit goods.

Fake cosmetics: contain harmful chemicals that may cause skin irritation, allergic reactions, or long-term health issues.

Fake toys: often made with low-quality materials, they can contain toxic chemicals, loose parts, or sharp edges. Giving counterfeit toys to children can lead to choking, burns, hearing damage, or even strangulation.

Fake electronics: unlikely to comply with manufacturing standards, making them prone to overheating, catching fire, causing burns, giving electric shocks, or even exploding.

More than 80% of counterfeit products recently tested by

“
More than 80% of counterfeit products recently tested by the government failed safety inspections
”

the government failed safety inspections, according to the Chartered Trading Standards Institute. And criminals are becoming increasingly skilled at finding new ways to deceive consumers.

To help consumers avoid counterfeit goods, Crimestoppers has published guidance on how to tell if items for sale are genuine or not. Signs to look out for include:

• **Price:** Too good to be true: If the price seems unbelievably low, it's

likely a fake product that could be harmful and of very poor value.

- **Suspicious websites and unusual sales locations:** Untrusted websites and lesser-known outlets are common places for criminals to sell counterfeit goods. If someone is selling products from the back of a van, in a pub or club, it's probably not genuine.
- **Spelling and grammatical errors:** Criminals often overlook small details, leading to spelling mistakes on their websites and product packaging.
- **Differences in product or packaging:** If the product you receive looks of poor quality and doesn't match the original, it's likely a fake.
- **Missing information:** If the product lacks information such as the batch number or the period-after-opening (PAO) symbol for cosmetics, safety certifications for toys, or warranty details for electronics, it's probably counterfeit.

Delivery and impact

The awareness campaign aimed to support diverse communities in understanding the personal dangers and harms associated with fake goods, and was delivered in English, Polish and Romanian across areas known to be at risk from the sale of counterfeit goods

Overall, 323,572 people were reached across social media. There were over 673,821 engagements with the campaign on Google Ads, and the campaign web page received nearly 1,000 views.

Safe Street campaign: building safer communities together

Since 2021, Crimestoppers has run the Safe Street campaign in partnership with Ring, adopting a fresh and light-hearted approach to promoting home and community safety.

The campaign is designed to reassure and empower people to take simple but effective steps to protect themselves, their homes, and their neighbourhoods.

At the centre of Safe Street is a vibrant fictional community where neighbours look out for each other, creating an atmosphere of peace and security. In this community, the only drama is number 14's BBQ mishaps, and the only "menace" is the neighbour's children's football skills. These playful scenarios illustrate how a truly safe street experiences the joys of everyday life rather than crime or disorder.

The campaign encourages people to get involved in various ways: by volunteering with Crimestoppers, accessing the extensive advice from Neighbourhood Watch, or investing in Ring's latest home security technology. Ring's products not only help keep people and property safe but also enable residents to check in on loved ones, keep an eye on pets, and accept parcels while away from home. The campaign emphasises that such measures make life safer and simpler, allowing families to focus on what matters most.

During the second half of 2024, the Safe Street campaign achieved significant success across multiple digital

platforms, including Facebook, Instagram, and Google. The campaign generated substantial engagement through social media impressions and link clicks, driving considerable traffic to the Crimestoppers website.

This strong performance demonstrated public interest in accessing practical safety guidance and engaging with community safety initiatives. Seasonal themes bring Safe Street to life throughout the year: in spring, only the foxes cause "mischief"; in summer, friends "invade" for parties; at Halloween, the only "unexpected visitors" are tiny trick-or-treaters; and at Christmas, the only "disappearance" is of Father Christmas's mince pies. These relatable moments highlight the power of a united community

working together. Safe Street is more than a campaign; it is a call to action.

Whether individuals are marketing experts, logistics specialists, or fundraising enthusiasts, volunteering with Crimestoppers offers a meaningful way to contribute. Together with Neighbourhood Watch and Ring, the campaign shares top tips and resources to help every street become a safe street.

Crimestoppers reminds the public that anyone with information about crime can report anonymously at any time, 24/7, 365 days a year. Through this partnership and community spirit, Safe Street helps turn the vision of safer neighbourhoods into a reality across the country.

“The campaign is designed to reassure and empower people to take simple but effective steps to protect themselves, their homes, and their neighbourhoods”



Impact of Crimestoppers across Scotland



Crimestoppers in Scotland at a glance:

23,239
public contacts

4,000
Nearly 4,000 people contacted us about drink and drug drivers

15,000
reports on drug manufacture and supply

400
reports about rape and sexual offences

Last year, our charity in Scotland achieved a record high of 23,239 public contacts (up by 1.6 %) and disseminated 17,844 reports to Police Scotland and other law enforcement agencies.

Nearly 4,000 people from Scotland contacted us about drink and drug drivers; we received 15,000 reports

on drug manufacture and supply and 400 reports about rape and sexual offences.

In November, Crimestoppers in Scotland led on a reward that gained international media attention. Thanks to a private donation of £50,000, we appealed for information to recover more than a thousand coins from

the 12th and 13th centuries, stolen by criminals in June 2007 from the home of Lord and Lady Stewartby in Broughton, near Peebles.

Impact of Crimestoppers across Wales

Crimestoppers continues to make a powerful impact across Wales, with over 11,500 reports shared with police forces this year – that's an average of 960 reports a month, and a 12% rise on the previous year.

These reports have helped tackle key issues like drug trafficking,

with 5,429 reports, and drink and drug driving – 3,280 reports – showing the strength of anonymous voices in keeping communities safe.

The work has gone far beyond just reporting. With over 41,000 Fearless workshops delivered,

thousands of young people have been educated on crime prevention and how to speak up safely. Online engagement has also soared, with more than 235,000 visitors to the Crimestoppers website in Wales, backed by strong media coverage and £120,000 in rewards offered.

Crimestoppers in Wales at a glance:

960
average number of shared reports per month

331
reports of knives and bladed weapons

5,429
reports of drug trafficking

3,280
reports of drink and drug driving

41,000
Fearless workshops delivered

235,000
visitors to the Crimestoppers website in Wales

Over 400% increase in energy theft reports in 7 years

The Energy Theft Tip-off Service was launched by Crimestoppers, working in conjunction with the energy sector in Great Britain, in September 2016. Since then, it has gone from strength to strength. With ongoing education of the public around the dangers of energy theft, also known as meter tampering or meter cheating, we have encouraged more and more people to speak up about this dangerous crime.

Stay Energy Safe is the public facing brand and is used to promote the Energy Theft Tip-off Service, provide educational content, support and guidance. It helps people identify energy theft, so they can keep themselves and their loved ones safe.



Over the last 12 months BH&P (the Stay Energy Safe marketing agency) has worked with the Retail Energy Code Company (a not-for-profit organisation that owns and manages the Retail Energy Code) and Crimestoppers, to continue to promote messages about energy theft and staying energy safe, via the Stay Energy Safe website, Google, social media, influencer activity, digital PR and radio campaigns.

This ongoing push to keep people safe has been successful, as the number of people contacting the Stay Energy Safe service, 100% anonymously, to tell us about energy theft increased by 2,939 in the 12 months from 1 April 2024 to 31 March 2025 (+20%). The number of pieces of information on suspected energy theft sent to the energy sector went up by 2,321 (+21%). 17,789 contacts meant we could pass on 13,415 pieces of information to the energy industry for investigation.

This result is worlds away from the number of reports we passed on in the first full year that the service was

“We achieved a 413% growth in reports on suspicions of energy theft in 2024-25 compared to the same period in 2017-18”

in operation – from 1 April 2017 to 31 March 2018 we sent 2,613 suspicions of energy theft to our energy partners. The volume achieved in 2024-25 represents a 413% increase on this initial figure.

With a dedicated service and ongoing and comprehensive promotion of the dangers of energy theft and the signs to spot we are keeping more communities safe from the harms associated with tampered meters, and giving suppliers, distribution network operators and gas transporters the opportunity to recover revenue lost to this crime.

Stay Energy Safe Northern Ireland

To expand on this success, and to give more people a chance to tell us

what they know about energy theft, in June 2025, we set up a new service – Stay Energy Safe Northern Ireland.

This partnership with Northern Ireland Electricity Networks (NIE Networks) enables us to protect people, homes, farms and businesses across Northern Ireland. NIE Networks is promoting the service along with its key messages to help people understand just how dangerous tampering with your meter, or the energy supply, can be. Anyone with information on energy crime now has a safe way to pass on what they know, 100% anonymously, so that the Northern Ireland energy sector can make sure the supply and meters are safe. And this in turn ensures that the people living or working nearby are protected.

Security enhanced and communities protected via collaborations with DPD and HSBC

The Business Development team has had a successful year.

Working hard to help protect businesses and their customers, they have met challenging financial targets to ensure that the charity can do more than ever before to support its beneficiaries.

Focusing on the twin highlights of 'speak up' lines and information sharing, supported by impactful campaigns, Crimestoppers has both widened and deepened its offer to key partners.

Looking to the future, the team will continue to focus on those lines of activity that align with the charity's core service, thereby ensuring that all people have the power to speak up about unacceptable behaviour, wherever it may be found.



This year, the first partnership in the logistics sector was secured, with leading parcel delivery company DPD. Together, we're working to raise awareness and enhance the safety of both delivery drivers and customers' goods by offering the general public a trusted and anonymous platform to report concerns. DPD operates over 10,000 vehicles in the UK from 85 locations, delivering more than 360 million parcels each year. The partnership with Crimestoppers will support the efforts of DPD's own security team to stay one step ahead of criminals.

DPD have created a bespoke sticker, used on their DPD vehicles to show how they are working with

Crimestoppers. They have also produced leaflets and posters to inform our customers and staff on what the DPD and Crimestoppers partnership is delivering.

Tim Jones, Director of Marketing, Communications & Sustainability at DPD UK, commented, "We are delighted to be working with Crimestoppers on this important

“We are delighted to be working with Crimestoppers on this important campaign. Violence against anyone just trying to do their job is completely unacceptable”

campaign. Violence against anyone just trying to do their job is completely unacceptable, so it is important that we talk about driver safety and take steps to protect our team and of course ensure the safe delivery of our customers' products. Working with Crimestoppers will enhance the work of our inhouse Security team.”

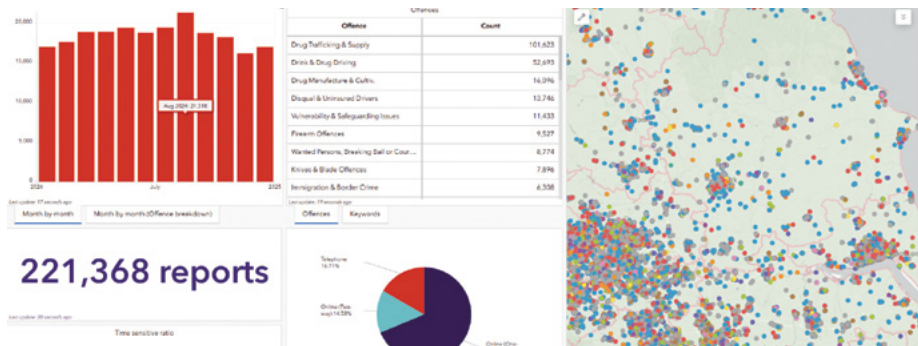


In 2024, we were delighted to announce our collaboration with HSBC and are now sharing data received by our Contact Centre relating to all information associated with the bank. We're working closely with HSBC's security team to help identify and address potential criminal activity in and around HSBC premises. By sharing relevant Contact Centre information, we support their efforts in safeguarding customers, staff, and assets.



New Data Matrix project will lead to improved campaign planning

Over the last six months, the Crimestoppers Data Team, led by Data Manager Greg Ferguson, has worked with the Marketing Communications Team to create a new tool called the Data Matrix. This tool helps Crimestoppers understand and use data better to plan and improve campaigns across the country and in specific regions.



The Data Matrix uses information collected over several years. It maps all Crimestoppers reports to different geographic areas, showing where reports are increasing or decreasing. This helps to see how well previous campaigns worked and helps to plan future activities for 2025/26 and beyond.

The tool also helps Regional Managers and the Business

Development team. They can use it to review past campaigns, see what worked, and focus on areas that need more support. By tracking trends and predicting future patterns, Crimestoppers can make campaigns more effective and gather more useful information for law enforcement and partners.

Overall, the Data Matrix is a

collaborative effort to make smarter decisions based on data. Mapping reports geographically and analysing trends helps target efforts better and improve how intelligence is gathered and shared with police and other agencies. This will strengthen the Crimestoppers outreach and support efforts to reduce crime and increase community safety.

Partnership with Crime Stoppers International shows Crimestoppers UK influence

Crime Stoppers International (CSI) supports the efforts of multi-national corporations and law enforcement worldwide to stop, solve, prevent and disrupt serious and organised transnational crime.

Representatives from Australia, Canada, South Africa, and Pacific Ocean island Micronesia visited Crimestoppers UK's London headquarters and national Contact Centre. This visit provided an opportunity for the two organisations to exchange ideas on sustaining anonymous crime reporting, and saw Mick Duthie, Director of Operations at Crimestoppers UK, elected as Vice President of the CSI board.

On observing the operations of the national Contact Centre, the CSI team were impressed by Crimestoppers UK's high level of professionalism, courtesy and dedication.

Crimestoppers UK, like numerous Crime Stoppers programmes worldwide, functions independently from the police. Autonomy from law enforcement remains a crucial and distinctive feature of Crime Stoppers programmes, offering individuals an anonymous platform to come forward, fostering reports that might otherwise go undisclosed.

The partnership that is now in place between Crimestoppers UK and

CSI has led to the handling of CSI reports by the UK-based Contact Centre. People wanting to report crimes anonymously on the CSI website can now submit their information globally through an online form, which is then assessed by the Crimestoppers UK Contact Centre and subsequently passed to the relevant jurisdiction.

At its core, the fight against crime and the pursuit of safer communities and nations necessitates a collective endeavour. Global cooperation brings about benefits both at home and abroad and both organisations are looking forward to continuing a lasting and collaborative relationship.

Crimestoppers' partnership with Police CPI

Crimestoppers has partnered with Police CPI to enhance crime prevention efforts across the UK. Police CPI, a police-owned not-for-profit organisation, dedicates itself to delivering innovative and groundbreaking initiatives aimed at reducing demand on police services and safeguarding the public.

As a national scheme, Police CPI achieves notable successes through its diverse portfolio of projects. All initiatives are designed to keep communities safer by preventing crime before it happens and alleviating pressure on law enforcement agencies. The organisation collaborates extensively with various public and private sector bodies, including

“All initiatives are designed to keep communities safer by preventing crime before it happens”

Crimestoppers, the Home Office, the Ministry of Housing, local authorities, trade associations, the construction industry, and manufacturers of security products.

One of Police CPI's prominent projects is the Secured by Design initiative, which focuses on improving the security of buildings and their immediate environments. The scheme also offers an

accreditation service on behalf of the UK Police Service for products and services that meet recognised security standards, thereby promoting safer environments.

Overall, Police CPI plays a vital role in delivering innovative crime prevention solutions and fostering partnerships across different sectors. Their efforts contribute significantly to creating safer communities and reducing crime-related demand on police resources.

The collaboration between Crimestoppers and Police CPI exemplifies a shared commitment to protecting the public and strengthening crime prevention initiatives nationwide.

Empowering voters and strengthening democracy: the impact of the 2024 'Your Vote is Yours Alone' campaign

Crimestoppers worked with the Electoral Commission and the Ministry of Communities, Housing and Local Government to launch the 'Your Vote is Yours Alone' campaign. This was designed to promote electoral integrity at the polls in England in May 2024.

As a registered charity, Crimestoppers has been dedicated to raising awareness about electoral fraud since 2015, encouraging the public to recognise and report suspicious activity.

The campaign's primary goal was to educate voters about what constitutes electoral fraud and to motivate reporting. It used a

comprehensive digital approach, including social media, Google Ads, and Google's AI-powered Performance Max platform. The consistent messaging, centred around protecting voter anonymity and integrity, aimed to build trust and highlight civic responsibility.

The campaign achieved notable digital engagement. On Facebook and Instagram, it garnered over 1.4 million impressions and reached nearly 447,000 users, with 46,367 clicks and a click through rate of 3.29%, with a low cost-per-click of £0.19.

Visitors were directed to a dedicated landing page on the

Crimestoppers website, which attracted over 6,500 unique views and generated 23 reports of electoral concerns, such as postal vote irregularities and voter registration issues. These reports, which have been passed on to the police, highlight the public's willingness to participate in safeguarding democracy and demonstrate the campaign's tangible impact.

Overall, the campaign's success enhanced Crimestoppers' reputation as an effective partner in promoting electoral integrity, expanding its reach, and encouraging public vigilance against electoral fraud.

Crimestoppers and Fearless campaign to cut crime rates in Brixton

In a bid to tackle serious organised crime in Brixton, south London, Crimestoppers and our youth service, Fearless, ran a targeted campaign to support the Metropolitan Police's Clear Hold Build Initiative aimed at empowering residents and young people to report criminal activities 100% anonymously.

The campaign featured targeted social media, leaflet drops, and advertising at the busy Brixton tube station. Angel Town and Somerleyton are two areas within Brixton that have been particularly affected by serious organised crime, although residents still foster a strong sense of community spirit. The campaign was designed to encourage residents to provide new information about crime in their neighbourhoods, with the specific aim of gathering evidence about gang activity, seizures of weapons and drugs, and the safeguarding of vulnerable individuals.

The Fearless element of the campaign targeted young people, providing them with a safe platform to report crime without fear of retribution. The Crimestoppers and Fearless team worked with secondary schools in the borough, sharing Fearless materials, "What would you do?" playing cards and educational resources on the Snitching vs Bystander approach, helping to make professionals and young people aware of the importance of their role in creating a safer community.

Alexa Loukas, London Regional Manager for Crimestoppers, and our London volunteer Keith Lebian, worked closely with local organisations such as the Brixton Soup Kitchen, which provides



“The Fearless element of the campaign targeted young people in Brixton, providing them with a safe platform to report crime without fear of retribution”

meals, clothes, and support to the homeless and those in need. This collaboration aims to address the root causes of crime by offering essential services and fostering a sense of community. Keith has been volunteering for Crimestoppers in London for the last three years and spent the day in Brixton visiting community

partners and handing out leaflets and posters.

Alexa said: “While working with partners in Brixton, it was clear to see that certain dedicated individuals have a significant influence in their communities. We are helping to turn things around in those communities.”

Our incredible volunteers

We have 38 active volunteer committees across the UK, each led by dedicated Chairs or Team Leaders and supported by committed volunteers with a variety of positions, who together form the backbone of our local presence.

They represent Crimestoppers at events, help raise awareness of our services, and act as trusted voices within their communities. They work closely with our 15 Regional and National Managers across the UK to ensure Crimestoppers maintains a strong and visible presence in local communities.

The dedicated programme we have had in place since 2020 to improve the support we provide to our volunteers came to its scheduled end this year. We have provided a better recruitment and induction process, new tools and resources, increased the emphasis on our Community Ambassadors Scheme and improved communications and engagement activities.

We have also created a picture of volunteering health in each area,

surveying each team and creating local plans, which also highlighted what more the Volunteer Support team need to provide for our volunteers to continue to thrive.

“Crimestoppers is pleased to recognise the incredible dedication of our volunteers who help us build safer communities”

This work continues and, following the retirement of Volunteer Manager Greg Rees after 8 years, we are delighted to welcome his replacement, Silvia Vergara. She is working with volunteers and staff to create the next phase of our volunteer engagement journey.

Volunteer Awards 2025
Our annual Volunteer Awards give us the opportunity to showcase, celebrate and thank our volunteers. As ever, the 2025 judges found the

nominations to be of an incredibly high standard,

Among the winners were Alan Pritchard from the Scotland Committee and Monica Sharp from West Mercia, who were jointly awarded The Carolyn Randall Volunteer of the Year Award, which commemorates a much-loved Crimestoppers stalwart. Alan visited nearly 100 farms to engage rural communities and foster meaningful connections, while Monica's tireless support and expertise in domestic violence campaigns have significantly benefited her region.

Colin Dobinson was the pioneer of our Community Ambassador scheme, and this year there was a new award presented in his memory, won by Lewis Gittins, from Wiltshire.

Crimestoppers is pleased to recognise the incredible dedication of our volunteers who help us build safer communities, and whose efforts are truly inspiring and vital to our mission.

Youth Volunteer Award
Saffron Buckler, West Country Committee

Fundraiser Award
Peter Rolington, Kent Committee

Unsung Hero Award
Keith Lebian, London Strategic Board

The Carolyn Randall Volunteer of the Year Award
Alan Pritchard, Scotland Committee

The Carolyn Randall Volunteer of the Year Award
Monica Sharp, West Mercia Committee

Committee of the Year Award
Wiltshire Committee

Youth Volunteer Award
Saffron Buckler, West Country Committee

Fundraiser Award
Peter Rolington, Kent Committee

Unsung Hero Award
Keith Lebian, London Strategic Board

The Carolyn Randall Volunteer of the Year Award
Alan Pritchard, Scotland Committee

The Carolyn Randall Volunteer of the Year Award
Monica Sharp, West Mercia Committee

Committee of the Year Award
Wiltshire Committee

Lifetime Achievement Award
Bill South, Chair London Strategic Board

CEO Corporate Award
Sevenside Community Rail Partnership

13.5% increase in reports on crime in rural Gloucestershire

The Office of the Police and Crime Commissioner, via the Home Office's Safer Streets initiative, provided £10,000 of funding for Crimestoppers to run a campaign targeting rural crime across Gloucestershire. Phase 1 ran in July and August 2024 whilst phase 2 took place in October and November.

Why we ran the campaign

Rural crime is becoming increasingly serious and organised. A large proportion of rural crimes are orchestrated by criminal gangs to fund other criminal enterprises or to launder money. Meanwhile, the victims of rural crime are increasingly threatened and intimidated over a sustained period of time and it is believed that rural crime is often under-reported.

Our campaign focused on informing the public that many rural crimes are committed by organised crime groups, and are actually part of wider serious criminal activity.

Phase 1 concentrated on the theft of valuable farm machinery and GPS systems, whilst phase 2 tackled wildlife crime such as hare coursing and badger baiting. Our aims were to:

- Educate the public about the signs to spot that suspicious activity may be taking place in their area, encouraging them to report what they know and potentially prevent a crime from taking place.
- Raise awareness that many rural crimes are committed by criminal gangs to fund other crimes.



“A large proportion of rural crimes are orchestrated by criminal gangs to fund other criminal enterprises or to launder money”

- Increase the number of reports given to Crimestoppers, providing the police with more information.
- Raise awareness of the ability to report via Crimestoppers' anonymous reporting channels, reassuring the public that they can speak up about rural crime.

Campaign outline

- Activity consisted of two social media campaigns: a bespoke web page, local radio adverts, leaflets and a variety of promotional items to help engage with the public and farmers at local events. We also worked closely with a variety of partners to spread awareness of

anonymous reporting to people in rural communities.

Results and impact

- Our campaign reached over 174,000 local people during phase 1, and 153,000 in phase 2.
- The social media campaigns achieved excellent engagement with higher than average click through rates.
- More than 1,500 people visited our bespoke web page to find out more about rural crime.
- At the end of the project, there was a 13.5% increase in anonymous reports received by Crimestoppers relating to crime in Gloucestershire's rural areas.

Our future plans

Our charity believes that everyone has the right to feel safe from crime, wherever they live and work, and to achieve this we believe in the power of people to stop crime.

The power is in speaking up – silence allows criminals to prosper, to hurt us and those we care about. Our promise of anonymity for anyone who comes to us is at our heart and embedded at our Contact Centre.

“We are here to help anyone with a knowledge of a crime or criminal who for personal reasons will not share this information directly with the police or other relevant authority.”

Our objectives are:

1. **Improve the quality of anonymous information we send to the police and partners.** Our quality information is both useful and unique. We maintain the highest standards to process information and protect our users. We clearly communicate our promise of anonymity to those least likely to deal directly with authorities.

In the coming year we will:

- Respond quickly to the increasing issue of knife crimes associated with robbery, assault/murder, and drug crimes with communications materials for volunteers and partners to use.
- Increase the crime reports associated with violence against women and girls, with two national campaigns, updates to our website and a variety of campaign assets for volunteers and partners to use.
- Engage with all forces to improve their reporting of Crimestoppers' impact as they solve and prevent crimes. The timeliness and quality of their feedback will improve to demonstrate how, by working together, we make a difference.

2. **Improve trust and confidence in our services among our likely users.** Work directly with communities and partners through conversation so the people least likely to speak up know our name, and that we are there for them should they ever need it.

In the coming year we will:

- Continue our activities in targeted areas, including longer term partnerships and community work, to address serious organised crime which blights those who live and work there.



- Use our Youth Panel more to develop our services for young people, as we build a community of informed Fearless young people, empowered to speak up about crime and confident to use Crimestoppers services.
- Implement a number of 'brand first' campaigns in specific areas of deprivation aimed at building core base of understanding of our key messages and linked to key crime priorities.

3. **Extend our supporter base, partnerships and networks to reach all communities.** Strong partnerships and supporters are integral to the way we work, from police to volunteers to other organisations. It is only together that we help stop crime.

In the coming year we will:

- Work closely with our partners to develop existing relationships into longer lasting deeper partnerships and create new opportunities.
- Build a network of trusted adults who can help us communicate with young people, both as individuals and through relevant national organisations.
- Produce information for growing neighbourhood policing teams so they can talk about Crimestoppers confidently.

4. **Be an effective and efficient charity that provides excellent value for our beneficiaries and partners, and the best experience for our staff and volunteers.**

In the coming year we will:

- Create a vision for our charity's future with a clear pathway to achieve this, so that the charity's ambitions are realised.
- Develop new initiatives so our volunteers can do more to make a difference, from strong structures and processes, to training and new roles to support both volunteers and the key staff who work alongside them.
- Invest in further technology in our Contact Centre, from modern telephony systems to automation systems that streamline processes so our staff can add value to quality anonymous reporting.

The group results for the year ended 31st March 2025 are given in the Consolidated Statement of Financial Activities (SOFA) on page 33. The charity's assets and liabilities as at 31st March 2025 are given in the Balance Sheets on page 34.

Trading results

Income fell in the year by 2% to £7,704,023, which although disappointing was due to an outsourced campaign contract no longer being undertaken by the charity. This led to no loss of margin as the work was carried out at cost. In contrast, income from charitable activities rose by 16% to £4,598,737, which was pleasing and demonstrates continued demand for the charity's core offering. Along with income, costs also fell but by a higher amount of 5%. Such a fall was across both charitable activities and the cost of raising funds, and down in part to the fall in campaign income, but also improved efficiency across the charity. Both staff numbers and associated costs rose as the charity sought to maintain the quality of its service, aided by the median length of service of Call Agents again increasing. In comparison, costs associated with campaign work no longer undertaken fell, reflected in a fall of £562,180 of expenses related to publicity and promotion of the Crimestoppers scheme. As noted in the prior year, the charity has continued to invest in technology to improve both its offering and the efficiency of its operations. To that end the CRM system that was begun in 2023/24 was completed and the Connect product that allows clients to obtain reports via a web portal was finished. The charity remains committed to using technology to improve its operations and plans to undertake further such projects in the coming year. The Trustees have monitored both income and expenditure during the year and are satisfied with the pursuit of new opportunities where the charity can deliver its charitable purpose together with good control of costs. The surplus of £634,428 was pleasing and, after delivery of the various initiatives identified in the annual report, it has been transferred to reserves in accordance with the Trustees' policy of continuing to build the balance.

There was no increase in cost to the majority of Police Forces in 24/25 after a rise in 22/23. The Trustees are pleased with an approach that does not increase the cost of the core Police service each year, especially in the light of potentially tight budgetary constraints. Such an approach is only possible if demand from other charitable sources continues to grow, which it did with an increase of £518,428 over the previous year. Such an increase arose from a number of

sources, with notable work being with Police and Fire Services to improve the quality of their approach and particularly to root out poor staff behaviour, thereby improving public trust and confidence in both services. Contracts with partners in the commercial, charitable and public sectors that make up income from other charitable sources are acknowledged and appreciated by Trustees as they provide a valuable source of funds for the charity. Investment income of £131,594 was an improvement over the prior year and has accompanied a review by Trustees of the charity's investment policy, which will result in a more diversified asset portfolio in the coming year.

The balance sheet again strengthened in the year with total funds rising by £634,429 to £3,952,899. The charity invested £185,950 in capital expenditure in both computer software, hardware and improved meeting room facilities. Net current assets rose by £587,908 as a concerted effort was made to improve the timeliness of cash collection.

The balance on the general fund increased by £655,237, to include both unrestricted and designated funds. Free reserves increased to £3,077,452, which is slightly below the target set by the Trustees.

In summary, the Trustees are pleased with the financial outcome for the year, which has seen the charity continue to strengthen its financial position and which in turn enables its independence. Investments were made to improve both the internal operation of the charity and the service it offers to both Police and commercial customers, which continues to appeal to a range of different organisations. Staffing levels were again increased and for reasons concerning culture as well as pay and conditions, enabled a good quality service to be delivered.

Investment policy

The charity's policy is to maintain all of its liquid resources in interest bearing accounts at competitive rates available in the market. The policy will be reviewed in the 25/26 financial year to determine what level of investments should be held in funds comprising equities and bonds.

Reserves policy

The charity maintains a level of reserves to allow it to meet its operational obligations and to mitigate against the financial costs of identified risks.

The level of reserves is set in the light of risks identified in the Risk Register, which is reviewed annually by the board. The key risks identified concern damage to the charity's reputation to guarantee anonymity to every member of the public who passes on information about crime and loss or reduction of grant support from the Home Office.

The trustees consider that a level of reserves in the range of £3.25 million to £3.5 million is appropriate given the level of risk identified, an increase from the previous financial year. The level of unrestricted free reserves on 31 March 2025 was £3,077,000, which the trustees target to increase over an appropriate period, being mindful of the need to invest funds to further the charity's purpose.

The trustees review the level of reserves yearly and update the policy annually.

Going concern

The Board of Trustees, in considering the adequacy of the charity's resources to continue in operational existence for the foreseeable future, has had due regard to the risks of possible reduced funding from the Home Office, donors and sponsors. The Home Office has committed to continue to support the charity with the award of a grant for 2025/26, at the same level as for the current financial year. Given the continued pressure on the Home Office's finances, we see this continued funding as a positive endorsement of the charity. The Trustees anticipate that Home Office funding will continue to be available for periods beyond 31 March 2026. Additionally, the Trustees believe that the work being undertaken to attract funding from other sources will meet any potential shortfall and are therefore satisfied that the charity can continue to meet its commitments as they fall due.

Risk management and internal control

The Board of Trustees has examined the major strategic, business and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The principal risk facing the charity is to its reputation in being able to guarantee anonymity to every member of the public who passes on information about crime. The Trustees will continue to implement policies which protect the operation's integrity. The other main risk to the organisation is the contribution from the Home Office, as it continues to provide significant funding for the charity; around 10% of its overall income in 2024/25. Trustees and staff continually look to increase other sources of income to ensure that the charity remains viable and to maintain a good relationship with the Home Office.

The Board has overall responsibility for ensuring that the charity has a system of internal control. Such a system of control can provide only reasonable and not absolute assurance against errors or fraud. The controls include clearly documented accounting procedures and a delegation of the authority of the Board of Trustees through the Chief Executive to the rest of the organisation. Controls safeguard Crimestoppers' assets and maintain the integrity of accounting controls.

Crimestoppers operates an annual planning and budgeting system with a yearly budget approved by the Board. Any significant changes to those plans or budgets need specific approval from the Audit Committee. Revised forecasts are undertaken during the course of the year. The financial reporting system compares results with the budget and forecast on a monthly basis.

Subsidiary undertakings

The charity's subsidiary undertakings as at 31 March 2025 were wholly owned and registered in England and Wales. Details are included in Note 14 to the financial statements. Some of the funds required to support the operations of the charity are raised through its subsidiary, Treble 5 Treble 1 Limited.

Employees and volunteers

Information about the aims and activities of the charity is disseminated to all staff and volunteers by means of briefings, meetings, reports, newsletters and Crimestoppers intranet.

Crimestoppers fully accepts its social and statutory duty of enabling disabled persons to play their part in the community, and will employ them wherever practical. Should any staff become disabled, every reasonable effort is made to continue their employment and where necessary to provide special training or equipment. Career development and promotional opportunities are the same for all staff and volunteers.

The remuneration of the Chief Executive and other senior management is approved annually by the Trustees.

The charity depends heavily on the valuable contribution made by its volunteer committee members, both with regard to fundraising for regional projects and the promotion of the Crimestoppers service.

Organisational Structure, Governance and Management Charitable status

The charity is registered with the Charity Commission for England and Wales and the Office of the Scottish Charity Regulator. Our work extends throughout the British Isles, with a connection to Crime Stoppers International.

Board of Trustees and organisational structure

The charity is a company limited by guarantee and is governed by the Board of Trustees, whose members are also directors for the purposes of the Companies Act. The Trustees who served during the year are set out

on page 50. The Board is responsible for the oversight of the management of all the affairs of Crimestoppers. They are subject to fixed-term appointments and election or re-election in accordance with procedures set out in the charity's Memorandum and Articles of Association, which is its governing document. Trustee recruitment and appointment is on the basis that new appointees are familiar with both the responsibilities of being a Trustee and the detailed nature of the organisation. Due to the Trustees' business and charities experience and their awareness of the aims of the charity, it is felt that formal training beyond an induction process is unnecessary at the present time, but this will remain under review.

The Board ensures that all activities are within agreed charitable objectives.

The Board's work includes setting the strategic direction and agreeing the financial plan.

It appoints an Advisory Board ('AB') which currently consists of representatives from the Trustees, regional volunteer committees and the senior officers of the charity. The AB meets twice a year, the principal purpose of which is to provide a communication channel between the Trustees, senior officers and regional volunteers.

Governance committee

The Governance Committee is appointed by the Board of Trustees and consists of up to three Trustees. It meets a minimum of twice each year. Its purpose is to ensure that the Board of Trustees fulfils its legal, ethical, and functional responsibilities through adequate governance, policy development, monitoring of Board activities, and the evaluation of the effectiveness of Board performance.

The Governance Committee undertakes an annual review of the Board's performance and Trustees are confident that the charity's governance meets the Charity Governance Code's recommended practice in all material respects, which has been confirmed by a comprehensive audit carried out and reviewed by the Trustees. Trustees have reviewed and confirmed that in the few areas where the charity does not – benchmarking, Board size and trustee length of service – there is sufficient justification. The unique nature of the charity's operation means there are no obvious direct benchmarking comparators, but this will be kept under review; for the time being, Trustees have agreed a regime of continuous improvement. The Board's complement is under constant review and while this has resulted in a reduction, the number still exceeds that recommended by the Code. In addition, a number of Trustees have served longer than the recommended

nine years. However, those individuals continue to provide excellent service to the charity.

Audit Committee

The Audit Committee is appointed by the Board of Trustees and consists of up to three Trustees. It meets at various times during the year to consider reports from the auditors, and advises the Board on financial control and organisational effectiveness.

Trustee Directors' responsibility

Each of the Trustee Directors has confirmed that so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware, and that they have taken all the steps that they individually ought to have taken as a Trustee Director in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Auditor

In accordance with the Companies Act 2006, a resolution proposing Forvis Mazars LLP be re-appointed as auditor of the charity will be put to the Annual General Meeting.

Our volunteers

There are 44 regional volunteer committees, consisting in total of approximately 272 volunteers from business, local government, the media and representatives generally of the communities they serve. They are responsible for working collaboratively with a wide variety of partners including the police, Police & Crime Commissioners, Community Safety Partnerships and other partners promoting Crimestoppers generally and managing campaigns in their local area. The majority of committees are supported by salaried Regional Managers. It should be noted that a great amount of time, the value of which is not reflected in these financial statements, is donated by our volunteers, without whom the charity would not be able to sustain the current level of activities.

Our staff

In the year there were on average 102 full time equivalent employees who are responsible for the management and administration of the charity, staffing the 24/7 call centre, marketing and fundraising, building and maintaining UK-wide partnerships, managing UK-wide campaigns, and supporting regional volunteer committees. Of the staff, 34 are part of its Central Office team, 50 work either in management positions or under a shift system in our 24/7 Contact Centre and 18 work in a regional or area managerial role providing support to particular volunteer committees. The Central Office is also a base for several volunteers who assist with fundraising and operational tasks. The organisation has no staff on zero hours contracts.

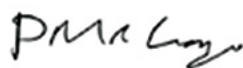
Pensions

The charity contributes to a defined benefit scheme, which was closed to new entrants in 2005 and future service accrual in 2022, and to an occupational money purchase scheme. A professional actuary carried out a three-yearly valuation at 31 March 2023 of the defined benefit scheme, which is not under Crimestoppers' direct control, as the charity is a small part of a much bigger group which participates in the scheme. The draft revised valuation undertaken shows an improvement from the previous valuation undertaken in 2021, with an estimated 128 percent (2021 – 77 percent) being the proportion of the accrued benefits which the scheme assets cover.

Additionally, the actuary carries out a separate annual valuation for financial reporting purposes in line with the accounting standard, FRS 102. The annual valuation is carried out using different assumptions and often results in a very different funding deficit or surplus. The 31 March 2025 valuation under this method showed a surplus of £616,000 compared with a surplus of £492,000 at 31 March 2024. The balance does not represent the cash position, as the cash flow required

relates to future pension contributions. Current financial projections indicate that the charity will be able to make any required contributions as they fall due, with no recovery payments currently required. FRS 102 requires that the liability of the pension scheme should be shown as a change in unrestricted funds. The details are shown in full in Note 17 to the financial statements. The asset is not shown on the balance sheet as the Trustees are of the view that the uncertainty around its long term likelihood are unknown and hence to do so would not be appropriate.

Signed on behalf of the Trustees


Peter Gaze FCA


Ceris Gardner

23rd July 2025

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting practice).

Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and parent charity and of the income and expenditure, of the group for the year. In preparing those financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the charity's SORP.
- Make judgments and accounting estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate and proper accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the group and parent charity, and enable them to ensure that the financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended), the Charities Act 2011 and regulations made thereunder and with the requirements of the Companies Act 2006. They are also responsible for safeguarding the assets of the group and parent charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions.

Independent Auditor's Report to the Members of Crimestoppers Trust

Opinion

We have audited the financial statements of Crimestoppers Trust (the 'charity') for the year ended 31 March 2025 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated Statement of Cash Flows, and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity and the group's affairs as at 31 March 2025 and of the group's income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a

going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Strategic Report and Report of the Trustees, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees which includes the Strategic Report and the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors' Report included within the Report of the Trustees.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 29, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

Based on our understanding of the charity and its sector, we considered that non-compliance with the following laws and regulations might have a material effect on the financial statements: employment regulation, health and safety regulation and anti-money laundering regulation.

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management and, where appropriate, those charged with governance, as to whether the company is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;
- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the company which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as tax legislation, pension legislation, the Companies Act 2006, the Charities Act 2011 and the Charities Statement of Recommended Practice.

In addition, we evaluated the Trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements, including the risk of management override of controls, and determined that the principal risks related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, revenue recognition (which we pinpointed to the cut-off assertion), and significant one-off or unusual transactions.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;

Independent Auditor’s Report to the Members of Crimestoppers Trust

- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council’s website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor’s report.

Use of the audit report

This report is made solely to the charity’s members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity’s members those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity’s members as a body for our audit work, for this report, or for the opinions we have formed.

David Hoose

David Hoose
(Senior Statutory Auditor)

for and on behalf of Forvis Mazars LLP
Chartered Accountants and Statutory Auditor
Parkview House, 58 The Ropewalk, Nottingham, NG1 5DW

15 August 2025



Consolidated Statement of Financial Activities

(Incorporating the income and expenditure account)
for the year ended 31 March 2025

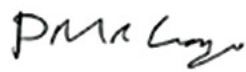
		Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
	Notes	Funds	Funds	2025	Funds	Funds	2024
		£	£	£	£	£	£
Income							
Income from charitable activities	1	4,598,737	-	4,598,737	3,972,012	-	3,972,012
Donations and legacies	2	1,352,156	1,066,191	2,418,347	1,321,839	1,272,617	2,594,456
Other trading activities	3	554,306	1,039	555,345	1,155,511	1,707	1,157,218
Income from investments		131,594	-	131,594	125,243	-	125,243
Total income and endowments		6,636,793	1,067,230	7,704,023	6,574,605	1,274,324	7,848,929
Expenditure							
Charitable activities	4	5,344,871	1,153,448	6,498,319	5,240,473	1,426,548	6,667,021
Expenditure on raising funds	5	571,276	-	571,276	770,534	-	770,534
Total expenditure		5,916,147	1,153,448	7,069,595	6,011,007	1,426,548	7,437,555
Net income/(expenditure) before transfers		720,646	(86,218)	634,428	563,598	(152,224)	411,374
Gross transfers between funds		(65,409)	65,409	-	(62,602)	62,602	-
Net income/(expenditure) before other recognised gains and losses		655,237	(20,809)	634,428	500,996	(89,622)	411,374
Other recognised gains/(losses)							
Actuarial gain/(loss) on defined benefit pension scheme	17	-	-	-	-	-	-
Net movement in funds		655,237	(20,809)	634,428	500,996	(89,622)	411,374
Reconciliation of Funds							
Total funds brought forward		3,186,899	131,571	3,318,470	2,685,903	221,193	2,907,096
Total funds carried forward		3,842,136	110,762	3,952,898	3,186,899	131,571	3,318,470

All amounts are derived from continuing activities.
There are no other recognised gains or losses other than those stated above.

Balance Sheet at 31 March 2025

		CONSOLIDATED		CHARITY	
	Notes	2025	2024	2025	2024
		£	£	£	£
Fixed assets					
Total tangible assets	9	322,006	243,374	185,660	117,280
Total intangible assets	9	101,834	133,945	0	2,868
Total fixed assets		423,840	377,319	185,660	120,148
Current assets					
Debtors	10	963,184	930,695	724,806	864,168
Investments		1,500,000	500,000	1,500,000	-
Cash at bank and in hand		3,537,299	3,999,915	1,582,234	2,755,140
Total current assets		6,000,483	5,430,610	3,807,040	3,619,308
Liabilities					
Creditors: Amounts falling due within one year	11	(2,471,425)	(2,489,459)	(1,533,037)	(1,535,040)
Net current assets		3,529,058	2,941,151	2,274,004	2,084,268
Total assets less current liabilities excluding pension liability		3,952,898	3,318,470	2,459,664	2,204,416
Net assets excluding pension asset/(liability)		3,952,898	3,318,470	2,459,664	2,204,416
Defined benefit pension scheme deficit	17	-	-	-	-
Net assets including pension deficit	13	3,952,898	3,318,470	2,459,664	2,204,416
The funds of the charity:					
Total restricted funds	12	110,762	131,571	110,762	131,571
Designated funds		442,678	450,298	442,678	450,298
Unrestricted funds		3,399,458	2,736,601	1,906,223	1,622,547
Defined benefit pension scheme deficit	17	-	-	-	-
Total unrestricted and designated funds		3,842,136	3,186,899	2,348,902	2,072,845
Total funds	13	3,952,898	3,318,470	2,459,664	2,204,416

The financial statements were approved and authorised for issue by the Trustees:



Peter Gaze FCA
23 July 2025



Ceris M Gardner
23 July 2025

The principal accounting policies on pages 36 to 37 and the notes on pages 38 to 48 form part of these financial statements. Company No 05382856

Consolidated Statement of Cash Flows

	2025	2024
	£	£
Net movement in funds	634,428	411,373
Investment income	(131,594)	(125,243)
Depreciation	79,101	59,674
Amortisation	60,328	63,872
(Increase)/Decrease in debtors	(32,489)	110,477
(Decrease)/Increase in creditors	(18,034)	408,765
(Decrease) in pension scheme liability	0	0
Net cash inflow from operating activities	591,740	928,918
Cashflows from investing activities		
Investment income received	131,594	125,243
Purchase of investments	(1,500,000)	(500,000)
Sale of investments	500,000	1,000,000
Purchase of tangible fixed assets	(157,733)	(53,731)
Purchase of intangible fixed assets	(28,217)	(104,483)
Net cash used in investing activities	(1,054,356)	467,029
Change in cash equivalents in reporting year	(462,616)	1,395,947
Opening balance at bank	3,999,915	2,603,968
Closing balance at bank	3,537,299	3,999,915

Principal accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)) and the Companies Act 2006.

Crimestoppers Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Trustees have reviewed detailed cash flow projections to 31 July 2026 and have agreed detailed budgets for the year ended 31 March 2026. Both sources of income and types of expenditure have been reviewed. The Trustees have also considered the Group's working capital and capital expenditure requirements. As a result of the foregoing, the Trustees are satisfied that it is appropriate to prepare the accounts on a going concern basis.

The principal accounting policies of the charity are set out below:

b) Company status

The charity is a company limited by guarantee. The members of the company are the Trustees named on page 50. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

c) Fund accounting

Unrestricted funds are available for use at the discretion of the Board of Trustees in furtherance of the general objectives of the charity. Funds held by regional committees which are not for a specific purpose are regarded as Unrestricted while still within the control of the relevant committee. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised for particular purposes.

d) Income

All income is included in the SOFA when the Charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

Income is received from charitable activities, donations and legacies, other trading activities and investments.

It is credited on receipt or entitlement to unrestricted funds or restricted funds, as appropriate, unless required by the donor to be deferred to future years. Intangible income, which comprise gifts in kind and donated services, is included in voluntary income at a valuation which is an estimate of the financial cost borne and confirmed by the donor, where such a cost is quantifiable and measurable. Such costs include amounts in excess of commercial discounts given, where such discounts are deemed by the donors as donations. No income is recognised when there is no financial cost borne by a third party.

Activities for raising funds

Activities for raising funds represent income from fundraising events and licensing undertaken by the charity during the year.

Investment income

Investment income consists of interest and is accounted for on a receivable basis.

e) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of raising funds are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charity's activities.

Support costs, which include the central and regional functions such as general management, finance and accounting, information technology and human resources, are allocated across the categories of charitable expenditure and the costs of raising funds. The basis of the cost allocation is by head count and estimated time spent by personnel under each category.

f) Tangible fixed assets

Fixed assets are capitalised when their cost exceeds £500 and when their useful economic life is expected to exceed three years in the case of computer equipment and five years for all other assets.

Depreciation is charged to the SOFA so as to write off the cost of fixed assets on a straight-line basis over their estimated useful lives. Depreciation is charged on a monthly basis from the month of purchase, with a whole month's charge in the month of disposal. Leasehold improvement costs are amortised over the remaining period of the appropriate lease.

g) Intangible fixed assets

Intangible fixed assets are recognised as website and software costs exceeding £500. These costs have been capitalised at historic cost and amortised on a straight-line basis over three years. Depreciation is charged to the SOFA on a monthly basis from the month of purchase, with a whole month's charge in the month of disposal.

h) Pension costs

The charity is a participating employer member of the Foundation Pension Plan, which is closed to new members and to future service accrual as from 1 April 2022. The scheme is a defined benefit pension scheme, the funds of which is administered by its own trustees and is separate from those of the participating employers. The cost of providing pensions and related benefits is charged to the SOFA over the employees' service lives on the basis of a constant percentage of earnings, which is an estimate of the regular cost. Variations from regular cost, arising from periodic actuarial valuations, are allocated over the expected

remaining service lives of current employees on the basis of a constant percentage of current and estimated future earnings. Any difference between the charge to the SOFA and the contributions payable to the scheme is shown as a liability on the balance sheet. An asset is not recognised.

The full deficit for the scheme is recognised on the balance sheet in line with the requirements of FRS 102. Any surplus is not recognised. The cost of the pension scheme has been brought into the SOFA in full, and allocated across expense codes on a consistent basis with the allocation of all other staff costs.

Pension costs in respect of the group occupational money purchase scheme are charged to the SOFA for the year in which they are payable.

i) Operating leases

Payments made under operating leases are charged to the SOFA when incurred. The charity does not acquire assets under finance leases.



Notes to the financial statements for the year ended 31 March 2025

1. Income from charitable activities

	2025	2024
	£	£
24/7 Call Centre	2,953,908	2,845,611
Other	1,644,829	1,126,401
	<u>4,598,737</u>	<u>3,972,012</u>
2. Donations and legacies	2025	2024
	£	£
Income from donations:		
Other voluntary income	856,089	826,319
Companies and trusts	438,775	670,866
Individuals	81,260	66,812
	<u>1,376,124</u>	<u>1,563,997</u>
Grant Income:		
Central government	925,000	917,711
Local government	61,216	59,969
	<u>986,216</u>	<u>977,680</u>
Intangible income	56,007	52,780
	<u>56,007</u>	<u>52,780</u>
Total income from donations and legacies	<u>2,418,347</u>	<u>2,594,457</u>

Central government grants include £800,000 (2024 - £800,000)
Home Office contribution to support the core operating costs of the Charity.

3. Other trading activities

	2025	2024
	£	£
Corporate partners and other licensing income	484,691	1,087,423
Events	70,654	69,795
	<u>555,345</u>	<u>1,157,218</u>

4. Charitable activities

	2025	2024
	£	£
Staff costs – promoting the Crimestoppers scheme and building up anti-crime partnerships, nationally and locally	4,099,603	3,841,953
Publicity and promotion of the Crimestoppers scheme	882,569	1,638,459
Support costs	1,479,328	1,142,809
Audit fee	33,519	40,775
Rewards	3,300	3,025
	<u>6,498,319</u>	<u>6,667,021</u>

Within the £6,483,538 (2024 – £6,667,021) of Charitable Activities cost for the Charity are £59,424 (2024 – £65,100) relating to Governance Costs.
Within the £4,099,603 (2024 – £3,841,953) of Staff Costs are £Nil (2024 – £47,515) Redundancy Costs.
Within the £882,568 (2024 – £1,638,459) for the publicity and promotion of the charity are matching costs of £41,226 (2024 – £52,780) of the intangible income (outlined in note 2 above).

5. Expenditure on raising funds

	2025	2024
	£	£
Staff costs, including consultancy and training	413,125	530,981
Support costs	118,020	203,032
Fundraising events and publicity	40,131	36,521
	<u>571,276</u>	<u>770,534</u>

6. Staff costs

	2025	2024
	£	£
Total costs of:		
Wages and salaries	3,699,088	3,580,922
National insurance	370,503	355,655
Pension and other benefits	212,608	187,679
Consultancy and temporary staff	64,631	83,759
Training and recruitment	113,998	90,334
Pension scheme administration	18,539	15,367
Other staff costs	25,676	11,703
Compensation for loss of office	7,685	47,515
	<u>4,512,728</u>	<u>4,372,934</u>

The average number of full-time equivalent employees (including part time staff) during the year were as follows:

	2025	2024
Fundraising	4	5
Charitable activities	86	82
Administration	12	11
Total	<u>102</u>	<u>98</u>
Average number of staff during the year	<u>109</u>	<u>106</u>

Higher paid employees received emoluments during the year in the following bands:

	2025	2024
£10,000 - £19,999	1	-
£40,000 - £49,999	1	-
£60,000 - £69,999	1	1
£80,000 - £89,999	-	3
£90,000 - £99,999	2	-
£140,000 - £149,999	-	1
£160,000 - £169,999	1	-
	<u>6</u>	<u>5</u>

Of these employees none (2024 – None) was a member of the Trust's defined benefit pension scheme.
The total remuneration cost of the key management personnel during the year was £608,056 (2024 – £594,549).

Notes to the financial statements for the year ended 31 March 2025

7. Trustees' emoluments

No Trustee received any emoluments or expenses during the year (2024-Nil).

8. Support costs	Charitable activities	Expenditure on raising funds	2025 Total	2024 Total
	£	£	£	£
Travel expenses	118,820	9,479	128,299	118,950
Property costs	379,730	30,294	410,024	335,101
Depreciation	129,124	10,301	139,425	123,545
Office administration costs	159,840	12,751	172,591	203,786
IT Support Costs	510,491	40,726	551,217	320,120
Professional fees	181,827	14,505	196,332	186,167
Marketing Support	153,933	12,280	166,213	154,172
Other Support costs	(5,184)	(410)	(5,594)	45,524
Cost recovery	(149,253)	(11,907)	(161,160)	(141,525)
	1,479,328	118,019	1,597,347	1,345,840

9a. Consolidated fixed assets

Cost

At 1 April 2024
Additions
Disposals

At 31 March 2025

Depreciation

At 1 April 2024
Charge for the year
Eliminated on disposals

At 31 March 2025

Net book value

At 31 March 2025

At 31 March 2024

Notes to the financial statements for the year ended 31 March 2025

Tangible				Intangible
Leasehold Improvements	Furniture, Fixtures & Fittings	Computer Equipment	Total	Software
£	£	£	£	£
237,777	33,260	146,193	417,230	283,159
-	84,918	72,815	157,733	28,217
-	-	-	-	-
237,777	118,178	219,008	574,963	311,376
79,855	23,783	70,218	173,856	149,214
24,841	11,752	42,508	79,101	60,328
-	-	-	-	-
104,696	35,535	112,726	252,957	209,542
133,081	82,643	106,282	322,006	101,834
157,922	9,477	75,975	243,374	133,945

9b. Charity fixed assets

Cost

At 1 April 2024
Additions
Disposals

At 31 March 2025

Depreciation

At 1 April 2024
Charge for the year
Eliminated on disposals
Loss on disposal

At 31 March 2025

Net book value

At 31 March 2025

At 31 March 2024

Tangible				Intangible
Leasehold Improvements	Furniture, Fixtures & Fittings	Computer Equipment	Total	Software
£	£	£	£	£
90,617	2,434	87,097	180,148	26,052
-	40,992	72,815	113,807	-
-	-	-	-	-
90,617	43,426	159,912	293,955	26,052
28,700	1,397	32,771	62,868	23,184
9,637	2,073	33,717	45,427	2,868
-	-	-	-	-
-	-	-	-	-
38,337	3,470	66,488	108,295	26,052
52,280	39,956	93,424	185,660	0
61,917	1,037	54,326	117,280	2,868

Notes to the financial statements for the year ended 31 March 2025

10a. Consolidated debtors	2025	2024
	£	£
Trade debtors	747,393	766,761
Prepayments	170,202	160,043
Accrued income	45,589	3,891
	<u>963,184</u>	<u>930,695</u>
10b. Charity debtors	2025	2024
	£	£
Trade debtors	346,373	301,258
Prepayments	142,129	153,511
Accrued income	26,385	-
Amounts due from associated undertakings	209,919	409,399
	<u>724,806</u>	<u>864,168</u>

Amounts due from associated undertakings includes the outstanding management charge in respect of strategic and support services supplied to the subsidiary £210,000 (2024 - £151,500).

11a. Consolidated creditors due within one year	2025	2024
	£	£
Trade creditors	473,777	405,718
Taxation and Social Security	295,852	338,711
Accruals	287,644	432,615
Deferred income	1,393,479	1,289,796
Other creditors	20,673	22,619
	<u>2,471,425</u>	<u>2,489,459</u>

Deferred income of £1,289,796 at the end of 2024 was released during the year.

11b. Charity creditors due within one year	2025	2024
	£	£
Trade creditors	413,043	320,127
Taxation and Social Security	76,994	121,057
Accruals	250,618	329,482
Deferred income	771,710	748,644
Other creditors	20,672	15,730
	<u>1,533,037</u>	<u>1,535,040</u>

Notes to the financial statements for the year ended 31 March 2025

12. Movement on restricted and designated funds	Opening Balance	Income	Expenditure	Net Transfers	Closing Balance
	£	£	£	£	£
Total Regional restricted funds	-	1,067,230	(1,132,639)	65,409	-
Contact Centre relocation	131,571	-	(20,809)	-	110,762
Total Central Office restricted funds	131,571	-	(20,809)	-	110,762
Total restricted funds	131,571	1,067,230	(1,153,448)	65,409	110,762
Designated funds	450,298	220,980	(228,600)	-	442,678

- Contact Centre Relocation – Grant income received from the Cayo Foundation to fund the refurbishment of the Head Office premises to facilitate the relocation of the Contact Centre. This balance represents the amount included as part of the fixed assets which will be written off over the lease term of ten years

13a. Consolidated fund balances at 31 March 2025 represented by:	Unrestricted and Designated Funds	Restricted Funds	Total Funds
	£	£	£
Fixed assets	313,078	110,762	423,840
Debtors	963,184	-	963,184
Cash at bank and in hand	5,037,299	-	5,037,299
Creditors	(2,471,424)	-	(2,471,424)
Net assets at 31 March 2025	<u>3,842,137</u>	<u>110,762</u>	<u>3,952,899</u>

13b. Charity fund balances at 31 March 2025 represented by:	Unrestricted and Designated Funds	Restricted Funds	Total Funds
	£	£	£
Fixed assets	155,749	29,911	185,660
Debtors	724,806	-	724,806
Investments	1,500,000	-	1,500,000
Cash at bank and in hand	1,501,383	80,851	1,582,234
Creditors	(1,533,036)	-	(1,533,036)
Net assets at 31 March 2025	<u>2,348,902</u>	<u>110,762</u>	<u>2,459,664</u>

Notes to the financial statements for the year ended 31 March 2025

14. Subsidiary Companies

The group subsidiary companies at 31 March 2025, which were wholly registered in England and Wales, were as follows:

Activity	
Crimestoppers Enterprises Limited	Dormant
Treble 5 Treble 1 Limited	Operation of a 24/7 call handling centre

The results of Treble 5 Treble 1 Limited for the year ended 31st March 2025 were as follows:

	2025	2024
	£	£
Turnover	4,688,009	4,543,795
Cost of sales	(1,889,741)	(2,303,174)
Gross profit	2,798,268	2,240,621
Administrative expenses	(1,096,934)	(959,652)
Operating surplus	1,701,334	1,280,969
Interest receivable and similar income, net of interest payable	33,782	44,545
Profit for the year	1,735,117	1,325,513
Fixed assets	238,180	257,169
Net current assets	1,254,634	856,464
Net assets	1,492,814	1,113,633
Profit and loss account	1,492,814	1,113,633
Total shareholders funds	1,492,814	1,113,633

During the year there was a charge from the parent company to Treble5 Treble 1 Limited for the provision of management and support services of £990,000 (2024- 871,000); it is included in the Administrative expenses figure.

All taxable profits of the company are distributed to the parent charity, Crimestoppers Trust and on this basis no taxation charge is payable for the year ended 31 March 2025 or the year ended 31 March 2024. Where taxable profits are lower than the accounting profits due to temporary timing differences, reserves are retained in the company.

For 2024/25 distributions of £1,355,966 (2023/24 - £1,499,061) were made to Crimestoppers Trust.

Treble 5 Treble 1 Limited is a company limited by guarantee.

Notes to the financial statements for the year ended 31 March 2025

15. Leases

Commitments under operating leases are as follows:

	Land & buildings		Others	
	2025	2024	2025	2024
	£	£	£	£
Consolidated:				
Payments within one year	132,000	132,000	14,850	14,850
Expiring between one – five years	528,000	528,000	3,520	14,850
Expiring after five years	35,411	167,411	-	-
	695,411	827,411	18,370	29,700

	£	£	£	£
Charity:				
Payments within one year	132,000	132,000	14,850	14,850
Expiring between one – five years	528,000	528,000	3,520	14,850
Expiring after five years	35,411	167,411	-	-
	695,411	827,411	18,370	29,700

The lease for the Central Office based in Wallington, Surrey was renewed with effect from 7 July 2020 for a further 10-year period. The initial rental for the period to 6th July 2023 was £66,000 pa which subsequently increased to £132,000 pa for the remaining term.

16. Related Parties

During the year the charity received a donation of £Nil (2024 – £40,000) from the Bestway Foundation Charitable Trust. Lord Zameer Choudrey, a Trustee of the charity, is a Trustee of the Bestway Foundation Charitable Trust.

Mr Bill Griffiths, a Trustee of the charity, provided consultancy for which he incurred expenses and was reimbursed £Nil (2024 – £214).

During the year Crimestoppers charged management fees to its wholly owned subsidiary, Treble 5 Treble 1 Limited of £990,000 (2024 – £871,000); in addition, distributions of £1,355,936 (2024 – £1,499,061) were made by Treble 5 Treble 1 Limited. At 31 March 2025 £210,000 (2024 – £150,000) was due from Treble 5 Treble 1 Limited.

Angela Entwistle and Peter Gaze, Non-Executive Directors of Carlisle Security Services Limited, are also trustees of the charity. Mark Hallas, CEO of the charity is also a Non-Executive Director of Carlisle Security Services Limited. During the year, Crimestoppers provided an Integrity Line service to Carlisle Security Services Limited at a cost of £5,164 (2024 – £5,074). Carlisle Security Services Limited also made a donation to Crimestoppers of £15,000 (2024 – £15,000).

Notes to the financial statements for
the year ended 31 March 2025

Notes to the financial statements for
the year ended 31 March 2025

17. Pension commitments

The charity participates in the Foundation Pension Plan, a non-segregated multi-employer defined benefit pension scheme in the UK. The disclosures set out below are based on calculations carried out as at the Balance Sheet Date by a qualified independent actuary.

The assets are held in a separate trustee-administered fund to meet long-term pension liabilities to past and present employees. The trustees of the Plan are required to act in the best interest of the Plan's beneficiaries. The appointment of trustees is determined by the trust documentation.

The liabilities of the Plan are measured by discounting the best estimate of future cash flows to be paid out of the Plan using the projected unit method. This amount is reflected in the surplus or deficit in the balance sheet.

The projected unit method is an accrued benefits valuation method in which the liabilities make allowance for projected earnings.

The liabilities set out in this note have been calculated based on the scheme funding assessment carried out by the trustees as at 31 March 2023, updated to the Balance Sheet Date.

The value of the assets for the Charity at the Balance Sheet Date has been taken as the same proportion of the liabilities that relate to the employees and former employees of the charity in comparison to the liabilities of the whole plan at the Balance Sheet Date. When apportioning the assets of the Plan in this way, no allowance has been made for the effects of GMP equalisation for the charity.

The following disclosures relate only to employees and former employees of the charity.

At the Balance Sheet Date, no contributions are payable to the Plan in respect of Pensionable Earnings as it is closed to future service accrual.

In addition, the charity will pay its share of the death in service insurance premiums and administration expenses, including levies. The charity does not expect to make any contributions (including death in service premiums) in the year commencing 1 April 2025.

a) Principal Assumptions

The principal actuarial assumptions at the balance sheet date were:

	2025	2024
Discount rate	5.70%	4.90%
RPI inflation	3.30%	3.30%
CPI inflation	2.65%	2.65%
Rate of increase in salaries	n/a	n/a
Rate of increase to pensions in payment:		
Fixed	In line with Scheme Rules	In line with Scheme Rules
RPI capped at 5.00% pa	3.10%	3.10%
CPI capped at 2.50% pa	1.85%	1.85%

17. Pension commitments (continued)

	S3PxA with CMI 2021 with 1.25% pa long term improvements	S3PxA with CMI 2021 with 1.25% pa long term improvements
Pre and post retirement mortality		
Cash commutation	80% of maximum tax-free cash	80% of maximum tax-free cash
Future life expectancy of male aged 65 at balance sheet date	21.1	21.5
Future life expectancy of male achieving 65, 20 years after balance sheet date	22.4	22.7
Future life expectancy of female aged 65 at balance sheet date	23.3	23.9
Future life expectancy of female achieving 65, 20 years after balance sheet date	24.7	25.3
For the avoidance of doubt the above assumptions are in absolute terms.		

b) Asset breakdown

The major categories of the Scheme assets are:

	2025 £000's	2024 £000's
UK and Overseas Equities	0	1,120
Insured Pensioners	241	271
Government Fixed Interest Bonds	86	50
Corporate Bonds	459	374
UK Index Linked Bonds	915	224
Cash	305	29
Total	2,006	2,068

c) Net defined benefit liability

	2025 £000's	2024 £000's
Fair value of Scheme assets	2,006	2,068
Present value of defined benefit obligation	(1,390)	(1,576)
Unrecognised surplus	(616)	(492)
Defined benefit asset/(liability) to be recognised	0	0

d) The total expense recognised in the statement of financial activities

	2025 £000's	2024 £000's
Current service cost	0	0
Past service costs including curtailments	0	0
Net interest on the net defined benefit liability	(1)	(1)
Total	(1)	(1)

e) Total amounts taken to Other Comprehensive Income

	2025 £000's	2024 £000's
Actual return on Scheme assets	2	81
Amounts included in net interest on the net defined benefit liability	(76)	(76)
Remeasurement (losses) and gains	(74)	5
Return on Scheme assets excluding interest income		
Remeasurement losses and (gains)	193	84
Actuarial gains		
Adjustment resulting from the limit on the amount that can be recognised as an asset on the balance sheet	(124)	(107)
Remeasurement (loss) not recognised in Other Comprehensive Income	(5)	(18)

17. Pension commitments (continued)

f) Changes in the present value of the defined benefit obligation

	2025 £000's	2024 £000's
Present value of defined benefit obligation at beginning of period	1,576	1,651
Benefits paid	(68)	(66)
Current service cost	0	0
Interest cost	75	75
Remeasurement losses and (gains) Actuarial losses and (gains)	(193)	(84)
Employee contributions	0	0
Past service including curtailments	0	0
Present value of defined benefit obligation at end of period	1,390	1,576

g) Changes in the fair value of assets

	2025 £000's	2024 £000's
Fair value of Scheme assets at beginning of period	2,068	2,036
Interest income	76	76
Remeasurement (losses) and gains Return on Scheme assets excluding interest income	(74)	5
Contributions by employer	4	17
Employee contributions	0	0
Benefits and death in service premium paid	(68)	(66)
Fair value of Scheme assets at end of period	2,006	2,068

Our work relies on the critical support of trusts, foundations, the law enforcement community, our commercial and public sector partnerships. By sharing our values, they help promote our charity's public profile to new audiences who can benefit from our unique services.

Trusts and Foundations

- Beaverbrook Charitable Trust
- The Bestway Foundation
- The Carew Charitable Trust
- The City Bridge Trust
- Durham County Council
- The Gilbert and Eileen Edgar Charitable Trust
- Home Office Safer Streets Fund
- The Ingram Trust
- G M Morrison Charitable Trust
- The Peacock Charitable Trust
- The Percy Hedley Foundation
- The Sylvia and Colin Shepherd Charitable Trust
- Mr and Mrs T C S Haywood's Charitable Trust

Partnerships

- Anker Technology (eufy)
- Association of Convenience Stores
- B&Q/Screwfix
- Bakers Basco
- Barnardo's Scotland
- Border Force
- British Association for Screen Entertainment (BASE)
- British Horseracing Authority
- Carlisle Security Services
- Centrica Plc
- Coastal Crime
- Cricket Scotland
- Crime Stoppers International
- Digital Ventures (Vivastreet)
- DPD
- Electoral Commission
- England & Wales Cricket Board
- Environment Agency (England)
- EPC - UK
- Esri UK
- Federation Against Copyright Theft (FACT)
- Food Standards Scotland
- Forensic Science Regulator
- Gangmasters Labour & Abuse Authority (GLAA)
- HM Prison and Probation Service
- HM Revenue and Customs
- HSBC
- Imabi
- Immigration Service
- Independent Press Standards Organisation

- Insurance Fraud Bureau
- Intellectual Property Office
- Isle of Man public sector
- Joint Maritime Security Centre (Port Safe)
- Liberty
- Link ATM
- Long Clawson Dairy
- Ministry of Defence
- Ministry of Housing, Communities & Local Government
- Muller
- National Anti-Corruption & Abuse Service
- National Crime Agency
- Next
- NHS Counter Fraud Authority
- NHS Scotland
- Openreach
- Rail Delivery Group
- Retail Energy Code Company
- Ring
- Royal Mail
- Save the Children
- Security Industry Authority
- Sky
- South Caernarfon Creameries
- Sport Resolutions (UK Sport)
- Thames Water
- Tideway
- UK Anti-Doping
- Wm Morrison Supermarkets Limited

Fire and Rescue Services with FireStoppers

- Cleveland
- County Durham and Darlington
- Derbyshire
- East Sussex
- Essex County
- Greater Manchester
- Humberside
- Kent
- Nottinghamshire
- South Yorkshire
- Tyne and Wear

Fire and Rescue Services with FRS Speak Up

- Avon
- Bedfordshire
- Cumbria
- Dorset and Wiltshire
- Gloucestershire
- Greater Manchester
- Humberside
- Lincolnshire
- Mid and West Wales
- Norfolk
- North Yorkshire
- Northamptonshire
- South Wales
- Suffolk
- Surrey

Police with Integrity Lines

- Bedfordshire
- Cambridgeshire
- Cheshire Police
- Derbyshire
- Devon and Cornwall
- Dyfed Powys
- Gibraltar
- Gloucestershire
- Greater Manchester
- Guernsey
- Hertfordshire
- Isle of Man
- Jersey
- Kent
- Leicestershire
- Merseyside
- Ministry of Defence Police
- North Wales
- Northumbria
- Police Service Northern Ireland
- South Wales
- Staffordshire
- Thames Valley
- Warwickshire
- West Mercia
- West Yorkshire
- Wiltshire

Trading Standards

- Greater Manchester
- Kent & Medway
- Wales

Legal & administrative information

Trustee Directors

Chair of Trustees

- Lord Ashcroft KCMG PC

Trustees

- *Ms Angela Entwistle - Deputy Chair
- Lord Choudrey CBE SI Pk
- *Mr Peter Clarke CVO OBE QPM
- Ms Ceris Gardner
- Mr Peter Gaze FCA
- Mr Bill Griffiths CBE BEM QPM
- Mr Stewart Harris FCA
- Mr Martin Hewitt CBE QPM
- Ms Suzanne Jacob OBE
- *Mr Michael Laurie CBE
- *Mr Barry Mizen MBE (resigned 4th November 2024)
- Mr Nick Ross CBE
- Mr Stephen Rubin OBE
- Sir Paul Stephenson QPM

Advisory Board

Trustee Directors and officers marked with a * serve on the Advisory Board, together with the following:

- Mr Phil O'Shea
Deputy Chair & AB Member for Northern Ireland and the Islands (Isle of Man & Channel Islands)
- Miss Jane Antrobus
North West Regional Representative
- Mr Bill Cullen
East Midlands Regional Representative
- Ms Nina Dawes
West Midlands Regional Representative
- Mr John Dobbin
Yorkshire & Humberside Regional Representative
- Mr Jonathan Drake
Wales Representative
- Mr Jonathan Hamill
North East Regional Representative
- Mr Stuart Rawlins
Eastern Regional Representative
- Mr Peter Rolington
South Regional Representative

Senior Officers

- *Mr Mark Hallas OBE,
Chief Executive
- *Mr Stephen Mann,
Director of Finance,
Company Secretary
- *Mr Michael Duthie,
Director of Operations
- *Ms Kate Johnston,
Director of Business Development
- *Ms Karen Ogborn,
Chief of Staff

Bankers

The Royal Bank of Scotland plc
280 Bishopsgate, London, EC2M 4RB

Auditor

Forvis Mazars LLP
6 Sutton Plaza, Sutton Court Road, Sutton,
Surrey, SM1 4FS

Solicitors

Bates Wells,
10 Queen Street Place, London, EC4R 1BE

Status

Crimestoppers Trust was originally established by a Deed of Trust on 20 October 1986 and was registered by the Charity Commission with effect from 4 November 1987. On 1 April 2005 the complete undertaking of Crimestoppers Trust was transferred to a company limited by guarantee, Company Number 05382856, which is itself a registered charity, Number 1108687 (England) and Number SC037960 (Scotland). The registered office of the charity is at Sedulo London, Office 605, Albert House, 256-260 Old Street, London EC1V 9DD

The principal office is
PO Box 324, Wallington, SM6 6BG.

Have you witnessed
a crime?

Tell our charity what you
know, not who you are.

We won't ask who you are or where you're
contacting us from, only what you know
about the crime and people involved.

You stay 100% anonymous. Always.

crimestoppers-uk.org

Crimestoppers Trust, registered charity in England & Wales (1108687), Scotland (SC037960).

CrimeStoppers.

0800 555 111

100% anonymous. Always.

Accounts

A photograph of four young adults (three men and one woman) sitting and standing on a set of outdoor stairs, engaged in conversation. The man on the left is standing, wearing a yellow and brown plaid shirt and blue jeans. The woman next to him is sitting, wearing a black jacket and blue jeans. The man next to her is sitting, wearing a white t-shirt and blue jeans with a backpack. The woman on the right is sitting, wearing a white sweater and blue jeans. The background shows a modern building with a glass facade. A purple diagonal graphic element is in the bottom right corner.

2023/24

Annual Report and Accounts

Giving people the power to
speak up and stop crime.

100% anonymously.
Always.

CrimeStoppers.

Speak up. Stay safe.



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Welcome from our Chair



Lord Ashcroft KCMG PC
Chair of Board of Trustees,
Crimestoppers

Crimestoppers is at the forefront of challenging apathy which, if unchecked, allows criminals to prosper whilst communities suffer. Our charity offers hope.

Public support for Crimestoppers is truly inspiring

Amid a climate of mistrust and fear, Crimestoppers is uniquely placed, offering a safe way for people to speak up about crime rather than stay silent.

We all have moments in our lives when it's necessary to make tough decisions in difficult circumstances – and that applies to those occasions when we have witnessed or know something about crime. For many, the prospect of giving personal details and interacting with the police is a step too far.

Crimestoppers is at the forefront of challenging apathy which, if unchecked, allows criminals to prosper whilst communities suffer. Our charity offers hope.

With more than 720,000 people contacting us last year, we have shown that with the right engagement, we

can help people overcome doubts that stop them from taking necessary action.

The proven concept of anonymity

When I cajoled political, police and business leaders – back in the 1980s – to help create a service guaranteeing anonymity, I could never have imagined how successful Crimestoppers UK would become.

Our Contact Centre, Regional and National Managers, back-office staff and hundreds of local volunteers demonstrate every day their remarkable dedication and commitment to the public.

The pages ahead have a range of stories that illustrate our charity's work which ultimately helps to keep people, neighbourhoods and workplaces safe.

Thank you for your continued support.



Welcome from our CEO



Mark Hallas OBE
Chief Executive,
Crimestoppers

The information given to us anonymously stops criminals in their tracks and ensures justice is served for victims and their families.

Record high reached as 200,000 reports sent to police

We have reached a new landmark of passing on more than 200,000 high-quality reports to law enforcement in this financial year.

This growth echoes the rise in the number of reports shared with our commercial partners in recent years – all receiving information that helps protect businesses, workers and their customers.

Our charity status and guarantee of anonymity encourages people to report what they've seen, know or heard. It helps prevent crime with no repercussions on the individual at all.

The information given to us anonymously stops criminals in their tracks and ensures justice is served for victims and their families.

Serving the public, supporting police

We have launched the long-awaited National Police Anti-Corruption and Abuse Reporting Service (14 March 2024) with a steady stream of contacts received every day. Our charity is rapidly becoming the provider of first choice for statutory services to complement our work with the commercial sector.

Finally, I'd like to echo Lord Ashcroft's praise for everyone who has used or has supported our charity's unique range of services. Crimestoppers' success is, in large measure, due to our extensive network of partnerships: from Police and Crime Commissioners (PCCs), police forces, the Home Office, housing providers, trade and industry bodies, well-known big brands and other charities. We make a point of working with organisations who share our values.

By championing Crimestoppers and reminding everyone that they have a trusted alternative, we can work better together to keep us all safe from the harm and heartbreak caused by crime.

Our vision, mission and values

Vision – why we exist

Everyone has the right to feel safe from crime, wherever they live.

Mission – what we do to achieve our vision

We're an independent charity that gives you the power to speak up to stop crime, 100% anonymously.

Whoever you are, wherever you live, from communities to companies.

By phone and online, 24/7, 365 days a year.

We also share advice on how to protect the people and communities you care about from crime, so everyone can feel safe.

Values – the principles that guide how we conduct ourselves

At Crimestoppers, we believe that it is people who stop crime. Our community of staff and volunteers live our values every day:

- **We care** – we believe that everyone has the right to feel safe from crime, wherever they live. Crime can be frightening, so we offer hope.
- **We are inclusive** – we don't judge people. We're here for everyone who needs us. We can change communities for the better by working together.
- **We are trustworthy** – we're reliable, honest and an independent charity. We act responsibly and never break anonymity.
- **We are determined** – we commit all our efforts to achieving positive change. We have a 'can-do' attitude.

Our role

We break down barriers that silence people and communities by offering a trusted, alternative place for people to pass on crime information with no comeback. The information we receive and pass on ensures lives are saved, criminals are stopped, and victims and their loved ones receive justice.

Our impact

Every year, we help solve and prevent thousands of crimes.



721,162

Nearly three quarters of a million people contacted us last year.



209,380

We sent over 200,000 pieces of information to the police.



27,920

Plus more information sent to a wide range of other statutory, commercial and third sector partners.



27,676

The police tell us we helped solve and prevent over 27,000 crimes. As not all forces provide comprehensive feedback, we can estimate our impact is much more than double this.

Achieving our strategy

Prioritising the communities who suffer most from crime

All our activities are focused on achieving the following objectives:

- Grow the quality of information Crimestoppers receives – this is information the police are often unable or unlikely to be given voluntarily and directly.
- Build trust and confidence in our service - by telling our charity's story of hope. Since we were formed in the late 1980s, we've kept our promise of anonymity to the millions of people who have trusted us with their crime information.
- Attract more people and organisations to support us – this boosts our efforts to connect with people in every community across the UK.



Achieving our strategy



Reach key audiences

Focus on groups and communities who most need our services, which means convincing those who are less likely to speak directly to police to contact Crimestoppers.

- We have introduced small but targeted zones in communities with complex crime problems but with little trust in the police. These zones allow us to bring together a multi-agency approach over a longer period, working with the community so it is safer for all.
- Our 'Speak Up' services in partnership with public sector and industry allow wrongdoing to be reported anonymously, leading to better workplaces and improved trust in public services.



Build a community of Crimestoppers

People are our advocates and can tell our story of helping to stop and solve crime whilst staying completely anonymous.

- Our Community Ambassador scheme, led by volunteers, has reignited a network of grass roots organisations who introduce Crimestoppers to those most likely to need our service.
- We are working with a wide range of professionals who have trusted relationships with young people. We provide them with tools to talk with young people about stopping crime.
- Businesses support our charity in many ways, including using anonymous information to stop crime affecting their staff and customers.



Tell our story of anonymity

Stories help us connect with key audiences. They build trust in our service by demonstrating the impact of speaking up and illustrating the difference we make.

- We use anonymised real-life case studies to inform our communications, bringing to life the power of anonymous information to achieve positive change.
- We welcome visitors to our Contact Centre, including media outlets, to see first-hand how we keep our 'stoppers' safe.
- We run local and national campaigns that reinforce the power of anonymity to bring in quality information for police and partners.



One team, working well

Working together for the same goals, using the experiences everyone brings, and developing our people are all vital for our charity to be efficient and effective.

- We have improved our Contact Centre productivity, with upgrades to our technical systems, and continue to develop staff skills and opportunities.
- Staff have contributed to our policy on diversity and engaged in a range of training from mental health and first aid to safeguarding.

Volunteers responded positively to our engagement survey and work to improve the health of our local committees so they can be effective in supporting the people and areas that need us the most.

Real-life cases

Making a difference – true stories, anonymised

This sample of crimes solved shows the real impact of our charity.

Details have been changed to protect the identities of those involved.

Firearms taken off the streets

Gun availability and use by criminal gangs has been rising in many parts of the country. Following a tip-off to Crimestoppers, a handful of illegal firearms were seized during a raid, with a man subsequently arrested and charged.

Risky abuser caught after years on run

The effects of domestic abuse can be extensive and lifelong and include depression, anxiety and mental health issues. A persistent offender who was a high harm danger to women had been on the run for many years. He continued to offend whilst evading justice. Thanks to Crimestoppers information, he was picked up by police and finally faced the consequences of his actions.

Drugs, bypassed meter and arrests at grow house

We were contacted with details about a potential cannabis farm. The local force investigated and found hundreds of thousands of pounds worth of drugs, along with potentially lethal energy theft. Numerous arrests were made.

Paedophilia fears over man with access to children

Crimestoppers was given detailed information about a man who was believed to be a significant danger to children. He used social media and other platforms to mix with and engage with those who are underage. The man was arrested and all devices seized by police.

Concern over a pair of dangerous XL Bully dogs

Residents on a street in a sleepy suburb were living in fear after neighbours noted

a pair of XL Bully dogs that were behaving out of control. They were also aware that the dogs were being neglected and were unable to be walked safely.

The dogs were seized for further investigation.

Drugs production exposed at empty shop

We received reports that a large shop was being used as a front to produce drugs. Residents had noticed people visiting at odd hours of the day and night. Following up on our information, the police seized drugs worth over half a million pounds and found equipment such as high-powered grow lights, transformers and electric fans. Arrests were made at the scene.

Driver prompts police chase despite children on board

A man who had severe health issues that prevented him from driving continued to get behind the wheel. Locals had regularly witnessed him driving at great speed with his family onboard. He was unlicensed and uninsured. However, after Crimestoppers was alerted to his persistent recklessness, the police intervened. They caught him breaking the law and he was immediately arrested.

Guns recovered as dealer snared

A dangerous and violent drug dealer with a long history of crime thought he was able to get away with his behaviour. But after Crimestoppers passed on vital info, a raid on the property followed with drugs, weapons and ammunition all seized. The man was arrested and subsequently charged.



“As Senior Investigating Officer, I wanted to pass on my gratitude as I am not sure we would have got to the person anywhere near as quickly, if at all, without your help”

Anonymised feedback from a leading police investigator

Man jailed after killing partner following years of abuse

A man who fled after murdering his partner hoped to escape justice despite the horrors of his crimes. As a result of information from a member of the public who contacted our charity, the killer was caught and sentenced to life.

Helping to secure our borders

Our charity regularly passes on information to Border Force. Among the types of successes are seizures of huge quantities of knock-off meat products and hundreds of thousands of cigarettes and packets of tobacco. Thousands of pounds of undeclared cash was also detected, vulnerable children have been safeguarded and weapons have been seized, all because of our information.

Millions of pounds of drugs seized in one swoop

Crimestoppers takes information from everyone about all types of crime. One example is where we received tip-offs

from multiple sources about suspicious activity involving a large group of men who were coming and going at a property at all hours. After we contacted police, a property was raided, millions of pounds worth of drugs seized, energy theft exposed, and potential immigration infringements discovered. The authorities acted quickly, leading to those legally here being jailed, whilst others are awaiting deportation.

Most Wanted – words of praise from police

“As Senior Investigating Officer, I wanted to pass on my gratitude as I am not sure we would have got to the person anywhere near as quickly, if at all, without your help.”

“I wanted to thank you for all your assistance in this matter and honestly, without this reward, I don't think we would have got him. It certainly put the pressure on, along with some of our police tactics which resulted in him handing himself in. I can't thank you enough and appreciate all your help. It's been a pleasure.”

Driving quality information

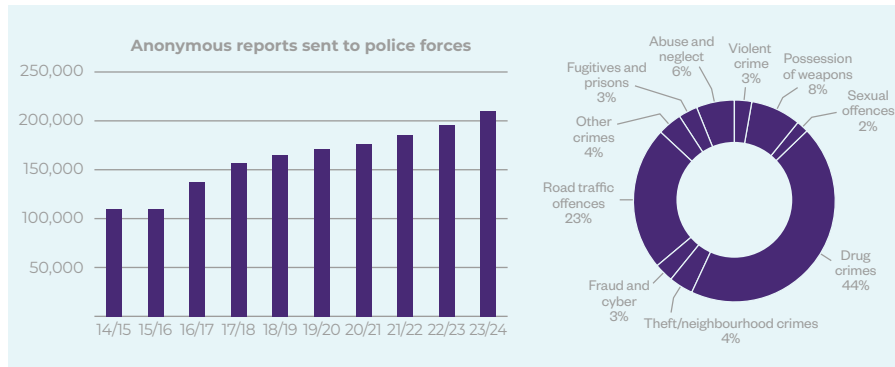
Reports double in a decade

For the first time ever, we have sent more than 200,000 reports to UK police forces over the year. Every force received more information from us in 2023-24 compared to last year. There was an overall increase of 9%.

Over the last 10 years, high-quality information more than doubled.

The reasons for this growth are hard to say for certain, but is likely to be a combination of the following factors:

- Targeted campaigns at both local and national level are reaching those audiences less likely to speak directly to police.
- A full network of managers working in the regions and nations across the UK responding to local community needs.
- Frustrations with the service provided by the police



non-emergency number 101 in some parts of the country.

- An increase in recorded crime for some crime types.
- A drop in public trust and confidence in the police.

What do the public tell us?

We take information about all crimes and the ratio of crime types

does not change significantly year-on-year.

The notable changes in 2023-24 were:

- Vehicle crime almost trebled from 709 reports to 2,041.
- Drink and drug driving reports increased 25% to 49,000 reports.
- Immigration and border crime increased 58% to 5,584 reports.

Cannabis campaign cultivates a 16% rise in reports

We were approached to develop a partnership campaign in conjunction with the National Police Chiefs' Council and police forces across England and Wales. This combined effort delivered an online awareness campaign aimed at the public and professionals within the property industry and offered warning signs for properties impacted by cannabis cultivation.

Running from mid-May to mid-June 2023, it aimed to help people recognise the crime and encouraged those with information to speak anonymously to Crimestoppers.

The campaign achieved an impressive 16% uplift in reports sent to forces on cannabis cultivation when compared to the month before launch. In addition,

there was a 13% spike in overall reporting of all crime types to Crimestoppers observed through the campaign's duration.

This method of a joined-up approach to national campaigning boosts effectiveness in both creating awareness and prompting action from the public.

Controversy sparks engagement

We highlighted victims of modern slavery and forced labour who are exploited to cultivate the drug. Homes in impacted communities are at further risk of fire due to energy theft in properties used as grow houses.

The messaging resonated well with audiences, especially the impact on victims.

The campaign had exceedingly high rates of engagement, especially on social media, beyond the rate campaigns usually receive. Much of this sparked healthy debate across comment sections of the various ads run across multiple social media platforms.

Adding a human touch

Those who shared their experiences of living near or next to a property being used as a cannabis farm highlighted the negative effect on the neighbourhood, the community and themselves.

Given the lively debate around the subject of cannabis, this campaign showed that the issue can be raised and the harm caused can be flagged whilst simultaneously generating vital information from the public.

Connecting with every community

Record trust in Crimestoppers in Wales

From April 2023 to March 2024, Crimestoppers in Wales saw significant engagement and impactful results.

Reports disseminated to Welsh forces reached 10,297, which marks a 9% increase year on year.

The Fearless team engaged with more than 27,000 young people, empowering them to speak up about crimes affecting the communities where they live and go to school or college.

We delivered eight regional and nine national campaigns across Wales, which contributed to 66 arrests and attracted over 148,000 visitors to the website.

The drug and drink driving campaign saw the largest engagement, achieving 622,000 social media impressions.

Most Wanted in Wales

Crimestoppers Most Wanted continues to thrive in Wales.

One success includes two high-risk suspects who turned themselves in after being featured. This highlights the effectiveness of featuring on Crimestoppers Most Wanted and across our social media accounts.



27,000
young people
engaged

622,000
social media impressions
of the the drug and drink
driving campaign

Engagement boost for Fearless

Crimestoppers Northern Ireland was awarded £20,000 from the Assets Recovery Community Scheme to run a campaign in areas with high levels of intimidation and exploitation by criminal gangs using violence and weapons.

This has had a major impact on communities and families, with young people being coerced into activities such as drug dealing against their will.

It was agreed with the Department of Justice that we would run a Fearless campaign over a 3-month period.

The creative assets included a simulated Snapchat conversation between two young people. The messaging highlighted that crime information can be passed

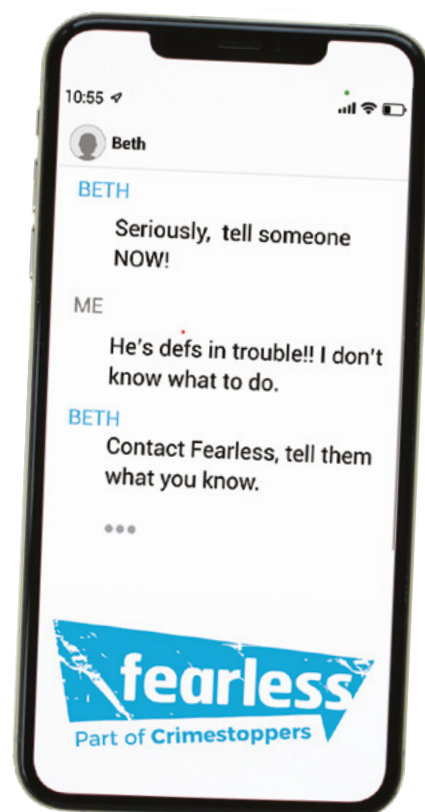
28,756
page views for our Fearless
campaign in Northern Ireland over
a 3-month period

95%
rise in reports to Crimestoppers

on via our charity without fear
of reprisals.

The results of our Fearless campaign in Northern Ireland were impressive, with page views increasing from 26,359 to 28,756 over the 3-month period and reports to Crimestoppers rising by 95%.

For the first time ever, after the campaign, Northern Ireland ranked in the top three UK locations for areas with the highest Fearless engagement.



Connecting with every community



Fearless Scotland drugs campaign shaped by young people

All Fearless Scotland campaigns are co-produced by young people, for young people. This provides a crucial perspective on the messaging and the approach needed to best engage with a young audience.

When it comes to drugs, young people were clear; they wanted to hear from experts – experts by experience.

Drug misuse in Scotland has often been discussed in the context of record drug deaths, prison sentences and harm. What about recovery? Was that a possibility?

From their perspective

Young people felt that nobody ever talked about the people who made it through to the other side. They told us that if they could believe that their friend might make a recovery from drug dependency, they would be more likely to speak up either to get them help or to report the drug gangs exploiting them.

Hope was needed.

Working with lived experience Peer Mentors from criminal justice services, The VOW Project and Positive Outcomes Programme, Fearless produced a video podcast

that was shared with young people across Scotland in short clips on Instagram, Snapchat and TikTok.

Reflecting on their own personal stories of recovery, the mentors spoke of their journeys and how they now help others through substance misuse and the criminal justice system.

Fearless countrywide

In March, we were delighted to welcome Minister for Drugs and Alcohol Christina McKelvie to Craigroyston High School, Edinburgh to the launch of our month-long drugs campaign.

In addition to the social media campaign, Fearless ran outreach events in cities across Scotland and published a series of substance misuse themed blogs on our website. This was aimed at adults who look after or work with young people from the Child and Young People's Centre for Justice (CYCJ) and The DSM Foundation.

The campaign saw over 26,000 young people swipe to the campaign landing page where they were able to learn more about the impact of drugs, pass on crime information or get support from partner agencies.

Kevin, a Peer Mentor at The VOW Project based in Edinburgh, said on the podcast:

"My rock bottom should have killed me. Don't wait until you hit your rock bottom. You might not survive your rock bottom. Take action now.

"Learn from my mistakes – don't wait to learn from yours."

Donald, another Peer Mentor at The VOW Project, speaking about the charity's promise of 100% anonymity, said:

"It's not about sticking people in – it's about saving people's lives.

"It's about helping people and supporting people and trying to get them out of that."

Pat, a Peer Mentor at the Positive Outcomes Programme in Glasgow, said:

"I've been in recovery for years now and I see other guys, younger guys get in recovery.

"It doesn't matter what walk of life you come from, what background you come from and no matter how far down the scale you have gone...Recovery is open to anybody."

Connecting with every community

Challenging domestic abuse myths in Eastern European communities

Research conducted in 2022 highlighted a significant issue regarding the recognition of domestic abuse within Polish communities.

Many women do not identify the signs of an abusive relationship and often excuse their partner's behaviour, attributing it to factors like alcohol consumption. This normalisation of abuse leads to a lack of understanding and mistrust in available services.

These barriers are not unique to the Polish community but are prevalent across many other Eastern European communities.

Prioritising Boston

Boston in Lincolnshire has one of the highest populations of Eastern Europeans in the UK. It's essential these communities can access the necessary services.

Recognising this need, Crimestoppers launched a six-week campaign aimed at debunking myths around domestic abuse and improving engagement with Eastern European communities. We used translated assets, an AdVan on market days and at a Lincoln City Football match, and we hosted community events. Our social media campaign reached over 220,000 young people and adults.

As a result of these efforts, the campaign led to 690 referrals to local services, 16 of which came from Eastern Europeans. There were 759 views of the campaign's landing page. The initiative underscores the importance of targeted, culturally sensitive outreach in addressing domestic abuse and supporting those in need.

This campaign is a part of ongoing efforts by the local domestic abuse services to ensure that everyone, regardless of background, has access to the help they need to recognise and escape abusive situations.

New Crimestoppers easy read leaflet

Being open and accessible to all is important for Crimestoppers to be able to support everyone who needs our service.

Breaking down barriers to reporting crime is something that our charity has decades of experience.

Working with the national charity Camphill Village Trust, we now have an easy read leaflet, which explains how information can be given to Crimestoppers 100% anonymously. The leaflet was co-produced with adults that have learning disabilities and autism.



The City of Wolverhampton has been vulnerable to County Lines gang activity in recent times. This is due to links to Birmingham and elsewhere, making it an obvious choice for organised gangs to use the transport infrastructure to move drugs from larger cities into more rural areas, towns and villages.

Working with the Safeguarding Lead at Wolverhampton Wanderers FC, Crimestoppers was able to engage with the club's staff and Academy players, delivering tailored Crimestoppers

and Fearless sessions. The sessions highlighted the danger of County Lines exploitation and improved awareness of Crimestoppers and the Fearless service.

The club offered free match day big screen advertising at the Molineux Stadium for a game with an attendance of 31,000, alongside a space in the Fan Zone where we spoke with over 300 people. Concurrently, we ran a social media campaign appealing for County Lines information in conjunction with West Midlands Police.

Connecting with every community

Building resilience in neighbourhoods most harmed by crime

People living in areas blighted by the highest crime levels know the negative impact this can have on their lives and the wider community. Fear often prevents them from speaking up.

The Clear, Hold, Build initiative brings together many local agencies from police, councils, community groups and other charities with an emphasis on cutting crime and anti-social behaviour in those areas. The programme highlights alternative ways to report information, such as via our charity. By seeing police action being taken, raising awareness of crime issues, Crimestoppers can help encourage those who have information on crime to report it.

8%

increase in drug trafficking and supply information

33%

rise in information about knives and weapons

9

reports received relating to wanted people in Barnet

Focus on London, Yorkshire and the Midlands

We have run joint Clear, Hold, Build campaigns in Bradford Moor in West Yorkshire, Fairfield Estate in Buxton in Derbyshire and in Staffordshire, to name but a few.

In London, the target area was Grahame Park Estate, Barnet. We worked with local authorities, housing providers, neighbourhood policing teams, faith groups and health care to promote the four-week campaign via social media, a leaflet mailout and localised artwork/messaging.

Nearly 300 reports were sent on to the Met's intelligence bureau during and after the campaign. This shows the importance of engaging effectively to create a ripple effect that leads to positive change.

Crimestoppers Zones: Helping build public confidence

How to create safe communities in areas where people are unwilling to speak up is a common question among professionals and policy makers.

Our charity has a key role to play here as we have decades of experience connecting with millions of people who find it difficult to take action by reporting what they know to the police.

Crimestoppers Zones have been piloted across the country. They are designed to improve confidence in local communities and to help deter criminals.

By offering the security of anonymity, we are a vital conduit, passing on community information to tackle crime that harms these communities the most.

Spotlight on Swindon

We installed lamppost signs and banners, organised digital billboards and published an article in the local door-to-door

100%

rise in information for New Parks, Thringstone, and Whitwick.

36%

increase for the whole of Leicestershire with information about murder, firearms, knives, rape and about wanted individuals.

magazine. Leaflets were provided to partners in different languages, and we attended community events to talk to members of the public. We also ran adverts on social media.

In the first 3 months, we received 143% more reports from our target areas compared to the same period in the previous year. This is significantly more than the 8% increase we received across all of Swindon and Wiltshire.

Building trust in Bridgend

The Crimestoppers Zone campaign in Wildmill, Bridgend in the heart of south Wales is supported by Bridgend Council and launched in early March 2024.

Previously there had been no reports from the area to our charity. Since then, a number of reports were received from within the zone and more than a dozen others from the immediate surroundings. These related to drug trafficking, drug driving and sexual offences.

Leicestershire launch

The Bell Foundry in Loughborough, New Parks, Thringstone, and Whitwick have been designated as People Zones empowering community members to contribute to creating safer, happier and healthier living environments. A key part of this initiative are Crimestoppers Zones with signs on lampposts, railings and pylons. Leaflets were distributed to every household within these zones explaining how to report crime anonymously.

Building trust in our service

FGM awareness training for frontline workers

Crimestoppers and the Sussex Hidden Harms Practices Group worked collaboratively to deliver an online training event specifically for frontline practitioners who have concerns around Female Genital Mutilation (FGM) and other hidden harms in communities across Sussex.

This event featured a multitude of highly trained, experienced and grassroots level practitioners who shared their expertise in identifying concerns, referring and providing support to survivors.

This event saw over 130 people attend online and has received outstanding feedback, with post survey responses showing that 99% of attendees found the event 'extremely useful' and commented that they would definitely attend a future similar event.

"Very engaging throughout the whole day. The speakers' passion shone through, made everything reality and not just textbook. Highly recommended. Thank you for delivering a well organised event with great speakers."

"The day had fantastic speakers who were clearly passionate about their area of expertise. A very informative day. I hope that you will put another one on as I have informed my team how amazing it is!"

"This was a great event with well-informed speakers. I absolutely enjoyed every session."

Feedback from training session attendees.



Providing a safe space to speak up when something isn't right.

Online or on the phone, anonymous or confidential.



FRS SPEAK UP

Call **0800 022 3818**
or visit **frs-speakup.co.uk**

Powered by
Crimestoppers.

More fire services sign up to FRS Speak Up Service

In early 2023, Crimestoppers developed the FRS Speak Up Service with our early adopter fire service partners. It followed revelations that there was evidence of widespread harassment, discrimination and bullying in the fire and rescue services across England.

FRS Speak Up gives those working in the fire and rescue services across the UK a safe place to pass on information – online and by phone – anonymously or confidentially, for 'when it's not OK' or to raise the alarm about bad behaviour.

We now work with 16 fire services who have added FRS Speak Up as another layer of protection and peace of mind for their colleagues.

Feedback from a senior Fire Chief: "It does what it says on the tin. It is value for money."

One charity, one team, working better together

Volunteer Awards 2024

Our Volunteer Awards are a fantastic opportunity to showcase the wonderful work of our Crimestoppers volunteers, the length and breadth of the country.

- **Volunteer of the Year Award, given in memory of Carolyn Randall:**

Joint winners – Zafran Mohammed, Chair of our West Midlands Committee and Roy Marks, Chair of Durham & Darlington Committee

“The words ‘commitment and dedication’ fall short to convey Zaf’s passion and drive to spread the word regarding the outstanding services that Crimestoppers provides on a daily basis”.

“Roy has built up a significant network base. His passion for getting things done and being on the ground talking to people is how he feels he and we can make the biggest difference”.

- **Committee of the Year Award:** Gloucestershire Committee

- **Youth Volunteer Award:** Hannah Curtis, London Committee

- **Unsung Hero Award:** Sarah Miles, Gloucestershire Committee

- **Fundraiser of the Year Award:** Karen Ramsey, Isle of Man Committee

- **Lifetime Achievement Award:** Stuart Rawlins, Advisory Board member and Chair of Essex Committee

- **CEO’s Corporate Award:** The VOW Project, Scotland



Volunteers connect us with every community

Since 2020 we’ve been working on elements set out in our National Volunteering Plan.

The plan aimed to improve the experience for volunteers, from recruitment and induction to volunteering tools and recognition. This year we’ve completed most of the aspirations we set out to do.

Our volunteering plan was based, in part, on a survey of all volunteers, which we ran again this year. Overall, the picture is encouraging, with feedback demonstrating that volunteers feel increasingly valued, motivated, and ably supported by the charity.

A highlight was a 15% increase confirming the usefulness of our online tools for volunteers to engage with their communities. This is a good reflection of the impact of our work in the intervening years.

We have started our work to assess and improve the health of our volunteer committees – the locally led groups at the heart of connecting with every community. Working with volunteer leaders, we are setting plans which will transform each area as needed. This activity will also form the foundation of a new National Volunteering Plan, as we continue to improve our support to all our wonderful volunteers.



As we look to the future of our charity and how we want to be, we will continue to focus on working with those people who most need our services to speak up safely.

To be most effective we need a firm foundation of modern technology and processes to ensure we are easy to do business with and are an excellent place to work and volunteer.

Our ongoing objectives are:

- Improve the quality of information we send to the police
- Improve trust and confidence in our services among our likely users
- Extend our partnerships and networks to reach all communities

Our plans for the coming year include:

Address public perceptions of our charity to build trust and confidence in our services, especially in areas most affected by crime.

- Focus on high crime, low reporting communities with messages about how our charity can help
- Support initiatives aimed at communities blighted by organised crime gangs
- Develop a thought-led and insightful approach to online

engagement, including new platforms, to reach new audiences

- Provide more information on how we make a difference, improving feedback from police and using our case studies

Review the strategic direction of our charity to make sure we are on the right path to help people, communities and organisations speak up to stop crime.

- Review our charity's long-term strategic plans, listening to views and ideas from all invested in the work we do
- Set clear intentions to get the best value from the data we have, including governance, systems, security and culture
- Embark on the next stage of our journey with Fearless to encourage more young people to consider what they can do to help stop crime
- Look to 2028 and our 40th anniversary, considering how we want to mark this milestone

Make sure we are easy to do business with so, together with our partners, we help stop more crimes.

- Offer 'speak up' lines to a wider range of organisations, so they benefit from

anonymous information about internal issues

- Investment in the tools and services so we can provide the best services possible for our partners
- Improve our relationship management and performance reporting tools so we are more efficient
- Champion our charitable status by routinely asking for donations

Have a modern workplace for staff and volunteers, with the right tools and policies, so we are efficient and effective.

- Continue to improve our IT infrastructure to make better use of collaborative technologies
- Develop our ambitions for diverse and inclusive teams, improving our decision making
- Widen the scope of our business continuity planning to cover all of the charity and manage potential incidents effectively
- Offer our people more opportunities to develop their skills and talents within our charity, so they can perform their role to the best of their ability

April 2023 – March 2024

CrimeStoppers.

Highlights

Crimestoppers impact



Crimestoppers feedback

1,543 arrested & charged from
our information

£1,420,210 worth of
recovered property

27,676 positive outcomes
from our information

£15,212,859 total drugs
'street' value

Figures based on partner feedback and
do not reflect Crimestoppers full impact

National and regional campaigns

115 national, regional
and business
growth campaigns

106 total number
of partnerships

300 volunteers



Crimestoppers engagement

41
enhanced rewards

7,228
pieces of coverage

£714,000
total value of enhanced
rewards offered

£14,716,445
value of
secured coverage



32,881
young people reached
via Fearless workshops

Financial results

The group results for the year ended 31st March 2024 are given in the Consolidated Statement of Financial Activities (SOFA) on page 26. The charity's assets and liabilities as at 31st March 2024 are given in the Balance Sheets on page 27.

Trading results

More information is available in the notes to the accounts on pages 31 to 41.

As in the prior year income again increased, this time by 10% to £7,848,929. This rise of £710,209 was across all income types with notable increases of £346,868 in charitable activity revenue and £103,877 in investment income. The charity's costs in comparison increased by 12% to £7,437,555, a rise of £778,510. Such higher costs are due to the increased expense of providing the core service to police and other partners, with a 10% rise in the number of employees engaged in such activity. The median length of service of Call Agents increased in the year, enabling an improvement in the quality of the service and due to a determined effort to improve the terms and conditions of such staff. Costs other than employee expenses rose by £324,612, an increase of 12% and which included investment in improved IT infrastructure to include commencement of a comprehensive CRM system. The Trustees monitor expenditure and are satisfied that the increase relates directly to the supply of the core service and improvements in the infrastructure required to deliver it. The surplus of £411,374, has been transferred to reserves.

In 23/24 the price charged to the majority of police forces was increased to reflect inflationary pressures since the last rise in 20/21; however such a rise was below the cumulative rate of inflation, which the Trustees are pleased with as it keeps the cost of the core charitable service at an affordable level. This is deemed to be important in the light of potentially tight public spending constraints. The value of other charitable income, which arises from work with partners in the commercial, charitable and public sectors, increased by 17% to £1,126,401. One driver for the increase was the commencement of a nationwide public facing line to enable reporting of illegal behaviour by police officers. As a consequence of increased reserves and high interest rates, the charity was able to increase investment income to £125,243. During the coming year the Trustees will review the charity's investment policy, which is currently to place funds only in interest bearing accounts, to ensure that assets can generate an appropriate return on an ongoing basis and thus further diversify the income base.

The balance sheet strengthened in the year with total funds increasing by £411,374 to £3,318,470. The charity invested £158,215 in capital expenditure, principally in computer hardware and software. Notably expenditure was development of API functionality and commencement of a customer portal, which will be launched in the 24/25 financial year. Net current assets increased by £376,705, the majority of which was due to a further increase in cash and investments to £4,499,915, a rise of £895,947.

The balance on the general fund increased by £540,815 to £2,736,601, of which free reserves are £2,359,282. This is outside the range of reserves set as a target by the Trustees, with a goal to build the level of reserves in the coming years.

In summary, the Trustees are pleased with the financial outcome for the year, which not only generated a surplus, but saw growth in work outside the core service to the police. Investments were made in assets to improve customer experience, such as the API and commencement of the customer portal. Staffing levels were increased to ensure a good quality service, with investment in pay and terms and conditions leading to an improved median length of service.

Investment policy

The charity's policy is to maintain all of its liquid resources in interest bearing accounts at competitive rates available in the market.

Reserves policy

The charity maintains a level of reserves to allow it to meet its operational obligations and to mitigate against the financial costs of identified risks.

The level of reserves is set in the light of risks identified in the Risk Register, which is reviewed annually by the board. The key risks identified concern damage to the charity's reputation to guarantee anonymity to every member of the public who passes on information about crime and loss or reduction of grant support from the Home Office.

The Trustees consider that a level of reserves in the range of £2.8 million to £3 million is appropriate given the level of risk identified, an increase from the previous financial year. The level of unrestricted free reserves on 31st March 2024 was £2,359,282, which the Trustees target to increase over an appropriate period, being mindful of the need to invest funds to further the charity's purpose.

The Trustees review the level of reserves yearly and update the policy annually.

Financial results

Going concern

The Board of Trustees, in considering the adequacy of the charity's resources to continue in operational existence for the foreseeable future, has had due regard to the risks of possible reduced funding from the Home Office, donors and sponsors. The Home Office has committed to continue to support the charity with the award of a grant for 2024/25, at the same level as for the current financial year. Given the continued pressure on the Home Office's finances, Trustees see this continued funding as a positive endorsement of the charity. The Trustees anticipate that Home Office funding will continue to be available for periods beyond 31st March 2025. Additionally, the Trustees believe that the work being undertaken to attract funding from other sources will meet any potential shortfall and are therefore satisfied that the charity can continue to meet its commitments as they fall due.

Risk management and internal control

The Board of Trustees has examined the major strategic, business and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The principal risk facing the charity is to its reputation in being able to guarantee anonymity to every member of the public who passes on information about crime. The Trustees will continue to implement policies which protect the operation's integrity. The other main risk to the organisation is the contribution from the Home Office, as it continues to provide significant funding for the charity; around 10% of its overall income in 2023/24. Trustees and staff continually look to increase other sources of income to ensure that the charity remains viable.

The Board has overall responsibility for ensuring that the charity has a system of internal control. Such a system of control can provide only reasonable and not absolute assurance against errors or fraud. The controls include clearly documented accounting procedures and a delegation of the authority of the Board of Trustees through the Chief Executive to the rest of the organisation. Controls safeguard Crimestoppers' assets and maintain the integrity of accounting controls.

Crimestoppers operates an annual planning and budgeting system with a yearly budget approved by the Board. Any significant changes to those plans or budgets need specific approval from the Audit Committee. Revised forecasts are undertaken during the course of the year. The financial reporting system compares results with the budget and forecast on a monthly basis.

Subsidiary undertakings

The charity's subsidiary undertakings as at 31st March 2024 were wholly owned and registered in England and Wales. Details are included in Note 14 to the financial statements. Some of the funds required to support the operations of the charity are raised through its subsidiary, Treble 5 Treble 1 Limited.

Employees and volunteers

Information about the aims and activities of the charity is disseminated to all staff and volunteers by means of briefings, meetings, reports, newsletters and Crimestoppers' intranet.

Crimestoppers promotes kindness, diversity and inclusion and fully accepts its social and statutory duty of enabling disabled persons to play their part in the community and will employ them wherever practical. Should any staff become disabled, every reasonable effort is made to continue their employment and where necessary to provide special training or equipment. Career development and promotional opportunities are the same for all staff and volunteers.

The remuneration of the Chief Executive and other senior management is approved annually by the Trustees.

The charity depends heavily on the valuable contribution made by its volunteer committee members, both with regard to fundraising for regional projects and the promotion of the Crimestoppers service.

Financial results

Organisational Structure, Governance and Management

Charitable status

The charity is registered with the Charity Commission for England and Wales and the Office of the Scottish Charity Regulator. Our work extends throughout the British Isles, with a connection to Crimestoppers International.

Board of Trustees and organisational structure

The charity is a company limited by guarantee and is governed by the Board of Trustees, whose members are also directors for the purposes of the Companies Act. The Trustees who served during the year are set out on page 44. The Board is responsible for the oversight of the management of all the affairs of Crimestoppers. They are subject to fixed-term appointments and election or re-election in accordance with procedures set out in the charity's Memorandum and Articles of Association, which is its governing document. Trustee recruitment and appointment is on the basis that new appointees are familiar with both the responsibilities of being a Trustee and the detailed nature of the organisation. Due to the Trustees' business and charities experience and their awareness of the aims of the charity, it is felt that formal training beyond an induction process is unnecessary at the present time, but this will remain under review.

The Board ensures that all activities are within agreed charitable objectives.

The Board's work includes setting the strategic direction and agreeing the financial plan.

It appoints an Advisory Board ('AB') which currently consists of representatives from the Trustees, regional volunteer committees and the senior officers of the charity. The AB meets twice a year, the principal purpose of which is to provide a communication channel between the Trustees, senior officers and regional volunteers.

Governance Committee

The Governance Committee is appointed by the Board of Trustees and consists of up to three Trustees. It meets a minimum of twice each year. Its purpose is to ensure that the Board of Trustees fulfils its legal, ethical, and functional responsibilities through adequate governance, policy development, monitoring of Board activities, and the evaluation of the effectiveness of Board performance.

The Governance Committee undertakes an annual review of the Board's performance and Trustees are confident that the charity's governance meets the Charity Governance Code's recommended practice

in all material respects, which has been confirmed by a comprehensive audit carried out and reviewed by the Trustees in the year. Trustees have reviewed and confirmed that in the few areas where the charity does not – benchmarking, Board size and Trustee length of service – there is sufficient justification. The unique nature of the charity's operation means there are no obvious direct benchmarking comparators, but this will be kept under review; for the time being, Trustees have agreed a regime of continuous improvement. The Board's complement is under constant review and while this has resulted in a reduction, the number still exceeds that recommended by the Code. In addition, a number of Trustees have served longer than the recommended nine years. However, those individuals continue to provide excellent service to the charity.

Audit Committee

The Audit Committee is appointed by the Board of Trustees and consists of up to three Trustees. It meets at various times during the year to consider reports from the auditors and advises the Board on financial control and organisational effectiveness.

Trustee Directors' responsibility

Each of the Trustee Directors has confirmed that so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware, and that they have taken all the steps that they individually ought to have taken as a Trustee Director in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Auditor

In accordance with the Companies Act 2006, a resolution proposing Forvis Mazars LLP be re-appointed as auditor of the charity will be put to the Annual General Meeting.

Our volunteers

There are 39 regional volunteer committees, consisting in total of approximately 300 volunteers from business, local government, the media, and representatives generally of the communities they serve. They are responsible for working collaboratively with a wide variety of partners including the police, Police & Crime Commissioners, Community Safety Partnerships, and other partners promoting Crimestoppers generally and managing campaigns in their local area. The majority of committees are supported by salaried Regional Managers. It should be noted that a great amount of time, the value of which is not reflected in these financial statements, is donated by volunteers, without whom the charity would not be able to sustain the current level of activities.

Financial results

Our staff

In the year there were on average 98 full-time equivalent staff who were responsible for the management and administration of the charity, staffing the 24/7 Contact Call, marketing and fundraising, building and maintaining UK-wide partnerships, managing UK-wide campaigns, and supporting regional volunteer committees. Of the staff, 32 are part of its Central Office team, 47 work either in management positions or under a shift system in the 24/7 Contact Centre and 19 work in a regional or area managerial role providing support to particular volunteer committees. The Central Office is also the base for several volunteers who assist with fundraising and operational tasks. The organisation has no staff on zero hours contracts.

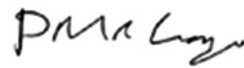
Pensions

The charity contributes to a defined benefit scheme, which was closed to new entrants in 2005 and future service accrual in 2022, and to an occupational money purchase scheme. A professional actuary carried out a three-yearly valuation at 31st March 2023 of the defined benefit scheme, which is not under Crimestoppers' direct control, as the charity is a small part of a much bigger group which participates in the scheme. The revised valuation undertaken shows an improvement from the previous valuation undertaken in 2021, with an estimated 128% (2021 – 77%) being the proportion of the accrued benefits which the scheme assets cover.

Additionally, the actuary carries out a separate annual valuation for financial reporting purposes in line

with the accounting standard FRS 102. The annual valuation is carried out using different assumptions and often results in a very different funding deficit or surplus. The 31st March 2024 valuation under this method showed a surplus of £492,000 compared with a surplus of £385,000 at 31st March 2023. The balance does not represent the cash position, as the cash flow required relates to future pension contributions and recovery payments agreed with the Trustees of the scheme. Current financial projections indicate that the charity will be able to make these contributions as they fall due. FRS 102 requires that the balance of the pension scheme should be shown as a change in unrestricted funds. The details are shown in full in Note 17 to the financial statements. The asset is not shown on the balance sheet as the Trustees are of the view that the uncertainty around its long term likelihood are unknown and hence to do so would not be appropriate.

Signed on behalf of the Trustees



Peter Gaze FCA



Ceris Gardner

24 July 2024



Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting practice).

Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and parent charity and of the income and expenditure of the group for the year. In preparing those financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the charity's SORP.
- Make judgments and accounting estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate and proper accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the group and parent charity, and enable them to ensure that the financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended), the Charities Act 2011 and regulations made thereunder and with the requirements of the Companies Act 2006. They are also responsible for safeguarding the assets of the group and parent charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions.

Independent Auditor's Report to the Members of Crimestoppers Trust

Opinion

We have audited the financial statements of Crimestoppers Trust (the 'charity') for the year ended 31st March 2024 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated Statement of Cash Flows, and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charity and the group's affairs as at 31st March 2024 and of the group's income and expenditure for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Independent Auditor's Report to the Members of Crimestoppers Trust

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Strategic Report and Report of the Trustees, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the Report of the Trustees which includes the Strategic Report and the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared, is consistent with the financial statements; and
- The Strategic Report and the Directors' Report included within the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors'

Report included within the Report of the Trustees.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of Trustees remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees responsibilities statement set out on page 23, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

The extent to which our procedures are capable

Independent Auditor's Report to the Members of Crimestoppers Trust

of detecting irregularities, including fraud, is detailed below.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

Based on our understanding of the charity and its sector, we considered that non-compliance with the following laws and regulations might have a material effect on the financial statements: employment regulation, health and safety regulation and anti-money laundering regulation.

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management and, where appropriate, those charged with governance, as to whether the company is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;
- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the company which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as tax legislation, pension legislation, the Companies Act 2006, the Charities Act 2011 and the Charities Statement of Recommended Practice.

In addition, we evaluated the Trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements, including the risk of management override of controls, and determined that the principal risks related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, revenue recognition (which we pinpointed to the cut-off assertion), and significant one-off or unusual transactions.

Our audit procedures in relation to fraud included but were not limited to:

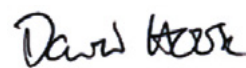
- Making enquiries of the Trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of the audit report

This report is made solely to the charity's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body for our audit work, for this report, or for the opinions we have formed.



David Hoose
(Senior Statutory Auditor)

for and on behalf of Forvis Mazars LLP
Chartered Accountants and Statutory Auditor
6 Sutton Plaza, Sutton Court Road,
Sutton, Surrey, SM1 4FS

Date: 13 September 2024

Consolidated Statement of Financial Activities

(Incorporating the income and expenditure account)
for the year ended 31 March 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Income							
Income from charitable activities	1	3,972,012	-	3,972,012	3,625,144	-	3,625,144
Donations and legacies	2	1,321,839	1,272,617	2,594,456	1,046,583	1,408,600	2,455,183
Other trading activities	3	1,155,511	1,707	1,157,218	1,005,292	31,745	1,037,037
Income from investments		125,243	-	125,243	19,155	2,201	21,356
Total income and endowments		6,574,605	1,274,324	7,848,929	5,696,174	1,442,546	7,138,720
Expenditure							
Charitable activities	4	5,240,473	1,426,548	6,667,021	4,297,085	1,383,416	5,680,501
Expenditure on raising funds	5	770,534		770,534	821,518	157,026	978,544
Total expenditure		6,011,007	1,426,548	7,437,555	5,118,603	1,540,442	6,659,045
Net income/(expenditure) before transfers		563,598	(152,224)	411,374	577,571	(97,896)	479,675
Gross transfers between funds		(62,602)	62,602	-	77,577	(77,577)	-
Net income/(expenditure) before other recognised gains and losses		500,996	(89,622)	411,374	655,148	(175,473)	479,675
Other recognised gains/(losses)							
Actuarial gain/(loss) on defined benefit pension scheme	17	-	-	-	-	-	-
Net movement in funds		500,996	(89,622)	411,374	655,148	(175,473)	479,675
Reconciliation of Funds							
Total funds brought forward		2,685,903	221,193	2,907,096	2,030,755	396,666	2,427,421
Total funds carried forward		3,186,899	131,571	3,318,470	2,685,903	221,193	2,907,096

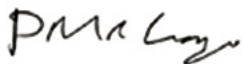
All amounts are derived from continuing activities.

There are no other recognised gains or losses other than those stated above.

Balance Sheet at 31 March 2024

	Notes	CONSOLIDATED		CHARITY	
		2024	2023	2024	2023
		£	£	£	£
Fixed assets					
Total tangible assets	9	243,374	249,316	117,280	125,266
Total intangible assets	9	133,945	93,334	2,868	11,551
Total fixed assets		377,319	342,650	120,148	136,817
Current assets					
Debtors	10	930,695	1,041,172	864,168	902,447
Investments		500,000	1,000,000		1,000,000
Cash at bank and in hand		3,999,915	2,603,968	2,755,140	1,133,908
Total current assets		5,430,610	4,645,140	3,619,308	3,036,355
Liabilities					
Creditors: Amounts falling due within one year	11	(2,489,459)	(2,080,694)	(1,535,040)	(1,553,679)
Net current assets		2,941,151	2,564,446	2,084,268	1,482,676
Total assets less current liabilities excluding pension liability		3,318,470	2,907,096	2,204,416	1,619,493
Net assets excluding pension asset/(liability)		3,318,470	2,907,096	2,204,416	1,619,493
Defined benefit pension scheme deficit	17	-	-	-	-
Net assets including pension deficit	13	3,318,470	2,907,096	2,204,416	1,619,493
The funds of the charity:					
Total restricted funds	12	131,571	221,193	131,571	221,193
Designated funds		450,298	490,117	450,298	490,117
Unrestricted funds		2,736,601	2,195,786	1,622,547	908,183
Defined benefit pension scheme deficit	17	-	-	-	-
Total unrestricted and designated funds		3,186,899	2,685,903	2,072,845	1,398,300
Total funds	13	3,318,470	2,907,096	2,204,416	1,619,493

The financial statements were approved and authorised for issue by the Trustees:



Peter Gaze FCA
24 July 2024



Ceris M Gardner
24 July 2024

The principal accounting policies on pages 29-30 and the notes on pages 31-41 form part of these financial statements. Company No 05382856

Consolidated Statement of Cash Flows

	2024	2023
	£	£
Net movement in funds	411,373	479,675
Investment income	(125,243)	(21,356)
Depreciation	59,674	98,463
Amortisation	63,872	50,869
(Increase) in debtors	110,477	(104,802)
Increase/(Decrease) in creditors	408,765	(66,515)
Net cash inflow from operating activities	928,918	436,334
Cashflows from investing activities		
Investment income received	125,243	21,356
Purchase of investments	(500,000)	(1,000,000)
Sale of investments	1,000,000	0
Purchase of tangible fixed assets	(53,731)	(68,482)
Purchase of intangible fixed assets	(104,483)	(50,000)
Net cash used in investing activities	467,029	(1,097,126)
Change in cash and cash equivalents in reporting period	1,395,947	(660,792)
Opening balance at bank	2,603,968	3,264,760
Closing balance at bank	3,999,915	2,603,968

Principal accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

Crimestoppers Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Trustees have reviewed detailed cash flow projections to 31 July 2025 and have agreed detailed budgets for the year ended 31 March 2025. Both sources of income and types of expenditure have been reviewed. The Trustees have also considered the Group's working capital and capital expenditure requirements. As a result of the foregoing, the Trustees are satisfied that it is appropriate to prepare the accounts on a going concern basis.

The principal accounting policies of the charity are set out below:

b) Company status

The charity is a company limited by guarantee. The members of the company are the Trustees named on page 44. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

c) Fund accounting

Unrestricted funds are available for use at the discretion of the Board of Trustees in furtherance of the general objectives of the charity. Funds held by regional committees which are not for a specific purpose are regarded as Unrestricted while still within the control of the relevant committee. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised for particular purposes.

d) Income

All income is included in the SOFA when the charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

Income is received from charitable activities, donations and legacies, other trading activities and investments. It is credited on receipt or entitlement to unrestricted funds or restricted funds, as appropriate, unless required by the donor to be deferred to future years. Intangible income, which comprise gifts in kind and donated services, is included in voluntary income at a valuation which is an estimate of the financial cost borne and confirmed by the donor, where such a cost is quantifiable and measurable. Such costs include amounts in excess of commercial discounts given,

where such discounts are deemed by the donors as donations. No income is recognised when there is no financial cost borne by a third party.

Activities for raising funds

Activities for raising funds represent income from fundraising events and licensing undertaken by the charity during the year.

Investment income

Investment income consists of interest and is accounted for on a receivable basis.

e) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of raising funds are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charity's activities.

Support costs, which include the central and regional functions such as general management, finance and accounting, information technology and human resources, are allocated across the categories of charitable expenditure and the costs of raising funds. Costs are allocated based on income generated by activity type.

f) Tangible fixed assets

Fixed assets are capitalised when their cost exceeds £500 and when their useful economic life is expected to exceed three years in the case of computer equipment and five years for all other assets.

Depreciation is charged to the SOFA so as to write off the cost of fixed assets on a straight-line basis over their estimated useful lives. It is calculated on a monthly basis from the month of purchase, with a whole month's charge in the month of acquisition. Leasehold improvement costs are amortised over the remaining period of the appropriate lease.

g) Intangible fixed assets

Intangible fixed assets are recognised as website and software costs exceeding £500. These costs have been capitalised at historic cost and amortised on a straight-line basis over three years. Depreciation is charged to the SOFA on a monthly basis from the month of purchase, with a whole month's charge in the month of disposal.

Principal accounting policies

h) Pension costs

The charity is a participating employer member of the Foundation Pension Plan, which is closed to new members and to future service accrual as from 1 April 2022. The scheme is a defined benefit pension scheme, the funds of which are administered by its own Trustees and is separate from those of the participating employers. The cost of providing pensions and related benefits is charged to the SOFA over the employees' service lives on the basis of a constant percentage of earnings, which is an estimate of the regular cost. Variations from regular cost, arising from periodic actuarial valuations, are allocated over the expected remaining service lives of current employees on the basis of a constant percentage of current and estimated future earnings. Any difference between the charge to the SOFA and the contributions payable to the scheme is shown as a liability on the balance sheet. An asset is not recognised.

The full deficit for the scheme is recognised on the balance sheet in line with the requirements of FRS 102. Any surplus is not recognised. The cost of the pension scheme has been brought into the SOFA in full, and allocated across expense codes on a consistent basis with the allocation of all other staff costs.

Pension costs in respect of the group occupational money purchase scheme are charged to the SOFA for the year in which they are payable.

i) Operating leases

Payments made under operating leases are charged to the SOFA when incurred. The charity does not acquire assets under finance leases.

(j) Critical accounting judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

In preparing the financial statements, management have made the following judgements:

- Determine whether there are indicators of impairment of the group's tangible and intangible assets. Factors taken into consideration in reaching such a decision include the economic viability and expected future financial performance of the asset.

Other key sources of estimation uncertainty:

- The present value of the Foundation Pension Plan defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions, which are disclosed in note 17, will impact the carrying amount of the pension liability. Furthermore a roll forward approach which projects results from the latest full actuarial valuation performed at 31 March 2023 has been used by the actuary in valuing the pensions liability at 31 March 2024. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liability.

The actuarial valuation received by the charity for the Foundation Pension Plan at 31 March 2024 showed the charity being in the position of having an asset, rather than a liability in regard to its share of the scheme. The charity has chosen not to recognise this asset, as there is uncertainty over whether refunds from the scheme can be accessed and whether it would benefit from reduced future contributions to the scheme. The charity's asset/liability in regard to the scheme has been reduced to nil at 31 March 2024.

Notes to the financial statements for the year ended 31 March 2024

1. Income from charitable activities

	2024	2023
	£	£
24/7 Call Centre	2,845,611	2,666,170
Integrity Line service	1,126,401	958,974
	3,972,012	3,625,144

2. Donations and legacies

	2024	2023
	£	£
Income from donations:		
Other voluntary income	826,318	972,310
Companies and trusts	670,866	344,903
Individuals	66,812	8,584
	1,563,996	1,325,797
Grant Income:		
Central government	917,711	897,300
Local government	59,969	160,086
	977,680	1,057,386
Intangible income	52,780	72,000
	52,780	72,000
Total income from donations and legacies	2,594,456	2,455,183

Central government grants include £800,000 (2023 - £770,500) Home Office contribution to support the core operating costs of the Charity.

3. Other trading activities

	2024	2023
	£	£
Corporate partners and other licensing income	1,087,423	939,951
Events	69,795	97,086
	1,157,218	1,037,037

Notes to the financial statements for the year ended 31 March 2024

4. Charitable activities

	2024	2023
	£	£
Staff costs – promoting the Crimestoppers scheme and building up anti-crime partnerships, nationally and locally	3,841,953	3,293,279
Publicity and promotion of the Crimestoppers scheme	1,638,459	1,540,708
Support costs	1,142,809	808,233
Other direct operational expenditure	0	11,056
Audit fee	40,775	24,575
Rewards	3,025	2,650
	6,667,021	5,680,501

Within the £6,667,021 (2023 - £5,680,501) of Charitable Activities cost for the charity are £65,100 (2023 - £62,549) relating to Governance Costs.

Within the £3,841,953 (2023 - £3,293,279) of Staff Costs are £47,515 (2023 - £Nil) Redundancy Costs.

Within the £1,638,459 (2023 - £1,540,708) for the publicity and promotion of the charity are matching costs of £52,780 (2023 - £72,000) of the intangible income (outlined in note 2 above).

5. Expenditure on raising funds

	2024	2023
	£	£
Staff costs, including consultancy and training	530,981	625,757
Support costs	203,032	301,143
Fundraising events and publicity	36,521	51,644
	770,534	978,544

6. Staff costs

	2024	2023
	£	£
Total costs of:		
Wages and salaries	3,580,922	3,218,406
National insurance	355,655	333,534
Pension and other benefits	187,679	143,385
Consultancy and temporary staff	83,759	101,758
Training and recruitment	90,334	115,903
Pension scheme administration	15,367	669
Other staff costs	11,703	5,381
Compensation for loss of office	47,515	-
	4,372,934	3,919,036

The average number of full-time equivalent employees (including part time staff) during the year were as follows:

	2024	2023
Fundraising	5	4
Charitable activities	82	76
Administration	11	11
Total	98	91
Average number of staff during the year	106	98

Higher paid employees received emoluments during the year in the following bands:

	2024	2023
£60,000 - £69,999	1	2
£80,000 - £89,999	3	2
£150,000 - £159,999	-	1
£160,000 - £169,999	1	-
	5	5

Of these employees none (2023 - None) was a member of the Trust's defined benefit pension scheme.

The total remuneration cost of the key management personnel during the year was £594,549 (2023 - £540,496).

Notes to the financial statements for the year ended 31 March 2024

7. Trustees' emoluments

No Trustee received any emoluments or expenses during the year (2023-Nil).

8. Support costs

	Charitable activities	Expenditure on raising funds	2024 Total	2023 Total
	£	£	£	£
Travel expenses	101,006	17,944	118,950	92,158
Property costs	284,548	50,553	335,101	203,666
Depreciation	104,908	18,638	123,546	149,332
Office administration costs	173,043	30,743	203,786	31,701
IT Support Costs	271,827	48,293	320,120	110,415
Professional fees	158,082	28,085	186,167	66,085
Marketing Support	130,914	23,258	154,172	369,964
Other Support costs	38,656	6,868	45,524	-
Partial VAT recovery	(120,175)	(21,350)	(141,525)	-
	<u>1,142,809</u>	<u>203,032</u>	<u>1,345,841</u>	<u>1,023,321</u>

Notes to the financial statements for the year ended 31 March 2024

9a. Consolidated fixed assets

	Tangible				Intangible
	Leasehold Improvements	Furniture, Fixtures & Fittings	Computer Equipment	Total	Software
	£	£	£	£	£
Cost					
At 1 April 2023	237,777	26,724	98,997	363,498	209,846
Additions	-	6,536	47,196	53,732	104,483
Disposals	-	-	-	-	(31,170)
At 31 March 2024	237,777	33,260	146,193	417,230	283,159
Depreciation					
At 1 April 2023	55,873	18,055	40,254	114,182	116,512
Charge for the year	23,982	5,728	29,964	59,674	63,872
Eliminated on disposals	-	-	-	-	(31,170)
At 31 March 2024	79,855	23,783	70,218	173,856	149,214
Net book value					
At 31 March 2024	157,922	9,477	75,975	243,374	133,945
At 31 March 2023	181,904	8,669	58,743	249,316	93,334

9b. Charity fixed assets

	Tangible				Intangible
	Leasehold Improvements	Furniture, Fixtures & Fittings	Computer Equipment	Total	Software
	£	£	£	£	£
Cost					
At 1 April 2023	90,617	2,434	61,204	154,255	57,222
Additions	-	-	25,893	25,893	-
Disposals	-	-	-	-	(31,170)
At 31 March 2024	90,617	2,434	87,097	180,148	26,052
Depreciation					
At 1 April 2023	19,634	906	8,449	28,989	45,671
Charge for the year	9,066	491	24,322	33,879	8,683
Eliminated on disposals	-	-	-	-	(31,170)
Loss on disposal	-	-	-	-	-
At 31 March 2024	28,700	1,397	32,771	62,868	23,184
Net book value					
At 31 March 2024	61,917	1,037	54,326	117,280	2,868
At 31 March 2023	70,983	1,528	52,755	125,266	11,551

Notes to the financial statements for the year ended 31 March 2024

10a. Consolidated debtors

	2024	2023
	£	£
Trade debtors	766,761	605,212
Prepayments	160,043	96,621
Accrued income	3,891	339,339
	<u>930,695</u>	<u>1,041,172</u>

10b. Charity debtors

	2024	2023
	£	£
Trade debtors	301,258	454,039
Prepayments	153,511	93,022
Accrued income	-	252,500
Amounts due from associated undertakings	409,399	102,886
	<u>864,168</u>	<u>902,447</u>

Amounts due from associated undertakings includes the outstanding management charge in respect of strategic and support services supplied to the subsidiary £150,500 (2023 £60,500).

11a. Consolidated creditors due within one year

	2024	2023
	£	£
Trade creditors	405,718	235,507
Taxation and Social Security	338,711	320,109
Accruals	432,615	356,742
Deferred income	1,289,796	1,168,336
Other creditors	22,619	-
	<u>2,489,459</u>	<u>2,080,694</u>

Deferred income of £1,168,336 at the end of 2023 was released during the year.

11b. Charity creditors due within one year

	2024	2023
	£	£
Trade creditors	320,127	230,946
Taxation and Social Security	121,057	159,770
Accruals	329,482	270,725
Deferred income	748,644	892,238
Other creditors	15,730	-
	<u>1,535,040</u>	<u>1,553,679</u>

Notes to the financial statements for the year ended 31 March 2024

12. Movement on restricted and designated funds

	Opening Balance	Income	Expenditure	Net Transfers	Closing Balance
	£	£	£	£	£
Total Regional restricted funds	59,338	1,274,324	(1,396,264)	62,602	0
Contact Centre relocation	161,855	-	(30,284)	-	131,571
Total Central Office restricted funds	161,855	-	(30,284)	-	131,571
Total restricted funds	221,193	1,274,324	(1,426,548)	62,602	131,571
Designated funds	490,117	220,093	(259,912)	-	450,298

- Contact Centre Relocation - Grant income received from the Cayo Foundation to fund the refurbishment of the Head Office premises to facilitate the relocation of the Contact Centre. This balance represents the amount included as part of the fixed assets which will be written off over the lease term of ten years

13a. Consolidated fund balances at 31 March 2024

represented by:

	Unrestricted and Designated Funds	Restricted Funds	Total Funds
	£	£	£
Fixed assets	245,748	131,571	377,319
Debtors	930,695	-	930,695
Cash at bank and in hand	4,499,915	-	4,499,915
Creditors	(2,489,459)	-	(2,489,459)
Net assets at 31 March 2024	3,186,899	131,571	3,318,470

13b. Charity fund balances at 31 March 2024

represented by:

	Unrestricted and Designated Funds	Restricted Funds	Total Funds
	£	£	£
Fixed assets	84,632	35,516	120,148
Debtors	864,168	-	864,168
Cash at bank and in hand	2,659,085	96,055	2,755,140
Creditors	(1,535,040)	-	(1,535,040)
Net assets at 31 March 2024	2,072,845	131,571	2,204,416

Notes to the financial statements for the year ended 31 March 2024

14. Subsidiary Companies

The group subsidiary companies at 31 March 2024, which were wholly registered in England and Wales, were as follows:

Activity

Crimestoppers Enterprises Limited	Dormant
Treble 5 Treble 1 Limited	Operation of a 24/7 call handling centre

The results of Treble 5 Treble 1 Limited for the year ended 31st March 2024 were as follows:

	2024	2023
	£	£
Turnover	4,543,795	4,028,287
Cost of sales	(2,303,174)	(1,741,566)
Gross profit	2,240,621	2,286,721
Administrative expenses	(959,652)	(809,155)
Operating surplus	1,280,969	1,477,566
Interest receivable and similar income, net of interest payable	44,544	9,615
Profit for the year	1,325,513	1,487,181
Fixed assets	257,169	205,831
Net current assets	856,464	1,081,350
Net assets	1,113,633	1,287,181
Profit and loss account	1,113,633	1,287,181
Total shareholders funds	1,113,633	1,287,181

During the year there was a charge from the parent company to Treble 5 Treble 1 Limited for the provision of management and support services of £871,000 (2023- 785,000); it is included in the Administrative expenses figure.

All taxable profits of the company are distributed to the parent charity, Crimestoppers Trust and on this basis no taxation charge is payable for the year ended 31 March 2024 or the year ended 31 March 2023. Where taxable profits are lower than the accounting profits due to temporary timing differences, reserves are retained in the company.

For 2023/24 distributions of £1,499,061 (2022/23 - £1,309,979) were made to Crimestoppers Trust.

Treble 5 Treble 1 Limited is a company limited by guarantee.

Notes to the financial statements for the year ended 31 March 2024

15. Leases

Commitments under operating leases are as follows:

	Land & buildings		Others	
	2024	2023	2024	2023
	£	£	£	£
Consolidated:				
Payments within one year	132,000	115,500	14,850	18,785
Expiring between one – five years	528,000	528,000	14,850	-
Expiring after five years	167,411	297,000	-	-
	<u>827,411</u>	<u>940,500</u>	<u>29,700</u>	<u>18,785</u>
Charity:				
Payments within one year	132,000	115,500	14,850	18,785
Expiring between one – five years	528,000	528,000	14,850	-
Expiring after five years	167,411	297,000	-	-
	<u>827,411</u>	<u>940,500</u>	<u>29,700</u>	<u>18,785</u>

The lease for the Central Office based in Wallington, Surrey was renewed with effect from 7 July 2020 for a further 10-year period. The initial rental for the period to 6 July 2023 was £66,000 pa which subsequently increased to £132,000 pa for the remaining term.

16. Related Parties

During the year the charity received a donation of £40,000 (2023 – £40,000) from the Bestway Foundation Charitable Trust. Lord Zameer Choudrey, a Trustee of the charity, is a Trustee of the Bestway Foundation Charitable Trust.

Mr Bill Griffiths, a Trustee of the charity, provided consultancy for which he incurred expenses and was reimbursed £214 (2023 - £214).

Angela Entwistle and Peter Gaze, Non-Executive Directors of Carlisle Security Services Limited, are also trustees of the charity. Mark Hallas, CEO of the charity is also a Non-Executive Director of Carlisle Security Services Limited. During the year, Crimestoppers provided an Integrity Line service to Carlisle Security Services Limited at a cost of £5,074 (2023 - £4,787). Carlisle Security Services Limited also made a donation to Crimestoppers of £15,000 (2023 - £10,000).

During the year Crimestoppers charged management fees to its wholly owned subsidiary, Treble 5 Treble 1 Limited, of £871,000 (2023 - £785,000); in addition, distributions of £1,499,061 (2023 – £1,309,979) were made by Treble 5 Treble 1 Limited. At 31 March 2024 £409,399 (2023 - £102,886) was due from Treble 5 Treble 1 Limited.

Notes to the financial statements for the year ended 31 March 2024

17. Pension commitments

The charity participates in the Foundation Pension Plan, a non-segregated multi-employer defined benefit pension scheme in the UK. The disclosures set out below are based on calculations carried out as at the Balance Sheet Date by a qualified independent actuary.

The assets are held in a separate trustee-administered fund to meet long-term pension liabilities to past and present employees. The Trustees of the Plan are required to act in the best interest of the Plan's beneficiaries. The appointment of Trustees is determined by the trust documentation.

The liabilities of the Plan are measured by discounting the best estimate of future cash flows to be paid out of the Plan using the projected unit method. This amount is reflected in the surplus or deficit in the balance sheet.

The projected unit method is an accrued benefits valuation method in which the liabilities make allowance for projected earnings.

The liabilities set out in this note have been calculated based on the scheme funding assessment carried out by the Trustees as at 31 March 2023, updated to the Balance Sheet Date.

The value of the assets for the charity at the Balance Sheet Date has been taken as the same proportion of the liabilities that relate to the employees and former employees of the charity in comparison to the liabilities of the whole plan at the Balance Sheet Date. When apportioning the assets of the Plan in this way, no allowance has been made for the effects of GMP equalisation for the charity.

The following disclosures relate only to employees and former employees of the charity.

At the Balance Sheet Date, no contributions are payable to the Plan in respect of Pensionable Earnings as it is closed to future service accrual.

In addition, the charity will pay its share of the death in service insurance premiums and administration expenses, including levies. The charity's contributions (including death in service premiums) expected to be made in the year commencing 1 April 2024 are £5,000.

The actuarial valuation received by the charity for the Foundation Pension Plan at 31 March 2024 showed the charity being in the position of having an asset, rather than a liability in regard to its share of the scheme. The charity has chosen not to recognise this asset, as there is uncertainty over whether refunds from the scheme can be accessed and whether it would benefit from reduced future contributions to the scheme. The charity's asset/liability in regard to the scheme has been reduced to nil at 31 March 2024.

a) Principal Assumptions

The principal actuarial assumptions at the balance sheet date were:

	2024	2023
Discount rate	4.90%	4.65%
RPI inflation	3.30%	3.35%
CPI inflation	2.65%	2.65%
Rate of increase in salaries	n/a	n/a
Rate of increase to pensions in payment:		
Fixed	In line with Scheme Rules	In line with Scheme Rules
RPI capped at 5.00% pa	3.10%	3.20%
CPI capped at 2.50% pa	1.85%	2.10%

Notes to the financial statements for the year ended 31 March 2024

17. Pension commitments (continued)

Pre and post retirement mortality	S3PxA with CMI 2021 with 1.25% pa long term improvements	S3PxA with CMI 2021 with 1.25% pa long term improvements
Cash commutation	80% of maximum tax-free cash	80% of maximum tax-free cash
Future life expectancy of male aged 65 at balance sheet date	21.5	21.4
Future life expectancy of male achieving 65, 20 years after balance sheet date	22.7	22.7
Future life expectancy of female aged 65 at balance sheet date	23.9	24.0
Future life expectancy of female achieving 65, 20 years after balance sheet date	25.3	25.4

For the avoidance of doubt the above assumptions are in absolute terms.

b) Asset breakdown

The major categories of the Scheme assets are:

	2024 £000's	2023 £000's
UK and Overseas Equities	1,120	1,048
Insured Pensioners	270	270
Government Fixed Interest Bonds	50	46
Corporate Bonds	374	347
UK Index Linked Bonds	224	253
Cash	29	72
Total	2,067	2,036

c) Net defined benefit liability

	2024 £000's	2023 £000's
Fair value of Scheme assets	2,068	2,036
Present value of defined benefit obligation	(1,576)	(1,651)
Unrecognised surplus	(492)	(385)
Defined benefit asset/(liability) to be recognised	0	0

d) The total expense recognised in the statement of financial activities

	2024 £000's	2023 £000's
Current service cost	0	0
Past service costs including curtailments	0	110
Net interest on the net defined benefit liability	(1)	(2)
Total	(1)	108

e) Total amounts taken to Other Comprehensive Income

	2024 £000's	2023 £000's
Actual return on Scheme assets	81	(94)
Amounts included in net interest on the net defined benefit liability	(76)	(57)
Remeasurement gains and (losses)	5	(151)
Return on Scheme assets excluding interest income		
Remeasurement losses and (gains)	84	560
Actuarial gains		
Remeasurement gain not recognised in Other Comprehensive Income	89	409

Notes to the financial statements for the year ended 31 March 2024

17. Pension commitments (continued)

f) Changes in the present value of the defined benefit obligation

	2024 £000's	2023 £000's
Present value of defined benefit obligation at beginning of period	1,651	2,113
Benefits paid	(66)	(67)
Current service cost	0	0
Interest cost	75	55
Remeasurement losses and (gains)		
Actuarial losses and (gains)	(84)	(560)
Employee contributions	0	0
Past service including curtailments	0	110
Present value of defined benefit obligation at end of period	<u>1,576</u>	<u>1,651</u>

g) Changes in the fair value of assets

	2024 £000's	2023 £000's
Fair value of Scheme assets at beginning of period	2,036	2,180
Interest income	76	57
Remeasurement (losses) and gains		
Return on Scheme assets excluding interest income	5	(151)
Contributions by employer	17	17
Employee contributions	0	0
Benefits and death in service premium paid	(66)	(67)
Fair value of Scheme assets at end of period	<u>2,068</u>	<u>2,036</u>

Thank you to our partners and supporters



Our work relies on the critical support of trusts, foundations, the law enforcement community, our commercial and public sector partnerships. By sharing our values, they help promote our charity's public profile to new audiences who can benefit from our unique services.

Trusts and Foundations

- Beaverbrook Charitable Trust
- The Bestway Foundation
- The Carew Charitable Trust
- The City Bridge Trust
- Durham County Council
- The Gilbert and Eileen Edgar Charitable Trust
- Home Office Safer Streets Fund
- The Ingram Trust
- The Mather Family Trust
- G M Morrison Charitable Trust
- The Peacock Charitable Trust
- The Percy Hedley Foundation
- The Sylvia and Colin Shepherd Charitable Trust
- Mr and Mrs T C S Haywood's Charitable Trust

Thank you to our partners and supporters



Partnerships

- Abri
- Altia
- Amazon
- Association of Police and Crime Commissioners
- B&Q/Screwfix
- Barnardo's Scotland
- BASE Border Force
- British Horseracing Authority
- Carlisle Security Services
- CSI (Crime Stoppers International)
- Electoral Commission
- England & Wales Cricket Board
- Environment Agency
- EPC-UK
- ESRI
- Federation Against Copyright Theft (FACT)
- Food Standards Scotland
- Forensic Science Regulator
- Gangmasters & Labour Abuse Authority
- HM Prison & Probation Service
- HM Revenue & Customs
- imabi
- Immigration Enforcement
- Independent Press Standards Organisation
- Insurance Fraud Bureau
- Intellectual Property Office
- Isle of Man Government
- Liberty
- Link ATM
- Long Clawson Dairy
- Metropolitan Police Service
- Ministry of Defence
- Morrisons
- Muller
- National Crime Agency
- National Infrastructure Crime Reduction Partnership
- National Police Chiefs' Council
- Next

- NHS Counter Fraud Authority
- NHS Scotland
- Openreach
- Peoplesafe
- Port Safe
- Railway Distribution Group
- Retail Energy Code Company
- Ring
- Royal Mail
- Save the Children
- Security Industry Authority
- Sky
- South Caernarfon Creameries
- Thames Water
- Tideway
- UK Sport
- UKAD
- Viva Street
- William Hill

Police with Integrity Lines:

- Bedfordshire
- Cambridgeshire
- Cheshire
- Derbyshire
- Devon & Cornwall
- Dyfed-Powys
- Gibraltar
- Gloucestershire
- Greater Manchester
- Guernsey
- Hertfordshire
- Isle of Man
- States of Jersey
- Kent
- Leicestershire
- Merseyside
- Metropolitan Police Service
- Ministry of Defence
- North Wales
- Northumbria
- Police Service of Northern Ireland
- South Wales
- Staffordshire

- Thames Valley
- Warwickshire
- West Mercia
- West Yorkshire
- Wiltshire

Fire and Rescue Services with Firestoppers:

- Cleveland
- County Durham and Darlington
- Derbyshire
- Essex
- Humberside
- Kent
- Northamptonshire
- Nottinghamshire
- South Yorkshire
- Tyne & Wear

Trading Standards:

- Greater Manchester
- Kent & Medway
- Wales

FRS Speak Up Service:

- Bedfordshire
- Cumbria
- Dorset & Wiltshire
- East Sussex
- Essex
- Gloucestershire
- Greater Manchester
- Humberside
- Lincolnshire
- Mid and West Wales
- Norfolk
- Northamptonshire
- North Yorkshire
- South Wales
- Suffolk
- Surrey

Legal & administrative information

Trustee Directors

Chair of Trustees

- Lord Ashcroft KCMG PC

Trustees

- Lord Choudrey CBE
- Mr Peter Clarke CVO OBE QPM
- *Ms Angela Entwistle
- Ms Ceris Gardner
- Mr Peter Gaze FCA
- Mr Bill Griffiths CBE BEM QPM
- Mr Stewart Harris FCA
- Mr Martin Hewitt CBE QPM
- Ms Suzanne Jacob OBE
- *Mr Michael Laurie CBE
- *Mr Barry Mizen MBE
- Mr Nick Ross CBE
- Mr Stephen Rubin OBE
- Sir Paul Stephenson QPM

Advisory Board

Trustee Directors and officers marked with a * serve on the Advisory Board, together with the following:

- Mr Phil O'Shea
Deputy Chair & AB Member for Northern Ireland & the Islands (Isle of Man & Channel Islands)
- Miss Jane Antrobus
North West Region Representative
- Mr Bill Cullen
East Midlands Region Representative
- Mrs Nina Dawes
West Midlands Region Representative
- Mr John Dobbin
Yorkshire & Humberside Representative
- Mr Jonathan Hamill
North East Region Representative
- Mr Stuart Rawlins
East Region Representative
- Mr Peter Rolington
South Region Representative

Senior Officers

- *Mr Mark Hallas OBE,
Chief Executive
- *Mr Stephen Mann,
Director of Finance, Company Secretary
- *Mr Michael Duthie,
Director of Operations
- *Ms Karen Ogborn,
Chief of Staff

Bankers

The Royal Bank of Scotland plc
280 Bishopsgate, London, EC2M 4RB

Auditor

Forvis Mazars LLP
6 Sutton Plaza, Sutton Court Road, Sutton,
Surrey, SM1 4FS

Solicitors

Bates Wells,
10 Queen Street Place, London, EC4R 1BE

Status

Crimestoppers Trust was originally established by a Deed of Trust on 20 October 1986 and was registered by the Charity Commission with effect from 4 November 1987. On 1 April 2005 the complete undertaking of Crimestoppers Trust was transferred to a company limited by guarantee, Company Number 05382856, which is itself a registered charity, Number 1108687 (England) and Number SC037960 (Scotland). The registered office of the charity is at 10 Queen Street Place, London, EC4R 1BE.

The principal office is PO Box 324, Wallington, SM6 6BG.



Crime never sleeps. Neither do we.

Keeping communities safe.
24/7, 365 days a year.

Anyone can contact our charity
with information on crime,
over the phone or online.
100% anonymously.

crimestoppers-uk.org

Registered Charity No. 1108687 (England and Wales) No. SC037960 (Scotland)
Company No. 05382856

CrimeStoppers.

0800 555 111

100% anonymous. Always.

Accounts

A close-up photograph of a woman and a man. The woman, in the foreground, has dark hair with some grey and is looking off to the side with a serious expression. The man, in the background, is also looking off to the side with a similar expression. The lighting is soft and natural.

2022/23

Annual Report and Accounts

Giving people the power to
speak up and stop crime.

100% anonymously.
Always.

CrimeStoppers.

Speak up. Stay safe.



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Welcome from our Chair



Lord Ashcroft KCMG PC
Chair of Board of Trustees,
Crimestoppers

Every day, we witness the courage and strength of more than 1,600 people who call us or go online to [Crimestoppers-uk.org](https://crimestoppers-uk.org) or [Fearless.org](https://fearless.org)

Trust rises with record numbers contacting Crimestoppers

Welcome to our Annual Report 2022-2023 as we reflect on our work and challenges, mark our successes, report on our finances and look ahead to plans for the coming year.

Crimestoppers exists primarily to support our beneficiaries – the hundreds of thousands of people each year who take the brave decision to speak up anonymously when they have information about crime.

Most people who contact us won't go to the police. They're estimated to make up about a fifth of the population. They fear revenge or have concerns about other people's negative reactions. There can also be cultural barriers to reporting.

Our charity offers strong reassurance: there's no comeback. We guarantee anonymity. We offer hope.

Protecting people, connecting communities

Every day, we witness the courage and strength of more than 1,600 people who call us or go online to [Crimestoppers-uk.org](https://crimestoppers-uk.org) or [Fearless.org](https://fearless.org). They're keen to share what they know, hoping that by contacting us, action will follow to tackle the violence and harm that festers when criminal gangs go unchallenged.

This information, given to our UK Contact Centre, changes lives for the better and helps prevent more sadness and pain from ever happening.

Record rewards in tragic circumstances

Notable recent activity involved working with communities across Liverpool after the tragic shooting of Olivia Pratt-Korbel. For this appeal, we offered the highest reward in our charity's history: £200,000.

Some months later, to support the Police Service of Northern Ireland (PSNI) after the attempted murder of DCI John Caldwell, private donors pulled together via Crimestoppers to offer our second highest-ever reward of £150,000.

Every day, the charity Crimestoppers makes a difference. We are determined that everyone can speak up anonymously. As our vision explicitly states, we believe everyone has the right to feel safe from crime, wherever they live.

Thank you for your support and I hope you will spread the word and always be an advocate for our charity when the opportunity arises. We are here to help whenever people need us.

Welcome from our CEO



Mark Hallas OBE
Chief Executive,
Crimestoppers

By running hotlines that help rebuild trust in vital public services, we are helping public bodies and companies drive out bad behaviour and improve their culture.

A helping hand of support

Trust and confidence in the criminal justice system, from policing to the courts, is essential for Crimestoppers to be effective. There is no doubt that faith in the police has taken a hit in recent years.

This is why I'm incredibly encouraged to see forces, such as the Metropolitan Police Service, take the essential steps needed to confront some deeply entrenched issues.

Our Metropolitan Police Anti-Corruption and Abuse service is the first of its kind. The new public-facing service enhances the work of our existing internal police reporting lines.

We are not just working with police to tackle those who take advantage of their position of authority, but also with other essential services such as fire and rescue. This is in addition to supporting major companies and public sector organisations by running vital whistleblowing services on their behalf.

By running hotlines that help rebuild trust in vital public services, we are supporting public bodies and companies to drive out bad behaviour and improve their culture.

Successful engagement

In terms of performance and how we play an active role to help solve and prevent crime, Crimestoppers has proven its value and its worth. The need for our service is greater than ever.

We continue to run campaigns and appeals guided by our partners, and offer rewards to encourage tip-offs about homicide, hidden harms and also more traditional crimes such as burglary and robbery.

We are further refining and improving our offer to the public so that they have as many tools available as possible to stand up safely for their communities. This includes continued rollout of the bystander approach – making people aware that everyone has the power to protect those they care about, whilst staying safe.

Whilst I'm incredibly proud of our work, I recognise that there is always more we can do.

As the police, Police and Crime Commissioners and others recognise, there is a significant journey ahead. I'm pleased that Crimestoppers is playing its part, doing what we do best: giving the public a safe option to speak up about crime 100% anonymously.

Our vision, mission and values

Vision – why we exist

Everyone has the right to feel safe from crime, wherever they live.

Mission – what we do to achieve our vision

We're an independent charity that gives you the power to speak up to stop crime, 100% anonymously.

Whoever you are, wherever you live, from communities to companies.

By phone and online, 24/7, 365 days a year.

We also share advice on how to protect the people and communities you care about from crime, so everyone can feel safe.

Values – the principles that guide how we conduct ourselves

At Crimestoppers, we believe that it is people who stop crime. Our community of staff and volunteers live our values every day:

- **We care** – we believe that everyone has the right to feel safe from crime, wherever they live. Crime can be frightening, so we offer hope.
- **We are inclusive** – we don't judge people. We're here for everyone who needs us. We can change communities for the better by working together.
- **We are trustworthy** – we're reliable, honest and an independent charity. We act responsibly and never break anonymity.
- **We are determined** – we commit all our efforts to achieving positive change. We have a 'can-do' attitude.

Our role

We break down barriers that silence people and communities by offering a trusted, alternative place for people to pass on crime information with no comeback. The information we receive and pass on ensures lives are saved, criminals are stopped, and victims and their loved ones receive justice.

Our impact

Every year, we help solve and prevent thousands of crimes.



572,408

Over half a million people contacted us last year.



196,621

We sent over 196,000 pieces of information to the police.



218,000

Plus we sent more information to a wide range of other statutory, commercial and third sector partners, totaling over 218,000 reports.



27,263

The police tell us we helped solve and prevent more than 27,263 crimes. As not all forces provide comprehensive feedback, we can estimate our impact is more than double this.

Achieving our strategy

Connecting with every community to help solve and prevent crime

All our activities are focused on achieving the following objectives:

- Grow the quality of information Crimestoppers receives - this is information the police are often unable or unlikely to be given voluntarily and directly.
- Build trust and confidence in our service - by telling our charity's true story of hope. Since we were formed in the late 1980s, we've kept our promise of anonymity to the millions of people who have trusted us with their crime information.
- Attract more people and organisations to support us. This boosts our efforts to connect with people in every community across the UK.

We do this in a number of interrelated ways. Whilst our Contact Centre is at the heart of how we serve the public, our other activities focus on:

Campaigns – local, regional and national communications on relevant crime issues affecting identified communities, with the aim of encouraging and inspiring people to come forward with quality information.

Community engagement – outreach work with key audiences to build trust in our services and confidence in our promise of anonymity.

Networks and partnerships – from big brands to local charities and individuals, every connection is an opportunity for our charity to reach and help more people.



Achieving our strategy



Build a community of Crimestoppers

People are our advocates and can tell our story of helping to stop and solve crime whilst staying completely anonymous.

Our non-police partners are critical supporters, with many receiving information they can investigate; a quarter (25%) of all our reports. This includes everything from tackling fraud to preventing wrongdoing and corruption in the workplace.

Our volunteers find innovative activities to build trust in Crimestoppers within their local communities. Their ideas are now easily shared across the volunteering community via our online Inspiration Hub, for others to use as fits their area (see page 18).



Tell our real-life stories of anonymity

Real-life stories help us connect with key audiences. They build trust in our service by demonstrating the impact of speaking up and illustrating the difference we can all make. They can inspire support.

We thanked the community of Liverpool for their incredible response that helped secure justice for Olivia Pratt-Korbel's family (see page 10).

We focused on areas known for high crime and low reporting rates. We design our communications to reinforce our independence and prove how anonymity works.



Reach key audiences

Target groups and communities who most need our services, which means encouraging and convincing those who are less likely to speak directly to police to contact Crimestoppers.

We work with specific sectors, such as housing associations, to engage with people who rent their homes, where reporting is traditionally lower than average. Our partnership with Abri in the south of England provides regular engagement with their residents (see page 14).

We integrated our Fearless work with our website, including a page dedicated to parents and guardians, offering information on how to talk to young people about reporting crime and the options available.



Expertise at breaking down barriers

Promote the importance of individual action to stop crime. Show the many ways we can all help stop crime.

We embedded active bystanders into our Fearless programme of engagement with young people (see page 17).

We have shared our research about experiences of sexual harassment in public places and why people don't want to speak up.

Real-life cases

Making a difference – true stories, anonymised



Our real-life stories illustrate how Crimestoppers connects with communities across the UK

Fatal knife attack suspects arrested

Murder

A young man was robbed at knifepoint and ultimately stabbed to death. Two men were arrested and charged with murder after key information was passed to Crimestoppers. The attack was targeted and planned.

Speedy murder charges save critical police time & money

Murder

Information passed to Crimestoppers led to the arrest and charge of those involved in a brutal murder. Police said that without Crimestoppers intelligence, they would not have been in a position to make swift arrests or to gather key forensic material. This helped to save many thousands of pounds and hundreds of police officer hours in a complex case.

Swift arrest of wanted drug trafficker

Drug trafficking

The travel movements of a wanted and dangerous drug trafficker who was hiding abroad were given to Crimestoppers and passed on to the National Crime Agency (NCA). Details were largely accurate and played a major part in leading to a swift arrest abroad.

Million pounds worth of cocaine found in lorry

Drug smuggling

A tip-off to Crimestoppers about a vehicle smuggling drugs into the UK was passed to Border Force, who consequently found millions of pounds worth of cocaine inside a lorry as it crossed into the UK.

Drug delivery drone intercepted

Drug smuggling

Crimestoppers received a call late at night alleging that a drone had been used to drop Class A drugs inside the perimeter of a local prison. After investigations by staff, large packages of heroin were found, along with items that could be used as weapons. Later, a review of CCTV confirmed the use of a drone for delivery.

Cannabis cultivation gang snared

Drug cultivation

An anonymous tip-off to Crimestoppers flagged up concerns over an empty property being rented out to a number of men, who were growing hundreds of cannabis plants and stealing electricity. After we passed on the information, a raid at the given address discovered a cannabis farm with plants worth at least half a million pounds. Two men were subsequently arrested.

Real-life cases

Violent Most Wanted robber found

Wanted on recall to prison

A violent robber, who was wanted for recall to prison, had been on the run for some time until a call to Crimestoppers led to his arrest at the given location just 45 minutes later.

Street attacker jailed

Serious assault

An assault on an innocent man in a busy town centre shocked the neighbourhood and left the victim with serious injuries. The perpetrator may have avoided facing justice, as he was a foreign national who was not known to the police or other authorities. Information given to Crimestoppers helped identify the attacker. He went to prison and his victim received compensation.

Victim safeguarded from violent sex offender

Sexual offences

A convicted sexual predator, who had been released from prison under strict bail conditions, was spotted at the address of a known vulnerable individual. Police later thanked Crimestoppers, as our tip-off allowed them to intervene early, ensuring the vulnerable person was safeguarded and that the offender was swiftly removed from the address and returned to jail.

Violent drug offender arrested and charged

Weapons, drug dealing

A man with a history of using guns and knives – along with drug dealing and dangerous driving – was reported to us, with a specific address given. Police confirmed that he was wanted. He was then arrested and charged.

Dangerous Most Wanted fugitive found

Grievous bodily harm

A violent partner who left his victim unconscious and with serious eye and facial injuries had been on the run for months after the attack. Police say he was caught, after he was spotted in an area of the country to which he had no links, only due to a Crimestoppers Most Wanted website appeal. He pleaded guilty and received a significant prison sentence.

Sex slavery stopped

Keeping a brothel, modern slavery

Several addresses operating as illegal brothels for many years under the guise of massage shops were identified from information given to our charity. The workers were victims of modern slavery and human trafficking, and were safeguarded during a police raid. Arrests were made and all the businesses were closed down.

Police later thanked Crimestoppers, as our tip-off allowed them to intervene early, ensuring the vulnerable person was safeguarded.



Driving quality information

Liverpool schoolgirl killing saw Crimestoppers at the centre of the community

As the media descended on Liverpool in the aftermath of the brutal murder of a young schoolgirl, it was clear that Crimestoppers had an important role to play to ensure the killer was caught.

Olivia Pratt-Korbel was just nine years old when she was gunned down in her home in August 2022. Despite the number of firearms incidents having recently fallen, this was the third fatal shooting in the city that week. There was shock and anger, not just across Merseyside, but throughout the country.

With decades of experience at breaking down barriers, there was a good chance our charity could prove vital in helping investigators.

Crimestoppers in Merseyside

Crimestoppers has been active in Merseyside for over 30 years and because of this work, the Police & Crime Commissioner (PCC), police, politicians and community leaders used media and broadcast interviews to encourage people to contact our charity anonymously.

Our footprint is already strong, with over 7,000 reports from the Merseyside area each year, and campaigns challenging the 'no grass' culture.

Hundreds speak up

Whilst anonymity prevents us from sharing details, in the days that followed the shooting, our charity's UK Contact Centre received over 200 contacts and calls.

Crimestoppers' Chair and Founder, Lord Ashcroft, offered a reward of up to £50,000. He then doubled the initial pledge to match a £100,000 donation from a new, private donor: a combined, record-breaking £200,000 total which made this the largest ever reward offered via Crimestoppers. The press conference in Liverpool to break the news was covered live on Sky News, BBC News and other major outlets.

In a 24-hour period, the record reward received media coverage worth over £1.7m in terms of the Advertising Value Equivalent (AVE), which is the estimated cost had the coverage been bought as advertising. Following the press conference, our Chief Executive Mark Hallas and Director of Operations Mick Duthie conducted a number of live TV interviews.

The next day, ITV's Good Morning Britain interviewed Pastor Lorraine Jones, a mother who featured in our



REWARD

A record £200,000 for key information on the murder of

9-year-old Olivia Pratt-Korbel

in her home in Dovecot, Liverpool on 22 August 2022.

Tell the independent charity Crimestoppers what you know and stay 100% anonymous. Always.

crimestoppers-uk.org

Crimestoppers.
0800 555111
100% anonymous. Always.

'Hard Calls Save Lives' campaign in London. Pastor Lorraine, who lost a son due to knife crime and has visited our HQ & Contact Centre, gave an impassioned plea for people who knew something about Olivia's murder to contact Crimestoppers.

Community confidence

In the days that followed, our North West Regional Manager Gary Murray attended a crucial local community event in Dovecot, where Olivia was murdered, to speak to and reassure the community of our anonymity promise.

Feedback from the Senior Investigating Officer and local media was positive, as the event helped calm fears.

Comprehensive approach

We engaged with local community groups, the main housing provider in the area, local councillors and the MP to publicise the use of Crimestoppers across their social media channels.

Importantly, a leaflet drop saw over 14,000 homes in Dovecot reached, which complemented the targeted social media campaign.

Our work in Dovecot and across Merseyside has not stopped, with Thomas Cashman, Olivia's murderer, being sentenced to 42 years behind bars. We continue to give people in the community a voice by encouraging them to contact Crimestoppers and to help stop criminals in the area from regaining a damaging foothold.

On the front line: our UK Contact Centre

More people than ever are contacting Crimestoppers.

On some days, we are now receiving more than 2,000 calls and online forms. Whilst this shows the trust that people have in our service, it inevitably has an impact.

Our UK Contact Centre team work hard to quickly help those who need us, whether that's speaking on the phone in a professional and empathetic manner, or looking at submitted online forms – some of which are time-critical.

Our UK Contact Centre team work hard to quickly help those who need us, whether that's speaking on the phone in a professional and empathetic manner, or looking at submitted online forms.

Building on our core service

In this reporting period, over 25% of all answered calls in the Contact Centre came from one of our bespoke commercial lines; the highest it's ever been.

These commercial lines include long-established partnerships with the likes of Immigration Enforcement, the Insurance Fraud Bureau and Stay Energy Safe, as well as the new Metropolitan Police Anti-Corruption and Abuse Hotline (see page 16). This is in addition to growth in internal police reporting lines.

Managing these different services is a delicate balancing act. We need to ensure that we meet contractual obligations, whilst aiming to satisfy the needs and expectations of our Stoppers and other beneficiaries. Computer IP addresses and telephone calls are never traced. Nobody will ever know you contacted our service.

Our team of Duty Managers act on all of the incoming demands in real time. They use specialist Contact Centre software to monitor everything from service levels and call wait times to the number of calls queuing, to name but a few indicators.

This same software also shows each agent's current status and their skillset, allowing managers to deploy the right agent at the right time to meet demand.

The increased demand in Crimestoppers and commercial services means that we are constantly reviewing and adjusting resources where possible.

Investing in staff and recruitment

Recognising the need to stabilise the workforce, we have invested time, effort and money in recruitment, inductions and training, and also agent career path development.

We refreshed our job adverts, consulted and used new recruitment agencies, improved the interview process and have since seen several extremely successful recruitment campaigns. This has led to a higher application rate and an increased number of job offers.

For the long term

In terms of career development of Contact Centre agents, we have successfully implemented a competence and length of service promotion scheme, and have incentivised staff to work towards a Senior Agent role. This helps recognise and reward their experience and knowledge.

These changes have already resulted in many promotions, allowing us to better meet the increased demand.

Thankfully, we are now seeing a good return on investment, with retention rates improving month-on-month as we learn to manage demand more consistently.

Next steps include focusing on technology to complement and enhance the excellent work of our charity's dedicated Contact Centre team.



Driving quality information

More than half a million people search Crimestoppers Most Wanted gallery

Vietnamese lorry deaths arrest

In July 2022, we launched a joint appeal with Essex Police to find Most Wanted Mihai Draghici. He was wanted over the deaths in 2019 of 39 Vietnamese migrants in a lorry trailer.

He was arrested in Bucharest, Romania the following month.

It seems incredible that Most Wanted began all the way back in 2005.

A UK-wide gallery of suspects on our website gives the public a chance to review photos of those who are on the run. Those who know or suspect the whereabouts of any of those wanted are encouraged to contact our charity anonymously.

Fugitives from the list are often named in reports from news outlets across the country, who benefit from having access to such a valuable, up-to-date platform. Our police partners know the importance of accuracy and, given their role as law enforcement, it's the forces themselves who load and remove individuals as they are caught. Often this is due to information we passed on.

We recently ran a campaign highlighting the top five fugitives wanted by police forces for serious crimes. Within 24 hours and after nearly 110,000 web page click-throughs, our Contact Centre was passing on vital information.

The security of anonymity

Some of the fugitives are dangerous, and should not be approached.

With decades of expertise in giving people an anonymous option, our charity knows people who rely on our service often fear consequences and potential revenge attacks or reprisals if they speak directly to the police. This can prevent some people from coming forward, even if they have information.

Fugitives often move around and change location regularly, as they try to stay below the radar. Their aim is generally to be invisible, and to totally avoid police attention.

This is why Crimestoppers being able to tap uniquely into community intelligence around any potential sightings or the behaviour of suspects is absolutely crucial.

Whilst there is no compulsion for police to make use of Most Wanted, we are delighted that the majority of police forces recognise the unique contribution of Most Wanted and use this free service.

And with over half a million people visiting the Most Wanted section of our website each year, it's evident that the public appetite has not diminished.

FOR THE YEAR TO END OF MARCH 2023

126

live appeals listed

182

arrests

OVERALL, SINCE MOST WANTED BEGAN

17,898

appeals have been posted

4,923

of those featured being arrested

27.5%

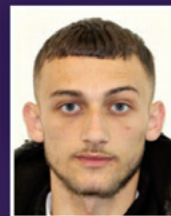
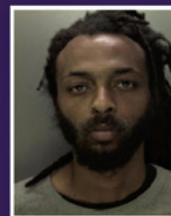
'clear up' rate

MOST WANTED

Tell the independent charity Crimestoppers what you know on the phone or online and stay 100% anonymous. Always.

crimestoppers-uk.org

CrimeStoppers.
0800 555 111
100% anonymous. Always.



All information and images correct at time of publication

Connecting with every community through our supporters



Scotland Crimestoppers National Manager Angela Parker and former Minister for Community Safety Elena Whitham

“The clear, significant impact that the information provided to Crimestoppers has had on tackling crime shows the power we all have to help keep our communities safe.”

**Former Minister for Community Safety
Elena Whitham**

Scotland’s “clear, significant” achievements celebrated

Crimestoppers Scotland launched its annual Scottish Impact campaign in Glasgow, with the former Minister for Community Safety, Elena Whitham.

Running from February 2023, it shows the Scottish public the real difference their information makes – every single day.

As a result of high-quality anonymous tip-offs from communities across Scotland, over 350 people were arrested and charged, including five with murder.

Contacts about drug supply, manufacture and dealing continue to rise, and the charity passed on information to Police Scotland and other agencies which helped recover drugs with a street value worth more than half a million pounds. We also received information around child harm, abuse and neglect, domestic abuse and modern slavery.

Fearless, the youth programme of Crimestoppers, saw over 58,000 young people from across Scotland visit the Fearless.org website, and they reported crime more than ever before.

Our Crimestoppers Scotland colleagues are a critical link, ensuring our charity remains available when people need us, and relevant to local and national needs.

Supporting Northern Ireland after detective’s shooting

It’s been a difficult time for police in Northern Ireland following the attempted murder of a senior PSNI officer.

DCI John Caldwell was left with life-changing injuries in a shooting that sent shockwaves across the region.

Whilst we’re unable to go into further details at the time of publication, our charity put up our second highest-ever reward of £150,000 for information given anonymously. The amount was, in part, thanks to a number of private donors coming forward to help our appeal.

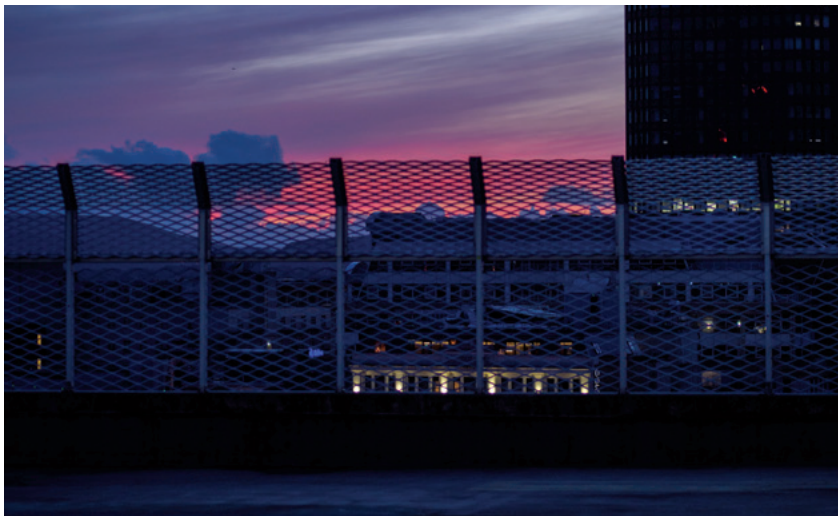
There have been other high-profile rewards, including around the murder of 32-year-old Natalie McNally. She was 15 weeks pregnant when her body was found, having been stabbed to death in her own home.

Nurturing trust

Crimestoppers Northern Ireland has run a series of campaigns on domestic abuse, drugs, the exploitation of young people who are coerced into criminal activity, and hate crime. A number of new assets to promote the charity’s trusted service across social media to people across Northern Ireland have also been developed.

Our charity sent a record 3,600 reports to the PSNI – a 50% rise in the past eight years – leading to hundreds of positive outcomes and dozens of arrests and charges.

Connecting with every community through our supporters



Local Councillor Owen Jones, Adamsdown Ward, Cardiff Council, said: "I fully support the campaign, encouraging anyone who has seen or experienced criminal activity in our area to speak up 100% anonymously to the charity Crimestoppers. Everyone should feel safe in the area they call home; everyone should feel comfortable walking their streets."

Reports up in Cardiff crime hotspot

Media reports had suggested residents and businesses in an area of Cardiff were increasingly concerned about safety and crime. The location of Adamsdown, just outside the city centre, has plenty of accessible travel links - which has helped to create a hotbed for criminal behaviour.

Crimestoppers Wales Clifton Street campaign worked with local authority and partner organisations, after the area was identified as being at high risk of serious organised crime.

Crime gangs have a major impact by using violence, weapons and intimidation. Human trafficking, modern slavery, child exploitation, money laundering and sexual exploitation are all part of their negative activities. This can heighten community anxiety and tensions.

We focused our social media campaign on 12 relevant post code areas. With this specific and targeted approach, the initiative highlighted the dangers caused by serious organised crime gangs operating in Cardiff. People were encouraged to speak up 100% anonymously to our charity if they knew about those involved.

We saw an encouraging 8% increase in reports during the period of this campaign, with information passed on to the relevant authorities to take action.

Helping housing association residents to feel safer at home

Our research has shown that people who rent are less likely than most to contact the police to report their crime concerns. This can have consequences, as communities which are silenced through intimidation can be taken advantage of by criminals, which negatively affects everyone living nearby.

This is why our partnership with housing association Abri is important.

With everyone feeling safe from crime wherever they live being one of our charity's core beliefs, we know that supporting residents to feel empowered makes a genuine difference to their communities – and Crimestoppers is part of the solution.

Building on the success of our partnership and general awareness campaign, followed by another focusing on the dangers of drug-related activities and the effects on local communities, we have recently highlighted modern slavery and the relevant signs to spot.

The number of reports to Crimestoppers from the targeted postcode areas where Abri dominates has more than doubled since working in collaboration with the housing provider. This indicates that we are building trust with residents in the relevant areas.



Building trust in our service



The brand campaign had three strands, reassuring the public that:

- Crimestoppers is an independent charity
- We're human – real people handle information given both online and on the phone
- We guarantee you stay anonymous

We used both organic and paid ads on our social channels, as well as limited out-of-home advertising at bus stops and on billboards.

Reports surge in target areas

Results revealed a total average increase in reports to Crimestoppers of 30% across the UK when compared to the three months prior to the brand campaign launch. Areas specifically targeted as part of the new strategy showed a 14% average rise from reporting levels 12 weeks earlier.

Visitors to the website landing page spent an average of just under 2 minutes and 30 seconds scrolling through the messaging, with more than a third (35%) of visitors clicking through to the online form to give information anonymously.

Social media saw a reach of nearly 700,000 – meaning that well over half a million people actively took time to read the campaign messaging on their devices whilst scrolling their social feeds. That's over half a million people who will have been reminded of our services or have had their first opportunity to engage with the concept of anonymously reporting crime.

This proves the messaging resonated well with key audiences and achieved its intention of building trust, whilst reaching communities who will benefit the most from anonymity uniquely provided by Crimestoppers. We have adopted this new approach for all future national campaigns, targeting new towns and cities.

Serving a short-run brand awareness campaign ahead of any crime-specific activity has proven to be both cost-effective and successful to generating vital tip-offs to our Contact Centre.

New brand campaign hits key communities

In early 2023, Crimestoppers adopted a new approach to engaging with harder to reach audiences. This group includes people who live in the most deprived areas, suffer high levels of crime and historically low levels of reporting.

We developed a campaign designed to test a new audience-targeting methodology. Using Government data to target areas to focus on, we ran a two-week national brand recognition campaign to nearly a dozen major cities and towns across the UK.

"Is Crimestoppers really anonymous?"

We wanted to reach more disengaged communities to improve brand recognition, reminding the public of our charity's core service: giving information about crime completely anonymously. We've proudly upheld this guarantee for over 35 years.

Building trust in our service

The Metropolitan Police Anti-Corruption and Abuse Hotline



Met Police whistleblowing service passes on hundreds of allegations

Trust in policing and how to rebuild confidence in law enforcement across the UK has been of huge national concern in recent years.

The revelations that have come to light have damaged reputations and made maintaining law and order even more difficult for the committed majority of police officers and police staff. Trust has particularly lowered among women and girls.

The challenge now is how policing helps itself to find and identify those who are corrupt or who abuse their position of authority. It needs a comprehensive approach, and difficult decisions, as the police have said, will need to be made.

Crimestoppers is uniquely placed

One such example is with the Metropolitan Police Service (MPS) and the new Metropolitan Police Anti-Corruption and Abuse Hotline. This service – which is also available via our website – is specifically designed to give the public an anonymous route to report what they know. For those who wish to receive progress updates from the Met team responsible for managing and investigating, there is an option to leave personal contact details with us.

The rationale of Crimestoppers being commissioned to run this service is that we are uniquely placed as a charity with a proven record of delivery to support the vulnerable. This will help to encourage those whose experiences, to date, have silenced them and prevented them from coming forward.

For many, it may be a harrowing ordeal to recall what happened or recount a previous bad experience. They are more likely to speak up if they can take that first step with our charity.

The new public-facing service complements our long-established internal reporting lines operated for the MPS and over 20 other forces, with more coming on board.

Mutually beneficial

Our partnership with police is integral to the impact we can make. We regularly pass on new and high-quality information for the relevant team at New Scotland Yard and other forces to probe.

Ultimately, we hope that as corruption is challenged and action taken against those who need to be disciplined or dismissed, that public trust will begin to improve and eventually be restored.

The rationale of Crimestoppers being commissioned to run this service is that we are uniquely placed as a charity with a proven record of delivery to support the vulnerable.

Building trust in our service



Championing the bystander approach

Our youth service Fearless continues to grow and develop, with a return of visits by our outreach team to schools after the restrictions brought in during the Coronavirus pandemic were lifted.

For the year to March 2023, Fearless ran more than 1,000 workshop sessions, which reached over 29,000 young people.

We also led on 120 sessions specifically for groups who work with young people – this helped over 2,600 professionals better understand youth crime, the challenges and how Fearless.org can make a difference by offering young people a safe and secure option without talking to the police.

Encouraging adults and young people to step up and give information about crime is not enough. We must also enable them to have the tools to take positive action where safe to do so. This is where the bystander approach is critical.

Along with other partner organisations, we are pleased to be at the forefront of promoting the so-called bystander approach.

We have launched our 'Snitching and the Bystander' resource which has been a major focus for Fearless.

Research on the bystander approach tells us that when someone takes the lead, it's very likely that others will follow:

the power of one. However, when no one take the first steps, others are also unlikely to get involved or take the lead in challenging unacceptable behaviour.

Being an 'active bystander'

The bystander approach introduces young people, the professionals working with them and their parents/guardians/carers to the power of being an 'active bystander'.

Our workshops, delivered by the Fearless Outreach Workers, explore the role of bystanders, especially friends, classmates and colleagues, and sets out how we can engage them in the prevention and reporting of crime.

Workshops provide attendees with a toolkit to enable them, when it's appropriate, to intervene. When we 'step in', either at the time or in some way afterwards, it shows others that what they are seeing is unacceptable and that we want to see change.

Workshops will continue to raise awareness of the opportunity to give information about crime 100% anonymously, and will be tailored to a range of crime types to meet the needs of the community in which they are being delivered. In many parts of the country, this is focused on knife crime and County Lines.

This new approach to Fearless encourages a pivotal shift in the way communities think about the impact they can have on crime, wrongdoing and inappropriate behaviour.

For the year to March 2023, Fearless ran more than 1,000 workshop sessions, which reached over 29,000 young people.



Direct

We can directly intervene in a situation, but we should only do so if it is safe and we don't put ourselves at risk. In an emergency, always call 999.



Distract

Interrupting, starting a conversation or coming up with ways to get a victim out of a situation could all be forms of distraction. This can give us time to talk.



Delegate

Speak with your friends. Work out what to do together. Or speak to someone you trust who may be better equipped to deal with the situation. Contact the Police on 101 or report it to Fearless.org.



Document

In some situations this may be the only option. Make a note of or record what's happened. This can help explain to others why you are concerned.



Delay

Intervention can still be effective after the event or the next day. Sooner rather than later but better late than never.



One charity, one team, working better together



Volunteers connect us with every community

Sharing a common purpose

Over 300 volunteers play a vital role in promoting our charity and engaging on a local level with communities that need us most.

They speak up about our promise of anonymity and show that, despite challenges everyone faces, we can all help to reduce and stop crime by working together.

This year, we've launched our new **Volunteer Inspiration Hub**. This online collection of volunteer-led initiatives is shared internally to inform and inspire all our volunteers into action.

It showcases innovation and creativity seen across our volunteer community, as well as offering tips and ideas for use anywhere.

Through easy-to-read summaries of initiatives, our volunteers:

- learn from each other's experiences, and are
- spared from 'reinventing the wheel'.

We give our Community Ambassadors the tools to have conversations about Crimestoppers, so more people can be confident to speak up.

The Hub is proving popular and has new content added regularly.

The **Community Ambassador programme** has been refreshed. Community Ambassadors come

from a wide range of organisations; from public authorities, charities, local companies and grass roots agencies. Their staff and/or volunteers are often in day-to-day contact with those who are involved with or affected by crime.

We give our Community Ambassadors the tools to have conversations about Crimestoppers, so more people can be confident to speak up. This programme is designed to increase the quantity and quality of intelligence to police and therefore help keep communities safe. New materials have been developed to support our ambassadors. In 2023, all committees who have not yet done so will be encouraged to roll out the Community Ambassador scheme in their area.

One charity, one team, working better together

Volunteer Awards 2023



It's both inspiring and humbling to hear of the fantastic work being carried out by our volunteers each year. We wish we could give every one of them an award.

- **Volunteer of the Year Award, given in memory of Carolyn Randall:**
Anna Letts, Northamptonshire Committee

"Anna dedicates her time to talk about and educate professionals and young people about Fearless and its resources. Anna always attends events the charity is involved in, and is a massive support to both the Regional Manager and Chair."

- **Committee of the Year Award:**
West Country Committee
- **Youth Volunteer Award:**
Logan Clark, Fearless Volunteer, West Scotland
- **Unsung Hero Award:**
Peter Salmon, Essex Committee
- **Joint Lifetime Achievement Award:** Alan Smithies and David Fairclough, Merseyside Committee
- **CEO's Corporate Award:**
Unique Voice, West Country

Next steps for volunteering

In the coming year, we will help our volunteer committees assess their general health. Our committees are free to develop agendas that fit their local needs and meet the charity's strategic goals. We'll be asking:

- What are their future plans?
- Do they have the right people to achieve the plan?

- Are they carrying out the activities needed to achieve their goals locally?

This will help staff provide relevant support to those committees which could do with some extra help, including through volunteer-to-volunteer 'buddying'.

Learning from staff

We invited staff to share their thoughts and views about their experience of working at Crimestoppers. 80% took the opportunity to have their say. Compared to 2019, feedback in all areas was more positive. But there was still plenty to learn.

Pay. Unsurprisingly, pay is important, especially with the cost-of-living crisis. We are doing all we can in this area, especially for those on lower income grades, making sure we are fair and in step with the charitable sector.

Benefits and other recognition. We have introduced a number of new benefits, from life insurance and better pensions to days off for volunteering and more support for welfare issues. We will do more.

Working from home. We changed our expectations for office staff regarding working from home to give them more flexibility, which is working well.

Internal Communications. We've improved our internal comms greatly over recent years, but there's always more to do. This is now a dedicated and increasingly important function of the Comms team.

Behaviours. A few people observed that there was not a consistency of behaviour displayed by all staff. This is a very important issue. We have reinforced our expectations for all staff, and in particular, managers.

Training, Learning and Development. This is a high priority for the year ahead to make sure we are supporting our staff fully to do the best job they can for our charity.

We have sought staff views to refresh our Key Performance Indicators (KPIs) regarding the most important things they do to deliver good service. In addition, we have started conversations about what makes a good and inclusive team.

Gift of consultancy

For many years now, we have benefitted from the graduate scheme at Clarasys, and now many of their staff feel like part of our team as well.

Clarasys are experts in business analysis, programme and change management, process improvement and customer experience. During a six-week

work placement, we benefit from having three graduates with a consultant to oversee their work.

This year they looked in depth at the end-to-end crime reporting process, to understand current inefficiencies, and identify and provide prioritised recommendations to achieve:

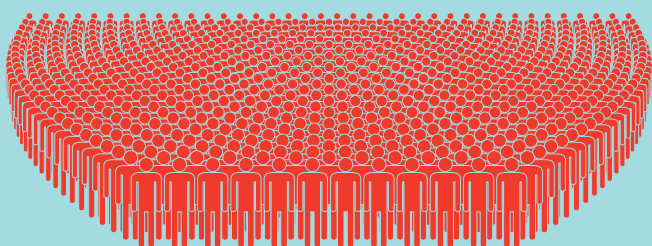
[CLARASYS]

- Improvements in the triaging process to save time and resources
- Better accuracy of form information
- Reduced number of unactionable forms received

Crimestoppers in numbers

April 2022 – March 2023

Reports



572,408

Over half a million people
contacted us



196,621

Disseminations to all forces

↑ 6%

On the previous year

Outcomes



1,301

Total arrested
and charged



25,962

Positive
outcomes

Rewards



39

Number of
enhanced rewards

Recoveries



£514,908

Total property recovered



£20,225,471

Total drugs 'street' value



126

Weapons recovered

Prioritising the communities who suffer most from crime

Key priorities for the year ahead:

Complex crime communities

To increase the quality of crime information we send to the police, we must build trust with those communities most likely to need Crimestoppers. Target key audiences and locations using quality resources and techniques.

Integrity and Reporting lines

Trust and confidence in the whole criminal justice system is needed for Crimestoppers to be effective. Being part of the solution for public sector change gives us a role in holding our partners to account.

Improved productivity

Our goal is to consistently and continually improve our productivity for those who contact us, the methods we use to process our data and our partners who receive it. Being more efficient allows us to invest more resources to help the people who need us.

Our Team

Great workplaces are built on many things, but great people is probably the most important. Creating one team requires effort from everyone, and leadership that prioritises it. Working together for the same goals, recognising and using the wealth of experiences everyone brings and strong connections between people – all are vital.

One Team

Provide development opportunities for all our staff by creating a talent management programme.

Enable effective volunteering as we continue to provide the tools and resources needed to reach every community.

Community of Crimestoppers

Reach people on the periphery of crime with a Community Ambassador network of grass roots organisations who benefit from having pre-existing relationships with those most likely to need our service.

Secure new clients and supporters. Improve the visibility of our integrity line services to help others with internal wrongdoing.

Key audiences

Reach more communities with complex crime problems but with little trust in police. Use longer-term community engagement activities to create a more lasting trust in our service.

Reach more young people through trusted relationships. Work with other charities and local groups to expand our network of those who can talk with young people about crime.

Excellent service, working well

Give our Stoppers the best service. Review all the touchpoints our service users, our Stoppers, have with the charity to see how we can improve their experience.

Improve Contact Centre productivity. Roll-out our latest information database to improve collation of anonymous information and its accurate dissemination.

Our story and impact

Generate quality information through six nationally-led campaigns, partnership campaigns and countless regional campaigns.

Demonstrate our impact through better feedback from police. Fill the gaps where we receive no feedback and then focus on the quality of that feedback, including sharing our successes with real-life case studies.

Speaking up; our expertise

Enable more meaningful conversations about what actions we can all take when confronted with crime and wrongdoing. Roll-out the bystander approach across the charity.

Financial results

The group results for the year ended 31st March 2023 are given in the Consolidated Statement of Financial Activities (SOFA) on page 29. The charity's assets and liabilities as at 31st March 2023 are given in the Balance Sheets on page 30.

Trading results

More information is available in the notes to the accounts on pages 32 to 44.

Income increased by 6.4% from the prior year to £7,138,720. This rise of £431,186 was again due to increased revenue from charitable activities and our corporate partners, which justifies a focus placed on business development to diversify the income base of the charity. The charity's costs in comparison increased by 7% to £6,659,045, a rise of £453,641. Such higher costs are due primarily to the amount of campaign work undertaken which, as a charitable activity, is undertaken at an affordable rate for our partners. As a comparison, staff and support costs rose in total by £208,921, an increase of 4.4%. This demonstrates that, in spite of high inflation seen particularly in the second half of the year, the charity has kept good control of costs and hence delivered its service at good value for money for its partners and beneficiaries. The Trustees are pleased with this outcome, especially in the face of inflationary pressures affecting both itself and its partners. As is explained in the Reserves policy, the surplus has been used to increase the level of reserves held by the charity.

As in 21/22, the majority of police forces saw no increase to the cost of the service provided by the charity, something that will change in the financial year 23/24. Charitable activities income increased by £187,160 to £3,625,144 due primarily to increased campaign work, whilst corporate partner and event income rose by 26.2% to £1,037,037. The latter reflects continued increased support from our corporate partners, who are crucial to the financial wellbeing of the charity, an activity led by our Business Development Team who offer our reporting line services to a broad range of clients across the charity, government and corporate sectors. Income from donations and legacies grew very slightly to £2,455,183.

The balance sheet strengthened in the year with total funds increasing by £479,675 to £2,907,096. The charity invested £118,481 in capital expenditure, principally in both computer hardware and a comprehensive upgrade to the software used to deliver its core service. Net current assets increased by £510,525, the majority of which was due to a further increase in cash and current investments to £3,603,968, a rise of £339,208. Increased interest rates have allowed the charity to generate funds by placing monies on short and long term deposit, something that is expected to continue in the coming financial year.

The increase in reserves of £479,675 has allowed the charity to transfer £490,117 to designated reserves, representing funds held by regional committees and which are not restricted funds but purposed for work across the United Kingdom delivered by volunteers. In the coming financial year, the charity has a goal to work closely with committees to ensure such funds are utilised for its charitable purpose.

In summary, the Trustees are pleased with the financial outcome for the year, which not only generated a surplus but continued to see an increase in the work done with corporate partners. Furthermore, investments were made in IT to improve both the quality of the charity's offering and the productivity of its staff, the benefits of which will be felt over a number of years.

More information is available in the notes to the accounts on pages 34 to 44.

Investment policy

The charity's policy is to maintain all of its liquid resources in interest bearing accounts at competitive rates available in the market.

Reserves policy

The charity maintains a level of reserves to allow it to meet its operational obligations and to mitigate against the financial costs of identified risks.

The level of reserves is set in the light of risks identified in the Risk Register, which is reviewed annually by the board. The key risks identified concern damage to the charity's reputation to guarantee anonymity to every member of the public who passes on information about crime and loss or reduction of grant support from the Home Office.

The Trustees consider that a level of reserves in the range of £2 million to £2.2 million is appropriate given the level of risk identified. The level of unrestricted free reserves on 31 March 2023 was £1,812k, which the Trustees target to increase over an appropriate period, being mindful of the need to invest funds to further the charity's purpose.

The Trustees review the level of reserves yearly and update the policy annually.

Financial results

Going concern

The Board of Trustees, in considering the adequacy of the charity's resources to continue in operational existence for the foreseeable future, has had due regard to the risks of possible reduced funding from the Home Office, donors and sponsors. The Home Office has committed to continue to support the charity with the award of a grant for 2023/24, at the same level as for the last five financial years. Given the continued pressure on the Home Office's finances, we see this continued funding as a positive endorsement of the charity. The Trustees anticipate that Home Office funding will continue to be available for periods beyond 31 March 2024. Additionally, the Trustees believe that the work being undertaken to attract funding from other sources will meet any potential shortfall and are therefore satisfied that the charity can continue to meet its commitments as they fall due.

Risk management and internal control

The Board of Trustees has examined the major strategic, business and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The principal risk facing the charity is to its reputation in being able to guarantee anonymity to every member of the public who passes on information about crime. The Trustees will continue to implement policies which protect the operation's integrity. The other main risk to the organisation is the contribution from the Home Office, as it continues to provide significant funding for the charity; around 11% of its overall income in 2022/23. Trustees and staff continually look to increase other sources of income to ensure that the charity remains viable.

The Board has overall responsibility for ensuring that the charity has a system of internal control. Such a system of control can provide only reasonable and not absolute assurance against errors or fraud. The controls include clearly documented accounting procedures and a delegation of the authority of the Board of Trustees through the Chief Executive to the rest of the organisation. Controls safeguard Crimestoppers' assets and maintain the integrity of accounting controls.

Crimestoppers operates an annual planning and budgeting system with a yearly budget approved by the Board. Any significant changes to those plans or budgets need specific approval from the Audit Committee. Revised forecasts are undertaken during the course of the year. The financial reporting system compares results with the budget and forecast on a monthly basis.

Potential impact of conflict in Ukraine

The economic uncertainty caused by the conflict in Ukraine will undoubtedly affect the charity. Whilst disruption to supply lines or the ability to trade in Europe are not issues, the cost of energy and rising inflation will affect the charity, its beneficiaries, staff, partners and supporters. The budget for the coming year has been set in the light of these factors, which will be monitored closely and action taken as appropriate.

Subsidiary undertakings

The charity's subsidiary undertakings as at 31 March 2023 were wholly owned and registered in England and Wales. Details are included in Note 14 to the financial statements. Some of the funds required to support the operations of the charity are raised through its subsidiary, Treble 5 Treble 1 Limited.

Employees and volunteers

Information about the aims and activities of the charity is disseminated to all staff and volunteers by means of briefings, meetings, reports, newsletters and the Crimestoppers intranet.

Crimestoppers fully accepts its social and statutory duty of enabling disabled people to play their part in the community, and will employ them wherever practical. Should any staff member become disabled, every reasonable effort is made to continue their employment and, where necessary, to provide special training or equipment. Career development and promotional opportunities are the same for all staff and volunteers.

The remuneration of the Chief Executive and other senior management is approved annually by the Trustees.

The charity depends heavily on the valuable contribution made by its volunteer committee members, both with regard to fundraising for regional projects and the promotion of the Crimestoppers service.

Financial results

Organisational Structure, Governance and Management

Charitable status

The charity is registered with the Charity Commission for England and Wales and the Office of the Scottish Charity Regulator. Our work extends throughout the United Kingdom of Great Britain and Northern Ireland, with a connection to Crimestoppers International.

Board of Trustees and organisational structure

The charity is a company limited by guarantee and is governed by the Board of Trustees, whose members are also Directors for the purposes of the Companies Act. The Trustees who served during the year are set out on page 47. The Board is responsible for the oversight of the management of all the affairs of Crimestoppers. They are subject to fixed-term appointments and election or re-election in accordance with procedures set out in the charity's Memorandum and Articles of Association, which is its governing document. Trustee recruitment and appointment is on the basis that new appointees are familiar with both the responsibilities of being a Trustee and the detailed nature of the organisation. Due to the Trustees' business and charities experience and their awareness of the aims of the charity, it is felt that formal training beyond an induction process is unnecessary at the present time, but this will remain under review.

The Board ensures that all activities are within agreed charitable objectives.

The Board's work includes setting the strategic direction and agreeing the financial plan.

It appoints an Advisory Board ('AB') which currently consists of representatives from the Trustees, regional volunteer committees and the senior officers of the charity. The AB meets twice a year, the principal purpose of which is to provide a communication channel between the Trustees, senior officers and regional volunteers.

Governance Committee

The Governance Committee is appointed by the Board of Trustees and consists of up to three Trustees. It meets a minimum of twice each year. Its purpose is to ensure that the Board of Trustees fulfils its legal, ethical, and functional responsibilities through adequate governance, policy development, monitoring of Board activities, and the evaluation of the effectiveness of Board performance.

The Governance Committee undertakes an annual review of the Board's performance and Trustees are confident that the charity's governance meets the Charity Governance Code's recommended practice in all material respects, which was confirmed by a comprehensive audit carried out in the year. Trustees have reviewed and confirmed that in the few areas where the charity does not – benchmarking, Board size and Trustee length of service – there is sufficient justification. The unique nature of the charity's operation means there are no obvious direct benchmarking comparators, but this will be kept under review. For the time being, Trustees have agreed a regime of continuous improvement. The Board's complement is under constant review and while this has resulted in a reduction, the number still exceeds that recommended by the Code. In addition, a number of Trustees have served longer than the recommended nine years. However, those individuals continue to provide excellent service to the charity.

Audit Committee

The Audit Committee is appointed by the Board of Trustees and consists of up to three Trustees. It meets at various times during the year to consider reports from the Auditors, and advises the Board on financial control and organisational effectiveness.

Trustee Directors' responsibility

Each of the Trustee Directors has confirmed that so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware, and that they have taken all the steps that they individually ought to have taken as a Trustee Director in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Auditor

In accordance with the Companies Act 2006, a resolution proposing Mazars LLP be re-appointed as auditor of the charity will be put to the Annual General Meeting.

Our volunteers

There are 44 regional volunteer committees, consisting in total of approximately 310 volunteers from business, local government, the media and representatives generally of the communities they serve. They are responsible for working collaboratively with a wide variety of partners including the police, Police & Crime Commissioners, Community Safety Partnerships and other partners promoting Crimestoppers generally and managing campaigns in their local area. The majority of committees are supported by salaried Regional Managers. It should be noted that a great amount of time, the value of which is not reflected in these financial statements, is donated by our volunteers, without whom the charity would not be able to sustain the current level of activities.

Financial results

Our staff

In the year, there were on average 91 full-time equivalent staff who are responsible for the management and administration of the charity, manning the 24/7 Contact Centre, marketing and fundraising, building and maintaining UK-wide partnerships, managing UK-wide campaigns, and supporting regional volunteer committees. Of the staff, 28 are part of its Central Office team, 43 work either in management positions or under a shift system in our 24/7 Contact Centre and 20 work in a regional or area managerial role providing support to particular volunteer committees. The Crimestoppers headquarters is also the base for several volunteers who assist with fundraising and operational tasks. The organisation has no staff on zero hours contracts.

The charity contributes to a defined benefit scheme, which was closed to new entrants in 2005, and to a defined contribution scheme. The defined benefit scheme was closed to future service accrual on 1 April 2022. A professional actuary carried out a three-yearly valuation at 31 March 2020 of the defined benefit scheme, updated at 31 March 2021, which is not under Crimestoppers' direct control, as the charity is only a small part of a much bigger group which participates in the scheme. The revised valuation undertaken in 2021 shows a decrease from the previous valuation undertaken in 2017, with an estimated 77 per cent (2017 – 98 per cent) being the proportion of the accrued benefits which the scheme assets cover.

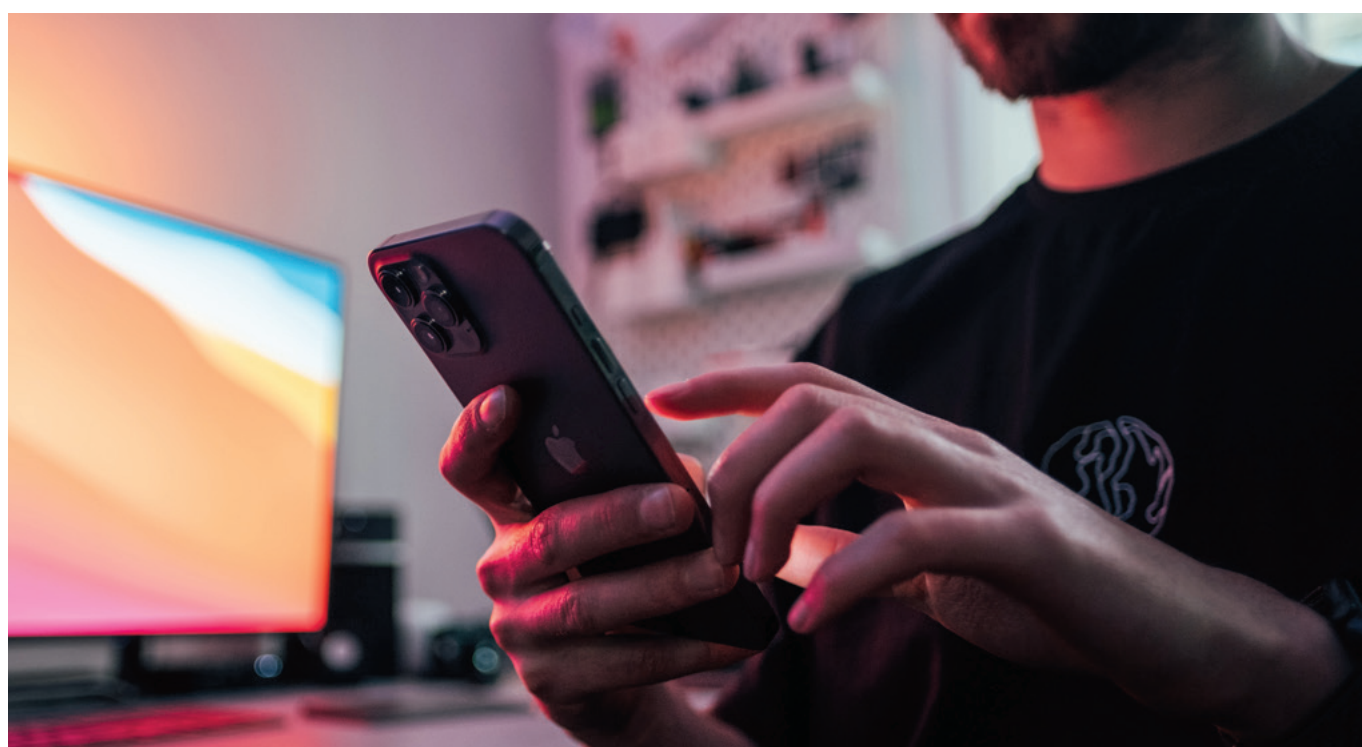
Additionally, the actuary carries out a separate annual valuation for financial reporting purposes in line with the accounting standard, FRS 102. The annual valuation is carried out using different assumptions and often results in a very different funding deficit or surplus. The 31 March 2023 valuation under this method showed a surplus of £385,000 compared with a surplus of £67,000 at 31 March 2022. The balance does not represent the cash position, as the cash flow required relates to future pension contributions and recovery payments agreed with the trustees of the scheme. Current financial projections indicate that the charity will be able to make these contributions as they fall due. FRS 102 requires that the balance of the pension scheme should be shown as a change in unrestricted funds. The details are shown in full in Note 17 to the financial statements. The asset is not shown on the balance sheet as the Trustees are of the view that the uncertainty around its long term likelihood are unknown and hence to do so would not be appropriate.

Signed on behalf of the Trustees

Peter Gaze FCA

Ceris Gardner

19 July 2023



Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting practice).

Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and parent charity and of the income and expenditure, of the group for the year. In preparing those financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the charities SORP.
- Make judgments and accounting estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate and proper accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the group and parent charity, and enable them to ensure that the financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended), the Charities Act 2011 and regulations made thereunder and with the requirements of the Companies Act 2006. They are also responsible for safeguarding the assets of the group and parent charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions.

Independent Auditor's Report to the Members of Crimestoppers Trust

Opinion

We have audited the financial statements of Crimestoppers Trust (the 'charity') for the year ended 31 March 2023 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated Statement of Cash Flows, and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charity and the group's affairs as at 31 March 2023 and of the group's income and expenditure for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Independent Auditor's Report to the Members of Crimestoppers Trust

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Strategic Report and Report of the Trustees, other than the financial statements and our Auditor's Report thereon. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the Report of the Trustees which includes the Strategic Report and the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Strategic Report and the Directors' Report included within the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors' Report included within the Report of the Trustees.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of Trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 26, the Trustees (who are also the Directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's Report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

Independent Auditor's Report to the Members of Crimestoppers Trust

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

Based on our understanding of the charity and its sector, we considered that non-compliance with the following laws and regulations might have a material effect on the financial statements: employment regulation, health and safety regulation, anti-money laundering regulation, non-compliance with implementation of government support schemes relating to COVID-19.

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management and, where appropriate, those charged with governance, as to whether the company is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;
- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the company which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as tax legislation, pension legislation, the Companies Act 2006, the Charities Act 2011 and the Charities Statement of Recommended Practice.

In addition, we evaluated the Trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements, including the risk of management override of controls, and determined that the principal risks related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, income recognition (which we pinpointed to the cut-off assertion), and significant one-off or unusual transactions. Our audit procedures in relation to fraud included but were not limited to:

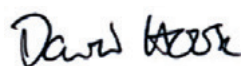
- Making enquiries of the Trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditor's Report.

Use of the Auditor's Report

This report is made solely to the charity's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an Auditor's Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body for our audit work, for this report, or for the opinions we have formed.



David Hoose
(Senior Statutory Auditor)

for and on behalf of Mazars LLP
Chartered Accountants and Statutory Auditor
6 Sutton Plaza, Sutton Court Road,
Sutton, Surrey, SM1 4FS

Date: 15 August 2023

Consolidated Statement of Financial Activities

(incorporating the income and expenditure account)
for the year ended 31 March 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Income							
Income from charitable activities	1	3,625,144	-	3,625,144	3,437,984	-	3,437,984
Donations and legacies	2	1,046,583	1,408,600	2,455,183	992,273	1,455,378	2,447,651
Other trading activities	3	1,005,292	31,745	1,037,037	801,503	20,110	821,613
Income from investments		19,155	2,201	21,356	229	57	286
Total income and endowments		5,696,174	1,442,546	7,138,720	5,231,989	1,475,545	6,707,534
Expenditure							
Charitable activities	4	4,297,085	1,383,416	5,680,501	4,062,405	1,443,988	5,506,393
Expenditure on raising funds	5	821,518	157,026	978,544	581,628	117,383	699,011
Total expenditure		5,118,603	1,540,442	6,659,045	4,644,033	1,561,371	6,205,404
Net income/(expenditure) before transfers		577,571	(97,896)	479,675	587,956	(85,826)	502,130
Gross transfers between funds		77,577	(77,577)	-	(71,807)	71,807	-
Net income/(expenditure) before other recognised gains and losses		655,148	(175,473)	479,675	516,149	(14,019)	502,130
Other recognised gains/(losses)							
Actuarial gain/(loss) on defined benefit pension scheme	17	-	-	-	166,000	-	166,000
Net movement in funds		655,148	(175,473)	479,675	682,149	(14,019)	668,130
Reconciliation of Funds							
Total funds brought forward		2,030,755	396,666	2,427,421	1,348,606	410,685	1,759,291
Total funds carried forward		2,685,903	221,193	2,907,096	2,030,755	396,666	2,427,421

The principal accounting policies on pages 32 to 33 and the notes on pages 34 to 44 form part of these financial statements.

The Consolidated Statement of Financial Activities incorporates the consolidated income and expenditure account. For the purposes of the Companies Act 2006, excluding intangible income and expenditure, income for the year was £7,066,720 (2022 – £6,639,734) and expenditure was £6,587,045 (2022 – £6,137,604).

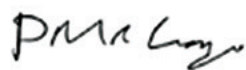
All amounts are derived from continuing activities.

There are no other recognised gains or losses other than those stated above.

Balance Sheets as at 31 March 2023

	Notes	CONSOLIDATED		CHARITY	
		2023	2022	2023	2022
		£	£	£	£
Fixed assets					
Total tangible assets	9	249,316	279,297	125,266	94,586
Total intangible assets	9	93,334	94,203	11,551	20,234
Total fixed assets		342,650	373,500	136,817	114,820
Current assets					
Debtors	10	1,041,172	936,370	902,447	970,541
Investments		1,000,000	-	1,000,000	-
Cash at bank and in hand		2,603,968	3,264,760	1,133,908	1,480,339
Total current assets		4,645,140	4,201,130	3,036,355	2,450,880
Liabilities					
Creditors: Amounts falling due within one year	11	(2,080,694)	(2,147,209)	(1,553,679)	(1,248,261)
Net current assets		2,564,446	2,053,921	1,482,676	1,202,619
Total assets less current liabilities excluding pension liability		2,907,096	2,427,421	1,619,493	1,317,439
Net assets excluding pension asset/(liability)		2,907,096	2,427,421	1,619,493	1,317,439
Defined benefit pension scheme deficit	17	-	-	-	-
Net assets including pension deficit	13	2,907,096	2,427,421	1,619,493	1,317,439
The funds of the charity:					
Total restricted funds	12	221,193	396,666	221,193	396,666
Designated funds		490,117	-	490,117	-
Unrestricted funds		2,195,786	2,030,755	908,183	920,773
Defined benefit pension scheme deficit	17	-	-	-	-
Total unrestricted and designated funds		2,685,903	2,030,755	1,398,300	920,773
Total funds	13	2,907,096	2,427,421	1,619,493	1,317,439

The financial statements were approved and authorised for issue by the Trustees:



Peter Gaze FCA
19 July 2023



Ceris M Gardner
19 July 2023

The principal accounting policies on pages 32 to 33 and the notes on pages 34 to 44 form part of these financial statements. Company No 05382856

Consolidated Statement of Cash Flows

	2023	2022
	£	£
Net movement in funds	479,675	668,130
Investment income	(21,356)	(286)
Depreciation	98,463	90,674
Amortisation	50,869	52,366
Loss on disposal of fixed assets	0	0
(Increase)/Decrease in debtors	(104,802)	440,143
(Decrease)/Increase in creditors	(66,515)	7,817
(Decrease) in pension scheme liability	0	(181,000)
Net cash inflow from operating activities	436,334	1,077,844
Cashflows from investing activities		
Investment income received	21,356	286
Purchase of investments	(1,000,000)	-
Purchase of tangible fixed assets	(68,482)	(67,837)
Purchase of intangible fixed assets	(50,000)	(49,363)
Net cash used in investing activities	(1,097,126)	(116,914)
Change in cash and cash equivalents in reporting period	(660,792)	960,930
Opening balance at bank	3,264,760	2,303,830
Closing balance at bank	2,603,968	3,264,760

Principal accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)) and the Companies Act 2006.

Crimestoppers Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Trustees have reviewed detailed cash flow projections to 31 July 2024 and have agreed detailed budgets for the year ended March 2024. Both sources of income and types of expenditure have been reviewed. The Trustees have also considered the Group's working capital and capital expenditure requirements. As a result of the foregoing, the Trustees are satisfied that it is appropriate to prepare the accounts on a going concern basis.

The principal accounting policies of the charity are set out below:

Company status

The charity is a company limited by guarantee. The members of the company are the Trustees named on page 47. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Fund accounting

Unrestricted funds are available for use at the discretion of the Board of Trustees in furtherance of the general objectives of the charity. Funds held by regional committees which are not for a specific purpose are regarded as unrestricted while still within the control of the relevant committee. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised for particular purposes.

Income

All income is included in the SOFA when the charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

Voluntary income

Voluntary income represents income received from monetary donations, grants and intangible income. It is credited on receipt or entitlement to unrestricted funds or restricted funds, as appropriate, unless required by the donor to be deferred to future years. Intangible income, which comprise gifts in kind and donated services, is included in voluntary income at a valuation which is an estimate of the financial cost borne and confirmed by the donor, where such a cost is quantifiable and measurable. Such costs include

amounts in excess of commercial discounts given, where such discounts are deemed by the donors as donations. No income is recognised when there is no financial cost borne by a third party.

Activities for raising funds

Activities for raising funds represent income from fundraising events and licensing undertaken by the charity during the year.

Investment income

Investment income consists of interest and is accounted for on a receivable basis.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of raising funds are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charity's activities.

Support costs, which include the central and regional functions such as general management, finance and accounting, information technology and human resources, are allocated across the categories of charitable expenditure and the costs of raising funds. The basis of the cost allocation is by head count and estimated time spent by personnel under each category.

Tangible fixed assets

Fixed assets are capitalised when their cost exceeds £500 and when their useful economic life is expected to exceed three years in the case of computer equipment and five years for all other assets.

Depreciation is charged to the SOFA so as to write off the cost of fixed assets on a straight-line basis over their estimated useful lives. Depreciation is charged on a monthly basis from the month of purchase, with a whole month's charge in the month of disposal. Leasehold improvement costs are amortised over the remaining period of the appropriate lease.

Intangible fixed assets

Intangible fixed assets are recognised as website and software costs exceeding £500. These costs have been capitalised at historic cost and amortised on a straight-line basis over three years. Depreciation is charged to the SOFA on a monthly basis from the month of purchase, with a whole month's charge in the month of disposal.

Pension costs

The charity is a participating employer member of the Foundation Pension Plan, which is closed to new members and to future service accrual as from 1 April 2022. The scheme is a defined benefit pension scheme, the funds of which is administered by its own trustees and is separate from those of the participating employers. The cost of providing pensions and related

Principal accounting policies

benefits is charged to the SOFA over the employees' service lives on the basis of a constant percentage of earnings, which is an estimate of the regular cost. Variations from regular cost, arising from periodic actuarial valuations, are allocated over the expected remaining service lives of current employees on the basis of a constant percentage of current and estimated future earnings. Any difference between the charge to the SOFA and the contributions payable to the scheme is shown as a liability on the balance sheet. An asset is not recognised.

The full deficit for the scheme is recognised on the balance sheet in line with the requirements of FRS 102. Any surplus is not recognised. The cost of the pension scheme has been brought into the SOFA in full, and allocated across expense codes on a consistent basis with the allocation of all other staff costs.

Pension costs in respect of the group occupational money purchase scheme are charged to the SOFA for the year in which they are payable.

Operating leases

Payments made under operating leases are charged to the SOFA when incurred. The charity does not acquire assets under finance leases.

Critical accounting judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

There were no specific estimates or assumptions that were critical to the preparation of these financial statements. The following judgements have been made:

Foundation Pension Plan

As the present value of the defined benefit obligation at the reporting date is less than the fair value of plan assets at that date, the plan has a notional surplus. As management do not consider that the charity will be able to recover the surplus, either through reduced contributions in the future or through refunds from the plan, the surplus has not been recognised in these financial statements in line with paragraph 28.22 of FRS102.

Notes to the financial statements for the year ended 31 March 2023

1. Income from charitable activities

	2023	2022
	£	£
24/7 Call Centre	2,666,170	2,607,051
Other	958,974	830,933
Contractual income	-	-
	3,625,144	3,437,984

2. Donations and legacies

	2023	2022
	£	£
Income from donations:		
Other voluntary income	972,310	974,009
Companies and trusts	344,903	356,164
Individuals	8,584	4,581
	1,325,797	1,334,754
Grant Income:		
Central government	897,300	882,000
Local government	160,086	163,097
	1,057,386	1,045,097
Intangible income	72,000	67,800
	72,000	67,800
Total income from donations and legacies	2,455,183	2,447,651

Central government grants include £770,500 (2022 - £770,500) Home Office contribution to support the core operating costs of the charity.

3. Activities for raising funds

	2023	2022
	£	£
Corporate partners and other licensing income	939,951	781,735
Events	97,086	39,878
	1,037,037	821,613

Notes to the financial statements for the year ended 31 March 2023

4. Charitable activities

	2023	2022
	£	£
Staff costs – promoting the Crimestoppers scheme and building up anti-crime partnerships, nationally and locally	3,293,279	3,303,338
Publicity and promotion of the Crimestoppers scheme	1,540,708	1,407,322
Support costs	808,233	758,154
Other direct operational expenditure	11,056	9,910
Audit fee	24,575	20,019
Rewards	2,650	7,650
	5,680,501	5,506,393

Within the £5,680,501 (2022 – £5,506,393) of Charitable Activities, costs for the charity are £62,549 (2022 – £62,793) relating to Governance costs.

Within the £3,293,279 (2022 - £3,303,338) of Staff Costs are £Nil (2022 - £7,606) Redundancy Costs.

Within the £1,540,708 (2022 - £1,407,323) for the publicity and promotion of the charity are matching costs of £72,000 (2022 - £67,800) of the intangible income (outlined in note 2 above).

5. Expenditure on raising funds

	2023	2022
	£	£
Staff costs, including consultancy and training	625,757	509,653
Support costs	301,143	162,923
Fundraising events and publicity	51,643	26,435
	978,544	699,010

6. Staff costs

	2023	2022
	£	£
Wages and salaries	3,218,406	3,163,848
National insurance	333,534	305,345
Pension and other benefits	143,385	158,866
Consultancy and temporary staff	101,757	94,015
Training and recruitment	115,903	86,550
Pension scheme administration	669	(399)
Other staff costs	5,382	4,766
	3,919,036	3,812,991

The average number of full-time equivalent employees (including part time staff) during the year were as follows:

Fundraising	4	4
Charitable activities	76	83
Administration	11	12
Total	91	99

Average number of staff during the year	98	106
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Higher paid employees received emoluments during the year in the following bands:

	2023	2022
£60,000 - £69,999	2	1
£70,000 - £79,999	-	1
£80,000 - £89,999	2	1
£130,000 - £139,999	-	1
£150,000 - £159,999	1	-
	5	4

Of these employees none (2022 – None) was a member of the Trust's defined benefit pension scheme.

The total remuneration cost of the key management personnel during the year was £540,496 (2022 – £520,166).

Notes to the financial statements for the year ended 31 March 2023

7. Trustees' emoluments

No Trustee received any emoluments or expenses during the year (2022-Nil).

8. Support costs

	Charitable activities	Expenditure on raising funds	2023 Total	2022 Total
	£	£	£	£
Travelling expenses	72,027	20,131	92,158	61,845
Rent, repairs and maintenance	140,881	62,785	203,666	166,861
Depreciation	137,511	11,821	149,332	143,041
Stationery, copying and postage	24,334	7,367	31,701	25,502
Telephones & internet	96,248	14,167	110,415	147,288
Legal fees	45,528	20,557	66,085	32,723
Other support costs	292,451	77,513	369,964	343,817
	<u>808,980</u>	<u>214,341</u>	<u>1,023,321</u>	<u>921,077</u>

Notes to the financial statements for the year ended 31 March 2023

9a. Consolidated fixed assets

	Tangible				Intangible
	Leasehold Improvements	Furniture, Fixtures & Fittings	Computer Equipment	Total	Software
	£	£	£	£	£
Cost					
At 1 April 2022	228,039	129,703	344,212	701,954	325,298
Additions	13,050	-	55,432	68,482	50,000
Disposals	(3,312)	(102,979)	(300,647)	(406,938)	(165,452)
At 31 March 2023	237,777	26,724	98,997	363,498	209,846
Depreciation					
At 1 April 2022	36,613	111,707	274,337	422,657	231,095
Charge for the year	22,572	9,327	66,564	98,463	50,869
Eliminated on disposals	(3,312)	(102,979)	(300,647)	(406,938)	(165,452)
At 31 March 2023	55,873	18,055	40,254	114,182	116,512
Net book value					
At 31 March 2023	181,904	8,669	58,743	249,316	93,334
At 31 March 2022	191,426	17,966	69,905	279,297	94,203

9b. Charity fixed assets

	Tangible				Intangible
	Leasehold Improvements	Furniture, Fixtures & Fittings	Computer Equipment	Total	Software
	£	£	£	£	£
Cost					
At 1 April 2022	78,330	99,206	180,887	358,423	156,404
Additions	13,050	-	49,978	63,028	-
Disposals	(763)	(96,772)	(169,661)	(267,196)	(99,182)
At 31 March 2023	90,617	2,434	61,204	154,255	57,222
Depreciation					
At 1 April 2022	12,531	95,132	156,174	263,837	136,170
Charge for the year	7,866	2,546	21,936	32,348	8,683
Eliminated on disposals	(763)	(96,772)	(169,661)	(267,196)	(99,182)
At 31 March 2023	19,634	906	8,449	28,989	45,671
Net book value					
At 31 March 2023	70,983	1,528	52,755	125,266	11,551
At 31 March 2022	65,799	4,074	24,713	94,586	20,234

Notes to the financial statements for the year ended 31 March 2023

10a. Consolidated debtors

	2023	2022
	£	£
Trade debtors	605,212	756,257
Prepayments	96,621	151,634
Accrued income	339,339	28,479
	<u>1,041,172</u>	<u>936,370</u>

10b. Charity debtors

	2023	2022
	£	£
Trade debtors	454,039	254,868
Prepayments	93,022	136,586
Accrued income	252,500	28,479
Amounts due from associated undertakings	102,886	550,608
	<u>902,447</u>	<u>970,541</u>

Amounts due from associated undertakings includes the outstanding management charge in respect of strategic and support services supplied to the subsidiary £60,500 (2022 - £500).

11a. Consolidated creditors due within one year

	2023	2022
	£	£
Trade creditors	235,507	227,566
Taxation and Social Security	320,109	329,295
Accruals	356,742	228,945
Deferred income	1,168,336	1,361,403
	<u>2,080,694</u>	<u>2,147,209</u>

Deferred income of £1,361,043 at the end of 2022 was released during the year.

11b. Charity creditors due within one year

	2023	2022
	£	£
Trade creditors	230,946	183,042
Taxation and Social Security	159,770	86,193
Accruals	270,725	200,063
Deferred income	892,238	779,163
Other creditors	-	-
	<u>1,553,679</u>	<u>1,248,461</u>

Notes to the financial statements for the year ended 31 March 2023

12. Movement on restricted and designated funds

	Opening Balance	Income	Expenditure	Net Transfers	Closing Balance
	£	£	£	£	£
Total Regional restricted funds	127,097	237,541	(259,059)	(46,241)	59,338
Fearless Worker funding	58,554	455,298	(444,370)	(69,482)	-
Contact Centre relocation	182,025	-	(20,170)	-	161,855
Other restricted funds	28,990	749,707	(816,843)	38,146	-
Total Central Office restricted funds	269,569	1,205,005	(1,281,383)	(31,336)	161,855
Total restricted funds	396,666	1,442,546	(1,540,442)	(77,577)	221,193
Designated funds	-	-	-	490,117	490,117

Purpose of restricted funds

- Fearless Worker funding – These are funds specifically received in respect of Fearless Workers across a number of regions, with the funding running through into the next financial year.
- Contact Centre relocation – Grant income received from the Cayo Foundation to fund the refurbishment of the Head Office premises to facilitate the relocation of the Contact Centre. This balance represents the amount included as part of the fixed assets which will be written off over the lease term of ten years.

Purpose of designated funds

Designated funds are those raised by regional committees. The transfer in from unrestricted reserves reflects the balances held on regional committee bank accounts.

13a. Consolidated fund balances at 31 March 2023 represented by:

	Unrestricted and Designated Funds	Restricted Funds	Total Funds
	£	£	£
Fixed assets	180,795	161,855	342,650
Debtors	1,041,172	-	1,041,172
Cash at bank and in hand	3,544,630	59,338	3,603,968
Creditors	(2,080,694)	-	(2,080,694)
Net assets at 31 March 2023	2,685,903	221,193	2,907,096

13b. Charity fund balances at 31 March 2023 represented by:

	Unrestricted and Designated Funds	Restricted Funds	Total Funds
	£	£	£
Fixed assets	95,837	40,980	136,817
Debtors	902,447	-	902,447
Cash at bank and in hand	1,953,695	180,213	2,133,908
Creditors	(1,553,679)	-	(1,553,679)
Net assets at 31 March 2023	1,398,300	221,193	1,619,493

Notes to the financial statements for the year ended 31 March 2023

14. Subsidiary Companies

The group subsidiary companies at 31 March 2023, which were wholly registered in England and Wales, were as follows:

Activity

Treble 5 Treble 1 Limited	Operation of a 24/7 contact centre
Crimestoppers Enterprises Limited	Dormant

The results of Treble 5 Treble 1 Limited for the year ended 31st March 2023 were as follows:

	2023	2022
	£	£
Turnover	4,028,287	3,825,536
Cost of sales	(1,741,566)	(1,903,011)
Gross profit	2,286,721	1,922,525
Administrative expenses	(809,155)	(712,699)
Operating surplus	1,477,566	1,209,826
Interest receivable and similar income, net of interest payable	9,615	153
Profit for the year	1,487,181	1,209,979
Fixed assets	205,831	258,679
Net current assets	1,081,350	851,300
Net assets	1,287,181	1,109,979
Profit and loss account	1,287,181	1,109,979
Total shareholders funds	1,287,181	1,109,979

During the year, a change was made from the parent company to Treble 5 Treble 1 Limited for the provision of management and support services of £785,500 (2022 – £750,500); it is included in the Administrative expenses figure.

All taxable profits of the company are distributed to the parent charity, Crimestoppers Trust and on this basis no taxation charge is payable for the year ended 31 March 2023 or the year ended 31 March 2022. Where taxable profits are lower than the accounting profits due to temporary timing differences, reserves are retained in the company.

For 2022/23, distributions of £1,309,979 (2021/22 - £165,884) were made to Crimestoppers Trust.

Treble 5 Treble 1 Limited is a company limited by guarantee.

Notes to the financial statements for the year ended 31 March 2023

15. Leases

Commitments under operating leases are as follows:

	Land & buildings		Others	
	2023	2022	2023	2022
Consolidated:	£	£	£	£
Payments within one year	115,500	66,000	18,785	20,100
Expiring between one – five years	528,000	511,500	-	18,425
Expiring after five years	297,000	431,532	-	-
	<u>940,500</u>	<u>1,009,032</u>	<u>18,785</u>	<u>38,525</u>
Charity:	£	£	£	£
Payments within one year	115,500	66,000	18,785	20,100
Expiring between one – five years	528,000	511,500	-	18,425
Expiring after five years	297,000	431,532	-	-
	<u>940,500</u>	<u>1,009,032</u>	<u>18,785</u>	<u>38,525</u>

The lease for the Central Office based in Wallington, Surrey was renewed with effect from 7 July 2020 for a further period of 10 years. The initial rental for the period to 6th July 2023 is £66,000 pa which subsequently increases to £132,000 pa for the remaining term.

16. Related Parties

During the year, the charity received a donation of £40,000 (2022 – £40,000) from the Bestway Foundation Charitable Trust. Lord Choudrey CBE, a Trustee of the charity, is a Trustee of the Bestway Foundation Charitable Trust.

Mr Bill Griffiths, a Trustee of the charity, provided consultancy for which he incurred expenses and was reimbursed £214 (2022 - £213).

Sir Paul Stephenson, a Non-Executive Director of British Horseracing Authority (BHA) until 1 January 2022, is also a Trustee of the charity. During the year, Crimestoppers provided an Integrity Line service and Intellectual Property to the BHA at a cost of £16,734 (2022 – £18,507).

During the year, Crimestoppers charged management fees to its wholly owned subsidiary, Treble 5 Treble 1 Limited of £785,000 (2022 - £750,000); in addition, distributions of £1,309,979 (2022 – £165,884) were made by Treble 5 Treble 1 Limited. At 31 March 2023, £102,886 (2022- £550,608) was due from Treble 5 Treble 1 Limited to Crimestoppers Trust.

Notes to the financial statements for the year ended 31 March 2023

17. Pension commitments

The charity participates in the Foundation Pension Plan, a non-segregated multi-employer defined benefit pension scheme in the UK. The disclosures set out below are based on calculations carried out as at the Balance Sheet Date by a qualified independent actuary.

The assets are held in a separate trustee-administered fund to meet long-term pension liabilities to past and present employees. The trustees of the Plan are required to act in the best interest of the Plan's beneficiaries. The appointment of trustees is determined by the trust documentation.

The liabilities of the Plan are measured by discounting the best estimate of future cash flows to be paid out of the Plan using the projected unit method. This amount is reflected in the surplus or deficit in the balance sheet.

The projected unit method is an accrued benefits valuation method in which the liabilities make allowance for projected earnings.

The liabilities set out in this note have been calculated based on the scheme funding assessment being carried out by the trustees as at 31 March 2020, updated to the Balance Sheet Date.

The value of the assets for the charity at the Balance Sheet Date has been taken as the same proportion of the liabilities that relate to the employees and former employees of the charity in comparison to the liabilities of the whole plan at the Balance Sheet Date. When apportioning the assets of the Plan in this way, no allowance has been made for the effects of GMP equalisation for the charity.

The following disclosures relate only to employees and former employees of the charity.

At the Balance Sheet Date, no contributions are payable to the Plan in respect of Pensionable Earnings as it is closed to future service accrual.

In addition, the charity will pay its share of the death in service insurance premiums and administration expenses, including levies. The charity's contributions (including death in service premiums) expected to be made in the year commencing 1 April 2023 are £6,000.

a) Principal Assumptions

The principal actuarial assumptions at the balance sheet date were:

	2023	2022
Discount rate	4.65%	2.65%
RPI inflation	3.35%	3.75%
CPI inflation	2.65%	2.95%
Rate of increase in salaries	n/a	n/a
Rate of increase to pensions in payment:		
Fixed	In line with Scheme Rules	In line with Scheme Rules
RPI capped at 5.00% pa	3.20%	3.55%
CPI capped at 2.50% pa	2.10%	2.20%

Notes to the financial statements for the year ended 31 March 2023

17. Pension commitments (continued)

	S3PxA with CMI 2021 with 1.25% pa long term improvements	S3PxA with CMI 2021 with 1.25% pa long term improvements
Pre and post retirement mortality		
Cash commutation	80% of maximum tax-free cash	80% of maximum tax-free cash
Future life expectancy of male aged 65 at balance sheet date	21.4	21.4
Future life expectancy of male achieving 65, 20 years after balance sheet date	22.7	22.6
Future life expectancy of female aged 65 at balance sheet date	24.0	23.9
Future life expectancy of female achieving 65, 20 years after balance sheet date	25.4	25.3

For the avoidance of doubt the above assumptions are in absolute terms.

b) Asset breakdown

The major categories of the Scheme assets are:

	2023 £000's	2022 £000's
UK and Overseas Equities	1,048	1,098
Insured Pensioners	270	338
Government Fixed Interest Bonds	46	47
Corporate Bonds	347	385
UK Index Linked Bonds	253	277
Cash	72	35
Total	2,036	2,180

c) Net defined benefit liability

	2023 £000's	2022 £000's
Fair value of Scheme assets	2,036	2,180
Present value of defined benefit obligation	(1,651)	(2,113)
Unrecognised surplus	(385)	(67)
Defined benefit asset/(liability) to be recognised	0	0

d) The total expense recognised in the statement of financial activities

	2023 £000's	2022 £000's
Current service cost	0	10
Past service costs including curtailments	110	0
Net interest on the net defined benefit liability	(2)	2
Total	12	12

e) Total amounts taken to Other Comprehensive Income

	2023 £000's	2022 £000's
Actual return on Scheme assets	(94)	71
Amounts included in net interest on the net defined benefit liability	(57)	41
Remeasurement (losses) and gains	(151)	30
Return on Scheme assets excluding interest income		
Remeasurement gains	560	203
Actuarial gains		
Remeasurement gain not recognised in Other Comprehensive Income	409	166

The asset has not been recognised in the financial statements as there is sufficient uncertainty over its recoverability to justify its inclusion.

Notes to the financial statements for the year ended 31 March 2023

17. Pension commitments (continued)

f) Changes in the present value of the defined benefit obligation

	2022 £000's	2022 £000's
Present value of defined benefit obligation at beginning of period	2,113	2,329
Benefits paid	(67)	(69)
Current service cost	0	10
Interest cost	55	43
Remeasurement losses and (gains)		
Actuarial losses and (gains)	(560)	(203)
Employee contributions	0	3
Past service including curtailments	110	0
Present value of defined benefit obligation at end of period	<u>1,651</u>	<u>2,113</u>

g) Changes in the fair value of assets

	2023 £000's	2022 £000's
Fair value of Scheme assets at beginning of period	2,180	2,148
Interest income	57	41
Remeasurement (losses) and gains		
Return on Scheme assets excluding interest income	(151)	30
Contributions by employer	17	27
Employee contributions	0	3
Benefits and death in service premium paid	(67)	(69)
Fair value of Scheme assets at end of period	<u>2,036</u>	<u>2,180</u>

Thank you to our partners and supporters



Trusts and Foundations

- The Bestway Foundation
- The City Bridge Trust
- The High Sherriff of Gloucestershire
- The Gilbert and Eileen Edgar Charitable Trust
- The Peacock Charitable Trust
- The Sir John Beckwith Charitable Trust
- The Ingram Trust
- The 29th May 1961 Charitable Trust
- The Adint Charitable Trust
- Community Rail Partnership – Great Western Railway
- The National Lottery
- The Henry C Hoare Charitable Trust
- The Emerson Foundation
- The St Hilda's Trust
- The Mather Family Trust
- The Marjorie and Geoffrey Jones Charitable Trust
- London Freemasons Charity
- The JR Corah Foundation Fund
- The Mr and Mrs TCS Haywood Charitable Trust
- The William Webster Charitable Trust
- The Charity of F P Finn
- The Hugh Neill Charity
- The Bassil Shippam & Alsford Trust
- The Prince Phillip Trust Fund
- The Gray Trust
- The Shawlands Trust
- The Tory Family Foundation
- Somerset Community Foundation
- Halifax Foundation Northern Ireland

Thank you to our partners and supporters



Partnerships

- Abri
- Altia
- Amazon
- Association of Convenience Stores
- B&Q/Screwfix
- Barnardo's Scotland
- BASE
- Border Force
- British Horseracing Authority
- Carlisle
- City of London Police
- Electoral Commission
- England & Wales Cricket Board
- Environment Agency
- EPC-UK
- ESRI
- Federation Against Copyright Theft
- Food Standards Scotland
- Forensic Science Regulator
- HM Prison & Probation Service
- HM Revenue & Customs
- Immigration Enforcement
- Independent Press Standards Organisation
- Insurance Fraud Bureau
- Intellectual Property Office
- Isle of Man Government
- Liberty
- Link ATM
- Long Clawson Dairy
- Morrisons
- Muller
- National Crime Agency
- National Infrastructure Crime Reduction Partnership
- Natural Resources Wales
- Next
- NHS Counter Fraud Authority
- NHS Scotland
- Openreach
- Peoplesafe
- PortSafe

- Railway Delivery Group
- Retail Energy Code Company
- Ring
- Royal Mail
- Save the Children
- Security Industry Authority
- South Caernarfon Creameries
- Thames Water
- The Metropolitan Police Service
- Tideway
- UK Sport
- UKAD
- Viva Street
- William Hill

Police with Integrity Lines:

- Bedfordshire
- Cambridgeshire
- Cheshire
- Derbyshire
- Devon & Cornwall
- Dyfed Powys
- Gloucestershire
- Greater Manchester
- Guernsey
- Hertfordshire
- Isle of Man
- Jersey
- Kent
- Leicestershire
- Metropolitan Police Service
- Ministry of Defence Police
- North Wales
- Northumbria
- Police Service of Northern Ireland
- South Wales
- Thames Valley
- Warwickshire
- West Mercia
- West Yorkshire
- Wiltshire

Fire and Rescue Services with Firestoppers:

- Cleveland
- County Durham and Darlington
- Derbyshire
- Essex
- Humberside
- Kent
- Northamptonshire
- Nottinghamshire
- South Yorkshire
- Tyne & Wear

Trading Standards:

- Greater Manchester
- Kent & Medway
- Wales

FRS Speak Up Service:

- Bedfordshire
- Gloucestershire
- Greater Manchester
- Humberside
- Mid and West Wales
- Norfolk
- Northamptonshire
- South Wales
- Suffolk

Legal & administrative information

Trustee Directors

Chair of Trustees

- Lord Ashcroft KCMG PC

Trustees

- Lord Choudrey CBE
- Mr Peter Clarke CVO OBE QPM
- *Ms Angela Entwistle
- Ms Ceris Gardner
- Mr Peter Gaze FCA
- Mr Bill Griffiths CBE BEM QPM
- Mr Stewart Harris FCA
- Ms Suzanne Jacob OBE
- *Mr Michael Laurie CBE
- *Mr Barry Mizen MBE
- Mr Nick Ross CBE
- Mr Stephen Rubin OBE
- Sir Paul Stephenson QPM

Advisory Board

Trustee Directors and officers marked with a * serve on the Advisory Board, together with the following:

- Mr Phil O'Shea
Deputy Chair & AB Member for Northern Ireland & the Islands (Isle of Man & Channel Islands)
- Miss Jane Antrobus
North West Region Representative
- Mr Bill Cullen
East Midlands Region Representative
- Mrs Nina Dawes
West Midlands Region Representative
- Mr John Dobbin
Yorkshire & Humberside Representative
- Mr Jonathan Hamill
North East Region Representative
- Mrs Sarah Pease
South West Representative
- Mr Stuart Rawlins
East Region Representative
- Mr Peter Rolington
South Region Representative

Senior Officers

- *Mr Mark Hallas OBE,
Chief Executive
- *Mr Stephen Mann,
Director of Finance, Company Secretary
- *Mr Michael Duthie,
Director of Operations
- *Mr David Crawley,
Director of Business Development
- *Ms Karen Ogborn,
Chief of Staff

Bankers

The Royal Bank of Scotland plc
280 Bishopsgate, London, EC2M 4RB

Auditor

Mazars LLP
6 Sutton Plaza, Sutton Court Road, Sutton,
Surrey, SM1 4FS

Solicitors

Bates Wells,
10 Queen Street Place, London, EC4R 1BE

Status

Crimestoppers Trust was originally established by a Deed of Trust on 20 October 1986 and was registered by the Charity Commission with effect from 4 November 1987. On 1 April 2005 the complete undertaking of Crimestoppers Trust was transferred to a company limited by guarantee, Company Number 05382856, which is itself a registered charity, Number 1108687 (England) and Number SC037960 (Scotland). The registered office of the charity is at 10 Queen Street Place, London, EC4R 1BE.

The principal office is PO Box 324, Wallington, SM6 6BG.

A young man with dark hair and glasses is looking down at a smartphone he is holding in his hands. He is wearing an orange and black plaid shirt over a white t-shirt. The background is a blurred indoor setting with warm lighting. The text is overlaid on the image.

**“Is Crimestoppers
really anonymous?”**

**Yes.
100% anonymous.
Always.**

Tell us what you know,
not who you are.

CrimeStoppers.

0800 555111

100% anonymous. Always.
crimestoppers-uk.org

Accounts



2021/22

Annual Report and Accounts

Giving people the
power to speak up
and stop crime.

100% anonymously.
Always.

CrimeStoppers.
Speak up. Stay safe.



2021/22

Annual Report and Accounts

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Registered Charity

No. 1108687 (England and Wales) No. SC037960
(Scotland) Company No. 05382856

Welcome from our Chair



To those who are too fearful to contact the police, we offer hope. We offer people a way to pass on what they know about crime without giving any personal details. Ever.

Lord Ashcroft KCMG PC
Chair of Board of Trustees
Crimestoppers Trust

Welcome to our Annual Report 2021-2022. We invite you to look through our charity's progress over the past year as we continue to support law enforcement and empower the public to speak up and stay safe, 100% anonymously.

But first, I want to take you back to 1985 when the family of a police officer was left devastated. A wife was unexpectedly widowed, her sons left fatherless – and all because a man was bludgeoned to death during riots at an estate in London.

I'm talking about the brutal murder of PC Keith Blakelock in 1985. He was an upstanding member of the police who sadly lost his life. It was a high-profile murder that shocked the nation.

On the estate where he was murdered, investigators faced a brick wall – a wall of silence.

There was a time when, if you feared speaking to the police because of concerns about reprisals or revenge attacks, there was only one option – to remain completely silent.

Which is exactly what the criminals wanted. To them, people being stunned or numbed into silence was a good thing. This affected every crime. This silence was not golden – it was destructive.

The murder of that officer – and the silence from within the community – prompted me, with the support of others, to find a solution to a pressing need. That need was to support those people who were living in fear – too fearful to speak up and say who was responsible for that young officer's murder.

And so Crimestoppers was formed.

To those who are too fearful to contact the police, we offer hope. We offer people a way to pass on what they know about crime without giving any personal details. Ever.

We guarantee absolute anonymity. We challenge the perception that there is no alternative. Instead of saying 'stay silent, stay safe', it's 'speak up, stay safe'.

And because of that, Crimestoppers protects the most vulnerable sections of society. We receive over 600,000 contacts from people every single year and pass on over 185,000 pieces of vital information. But behind every statistic there is a human story; and a personal cost as a result of crime.

I'm proud to say that we also benefit entire industries, public and private sector, workplaces, trade associations, other not-for-profit organisations. We work together to get the full picture, to protect both staff and customers. To uncover and deter criminal activity both within organisations and across extended supply chains.

Our impact – often unsung due to our promise of anonymity – is significant. And when I see the achievements of the past years, it makes me incredibly proud. A charity that has grown and flourished – trusted by police forces, government departments, companies and, ultimately, people.

So, I thank you for your support and urge you to continue to spread the word about Crimestoppers.

Lord Ashcroft KCMG PC,
Chair of Board of Trustees, Crimestoppers Trust

Welcome from our CEO



Mark Hallas OBE
CEO Crimestoppers

We have sent another record number of reports to police, over 185,000 in the past year.

As I reflect on the past year, I continue to be immensely proud of the Crimestoppers community and all we achieve, together, to help solve crime and keep ourselves and others safe.

It was a year of global uncertainty as we navigated our way in and out of the challenges that Covid continued to present. We have done all we can to support our people as we return to calmer waters. We have embraced the collaborative tools of remote working. But it is great to have a buzz in our Headquarters as we work alongside each other again, and welcome our regional colleagues and partners in person.

We have sent another record number of reports to police, over 185,000 in the past year. And still more to allied businesses and other statutory organisations. Every one of our partners uses this information to solve and prevent crime – helping victims see justice, stopping fraud that costs us all, creating safer communities.

Behind every report, every piece of information, is someone who cared enough to take action. The need for our service is demonstrably stronger than ever, whether for violent crime or burglaries, scams or drug trafficking, theft or sexual assault – for every crime.

And much of this information comes to us online – with over 75% of all reports sent to police originating via our secure website. We have adapted technology and processes to adjust, so we provide a better, more responsive service which remains excellent value for money. This includes supporting our staff with professional oversight and training to be the best we can be.

This support extends to our brilliant volunteers who have returned to active engagement in their communities with gusto. They truly build trust and confidence in our service through the people they meet, the conversations they have. We now have a comprehensive induction programme and an online tool to customise artwork for local needs. We continue to develop new resources for volunteering, taking on board their feedback.

Our Regional Manager team has enjoyed fully embracing their vital role representing our charity with local partners and communities. I'm pleased we have a full team covering the whole country for the first time ever. This really does allow us to respond to local needs properly, and generate that critical information, solving real crimes.

And our campaigning work brings together all the elements of our charity, from those in our regions to our business supporters and our various online followers, to continue talking about crime and what we can all do to solve and prevent it. These well planned campaigns are a more efficient and effective way of reaching those people who need our services the most.

Finally, importantly, I'm proud that our charity is in good health financially. The last two years have been tough for many charities. We consistently demonstrate strong value for our funders and supporters – as a crucial and unique ally for them. This means that we have been able to invest more in our people and services to provide the best for everyone who has the need to use Crimestoppers.

Mark Hallas OBE,
Chief Executive, Crimestoppers Trust

Report of the Trustees for the year ended 31 March 2022

The Trustees present their report for the year ended 31st March 2022 together with the financial statements of the charity, which have been prepared in accordance with the charity's Articles of Association, applicable law and in accordance with United Kingdom Generally Accepted Accounting Practice (UK GAAP).

The Trustees have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission.

The charity has one active wholly owned subsidiary, Treble 5 Treble 1 Limited, collectively referred to in this report as the "group".

Our vision, mission and values



Vision (why we exist)

Everyone has the right to feel safe from crime, wherever they live.

Mission (what we do to achieve our vision)

We're an independent charity that gives you the power to speak up to stop crime, 100% anonymously.

Whoever you are, wherever you live, from communities to companies.

By phone and online, 24/7, 365 days a year.

We also share advice on how to protect the people and communities you care about from crime, so everyone can feel safe.

Values

At Crimestoppers, we believe that it is people who stop crime. Our community of staff and volunteers live our values every day:

- **We care** – we believe that everyone has the right to feel safe from crime, wherever they live. Crime can be frightening, so we offer hope.
- **We are inclusive** – we don't judge people. We're here for everyone who needs us. We can change communities for the better by working together.
- **We are trustworthy** – we're reliable, honest and an independent charity. We act responsibly and never break anonymity.
- **We are determined** – we commit all our efforts to achieving positive change. We have a 'can-do' attitude.

Achieving our strategy

Connecting with every community to help solve and prevent crime

Crimestoppers' current strategic goal is to improve the quality of the information we receive. Higher quality means information that the police do not already have and are unlikely to receive directly.

We believe the way to do this is by encouraging the people least likely to engage directly with the police to contact us. The people who stay silent. To increase the quality of Crimestoppers information, this group must trust our service and be confident they can make a difference.

We must grow the people who will speak to Crimestoppers to include more of those who currently stay silent.



Our three objectives are:

- Grow the quality of our information – that the police do not already have and are unlikely to receive directly.
- Build trust and confidence in our service – by telling our charity's story and breaking down the barriers to speaking up.
- Attract more people and organisations to support our charity – allowing us to connect with people in every community.

We are doing this in a number of interconnected ways – with our **Contact Centre** at the heart of how we serve the public. We:

- Created crime-specific questions online to get the best quality information.
- Improved processes to manage online forms; now 75% of all contact from the public.
- Invested in training for our team leaders, to achieve a consistent approach in performance management.

Building a community of Crimestoppers



It is people who stop crime; people are our advocates and influencers.

- Worked with mothers who had lost sons to knife crime so they could encourage people to speak up and stop another death.
- Ran campaigns with partners from Ring to Mitie, FireStoppers to Violent Reduction Partnerships, the Railway Distribution Group to the National Crime Agency.

Telling our story

Stories help us connect; to illustrate our impact, build trust in our services, and inspire support.

- Used real life examples of cases we have helped solve in the campaign, 'One call can...'
- Produced communications templates for our staff and volunteers to adapt easily for local needs.

Key audiences and beneficiaries



A tailored approach to engage potential users based on their crime issues, attitudes and experiences.

- Made this theme a key activity for us, complementing crime campaigns and vital to building trust and confidence.
- Set up a Youth Panel so young voices are part of our development.

Access to help and advice

Working with a network of partners so people can find what they need to spot and prevent crime.

- Worked with Neighbourhood Watch and other partners to promote action for safer streets.
- Supported **#LookCloser** from the Children's Society to spot the signs of criminal exploitation.

Expertise in 'speaking up'

Help more people to speak up about crime; to be the 'champions' for speaking up.

- Explored the idea of 'active bystanders' and how we challenge the social norms that can keep us silent.
- Added information about 'active bystanders' into Fearless resources.

Making a difference – true stories, anonymised



This small sample of crimes solved shows the real impact of our charity.

Please note that details of these cases have been changed to protect the identity of those involved.

Sex attacker stopped

An appeal about the violent sexual assault of a 17-year-old girl prompted our caller to get in touch. They told us about one of her attackers – no name, but where they worked. This small detail helped the police find and arrest the man.

Murderer returned to face justice

A man had been wanted for eight years in connection with an attempted murder. He was believed to be in Europe, but our caller provided an address in the UK. Officers found him there and arrested him, just two days after we passed on this critical information.

Family given safety

We were told about a man who was continuously beating his wife and using a stick to beat his two-year-old child. Police attended the address and he was found hiding in the bathroom. The family were looked after and made safe. The man, who had already broken bail conditions, was taken to court.

Women freed

We received details about a 'pop up' brothel using women who had been trafficked into the country. The information also listed four other locations across the region, with women being moved between them. Police arrested two people and helped the women at the original location. A much larger modern slavery investigation followed.

Cannabis cultivation uncovered

We received information about a commercial property which had been purchased in order to grow cannabis. Two men were resident to look after the plants, with electricity stolen to power the lights. The police knew nothing of

this when our report arrived. When the property was searched, they found a huge crop, with more than 1,000 plants, estimated over £2m, and two arrests were made.

Fake cigarettes stopped

An extremely detailed report was received by us about the importation of unspecified contraband – including names, locations and vehicle details. Thanks to this information, the Border Force seized 800,000 cigarettes with a street value of £400,000.

Violence prevented

We heard that a man, on the way to a social gathering, was carrying a gun and intended to use it. The police were able to stop him en route. He was charged with possession of the gun, and two further assaults.

County Line disrupted

We were told about a woman currently travelling by train carrying crack cocaine and heroin. We rang police, who arrested her at her destination within the hour. Significant amounts of drugs were recovered on her and at her house. Her phone was also confiscated, as it carried lots of useful information about dealers and the movement of drugs across the country.

Drug haul discovered

Just a few lines online about drugs entering the country were enough for officers to stop the vehicle described. Over £3m worth of class A drugs were found, and the driver was arrested.

Illegal immigration halted

We heard that illegal immigrants were headed for Dover in a lorry from Eastern Europe. Officers intercepted the vehicle and arrested the driver. The immigrants were released from terrible conditions and dealt with appropriately.



Driving quality information

Uplift in reports after campaign tackling weapons, gangs and County Lines

In September, we launched an urgent appeal for information on those carrying weapons. We believe that **Silence Won't Stop Violence**, and asked people to find their voice to anonymously speak up and help stop or solve violent crime.

Whilst the latest available statistics show knife crime falling, we highlighted there is no room for complacency. Hundreds are still losing their lives and thousands continue to be admitted to hospital after knife attacks every year.

Health service pressure

Knife and other violent crime – along with gang activity – has consequences beyond suffering endured by victims and their families and friends.

Our message was blunt: as the pandemic and consequent longer waiting lists

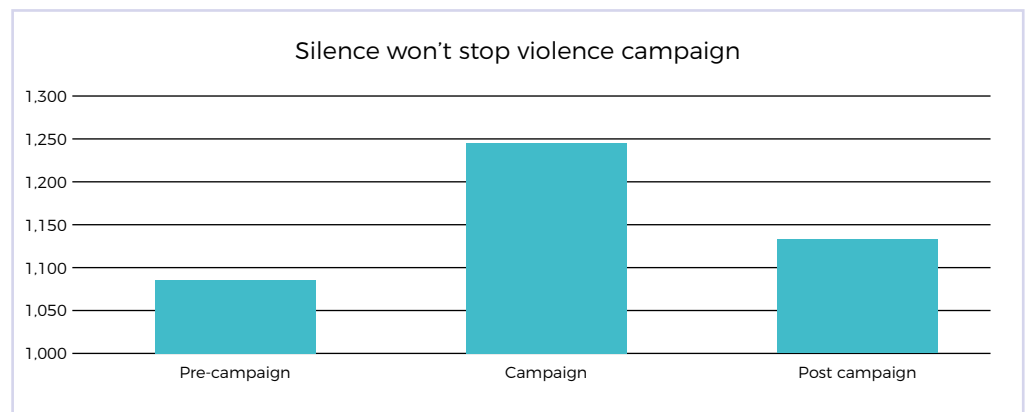
continue to affect the NHS, we should all help protect communities and health services from harm by not being silent when we know something relevant.

Younger exploitation

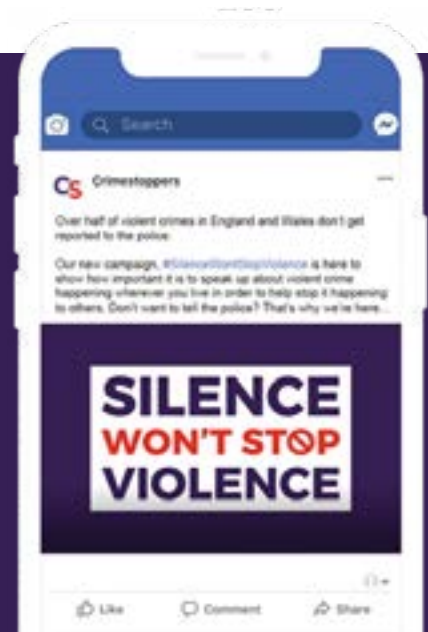
Young people are at a greater risk of being exploited by gangs due to false promises of easy money, especially when poverty is a factor. For example, in 2020, the National Referral Mechanism saw cases of children suspected to be victims of County Lines' gangs increase by 31%.

We also informed our older digital audiences of our youth service Fearless.org, to ensure that anyone, regardless of age, feels comfortable speaking up.

This campaign, which ran over three weeks in September, saw an encouraging 15% rise in reports we received mentioning guns, knives, gangs and County Lines.



**SILENCE
WON'T STOP
VIOLENCE**



Merseyside appeal launched after shooting of innocent 15-year-old girl

Crimestoppers can help police investigations, especially when there has been a disturbing peak in some of the most serious and harmful crimes.

In March 2022, after discussions with Merseyside Police, we launched a dedicated regional appeal.

Three shootings in three weeks

Concerns about violence on the streets of Liverpool rose after the shooting of an innocent schoolgirl whilst she waited at a bus stop on Upper Warwick Street. Through no fault of her own, the young girl was seriously injured by the reckless actions of a gunman who fired shots at another man in the street.

This attack was followed by two separate shooting incidents in the Croxteth and Woodchurch areas.

These types of incidents unsettle the communities where they occur. Detailed anonymous community intelligence plays a significant role in the fight against serious crime, and we highlighted that people's information can help save lives.

Whilst we can't divulge the intelligence that we received, last year saw over 7,000 pieces of actionable information passed on from Crimestoppers to Merseyside Police.

Our activity in Merseyside demonstrates the value of strong partnerships in helping to reduce crime – with our Regional Manager, our volunteer committee, the police, the OPCC, and a wide range of partners all working together to help make communities safer.

Feeling the heat as summer focus on rural Britain reaches millions

In August, we launched the biggest ever national rural crime campaign in our history with an appeal for anonymous

information to help protect hard-pressed rural communities. It called on everyone to play their part as more people went on 'staycations' or local countryside day trips rather than holidaying abroad. Rural crime is repetitive and organised – without information it can't be tackled.

NFU Mutual Rural Crime Survey

The campaign launched the day after NFU Mutual issued its annual rural crime survey 2021, which estimated that rural theft cost the UK a staggering £43.3m in 2020.

Criminal gangs exploit the local wildlife, environment, and communities in many ways: rural residents often feel unsafe in their own homes; farm owners must foot the bill for criminal damage; and local businesses in rural areas can see their income and cashflow adversely affected.

Wider support

The charity's four-week campaign was supported by NFU Mutual, RSPCA, Countryside Alliance, NFU, Openreach, FireStoppers, Link, National Wildlife Crime Unit, Environment Agency, CLA and the Angling Trust.

It reached over 2 million people, largely thanks to nearly 170 media articles. Broadcast coverage included ITV News Calendar in Yorkshire and ITV Central reporting on the campaign, along with BBC local radio interviews and ITV News Online coverage.

Of the 6,700 people who visited our campaign landing page, over 180 people went on to submit information through our online form.

Supporting forces to help tackle internal wrongdoing and corruption

It's been more than a decade since Crimestoppers launched the Police Integrity Line, offering police officers and staff an alternative way to report internal wrongdoing and corruption within forces via a dedicated freephone number and online form.

With the challenges increasing across forces in recent years, it is now more important than ever for a bespoke and independent service that gives police and staff the confidence to speak up about their concerns or suspicions.

We have seen significant growth in this line over the past year with over 20 police forces having now signed up.

Over the past three years, we have seen a 50% increase in reports, proving how important this impartial service is to maintaining and improving transparency in the wider police service.



Connecting with every community through our supporters

Ringling success of partnership to tackle theft and burglary

Home security company Ring and charity Neighbourhood Watch partnered with us in our acquisitive crime campaign, which we ran in two phases in the autumn of 2021.

The aim was to advise the public via our digital channels to stay vigilant and to offer them tips on how to keep their homes secure.

We developed a new animation which showcased safety measures you can put in place to keep your street and home safe. The animation style was a lighter approach, aiming to reach new audiences.

The first phase was an autumnal themed campaign, followed by a festive theme in the run up to Christmas.

The campaign reached over a million people and received a good level of engagement through paid and organic social media, with hundreds of people going on to give information through our online form via the campaign landing page.



Pioneering former footballer becomes first ever Fearless Football Ambassador

Paul Canoville, the first ever black player for Chelsea FC, who has faced racism and numerous other challenges in a remarkable life, was announced as the new Fearless Football Ambassador at a launch event at Chelsea's Stamford Bridge in November.

BBC London News sent a TV reporter and broadcast a full feature about the partnership on their early evening and late evening news bulletins, which included an interview with Paul.

Young people from local schools and representatives from Hammersmith and Fulham's Community Safety Partnership also joined the event.

Role model connection

Paul delivers the Fearless message during his talks in schools, as part of his work to encourage young people to make their communities safe again. He highlights that Fearless is not asking them to snitch, but to be a community hero to help stop youth crime and violence.

He has called on ex-professionals and current players to follow his lead in supporting the Fearless project.

One of many positive outcomes from this initiative includes new funding to deliver a Fearless campaign across Hammersmith and Fulham.

Three fugitives snared a week after launch of new Most Wanted campaign with the NCA

We continue to work closely with the National Crime Agency in the delivery and amplification of various appeals and campaigns.

At the start of 2022, we jointly launched a new Most Wanted campaign to trace and bring to justice 12 of the UK's most wanted fugitives, believed to be hiding in Spain. Following the launch in Madrid, three individuals were apprehended within a week, with other fugitives being picked up in the following months.

This campaign, also working with Spanish law enforcement, comes on the back of the extremely successful Operation Captura fugitives' campaign, which resulted in the arrests of 86 offenders.

Other activity with the NCA includes amplifying their work on drug couriers, drug hauliers and small boats. We look forward to joining forces with the NCA on other initiatives in the months and years to come.

MOST WANTED

New BBC One appeals programme in Northern Ireland helps boost profile

Crime NI is broadcast after the BBC One Ten O'Clock News in Northern Ireland and supports ongoing investigations, with a mix of studio interviews with PSNI detectives discussing details of major police probes, along with emotional appeals by family members.

Reconstructions, special features and CCTV footage are deployed to help jog viewers' memories, improve people's understanding of relevant issues around community safety and policing, and encourage those with information to come forward anonymously to Crimestoppers. The show is hosted by veteran Northern Ireland journalist Wendy Austin and Dearbhail McDonald.

The series focus is on 'domestic crime' which impacts on people's everyday lives. The first show included the case of missing Belfast man Ábhrístín Ó Cadhlaigh, an aggravated burglary outside Ballymoney, an attempted murder in North Belfast and an arson on the railway line in Limavady where a quick thinking train driver's emergency stop managed to avert a real tragedy.

The show has been progressively more successful as each episode aired and has been a great profile boost for Crimestoppers and PSNI.

THE UK'S MOST WANTED FUGITIVES

Help us find them
Call Crimestoppers anonymously on
0800 555 111

 **NCA**
National Crime Agency

CrimeStoppers.
Speak up. Stay safe.



Building trust in our service

Crimestoppers featured on Crimewatch Live on BBC One

Crimestoppers often gets confused with the similar sounding but very different Crimewatch, the long-running television programme.

Whilst our charity's contact details are regularly broadcast and our rewards featured as part of specific investigations and appeals, Crimestoppers rarely has a dedicated feature filmed and broadcast about our crucial work.

In March, a crew from Crimewatch visited our headquarters for the day. They interviewed Mark Hallas, our Contact Centre chief Louise Peers, and team leader Poppy Evans.

They also recorded footage of the Contact Centre as staff carried out their regular duties.

The final broadcast film focused on who we are, our promise of anonymity and the range and scope of how Crimestoppers works behind the scenes by helping to solve and prevent crime.

It was an outstanding opportunity to showcase our important work to a key audience, helping to boost our profile, and spread the word. We hope to do more with Crimewatch in the future.

Reassurance highlighting options

From the evening of Justin's death, Fearless Scotland immediately posted across their national social media platforms, encouraging young people to speak up. It was well publicised that a large group of young people had been at the train station at the time. And so, these young people would be the most likely witnesses and, crucially, hold the key to identifying those responsible.

The following day, we issued a press release to appeal for information on the tragic incident but also to reassure parents and carers by providing them with knowledge of a safe place for young people to report crime, namely, Fearless.org.

This was immediately published in a variety of media outlets including the Glasgow Evening Times, Glasgow Live and Third Force News in print and online formats.

Positive endorsement across the community

Parents shared the online articles in droves, tagging partners and their young people and commenting positively about Fearless and our anonymity promise.

One person shared the article, writing:

"There is a charity mentioned in this article that I think could be a wonderful source for many people, especially our children who want to do the right thing but are scared to. I'll be talking to Nathan about this and hope other families will too. No one, adult or child, should have this happen to them. Everyone deserves the right to come home safe."

Her post was then liked and shared by many of her own followers.

A young person shared another of the articles saying:

"Enough now, it's gone too far."

Fearless Scotland then continued with youth violence messaging on social media throughout October, using their newly produced podcast featuring another Mum whose son was murdered in 2013.



Statement following Glasgow schoolboy murder generates positive engagement on social media channels and news outlets

On 16th October 2021, 14-year-old Justin McLaughlin was fatally stabbed in the heart in broad daylight whilst at a Glasgow train station. His murder sent shockwaves across Scotland.

The personal tragedy of one family became that of a whole city and beyond. Parents were expressing real fear for their children's safety on social media - someone's son went out for the day and never came home, what's to say theirs would?



Fearless Wales film about drug running girl forced to give sexual favours prompts sharp rise in County Lines reports

To highlight the dangers of grooming and County Lines drug gangs in Wales we produced a new film. It focuses on the character Sophie, who is groomed, sexually exploited, and threatened by a member of an organised crime gang.

Sophie's Story is a follow up to our Running the Lines film and warns of how girls are increasingly vulnerable to exploitation. It offers ways to identify those who are at risk. A new trend has shown that gangs are increasingly targeting girls to traffic drugs or money, as they are seen as less likely to be suspected of being involved.

Huge rise in County Lines reports

South Wales Police received a 67% increase in reports for the 12-month period, helped by the campaign and the impact that Sophie's Story has had. Across the four Welsh police forces, there was an encouraging 75% increase in reports disseminated on County Lines.

Fearless sessions

Sophie's Story features in the County Lines sessions run by the three Fearless Youth Workers in Wales; the concept that Sophie is a 'normal girl' who could end up in a County Lines gang is shocking but relatable to the young people we engage with.

In 2021/22, the Fearless team worked with nearly 3,500 young people despite the challenges of the pandemic, when we were limited in accessing schools and colleges.

The film Sophie's Story can be seen here:

www.fearless.org/campaigns/running-the-lines

More than awareness, people need to trust we are there for them and be confident in our promise of anonymity

Most people know our name, but too many don't have the knowledge of how we help.

- Crimestoppers is here for everyone. Knowledge of, and trust and confidence in, our services should be an essential 'life skill' for all. Who knows when you might need us?
- Crimestoppers is a trusted ally. For too many people, talking directly to those in authority feels risky. Believing that we will listen without judgement can help people speak up.
- Crimestoppers is safe. When "snitches get stitches", it's easy to understand why people keep silent. Knowing our promise of anonymity is secure means people can speak freely.

Using research, we try to understand the people who need us the most. This helps us focus our engagement activities to key potential users of our service.



Measuring trust and confidence

In October, we surveyed 4,000 members of the public. The results were really encouraging:

82% of the public were aware of Crimestoppers. Previous surveys have put this at between 80% and 90%, so this remains constant.

Among those aware of Crimestoppers:

70% would use us if they needed to.

65% of people trust Crimestoppers.

60% are confident we are completely anonymous.

This is very consistent across the population regardless of gender, ethnicity, income, disability, urban/rural deprivation.

People who need us the most

While we are encouraged that the majority of the population would use us, there is a sizable minority still to convince.

18% of the public have known about a crime but decided not to report it. This was the same in our survey of 2017.



Men, all people under 45, those living in deprived areas, and those with a disability (particularly mental health issues) are more likely not to report a crime.

34% would prefer to use Crimestoppers than give information to the police.

Two groups had a greater preference for Crimestoppers: **younger people and ethnic minorities.**



Younger people and ethnic minorities are more likely to agree that they don't know enough about Crimestoppers.

Awareness of Crimestoppers is lower in the following groups:



- Ethnic minorities
- Under 45s
- Those living in London and the West Midlands and other urban areas.
- Those who rent their home.

One charity, one team, working better together

Working with common cause, supporting each other

Volunteers connect us with every community

Our network of 300 or so dedicated volunteers connect us with every community across the UK. Not just through their tireless work at events and on campaigns, but through inspiring others in their area to carry the Crimestoppers service further.

Our annual Volunteer Awards celebrate their commitment, and our National Volunteering Plan seeks to improve the quality of experience for volunteers at Crimestoppers, through two way engagement and ongoing support.

This year we revamped the process for recruitment of volunteers, developing a short, attractive journey for the prospective volunteer on our website that culminates in a simple application form.

A new online induction is now live on our intranet to complement our bi-monthly Zoom welcome events. Running since May, they generate excellent feedback from new volunteers. And our regular Coffee with Crimestoppers online events continue to attract volunteers and staff alike to hear from various partners and internal departments. They are a great catalyst to develop a stronger sense of belonging amongst our volunteer family.

Next steps for volunteering

The creation of a Volunteer Inspiration Hub will foster greater inter-regional collaboration and the cross-fertilisation of ideas amongst our volunteers, wherever they might be located.

All volunteers need easy-to-use tools and resources for effective community engagement. A workshop in February identified the need for easier access to the tools already at their disposal, plus a re-invigoration of the existing Community Ambassadors programme. External expertise will be sought to develop more training and support for volunteers to reach into all communities with confidence.



Volunteer Awards 2021

Another terrifically successful event in June with an impressive range and variety of achievements by our volunteers right across the UK.

Volunteer of the Year Award:

David Cameron,
West Scotland Committee

“David has shown exemplary commitment throughout the last twelve months and his attitude and drive has changed my perception about just how much volunteers support and give value to the work of Crimestoppers.”

Crime Awareness Committee of the Year Award:

North Yorkshire Committee
Merseyside Committee

- **Youth Volunteer Award:**
Talitha Gower and Ellie Bruce,
Gloucestershire
- **Fundraiser of the Year Award:**
Andrew Knight, West Country and
Abbie Prior, Surrey
- **Unsung Hero Award:**
Sam Illing, London
- **Lifetime Achievement Award:**
Edith Conn, Greater Manchester and
Colin Dobinson, Essex
- **CEO's Corporate Volunteer Award:**
Network Rail Scotland

Post-pandemic working

After everyone across the charity has shown such resilience for nearly two years, it has been wonderful to reap the benefits that face-to-face collaboration inevitably brings. Central Office staff are working back in headquarters with our Contact Centre team, and we've welcomed regional staff and volunteers for meetings and visits. Video conferencing is a valuable addition to working and keeping connected across the UK.

We upgraded our intranet, the Bubble, with the aim of making it as user friendly and intuitive as possible for staff and volunteers. Since launch, there has been a 70% increase in active users and 31% increase in unique visitors.

We worked with Brand Stencil to create a new system to allow staff and volunteers to easily produce artwork from high-quality templates across the Fearless and Crimestoppers brands. This platform was rolled out from August and has allowed a more seamless approach to supporting local campaigns.

Health and wellbeing

Following Mental Health training, we now have 24 qualified Mental Health First Aiders across the charity, including two volunteers, who can provide a basic support, listening and signposting service. This complements the information on our intranet and a series of internal communications we sent out to all.

We have reviewed our approach to safeguarding to make sure staff and volunteers are appropriately checked and trained for the roles they are doing. We have a new volunteer role to support Fearless activity, and will be providing additional training for staff as appropriate.

We are delighted to have become an accredited 'Real Living Wage' employer, including the London living wage. This is good for the charity and our staff, will help us attract quality people and support staff with the cost of living.



Our future plans

Putting those who could stay silent at the centre of our strategy

Our current strategy was adopted in April 2020. Since then, we have evolved our thinking about the activities needed to achieve our objectives.

In particular, this concerns two areas:

A focus on key audiences and potential beneficiaries

To tailor our approach to different groups based on their crime issues, attitudes and experiences. Those groups who are least likely to engage directly with the police, as indicated by our research.

Experts in 'speaking up'

To help more people to speak up about crime; to be the 'champions' for speaking up. Embed the principles of being an active bystander into our outreach work and communications.

We believe in the power of people to stop crime.

- The power is in speaking up – silence allows criminals to prosper, to hurt us and those we care about.
- When you speak up about criminal activity, crimes are solved and prevented.
- When you take action to keep yourself and others safe, there are fewer victims.
- When you challenge the culture of silence that allows criminals to prosper, you can help stop crime.

Our promise of anonymity for anyone who comes to us is at our heart and embedded at our Contact Centre.

What the future could look like

We will be active in the communities that need our service the most, and through considered conversation encourage people to take appropriate and safe actions to reduce, solve and prevent crimes. These conversations will provide a platform to introduce the Crimestoppers service, as one safe option, amongst others people can explore.

Active bystanders

In our lives, we sometimes witness behaviours and/or attitudes that we don't like or agree with. It may be that they clash with our personal values, our organisational values or both. They may be criminal.

The default can often be to remain silent – to ignore, walk away; perhaps it just feels too hard to speak up. We might not see it as our role to intervene.

Do we ever consider the consequences of our inaction? What does our silence and inaction say to those involved or impacted?

We can all be active bystanders; take action safely to prevent harm.

Crimestoppers listens without judgement

Everyone who comes to us has made a choice – not to accept what's happening, to try and make a difference, to keep people safe.

Snitching vs reporting

An extract from our Fearless resource.

Reporting crime can be a difficult decision. One way to approach this is to detach yourself from the information – it's not about you but about the information you have.

When you report something with the purpose to keep others safe, you are being an active bystander.

The word snitching carries a lot of negativity, especially for young people. The table below highlights how reporting crime has positive outcomes and is done for positive reasons.

Snitching

- To get someone else into trouble
- To stop yourself getting into trouble
- To gain something from it
- To hurt or upset someone you don't like

Reporting

- To keep yourself safe
- To keep someone else/others safe
- The problem might be urgent/ important
- You may need other's help
- Speaking out because you know something is wrong

Financial results

The group results for the year ended 31st March 2022 are given in the Consolidated Statement of Financial Activities (SOFA) on page 25. The charity's assets and liabilities as at 31st March 2022 are given in the Balance Sheets on page 26.

Trading results

Income increased by 7% from the prior year to £6,707,534. This rise of £438,099 was due to increased revenue from charitable activities and our corporate partners. The charity's costs in comparison increased by 4.2% to £6,205,404, a rise of £250,523. Of this increase, £236,518 related to the expense of operating the charity's activities, with a rise of just £14,005 to raise the required funds. Because of these disparate rates of change, the net income before relocation costs generated for the year rose to £502,130, an increase of £187,576 from the year ended 31st March 2021. The Trustees are pleased with this outcome, especially in the face of continued uncertainty caused by the Covid 19 pandemic. As is explained in the Reserves policy, the surplus has been used to increase the level of reserves held by the charity.

Having raised fees in the previous year, there were no price increases to police forces for either the core service or for the network of Regional Managers, meaning that the rise in revenue came from increased activities, both charitable and from corporate partners. Charitable activities income increased by £220,518 to £3,437,984, due primarily to increased campaign work, and corporate partner income by £250,448 to £821,613. The latter reflects increased support from our corporate partners, who are crucial to the financial wellbeing of the charity. Notably revenue from our Integrity reporting line service has seen continued growth in the year. Donations and legacies fell by £31,664 to £2,447,651, reflecting lower intangible income.

The charity continued a strong focus on control of costs, which was successful, with an increase of 4.2%, despite a revenue rise of 7% and CPI inflation to the end of March 2022 of 7%. Charitable activity costs rose by 4.5%, and expenditure on raising funds by 2%. Both figures are pleasing, given the significant increase in revenue, and demonstrate that expenditure has been managed well. The pandemic continued to have an effect, with travel and subsistence costs in particular remaining at a lower level than in previous years. The charity will continue to monitor expenditure closely whilst investing in new technology to improve productivity.

The balance sheet strengthened in the year, with total funds increasing by £668,130 to £2,427,421. The deficit on the defined benefit pension scheme was reversed, releasing a provision of £181,000. In addition, the scheme was closed to future service accrual in the year.

The charity invested £117,200 in capital expenditure, principally in both computer hardware and software to ensure its core service continues to deliver at the best possible level. Trade debtors fell as working capital continued to be well managed, with net cash flow of £960,930 resulting in a balance of £3,624,760.

In summary, the Trustees are pleased with the financial outcome for the year, which not only generated a surplus but more significantly saw an increase in its charitable activities, combined with growth in revenue from its corporate partners.

More information is available in the notes to the accounts on pages 29 to 38.

Investment policy

The charity's policy is to maintain all of its liquid resources in interest bearing, instant access accounts at competitive rates available in the market.

Reserves policy

The charity maintains a level of reserves to allow it to meet its operational obligations and to mitigate against the financial costs of identified risks.

The level of reserves is set in the light of risks identified in the Risk Register, which is reviewed annually by the board. The key risks identified concern damage to the charity's reputation to guarantee anonymity to every member of the public who passes on information about crime, and loss or reduction of grant support from the Home Office.

The Trustees consider that a level of reserves in the range of £2 million to £2.2 million is appropriate, given the level of risk identified. The level of unrestricted free reserves on 31st March 2022 was £1,840,000, which the Trustees target to increase over an appropriate period, being mindful of the need to invest funds to further the charity's purpose.

The Trustees review the level of reserves yearly and update the policy annually.

Going concern

The Board of Trustees, in considering the adequacy of the charity's resources to continue in operational existence for the foreseeable future, has had due regard to the risks of possible reduced funding from the Home Office, donors and sponsors. The Home Office has committed to continue to support the charity with the award of a grant for 2022/23, at the same level as for the last five financial years. Given the continued pressure on the Home Office's finances, we see this continued funding as a positive endorsement of the charity. The Trustees anticipate that Home Office funding will continue to be available for periods beyond 31st March 2023. Additionally, the Trustees believe that the work being undertaken to attract funding from other sources will meet any shortfall, and are therefore satisfied that the charity can continue to meet its commitments as they fall due.

Risk management and internal control

The Board of Trustees has examined the major strategic, business and operational risks which the charity faces, and confirms that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The principal risk facing the charity is to its reputation in being able to guarantee anonymity to every member of the public who passes on information to us about crime. The Trustees will continue to implement policies which protect the operation's integrity. The other main risk to the organisation is the contribution from the Home Office, as it continues to provide significant funding for the charity; around 12% of its overall income in 2021/22. Trustees and staff continually look to increase other sources of income to ensure that the charity remains viable.

The Board has overall responsibility for ensuring that the charity has a system of internal control. Such a system of control can provide only reasonable and not absolute assurance against errors or fraud. The controls include clearly documented accounting procedures and a delegation of the authority of the Board of Trustees through the Chief Executive to the rest of the organisation. Controls safeguard Crimestoppers' assets and maintain the integrity of accounting controls.

Crimestoppers operates an annual planning and budgeting system with an annual budget approved by the Board. Any significant changes to those plans or budgets need specific approval from the Audit Committee. Revised forecasts are undertaken during the course of the year. The financial reporting system compares results with the budget and forecast on a monthly basis.

Potential impact of conflict in Ukraine

The economic uncertainty caused by the conflict in Ukraine will undoubtedly affect the charity. Whilst disruption to supply lines or the ability to trade in Europe are not issues the cost of energy and rising inflation will affect the charity, its beneficiaries, staff, partners and supporters. The budget for the coming year has been set in the light of these factors, which will be monitored closely and action taken as appropriate.

Potential impact of Covid 19

The charity's income is derived from a mix of sources, including central and local government, police services and corporate partners. Much of this income is secured for over a year, and has continued to both renew and grow over the previous two years. As a result, the charity considers its income to be secure.

Subsidiary undertakings

The charity's subsidiary undertakings as at 31st March 2022 were wholly owned and registered in England and Wales. Details are included in Note 14 to the financial statements. Some of the funds required to support the operations of the charity are raised through its subsidiary, Treble 5 Treble 1 Limited.

Employees and volunteers

Information about the aims and activities of the charity is disseminated to all staff and volunteers by means of briefings, meetings, reports, newsletters and Crimestoppers' intranet.

Crimestoppers fully accepts its social and statutory duty of enabling disabled persons to play their part in the community, and will employ them wherever practical. Should any staff become disabled, every reasonable effort is made to continue their employment and where necessary to provide special training or equipment. Career development and promotional opportunities are the same for all staff and volunteers.

The remuneration of the Chief Executive and other senior management is approved annually by the Trustees.

The charity depends heavily on the valuable contribution made by its volunteer committee members, both with regard to fundraising for regional projects and the promotion of the Crimestoppers service.

Organisational structure, governance and management

Charitable status

The charity is registered with the Charity Commission for England and Wales and the Office of the Scottish Charity Regulator. Our work extends throughout the British Isles, with a connection to Crimestoppers International.

Board of Trustees and organisational structure

The charity is a company limited by guarantee and is governed by the Board of Trustees, whose members are also directors for the purposes of the Companies Act. The Trustees who served during the year are set out on page 40. The Board is responsible for the oversight of the management of all the affairs of Crimestoppers. They are subject to fixed-term appointments and election or re-election in accordance with procedures set out in the charity's Memorandum and Articles of Association, which is its governing document. Trustee recruitment and appointment is on the basis that new appointees are familiar with both the responsibilities of being a Trustee and the detailed nature of the organisation. Due to the Trustees' business and charities experience and their awareness of the aims of the charity, it is felt that formal training beyond an induction process is unnecessary at the present time, but this will remain under review.

The Board ensures that all activities are within agreed charitable objectives.

The Board's work includes setting the strategic direction and agreeing the financial plan.

It appoints an Advisory Board ('AB') which currently consists of representatives from the Trustees, regional volunteer committees and the senior officers of the charity. The AB meets twice a year, the principal purpose of which is to provide a communication channel between the Trustees, senior officers and regional volunteers.

Governance Committee

The Governance Committee is appointed by the Board of Trustees and consists of up to three Trustees. It meets a minimum of twice each year. Its purpose is to ensure that the Board of Trustees fulfils its legal, ethical, and functional responsibilities through adequate governance, policy development, monitoring of Board

activities, and the evaluation of the effectiveness of Board performance.

The Governance Committee undertakes an annual review of the Board's performance and Trustees are confident that the charity's governance meets the Charity Governance Code's recommended practice in all material respects. Trustees have reviewed and confirmed that in the few areas where the charity does not – benchmarking, Board size and Trustee length of service – there is sufficient justification. The unique nature of the charity's operation means there are no obvious direct benchmarking comparators, but this will be kept under review; for the time being, Trustees have agreed a regime of continuous improvement. The Board's complement is under constant review and while this has resulted in a reduction, the number still exceeds that recommended by the Code. In addition, a number of Trustees have served longer than the recommended nine years. However, those individuals continue to provide excellent service to the charity.

Audit Committee

The Audit Committee is appointed by the Board of Trustees and consists of up to three Trustees. It meets at various times during the year to consider reports from the auditors, and advises the Board on financial control and organisational effectiveness.

Trustee Directors' responsibility

Each of the Trustee Directors has confirmed that so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware, and that they have taken all the steps that they individually ought to have taken as a Trustee Director in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Auditor

In accordance with the Companies Act 2006, a resolution proposing Mazars LLP be re-appointed as auditor of the charity will be put to the Annual General Meeting.

Our volunteers

There are 44 regional volunteer committees, consisting in total circa 311 volunteers from business, local government, the media and representatives generally of the communities they serve. They are responsible for working collaboratively with a wide variety of partners including the police, Police & Crime Commissioners, Community Safety Partnerships and other partners, promoting Crimestoppers generally and managing campaigns in their local area. The majority of committees are supported by salaried Regional Managers. It should be noted that a great amount of time, the value of which is not reflected in these financial statements, is donated by our volunteers, without whom the charity would not be able to sustain the current level of activities.

Our staff

In the year there were on average 99 full time equivalent staff who are responsible for the management and administration of the charity, manning the 24/7 call centre, marketing and fundraising, building and maintaining UK-wide partnerships, managing UK-

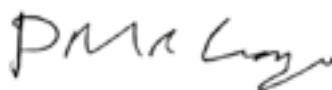
wide campaigns, and supporting regional volunteer committees. Of the staff, 28 are part of its Central Office team, 52 work either in management positions or under a shift system in our 24/7 Contact Centre and 26 work in a regional or area managerial role providing support to particular volunteer committees. The Central Office is also the base for several volunteers who assist with fundraising and operational tasks. The organisation has no staff on zero hours contracts.

Pensions

The charity contributes to a defined benefit scheme, which was closed to new entrants in 2005, and to an occupational money purchase scheme. The defined benefit scheme was closed to future service accrual on 1st April 2022. A professional actuary carried out a three-yearly valuation at 31st March 2020 of the defined benefit scheme, updated at 31st March 2021, which is not under Crimestoppers' direct control, as the charity is only a small part of a much bigger group which participates in the scheme. The revised valuation undertaken in 2021 shows a decrease from the previous valuation undertaken in 2017, with an estimated 77 percent (2017 - 98 percent) being the proportion of the accrued benefits which the scheme assets cover.

Additionally, the actuary carries out a separate annual valuation for financial reporting purposes in line with the accounting standard, FRS 102. The annual valuation is carried out using different assumptions and often results in a very different funding deficit or surplus. The 31st March 2022 valuation under this method showed a surplus of £67,000 compared with a deficit of £181,000 at 31st March 2021. The balance does not represent the cash position, as the cash flow required relates to future pension contributions and recovery payments agreed with the Trustees of the scheme. Current financial projections indicate that the charity will be able to make these contributions as they fall due. FRS 102 requires that the balance of the pension scheme should be shown as a change in unrestricted funds. The details are shown in full in Note 17 to the financial statements. The asset is not shown on the balance sheet, as the Trustees are of the view that the uncertainty around its long term likelihood are unknown, and hence to do so would not be appropriate.

Signed on behalf of the Trustees



Peter Gaze



Ceris M Gardner

26 July 2022

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting practice).

Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and parent charity and of the income and expenditure, of the group for the year. In preparing those financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the charity's SORP.
- Make judgments and accounting estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate and proper accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the group and parent charity, and enable them to ensure that the financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended), the Charities Act 2011 and regulations made thereunder and with the requirements of the Companies Act 2006. They are also responsible for safeguarding the assets of the group and parent charity, and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions.

Independent Auditor's report to the members of Crimestoppers Trust

Opinion

We have audited the financial statements of Crimestoppers Trust (the 'charity') for the year ended 31st March 2022 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated Statement of Cash Flows, and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity and the group's affairs as at 31st March 2022, and of the group's income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months

from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Strategic Report and Report of the Trustees, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees which includes the Strategic Report and the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors' Report included within the Report of the Trustees.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or

- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 22, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

Based on our understanding of the charity and its sector, we considered that non-compliance with the following laws and regulations might have a material effect on the financial statements: employment regulation, health and safety regulation, anti-money laundering regulation, non-compliance with implementation of government support schemes relating to COVID-19.

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management and, where appropriate, those charged with governance, as to whether the company is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;

- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the company which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as tax legislation, pension legislation, the Companies Act 2006, the Charities Act 2011 and the Charities Statement of Recommended Practice.

In addition, we evaluated the Trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements, including the risk of management override of controls, and determined that the principal risks related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, revenue recognition (which we pinpointed to the cut-off assertion), and significant one-off or unusual transactions.

Our audit procedures in relation to fraud included but were not limited to:

- making enquiries of the Trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- gaining an understanding of the internal controls established to mitigate risks related to fraud;
- discussing amongst the engagement team the risks of fraud; and
- addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of the audit report

This report is made solely to the charity's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report, and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body for our audit work, for this report, or for the opinions we have formed.

Signed:



Nicola Wakefield
(Senior Statutory Auditor)

19th August 2022

for and on behalf of Mazars LLP
Chartered Accountants and Statutory Auditor
6 Sutton Plaza, Sutton Court Road, Sutton,
Surrey, SM1 4FS

Consolidated Statement of Financial Activities

(incorporating the income and expenditure account)
for the year ended 31 March 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Income							
Income from charitable activities	1	3,437,984	-	3,437,984	3,217,826	-	3,217,826
Donations and legacies	2	992,273	1,455,378	2,447,651	1,025,804	1,453,511	2,479,315
Other trading activities	3	801,503	20,110	821,613	567,732	3,433	571,165
Income from investments		229	57	286	1,070	59	1,129
Total income and endowments		5,231,989	1,475,545	6,707,534	4,812,432	1,457,003	6,269,435
Expenditure							
Charitable activities	4	4,062,405	1,443,988	5,506,393	3,891,250	1,378,625	5,269,875
Expenditure on raising funds	5	581,628	117,383	699,011	565,324	119,682	685,006
Total expenditure		4,644,033	1,561,371	6,205,404	4,456,574	1,498,307	5,954,881
Net income/(expenditure) before Relocation costs		587,956	(85,826)	502,130	355,858	(41,304)	314,554
Contact Centre Relocation							
Grant Income		-	-	-	-	300,075	300,075
Relocation costs		-	-	-	82,837	15,043	97,880
Net Relocation income/(expenditure)		-	-	-	(82,837)	285,032	202,195
Net income/(expenditure) before transfers		587,956	(85,826)	502,130	273,021	243,728	516,749
Gross transfers between funds		(71,807)	71,807	-	66,625	(66,625)	-
Net income/(expenditure) before other recognised gains/(losses)		516,149	(14,019)	502,130	339,646	177,103	516,749
Other recognised (losses)/gains							
Actuarial loss on defined benefit pension scheme	17	166,000	-	166,000	(39,000)	-	(39,000)
Net movement in funds		682,149	(14,019)	668,130	300,646	177,103	477,749
Reconciliation of Funds							
Total funds brought forward		1,348,606	410,685	1,759,291	1,047,960	233,582	1,281,542
Total funds carried forward		2,030,755	396,666	2,427,421	1,348,606	410,685	1,759,291

The principal accounting policies on page 28 and the notes on pages 29 to 38 form part of these financial statements.

The consolidated statement of financial activities incorporates the consolidated income and expenditure account. For the purposes of the Companies Act 2006, excluding intangible income and expenditure, income for the year was £6,639,734 (2021 – 6,158,235) and expenditure was £6,137,604 (2021 – 5,843,681).

Expenditure on charitable activities includes the costs of raising income from donations and legacies.

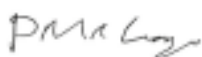
All amounts are derived from continuing activities.

There are no other recognised gains or losses other than those stated above.

Balance sheets as at 31 March 2022

	Notes	CONSOLIDATED		CHARITY	
		2022	2021	2022	2021
		£	£	£	£
Fixed assets					
Total tangible assets	9	279,297	299,884	94,586	97,024
Total intangible assets	9	94,203	99,456	20,234	2,366
Total fixed assets		373,500	399,340	114,820	99,390
Current assets					
Debtors	10	936,370	1,376,513	970,541	1,011,669
Cash at bank and in hand					
Cash - restricted fund balances		214,641	345,253	340,318	345,253
Cash - deferred income		544,728	644,597	544,728	390,413
Cash - operating funds		2,505,391	1,313,980	595,293	976,101
Total current assets		4,201,130	3,680,343	2,450,880	2,723,436
Liabilities					
Creditors: Amounts falling due within one year	11	2,147,209	2,139,392	1,248,261	948,421
Net current assets		2,053,921	1,540,951	1,202,619	1,775,015
Total assets less current liabilities excluding pension liability		2,427,421	1,940,291	1,317,439	1,874,405
Defined benefit pension scheme deficit	17	-	(181,000)	-	(181,000)
Net assets including pension deficit	13	2,427,421	1,759,291	1,317,439	1,693,405
The funds of the charity:					
Total restricted funds	12	396,666	410,685	396,666	410,685
Unrestricted funds:					
Unrestricted funds		2,030,755	1,529,606	920,773	1,463,720
Unrestricted funds excluding pension deficit		2,030,755	1,529,606	920,773	1,463,720
Defined benefit pension scheme deficit	17	-	(181,000)	-	(181,000)
Total unrestricted funds		2,030,755	1,348,606	920,773	1,282,720
Total funds	13	2,427,421	1,759,291	1,317,439	1,693,405

The financial statements were approved and authorised for issue by the Trustees:



Peter Gaze

Date: 26 July 2022



Ceris M Gardner

Date: 26 July 2022

The principal accounting policies on pages 28 and the notes on pages 29 to 38 form part of these financial statements.
Company No 05382856

Consolidated statement of cashflow

	2022	2022	2021	2021
	£	£	£	£
Net movement in funds	668,130		477,749	
Investment income	(286)		(1,129)	
Depreciation	88,424		76,419	
Amortisation	54,616		66,823	
Loss on disposal of fixed assets	0		3,700	
Decrease/(Increase) in debtors	440,143		(556,752)	
Increase/(Decrease) in creditors	7,817		(327,143)	
(Decrease)/Increase in pension scheme liability	(181,000)		37,000	
Net cash inflow/(outflow) from operating activities		1,077,844		(223,333)
Cashflows from investing activities				
Investment income received		286		1,129
Cashflows from capital expenditure				
Purchase of tangible fixed assets	(67,837)		(261,958)	
Purchase of intangible fixed assets	(49,363)		(93,930)	
		(117,200)		(355,888)
Increase/(Decrease) in cash for the year		960,930		(578,092)

Principal accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

Crimestoppers Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Trustees have reviewed detailed cash flow projections to 31st July 2023 and have agreed detailed budgets for the year ended March 2023. Both sources of income and types of expenditure have been reviewed. The Trustees have also considered the Group's working capital and capital expenditure requirements. As a result of the foregoing, the Trustees are satisfied that it is appropriate to prepare the accounts on a going concern basis.

The principal accounting policies of the charity are set out below:

b) Company status

The charity is a company limited by guarantee. The members of the company are the Trustees named on page 40. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

c) Fund accounting

Unrestricted funds are available for use at the discretion of the Board of Trustees in furtherance of the general objectives of the charity. Funds held by regional committees which are not for a specific purpose are regarded as Unrestricted while still within the control of the relevant committee. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised for particular purposes.

d) Income

All income is included in the SOFA when the Charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

Voluntary income

Voluntary income represents income received from monetary donations, grants and intangible income. It is credited on receipt or entitlement to unrestricted funds or restricted funds, as appropriate, unless required by the donor to be deferred to future years. Intangible income, which comprise gifts in kind and donated services, is included in voluntary income at a valuation which is an estimate of the financial cost borne and confirmed by the donor, where such a cost is quantifiable and measurable. Such costs include amounts in excess of commercial discounts given, where such discounts are deemed by the donors as donations. No income is recognised when there is no financial cost borne by a third party.

Activities for raising funds

Activities for raising funds represent income from fundraising events and licensing undertaken by the charity during the year.

Investment income

Investment income consists of interest and is accounted for on a receivable basis.

e) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of raising funds are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charity's activities.

Support costs, which include the central and regional functions such as general management, finance and accounting, information technology and human resources, are allocated across the categories of charitable expenditure and the costs of raising funds. The basis of the cost allocation is by head count and estimated time spent by personnel under each category.

f) Tangible fixed assets

Fixed assets are capitalised when their cost exceeds £500 and when their useful economic life is expected to exceed three years in the case of computer equipment and five years for all other assets.

Depreciation is charged to the SOFA so as to write off the cost of fixed assets on a straight-line basis over their estimated useful lives. Depreciation is charged on a monthly basis from the month of purchase, with a whole month's charge in the month of disposal. Leasehold improvement costs are amortised over the remaining period of the appropriate lease.

g) Intangible fixed assets

Intangible fixed assets are recognised as website and software costs exceeding £500. These costs have been capitalised at historic cost and amortised on a straight-line basis over three years. Depreciation is charged to the SOFA on a monthly basis from the month of purchase, with a whole month's charge in the month of disposal.

h) Pension costs

The charity is a participating employer member of the Foundation Pension Plan, which is closed to new members. The scheme is a defined benefit pension scheme, the funds of which is administered by its own Trustees and is separate from those of the participating employers. The cost of providing pensions and related benefits is charged to the SOFA over the employees' service lives on the basis of a constant percentage of earnings, which is an estimate of the regular cost. Variations from regular cost, arising from periodic actuarial valuations, are allocated over the expected remaining service lives of current employees on the basis of a constant percentage of current and estimated future earnings. Any difference between the charge to the SOFA and the contributions payable to the scheme is shown as an asset or a liability in the balance sheet.

The full surplus or deficit for the scheme is recognised on the balance sheet in line with the requirements of FRS 102. The cost of the pension scheme has been brought into the SOFA in full, and allocated across expense codes on a consistent basis with the allocation of all other staff costs. Pension costs in respect of the group occupational money purchase scheme are charged to the SOFA for the year in which they are payable.

i) Operating leases

Payments made under operating leases are charged to the SOFA when incurred. The charity does not acquire assets under finance leases.

Notes to the financial statements for the year ended 31 March 2022

1. Income from charitable activities	2022 £	2021 £
24/7 Call Centre	2,607,051	2,579,961
Other	830,933	637,865
Contractual Income	—	—
	3,437,984	3,217,826

2. Donations and legacies	2022 £	2021 £
Income from donations:		
Other voluntary income	974,009	1,050,899
Companies and trusts	356,164	266,549
Individuals	4,581	4,036
	1,334,754	1,321,484
Grant Income:		
Central government	882,000	922,073
Local government	163,097	124,558
	1,045,097	1,046,631
Intangible income	67,800	111,200
	67,800	111,200
Total income from donations and legacies	2,447,651	2,479,315

Central government grants include £770,500 (2021 - £770,500) Home Office contribution to support the core operating costs of the Charity.

3. Activities for raising funds	2022 £	2021 £
Corporate partners and other licensing income	781,735	563,638
Events	39,878	7,527
	821,613	571,165

Notes to the financial statements for the year ended 31 March 2022

4. Charitable activities	2022	2021
	£	£
Staff Costs – promoting the Crimestoppers scheme and building up anti-crime partnerships, nationally and locally	3,303,338	3,243,284
Publicity and promotion of the Crimestoppers scheme	1,407,322	1,269,698
Support costs	758,154	725,430
Other direct operational expenditure	9,910	12,305
Audit fee	20,019	18,158
Rewards	7,650	1,000
	5,506,393	5,269,875

Within the £5,506,393 (2021 - £5,269,875) of Charitable Activities cost for the Charity are £62,793 (2021 - £58,716) relating to Governance Costs.

Within the £3,303,338 (2021 - £3,243,284) of Staff Costs are £7,616 (2021 - £nil) Redundancy Costs.

Within the £1,407,323 (2021 - £1,269,698) for the publicity and promotion of the charity are matching costs of £67,800 (2021 - £111,200) of the intangible income (outlined in note 2 above).

5. Expenditure on raising funds	2022	2021
	£	£
Staff costs, including consultancy and training	509,653	494,140
Support costs	162,923	173,292
Fundraising events and publicity	26,435	17,574
	699,011	685,006

6. Staff costs	2022	2021
	£	£
Total costs of:		
Wages and salaries	3,163,848	3,110,333
National insurance	305,345	300,574
Pension and other benefits	158,866	127,607
Consultancy and temporary staff	94,015	104,491
Training and recruitment	86,550	60,166
Pension scheme administration	(399)	29,939
Other staff costs	4,766	4,314
	3,812,991	3,737,424

Notes to the financial statements for the year ended 31 March 2022

6. Staff costs (continued)

The average number of full-time equivalent employees (including part time staff) during the year were as follows:

	2022	2021
Fundraising	4	4
Charitable activities	83	85
Administration	12	12
Total	99	101
Average number of staff during the year	106	107

Higher paid employees received emoluments during the year in the following bands:

	2022	2021
£60,000 - £69,999	1	1
£70,000 - £79,999	1	2
£80,000 - £89,999	1	-
£130,000 - £139,999	1	1
	4	4

Of these employees none (2021 - None) was a member of the Trust's defined benefit pension scheme. The total remuneration cost of the key management personnel during the year was £439,774 (2021 - £419,793).

7. Trustees' emoluments

No Trustee received any emoluments or expenses during the year (2021-Nil).

8. Support costs

	Charitable Activities	Expenditure on Raising funds	2022 Total	2021 Total
	£	£	£	£
Travelling Expenses	58,662	3,183	61,845	8,256
Rent, repairs and maintenance	115,136	51,725	166,861	233,392
Depreciation	131,718	11,323	143,041	131,711
Losses on disposal of fixed assets	-	-	-	3,700
Stationery, copying and postage	19,414	6,088	25,502	22,918
Website development and management	-	-	-	-
Telephones & internet	131,421	15,867	147,288	123,506
Legal fees	23,603	9,120	32,723	56,947
Other support costs	278,200	65,617	343,817	318,292
Allocated support costs	-	-	-	-
	758,154	162,923	921,077	898,722

Notes to the financial statements for the year ended 31 March 2022

9a. Consolidated fixed assets

	Tangible				Intangible
	Leasehold Improvements	Furniture, Fixtures & Fittings	Computer Equipment	Total	Software
	£	£	£	£	£
Cost					
At 1 April 2021	207,829	125,493	363,510	696,832	288,177
Additions	21,667	6,713	39,457	67,837	49,363
Disposals	(1,457)	(50,602)	(10,656)	(62,715)	(12,242)
At 31 March 2022	228,039	81,604	392,311	701,954	325,298
Depreciation					
At 1 April 2021	13,145	101,694	282,109	396,948	188,721
Charge for the year	24,925	10,207	53,292	88,424	54,616
Eliminated on disposals	(1,457)	(50,602)	(10,656)	(62,715)	(12,242)
At 31 March 2022	36,613	61,299	324,745	422,657	231,095
Net book value					
At 31 March 2022	191,426	20,305	67,566	279,297	94,203
At 31 March 2021	194,684	23,799	81,401	299,884	99,456

9b. Charity fixed assets

	Tangible				Intangible
	Leasehold Improvements	Furniture, Fixtures & Fittings	Computer Equipment	Total	Software
	£	£	£	£	£
Cost					
At 1 April 2021	58,120	96,773	174,857	329,750	130,352
Additions	21,667	2,433	16,686	40,786	26,052
Disposals	(1,457)	-	(10,656)	(12,113)	-
At 31 March 2022	78,330	99,206	180,887	358,423	156,404
Depreciation					
At 1 April 2021	3,819	91,456	137,451	232,726	127,986
Charge for the year	10,169	3,676	29,379	43,224	8,184
Eliminated on disposals	(1,457)	-	(10,656)	(12,113)	-
At 31 March 2022	12,531	95,132	156,174	263,837	136,170
Net book value					
At 31 March 2022	65,799	4,074	24,713	94,586	20,234
At 31 March 2021	54,301	5,317	37,406	97,024	2,366

Notes to the financial statements for the year ended 31 March 2022

10a. Consolidated debtors	2022	2021
	£	£
Trade debtors	756,257	1,013,952
Prepayments	151,634	148,774
Accrued income	28,479	213,787
	936,370	1,376,513

10b. Charity debtors	2022	2021
	£	£
Trade debtors	254,868	164,371
Prepayments	136,586	122,369
Accrued income	28,479	212,537
Amounts due from associated undertakings	550,608	512,392
	970,541	1,011,669

Amounts due from associated undertakings includes the outstanding management charge in respect of strategic and support services supplied to the subsidiary £500 (2021 - £108,320).

11a. Consolidated creditors due within one year	2022	2021
	£	£
Trade creditors	227,566	236,872
Taxation and Social Security	329,295	292,400
Accruals	228,945	236,325
Deferred income	1,361,403	1,373,795
	2,147,209	2,139,392

The deferred income of £1,493,352 at the end of 2021 was released during the year.

11b. Charity creditors due within one year	2022	2021
	£	£
Trade creditors	183,042	203,135
Taxation and Social Security	86,193	42,258
Accruals	200,063	203,573
Deferred income	779,163	499,455
	1,248,461	948,421

Notes to the financial statements for the year ended 31 March 2022

12. Movement on restricted funds

	Opening Balance	Income	Expenditure	Net Transfers	Closing Balance
	£	£	£	£	£
Total regional restricted funds	108,263	378,851	(390,602)	30,585	127,097
Fearless Worker Funding	71,081	332,410	(316,683)	(28,254)	58,554
Contact Centre Relocation	202,195	-	(20,170)	-	182,025
Other restricted funds (subtotal)	29,146	764,284	(833,916)	69,476	28,990
Total Central Office restricted funds	302,422	1,096,694	(1,170,769)	41,222	269,569
Total restricted funds	410,685	1,475,545	(1,561,371)	71,807	396,666

Purpose of restricted funds

- Fearless Worker Funding - These are funds specifically received in respect of Fearless Workers across a number of regions, with the funding running through into the next financial year.
- Contact Centre Relocation - Grant income received from the Cayo Foundation to fund the refurbishment of the Head Office premises to facilitate the relocation of the Contact Centre. This balance represents the amount included as part of the fixed assets which will be written off over the lease term of ten years.

13a. Consolidated fund balances at 31 March 2022

represented by:

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Fixed assets	191,475	182,025	373,500
Debtors	936,370		936,370
Cash at bank and in hand	3,050,119	214,641	3,264,760
Creditors	(2,147,209)		(2,147,209)
Net assets at 31 March 2022	2,030,755	396,666	2,427,421

13b. Charity fund balances at 31 March 2022

represented by:

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Fixed assets	68,376	46,444	114,820
Debtors	960,637	9,904	970,541
Cash at bank and in hand	1,140,021	340,318	1,480,339
Creditors	(1,248,261)		(1,248,261)
Net assets at 31 March 2022	920,773	396,666	1,317,439

Notes to the financial statements for the year ended 31 March 2022

14. Subsidiary companies

The group subsidiary companies at 31 March 2022, which were all wholly owned and registered in England and Wales, were as follows:

Activity

Crimestoppers Enterprises Limited

Dormant

Treble 5 Treble 1 Limited

Operation of a 24/7 call handling centre

The results of Treble 5 Treble 1 Limited for the year ended 31 March 2022 were as follows:

	2022	2021
	£	£
Turnover	3,825,536	3,357,982
Cost of sales	(1,903,011)	(1,789,732)
Gross profit	1,922,525	1,568,250
Administrative expenses	(712,699)	(780,911)
Operating Surplus	1,209,826	787,339
Interest receivable and similar income, net of interest payable	153	733
Profit for the year	1,209,979	788,072
Fixed assets	258,679	299,951
Net current assets/(liabilities)	851,300	(234,067)
Net assets	1,109,979	65,884
Profit and Loss Account	1,109,979	65,884
Total shareholder funds	1,109,979	65,884

During the year there was a charge from the parent company to Treble 5 Treble 1 Limited for the provision of management and support services £750,500 (2021 - £658,320); it is included in the Administrative expenses figure.

All taxable profits of the company are distributed to the parent charity, Crimestoppers Trust, and on this basis no taxation charge is payable for either the year ended 31 March 2022 or the year ended 31 March 2021. Where taxable profits are lower than the accounting profits due to temporary timing differences, reserves are retained in the company. For 2021/22 distributions of £165,884 (2020/2021 - £1,001,598) were made to Crimestoppers Trust.

Treble 5 Treble 1 Limited is a company limited by guarantee.

Notes to the financial statements for the year ended 31 March 2022

15. Leases

Commitments under operating leases are as follows:

	Land & buildings		Others	
	2022	2021	2022	2021
	£	£	£	£
Consolidated:				
Payments within one year	66,000	66,000	20,100	5,878
Expiring between one – five years	511,500	445,500	18,425	-
Expiring after five years	431,532	561,000	-	-
	1,009,032	1,072,500	38,525	5,878
Charity:				
Payments within one year	66,000	66,000	20,100	5,878
Expiring between one – five years	511,500	445,500	18,425	-
Expiring after five years	431,532	561,000	-	-
	1,009,032	1,072,500	38,525	5,878

The lease for the Central Office based in Wallington, Surrey was renewed with effect from 7 July 2020 for a further 10-year period. The initial rental for the period to 6th July 2023 is £66,000 pa which subsequently increases to £132,000 pa for the remaining term.

16. Related Parties

During the year the charity received a donation of £40,000 (2021 – £40,000) from the Bestway Foundation Charitable Trust. Mr Zameer Choudrey, a Trustee of the charity, is a Trustee of the Bestway Foundation Charitable Trust.

Ms Angela Entwistle and Mr Stewart Anthony Harris, both Trustees of the charity, are also Trustees of the Cayo Foundation. For the year to 31 March 2022, the charity received a grant from the Cayo Foundation totalling £Nil (2021 – £247,713).

Bill Griffiths, a Trustee of the charity, provided consultancy for which he incurred expenses and was reimbursed £213 (2021 – £105).

Sir Paul Stephenson, a Non-Executive Director of British Horse Racing Authority (BHA), is also a Trustee of the charity. During the year Crimestoppers provided an Integrity Line service and Intellectual Property to the BHA at a cost of £18,507 (2021 – £17,977).

Peter Clarke, a Trustee of the charity, was HM Chief Inspector of Prisons until October 2020. During the year Crimestoppers provided a reporting service to offenders in prisons funded by HM Prison & Probation Service at a cost of £47,722 (2021 – £43,643).

During the year Crimestoppers charged management fees to its wholly owned subsidiary, Treble 5 Treble 1 Limited of £750,000 (2021 – £658,320); in addition, distributions of £165,884 (2021 – £1,001,598) were made by Treble 5 Treble 1 Limited. At 31 March 2022 £550,608 (2021 – £512,392) was due from Treble 5 Treble 1 Limited.

17. Pension commitments

The charity participates in the Foundation Pension Plan, a non-segregated multi-employer defined benefit pension scheme in the UK. The disclosures set out below are based on calculations carried out as at the Balance Sheet Date by a qualified independent actuary.

The assets are held in a separate trustee-administered fund to meet long-term pension liabilities to past and present employees. The trustees of the Plan are required to act in the best interest of the Plan's beneficiaries. The appointment of trustees is determined by the trust documentation.

The liabilities of the Plan are measured by discounting the best estimate of future cash flows to be paid out of the Plan using the projected unit method. This amount is reflected in the surplus or deficit in the balance sheet.

The projected unit method is an accrued benefits valuation method in which the liabilities make allowance for projected earnings.

The liabilities set out in this note have been calculated based on the scheme funding assessment being carried out by the trustees as at 31 March 2021, updated to the Balance Sheet Date.

The value of the assets for the charity at the Balance Sheet Date has been taken as the same proportion of the liabilities that relate to the employees and former employees of the charity in comparison to the liabilities of the whole plan at the Balance Sheet Date. When apportioning the assets of the Plan in this way, no allowance has been made for the effects of GMP equalisation for the charity.

The following disclosures relate only to employees and former employees of the charity.

At the Balance Sheet Date, no contributions are payable to the Plan in respect of Pensionable Earnings as it is closed to future service accrual.

In addition, the charity will pay its share of the death in service insurance premiums and administration expenses, including levies. The charity's contributions (including death in service premiums) expected to be made in the year commencing 1st April 2022 are £10,000.

Notes to the financial statements for the year ended 31 March 2022

17. Pension commitments (continued)

17. a) Principal Assumptions

The principal actuarial assumptions at the balance sheet date were:

	2022	2021
Discount rate	2.65%	1.90%
RPI Inflation	3.75%	3.30%
CPI Inflation	2.95%	2.40%
Rate of increase in salaries	n/a	1.00%
Rate of increase to pensions in payment:		
Fixed	In line with Scheme Rules	In line with Scheme Rules
RPI capped at 5.00% pa	3.55%	3.20%
CPI capped at 2.50% pa	2.20%	2.00%
Pre and post retirement mortality	S3PxA with CMI 2021 with 1.25% pa long term improvements	S3PxA with CMI 2020 with 1.25% pa long term improvements
Cash commutation	80% of maximum tax-free cash	80% of maximum tax-free cash
Future life expectancy of male aged 65 at balance sheet date	21.4	21.9
Future life expectancy of male achieving 65, 20 years after balance sheet date	22.6	23.2
Future life expectancy of female aged 65 at balance sheet date	23.9	24.3
Future life expectancy of female achieving 65, 20 years after balance sheet date	25.3	25.7

For the avoidance of doubt the above assumptions are in absolute terms.

17. b) Asset Breakdown

The major categories of the Scheme assets are:

	2022 £000's	2021 £000's
UK and Overseas Equities	1,098	1,084
Insured Pensioners	338	378
Government Fixed Interest Bonds	47	50
Corporate Bonds	385	347
UK Index Linked Bonds	277	259
Cash	35	30
Total	2,180	2,148

17. c) Net defined benefit liability

	2022 £000's	2021 £000's
Fair value of Scheme assets	2,180	2,148
Present value of defined benefit obligation	2,113	2,329
Unrecognised surplus	67	0
Defined benefit liability recognised in balance sheet	0	(181)

Notes to the financial statements for the year ended 31 March 2021

17. d) The total expense recognised in the statement of financial activities

	2022 £000's	2021 £000's
Current Service Cost	10	9
Net interest on the net defined benefit liability	2	3
Total	12	12

17. e) Total amounts taken to Other Comprehensive Income

	2022 £000's	2021 £000's
Actual return on Scheme assets	71	287
Amounts included in net interest on the net defined benefit liability	(41)	(42)
Remeasurement gains and (losses)		
- Return on Scheme assets excluding interest income	30	245
Remeasurement losses and (gains)		
- Actuarial losses and (gains)	(203)	284
Total	166	39

17. f) Changes in the present value of the defined benefit obligation

	2022 £000's	2021 £000's
Present value of defined benefit obligation at beginning of period	2,329	2,095
Benefits and death in service premium paid	(69)	(107)
Current service cost	10	9
Interest cost	43	45
Remeasurement losses and (gains)		
- Actuarial losses and (gains)	(203)	284
Employee contributions	3	3
Present value of defined benefit obligation at end of period	2,113	2,329

17. g) Changes in the fair value of assets

	2022 £000's	2021 £000's
Fair value of Scheme assets at beginning of period	2,148	1,951
Interest income	41	42
Remeasurement gains and (losses)		
- Return on Scheme assets excluding interest income	30	245
Contributions by employer	27	14
Employee contributions	3	3
Benefits and death in service premium paid	(69)	(107)
Fair value of Scheme assets at end of period	2,180	2,148

Thank you to our partners and supporters

- Abri
- Altia
- Association of Convenience Stores
- B&Q/Screwfix
- Barnardo's
- BASE/Industry Trust
- British Horseracing Authority
- Border Force
- Cabinet Office
- City of London Police
- Clarasys
- D.Tec
- Electoral Commission
- England & Wales Cricket Board
- Environment Agency
- EPC-UK
- ESRI
- Federation Against Copyright Theft
- First Central
- Food Standards Scotland
- Forensic Science Regulator
- Harod Associates
- Her Majesty's Prison & Probation Service
- HM Revenue & Customs
- Home Office
- HSBC
- Immigration Service
- Impellam | Carlisle
- Independent Press Standards Organisation
- Insurance Fraud Bureau
- Intellectual Property Office
- John Lewis Partnership
- Joint Maritime Security Centre (Port Safe)
- Liberty
- Link ATM
- Long Clawson Dairy
- Mitie
- Morrisons
- Muller
- National Crime Agency
- National Infrastructure Crime Reduction Partnership
- Natural Resources Wales
- Next
- NHS Counter Fraud Authority
- NHS Scotland
- Northern Powergrid
- Openreach
- Railway Delivery Group
- Retail Energy Code Company

- Ring
- Royal Mail
- Save the Children
- Scottish Football Association
- SIA
- Sodexo (HMP Addiewell)
- South Caernarfon Creameries
- Thames Water
- Tideway
- TSB
- UKAD
- William Hill
- Wine & Spirit Trade Association
- Zinc Solutions

Police Integrity Lines with:

- Cambridgeshire, Bedfordshire, and Hertfordshire Police
- Cheshire Police
- Dyfed Powys Police
- Gloucestershire Police
- Greater Manchester Police
- Guernsey Police
- Hampshire Police
- Jersey Police
- Metropolitan Police Service
- Northumbria Police
- Police Service of Northern Ireland
- Thames Valley Police
- South Wales Police
- West Mercia and Warwickshire Police

Firestoppers with Fire and Rescue Services in:

- County Durham and Darlington
- Derbyshire
- Kent
- Northamptonshire
- Northumberland
- Nottinghamshire
- South Yorkshire
- Tyne & Wear

Trading Standards in:

- East Midlands
- Greater Manchester
- Kent & Medway
- Wales

Trusts and Foundations

- The Bestway Foundation
- The City Bridge Trust
- The High Sherriff of Gloucestershire
- The Gilbert and Eileen Edgar Charitable Trust
- The Peacock Charitable Trust
- The Sir John Beckwith Charitable Trust
- The Ingram Trust
- The 29th May 1961 Charitable Trust
- The Adint Charitable Trust
- Great Western Railway
- The National Lottery
- The Henry C Hoare Charitable Trust
- The Emerson Foundation
- The St Hilda's Trust
- The Mather Family Trust
- The Marjorie and Geoffrey Jones Charitable Trust
- London Freemasons Charity
- The JR Corah Foundation Fund
- The Mr and Mrs TCS Haywood Charitable Trust
- The William Webster Charitable Trust
- The Charity of F P Finn
- The Hugh Neill Charity
- The Bassil Shippam & Alsford Trust
- The Prince Phillip Trust Fund
- The Gray Trust
- The Shawlands Trust
- The Tory Family Foundation
- Somerset Community Foundation

Legal & administrative information

Trustee Directors

Chair of Trustees

- Lord Ashcroft KCMG PC

Trustees

- Lord Choudrey CBE
- Mr Peter Clarke CVO OBE QPM
- *Ms Angela Entwistle
- Ms Ceris Gardner
- Mr Peter Gaze FCA
- Mr Bill Griffiths CBE BEM QPM
- Mr Stewart Harris
- Ms Suzanne Jacob OBE
- *Mr Michael Laurie CBE
- *Mr Barry Mizen MBE
- Mr Nick Ross CBE
- Mr Stephen Rubin OBE
- Sir Paul Stephenson QPM

Advisory Board

Trustee Directors and officers marked with a * serve on the Advisory Board, together with the following:

- Mr Phil O'Shea
Deputy Chair & AB Member for Northern Ireland & the Islands (Isle of Man & Channel Islands)
- Miss Jane Antrobus
North West Region Representative
- Mr Bill Cullen
East Midlands Region Representative
- Mrs Nina Dawes
West Midlands Region Representative
- Mr John Dobbin
Yorkshire & Humberside Representative
- Mr Jonathan Hamill
North East Region Representative
- Mrs Sarah Pease
South West Representative
- Mr Stuart Rawlins
East Region Representative
- Mr Peter Rolington
South Region Representative

Senior Officers

- *Mr Mark Hallas OBE,
Chief Executive
- *Mr Stephen Mann,
Director of Finance, Company Secretary
- *Mr Michael Duthie,
Director of Operations
- *Mr Rodger Holden,
Director of Business Development
- *Ms Karen Ogborn,
Chief of Staff

Bankers

The Royal Bank of Scotland plc
280 Bishopsgate, London, EC2M 4RB

Auditor

Mazars LLP
2nd Floor, 6 Sutton Plaza, Sutton Court Road, Sutton,
Surrey, SM1 4FS

Solicitors

Bates Wells,
10 Queen Street Place, London, EC4R 1BE

Status

Crimestoppers Trust was originally established by a Deed of Trust on 20 October 1986 and was registered by the Charity Commission with effect from 4 November 1987. On 1 April 2005 the complete undertaking of Crimestoppers Trust was transferred to a company limited by guarantee, Company Number 05382856, which is itself a registered charity, Number 1108687 (England) and Number SC037960 (Scotland). The registered office of the charity is at 10 Queen Street Place, London, EC4R 1BE.

The principal office is PO Box 324, Wallington, SM6 6BG.

We believe everyone has the right to feel safe from crime, wherever they live, wherever they work, for ourselves and all those we care about.

But sometimes people might be worried about a crime, or something that's wrong, and want to pass on information. Which is why it's good to know they can always trust Crimestoppers.

We're an independent charity that gives people the power to speak up and stop crime, 100% anonymously. By the phone and online, 24/7, 365 days a year. No police contact. No witness statements. No courts.

Every year we help stop thousands of crimes. So, let's make communities safer together.

Find out more about our work.

Contact us at hello@crimestoppers-uk.org

CrimeStoppers.
crimestoppers-uk.org

Accounts

A close-up, profile view of a woman with dark skin and her hair in small braids. She is holding a black smartphone to her ear and appears to be in conversation. She is wearing a dark-colored top with a light-colored horizontal stripe across the chest. A small, round, dark earring is visible on her left ear, and a black wristband is on her left wrist. The background is blurred, showing what appears to be a bookshelf. The overall tone is professional and focused.

2020/21

Annual Report and Accounts

Giving people the
power to speak up
and stop crime.

100% anonymously.
Always.

CrimeStoppers.
Speak up. Stay safe.



2020/21

Annual Report and Accounts

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- 17 Our future plans

Financial statements comprising:

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Registered Charity

No. 1108687 (England and Wales) No. SC037960
(Scotland) Company No. 05382856

Welcome from our Chair



We give people the confidence to speak up by offering the protection of complete anonymity, a promise we have kept throughout our 33-year history.

Lord Ashcroft KCMG PC
Chair of Board of Trustees
Crimestoppers Trust

Welcome to our Annual Report 2020-2021. We invite you to journey through our charity's progress over the past year as we continue to support law enforcement and empower the public to speak up and stay safe, 100% anonymously.

Like many charities, we have had to operate under a new normal created by the Coronavirus pandemic. I am pleased to say that we continued to remain open at all times, whilst adhering to strict government guidelines. Our Contact Centre staff excelled in their role, providing a trusted non-judgemental ear for members of the public who wished to remain anonymous as they voiced their crime concerns and suspicions.

Whilst crime in our communities is something that affects us all, not everyone feels able to talk to the police, whether that be for fear of reprisals, not wanting to go through the courts, or for deeply ingrained cultural reasons. That's where Crimestoppers comes in. As an independent charity, we give people the confidence to speak up by offering the protection of complete anonymity, a promise we have kept throughout our 33-year history.

From the first call to Crimestoppers in 1988, to the thousands of calls and online forms submitted today, every piece of information we receive has a crucial part to play in protecting the public. Staying silent enables criminals to threaten the safety of our loved ones and our communities; by speaking up, we can support police in their investigations, help deliver justice for families of victims, and locate wanted criminals running from the law.

Our network of staff and volunteers across the UK and array of partners, including PCCs, police, charities and businesses, are vital in delivering our unique anonymous reporting service and giving people the power to stop crime. But none of this would be possible without our beneficiaries – the public – who choose to do the right thing and tell us what they know, despite the difficult circumstances they may find themselves in. I applaud them for having the courage to speak up and thank them for contributing to the safety of our society.

Thank you for taking the time to learn more about our work, which means so much to us, those who use our service and beyond. Everyone, no matter who they are or where they live, has the right to feel safe from crime.

With the successful move of the Contact Centre in the rear-view mirror, and having adjusted to working effectively during these challenging times, it provides an opportunity to regroup and redouble our efforts. We are focusing on our core activity of reaching out to as many of our beneficiaries as possible in the year ahead. With an up to date and relevant strategy, a full complement of staff who are bursting with energy and enthusiasm, all underpinned by successful fundraising, we are well placed to have a successful 2021-2022.

Lord Ashcroft KCMG PC,
Chair of Board of Trustees, Crimestoppers Trust

Welcome from our CEO



Performance has been impressive these past twelve months. We sent over 174,000 reports to the police.

Mark Hallas OBE
CEO Crimestoppers

As I reflect on the past year, a key theme is endurance and commitment. As we continue to adapt to the challenges of the pandemic, I find great comfort in the way our staff and volunteers have gone above and beyond to keep our charity's services open to the public, whenever and wherever we are needed.

Performance has been impressive these past twelve months. We sent over 174,000 reports to the police; a record number of disseminations. Information has been received on a wide range of crime types including murder, rape, possession of weapons and domestic abuse to name but a few. That information has enabled the police to protect the public and arrest dangerous criminals.

Funding for any charity is a challenge, especially in these pandemic times. That being said, I'm pleased to report that we have maintained funding from law enforcement and the Home Office, and increased income from our commercial partners. All the while continuing to bear down on costs. This means that we are in a better position than ever to carry out our good work, helping our beneficiaries to protect their communities.

To reflect our role in supporting police with developing crime challenges, our charity began running a series of impactful national crime campaigns. This work complemented our comprehensive programme of regional and local activity. These campaigns - on themes such as domestic abuse, modern slavery, and crime against businesses - were in direct response to the negative side effects of lockdown. By flagging up ongoing crime concerns to the public, helping them 'spot the signs' and giving them the confidence to speak up anonymously, the rise in information we received has been invaluable to the police.

We have also seen a step change in volunteering as we strive to recruit, induct, and value our precious volunteers more than ever. The connections they make, along with local fundraising and county-level campaigns, helps us reach a greater number of vulnerable communities.

In a similar vein, we value all our partners highly, be they statutory, commercial or charity. We have done more than ever this year to reach out to the right organisations to amplify our messaging, making our voice heard more clearly than ever.

With youth crime continuing to be a significant problem in many areas, we have taken the opportunity provided by not being able to hold face-to-face sessions in schools to completely review and revamp our youth offering. So, as the country has opened up, we have been in the right place to have those important conversations with young people on the crime issues that matter to them.

Our charity has also seen the long-anticipated move of our Contact Centre to Head Office. There will undoubtedly be tangible benefits in the future having more staff working together in one central location. Whilst the project was not without difficulty, I am pleased to say that everyone pulled together, and our Call Agents have now settled in to their new base. They kept taking calls and processing online forms throughout the transition, maintaining a full service throughout.

Ironically, the lockdown gave us the time and space to think through a number of critical initiatives, for example, the move and youth service review, that helped us better focus our efforts on our beneficiaries, those people who are central to everything we do. We care deeply about community safety, supporting people to speak up about crime using our unique and highly respected anonymous reporting service. I hope you enjoying browsing through the following pages and finding out more about how our charity makes a tangible difference, as it evolves to reach more people in their hour of need.

Mark Hallas OBE,
Chief Executive, Crimestoppers Trust

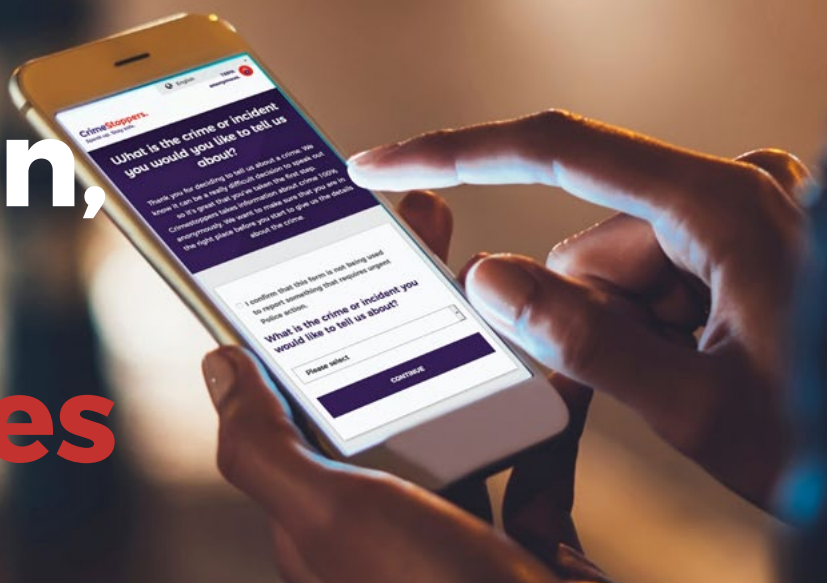
Report of the Trustees for the year ended 31 March 2021

The Trustees present their report for the year ended 31 March 2021 together with the financial statements of the charity, which have been prepared in accordance with the charity's Articles of Association, applicable law and in accordance with United Kingdom Generally Accepted Accounting Practice (UK GAAP).

The Trustees have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission.

The charity has one active wholly owned subsidiary, Treble 5 Treble 1 Limited, collectively referred to in this report as the "group".

Our vision, mission and values



Vision (why we exist)

Everyone has the right to feel safe from crime, wherever they live.

Mission (what we do to achieve our vision)

We're an independent charity that gives you the power to speak up to stop crime, 100% anonymously.

Whoever you are, wherever you live, from communities to companies.

By phone and online, 24/7, 365 days a year.

We also share advice on how to protect the people and communities you care about from crime, so everyone can feel safe.

Values

At Crimestoppers, we believe that it is people who stop crime. Our community of staff and volunteers live our values every day:

- **We care** – we believe that everyone has the right to feel safe from crime, wherever they live. Crime can be frightening, so we offer hope.
- **We are inclusive** – we don't judge people. We're here for everyone who needs us. We can change communities for the better by working together.
- **We are trustworthy** – we're a reliable, honest and an independent charity. We act responsibly and never break anonymity.
- **We are determined** – we commit all our efforts to achieving positive change. We have a 'can-do' attitude.

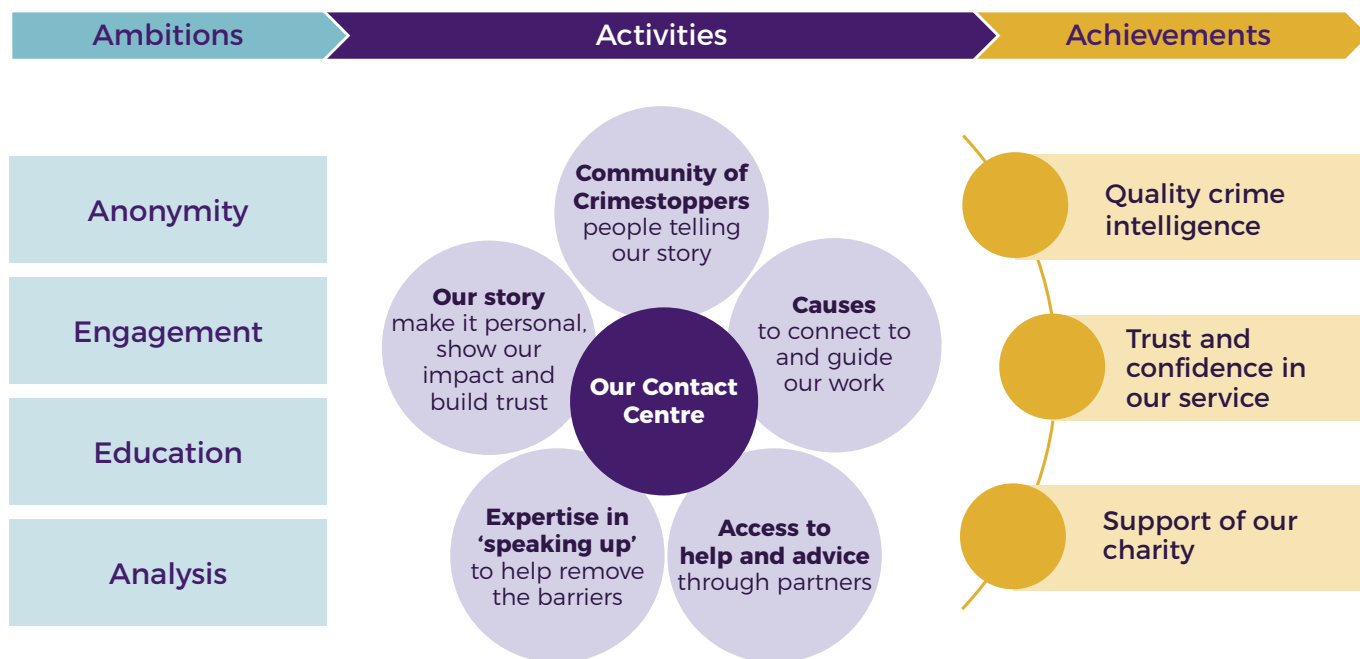
Achieving our strategy

This year we have started to pursue a new set of objectives:

- Grow the quality of our information by encouraging new people to contact us anonymously. Build trust and confidence in our service by telling our charity's story and breaking down the barriers to speaking up
- Attract more people and organisations to support our charity

Our vision: Everyone feels safe from crime

Speak up. Stay safe. Stop crime



We are doing this in a number of interconnected ways – with our Contact Centre service at the heart of how we serve the public, where quality performance is the focus for the coming year.

Building a community of Crimestoppers

It is people who stop crime. Our people are our charity's strongest asset. They are the experts, innovators and facilitators that keep us active and relevant. They advocate on our behalf and influence people to speak up and support us.

- This year we have focused on our volunteers and have a plan to improve recruitment, the induction process and develop the tools needed for their community work. Online events and a new Volunteer Awards scheme are fostering engagement.
- Corporate and charity partners have brought expertise and new audiences to our campaigns. Proactive campaign planning allows us to work collaboratively more often.
- Next we will engage with police at all levels – our longest standing partners – so that they have a better understanding of their role in our work.





Telling our story

Stories help us connect - to illustrate our impact, build trust in our services, and inspire support. Our service is anonymous - our charity should not be. People do make a difference, and we need to tell them that.

- This year we've developed an animation video which shows clearly how our service works, a communications tool which can be used in communities and online. Our service is transparent, which gives confidence to those who need it.
- Next we will be showing the difference that 'one call can make' to solve and prevent crime. And we're also giving our staff and volunteers an easy online tool to produce campaign materials quickly.



Crimestoppers' causes

Allow us to galvanise our charity and its supporters as we make a concerted effort to engage with and help specific audiences overcome their barriers to reporting. We don't have to accept crimes in our communities, or the spread of fear and exploitation.

- Fearless is our focus on young people; and this year we've been able to review our objectives and working practices so we are consistent.
- Next we will identify a new audience to focus on, perhaps a different age group or section of society, who are less likely to report crime directly to the police.



Access to help and advice

Crime is a whole society problem which needs us all to play our part, and that includes protecting ourselves. We are neither the experts on crime prevention nor do we provide a service for victims, but we can help people find what they need through a network of partners - often other charities and companies.

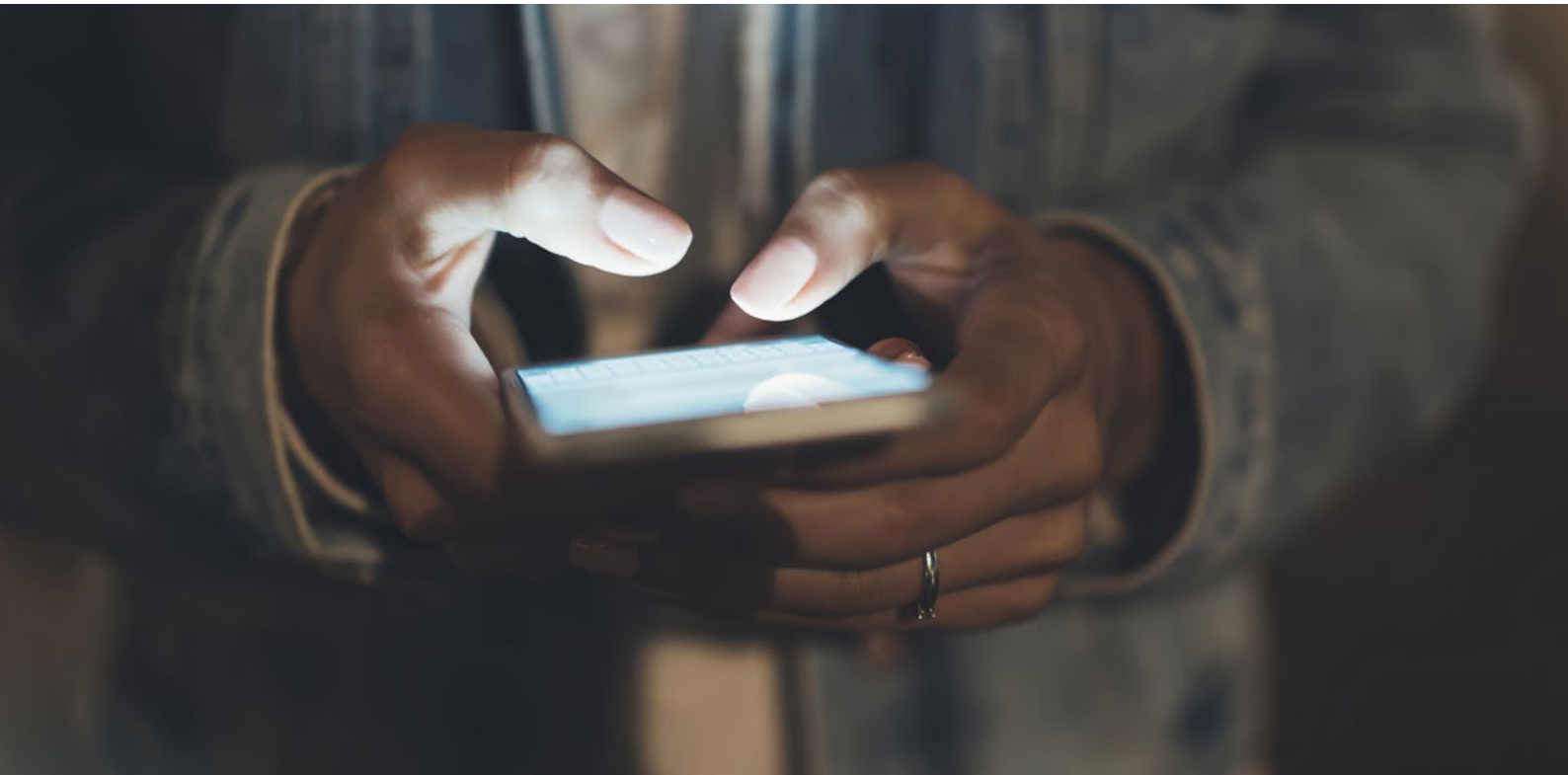
- We will improve the 'signs to spot' about specific crimes on our website so people are able to expose them. This ongoing activity, linked to our campaigns, also signposts services for victims and other specialist help.

Developing our expertise in 'speaking up'

So we can help more people to stop crime. To understand better the people who have crime information but remain silent; to help remove their barriers, challenge cultural norms and build trust through mutual understanding.

- We will conduct research in the coming year to understand levels of trust and confidence in our service and to track how this changes. We will look at the motivations for contacting us.
- We are working with partners on how to encourage social action around crime, learning from others' experiences and adding our own.

Making a difference – stopping crime



The following are just a small sample of the outcomes of our calls to demonstrate the impact of our charity.

Please note that details of these cases have been changed to protect the identity of those involved:

We issued a reward for information following the serious stabbing of a teenager. Our caller named the two men involved, who were arrested and charged with attempted murder.

Seeing the serious consequences of domestic abuse motivated our caller to inform us of direct threats to kill a woman. Our information led to the arrest and charge of her partner and appropriate support for the woman and her young child.

Our caller's information led to the rescue of four women who were being physically and mentally abused while being used as modern slaves by a larger group. The rural hotel where they were kept has since been closed down.

A teenager who was away from her home and in a different area was abducted by a man and raped. After a police appeal, we were contacted with information that led directly to his identification, arrest and charge with rape, kidnap and actual bodily harm.

One charity, one team, working better together

Always open – responding to the pandemic

It really has been an exceptional year for everyone, and the Crimestoppers community has never stopped providing our 24/7 anonymous service or reaching out to people who may need our help.

This has come at considerable personal cost to some as we've lived with fear and constant change. But we have also seen extraordinary resilience and commitment – qualities exemplified in our charity over the past year.

In April, everyone was grappling with a 'new normal' which felt anything but normal. Our office team were all at home, juggling family life and working in a whole new way, or dealing with isolation of one form or another. Our regional and Fearless teams and volunteers, usually out in communities, were exploring new ways to connect online. And our Contact Centre team, as keyworkers, were managing an increase in contact from the public while supporting colleagues who had to shield, self-isolate, or were off sick. That we kept open throughout is a testament to their determination, an amazing willingness to go the extra mile, and a swift learning curve to make our work environment safe.

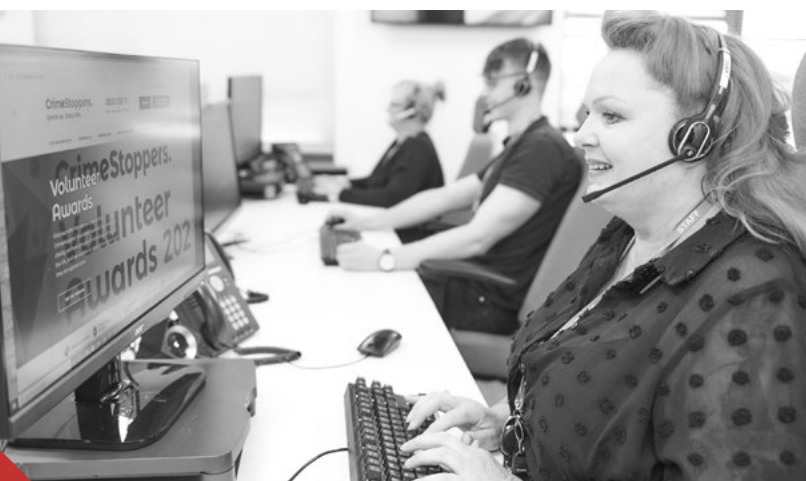
One team – under one roof

Back in January 2020, we decided to bring our office and Contact Centre teams together in one building. A big

change for us all, but the benefits in team working and cost efficiencies made it worth it; especially as the Cayo Foundation kindly covered the costs of the move itself. Planning was in full swing when the first lockdown was announced, but we kept on. As our building stood empty, our contractors worked out a Covid-safe working environment, and in the summer they built us a dedicated Contact Centre area, new kitchen, and added some small meeting rooms to help with the doubling of staff anticipated in our new combined headquarters.

Staff engagement meetings allowed for concerns and ideas to be shared. Email updates were sent regularly throughout the project. A welcome guide and pack providing information about our new look HQ was given to all staff, including those working in the regions.

Then, one weekend in August, our Contact Centre staff finished in their home of 10 years (30 minutes away) and the next shift started in the new office. With some excellent people planning and IT wizardry, we kept the phone lines open and continued to provide police and other clients with anonymous crime information throughout. There were the inevitable teething issues and the HR team were on site throughout to build relationships, listen and adapt. Everyone pulled together in an excellent example of our ethos of one team - working better together.



Keeping connected – keeping well

It has been more important than ever to keep our people connected, to do our work of course, but just as vital to maintain relationships and support our colleagues.

We created a variety of communications to our staff and volunteers. These included updates about the refurbishment of HQ, a staff wellbeing survey and subsequent advice, and Covid safety information. Monthly internal updates keep us all informed on activities, and provided a platform to learn more about our colleagues and their work. A more social newsletter, 'The Unprecedented Times', shared our lockdown artistic creativity, pet antics, baking prowess, gardens blooming, exercise challenges and 'joke corner'.

We initiated online volunteer coffee mornings, a great opportunity for volunteers and staff across the country to meet each other and hear about charity developments from our CEO, attend a virtual Contact Centre visit and hear the personal story of one of our Trustees. More regular events are planned.

One team - valuing volunteers

At the end of last year, our Regional Managers and volunteers created plans for volunteering in each area. The pandemic derailed this activity, but created another opportunity as volunteers from the consultancy firm Clarasys lent us their skills while on furlough. They led a review of regional plans, initiated a survey of our volunteers and helped us put together a national plan to improve our processes and support for volunteering. Since then, we've provided training for our Regional Team on effective volunteer management, redefined the purpose of volunteers, improved the end-to-end process for recruitment and initiated online events for volunteers. There is more to come, as we improve our induction programme and provide easy-to-use tools and resources for our volunteers to engage with every community.

**Crimestoppers needs
volunteers because
it is people who
stop crime.**

**Crimestoppers
Volunteers...**

...Connect us with
every community.

...Share our promise
of anonymity.

...Show we can all speak
up to stop crime.

Driving quality information

Responding with speed to emerging crime concerns

Over the last year we have delivered national awareness campaigns on domestic abuse, modern slavery, business crime, doorstep crime and scams, child neglect, and serious organised crime.

Prior to the pandemic, our head office staff supported regional colleagues to deliver local campaign activity across varied crime priorities. The pandemic had an impact on the types of information we received with many crime types, such as burglary, reducing with more people staying at home more often compared to before Covid-19. However, our tracking of the data showed an early and dramatic rise in domestic abuse reports, and it became clear to us that domestic abuse was becoming top of everyone's agenda.

Domestic abuse

This led us to roll out a national awareness campaign to promote our service in relation to domestic abuse and call on neighbours, colleagues, friends and families to tell us what they know if they suspect it.

Our regional staff were quick to support through targeted promotion, with the campaign securing free advertising coverage in the Metro and support from Metropolitan Police Commander Sue Williams and Michelle Blunsom MBE, CEO at East Surrey Domestic Abuse Services. This first tranche of activity was a success, resulting in a 44% increase in reports disseminated to police forces compared to the two weeks previous.

Building on our successes, we went on to work with the Home Office, Refuge, Respect, Employers Initiative on Domestic Abuse (EIDA), Hestia and Neighbourhood Watch to develop and deliver

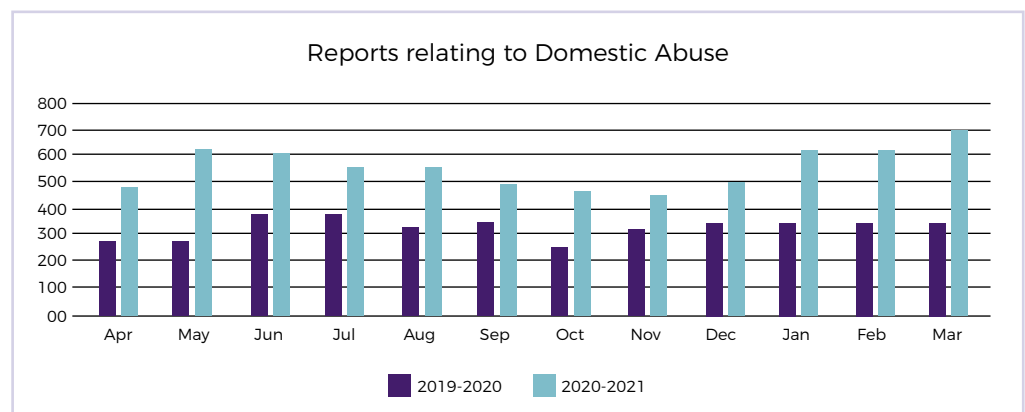
#YouAreNotPowerless, a campaign that sought to raise awareness of our service, educate people on what domestic abuse is, and prevent it by challenging abusive behaviour and signposting to Respect's service for perpetrators.

Reports on domestic abuse continued to remain consistently higher month-by-month compared to the previous year.

Crimestoppers recognises that we are in a unique position to work with a variety of experts and partners to pre-empt crime concerns before they happen. Our agile teams work to research, collate and creatively repackage our call to action - to contact us with crime information around specific crime concerns, whilst remaining 100% anonymous.

Did you know: Domestic abuse represents about 8% of all recorded crime - yet Crimestoppers domestic abuse reports used to make up less than 1% of our total.

Now domestic abuse represents nearly 4% of all disseminated reports.



Expert partnerships

Due to the nature of crime, our teams work at speed to create meaningful content in order to drive awareness and unearth information on selected crime concerns. Alongside this, we recognise that we're not the experts on all crimes; instead we call on and reach out to partners for advice and feedback on our messaging. This ensures we are representing the crime accurately to our Stopper audiences, helping to generate meaningful information for police force investigations.

In addition to the partners we worked with to develop our domestic abuse campaign #YouAreNotPowerless, we also worked with organisations including the Independent Anti-Slavery Commissioner and the Salvation Army to develop a modern slavery awareness campaign, #SlaveryOnYourDoorstep. This achieved a 22% increase in reports sent to police on modern slavery during the campaign.

The past year has led to a step change in our campaigning, running new national campaigns with specialist organisations helping to shape our approach and amplify our message to new and wider audiences.

Lending our name

We often benefit as part of wider groups and conversations about all types of crime through our relationships with statutory, charity and business partners. These networks allow us to spot opportunities where proactive partnerships can develop into campaigns or other more tangible support, such as lending our name to their activity.

The Children's Society uses our call to action in their County Lines and criminal exploitation work. Their excellent 'Look Closer' campaign encourages everyone to learn the signs of child exploitation and how to report it if worried.

In February 2021, they ran a two-week promotion of their campaign and we saw a 72% rise in information about County Lines.

The National Crime Agency has also used Crimestoppers to bring in information. Working with us this year, they helped drive a 17% increase in information about firearms this winter, and a 33% increase in money laundering reports in the spring.

Grants and trusts funding boost

Covid-19 certainly changed the nature and emphasis of trust fundraising this year. However, many trusts and foundations stepped forward to help combat the increased need that resulted from the pandemic.

At Crimestoppers, we were increasingly concerned at the rise in incidences of domestic abuse during lockdowns and, as restrictions eased, there were warnings that victims may face escalating violence if they tried to leave.

At the start of the pandemic, we sent out an appeal to trusts and foundations asking them to support us in encouraging people in communities to report domestic abuse – helping victims and families during lockdown where normal routes of escape were more restricted.

Thanks to the generosity of our supporters, we were able to run domestic abuse campaigns across the UK, giving the public the confidence they needed to stand up to this crime and help victims and families stay safe. As well as £58,000 from trusts and foundations, this work was also boosted by funding of £53,000 from the Ministry of Justice through PCCs.

We were truly overwhelmed by the public response to our campaigns, with calls on domestic abuse increasing to an all-time high. Without the generous support of our funders, none of this would have been possible.



The Children's Society



Fearless funding

PCCs, trusts and foundations continue to generously support our Fearless Team, which goes from strength to strength each year.

Guided by our new Youth Panel, our Fearless workers are continuing to encourage young people to use our anonymous service, whilst delivering anti-crime initiatives to young people across the country.

Expanding our channels and reach

We implemented a new marketing communication strategy which crystallised our ambitions to grow our digital reach and further engage our partners in our national social media campaigns. This year we delivered 11 national campaigns, many of which have been amplified thanks to our regional manager and partner networks. These efforts resulted in over 1.2 million people visiting our website this year, with more than 377,000 anonymous online forms being submitted to our website by members of the public, which is an increase of more than 48% on the previous year.

Further to this, we created and grew our new mailing list for police communications professionals. This mailing list allows us to deliver partner packs to forces, who can help amplify our campaign messaging through their digital channels. We have also been featured a number of times in the weekly Home Office Vulnerabilities Bulletin, which goes out to partner organisations. In the coming year, we want to build a database of awareness material to enable proactive promotion of our service in relation to various crime types.

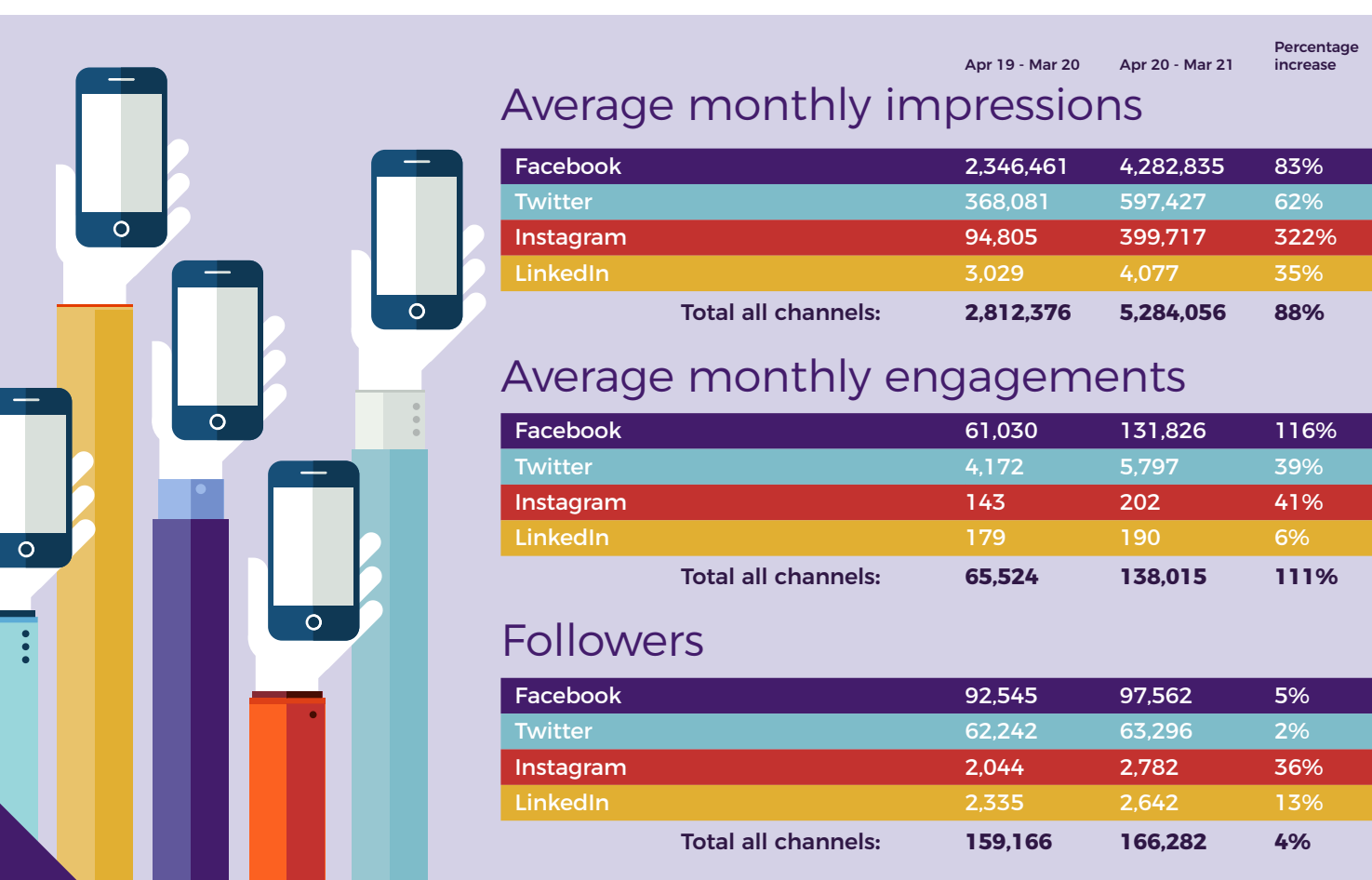


Recognition for the grassroots work of local volunteers

At Crimestoppers, our volunteers are crucial in helping us engage with the communities that need our service most. That's why this year, we decided to launch our first-ever Crimestoppers Volunteer Awards to recognise those that had gone above and beyond in their volunteering role.

Judged by our CEO Mark Hallas, Volunteer Manager Greg Rees, Trustee Barry Mizen and Lead Volunteer Phil O'Shea, volunteers could be nominated across eight categories, including 'Volunteer of the Year', 'Unsung Hero Award' and 'CEO's Corporate Volunteer Award'.

After narrowing down a host of impressive nominations, the winners were celebrated at our virtual Volunteering Award Ceremony.



Building trust in our service

Lockdown opens up opportunity for Fearless to reach more youth professionals

2020 brought great challenge and change as all of our youth workers were affected by restrictions on visiting schools or community settings. With the initial switch to online driven by our Outreach team at the start of the pandemic, a national plan was put in place.

Due to safeguarding concerns, they were unable to deliver sessions online directly to young people. The focus moved to running online training for professionals, which included an introduction to Fearless.org, as well as improving understanding of issues such as knife crime and County Lines. Over 2,000 professionals have benefitted from this new approach.

To reach young people in this time, Fearless produced new digital content, both for our website and for use across our social media platforms. This included new digital assets for use on SnapChat and 'true or false' videos on key crime types from our Outreach team. We also created a new Youth Resources section on our website.

"Just had a Fearless Professionals' training session via Zoom with Andrea. Really interesting, informative and useful. Can't wait to access the resources for professionals. Thank you so much."

National online campaigns

During this period, we delivered 26 digital campaigns across 11 regions. Collectively these youth campaigns resulted in over 80,000 swipe ups to the Fearless website via the Snapchat app and 3.5 million impressions on Instagram.

Regional Managers have also been promoting Fearless during generic awareness raising or crime-specific campaigns, with a clear call to action.

Focus on Fearless – National Youth Panel

Focus on Fearless is a new, active panel of young people who regularly review our work to ensure we effectively engage with their generation. We hope the panel can help us identify issues and opportunities and advise us on how best to deliver the strategy.

In return, those involved in the panel will develop leadership skills and be part of an important and influential decision-making process. We hope they also gain experience and knowledge of national crime issues and the wider charity sector.

For 2021, the panel has successfully recruited 13 members, ranging in age from 12 to 17 years. They come from multiple regions across the UK. The first virtual meeting was held successfully in March and we look forward to receiving more of the panel's thoughts and suggestions in the coming months and years.

We currently have Fearless workers in the following locations:

- London
- Scotland
- West Midlands
- Wales (Cardiff, South Wales and Gwent)
- Gloucester
- Surrey
- Kent



Using our data to inform us and our partners

Exploitation of young and vulnerable people by drug traffickers

Of ongoing concern is the exploitation of young and vulnerable people by using fear and violence, along with inducements, as a recruitment method.

A review of our information found:

- Ongoing growth in the reports of County Lines and cuckooing, both up 14% on last year.
- Drug gangs are increasingly using runners who are dressed up as legitimate well-known food takeaway and online delivery companies. This might be a new trend established due to lockdowns.
- The grooming of young people continues. Online, Facebook is the most popular route, followed by Instagram and WhatsApp. Other apps include Snapchat, Tik-Tok and online gaming platforms. Offline, sweets and drugs are used to entice teenagers.
- Cuckooing continues, where vulnerable groups such as addicts, disabled people and those with mental health concerns are coerced or threatened into allowing their homes to be used for drug dealing. In a few cases, County Lines gangs groomed households, such as a middle-class couple living near County Lines hubs, which may be a new trend.
- Cocaine is the most common drug used in County Lines, followed by cannabis, which has increased compared to previous years. Those distributing cannabis have, on occasion, had connections to cultivation sites.

Drugs and weapons

In addition to this exploitation, we have seen increasing numbers of weapons being mentioned as part of drug crimes.

From April to December 2020, reports containing both drugs and knives were up 8% on the previous year, and drugs and firearms up 10%. When we look at just the weapons offences, knife crime dropped 24% and firearms increased by 4% over the same periods – so we may be seeing an increase in the use of weapons with drug crimes.

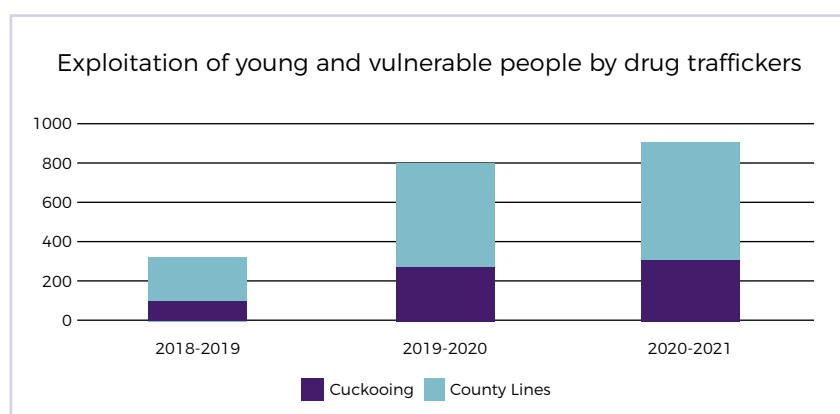
Child sexual abuse - analysis from 100 reports in June 2020

100 reports were taken at random, summarised and broken down into two sub-type categories:

Physical sexual abuse - the relationship could be framed as friendship, romantic or someone to look up to. The perpetrator could equally be someone outside of their immediate group.

Online sexual abuse - a child is sexually exploited online. They might be persuaded or forced to send or post sexually explicit images of themselves, film or stream sexual activities, or have sexual conversations.

- Nearly half of the reports (48%) involved physical sexual abuse, and the other half (49%) involved online sexual abuse, with only 3 reports unknown.
- In 40% of reports, the offender was a stranger. This was the case with nearly all reports involving online sexual abuse, although some reports were unknown. In 15% of reports the offender was a member of the family.
- Figures suggest that offenders are most likely to use Snapchat and Facebook when making contact with potential victims.
- 86% of reports were unable to state the control method used. However, 5% of offenders used drugs, and 3% used alcohol.



Supporting government departments & agencies to combat wrongdoing and crime

Partnerships are essential to our charity as a way to support external organisations who share our values of making the UK a safe place for all. As well as Crimestoppers having many important business and corporate clients, we also work closely with key government and law enforcement agencies to help protect funds, services and national security.

Our relationship with Border Force and HMRC ensures that their intelligence teams receive vital information to combat cross-border criminality. Our information helps disrupt and prevent criminal gangs who are trying to transport drugs and people illegally into the UK. It stops dangerous contraband from entering the country, such as tobacco and alcohol, or dangerous weapons such as powerful tasers or stun guns. We also receive intelligence about endangered animal species and prohibited food items.

Immigration enforcement

Last year our call agents answered over 21,000 Immigration Hotline phone calls, which resulted in nearly 8,000 reports being sent to the Immigration Enforcement allegations team for triage, tasking and action.

We are delighted that Immigration Enforcement has confirmed that funding for their dedicated hotline is guaranteed until 2024.

Supporting and protecting the NHS

There has never been a more important time for our country to protect the hard-pressed resources of the NHS. The health service has been battling on many fronts as a result of the pandemic, and every pound saved or prevented from being lost to fraudulent activity can be used to give citizens the care they need, when they need it.

However, despite its cherished status in the national psyche, there are some people who are keen to exploit the NHS for their own financial gain.

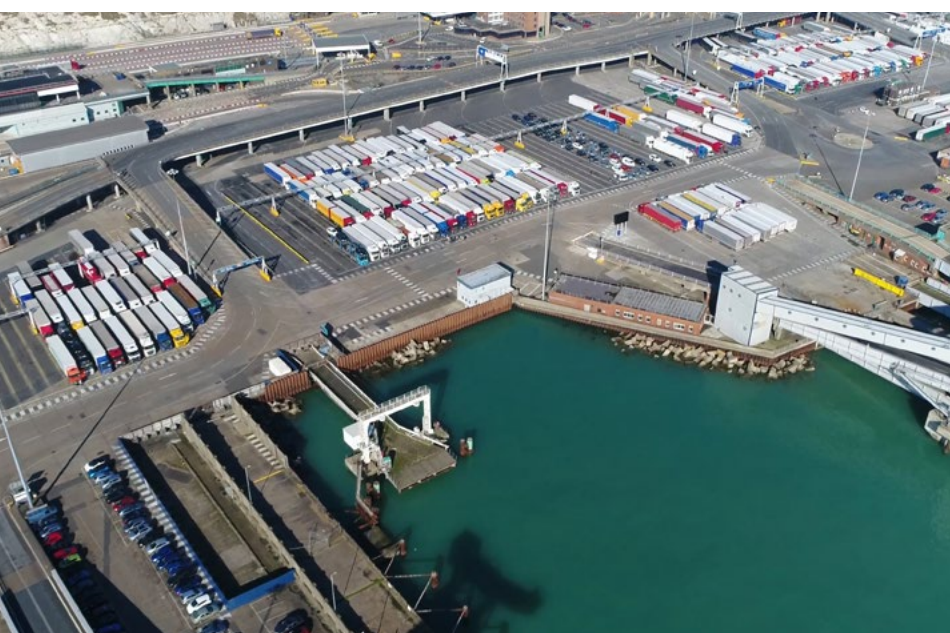
Crimestoppers runs the NHS Counter Fraud Hotline and NHS Scotland Counter Fraud Service. These services allow the public to speak up about criminal wrongdoing within the NHS at a time when the service is under extreme pressure.

The NHS Counter Fraud Authority took over 2,100 calls last year and passed on over 540 pieces of actionable information (431 pieces sent to NHS CFA and 110 to NHS Scotland between April 2020 and March 2021).

As the nation and its people continue to adapt and survive during uncertain pandemic times, it's good to know that our charity is supporting essential government departments and public services, to ensure damaging criminal activity is prevented and exposed thanks to brave individuals who pass on what they know via our vital service.

Here are some of the Government agencies we work with:

- Immigration enforcement
- Border Force
- HMRC
- Environment Agency
- HMPPS (prisons)
- Intellectual Property Office
- Forensic Science Regulator
- NHS Counter Fraud Authority
- NHS Scotland Counter Fraud Services



Our future plans

Last year brought many unexpected challenges as we responded, both personally and at work, to the pandemic. This difficult backdrop is likely to continue for much of the coming year. Crimestoppers staff and volunteers have shown huge resilience and commitment to keeping our charity open and responsive during Covid. Some of our objectives last year were changed or slowed because of this environment; but huge progress was made and we continue to build on this in the activities for the coming year.

Key priorities.

We have agreed the following areas are our priorities:

Crime priorities:

- Serious violence – drugs, gangs, County Lines, homicide and weapons.
- Fraud/ economic crime – including online.
- Neighbourhood crimes – burglary, robbery, and theft including car theft .
- High harm crimes – domestic abuse, modern slavery, child abuse.

Charity priorities:

- Reinforce our charity's trustworthiness with our current and potential beneficiaries so people are more confident to contact us.
- Develop the right messages about our charity for different audiences so people are persuaded to contact us.
- Engage police at all levels so they understand better their role in our work.
- Develop meaningful partnerships with third parties who can amplify our work with our target audiences.
- Meet our income generation targets to allow us to do this work.
- Upskill our staff and volunteers to provide professional services and more impactful engagement with our users or potential users.
- Support the wellbeing of our staff and volunteers through changing times so our team continues to be loyal and resilient.
- Simplify our IT networks so they are easier to support and use.

Here are a few key projects which will help us achieve these.

Reaching those who need us – building trust and confidence

Crime campaigns – we really lifted both our sights and ambitions last year in running more effective, engaging and comprehensive national campaigns than ever before. That approach in forward planning and coordinating with partners, locally and nationally, must become routine to ensure we reach all those who need to hear about our service. Linked to this is the ongoing programme to add quality information to our website about the 'signs to spot', to both improve information received and to help people take action to protect themselves from crime.

Quality engagement with the public – equipping staff and volunteers

Contact Centre Performance Plan – Following lots of environmental change for this team in the past year, we are now reviewing all aspects of the day-to-day activity at the Contact Centre. We want to make sure we are 100% professional and effective in all that we do, from taking the call or form, to processing it and disseminating it efficiently and securely. The team works hard, so what we can do to support them and our users better is key.

National Volunteering Plan – If we are truly going to have a community of crime stoppers, engaging with all areas of society, then this starts with our volunteers. We have a comprehensive plan, and implementation will continue this year with a more thorough induction programme and new tools and resources for volunteers to use, such as our Brand Centre.

One team – working together better

Internal communications – The move and the pandemic proved a catalyst for improving our internal communications. We intend to build on this to foster the 'one team' ethos, especially as our partnership networks open up again.

Rationalisation of our IT systems – both introducing new software to aid collaboration, and a major rationalisation of our IT architecture, should future-proof our systems and the IT support that is provided.

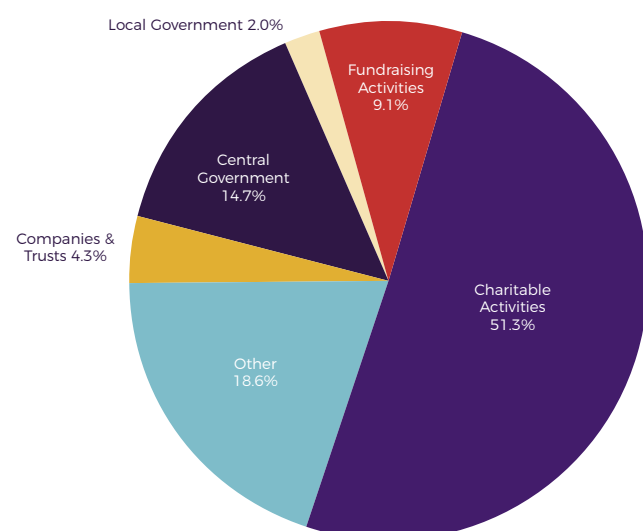
Financial results

The group results for the year ended 31st March 2021 are given in the Consolidated Statement of Financial Activities (SOFA) on page 24. The charity's assets and liabilities as at 31st March 2021 are given in the Balance Sheets on page 25.

Trading results

Total income at **£6,269,435** experienced a 7.1% increase when compared to the prior year, with all areas reporting higher revenue levels except Events and Individual donations. Charitable Activities represents income generated by the charity's trading subsidiary in providing police forces and other organisations with call handling services from our dedicated Contact Centre. All police forces with the exception of the Metropolitan Police, Scotland and Northern Ireland, accepted a 9% triennial increase in their fees yielding additional income of **£130,005**. Revenue from other organisations generated a further **£101,372**. The total funding provided from the police and Police & Crime Commissioners (PCCs) towards the cost of the Regional Manager network and campaign work throughout the regions amounted to **£1,050,899**, an increase of **£79,678**. Campaign related activity was substantially higher, up **£232,055**, but was partially offset with the termination of a number of Fearless Worker roles, resulting in funding decreasing by **£152,377**. Trust funding of specific targeted campaigns at **£266,549** was also up by **£49,323**. Grant Income increased by **£115,565**, with campaigns funded by both central and local government responsible for the upside. Intangible income was **£107,200** higher than last year, primarily due to the donation of advertising space in a national newspaper, which would normally have cost **£108,500**. Event income was significantly impacted by the pandemic and the ensuing lockdown measures, resulting in a **£123,013** decline in revenues.

Income 2020/21



Expenditure increased by **£246,223** (4.3%), compared to the corresponding period. This increase has been driven by higher publicity costs, up by **£543,266**. Campaign activity expanded markedly, with increased utilisation of the various social media channels in particular, to deliver campaigns during the pandemic. Staff and related costs were lower by **£93,556**, with a reduced headcount primarily due to the termination of various Fearless Worker contracts exceeding the general increase in salary and pension costs. Support costs experienced a further year of reduction, down by **£137,879** with minimal levels of travel and subsistence costs due to the lockdown, resulting in a saving of **£163,271**. This reduction was partially countered by increases in property related costs of **£41,420**, with the commencement of the new lease and legal charges of **£24,459** due to a number of major contracts being renewed. Fundraising costs were also lower by **£60,153**, with Events notably impacted by the pandemic resulting in the cancellation of the London Marathon, the Annual Dinner and also all events organised by the Regional Committees.

More information is available in the notes to the accounts on pages 28 to 37.

Exceptional items Contact Centre Relocation

During the year the Contact Centre, which was formerly based at Godstone, was relocated to the Head Office premises based in Wallington. The Head Office premises were refurbished in order to permit the combined facility to operate effectively. The refurbishment and relocation were funded by the Cayo Foundation in the form of a grant of **£300,075**. The bulk of the grant, **£213,724**, was utilised to undertake refurbishment and improvements which have been capitalised. The balance of **£86,351**, was expensed on revenue related items.

We are obligated under FRS 102 to recognise the total grant income in the year of receipt, notwithstanding the fact that the principal element of the expenditure has been capitalised. This has therefore resulted in the overall income and reserve levels being increased as noted in the separate section of the Consolidated Statement of Financial Activities by **£202,195**. In subsequent years, for the duration of the lease term of ten years, there will be an additional depreciation charge relating to the refurbishment of circa **£21,000** per annum.

Fixed assets

A summary of changes to fixed assets during the year is set out in Note 10 to the financial statements.

The principal element of capital expenditure, amounting to **£202,959**, was due to the refurbishment of the Head Office premises to facilitate the relocation of the Contact Centre. The remaining balance was mainly attributable to computer equipment and software. Software expenditure was all Contact Centre related; **£40,402** enhancing the Hermes system, **£18,000** on a cloud-based server, **£17,100** as part of the IT rationalisation project and **£9,765** for research and development of the Self-serve portal. Computer equipment purchases of **£41,342** included **£32,339** for a new telephone system and **£9,003** in respect of replacement computers and hardware. Central Office purchases totalled **£12,840** for replacement computers and video conferencing projectors.

Investment policy

The charity's policy is to maintain all of its liquid resources in interest bearing, instant access accounts at competitive rates available in the market.

Reserves policy

The Trustees are committed to holding sufficient free reserves to maintain the charity's financial stability so that it can continue to provide the resources needed for the effective running of the organisation. The level of free reserves is determined, and stability maintained, by a regular review of unrestricted expenditure requirements against forecast unrestricted income, with the target level of reserves set at six months. Should the level of reserves fall below this, then management will endeavour to restore available reserves to this level within a reasonable time.

At 31 March 2021 group unrestricted reserves, including fixed assets, before the FRS 102 actuarial loss stood at **£1,529,606 (2020 - £1,191,960)**, and after the application of FRS 102 at **£1,348,606 (2020 - £1,047,960)**; the equivalent of nearly three months of the operating expenditure, which the Trustees consider to be adequate given the economic climate and the many initiatives the charity has in train.

The FRS 102 pension deficit is the long-term liability relating to the defined benefit pension scheme. This does not create an immediate cash flow obligation for the Trust, as any liabilities will crystallise as employees take up pension benefits in future years. The FRS 102 valuation at 31 March 2021 led to a **£37,000** increase in the FRS 102 deficit, taking it to **£181,000**.

Going concern

The Board of Trustees, in considering the adequacy of the charity's resources to continue in operational existence for the foreseeable future, has had due regard to the risks of possible reduced funding from the Home Office, donors and sponsors. The Home Office has committed to continue to support the charity with the award of a grant for 2021/22, at the same level as for the last four financial years. Given the continued pressure on the Home Office's available funding, we see this continued funding as a positive endorsement of the charity. The Trustees anticipate that Home Office funding will continue to be available for periods beyond 31 March 2022. Additionally, the Trustees believe that the work being undertaken to attract funding from other sources will meet any shortfall and are therefore satisfied that the charity can continue to meet its commitments as they fall due.

Risk management and internal control

The Board of Trustees has examined the major strategic, business and operational risks which the charity faces and confirms that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The principal risk facing the charity is to its reputation in being able to guarantee anonymity to every member of the public who passes on information to us about crime. The Trustees will continue to implement policies which protect the operation's integrity. The other main risk to the organisation is the contribution from the Home Office, as it continues to provide significant funding for the charity; around 12% of its overall

income in 2020/21. Trustees and staff continually look to increase other sources of income to ensure that the charity remains viable.

The Board has overall responsibility for ensuring that the charity has a system of internal control. Such a system of control can provide only reasonable and not absolute assurance against errors or fraud. The controls include clearly documented accounting procedures and a delegation of the authority of the Board of Trustees through the Chief Executive to the rest of the organisation. Controls safeguard Crimestoppers' assets and maintain the integrity of accounting controls.

Crimestoppers operates an annual planning and budgeting system with an annual budget approved by the Board. Any significant changes to those plans or budgets need specific approval from the Audit Committee. Revised forecasts are undertaken during the course of the year. The financial reporting system compares results with the budget and revised forecast on a monthly basis.

Potential impact of Brexit

Given that the vast majority of the charity's income is generated within the UK, it is not anticipated that Brexit will have a major negative impact; providing there is not a general downturn in the economy.

Potential impact of Covid 19

The charity is fortunate that the majority of its funding is safe, secured through Police Chiefs, PCCs and the Home Office, accounting for over 80% of budgeted income. The remaining 20% derives from services provided to other organisations and grants, and careful analysis and strong stewardship indicate that about 80% of this is secure. Growth may be more challenging, although there are promising signs.

Subsidiary undertakings

The charity's subsidiary undertakings as at 31 March 2021 were wholly owned and registered in England and Wales. Details are included in Note 15 to the financial statements. Some of the funds required to support the operations of the charity are raised through its subsidiary, Treble 5 Treble 1 Limited.

Employees and volunteers

Information about the aims and activities of the charity is disseminated to all staff and the volunteers throughout the country by means of briefings, meetings, reports, newsletters and Crimestoppers intranet.

Crimestoppers fully accepts its social and statutory duty of enabling disabled persons to play their part in the community, and will employ them wherever practical. Should any staff become disabled, every reasonable effort is made to continue their employment and where necessary to provide special training or equipment. Career development and promotional opportunities are the same for all staff and volunteers.

The remuneration of the Chief Executive and other senior management is approved annually by the Trustees.

The charity depends heavily on the valuable contribution made by its volunteer committee members, both with regard to fundraising for regional projects and the promotion of the Crimestoppers scheme.

Organisational structure, governance and management

Charitable status

The charity is registered with the Charity Commission for England and Wales and the Office of the Scottish Charity Regulator. Our work extends throughout the British Isles, with a notable presence internationally.

Board of Trustees and organisational structure

The charity is a company limited by guarantee and is governed by the Board of Trustees, whose members are also directors for the purposes of the Companies Act. The Trustees who served during the year are set out on page 39. The Board is responsible for the oversight of the management of all the affairs of Crimestoppers. They are subject to fixed-term appointments and election or re-election in accordance with procedures set out in the charity's Memorandum and Articles of Association, which is its governing document. Trustee recruitment and appointment is on the basis that new appointees are familiar with both the responsibilities of being a Trustee and the detailed nature of the organisation. Due to the Trustees' business and charities experience and their awareness of the aims of the charity, it is felt that formal training beyond an induction process is unnecessary at the present time, but this will remain under review.

The Board ensures that all activities are within agreed charitable objectives.

The Board's work includes setting the strategic direction and agreeing the financial plan.

It appoints an Advisory Board ('AB') which currently consists of representatives from the Trustees, representatives of the regional volunteer committees and the senior officers of the charity. The AB meets twice a year, the principal purpose of which is to provide a communication channel between the Trustees, senior officers and regional volunteers.

Governance Committee

The Governance Committee is appointed by the Board of Trustees and consists of up to three Trustees. It meets a minimum of twice each year. Its purpose is to ensure that the Board of Trustees fulfils its legal, ethical, and functional responsibilities through adequate governance, policy development, monitoring of Board activities, and the evaluation of the effectiveness of Board performance.

The Governance Committee undertakes an annual review of the Board's performance and Trustees are confident that the charity's governance meets the Charity Governance Code's recommended practice in all material respects. Trustees have reviewed and confirmed that in the few areas where the charity does not – benchmarking, Board size and trustee length of service – there is sufficient justification. The unique nature of the charity's operation means there are no obvious direct benchmarking comparators, but this will be kept under review; for the time being, Trustees have agreed a regime of continuous improvement. The Board's complement is under constant review and while this has resulted in a reduction, the number still exceeds

that recommended by the Code. In addition, a number of Trustees have served longer than the recommended nine years. However, those individuals continue to provide excellent service to the charity.

Audit Committee

The Audit Committee is appointed by the Board of Trustees and consists of up to three Trustees. It meets at various times during the year to consider reports from the auditors, and advises the Board on financial control and organisational effectiveness.

Trustee Directors' responsibility

Each of the Trustee Directors has confirmed that so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware, and that they have taken all the steps that they individually ought to have taken as a Trustee Director in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Auditor

In accordance with the Companies Act 2006, a resolution proposing Mazars LLP be re-appointed as auditor of the charity will be put to the Annual General Meeting.

Our volunteers

There are 44 regional volunteer committees, consisting in total circa 305 volunteers from business, local government, the media and representatives generally of the communities they serve. They are responsible for working collaboratively with a wide variety of partners including the police, Police & Crime Commissioners, Community Safety Partnerships and other partners promoting Crimestoppers generally and managing campaigns in their local area. The majority of committees are supported by salaried Regional Managers. It should be noted that a great amount of time, the value of which is not reflected in these financial statements, is donated by our volunteers, without whom the charity would not be able to sustain the current level of activities.

Our staff

In the year there were on average 95 full time equivalent staff; currently 76 full time and 29 part time paid staff within the group, responsible for the management and administration of the charity, manning our 24/7 call centre, marketing and fundraising, building and maintaining UK-wide partnerships, managing UK-wide campaigns, and supporting regional volunteer committees. Of the full-time staff, 20 are based at the charity's Central Office, 43 work either in management positions or under a shift system in our 24/7 Contact Centre and 13 work in a regional or area managerial role providing support to particular volunteer committees. The Central Office is also the base for several volunteers who assist with fundraising and operational tasks. The organisation has no staff on zero hours contracts.

Pensions

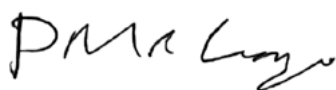
The charity contributes to a defined benefit scheme, which was closed to new entrants in 2005, and to an occupational money purchase scheme. A professional actuary carried out a three-yearly valuation at 31 March

2020 of the defined benefit scheme, updated at 31 March 2021, which is not under Crimestoppers' direct control, as the charity is only a small part of a much bigger group which participates in the scheme.

The revised valuation shows a decrease from the previous valuation undertaken in 2017, with an estimated 77 percent (2017 - 98 percent) being the proportion of the accrued benefits which the scheme assets cover. However, given the unique circumstances created by COVID on market valuations, on 31 March 2020, the Trustees of the Pension Scheme agreed to use the valuation at 31 March 2021 when assessing the shortfall; the proportion of the accrued benefits which the scheme assets covered at this time was 94%.

Additionally, the actuary carries out a separate annual valuation for financial reporting purposes in line with the accounting standard, FRS 102. The annual valuation is carried out using different assumptions and often results in a very different funding deficit or surplus. The 31 March 2021 valuation under this method showed a deficit of **£181,000** compared with a deficit of **£144,000** at 31 March 2020. The balance does not represent the cash position, as the cash flow required relates to future pension contributions and recovery payments agreed with the Trustees of the scheme. Current financial projections indicate that the charity will be able to make these contributions as they fall due. FRS 102 requires that the balance of the pension scheme should be shown as a change in unrestricted funds. The details are shown in full in Note 18 to the financial statements.

Signed on behalf of the Trustees



Peter Gaze



Ceris M Gardner

26 July 2021

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting practice).

Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and parent charity and of the income and expenditure, of the group for the year. In preparing those financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the charity's SORP.
- Make judgments and accounting estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate and proper accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the group and parent charity, and enable them to ensure that the financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended), the Charities Act 2011 and regulations made thereunder and with the requirements of the Companies Act 2006. They are also responsible for safeguarding the assets of the group and parent charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions.

Independent auditor's report

Opinion

We have audited the financial statements of Crimestoppers Trust (the 'charity') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated Statement of Cash Flows, and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity and the group's affairs as at 31 March 2021 and of the group's income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Strategic Report and Report of the

Trustees, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees which includes the Strategic Report and the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors' Report included within the Report of the Trustees.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 21, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Based on our understanding of the charity and its activities, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, UK tax legislation, pensions legislation, employment regulation and health and safety regulation, anti-bribery, corruption and fraud, money laundering, non-compliance with implementation of government support schemes relating to COVID-19, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, such as the Companies Act 2006 and the Charities Statement of Recommended Practice.

We evaluated the Trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to use of restricted and endowment funds, and significant one-off or unusual transactions.

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to

the financial statements. Our audit procedures included but were not limited to:

- Discussing with the Trustees and management their policies and procedures regarding compliance with laws and regulations;
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the Trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report

Use of the audit report

This report is made solely to the charity's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body for our audit work, for this report, or for the opinions we have formed.

Signed:



Nicola Wakefield
(Senior Statutory Auditor)

for and on behalf of Mazars LLP Chartered Accountants and Statutory Auditor, 6 Sutton Plaza, Sutton Court Road, Sutton, Surrey SM1 4FS

Date: 10 September 2021

Consolidated Statement of Financial Activities

(incorporating the income and expenditure account)
for the year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Income							
Income from charitable activities	1	3,217,826	-	3,217,826	2,988,850	-	2,988,850
Donations and legacies	2	1,025,804	1,453,511	2,479,315	937,253	1,215,875	2,153,128
Other trading activities	3	567,732	3,433	571,165	600,054	105,576	705,630
Income from investments		1,070	59	1,129	4,027	53	4,080
Total income and endowments		4,812,432	1,457,003	6,269,435	4,530,184	1,321,504	5,851,688
Expenditure							
Charitable activities	4	3,891,250	1,378,625	5,269,875	3,567,280	1,396,219	4,963,499
Expenditure on raising funds	5	565,324	119,682	685,006	584,539	160,620	745,159
Total expenditure		4,456,574	1,498,307	5,954,881	4,151,819	1,556,839	5,708,658
Net income/(expenditure) before Relocation costs		355,858	(41,304)	314,554	378,365	(235,335)	143,030
Contact Centre Relocation							
	9						
Grant Income		-	300,075	300,075	-	-	-
Relocation costs		82,837	15,043	97,880	-	-	-
Net Relocation income/(expenditure)		(82,837)	285,032	202,195	-	-	-
Net income/(expenditure) before transfers		273,021	243,728	516,749	378,365	(235,335)	143,030
Gross transfers between funds		66,625	(66,625)	-	(73,801)	73,801	-
Net income/(expenditure) before other recognised gains/(losses)		339,646	177,103	516,749	304,564	(161,534)	143,030
Other recognised (losses)/gains							
Actuarial loss on defined benefit pension scheme	18	(39,000)	-	(39,000)	(107,000)	-	(107,000)
Net movement in funds		300,646	177,103	477,749	197,564	(161,534)	36,030
Reconciliation of Funds							
Total funds brought forward		1,047,960	233,582	1,281,542	850,396	395,116	1,245,512
Total funds carried forward		1,348,606	410,685	1,759,291	1,047,960	233,582	1,281,542

The principal accounting policies on page 27 and the notes on pages 28 to 37 form part of these financial statements.

The consolidated statement of financial activities incorporates the consolidated income and expenditure account. For the purposes of the Companies Act 2006, excluding intangible income and expenditure, income for the year was £6,158,235 (2020 - £5,847,688) and expenditure was £5,843,681 (2020 - £5,704,658).

Expenditure on charitable activities includes the costs of raising income from donations and legacies.

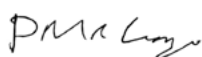
All amounts are derived from continuing activities.

There are no other recognised gains or losses other than those stated above.

Balance sheets as at 31 March 2021

	Notes	CONSOLIDATED		CHARITY	
		2021	2020	2021	2020
		£	£	£	£
Fixed assets					
Total tangible assets	10	299,884	118,045	97,024	69,844
Total intangible assets	10	99,456	72,349	2,366	34,584
Total fixed assets		399,340	190,394	99,390	104,428
Current assets					
Debtors	11	1,376,513	819,761	1,011,669	1,530,492
Cash at bank and in hand					
Cash - restricted fund balances		345,253	199,968	345,253	199,968
Cash - deferred income		644,597	1,224,719	390,413	474,942
Cash - operating funds		1,313,980	1,457,235	976,101	172,392
Total current assets		3,680,343	3,701,683	2,723,436	2,377,794
Liabilities					
Creditors: Amounts falling due within one year	12	2,139,392	2,466,535	948,421	1,336,091
Net current assets		1,540,951	1,235,148	1,775,015	1,041,703
Total assets less current liabilities excluding pension liability		1,940,291	1,425,542	1,874,405	1,146,131
Defined benefit pension scheme deficit	18	(181,000)	(144,000)	(181,000)	(144,000)
Net assets including pension deficit	14	1,759,291	1,281,542	1,693,405	1,002,131
The funds of the charity:					
Total restricted funds	13	410,685	233,582	410,685	233,582
Unrestricted funds:					
Unrestricted funds		1,529,606	1,191,960	1,463,720	912,549
Unrestricted funds excluding pension deficit		1,529,606	1,191,960	1,463,720	912,549
Defined benefit pension scheme deficit	18	(181,000)	(144,000)	(181,000)	(144,000)
Total unrestricted funds		1,348,606	1,047,960	1,282,720	768,549
Total funds	14	1,759,291	1,281,542	1,693,405	1,002,131

The financial statements were approved and authorised for issue by the Trustees:



Peter Gaze

Date: 26 July 2021



Ceris M Gardner

Date: 26 July 2021

The principal accounting policies on pages 27 and the notes on pages 28 to 37 form part of these financial statements.
Company No 05382856

Consolidated statement of cashflow

	2021	2021	2020	2020
	£	£	£	£
Net movement in funds	477,749		36,030	
Investment income	(1,129)		(4,080)	
Depreciation	76,419		81,177	
Amortisation	66,823		74,240	
Loss on disposal of fixed assets	3,700		171	
(Increase)/decrease in debtors	(556,752)		5,479	
(Decrease)/increase in creditors	(327,143)		504,152	
Increase in pension scheme liability	37,000		105,000	
Net cash (outflow)/inflow from operating activities		(223,333)		802,169
Cashflows from investing activities				
Investment income received		1,129		4,080
Cashflows from capital expenditure				
Purchase of tangible fixed assets	(261,958)		(50,918)	
Disposal of tangible fixed assets	–		1,267	
Purchase of intangible fixed assets	(93,930)		(29,728)	
		(355,888)		(79,379)
(Decrease)/increase in cash for the year		(578,092)		726,870

Principal accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

Crimestoppers Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Trustees have reviewed detailed cash flow projections to 31 July 2022 and have agreed detailed budgets for the year ended March 2022. Both sources of income and types of expenditure have been reviewed. The Trustees have also considered the Group's working capital and capital expenditure requirements. As a result of the foregoing, the Trustees are satisfied that it is appropriate to prepare the accounts on a going concern basis.

The principal accounting policies of the charity are set out below:

b) Company status

The charity is a company limited by guarantee. The members of the company are the Trustees named on page 39. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

c) Fund accounting

Unrestricted funds are available for use at the discretion of the Board of Trustees in furtherance of the general objectives of the charity. Funds held by regional committees which are not for a specific purpose are regarded as Unrestricted while still within the control of the relevant committee. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised for particular purposes.

d) Income

All income is included in the SOFA when the Charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

Voluntary income

Voluntary income represents income received from monetary donations, grants and intangible income. It is credited on receipt or entitlement to unrestricted funds or restricted funds, as appropriate, unless required by the donor to be deferred to future years. Intangible income, which comprise gifts in kind and donated services, is included in voluntary income at a valuation which is an estimate of the financial cost borne and confirmed by the donor, where such a cost is quantifiable and measurable. Such costs include amounts in excess of commercial discounts given, where such discounts are deemed by the donors as donations. No income is recognised when there is no financial cost borne by a third party.

Activities for raising funds

Activities for raising funds represent income from fundraising events and licensing undertaken by the charity during the year.

Investment income

Investment income consists of interest and is accounted for on a receivable basis.

e) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of raising funds are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charity's activities.

Support costs, which include the central and regional functions such as general management, finance and accounting, information technology and human resources, are allocated across the categories of charitable expenditure and the costs of raising funds. The basis of the cost allocation is by head count and estimated time spent by personnel under each category.

f) Tangible fixed assets

Fixed assets are capitalised when their cost exceeds £500 and when their useful economic life is expected to exceed three years in the case of computer equipment and five years for all other assets.

Depreciation is charged to the SOFA so as to write off the cost of fixed assets on a straight-line basis over their estimated useful lives. Depreciation is charged on a monthly basis from the month of purchase, with a whole month's charge in the month of disposal. Leasehold improvement costs are amortised over the remaining period of the appropriate lease.

g) Intangible fixed assets

Intangible fixed assets are recognised as website and software costs exceeding £500. These costs have been capitalised at historic cost and amortised on a straight-line basis over three years. Depreciation is charged to the SOFA on a monthly basis from the month of purchase, with a whole month's charge in the month of disposal.

h) Pension costs

The charity is a participating employer member of the Foundation Pension Plan, which is closed to new members. The scheme is a defined benefit pension scheme, the funds of which is administered by its own Trustees and is separate from those of the participating employers. The cost of providing pensions and related benefits is charged to the SOFA over the employees' service lives on the basis of a constant percentage of earnings, which is an estimate of the regular cost. Variations from regular cost, arising from periodic actuarial valuations, are allocated over the expected remaining service lives of current employees on the basis of a constant percentage of current and estimated future earnings. Any difference between the charge to the SOFA and the contributions payable to the scheme is shown as an asset or a liability in the balance sheet.

The full surplus or deficit for the scheme is recognised on the balance sheet in line with the requirements of FRS 102. The cost of the pension scheme has been brought into the SOFA in full, and allocated across expense codes on a consistent basis with the allocation of all other staff costs. Pension costs in respect of the group occupational money purchase scheme are charged to the SOFA for the year in which they are payable.

i) Operating leases

Payments made under operating leases are charged to the SOFA when incurred. The charity does not acquire assets under finance leases.

Notes to the financial statements for the year ended 31 March 2021

1. Income from charitable activities	2021 £	2020 £
24/7 Call Centre	2,579,961	2,448,357
Other	637,865	536,493
Contractual Income	—	4,000
	3,217,826	2,988,850

2. Donations and legacies	2021 £	2020 £
Income from donations:		
Other voluntary income	1,050,899	971,221
Companies and trusts	266,549	217,226
Individuals	4,036	29,614
	1,321,484	1,218,061
Grant Income:		
Central government	922,073	872,079
Local government	124,558	58,988
	1,046,631	931,067
Intangible income	111,200	4,000
	111,200	4,000
Total income from donations and legacies	2,479,315	2,153,128

Central government grants include £770,500 (2020 - £770,500) Home Office contribution to support the core operating costs of the Charity.

3. Activities for raising funds	2021 £	2020 £
Corporate partners and other licensing income	563,638	575,091
Events	7,527	130,539
	571,165	705,630

Notes to the financial statements for the year ended 31 March 2021

4. Charitable activities	2021	2020
	£	£
Staff Costs – promoting the Crimestoppers scheme and building up anti-crime partnerships, nationally and locally	3,243,284	3,293,240
Publicity and promotion of the Crimestoppers scheme	1,269,698	726,432
Support costs	725,430	888,544
Other direct operational expenditure	12,305	25,900
Audit fee	18,158	18,933
Rewards	1,000	10,450
	5,269,875	4,963,499

Within the £5,269,875 (2020 - £4,963,499) of Charitable Activities cost for the Charity are £58,716 (2020 - £57,803) relating to Governance Costs.

Within the £3,243,284 (2020 - £3,293,240) of Staff Costs are £nil (2020 - £13,434) Redundancy Costs.

Within the £1,269,698 (2020 - £726,432) for the publicity and promotion of the charity are matching costs of £111,200 (2020 - £4,000) of the intangible income (outlined in note 2 above).

5. Expenditure on raising funds	2021	2020
	£	£
Staff costs, including consultancy and training	494,140	537,740
Support costs	173,292	148,057
Fundraising events and publicity	17,574	59,362
	685,006	745,159

6. Staff costs	2021	2020
	£	£
Total costs of:		
Wages and salaries	3,110,333	3,243,847
National insurance	300,574	305,629
Pension and other benefits	127,607	120,592
Consultancy and temporary staff	104,491	72,803
Training and recruitment	60,166	54,835
Pension scheme administration	29,939	28,656
Other staff costs	4,314	4,618
	3,737,424	3,830,980

Notes to the financial statements for the year ended 31 March 2021

6. Staff costs (continued)

The average number of full-time equivalent employees (including part time staff) during the year were as follows:

	2021	2020
Generating voluntary income	5	5
Fundraising trading	5	6
Charitable activities	85	90
Total	95	101
Average number of staff during the year	107	113

Higher paid employees received emoluments during the year in the following bands:

	2021	2020
£60,000 - £69,999	1	–
£70,000 - £79,999	2	2
£120,000 - £129,999	–	1
£130,000 - £139,999	1	–
	4	3

Of these employees none (2020 - None) was a member of the Trust's defined benefit pension scheme.

The total remuneration cost of the key management personnel during the year was £419,793 (2020 - £398,071).

7. Trustees' emoluments

No Trustee received any emoluments or expenses during the year (2020-Nil).

8. Support costs

	Charitable Activities	Expenditure on Raising funds	2021 Total	2020 Total
	£	£	£	£
Travelling Expenses	8,011	245	8,256	171,527
Rent, repairs and maintenance	167,704	65,688	233,392	191,972
Depreciation	121,361	10,350	131,711	155,419
Losses on disposal of fixed assets	3,585	115	3,700	171
Stationery, copying and postage	17,859	5,059	22,918	30,020
Telephones & internet	110,057	13,449	123,506	100,579
Legal fees	48,061	8,886	56,947	32,488
Other support costs	248,792	69,500	318,292	354,425
	725,430	173,292	898,722	1,036,601

9. Contact Centre Relocation

During the year the Contact Centre, which was formerly based at Godstone, was relocated to the Head Office premises based in Wallington. The Head Office premises were refurbished in order to permit the combined facility to operate effectively. The refurbishment and relocation were kindly funded by the Cayo Foundation in the form of a grant of £300,075. The bulk of the grant, £213,724, was utilised to undertake refurbishment and improvements which have been capitalised. The balance of £86,351 was expensed on revenue related items, primarily staff related costs, including redundancy costs of £29,588, payments in lieu of notice of £20,700 and recruitment costs of £17,104. In addition, there were depreciation charges of £11,529 incurred in respect of the capitalised improvements.

We are obligated under FRS 102 to recognise the total grant income received in the year of receipt, notwithstanding the fact that as noted above the principal element of the expenditure has been capitalised. This does unfortunately result in the income and reserves levels being 'inflated' for the current year, by £202,195 as noted on the Income statement. In subsequent years, for the duration of the lease term of ten years, there will be an additional depreciation charge relating to the refurbishment of circa £21,000 pa.

Notes to the financial statements for the year ended 31 March 2021

10a. Consolidated fixed assets

	Tangible				Intangible
	Leasehold Improvements	Furniture, Fixtures & Fittings	Computer Equipment	Total	Software
	£	£	£	£	£
Cost					
At 1 April 2020	260,119	176,910	391,475	828,504	444,992
Additions	202,959	4,817	54,182	261,958	93,930
Disposals	(255,249)	(56,234)	(82,147)	(393,630)	(250,745)
At 31 March 2021	207,829	125,493	363,510	696,832	288,177
Depreciation					
At 1 April 2020	256,228	145,507	308,724	710,459	372,643
Charge for the year	12,166	12,421	55,532	80,119	66,823
Eliminated on disposals	(254,672)	(53,479)	(81,779)	(389,930)	(250,745)
Loss on disposal	(577)	(2,755)	(368)	(3,700)	-
At 31 March 2021	13,145	101,694	282,109	396,948	188,721
Net book value					
At 31 March 2021	194,684	23,799	81,401	299,884	99,456
At 31 March 2020	3,891	31,403	82,751	118,045	72,349

10b. Charity fixed assets

	Tangible				Intangible
	Leasehold Improvements	Furniture, Fixtures & Fittings	Computer Equipment	Total	Software
	£	£	£	£	£
Cost					
At 1 April 2020	167,837	97,713	215,850	481,400	178,108
Additions	55,899	-	12,840	68,739	-
Disposals	(165,616)	(940)	(53,833)	(220,389)	(47,756)
At 31 March 2021	58,120	96,773	174,857	329,750	130,352
Depreciation					
At 1 April 2020	166,451	88,917	156,188	411,556	143,524
Charge for the year	2,984	3,479	35,096	41,559	32,218
Eliminated on disposals	(165,616)	(940)	(53,465)	(220,021)	(47,756)
Loss on disposal	-	-	(368)	(368)	-
At 31 March 2021	3,819	91,456	137,451	232,726	127,986
Net book value					
At 31 March 2021	54,301	5,317	37,406	97,024	2,366
At 31 March 2020	1,386	8,796	59,662	69,844	34,584

Notes to the financial statements for the year ended 31 March 2021

11a. Consolidated debtors	2021	2020
	£	£
Trade debtors	1,013,952	671,448
Prepayments	148,774	147,938
Accrued income	213,787	375
	1,376,513	819,761

11b. Charity debtors	2021	2020
	£	£
Trade debtors	164,371	543,917
Prepayments	122,369	127,048
Accrued income	212,537	375
Amounts due from associated undertakings	512,392	859,152
	1,011,669	1,530,492

Amounts due from associated undertakings includes the outstanding management charge in respect of strategic and support services supplied to the subsidiary £108,320 (2020 - £493,890).

12a. Consolidated creditors due within one year	2021	2020
	£	£
Trade creditors	236,872	230,699
Taxation and Social Security	292,400	380,407
Accruals	236,325	164,498
Deferred income	1,373,795	1,690,931
	2,139,392	2,466,535

The deferred income of £1,493,352 at the end of 2020 was released during the year.

12b. Charity creditors due within one year	2021	2020
	£	£
Trade creditors	203,135	179,365
Taxation and Social Security	42,258	181,178
Accruals	203,573	131,333
Deferred income	499,455	844,215
	948,421	1,336,091

Notes to the financial statements for the year ended 31 March 2021

13. Movement on restricted funds

	Opening Balance	Income	Expenditure	Net Transfers	Closing Balance
	£	£	£	£	£
Total regional restricted funds	144,089	355,580	(328,374)	(63,032)	108,263
Fearless Worker Funding	52,210	225,066	(206,575)	380	71,081
Bedfordshire Police	13,284	-	(8,312)	8,863	13,835
Contact Centre Relocation	-	300,075	(15,043)	(82,837)	202,195
Other restricted funds (subtotal)	23,999	876,357	(955,046)	70,001	15,311
Total Central Office restricted funds	89,493	1,401,498	(1,184,976)	(3,593)	302,422
Total restricted funds	233,582	1,757,078	(1,513,350)	(66,625)	410,685

Purpose of restricted funds

- Fearless Worker Funding - These are funds specifically received in respect of Fearless Workers across a number of regions, with the funding running through into the next financial year.
- Bedfordshire Police - Ongoing funding provided by Bedfordshire to fund campaigns.
- Contact Centre Relocation - Grant income received from the Cayo Foundation to fund the refurbishment of the Head Office premises to facilitate the relocation of the Contact Centre. This balance represents the amount included as part of the fixed assets which will be written off over the lease term of ten years.

14a. Consolidated fund balances at 31 March 2021

represented by:

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Fixed assets	339,377	59,963	399,340
Debtors	1,137,037	239,476	1,376,513
Cash at bank and in hand	1,958,577	345,253	2,303,830
Creditors: amounts falling due within one year	(1,905,385)	(234,007)	(2,139,392)
Pension liability	(181,000)	-	(181,000)
Net assets at 31 March 2021	1,348,606	410,685	1,759,291

14b. Charity fund balances at 31 March 2021

represented by:

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Fixed assets	39,427	59,963	99,390
Debtors	772,193	239,476	1,011,669
Cash at bank and in hand	1,366,514	345,253	1,711,767
Creditors: amounts falling due within one year	(714,414)	(234,007)	(948,421)
Pension liability	(181,000)	-	(181,000)
Net assets at 31 March 2021	1,282,720	410,685	1,693,405

Notes to the financial statements for the year ended 31 March 2021

15. Subsidiary companies

The group subsidiary companies at 31 March 2021, which were all wholly owned and registered in England and Wales, were as follows:

Activity

Crimestoppers Enterprises Limited

Dormant

Treble 5 Treble 1 Limited

Operation of a 24/7 call handling centre

The results of Treble 5 Treble 1 Limited for the year ended 31 March 2021 were as follows:

	2021	2020
	£	£
Turnover	3,357,982	3,091,238
Cost of sales	(1,789,732)	(1,762,137)
Gross profit	1,568,250	1,329,101
Administrative expenses	(780,911)	(586,795)
Operating Surplus	787,339	742,306
Interest receivable and similar income, net of interest payable	733	3,182
Profit for the year	788,072	745,488
Fixed assets	299,951	85,966
Net current (liabilities)/assets	(234,067)	193,444
Net assets	65,884	279,410
Profit and Loss Account	65,884	279,410
Total shareholder funds	65,884	279,410

During the year there was a charge from the parent company to Treble 5 Treble 1 Limited for the provision of management and support services £658,320 (2020 - £493,890); it is included in the Administrative expenses figure.

All taxable profits of the company are distributed to the parent charity, Crimestoppers Trust, and on this basis no taxation charge is payable for either the year ended 31 March 2021 or the year ended 31 March 2020. Where taxable profits are lower than the accounting profits due to temporary timing differences, reserves are retained in the company. For 2020/21 distributions of £1,001,598 (2019/2020 - £500,000) were made to Crimestoppers Trust.

Treble 5 Treble 1 Limited is a company limited by guarantee.

Notes to the financial statements for the year ended 31 March 2021

16. Leases

Commitments under operating leases are as follows:

	Land & buildings		Others	
	2021	2020	2021	2020
	£	£	£	£
Consolidated:				
Payments within one year	66,000	50,456	5,878	8,156
Expiring between one – five years	445,500	-	-	5,863
Expiring after five years	561,000	-	-	-
	1,072,500	50,456	5,878	14,019
Charity:				
Payments within one year	66,000	29,706	5,878	8,156
Expiring between one – five years	445,500	-	-	5,863
Expiring after five years	561,000	-	-	-
	1,072,500	29,706	5,878	14,019

The lease for the Central Office based in Wallington, Surrey was renewed with effect from 7 July 2020 for a further 10-year period. The initial rental for the period to 6th July 2023 is £66,000 pa which subsequently increases to £132,000 pa for the remaining term.

17. Related Parties

During the year the charity received a donation of £40,000 (2020 - £40,000) from the Bestway Foundation Charitable Trust. Lord Choudrey, a Trustee of the charity, is a Trustee of the Bestway Foundation Charitable Trust.

Ms Angela Entwistle and Mr Stewart Anthony Harris, both Trustees of the charity, are also Trustees of the Cayo Foundation. For the year to 31 March 2021, the charity received a grant from the Cayo Foundation totalling £247,713 (2020 - £52,362). The grant was to assist with the Contact Centre move from their premises based in Godstone to the Central Office headquarters and the full value of the grant across the two financial years of £300,075 was expended for the refurbishment of the Central Office premises. The grant was not included as income within the 2019/20 financial statements, but was incorporated as part of the year end creditor balance.

Bill Griffiths, a Trustee of the charity, provided consultancy for which he incurred expenses and was reimbursed £105 (2020 - £317).

Sir Paul Stephenson, a Non-Executive Director of British Horse Racing Authority (BHA), is also a Trustee of the charity. During the year Crimestoppers provided an Integrity Line service and Intellectual Property to the BHA at a cost of £17,977 (2020 - £13,663).

Peter Clarke, a Trustee of the charity, was HM Chief Inspector of Prisons until October 2020. During the year Crimestoppers provided a reporting service to offenders in prisons funded by HM Prison & Probation Service at a cost of £43,643 (2020 - £47,722).

During the year Crimestoppers charged management fees to its wholly owned subsidiary, Treble 5 Treble 1 Limited of £658,320 (2020 - £493,890); in addition, distributions of £1,001,598 (2020 - £500,000) were made by Treble 5 Treble 1 Limited. At 31 March 2021 £282,498 (2020 - £859,152) was due from Treble 5 Treble 1 Limited.

18. Pension commitments

The charity participates in the Foundation Pension Plan, a non-segregated multi-employer defined benefit pension scheme in the UK. The disclosures set out below are based on calculations carried out as at the Balance Sheet Date by a qualified independent actuary.

The assets are held in a separate trustee-administered fund to meet long-term pension liabilities to past and present employees. The trustees of the Plan are required to act in the best interest of the Plan's beneficiaries. The appointment of trustees is determined by the trust documentation.

The liabilities of the Plan are measured by discounting the best estimate of future cash flows to be paid out of the Plan using the projected unit method. This amount is reflected in the surplus or deficit in the balance sheet.

The projected unit method is an accrued benefits valuation method in which the liabilities make allowance for projected earnings.

The liabilities set out in this note have been calculated based on the scheme funding assessment being carried out by the trustees as at 31 March 2020, updated to the Balance Sheet Date.

The value of the assets for the charity at the Balance Sheet Date has been taken as the same proportion of the liabilities that relate to the employees and former employees of the charity in comparison to the liabilities of the whole plan at the Balance Sheet Date. When apportioning the assets of the Plan in this way, no allowance has been made for the effects of GMP equalisation for the charity.

The following disclosures relate only to employees and former employees of the charity.

At the Balance Sheet Date, contributions are payable to the Plan at the rates set out in the schedule of contributions dated 30 June 2018; 19.2% of Pensionable Earnings by the charity and 6% of Pensionable Earnings by employees.

In addition, the charity will pay its share of the death in service insurance premiums and administration expenses, including levies. The charity's contributions (including death in service premiums) expected to be made in the year commencing 1 April 2021 are £14,000.

Notes to the financial statements for the year ended 31 March 2021

18. Pension commitments (continued)

18. a) Principal Assumptions

The principal actuarial assumptions at the balance sheet date were:

	2021	2020
Discount rate	1.90%	2.20%
RPI Inflation	3.30%	2.60%
CPI Inflation	2.40%	1.60%
Rate of increase in salaries	1.00%	1.00%
Rate of increase to pensions in payment:		
Fixed	In line with Scheme Rules	In line with Scheme Rules
RPI capped at 5.00% pa	3.20%	2.60%
CPI capped at 2.50% pa	2.00%	1.50%
Pre and post retirement mortality	S3PxA with CMI 2020 with 1.25% pa long term improvements	S3PxA with CMI 2019 with 1.25% pa long term improvements
Cash commutation	80% of maximum tax-free cash	80% of maximum tax-free cash
Future life expectancy of male aged 65 at balance sheet date	21.9	21.9
Future life expectancy of male achieving 65, 20 years after balance sheet date	23.2	23.2
Future life expectancy of female aged 65 at balance sheet date	24.3	24.2
Future life expectancy of female achieving 65, 20 years after balance sheet date	25.7	25.6

For the avoidance of doubt the above assumptions are in absolute terms.

18. b) Asset Breakdown

The major categories of the Scheme assets are:

	2021 £000's	2020 £000's
UK and Overseas Equities	1,084	922
Insured Pensioners	378	405
Government Fixed Interest Bonds	50	28
Corporate Bonds	347	340
UK Index Linked Bonds	259	221
Cash	30	35
Total	2,148	1,951

18. c) Net defined benefit liability

	2021 £000's	2020 £000's
Fair value of Scheme assets	2,148	1,951
Present value of defined benefit obligation	2,329	2,095
Defined benefit liability recognised in balance sheet	(181)	(144)

Notes to the financial statements for the year ended 31 March 2021

18. d) The total expense recognised in the statement of financial activities

	2021 £000's	2020 £000's
Current Service Cost	9	13
Net interest on the net defined benefit liability	3	1
Total	12	14

18. e) Total amounts taken to Other Comprehensive Income

	2021 £000's	2020 £000's
Actual return on Scheme assets	287	(104)
Amounts included in net interest on the net defined benefit liability	(42)	(50)
Remeasurement gains and (losses)		
- Return on Scheme assets excluding interest income	245	(154)
Remeasurement losses and (gains)		
- Actuarial losses and (gains)	284	(47)
Total	39	107

18. f) Changes in the present value of the defined benefit obligation

	2021 £000's	2020 £000's
Present value of defined benefit obligation at beginning of period	2,095	2,211
Benefits and death in service premium paid	(107)	(137)
Current service cost	9	13
Interest cost	45	51
Remeasurement losses and (gains)		
- Actuarial losses and (gains)	284	(47)
Employee contributions	3	4
Present value of defined benefit obligation at end of period	2,329	2,095

18. g) Changes in the fair value of assets

	2021 £000's	2020 £000's
Fair value of Scheme assets at beginning of period	1,951	2,172
Interest income	42	50
Remeasurement gains and (losses)		
- Return on Scheme assets excluding interest income	245	(154)
Contributions by employer	14	16
Employee contributions	3	4
Benefits and death in service premium paid	(107)	(137)
Fair value of Scheme assets at end of period	2,148	1,951

Partnerships

- Association of Convenience Stores
- B&Q Screwfix
- Barnardo's
- BASE
- Border Force
- Brighton & Hove Taxis
- British Horseracing Authority
- Cabinet Office
- Carlisle Support Services
- Charity Retail Association
- Electoral Commission
- Energy Theft Tip-Off Service
- England and Wales Cricket Board
- Environment Agency
- EPC-UK
- ESRI
- FACT
- FireStoppers - County Durham and Darlington, Derbyshire, Northumberland, Northamptonshire, South Yorkshire, Tyne and Wear Fire and Rescue Services
- First Central
- Food Standards Scotland
- Forensic Science Regulator
- Harod Global Investigative Solutions
- Henry Squire & Sons Ltd
- HMPPS
- HMRC
- Immigration Enforcement
- Independent Press Standards Organisation
- Insurance Fraud Bureau
- Industry Trust
- Intellectual Property Office
- International Weightlifting Federation
- JELC
- Liberty
- Link ATM
- Lloytron
- Long Clawson Dairy
- Mitie
- Morrisons
- Muller
- National Farmers' Union
- National Marine Intelligence Centre (PortSafe)
- NEXT
- NHS Counter Fraud Authority
- NHS Scotland
- Northern Powergrid
- Openreach
- Ring
- Royal Mail
- Save the Children
- Scottish Football Association
- Security Industry Authority
- SelectaMark
- Sodexo (HMP Addiewell)
- South Caernarfon Creameries
- Thames Water
- Tideway
- Trading Standards - East Midlands, Greater Manchester, Kent & Medway, Wales
- TSB
- UK Anti-Doping
- William Hill
- Wine & Spirit Trade Association

Trusts and Foundations

- The Bestway Foundation
- The City Bridge Trust
- The Adint Charitable Trust
- The Peacock Charitable Trust
- The Ingram Trust
- The Henry C Hoare Charitable Trust
- The John Swire 1989 Charitable Trust
- The 29th May 1961 Charitable Trust
- The London Community Foundation
- Comic Relief
- The National Lottery Awards For All
- The GM Morrison Charitable Trust
- The Enkalon Foundation
- The Halifax Foundation
- The Irish Society
- The Mr and Mrs TCS Haywood Charitable Trust
- The Constance Travis Charitable Trust
- The JR Corah Foundation Fund
- The Gilbert & Eileen Edgar Foundation
- Foundation Derbyshire
- The Gray Trust
- Babergh Parish Council, Suffolk
- The Sir James Reckitt Charitable Trust
- The Austin Hope Pilkington Trust
- The David Gibbons Charitable Trust
- The Helen J Cope Charitable Trust
- The Miss G Marriage Charitable Trust
- The Sheffield Church Burgesses Trust
- The Annie Trammer Charitable Trust
- Cranleigh Parish Council, Surrey
- The RW Mann Trust
- The Rothley Trust
- The Mather Family Charitable Trust
- The Rodger De Haan Charitable Trust

Legal & administrative information

Trustee Directors

Chair of Trustees

- Lord Ashcroft KCMG PC

Trustees

- Lord Choudrey CBE
- Mr Peter Clarke CVO OBE QPM
- *Ms Angela Entwistle
- Sir Ronnie Flanagan GBE MA
- Mr Richard Gamble FCA
- Ms Ceris Gardner
- Mr Peter Gaze FCA
- Mr Bill Griffiths CBE BEM QPM
- Mr Stewart Harris
- Ms Suzanne Jacob OBE (appointed 27 April 2021)
- *Mr Michael Laurie CBE
- *Mr Barry Mizen MBE
- Mr Nick Ross
- Mr Stephen Rubin OBE
- Sir Paul Stephenson QPM

Advisory Board

Trustee Directors and officers marked with a * serve on the Advisory Board, together with the following:

- Mr Phil O'Shea
 - Deputy Chair & AB Member for Northern Ireland & the Islands (Isle of Man & Channel Islands)
- Mrs Sue Thompson
 - South East Region Representative (resigned February 2021)
- Mr Peter Rolington
 - South Region Representative
- Mr Stuart Rawlins
 - Eastern Region Representative
- Mr Bill Cullen
 - East Midlands Region Representative
- Mrs Nina Dawes
 - West Midlands Region Representative
- Mr Ian Johnston – Wales Representative
- Miss Jane Antrobus
 - North West Region Representative
- Mr Jonathan Hamill
 - North East Region Representative
- Mr Jim Ferguson
 - Scotland Representative

Senior Officers

- *Mr Mark Hallas OBE,
Chief Executive
- *Mr Bob Booker,
Director of Finance, Company Secretary
- *Mr Michael Duthie,
Director of Operations
- *Mr Rodger Holden,
Director of Business Development

Bankers

The Royal Bank of Scotland plc
280 Bishopsgate, London, EC2M 4RB

Auditor

Mazars LLP
2nd Floor, 6 Sutton Plaza, Sutton Court Road, Sutton,
Surrey, SM1 4FS

Solicitors

Bates Wells,
10 Queen Street Place, London, EC4R 1BE

Status

Crimestoppers Trust was originally established by a Deed of Trust on 20 October 1986 and was registered by the Charity Commission with effect from 4 November 1987. On 1 April 2005 the complete undertaking of Crimestoppers Trust was transferred to a company limited by guarantee, Company Number 05382856, which is itself a registered charity, Number 1108687 (England) and Number SC037960 (Scotland). The registered office of the charity is at 10 Queen Street Place, London, EC4R 1BE.

The principal office is PO Box 324, Wallington, SM6 6BG.

We believe everyone has the right to feel safe from crime, wherever they live, wherever they work, for ourselves and all those we care about.

But sometimes people might be worried about a crime, or something that's wrong, and want to pass on information. Which is why it's good to know they can always trust Crimestoppers.

We're an independent charity that gives people the power to speak up and stop crime, 100% anonymously. By the phone and online, 24/7, 365 days a year. No police contact. No witness statements. No courts.

Every year we help stop thousands of crimes. So, let's make communities safer together.

Find out more about our work.

Contact us at hello@crimestoppers-uk.org

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